STATE INTERVENTION AND MANAGEMENT OF REFUGEES' CRISIS IN THE GREAT LAKES REGION: A CASE OF UGANDA

MUHAMED HIRJI

2014/AUG/MIRD/M1432/WKD

A RESEARCH DISSERTATION SUBMITTED TO THE SCHOOL OF SOCIAL SCIENCES IN PARTIAL FULFILMENT FOR THE REQUIREMENT OF THE AWARD OF A DEGREE OF MASTER OF ARTS IN INTERNATIONAL RELATIONS AND DIPLOMACY OF NKUMBA UNIVERSITY

OCTOBER 2018

DECLARATION

This dissertation is my original work and has not been presented for a degree or any other academic award in any University or Institution. And where other citations has been used, due acknowledgement has been made.

Muhamed Hirji

(Student)

Date: …………………………….

APPROVAL

'I confirm that the work reported in this dissertation was carried out by the candidate under my supervision'

…………………………….   Date ………………………

Dr. Solomon Muchwa Asiimwe

DEDICATION

I dedicate this research to my Mum Ms. Sam Bonabana.

ACKNOWLEDGEMENT

By the will of God, it has been possible; all glory and honor to the Almighty.

I would like to thank my Mum Ms. Sam Bonabana, Fiancée Kemigisha Bridget, my brothers Mr. Fred Kamojo, Mr. Bright Moses Businge, Mr. Alfred Asimwe and my sister Ms. Janet Kanyiginya.

I am heartily thankful to my Supervisor Dr. Solomon Muchwa Asiimwe, Mr. Barenzi George, Ms. Anne Abaho and all my lecturers Nkumba University.

I could not do this without support from class mates (Mr. Samuel Abashe, Ms. Kabareebe Doreen, Mr. Katumba Isaac)

.

TABLE OF CONTENTS

LIST OF ACRONYMS AND ABBREVIATIONS

UNHCR   United Nations High Commissioner for Refugees

UN   United Nations

UNICEF   United Nations International Children's Fund

ABSTRACT

The study was about state intervention and management of refugees' crisis in the great lakes region: a case of Uganda. The study was guided by the following objectives: To find out the causes of refugee crisis in Uganda, to find out the challenges faced by Uganda in managing refugees crisis and to establish the strategies that can be adopted to harmonize refugee crisis in Uganda. This study focused on the areas where refugees are living in Uganda that is Rwamwanja refugee settlement in Kamwenge District in order to find out how the state is responding towards the refugees crisis. This study made use of a case study and a cross sectional study design and this was because the researcher wanted to gather data once over a period of time in order to answer the research questions. The study population was 92 and a sample size of 75 respondents which was determined by the Soloven's formula. The study discovered that, Uganda as a state has come up with a number of assistance programs in order to intervene in refugees' crisis and it has to tried and helped refugees access their basic needs such as food, shelter and clothing. It is evident that many activities have led to the refuges crisis in the Great Lakes Region and these include the following civil wars, inadequate food, harsh climates, and lack of legal routs to safety, humanitarian rights violation and natural disasters. The study also found out that, challenges faced during refugees' crisis management include: financial burdens, poor health facilities, inadequate funds, high level of corruption, political tensions and security alerts and lack of legal Protection. The study also discovered that, strategies which can be adopted to deal with refugees crisis include the following: Establishment of refugees crisis management ministry, aligning humanitarian aid to refugees based activities, funds mobilization through fundraising, facilitating and opening up educational opportunities, developing awareness campaigns for refugees host communities and resettlement of refugees to a better areas. The study recommended that, there is need for strengthened collaborative efforts between government and UNHCR and other partners to ensure increased services availability to the refugees in order to ensure effectiveness in refugees' crisis management. The government should allocate a big percentage to refugees' crisis management specifically in each financial year budget and its implementation should be monitored by officials from the state and other partners.

And there should be also much emphasis on programmes like voluntary participation for all stakeholders including host communities and refugees themselves.

CHAPTER ONE
INTRODUCTION

1.0. Introduction

This chapter presents the background to the study, problem statement, general objectives, specific objectives, research questions, scope of the study, justification significances of the study and conceptual framework.

1.1 Background to the study

At the end of 2013 the world was faced with 51.2 million forcibly displaced people, the highest number of displaced people since World War II. Only one year later - at the end of 2014 - 59.5 million people were forcibly displaced due to conflict, violence and violation of human rights. In the whole world, the number of refugees has dramatically increased since the cold war. (Col, 2007) currently, more than 25 million people have been uprooted within their own country as result of conflict and human rights violations.

Historical perspective

According to the Human Rights Watch (2009), the term "refugee" first emerges in 17th century in France, and while we might believe that "refugee" has had a single definition which was established when it was first coined, its original meaning was very different from the contemporary definition of "refugee" today. During the 1700s, France experienced growing tensions between the minority Protestants, known as the Huguenots, and the Catholic majority, leading to several small wars in Southwestern France (In order to quell the religious fighting, Henry the IV issued the Edict of Nantes in 1598 that granted religious and political freedom to the Huguenots). However, the Edict of Nantes was revoked in 1685 when Louis the XIV passed the Edict of Fontainebleau, which once again limited the autonomy of the Huguenots and was

followed by violent religious persecutions throughout France, including mass killings, torture, and expulsion from the job market and education system (Forrest, 2014).

Interestingly, this is in stark contrast to every contemporary definition of a refugee that exists today, showing us that the refugee is, and has always been, a contested concept, As defined in by Gorman (2001), a refugee is someone who, "owing to a well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality, and is unable to, or owing to such fear, is unwilling to avail himself of the protection of that country". The fact that a refugee was someone internally displaced in 17th century France indicates that the circumstances under which refugees found themselves were different then they are today. However, these circumstances did not just arise on their own; instead, political decisions created a politicized refugee that suited state stability concerns at the time (Wagner, 2011). Indeed, during the 16th and 17th century, emigration was banned and movement was severely restricted between powers in Europe. Feudal states viewed their peasantry as valuable manpower if an army needed to be assembled, and as having agricultural utility during peacetime, and thus pursued strict laws against emigration into other kingdoms or states. It was in the interest of the state to restrict movement, causing the scope of the first "refugee" as being defined as an internally displaced, religiously persecuted person (Brown, 2014).

The major implication of defining the scope of the refugee as being internally displaced is that there is no obligation on any other state to deal with them (Ostrand,2015). By the time of the Edict of Fontainebleau, the Treaty of Westphalia had already been signed and put into force in Western Europe, so neighboring states had no right and no obligation to step into French territory to call foul on the treatment of their religious minorities. Therefore, in 17th century in Europe,

2

refugee status was only defined in its scope (such as those facing religious persecution), but created no obligation on any state (Carter-pokras et al, 2007). Conversely, a refugee found outside of his or her country of origin requires not only a definition for the scope of who qualifies as a refugee, but also the obligation that the refugee creates on the receiving state. This would mean that having internally displaced refugees would not imply any responsibility on the state, suiting the Westphalian system and the interest in maintaining state stability at the time (Bankoff, 2003).

The refugee problem in Africa is one of the most acute of this continent and one of the most acute in the world. Most of these problems have become protracted refugee situations. This is because; the armed conflicts which originally forced people to leave their own country have dragged on for many years, making it impossible for them to return to their homeland (Fantz, 2015). The horn of Africa in general and Uganda in particular are in the middle of a refugee crisis. The drought and famine, civil war before 1991 and the government intolerance of political opposition in Sudan before 1991 caused huge displacement and refugee crisis that led to the migration of millions of people to the neighboring nations, especially Uganda (UNICEF, 2015). In a parallel development the Sudanese Civil War forced hundreds of thousands of South Sudanese to flee their home and to seek refuge in Uganda. This civil war led an influx of South Sudanese refugees into the northern part of Uganda.

Uganda is one of the hosting countries in the world with the highest number of refugees. The country is the third largest refugee-hosting country in Africa and the ninth in the world (UNHCR, 2015). Most of the refugees come from Rwanda, South-Sudan, Burundi, Democratic Republic of Congo, Kenya, Eritrea, Somalia and Ethiopia. Political instability and ethnic violence are the major reasons why people leave those countries in large numbers.

Whereas Uganda has had to deal with big numbers of refugees in the past, the influx of refugees in the country in recent years is overwhelming. In 2000 Uganda hosted about 230,000 refugees, 200,000 of whom were from Sudan (now South-Sudan), nearly 15,000 from Rwanda, approximately 10,000 from DRC, and 1,000 from Somalia while the rest came from several other countries (USCR, June 2001). Although the numbers reduced to 200,518 in 2001 and 218,109 in 2002, Rwandan refugees instead increased to 18,937 in 2002 (UNHCR, 2002, pg 494). The period between 2003 and 2005 saw a gradual increase in refugee population in Uganda and by 2005 the refugee population stood at 259,089 with 212,857 from South-Sudan, 20,564 from DRC, 20,213 from Rwanda, 1,811 from Somalia and 1,660 from Burundi (UNHCR, 2005, pg 529).

The numbers have been growing and continue to grow. In most cases refugees enter Uganda in large numbers. On 6th December 2006 there was an influx of 12,000 Congolese refugees fleeing heavy fighting in Eastern Congo although several thousand returned when the fighting subsided (UNHCR, 2006). In January 2008 Uganda received approximately 7,000 Kenyan refugees fleeing election violence that started in December 2007 (US Committee for Refugees and Immigrants, 2008). In early August 2008 approximately 31,000 Congolese crossed into Uganda (US Committee for Refugees and Immigrants).

When violence broke out in South-Sudan in 2013, over 21,659 South-Sudanese refugees had by 12th January 2013 been registered as refugees at Uganda's Elegu border point alone and by 12th January 2014, 27,870 South-Sudanese refugees had crossed into Uganda (Refugee Law Project, 2014, pg 3 – 4). By the end of December 2015, the total refugee population in Uganda was estimated at 512,966. Out of this, 214,279 came from DRC, 200,278 from South Sudan, 35,210

from Somalia, 17,155 from Rwanda, 9,250 from Eritrea, 2,717 from Sudan, 2,502 from Ethiopia while 1,022 came from other countries (UNHCR, 2015).

Uganda currently hosts about 1,000,000 South Sudanese refugees and majorities are leaving in the refugee camps in Rhino refugee settlements (UN Report, 2017). It is not only civil war that caused refugee crisis in the region, but also frequent drought is also another factor. The Horn of Africa is one of the most drought vulnerable area and an area which is inhabited by a large pastoral society, who are dependent on their animals which are directly affected by the absence of pasture and water. The main cause for South Sudanese refugees to flee their home was the civil war which is the longest in Africa. This civil war started in 1955, even before Sudan declared independence from Britain. It started by a group of gun men from South Sudan who feared domination and exploitation by the Northerners. The population of the North Sudan is predominantly Arabic in culture and Language, Islam in Religion and racially different from the South which is Christian and traditionalist in religion, black in color, linguistically and culturally different from the north.

Countless Number of persons over the centuries has emigrated against their will because of conflicts as well as persecution by oppressive governments or majority groups. In the politically, economically and socially unstable climate of the twentieth century, refugee immigration has reached endemic proportions. Consequently, receiving or host nations are challenged with refugee presence with regards to hosting, feeding, sheltering, educating, employing as well as identifying and utilizing their human resource potential. In the effort to host refugees, many host communities face various forms of socio- economic challenges as well as benefit from refugee human resource (Bogner et al, 2010).

Lack or insufficient knowledge of refugees' situations in host communities has the potential of giving rise to unfounded opinions as well as presumptions in public debates on immigration issues. Greater knowledge of diverse immigrations issues can bring about a greater understanding between refugee immigrants and their hosts. Lack of knowledge on refugee issues or refugee situations becomes a bane on politicians or policymakers when making important decisions that concerns the implications of refugee situations for the host communities (Betts, 2000). In many instances these refugees and displaced persons are being hosted by poor countries such as Uganda which lack adequate resources, infrastructure and facilities to accommodate them. The economies of these countries have deteriorated drastically and are today characterized by rapid decline in agricultural production, serious problems in social services, increased costs of essential goods and risen unemployment. The Goncalves (2011) acknowledged some of the problems and threats faced by Uganda and stated that "Now, more than ever before, in African, Uganda is arguing that refugees present serious security, environmental as well as economic threats, and that they can no longer afford to keep their borders open or to allow refugees to remain for a lengthy of time.

Conceptual perspectives

According to Arai (2013), a refugee is an essentially contested concept whose definition varies among political actors, but whose definition may be decontested through framing in political discourse, refugee is an irregular economic migrant, who is not accepted by the receiving state and who cannot claim any rights at all. Some migrants are granted the appraisive term of "refugee," pulling global sympathy, public support, and in the ideal circumstance, receiving a set of rights for their protection and integration despite their irregular entry or stay. A refugee is a person who is outside the country of his nationality, owing to a well-founded fear of persecution

for reasons of race, religion, nationality, membership of a particular social group or political opinion, and is consequently unable or unwilling to avail himself of the protection of that country (Banks, 2011). The main conceptual debates surrounding refugees' reveals that it is commonly considered a temporary issue consequently leaving protracted displacement largely ignored (Lang, 2005).

To evaluate how the state contributes to the management of the refugee crisis, firstly the term 'crisis' needs to be defined. Crisis is widely understood as an 'acute situation in which armed forces are (likely to be) used or an existential threat allowing only a short time in which to react (Dunman, 2006). The term is distinguished from the term conflict which is broader defined as every national or international situation where there is a threat or breach to priority value interests and goals'. In contrast to the widely accepted definition, Lunn, (2011) regards the concept of crisis as by nature extremely broad, he identifies a crisis by its key components namely the threat to important values, norms, and structures of society. According to Kerwin (2011), crisis management is the 'organization, regulation, procedural framework and arrangements to contain a crisis and shape its future course while resolution is sought. The term crisis management 'serves as a catch-all phrase for both military and civilian operations whether they are deployed to prevent conflict from bursting into a crisis, assist in enforcing the peace, keep the peace or build the peace.

Much of the discussion concerns itself with legalities, macro-political/economic matters and emergency assistance which are often devoid of meaning for those personally experiencing displacement. Internal displacement does not occur as a result of individual 'choice' per se and constitutes a situation of non-freedom refugees' freedom, and expansion thereof, constitutes human development, we can argue that development has not occurred during the process of forced displacement and has consequently led to capability deprivation. Certainly, this is the reasoning employed by West (2013) who reaffirm that displacement is evidence in itself of the

unique vulnerability refugees' experience. Refugees present a serious challenge for human development practitioners aiming to enlarge freedoms amongst refugees' populations, whose root cause is one of non-freedom. State intervention is the involvement of the government in managing refugees' activities. Uganda has been one of countries in the Whole World who have participated in solving refugees' problems.

Theoretical perspective

This study complements the UNHCR strategic Plan by elaborating the broad theory of functional change as advanced by Mcnear (2015). This overarching theory of functional change summarizes how concrete actions that states take at the local councils, district, country, regional and global levels contribute to the impacts and outcomes across each of the five goal areas of refugees' crisis, as well as the cross-cutting priorities of gender equality and humanitarian action. The study also elaborates the more specific outcome-level theory of functional change that helps to explain how the state contributes to the outcomes in the strategic plan and the assumptions and risks framing the stakeholders' work in obtaining results towards refugees' crisis management.

The impact statement of the Strategic Plan, 2016–2021, is 'Realizing the rights of every person, especially the most disadvantaged'. This envisaged impact will be contributed to through five Goal Areas: Every person survives and thrives, every person learns, every person is protected from violence and exploitation, every person lives in a safe and clean environment and every person has an equitable chance in life.

These areas continue to represent the greatest challenges to the world's human beings. It is only by making significant progress in all five areas, and the cross-cutting priorities of gender equality and humanitarian assistance, that the rights of every person, especially the most disadvantaged, will be realized. The Strategic Plan promotes synergies across goal areas to address early

childhood development of refugees, adolescent development, and issues affecting refuges with disabilities. The goal areas are interlinked, reflecting the integrated nature of the 2030 Agenda for Sustainable Development. Progress under each goal area requires, and contributes to, progress under the others. For example, results in basic sanitation contribute to improvements in refugees' survival and learning outcomes, while also promoting a clean environment in which a refugee can live and play and progress in basic sanitation can also promote gender equality among refugees.

Summarizing a global theory of functional change for a highly decentralized organization such as State continues to be challenging because so many of the expected results and related implementation strategies are nationally led and specific to a particular context. Furthermore, the functional change processes that are needed to realize the rights of all refugees, especially the most disadvantaged, are often non-linear and challenging to plan or predict with sufficient detail for the short to medium term. Therefore, the theory of functional change for the work of state globally needs to strike a balance: it must be rigorous and specific enough to provide strategic direction for the state as a whole, while being flexible enough to allow sufficient scope for planning and decision-making based on the local context through different programmes of cooperation.

Contextual perspective

With one of the world's largest immigration strains, Uganda is currently home to over 7,500,000 million refugees on estimate (UNCHR, 2017). A ten-year civil war has sent about 1,000,000 South Sudanese refugees fleeing to their southern neighbor. To the west, the Democratic Republic of the Congo, a country where tens of thousands of civilians have been caught up in series of violence between the Congolese authorities and local militia groups, leading to the

exodus of more than 220,000 people, 34,241 from Burundi, 25,321 from Somalia, 13,907 from Rwanda, 2,549 from Sudan and 17,98 from Ethiopia.

In Uganda, refugees continue to live in refugee camps more especially in the North Western and Northern parts Uganda since early 1990s and forced immigrant implications for Uganda are diverse. These implications on the host communities should be considered in terms of host country's economies, local resources, facilities and services among others. The refugee problem is often further worsened as it increases the population of the host communities with relative scarcity of land for cultivation. It is in the light of this that refugees are often regarded as socio-economic and environmental burden on the communities that host them. Many refugees are still entering Uganda and this has made Ugandan government to call for the assistance from other countries (Gov't of Uganda, 2017). Refugees are putting pressure on camps in Uganda which can't provide enough shelter, food, water and medical care, leaving the most vulnerable struggling to survive. Uganda is celebrated around the world for its generosity towards those desperately fleeing violence. Unlike other East African nations like Kenya where refugees are restricted to camps, Uganda in the past gave refugees land to farm and build homes, plus free health care and education (UNCHR, 2017).

Article 1A of the 1951 UN Convention Relating to the Status of Refugees to which Uganda is a party defines a refugee as "any person who owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country: or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it." Uganda is also a signatory to the 1967 Protocol

relating to the Status of Refugees and the 1969 OAU Convention Governing the Specific Aspects of Refugee Problems in Africa. As such, Uganda is expected to fulfill its international obligations in relation to refugees.

At the domestic level, the protection of refugees is one of the functions of the central government under Article 189 (1) and the Sixth Schedule of the constitution. In 2006 the Refugees Act was passed to make new provisions for matters relating to refugees in line with Uganda's international obligations relating to the status of refugees. The government of Uganda has the sovereign right to grant or deny asylum or refugee status to any person under Section 3(2) of the Refugee Act. The granting of refugee status to any person is recognized under Section 3(1) of the Act not as an unfriendly act towards the country of origin of the person granted refugee status but rather a peaceful and humanitarian act extended to that person as part of his or her human rights. In 2010, the regulation Act that governs the refugees was also passed.

Several refugee settlements have been set up in different regions of the country. These include Adjumani in Adjumani district, Rhino Camp in Arua district, Kiryandongo, Kyangwali in Hoima district, Kyaka II in Masindi district, Nakivale in Mbarara district ,Rwamwanja in Kamwenge and Oruchinga in Isingiro district. There is no established refugee settlement in Kampala. However there are certain places within the capital where refugees from the same country of origin concentrate: for example Somali refugees in Kisenyi, Congolese refugees in Katwe and Ethiopian refugees in Kabalagala (Interaid, 2009).

The overwhelming refugee population is partly explained by Uganda's less stringent refugee policy. Uganda has a liberal and generous refugee policy. With the enactment and coming into force of the 2006 Refugee Act, refugees in Uganda are, under section 28, entitled to

internationally recognized refugee rights including the right to work under Section 29(1) (VI), and freedom of movement in Uganda under Section 30. Refugees in Uganda are entitled to the same rights as nationals with respect to practicing their religion and are entitled to elementary education for which they must, under Section 29, receive the same treatment as nationals. A member of the family of a recognized refugee is equally entitled to these rights under Section 36. A refugee may also, under Section 44(2) reside in a place in Uganda other than a refugee settlement. With such a policy, Uganda represents an attractive destination for refugees (Refugee Studies Centre, Working Paper No. 95, pg 6).

1.2 Statement of the Problem

Uganda has been committed to handle issues relating to refugees crisis and much effort has been put in collecting food and establishing minimum shelters to them with support of World Food Program and numerous non-governmental organizations (GOU, 2017). However, this is refugee-centric, that is, they only focus on the refugees themselves, rather than managing refugees' crisis (UNCHR, 2017). In addition much of the efforts have focused on the humanitarian and security implications that refugees have on the host communities and this has left behind the issues relating to refugees crisis and the state has been left out as far as these issues are concerned. Therefore, this study intends to find out the impact of state interventions on the management of refugees' crisis in Uganda.

1.3 General objectives to the study

The general objective of the study was to assess the contribution of state intervention on refugees' crisis management in the Great lakes region using Uganda as a case study

1.4 Specific Objectives of the study

i.   To find out the causes of refugee crisis in Uganda

ii.   To find out the challenges faced by Uganda in managing refugees crisis

iii.   To establish the strategies that can be adopted to harmonize refugee crisis in Uganda.

1.5 Research questions of the Study

i.   What are the causes of refugee crises in Uganda?

ii.   What are the challenges faced by Uganda in refugees crisis management?

iii. What are the strategies that can be adopted to harmonize refugee crisis in Uganda?

1.6 Scope of the study

1.6.1 Subject scope

The study was convened on the assessing the contribution of state intervention on refugees' crisis management in the Great lakes region using a case of Uganda. It was guided by the following objectives: To find out the causes of refugees' crisis in Uganda, to find out the challenges faced by Uganda in managing refugees' crisis and to establish the strategies that can be adopted to harmonize refugee crisis in Uganda.

1.6.2 Time scope

The study was conducted in five months that is from February to June 2018 as the recommendation of the school of post graduate studies of Nkumba University.

1.6.3 Geographical scope

This study focused on the areas where refugees are living in Uganda that is Rwamwanja refugee settlement in Kamwenge District in order to find out how the state is responding towards the refugees crisis.

1.7 Justification of the Study

Enhancing the rights of those excluded from state protection as a result of forced displacement, conflict, discriminatory violence and statelessness. Strengthening the rights, capacities and

democratic participation of the state, the forcibly displaced, the conflict affected, the stateless and those suffering violent discrimination on the basis of their political status is essential to building just, peaceful and flourishing states and communities especially in the Great lakes region. The findings of the study shall improve state responses to the refugees' crisis in the neighbouring states. The study takes place when the institutions mandated to find a solution have not taken up their roles; these include the African Union, the Intergovernmental Authority on Development (IGAD), United Nations High Commissioner for Refugees (UNCHR) in particular and the whole United Nations (UN), and European Union. The authorities of these states and institutions shall find the proposals informative in developing strategies, plans and actions to avert future crisis and development needs at the state and regional level.

1.8 Significance of the Research Study

The study shall be of importance to the following:

Government of Uganda

The study recommendations shall guide the government in policy formulation (most especially in managing refugees' crisis) of how best they can deal with issues relating to refugees in Uganda. It will also help the management in implementing policies in relation to refugees' influx.

Future academic researchers

The study shall be important to future researchers as it adds to the existing body of information on the state interventions and refugees' crisis management. It shall also indicate areas of further research which shall open minds of researchers as far as the topic is concerned.

2.0   Introduction

This literature review offers a rough overview of the most relevant literature that has been produced on managing refugees' crisis.

2.1Theoretical review

Consequently a number of theories biomedical, psychosocial, social and structural in nature have been put across to explain how state intervenes in the management of refugees' crisis and likewise, challenges that it face when executing its programs and this study was guided by functional change theory.

The Functional change Theory

This study complements the strategic plan by elaborating the broad Theory of Functional change that underpins it. This overarching Theory of functional change summarizes how concrete actions that state takes at the district, country, regional and global levels contribute to the impacts and outcomes across each of the five goal areas of the plan, as well as the cross-cutting priorities of gender equality and humanitarian action (Bankoff, 2003). The paper also elaborates the more specific outcome-level theory of functional change that helps to explain how state contributes to the outcomes in the strategic plan and the assumptions and risks framing the organization's work in obtaining results.

The impact statement of the Strategic Plan, 2018–2021, is 'Realizing the rights of every child, especially the most disadvantaged' (Arai, 2013). This envisaged impact is contributed to through five Goal Areas: Every person survives and thrives, every person learns, every child is protected

from violence and exploitation, every person lives in a safe and clean environment and every person has an equitable chance in life.

These areas continue to represent the greatest challenges to the world's refugee's crisis management. It is only by making significant progress in all five areas, and the cross-cutting priorities of gender equality and humanitarian assistance, that the rights of every person, especially the most disadvantaged, will be realized. The strategic Plan promotes synergies across goal areas to address refugees' protection. The goal areas are interlinked, reflecting the integrated nature of the 2030 Agenda for Sustainable Development. Progress under each goal area requires, and contributes to, progress under the others. For example, results in basic sanitation contribute to improvements in refugee survival and learning outcomes, while also promoting a clean environment in which refugees can live (Collins, 2016).

Summarizing a global theory of functional change for a highly decentralized organization such as state continues to be challenging because so many of the expected results and related implementation strategies are nationally led and specific to a particular context. Furthermore, the functional change processes that are needed to realize the rights of all children, especially the most disadvantaged, are often non-linear and challenging to plan or predict with sufficient detail for the short to medium term. Therefore, the theory of functional change for the work of state globally needs to strike a balance: it must be rigorous and specific enough to provide strategic direction for the organization as a whole, while being flexible enough to allow sufficient scope for planning and decision-making based on the local context through country programmes of cooperation (Hoffman, 2009).

The purpose of all state work is to support realization of the rights of every refugee, especially the most disadvantaged. The foundation for this work, and for the theories of functional change,

is the convention on the rights of the refuge. They are also strongly linked to the Sustainable Development Goals, which provide a framework of action until 2030 and are the basis for the state Strategic Plan and its Results Framework. The Strategic Plan and Results Framework, in turn, define the contribution of state to the 2030 Agenda (Goncalves, 2011).

The theories of functional change are based on the state commitment to work with partners to respect, protect and promote human rights standards and principles, and fundamental freedoms for all refugees, without distinction of any kind whatsoever. Work under each goal area is linked to relevant articles of the Convention on the Rights of the refugees. While state works to promote the rights of all children in its programming, advocacy and operations, it does so by starting with the most deprived, because a focus on equity accelerates progress towards achieving the rights of all children (Kahn, 2013).

To capture the contribution of state to meeting the Sustainable Development Goals, the organization has framed its work through 25 outputs contributing to 5 outcomes (goal areas). The state contribution to Agenda 2030 is measured through output indicators, baselines and targets. State formulated its outputs and the corresponding indicators based on several considerations: (a) whether results in its theories of functional change could be attributable to state would be one of many partners contributing to a particular result (outcomes), (b) whether state could hold itself accountable for delivery of the related targets (yes, in the case of outputs), and (c) whether a result would be an accurate representation of the deliverables of state programmes at field level (Human Rights Watch, 2013).

The consequence of this approach is that the results framework represents an accurate delineation of results for which state will be accountable for delivering (outputs) and those to which it will be accountable for contributing (outcomes). It also allows the output-level results

17

and indicators to capture the full range of support that state provides in various contexts, including efforts in the provision of services, including in humanitarian situations, capacity support for systems-strengthening, policy processes and normative work, including refugees rights monitoring and advocacy, and various types of support related to positive functional changes in social norms (Grognet, 1997).

This approach to developing a Theory of Functional change and articulating the state contribution through output formulation is strongly anchored in a rights-based approach to programming. It is also based on lessons learned from the previous Strategic Plan, where it was not always easy to track the various types of contributions that state made at output level or to manage related accountabilities. It also responds to a recommendation of the evaluability Assessment of the previous Strategic Plan to strengthen its design and application as a framework rather than as a prescriptive log frame that would apply global and corporate results logic to nationally owned country programmes (Ronan, et al, 2015).

The state overarching Theory of functional change also seeks to explain the link between functional change strategies and the delivery of outputs that contribute to higher-level results, including the Sustainable Development Goals. In order to capture the approaches that state is using to manage refugees crisis ensure, the Strategic Plan Theory of Functional change identifies eight functional change strategies states use across all five goal areas: Programming at-scale results for refugees, winning support for the cause of refugees crisis from decision makers and the wider public and developing and leveraging resources and partnerships for refugees crisis (Wagner, 2011).

The theory of functional change reflects all contributions of state for delivery of results, including government' efforts and financial resources. Supporting delivery on results and functional change strategies are four organizational performance enablers of greater efficiency, professionalism and ethics in the leadership, management of refugees' crisis. These enablers comprise four interconnected elements: Governance (modern, transparent and accountable governance), management (results-oriented, efficient, effective and collaborative), People (versatile staff, staff as agents of functional change), Knowledge and information systems (efficient, safe and secure, connecting results and people) (Gerber, 2009).

The theory also avoids making humanitarian assistance a stand-alone area; instead, humanitarian response is integrated as a cross-cutting priority in the theories of functional change of each outcome level, and in the broader functional change strategies and the four categories of enablers. This is seen as strengthening humanitarian-development integration in all of state work and providing programming direction to state programmes. State performance in humanitarian response towards refugees' crisis can nonetheless be tracked in the Strategic Plan Results Framework through specific indicators, tagged as humanitarian, under each outcome area. In developing the Theory of Functional change, states identified all associated assumptions and related risks. It also identified measures being taken to manage refugees' crisis to achieving results under the Strategic Plan, ensuring that strategies and enablers respond more systematically (Human Rights Watch, 2009).

Goal Area (outcome) 1: Refugees, especially those that are marginalized and those living in humanitarian conditions, have access to high-impact Health enabling them to survive and thrive.

Goal Area (outcome) 2: Refugees, in particular the most marginalized and those affected by humanitarian situations, are provided with inclusive and equitable quality education and learning opportunities.

Goal Area (outcome) 3: Refugees, especially the most vulnerable and those affected by humanitarian situations, are protected from all forms of violence, exploitation, abuse and harmful practices.

Goal Area (outcome) 4: Sustained use of safe water and sanitation services, adoption of hygiene practices and strengthened systems for a clean and safe environment for Refugees, particularly the most disadvantaged and those affected by humanitarian situations.

Goal Area (outcome) 5: Refugees are provided with an equitable chance in life. These outcomes represent major functional changes and progress in realizing the rights of Refugees. However, the full achievement of these outcomes will not be solely attributable to state but rather will result from the combined and collaborative contributions of state and partners including those in, the United Nations system, civil society and the private sector. State has already works with other partners to identify results where there is "collaborative advantage". The work of the organizations will reflect this collaboration over the coming years. In subsequent chapters, this paper outlines the theories of functional change for each of these outcome areas.

State work under Goal Area 1 supports the achievement of the following Sustainable Development Goals: 2 (End hunger, achieve food security and improved nutrition); 3 (Ensure healthy lives and promote well-being for all refugees); 4 (Promote lifelong learning); and 5 (Achieve gender equality and empower all refugees) in both humanitarian and development contexts. The work supports articles 6 (right to life, survival and development) and 24 (right to

enjoyment of the highest attainable standard of health) of the Convention on the Rights of the refugees.

Education (Goal Area 2) is a right enshrined in articles 28 and 29 of the Convention on the Rights of the refugees as well as other conventions, such as the Convention on the Elimination of All Forms of Discrimination against refugees. It is also a driver of equity (including gender equity), poverty reduction, empowerment, peaceful and inclusive societies and economic growth. Education especially of refugees is a particularly transformative force, in both humanitarian and development contexts. Education also has a significant impact in promoting and sustaining peace, and mounting evidence points to the strong role of equitable quality education in building peaceful, inclusive societies where refugees are living. 2 Education and learning therefore support (and are supported by) the achievement of effective in refugees crisis management, in particular Goal 4 (Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all refugees). The importance of leaving no refugees behind, particularly for the most marginalized refugees in humanitarian situations has been emphasized.

Through Goal Area 3, state will work to ensure that every refugee is protected from violence, exploitation and harmful practices, in both humanitarian and development contexts, regardless of age, disability, gender, ethnicity, language or minority status. Outcome 3 supports the achievement of multiple Sustainable Development Goals and targets, in particular: ending violence against refugees, and abuse, exploitation, trafficking and torture of refugees. The commitment of state to achieving equitable and improved prevention of and response to violence, exploitation and harmful practices is central to realizing the rights of every refugee, as set out in the Convention on the Rights of refugees and its Optional Protocols, including rights to

life, survival and development, and protection from violence, exploitation, abuse and harmful practices, and the impacts of conflict, as well as the right to access to justice.

Goal Area 4 prioritizes a clean, safe and secure environment for refugees, a right enshrined in article 24 of the Convention on the Rights of the refugees. This outcome contributes to several Sustainable Development Goals: 6 (Ensure availability and sustainable management of water and sanitation for all refugees); 11 (Make refugees settlements inclusive, safe, resilient and sustainable); 13 (Take urgent action to combat climate functional change and its impacts); and 16 (Promote peaceful and inclusive societies for sustainable development, provide access to justice for all refugees and build effective, accountable and inclusive institutions at all levels). For example, the provision of equitable and sustainable water and sanitation has a significant impact on reducing the burden of disease and stunting, increasing school attendance for refugees, especially girls, and getting people out of the vicious cycle of reduced productivity and loss of incomes.

Goal Area 5 aims to address the key dimensions of inequity that prevent refugees from realizing their rights. It supports the achievement of several Sustainable Development Goals, in particular: 1, 5 and 10. It supports implementation of articles 2, 4, 23, 26, 27 and 30 of the Convention on the Rights of refugees.

For each of the five Goal Areas (outcomes), state has identified a number of outputs that require the organization's leadership and contribution to outcome-level functional change and by extension to the related Sustainable Development Goals targets. In developing the outputs, state sought to formulate results for which it has the mandate and comparative advantage. The output-level results and indicators capture the full range of support that state provides in various contexts (including in humanitarian situations), such as direct service provision, systems-

strengthening, policy processes and normative work, advocacy, and various types of support related to positive functional changes in social norms. The main focus is on the functional change in the capacities of states for at-scale and results for refugees. This approach to output formulation is based on a lesson learned from the Strategic Plan, 2014–2017, where it was not always easy to track the various types of contributions that state made.

With human rights standards and principles at the core of its activities, state delivers functional change by combining rights-based, gender-responsive, and high-quality programmes at scale, harnessing innovation and collecting evidence, in partnership with United Nations partners, civil society, the private sector, communities and refugees. It uses these to leverage wider functional change nationally and globally through advocacy, communications and campaigning. State also builds public support around the world for volunteering, advocacy and mobilizing resources for the cause of refugees' crisis, and works with partners to achieve an ever-greater impact. The Strategic Plan Theory of Functional change identifies eight functional change strategies that the organization uses across its work in all five outcome areas: Programming at-scale results for refugees, gender-responsive programming, winning support for the cause of refugees crisis from decision makers and the wider public, developing and leveraging resources and partnerships for refugees crisis management (Fugate, 2013)

2.2. Literature review
2.2.1 Causes of refugees crisis

Refugee crisis can refer to large groups of displaced people, who could be either internally displaced persons, refugees or other migrants, the incidents in their country of origin, or to problems while on the move, or it can refer to problems in the hosting countries after arrival involving large groups of displaced persons or refugees (Malkki,2014).

In June 2015 the UN refugee agency reported that wars and persecutions are the main reasons behind the refugee crises all over the world. A decade earlier, six people were forced to leave their homes every 60 seconds, but this average has increased four times because of the wars that drive 24 people from their homes each minute in 2015.

In countries ravaged by massive corruption and greed by those in political positions, many people have been forced to leave their homes in search of survival in foreign lands (Abou-baker, (2013). The corruption and greed by those in power in such countries includes their amassal of too much wealth at the expense of many, and they end up grabbing property such as land from the marginalized and murdering the innocent, situations where even when one has the necessary qualifications, he or she cannot find work, all work positions are occupied by relatives who sometimes may not even be qualified for them, all the countries' resources are in the hands of the lucky few in political positions coupled by their misuse of surplus when many are suffering with nothing and remain in tears as is the case in many African nations for example Uganda, Nigeria, Zimbabwe, South Sudan, Sudan, Eritrea and many others being on top of the most corrupt countries in the whole world when their citizens are suffering (Birman,2006).

Although they do not fit the definition of refugees set out in the UN Convention, people displaced by the effects of climate change have often been termed "climate refugees or "climate change refugees (Billinger, 2016). The term 'environmental refugee' is also commonly used and an estimated 25 million people can currently be classified as such (Hoffman, 2009). The alarming predictions by the UN, charities and some environmentalists that between 200 million and 1 billion people could flood across international borders to escape the impacts of climate change in the next 40 years are realistic. Case studies from Bolivia, Senegal and Tanzania, three

countries extremely prone to climate change, show that people affected by environmental degradation rarely move across borders (Fugate, 2013). Instead, they adapt to new circumstances by moving short distances for short periods, often to cities. Millions of people live in places that are vulnerable to the effects of climate change. They face extreme weather conditions such as droughts or floods. Their lives and livelihoods might be threatened in new ways and create new vulnerabilities.

Following the effects of Hurricane Katrina in 2005, the term refugee was sometimes used to describe people displaced by the storm and the aftereffects (Burgess, 2012). There was an outcry that the term should not be used to describe Americans displaced within their own county, and the term "evacuee" was substituted in its place

A forcibly displaced person is distinguished from an economic migrant. In 2008, the UN Office for the Coordination of Humanitarian Affairs suggested a better term for migrants who fled for the purpose of their and their dependents' basic survival was forced humanitarian migrants (Harell-Bond, 1992). These economic migrants fall outside the mandates of the support structures offered by governments and non-governmental organisations for refugees (Eisenman et al, 2009).

Even economic migration requires a certain level of 'wealth' as migration is always a selective process - and the poorest and most vulnerable people are often excluded as they will find it almost impossible to move due to a lack of necessary funds or social support (Philips, 1993). An example is the 2008-2009 mass movement of Zimbabweans to neighbouring countries. Most migrants did not fit in either category and had more general needs that fell outside the specific mandate of the UNHCR.

To emphasize the importance of a common humanitarian position on the outflow of Zimbabweans into the region the Regional Office for Southern Africa of the UN Office for the Coordination of Humanitarian Affairs coined the term "migrants of humanitarian concern" in 2008. Most of those crossing the border did not apply for refugee status, but they could also hardly be considered as "voluntary" economic migrants. Many of them were not legally protected, nor do they receive humanitarian support (Sullivan, 2011). In Botswana, Zambia and Malawi, asylum is available to Zimbabweans; in Mozambique, the few applicants for asylum had been rejected due to the state's decision to consider Zimbabweans as 'economic' and not as forced humanitarian migrants (Nepal et al 2010). Except for South Africa, protection and access to services in most countries in the region is contingent on receiving the refugee status, and require asylum seekers to stay in isolated camps, unable to work or travel, and thus send money to relatives that stayed behind in Zimbabwe and South Africa was considering the introduction of a special permit for Zimbabweans, but the policy was still under review.

2.2.2. Challenges faced in managing refugees' crisis

Arguably, the principal and most enduring international policy issue is protection; a matter of concern for refugees, the responsibility to protect is grounded in the principle that sovereign states have the primary obligation to protect their citizens against harm, but when states are unable or unwilling to do so, that responsibility falls to the international community (Silove, 2002). Legally, the responsibility to protect is upheld by obligations inherent in the concept of sovereignty, by the UN Security Council's responsibility for maintenance of international peace and security under Article 24 of the UN Charter, and by legal obligations embodied in specific declarations, covenants, treaties, international humanitarian law, and national law (UN, 2010).

Protection is also the core mandate of UNHCR and the fundamental principle by which other policy issues and options are guided. It has also been reaffirmed by the findings of the United Nation's Commission on Sovereignty and Intervention.

The issues raised by the responsibility to protect are numerous, at what point does the international community determine that a given state has failed to exercise its obligation to protect, and that international intervention is warranted? What threshold in terms of loss of life, ethnic cleansing, or others harm demanding protection must be reached before international military intervention is justified? These have been dilemmas in cases where military intervention ultimately did occur (with varying degrees of success), as in northern Iraq in the Gulf War of 1991-1992, Somalia in 1992-1993, Bosnia in 1995, or Kosovo in 1999, and where it did not, as in Rwanda in 1994 (Kerwin,2011).

For humanitarian assistance agencies, a dilemma that has become particularly salient in recent years is how best to provide protection and assistance under conditions of conflict (Stys, 2011). The challenge arises especially when humanitarian assistance is diverted to fuel conflict, when UNHCR and NGO staff are themselves targeted by warring parties, or both (Ronan,2015). According to Birkland (2008), under such circumstances, international agencies face tough decisions: Do they call for international military involvement to provide security for protection and assistance operations, and thereby risk violating the principles of neutrality and impartiality under which they seek to function? What if the only way to protect people is to move them away from areas of conflict? Are agencies then complicit in "ethnic cleansing"? Humanitarian agencies struggled with these issues in Bosnia. When do international agencies choose to pull out of a conflict situation (as some did from Liberia), and how do they balance their responsibilities to

protect and assist refugees and displaced populations against concerns that their presence may prolong a conflict, let alone jeopardize the safety of their own staff?

Another debate on the world stage is the proper response by aid agencies when the populations they seek to protect in refugee camps include combatants or war criminals (Anders, 2013). People in refugee camps or self-settled refugee communities are often thought of as being exclusively vulnerable civilians and, under various international legal instruments, those who engage in armed activities are not to be accorded refugee status. However, in some cases camps do contain armed combatants (so-called refugee warriors) who may seek to continue fighting opposition forces in their home or host countries (as in the case of Rwandans in the Democratic Republic of the Congo) or who are encouraged by other states to be reservoirs of conflict (as in the case of Afghan mujahedeen in Pakistan, who were armed by Pakistan, Saudi Arabia, China, and the U.S. to fight the Soviet occupation of Afghanistan) (Bates, 2000).

Refugees' hosting countries are faced with prospects of mass exodus from conflicts in nearby countries. Most Western and African countries do not subscribe to the expanded refugee definition of the OAU Convention or Cartagena Declaration, and are reluctant to recognize as refugees those in mass flight from generalized conflict (UNHCR Report 2016). However, humanitarian considerations, along with factors such as domestic political pressures to respond, a sense of shared responsibility for the conflicts in question, the desire for orderly population movements, or the reluctance of neighboring countries to receive mass influxes, can lead to the establishment of one of several forms of temporary protection schemes.

These can include the granting of temporary protected status in host countries (also known in Europe as "B-status"), or provisions for "extended leave to remain." Under such arrangements,

temporary residence permits are issued to those in flight, without the accordance of full Convention standards or refugee status (Boyd et al, 2009).

In the view of Bender (2011), the use of temporary protection has been adopted by some states as a way to avoid granting more permanent asylum and refugee status. Second, the decision to grant such status is on a situation-by-situation basis and may be accompanied by extended and heated negotiations over burden sharing that is, the equitable distribution of those in flight among prospective host countries. Burden sharing has been a special concern of many host countries, which had 320,000 to 350,000 (or approximately half) of the refugees who sought protection in Western Europe during the 1992-1996 war.

In order for states to be willing to manage refugees' crisis, there needs to be some reasonable expectation that temporary protection is indeed temporary. But debate is underway about when, and under what conditions, it is acceptable and morally principled for host states to return those to whom they have accepted as refugees. In the case of Africa, for example, the original deal struck with UNHCR stipulated that, in exchange for being granted temporary protection would be returned in dignity and safety (Ellemor, 2005). However, then the questions arise: What constitutes in dignity and safety? What circumstances have to exist in the country of origin? Can people be returned to any safe place, or must they be able to return to the homes or at least the communities in which they lived prior to flight? Is the decision to return the sole prerogative of the host state? Or is the individual's voluntary willingness to return the deciding factor? Under Ugandan law, people who remain in the country for ten years are eligible for permanent residence, so some communities has exerted great pressure on refugees to return voluntarily,

thereby bringing upon itself protests and condemnation by UNHCR and other refugee advocacy groups (UNHCR, 2015).

These protests are rooted in the principle of non-refoulement, which is spelled out in the 1951 Refugee Convention, which states that No Contracting State shall expel or return (refouler) a refugee in any manner whatsoever to the frontiers of territories where his life or freedom would be threatened on account of his race, religion, nationality, membership of a particular social group or political opinion (UNHCR, 2015). Sometimes refoulement becomes an international policy issue when host governments want to close camps on their territories and return refugees to countries the host governments deem safe, Vietnamese in Hong Kong and Rwandans in Tanzania are among the refugee populations to have faced this situation. In other cases, a de facto host country may refuse to recognize those fleeing to its territory as refugees (Gerber et al, 2009).

Many of the refugees are homeless and poor and they require help in obtaining shelter, food, healthcare, schooling and other services such as water and sanitation in order to survive. In fact, 75% of the refugees are women and children. There is a high threat of epidemic diseases spreading across the country due to the abject conditions refugees live in. According to the WHO (2014), it is estimated that the annual cost of basic health care coverage for every refugee in the whole world is $349, an amount that the treasury of host countries does not have. In addition, there is a big gap in urban response, and several irregular settlements are starting to form with no sanitation or access to drinking water. Last year, only 30,000 out of 150,000 refugees attended schools, prompting UNICEF to describe the children as 'a lost generation.'

Among the reasons why the government has not responded to the crisis is a lack of funds. It is argued that reasons behind this are political, as the money always transferred to other activities due to their proximity of the host countries. Houston et al (2009) has argued that high level of corruption make international donors shy away from transferring money. However, many countries whose corruption score is worse became recipient of international aid after putting watchdog mechanisms in place.

Tension among the refugees is widespread, as they come from various different factions, some opposing and some supporting the regime (Grognet, 1997). Furthermore, the majority of the refugees bring demographic and social change and posing serious hazards to the confessional power sharing system in then host countries contributing to the divisions and political tension among the people themselves. In addition, there are increasing security threats around the border areas that threaten stability and prevent assistance from reaching deprived groups (Kahn et al, 2013). With no response or support, militarization and social crime are increasing and form a serious security threat across the World.

2.2.3. Strategies to refugees' crisis management

The UNHCR published an extensive number of documents and reports that touched on the topic of the refugee crisis. The state must lead the initiative by coordinating not only with international donors but also with municipalities, municipal unions, and NGOs (Collins, 2016). It should facilitate and coordinate efforts to deal with the refugee crisis. Since government agencies are too weak to handle this momentous challenge, the government must develop and implement a comprehensive plan in collaboration with local and international actors, and civil society

organizations that are specialized in refugee issues and humanitarian intervention (Coleman et al, 2012).

The Local councils can act as intermediaries between government, municipalities, local associations, and international organizations to implement the government plan (Hing, 2006). Local councils can respond quicker to local challenges and avoid the bureaucratic and administrative procedures that hinder the government and international organizations. There is a strong need to include them in the conception phase as well as in the implementation phase; ultimately, they are the actors that have the best knowledge on what is going on in the field (Farmer, 2005).

A multi-disciplinary technical team at the crisis unit should develop local strategies tailored to the specific needs and local conditions of regions in alignment with the humanitarian effort, building on the resilience of local communities, there is a need to provide assistance to the Lebanese families who are hosting refugees (Doherty, 2007) and in addition, there is a need to build the capacities of local NGOs in the provision of aid.

To address the shortage of funds, the states must distribute the money that has been collected but not distributed to development activities otherwise the refugee crisis ought to trigger serious development in the poorer regions in the country, there should be active expert involvement from the crisis unit in planning developmental projects in line with the central government's vision (West, 2013).

The host state authorities must facilitate access to schools for all refugees and help them obtain certificates at all levels; most of the public schools in host countries are always vacant and have

the capacity to take in refugees. Based on a good example in Uganda's schools, where new sections were opened for South Sudan refugees mixing with Ugandan students in all activities outside classroom hours, The UNHCR has also implemented a good approach, namely extending the educational facilities to help refugees switch gradually to the Ugandan curriculum in order to help them be prepared for official examinations (UNHCR, 2015).

The government should provide support to host communities and refugees through raising awareness, in order to coordinate efforts and facilitate the cooperation between international organizations and local associations, a communication campaign on refugee reception, refugee rights, and a step-by-step guide to the government's comprehensive plan covering channels of assistance and hotlines of crisis units should be communicated and promoted through nationwide information campaigns (Bates, 2000).

Understanding efforts to protect refugees around the world depends on grasping many issues, from the meaning of "protection," to the complexities of aid distribution. This understanding requires thinking through the actions (and motivations) of governments, aid workers, academics, and the media. Complicated as they are, attempts to shed light on all of these topics are vital to the hands-on work ahead, to achieving public understanding of these problems, and to formulating better policies (Collins, 2016).

CHAPTER THREE
METHODOLOGY

3.1 Introduction

This chapter describes the procedures that were followed in conducting the study. It details the research design, population of the study area, sample and sampling techniques, a description of data collection instruments that were used, as well as the techniques for analyzing collected data. It also indicates the problems encountered to be encountered during the study.

3.2 Research Design

Research design provides a framework for the collection and analysis of data". This study made use of a case study and a cross sectional study design and this was because the researcher wanted to gather data once over a period of time in order to answer the research questions. According to Grönroos (2007), a cross-sectional study is a class of research methods that involves observation of all population, or a representative subset, at one specific point in time and for this case data was collected from April to June 2018. The researcher employed both quantitative and qualitative approaches. Qualitative techniques helped the researcher to come up with conclusions on variables that could not be measured quantitatively while quantitative techniques facilitated the establishment of values attached to numerical variables.

3.3 Study Area

The study is interested in gathering related data available within the countries of Great Lakes region with an emphasis on Uganda focusing on Rwamwanja refugee camp settlement in Kamwenge District. Rwamwanja refugee camp settlement was chosen for this study because it is among the oldest camps in Uganda that have been hosting refugees.

3.4 Target population

The targeted population included government officials, officials of UN agencies, locals, community leaders and the refugees making a total of 92 and the study population was 92 respondents this was used because it was easy for the researcher to get reliable data.

3.5 Sample size

From the study population of 92, the sample size was 75 was selected and the researcher opted for this sample size because it enabled him to gather the required data. The sample size comprised of 75 respondents and this was determined by the Soloven's formula for sample size determination, as shown below.

$$n = \frac{N}{1 + N(e)^2}$$

Where, N is the target population,

n is the sample size

e, is the level of statistical significance which will be 0.05 for purpose of this study.

$(e)^2 = 0.0025$

For this case:

N = 92

$$n = \frac{92}{1+92(0.0025)}$$

$$\frac{92}{1.23}$$

n = 75

In addition to the above formula, Sekaran (2003) contends that, a sample size larger than 30 but less than 500 is appropriate for most studies and this is in agreement with the current study.

According to Sekaran (2003) a sample size larger than 30 but less than 500 is adequate considered for most studies.

Table 3.1. Sample size and sampling techniques

Position	Population	Sample size	Percentage (%)	Sampling technique
Government officials	7	5	7	Purposive sampling
UN officials	3	2	3	Purposive sampling
Citizens	25	20	26	Random sampling
Community Leaders	5	4	5	Purposive sampling
Refugees	52	44	59	Random sampling
Total	**92**	**75**	**100**	

Source: Primary data (2018)

3.6. Sampling Techniques

The researcher selected the sample size using simple random and purposive sampling techniques and these are explained as below.

Random sampling

Random sampling is referred to as taking a number of independent observations from the same probability distribution. The researcher applied this method to the community leaders and refugees because of their big numbers and it was difficult to use any other methods. Respondents were grouped into sub- groups and random sampling will was applied from each sub-group.

3.7. Data Collection Methods.

Choosing appropriate methods for data collection is a vital part of conducting good quality empirical research and evaluation. It is common practice that research methods work hand in hand with their corresponding tools that guided the researcher during the process of data collection. The study used the following research methods:

3.7.1. Interviews

According to Creswell (2013), Interviews describe the life events and experiences of the respondents with respect to analysis of the significance of the portrayed phenomena. The researcher carried out face to face interviews with the respondents and this helped to obtain data that can not be collected by the use of questionnaire**.** The researcher used interviews on the citizens and refugees and this was due to their large numbers.

3.7.2. Questionnaire

A questionnaire is a series of questions designed to obtain statistically useful information about a given topic (Groonos, 2007). Questionnaire was preferred for this study because it is an appropriate instrument for any survey research and information obtained was fairly and the questionnaire responses are easily coded.

3.7.3. Focus Discussion.

The researcher held group discussions with respondents and while using this method, the researcher grouped the respondents according to their sex and age group in order to get differences and similarities in their views.

3.7.3. Documentary Review

The researcher reviewed some literature from the existing documents such as textbooks, journals, newspapers reports and many others.

3.8. Data collection instrument

This refers to the device used to collect data such as self administered questionnaire interview guide, Omagor (2000).

3.8.1. Self Administered Questionnaire

Primary data was collected using structured questionnaire that was administered to answer the research questions which reflected study objectives. These were delivered physically to the respondents participating in the study so as to ensure an acceptable response rate for the study. The questionnaire was administered in order to diminish the effect of bias among the respondents. Responses to the questions were anchored on the agree or disagree basis. The questionnaires were used to cover a large number of respondents in a relatively short time and generated reliable data.

3.8.2. Interview guide

According to Omagor (2000) interview provide opportunities for the interviewers to ask probing questions about the respondents experience and how to explore the extent to which the respondents' competence matches with the objectives of the study. It also provides opportunities for the respondents to ask about the system and clarify issues concerning the topic.

This instrument was used because it allows flexibility in asking questions, respondents provided brief responses in any way they understood and more information that had been left out by questionnaires was brought. The structured interview guide helped to ensure reliability and

consistency of the information released by different respondents on similar issues. The interview guide helped to maintain consistency and uniformity of the questions asked in order to ensure that there was reliability of the findings of the study.

3.9. Data processing

Data collected was edited manually, coded, tabulation and processed using microsoft word and excel program before it was analyzed. Coding; this involved transcribing the data from the questionnaire to a coding sheet which then punched into computer, tabulation; here the data was arranged in columns and rows to facilitate statistical computations and editing; this was done to ensure that data is accurate and consistent uniformly entered and arranged to facilitate coding and tabulation.

3.10. Data Analysis

Data analysis was done through, data editing, sorting, coding and data error checking Gronross (2007). Data was presented and analyzed using tables, percentage and frequencies. This was because of its flexibility and friendliness in data entry and analysis. In addition, the relationship between state intervention and refugees risk management was derived using the regression and correlation results.

3.11. Reliability and Validity of research instruments

3.11.1. Reliability

Reliability of an instrument refers to the ability of an instrument to give uniform responses/answers each time it was used on the same phenomenon. Reliability is the measure of the extent to which a research instrument is able to provide the same result upon being tested repeatedly (Gronross, 2007). The reliability of the questionnaire and interview guide were pretested by administering

them to peer groups and making corrections and ensuring face validity and consistency with research questions. An instrument is reliable if it is repeatedly used to measure trait or concept from the same respondents even by other researchers.

3.11.2. Validity

Validity on the other hand which is internal or external validity refers to applicability of the study elsewhere and obtaining similar results while the internal validity refers to the effectiveness of the data collection instrument (Gronross, 2007) validity is the ability to produce findings that are in agreement with theoretical or conceptual values, that is, to produce accurate results.

In this study reliability and validity was tested through piloting and started with drafting the questions. The researcher then was scheduled a meeting for those interested and further look at the questions. The questionnaires were finally being pretested in the field and the researchers took questionnaires and gave them to the small number of respondents with similar characteristics as those that were interviewed during the actual survey. The data collected and feedback was used to determine the reliability and validity.

3.12. Ethical considerations

The researcher got an introductory letter from the university which presented him to respondent to seek permission and consent to carry out the research. The researcher considered the research values of voluntary participation, anonymity and protection of respondents from any possible harm that could arise from participating in the study. Thus the researcher introduced the purpose of the study as a fulfillment of a masters study program and not for any other hidden agenda. The researcher requested respondents to participate in the study on voluntary basis and refusal or

abstaining from participating was permitted. The researcher also assured respondents the confidentiality of the information given and protection from any possible harm that could arise from the study since the findings was used for the intended purpose only.

3.14. Study limitations

i) Time

The study required a lot of time and yet the researcher has commitments like office work during the same period. However, this was handled by making a time table. In addition, most respondents were busy due to their nature of work. This was solved by scheduling appointments with them at their own most appropriate time.

ii) Secrecy

The study area was perceived as sensitive by many respondents because it involved matters of secret information that could not be revealed. This was overcome by assuring the respondents of their anonymity and proving to them that the study was strictly for academic purposes.

iii) Finance

The researcher incurred many financial expenses related to collecting data from the field yet there are limited financial resources at his exposure. This was overcome by developing a budget which the researcher followed.

CHAPTER FOUR

DATA PRESENTATION, INTERPRETATION AND ANALYSIS

4.0. Introduction

The chapter presents and discusses respondent's perception about "State Intervention and Management of Refugees" Crisis in the Great Lakes Region: A case of Uganda.

4.1. Background information

This presents an analysis and interpretation of biographic information of respondents. The background information focused on gender, number of years in the organization, age group, and their qualifications. Details of the findings are presented below:

4.1.1 Gender

The study asked respondents to state their gender and the results are indicated in table 4.1:

Table 4.1: Gender

		Frequency	Percent
Valid	Male	40	53
	Female	35	47
	Total	**75**	**100.0**

Source: Primary data (2018)

From table 4.1, majority of the respondents 40(56%) were male and 35(44%) were female. Majority of the respondents were males and this implies that males had more opportunities to participate in research than females.

4.1.2 Age of the respondents

Having workers in wide range of age in the workplace is advantage for any organization in terms of creativity and smooth flow of the operations, therefore the study asked respondents to state their age and the results are indicated in table 4.2.

Table 4.2: Age group

		Frequency	Percent
Valid	Between 20-30	20	27
	31 - 40 Years	25	33
	41 - 50years	20	27
	Above 50	10	13
	Total	**75**	**100**

Source: Primary data (2018)

From table 4.2, 20(27%) of total respondents were aged between 20-30 years of age, 25(33%) of them were aged between 31-40 years of age, 20(27%) were aged 41-50 years of age, 10(13%) above 50 years. The results obtained indicate that majority respondents were aged between 31-40 years old which implies that majority of the respondents were mature enough to provide relevant data required in the current study.

4.1.3 Marital Status

Table 4.3: Marital status

	Frequency	Percent
Married	26	35
		52
Single	39	
Divorced/Separated	10	13
Total	**75**	**100**

Source: Primary data (2018)

From the above 4.3 table, 26(35%) were married, 39(52%) were single and 10(13%) had

divorced/separate. Majority of the respondents were single and this implies that single people

had enough time to participate in the study.

4.1.4 Highest Academic Qualification

The study asked respondents to state their highest Academic Qualification and the results are

indicated in the table 4.4 below

Table2 4.4: Education Level attended

Category		Frequency	Percent
	Below primary	16	21
	Primary	15	20
	Secondary	20	27
	Diploma	13	17
	Bachelors	12	16
	Master	-	-
	PhD	-	-
	Total	**75**	**100.0**

Source: primary data

According to table 3.4, 16(21%) had not attain any education level 15(20%) had primary, 20(27%) had secondary, 13(17%) had diploma, and 12(22%) were degree holders. Results obtained imply that, all the respondents had attained at least an education level and this means that the researcher considered them because they would read and understand the questions that were sent to them and thus giving reliable and valid data.

4.2. Causes of refugees crisis in Uganda ***4.2.1: Civil war occurring in Great lakes region is the main reason for refugees' crisis.*** The study asked respondents whether civil war occurring in Great lakes region is the main reason for refugees' crisis and the results are indicated in the table 4.4 below:

Table 4.4: Civil war occurring in Great lakes region is the main reason for refugees' crisis.

		Frequency	Percent	Cumulative percentage
Valid	Strongly Disagree	0	0	-
	Disagree	0	0	-
	Not Sure	10	13.3	13.3
	Agree	30	26.7	40
	Strongly Agree	45	60	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

According to the table above, 45(60%) strongly agreed, 20(26.7%) and 10(13.3%) were not sure. Majority of the respondents agreed and this implies that civil war occurring in great lakes region is the main reason for refugees' crisis. The study revealed that, currently, the largest group of refugees in Uganda is fleeing civil conflict in the surrounding countries such as South Sudan and Democratic Republic of Congo, which has been raging since 2011 and has killed 100,000 people. But before South Sudan and Congo, the study also discovered that refugees fled due wars in Burundi and Rwanda in droves in the early 1980s, 90s and 2000s, making Uganda to have the largest number of refugees in the Great lakes region, thus escalating refugees' crisis.

4.2.2: Inadequate food among Great lakes countries has also contributed to refugees' crisis

The study asked respondents whether inadequate food among Great lakes countries has also contributed to refugees' crisis and the results are indicated in the table 4.5 below:

Table 4.5: Inadequate food among Great lakes countries has also contributed to refugees crisis

		Frequency	Percent	Cumulative percentage
Valid	Strongly Disagree	5	6.7	6.7
	Disagree	15	20	26.7
	Not Sure	-	0	26.7
	Agree	10	13.3	40
	Strongly Agree	45	60	100
	Total	**75**	**100**	

Source: Primary data (2018)

The table above indicates that, majority of the total respondents 45(60%) Strongly Agreed, 10(13.3%) agreed, 15(20%) disagreed and 5(6.7%) strongly disagreed. Majority of the respondents agreed with the statement that inadequate food among Great lakes countries has also contributed to refugees' crisis. The study found out that, over 100,000 refugees in Rwamwanja camp settlement fleed because of hunger caused by extreme drought in their home areas. Majority of the refugees came from Eastern democratic republic of Congo and many of these individuals were forced from their homelands in search for food.

4.2.3: The out break of harsh climate conditions in some areas also a factor for refugees' crisis.

The study asked respondents whether the out break of harsh climate conditions within some areas of the Great lakes region as also a factor for refugees' crisis and the results are indicated in the table 4.6 below:

Table 4.6: The out break of harsh climate conditions in some areas also a factor for refugees' crisis

		Frequency	Percent	Cumulative percentage
Valid	Strongly Disagree	0	0	-
	Disagree	20	26.7	26.7
	Not Sure	0	0	26.7
	Agree	45	60	86.7
	Strongly Agree	10	13.3	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

According to the table above, 10(13.3%), strongly agreed, 45(60%) agreed and 20(26.7%) Disagreed and 0(0%) were not sure. Majority of the respondents agreed with the statement and this implies that the out break of harsh climate conditions in some areas also is a factor for refugees' crisis. The study found out that some people became refugees due to harsh climate such as heavy sunshine, landslides and mud slides in their home areas; it was revealed that some people were taken to Rwamwanja refugee settlement camp from Bududa region after massive landslides in 2012.

4.2.4: Lack of legal routs to safety in Great lakes region also contribute to refugees crisis

The study asks whether Lack of legal routs to safety in Great lakes region also contribute to refugees' crisis and the results are presented in the 4.7 tables below:

Table 4.7: Lack of legal routs to safety in Great lakes region also contribute to refugees crisis

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	0	0	0
	Disagree	5	6.7	6.7
	Not Sure	5	6.7	13.4
	Agree	20	26.6	26.6
	Strongly Agree	45	60	100
	Total	**75**	**100.0**	**100.0**

Source: Primary data (2018)

From the table above, 45(60%) strongly agreed, 20(26.7%) agreed, 0(0%) strongly disagree, 5(6.7%) disagreed and 5(6.7%) were not sure. Majority of the respondents agreed and this implies that lack of legal routs to human safety among the great lakes region also has contributed to refugees crisis in Uganda. Respondents told the researcher that, about 5% of the refugees in Rwamwanja Refugees settlement camp had no any other life alternative in their home areas except becoming refugees.

4.2.5: Humanitarian rights violation in parts of Great lakes also causes refugees crisis.

The study asked respondents whether humanitarian rights violation in parts of Great lakes also causes refugees crisis and the results are indicated in the table 4.8:

Table 4.8: Humanitarian rights violation in parts of Great lakes also causes refugees crisis.

		Frequency	Percent	Valid Percent
Valid	Strongly Disagree	10	13.4	13.4
	Disagree	-	-	13.4
	Not Sure	-	-	13.4
	Agree	20	26.6	40
	Strongly Agree	45	60	100
	Total	**75**	**100.0**	**100.0**

Source: Primary data (2018)

According to the table above, 45(60%) strongly agreed, 20(26.7%) agreed, 10(13.4%) disagreed. Majority of the respondents agreed and this implies that humanitarian rights violation in parts of great lakes also causes refugees crisis. The study found out that, in countries ravaged by massive violation of human rights mostly against women and children for example Burundi, DRC and South Sudan; many people have been forced to leave their homes to Uganda in search of survival. It was further discovered that, majority of the refugees in Rwamwanja refugee settlement camp were women and children and was due to violation their rights in their home countries.

4.2.6: Natural disasters like floods in some parts of Great lakes also causes refugees crisis

The study asked respondents whether large number of refugees lead to infrastructure development and the results are indicated in the table 4.9:

Table 4.9: Natural disasters like floods in some parts of Great lakes also causes refugees crisis.

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	25	33.4	46.6
	Not Sure	10	13.4	60
	Agree	15	20	80
	Strongly Agree	15	20	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 15(20%) strongly agreed, 15(20%) agreed, 10(13.3%) were not sure 25(33.4%) disagreed and 10(13.3%) strongly disagreed. Majority of the respondents agreed and this implies that Natural disasters like floods in some parts of Great lakes also have caused refugees running to Uganda.   **4.3: Challenges faced in refugees' crisis management**

Refugees' crisis has become an agenda for states, NGOs and international community as the United Nations and this is because managing it has become a big challenge. The study posed questions to respondents regarding challenges faced in refuges' crisis management and the results are presented in the proceeding tables.

4.3.1: Refugees creates a financial burden to the host countries

The study asked respondents whether refugees are becoming a financial burden to the host countries and the results are indicated in the table 4.10 below:

Table 4.10: Refugees are becoming a financial burden to the horst countries

	Frequency	Percent	Cumulative

				Percent
Valid	Strongly Disagree	5	6.7	6.7
	Disagree	20	26.7	33.4
	Not Sure	-	0	33.4
	Agree	25	33.3	66.7
	Strongly Agree	25	33.3	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 25(33.3%) strongly agreed, 25(33.3%) agreed, 5(6.7%) strongly disagree and 20(26.7%) disagreed. Majority of the respondents agreed with the statement and this implies that Refugees are becoming a financial burden to the host countries. The study found out that, it is very difficult for Uganda to cater for refugees in terms of buying land, water, housing, food and medical services.

4.3.2: Poor health facilities associated with host communities in Great lakes region

The study asks whether Poor health facilities associated with host communities in great lakes region and the results are presented in the tables 4.11:

Table 4.11: Poor health facilities associated with host communities in Great lakes region

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	0	0	0
	Disagree	5	6.6	6.6
	Not Sure	5	6.6	13.4
	Agree	20	26.6	33.4
	Strongly Agree	45	60	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 45(60%) strongly agreed, 20(26.7%) agreed, 0(0%) strongly disagree, 5(6.7%) disagreed and 5(6.7%) were not sure. Majority of the respondents agreed and this implies that Poor health facilities associated with host communities in great lakes region. The study found out that health conditions at Rwamwanja refuges settlement camp are not good, there is lack of clean water has led to the out break of diseases like dysentery, cholera and malaria.

4.3.3: Inadequate funds to finance the refugees' management activities

The study asked respondents whether inadequate funds to finance the refugees' management activities and the results are indicated in the table 4.12:

Table 4.12: Inadequate funds to finance the refugees management activities

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	10	13.3	26.6
	Not Sure	0	-	26.6
	Agree	20	26.7	53.3
	Strongly Agree	35	46.7	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

According to the table above, 45(60%) strongly agreed, 20(26.7%) agreed, 10(13.3%) strongly disagreed, 10(13.3%) disagreed and 0(00%) were not sure. Majority of the respondents agreed and this implies that inadequate funds to finance the refugees management activities. The study found out that in Rwamwanja Refugees settlement camp, the number of refugees increases every day and this affects the budget for refugees. It was further discovered that, many of the refugees need help in obtaining shelter, food, healthcare, schooling and other services such as water and sanitation in order to survive and this requires a lot of money. In Rwamwanja refugees' settlement camp, 75% of the refugees are women and children and it is very expensive to cater for this group of people. The respondents from the office of the prime minister told the researcher that, among the reasons why the government has not responded to the refugees' crisis is a lack of funds.

4.3.4: High levels of corruption among host countries especially Uganda has affected the management of refugees crisis.

The study asked respondents whether High levels of corruption among host countries especially Uganda has affected the management of refugees and the results are indicated in the table 4.13 below:

Table 4.13: High levels of corruption among host countries especially Uganda has affected the management of refugees.

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	0	0	0
	Disagree	5	6.7	6.7
	Not Sure	10	13.3	20
	Agree	40	53.3	73.3
	Strongly Agree	20	26.7	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 40(53.3%) agreed, 20(26.7%) Strongly agreed,   5(6.7%), agreed and 10(13.3%) were not sure. Majority of the respondents agreed and this implies that high levels of corruption among host countries especially Uganda has affected the management of refugees. The study revealed that, in cases the management of Rwamwanja refugees' settlement camp finds them selves with little money or nothing, it was discovered that the reasons behind this are political, because the money is always transferred to other activities due to their proximity of the those in charge budgeting and implementation. The study also revealed that some donor such World Bank has stopped their aid towards refugees due to their misuse. The study findings are supported by Houston et al (2009) who argued that high level of corruption make international

donors shy away from transferring money unless there are watchdog mechanisms in place.

4.3.6: Political tensions and security alerts make it difficult to manage refugee's activities.

The study asked respondents whether Political tensions and security alerts make it difficult to manage refugee's activities and the results are indicated in the table 4.14:

Table 4.14: Political tensions and security alerts make it difficult to manage refugee's activities.

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	15	20	20
	Disagree	-	-	20
	Not Sure	15	20	40
	Agree	25	33.3	73.3
	Strongly Agree	20	26.7	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 20(26.7%) strongly agreed, 25(33.3%) agreed, 15(20%) were not sure 0(00%) disagreed and 15(20%) strongly disagreed. Majority of the respondents agreed with statement and this implies that Political tensions and security alerts make it difficult to manage refugee's activities.

The study found out that, tension among the refugees is common in Uganda and this is because, refugees come from various different factions, some oppositions and some supporting the governments where they come from and hence making it difficult for the government to do the needful. Also Grognet (1997), states that, the majority of the refugees bring demographic and social change and posing serious hazards to the host countries due to political tension among the refugees themselves.

56

4.2.6: Lack of legal protection

The study asked respondents whether lack of legal protection is one of the challenges faced by Uganda in managing refugees' crisis and the results are indicated in the table 4.9:

Table 4.9: Lack of legal protection

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	25	33.4	46.6
	Not Sure	10	13.4	60
	Agree	15	20	80
	Strongly Agree	15	20	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 15(20%) strongly agreed, 15(20%) agreed, 10(13.3%) were not sure 25(33.4%) disagreed and 10(13.3%) strongly disagreed. Majority of the respondents agreed and this implies that lack of legal protection is one of the challenges faced by Uganda in managing refugees' crisis. The study revealed that, in Uganda, legal protection against refugees is not adequate for example there is no local principle that governs the host communities against refugees' crisis management. Respondents from the field told the researcher that, protection of refugees is only the mandate of UNHCR not any body else and this makes hard for Uganda in the refugees crisis management.

4.2.6: Difficulties in refugees identification

The study asked respondents to state whether difficulties in refugees' identification   poses a great challenge in managing refugees' crisis and the results are indicated in the table 4.9:

Table 4.9: Difficulties in refugees identification

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	15	20	46.6
	Not Sure	10	13.4	60
	Agree	25	33.3	80
	Strongly Agree	15	20	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 25(33.3%) strongly agreed, 15(20%) agreed, 10(13.3%) were not sure 15(33.4%) disagreed and 10(13.3%) strongly disagreed. Majority of the respondents agreed and this implies that difficulties in refugees' identification pose a great challenge in managing refugees' crisis. The study discovered that, due to the mass flight of refugees, registration becomes difficult which means that some of them end not being registered neither identified. According to the UNHCR report 2016, the number of refugees in Uganda is not known and this is due to registration problems, the report also indicated that, there is no common refugees' data base that may help in the management of refugees. In addition, the study through interviews revealed that, some refugees get mix up with the host communities. For example the study found out some of the serve as labourers in Kamwenge district, others get married in the host community, thus making it hard for refugees crisis management.

4.3.7. Qualitative results

Majority of the respondents told the researcher that, there are challenges faced in the refugees crisis management. Some of the challenges put forward by the respondents include the following:

The UN representatives and the government official told the researchers that, the most challenge they face when dealing with refugees crisis management is inadequate funds. The study revealed that, the sources of funds to deal with refugees' crisis is undefined and thus making it hard to plan for the future.

Another major challenge that was discovered during the interviews with the respondents is the day by day increasing number of refugees. It was revealed that conflicts and violence break up now and then in the surrounding areas in DRC and South Sudan which make many people fleeing to Uganda. These findings are in agreement with Salehyan and Gleditsch (2006) who states that, managing refugees crisis requires the state to have a lot of resources both financial and food capacity.

4.4: Strategies to improve on refugees' crisis management

Many strategies that can be adopted by states in order to intervene in the refuges crisis management were put forward during the study and some of them include the following:

4.4.1: Establish of refugees crisis management ministry

The study asked respondents whether establishment of refugees crisis management ministry and the results are indicated in the table 4.15:

Table 4.15: Establishment of refugees crisis management ministry

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	5	6.7	6.7
	Disagree	20	26.7	33.4
	Not Sure	-	0	33.4
	Agree	30	40	73.7
	Strongly Agree	20	26.7	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 30(40%) strongly agreed, 20(26.7%) agreed, 5(6.7%) strongly disagree and 20(26.7%) disagreed. Majority of the respondents agreed with the statement and this implies that Establishment of refugees' crisis management ministry will solve the problem of refugees' crisis. It was discovered that, the ministry needs to be linked with the local councils who can act as intermediaries between government, municipalities, local associations, and international organizations in handling refugees' crisis. It was further revealed that, refugees' management is still under the office of the prime minister, therefore establishing an independent will help to respond quicker to refugees' challenges and avoid the bureaucratic and administrative procedures that hinder the government to intervene in refugees' crisis management and international organizations.

4.4.2: Aligning humanitarian aid to refugee based activities for easy financing.

The study asks whether Aligning humanitarian aid to refugee based activities for easy financing and the results are presented in the tables 4.16 below.

Table 4.16: Aligning humanitarian aid to refugee based activities for easy financing.

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	5	6.6	20.2
	Not Sure	5	6.6	28.7
	Agree	10	13.3	40
	Strongly Agree	45	60	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 45(60%) strongly agreed, 10(13.3%) agreed, 10(13.3%) strongly disagree, 5(6.6%) disagreed and 5(6.6%) were not sure. Majority of the respondents agreed and this implies aligning humanitarian aid to refugee based activities for easy financing   by the state. The study found out that, the specific needs and local conditions of the state in alignment with the humanitarian effort, building on the resilience of local communities against refugees' crisis management is important.

4.4.3: Setting up a development fund for refugees activities

The study asked respondents whether setting up a development fund for refugees' activities and the results are indicated in the table 4.17:

Table 4.17: Setting up a development fund for refugees activities

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	25	33.4	46.6
	Not Sure	10	13.4	60
	Agree	15	20	80
	Strongly Agree	15	20	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 15(20%) strongly agreed, 15(20%) agreed, 10(13.3%) were not sure 25(33.4%) disagreed and 10(13.3%) strongly disagreed. Majority of the respondents disagreed and this implies that setting up a development fund for refugees' activities is not the best solution for refugees' crisis. It was discovered that, the development already exists but the money is being misused, in addition the influx of refugees goes beyond the budget.

4.4.4: Funds mobilization through fund arising and other sorts of contribution.

The study asked respondents whether funds mobilization through fund arising and other sorts of contribution and the results are indicated in the table 4.18:

Table 4.18: Funds mobilization through fundraising and other sorts of contribution

		Frequency	Percent	Valid Percent
Valid	Strongly Disagree	30	40	40
	Disagree	-	-	40
	Not Sure	-	0	40
	Agree	25	33.3	73.3
	Strongly Agree	20	26.7	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 25(33.3%) agreed, 20(26.7%) disagreed and 30(40%) strongly disagreed. Majority of the respondents disagreed and this implies that funds mobilization through fund arising and other sorts of contribution. The study found out that, to address the shortage of funds, the state must get ways of collecting funds such as fundraising and budget allocations in respect to refugees' crisis.

4.4.5: Facilitating the educational opportunities to the refugees

The study asks whether facilitating the educational opportunities to the refugees and the results are presented in the tables 4.16.

Table 4.19: Facilitating the educational opportunities to the refugees

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	5	6.6	20.2
	Not Sure	5	6.6	28.7
	Agree	10	13.3	40
	Strongly Agree	45	60	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 45(60%) strongly agreed, 10(13.3%) agreed, 10(13.3%) strongly disagree, 5(6.6%) disagreed and 5(6.6%) were not sure. Majority of the respondents agreed and this implies facilitating the educational opportunities to the refugees of Uganda. The study found out that, the host state authorities should facilitate access to schools for all refugees and help them obtain certificates at all levels which they use to search for jobs.

4.4.6: Developing awareness campaigns for refugees hosting communities

The study asked respondents whether developing awareness campaigns for refugees hosting communities and the results are indicated in the table 4.17:

Table 4.20: Developing awareness campaigns for refugees hosting communities

		Frequency	Percent	Cumulative Percent
Valid	Strongly Disagree	10	13.3	13.3
	Disagree	20	26.7	46.6
	Not Sure	10	13.4	60
	Agree	15	20	80
	Strongly Agree	20	26.7	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 15(20%) strongly agreed, 15(20%) agreed, 10(13.3%) were not sure 25(33.4%) disagreed and 10(13.3%) strongly disagreed. Majority of the respondents agreed and this implies that developing awareness campaigns for refugees hosting communities. The study found that, the state should provide support to host communities and refugees through raising awareness, in order to coordinate efforts and facilitate the cooperation between international organizations, host communities and refugees, a communication campaign on refugee reception, refugee rights, and a step-by-step guide to the government's comprehensive plan covering channels of assistance and hotlines of crisis units is very important for refugees crisis management.

4.4.7: Resettlement of refugees to better areas where they can be managed well

Study asked respondents whether resettlement of refugees to better areas where they can be managed well and the results are indicated in the table 4.18:

Table 4.21: Resettlement of refugees to better areas where they can be managed well

		Frequency	Percent	Valid Percent
Valid	Strongly Disagree	30	40	40
	Disagree	-	-	40
	Not Sure	-	0	40
	Agree	25	33.3	73.3
	Strongly Agree	20	26.7	100
	Total	**75**	**100.0**	

Source: Primary data (2018)

From the table above, 25(33.3%) agreed, 20(26.7%) agreed and 30(40%) strongly disagreed. Majority of the respondents agreed and this implies that resettlement of refugees to better areas where they can be managed well will improve on the refugees crisis management in Uganda.

4.4.8. Qualitative results

The study through interviews with respondents found out that, opening up safe routes to sanctuary for refugees is one important solution for refugees' crisis. This means allowing people to reunite with their relatives, and giving refugees visas so that they don't have to spend their life savings and risk drowning to reach safety.

The UNHCR representatives in Rwamwanja refugee settlement camp told the researcher that the best way to deal with refugees' crisis is resettling all refugees who need it. He argued that

resettlement is a vital solution for the most vulnerable refugees including torture survivors and people with serious medical problems.

The study further revealed that, the governments also need to stop blaming for economic and social problems, and instead combat all kinds of xenophobia and racial discrimination and this makes refugees to feel at home.

4.4.9. Relationship between state intervention and refugees' crisis management

The relationship between state intervention and refugees' crisis was derived by the use of regression and correlation analysis. In order to examine the nature of relationship between state intervention and refugees' crisis management, correlation, regression, Anova and coefficients tests were performed on the data collected. The results are summarized in the tables.

Table 4.22 Correlation Analysis Matrix

		State intervention	Refugees' crisis management
state intervention	Pearson Correlation	1	0.754**
	Sig. (2-tailed)		0.000
	N	100	180
Refugees' crisis management	Pearson Correlation	0.654**	1
	Sig. (2-tailed)	0.000	
	N	100	57

**. Correlation is significant at the 0.01 level (2-tailed).

The correlation result revealed a positive significant relationship between state intervention and refugees' crisis management ($r = 0.654**$, $p<0.05$). This implies that state intervention have the

capacity to improve refugees' crisis management. It is suggested that utilizing state intervention results into refugees' crisis management.

Regression Analysis

Regression analysis was performed in order to establish the extent to which state intervention explained the degree of variance in refugees' crisis management. The result obtained is presented in the model summary table that follows:

Table 4.23 Regression Analysis Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.654a	0.568	0.563	0.47784

a. Predictors: (Constant), state intervention

The regression analysis result in table 4.23 revealed that state intervention contributes up to 56.3% to refugees' crisis (Adjusted R square= 0.563, SEE = 0.47784). This means the remaining percentage (43.7%) is contributed by other factors. It also implies that when state intervention is utilized, refugees' crisis management will also be achieved.

ANOVA Analysis

ANOVA analysis was performed to test the hypothesis that state intervention significantly relate with refugees' crisis management. The results are summarized in table 4.24 below:

Table 4.24: Analysis of Variance

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.499	1	28.499	124.812	0.000b
	Residual	21.691	95	0.228		
	Total	50.190	96			

a. Dependent Variable: Refugees' crisis management

b. Predictors: (Constant), State intervention

According to the ANOVA test results in the table 4.24, it was revealed that state intervention significantly enhances refugees' crisis management (F=124.81, P<0.05). This implies that best practices of state intervention have the capacity of influencing refugees' crisis management.

CHAPTER FIVE
SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1. Introduction

This chapter presents the summary discussions, conclusion and recommendations of the findings. The summary focuses on the findings in relation to objectives of the study that it intended to achieve, the summary is followed by the conclusion which is also based on the findings of the study, lastly the recommendations and areas of further study. The agree and disagree rate is arrived on by adding the strongly agree and agree or strongly disagree and disagree together.

5.2 Summary

The following were revealed from the study:

5.2.1. Causes of refuges crisis in Uganda

Many reasons why refugees' crisis exists in Uganda were put forward during the study. As reflected in chapter four most respondents indicated that civil wars occurring in great lakes region is the leading cause of refugees crisis in Uganda, inadequate food among Great lake mostly caused by prolonged famine, the outbreak of harsh conditions in some areas in the great lakes region, lack of legal routs to safety among Great lakes region, humanitarian rights violation in some parts of Great lakes region and the natural disasters like floods in some parts of Great lakes region has also caused refugees crisis in Uganda.

5.2.2. Challenges faced during refugees' crisis management

Respondents from the study also gave their views regarding challenges faced during refugees'
crisis management. As reflected in chapter four most respondents indicated that refugees are
becoming a financial burden to the host country, poor facilities mostly in host communities e.g
Rwamwanja camp settlement, inadequate funds to finance refugees management activities, high
levels of corruption, and lack of legal protection against refugees.

5.2.3. Strategies to harmonize refugee crisis management

The study also indeed to find out the possible strategies that can be adopted during refugees
crisis management, as presented in chapter four, majority of the respondents indicated that, the
establishment of the refugees crisis management ministry would help to deal with refugees crisis
in Uganda, aligning humanitarian aid to refugees based activities to easy the financing, funds
mobilization though fundraising and other voluntary contribution, facilitating and opening up
education opportunities for refugees, developing awareness campaign in refugees hosting
communities and resettlement of refugees to better areas. However the study also discovered
that, setting up a development fund for refugees activities may not help in dealing with refugees
crisis management.

5.3. Conclusions

Through exploring the existing academic and popular literature around historical and
contemporary case studies, refugees impacts on the state of affairs of Uganda and these include:
attracting development agencies, employment opportunities for people living around camp areas,
border utilization and infrastructure development. However, refugees' crisis has remained an

acute topic as far the state programs are concerned. The refugee problem in Great Lakes Region is one of the most acute challenge and most of these problems have become protracted refugee situations. This is because; the armed conflicts which originally forced people to leave their own countries have dragged on for many years, making it impossible for them to return to their homeland.

The study discovered that, Uganda as a state has come up with a number of assistance programs in order to intervene in refugees' crisis and it has to tried and helped refugees access their basic needs such as food, shelter and clothing. The study revealed that there was much effort put by the state in providing health services especially among pregnant mothers and children. For instance they are given treatment during both pre -natal and post natal. They are also sensitized about their health; they are given mosquito nets in order to reduce the rate of malaria. However, the assistance has its own shortfalls in terms of effectively and efficiently providing for the needs of refugees for example food has not been enough. One weakness has been greater emphasis on provision of material support and placing little emphasis emotional and other psychological needs of refugees. Hence, Uganda like any other developing country need to continue to make consented efforts with various stakeholders for ensured maximum support to meet to deal with refugees' crisis.

It is evident that many activities have led to the refuges crisis in the Great Lakes Region and these include the following civil wars, inadequate food, harsh climates, and lack of legal routs to safety, humanitarian rights violation and natural disasters.

The study also found out that, challenges faced during refugees' crisis management include: financial burdens, poor health facilities, inadequate funds, high level of corruption, political

tensions and security alerts and lack of legal protection. The study revealed that there are many factors that hinder the refugees' crisis management process which include inadequate funds, lack of coordination between state officials and leadership. The major causes of these problems are rooted in lack of adequate financial resources which limit the ability of state to adequately provide the necessary needs of refugees. At national level the finding reflect that limited financial resources results in inadequate health equipment and staff shortages.

The study also discovered that, strategies which can be adopted to deal with refugees crisis include the following: Establishment of refugees crisis management ministry, aligning humanitarian aid to refugees based activities, funds mobilization through fundraising, facilitating and opening up educational opportunities, developing awareness campaigns for refugees host communities and resettlement of refugees to a better areas.

5.3. Recommendations

The Great lakes region should encourage and adopt peaceful means of negotiation in order reduce on civil conflicts and this will reduce on the number of refugees fleeing to Uganda.

There is need for strengthened collaborative efforts between government and UNHCR especially on the side of financing and other partners to ensure increased services availability to the refugees in order to ensure effectiveness in refugees' crisis management. More NGOs should continue to work hand in hand in with state and the government in order to raise enough funds to assist the interventions in refuges crisis management. Behaviour functional change should be emphasized among all the activities and programmes conducted by the state in managing refugees' crisis. For example apart from collaborations in rising funds, they should also be reminded that avoiding violence is also vital for refugees' crisis management.

Ugandan government should coordinate with other partners in order to reduce on the level of corruption. There should be also much emphasis on programmes like voluntary participation for all stakeholders including host communities and refugees themselves.

Uganda and other partners by adopting the strategies that have been advanced in this study in order to improve on refugees' crisis management.

5.4 Areas for further research

The impact of refugees on the economic development of great lakes region

The impact of large number of refugees on the Uganda's Budget

The impact of United Nations on the refugees' crisis management

REFERENCES

Abou-bakr, A. J. (2013). *Managing Disasters Through Public-Private Partnerships.* Washington, D.C.: Georgetown University Press.

Anders, A. D., & Lester, J. N. (2013). Refugee status and economic subjugation: Government agencies and faith-based organizations tracking families into low wage labor. *International Education, 43*(1), 7-33.

Arai, K. (2013). How to transmit disaster information effectively: A linguistic perspective on Japan's tsunami warnings and evacuation instructions. *International Journal of Disaster Risk Science, 4*(3), 150-158.

Arizona Department of Economic Security. (2016, January 8). *Refugee arrivals report.* Retrieved from Refugee Resettlement: https://des.az.gov/sites/default/files/REFREPT_Jan2016.pdf

Bankoff, G. (2003). Vulnerability as a measure of change in society. *International Journal of Mass Emergencies and Disasters, 21*(2), 5-30.

Banks, W. C. (2011). *The Legal Landscape for Emergency Management in the United States.*

Bates, F. L., & Peacock, W. G. (2000). Long Term Recovery. *International Journal of Mass Emergencies and Disasters, 7*(3), 349-365.

Bender, J. (2011). *Frontline Psych with Doc Bender: What's the Difference between PTS, PTSD?*

Billinger, P. (2016, January 06). *New Red Cross training prepares refugees for survival in Colorado.*

Birkland, T., & Waterman, S. (2008). Is federalism the reason for policy failure in hurricane Katrina? *The Journal of Federalism, 38*(4), 692-714.

Birman, D. (2006). Ethical issues in research with immigrants and refugees. In J. E. Trimble, & C. B. Fisher (Eds.), *The handbook of ethical research with ethnocultural populations and communities* (pp. 155-178). Thousand Oaks, CA: Sage Publications, Inc.

Bögner, D., Brewin, C., & Herlihy, J. (2010). Refugees' experiences of home office interviews: A qualitative study on the disclosure of sensitive personal information. *Journal of Ethnic and Migration Studies, 36*(3), 519-535.

Boyd, E., Wolshon, B., & Van Heerden, I. (2009). Risk Communication and Public Response during Evacuations: The New Orleans Experience of Hurricane Katrina. *Public Performance & Management Review*, 437-462.

Brown, A., & Scribner, T. (2014). Unfulfilled promises, future possibilities: The refugee resettlement system in the United States. *Journal on Migration and Human Security, 2*(2), 101-120.

Burgess, J. L. (2012). Emergency Preparedness Training of Tribal Community Health Representatives. *Journal of Immigrant and Minority Health*, 323-329.

Carter-Pokras, O., Zambrana, R. E., Mora, S. E., & Aaby, K. A. (2007). Emergency Preparedness: Knowledge and Perceptions of Latin American Immigrants. *Journal of Health Care for the Poor and Underserved*, 465-481.

Col, J.-M. (2007). Managing Disasters: The Role of Local Government. *Public Administration Review*, 114-124.

Coleman, M. S., Garbat-Welch, L., Burke, H., Weinberg, M., Humbaugh, K., Tindall, A., & Cambron, J. (2012). Direct costs of a single case of refugee-imported measles in Kentucky. *Vaccine, 30*(2), 317-321.

Collins, J. (2016). *South Carolina Senate committee OKs bill to track refugees.*

Creswell, J. W. (2013). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (4th ed.). Thousand Oaks, CA: Sage Publications, Inc.

Doherty, G. W. (2007). *Crisis Intervention Training for Disaster Workers: An Introduction.* Laramie, WY: Rocky Mountain Disaster Mental Health Institute Press.

Dunman, K. M. (2006). Improving long-term resettlement services for refugees, asylees, and asylum seekers: Perspectives from service providers (Master's thesis).

Eisenman, D. P., Glik, D., Maranon, R., Gonzales, L., & Asch, S. (2009). Developing a disaster preparedness campaign targeting low-income Latino immigrants: focus group results for project PREP. *Journal of Health Care for the Poor and Underserved*, 330-345.

Ellemor, H., & Barnett, J. (2005). National security and emergency management after September 11. *International Journal of Mass Emergencies and Disasters, 23*(3), 5-26.

Fantz, A., & Brumfield, B. (2015). *More than half the nation's governors say homeless refugees not welcome.*

Farmer, P. (2005). *Pathologies of power: Health, human rights, and the new war on the poor.* Berkeley, California : University of California Press.

Forrest, T. M., & Brown, L. A. (2014). Organization-led migration, individual choice, and refugee resettlement in the U.S.: Seeking regularities. *Geographical Review, 104*(1), 10-32.

Fothergill, A., Maestas, E. G., & Darlington, J. (1999). Race, ethnicity and disasters in the United States: A review of the literature. *Disasters, 23*(2), 156-173.

Fugate, C. (2013). *Written testimony of Federal Emergency Management Agency Administrator Craig Fugate for a Senate committee on appropriations, subcommittee on Homeland Security hearing titled "Rebuilding after Hurricane Sandy".*

Gerber, B. J., & Robinson, S. E. (2009). Local Government Performance and the Challenges of Regional Preparedness for Disasters. *Public Performance & Management Review*, 345-371.

Gonçalves, P. (2011). Balancing provision of relief and recovery with capacity building in humanitarian operations. *Operations Management Research, 4*(1), 39-50.

Gorman, W. (2001). Refugee survivors of torture: Trauma and treatment. *Professional Psychology: Research and Practice, 32*(5), 443-451.

Grognet, A. G. (1997). *Elderly refugees and language learning.* Washington, DC: Center for Applied Linguistics.

Grönroos, L and Christian, T (2007). The best research for study methodologies:

Harrell-Bond, B. E., & Voutira, E. (1992). Anthropology and the study of refugees. *Anthropology Today, 8*(4), 6-10.

Hoffman, S. (2009). Preparing for disaster: Protecting the most vulnerable in emergencies. *UC Davis Law Review, 42*, 1491-1547.

Houston, N., Vann Easton, A., Davis, E. A., Mincin, J., Phillips, B. D., & Leckner, M. (2009). *Evacuating Populations with Special Needs.* Washington D.C.: Federal Highway Administration.

Human Rights Watch. (2009). *Jailing refugees: Arbitrary detention of refugees in the US who fail to adjust to permanent resident status.* New York, NY: Human Rights Watch.

Kahn, W. A., Barton, M. A., & Fellows, S. (2013). Organizational Crisis and the Disturbance of Relational Systems. *Academy Of Management Review*, 377-396.

Kerwin, D. (2005). The use and misuse of 'national security' rationale in crafting U.S. refugee and immigration policies. *International Journal of Refugee Law, 17*(4), 749-766.

Kerwin, D. M. (2011). *The faltering US refugee protection system: Legal and policy responses to refugees, asylum seekers, and others in need of protection.* Washington, DC: Migration Policy Institute.

Lunn, L. P. (2011). Displaced and disillusioned: "Free-case" refugees and the government's obligation to facilitate effective resettlement. *The Journal of Gender, Race, and Justice, 14*(3), 833-865.

Malkki, L. H. (2004). Refugees and exile: From "refugee studies" to the national order of things. *Annual Review of Anthropology, 24*, 495-523.

McAnear, S. (2015). A fundamental change theory, *to be a good Samaritan.* News and World Report.

Nepal, V., Banerjee, D., Slentz, M., Perry, M., & Scott, D. (2010). Community-based Participatory Research in Disaster Preparedness among Linguistically Isolated Populations: A Public Health Perspective. *Journal of Empirical Research on Human Research Ethics*, 53-63.

Omagor. L, (2000).   Research methodologies in research and developments in relation to learning practices

Ostrand, N. (2015). The Syrian refugee crisis: A comparison of responses by Germany, Sweden, the United Kingdom, and the United States. *Journal on Migration and Human Security, 3*(3), 255-279.

Phillips, B. D. (1993). Cultural diversity in disasters: Sheltering, housing, and long-term recovery. *International Journal of Mass Emergencies and Disasters, 11*(1), 99-110.

Ronan, K. R., Alisic, E., Towers, B., Johnston, V. A., & Johnston, D. M. (2015). Disaster preparedness for children and families: a critical review. *Current Psychiatry Reports*.

Sekaran, U. (2003) Research Methods for Business 4th edition Hoboken N. J. John Wiley and Sons.

Silove, D., & Ekblad, S. (2002). How well do refugees adapt after resettlement in Western countries? *Acta Psychiatrica Scandinavica, 106*, 401-402.

Stys, J. J. (2011). *Non-profit involvement in disaster response and recovery.* Chapel Hill, NC: Center for Law, Environment, Adaptation and Resources, University of North Carolina School of Law.

Sullivan, H. T., & Häkkinen , M. T. (2011). Preparedness and warning systems for populations
    with special needs: Ensuring everyone gets the message (and knows what to do).

United Nations (UN) Refugee Report, 2010 and 2016

UNHCR Report 2015 and 2016

Wagner, M. (2011). Secondary migration and relocation among African refugee families
    in the United States. *Family Process, 50*(1), 27-46.

World Health Organization (WHO), (2014)

Appendix I. Self Administered Questionnaire

Dear Respondent, the researcher is conducting an academic study on the topic '**State Intervention and Management of Refugees' Crisis in the Great Lakes Region: A case of Uganda** as a partial requirement for the fulfillment of the award of the Degree of Masters of Arts in International Relations and Diplomacy of Nkumba University. Responses provided will be treated with utmost confidentiality and used for only academic purposes. I therefore kindly request you to spare some time and truly answer this questionnaire.

PART ONE

Please Tick Your Appropriate Option

1. Gender:

    Male ☐   Female ☐

2. Age (Years):

    18-25 ☐   26-35 ☐   36-45 ☐   Above 46 ☐

3. Marital Status

    Single ☐   Married ☐   Divorced/Separated ☐

    Others (Specify)…………………………………….

4. Highest Academic Qualification:

    Diploma ☐   Degree ☐   Masters ☐   PhD ☐

    Others (Specify)…………………………………

5. Duration of Employment:

    Below 1 Year ☐   1-4 Years ☐   9 Years ☐   Above 10 Years ☐

PART TWO: causes of refugees crisis

Agree or disagree with this statement about causes of refugees' crisis. Use numbers in the table to answer the following statements for example strongly agree represents 1 in the table. Strongly Disagree 1, Disagree 2, Not Sure 3, Agree 4 and strongly agree 5.

Table 1: causes of refugees' crisis

S/N	Statements	1	2	3	4	5
1.	Civil war occurring in Great lakes region is the main reason for refugees crisis					
2.	Inadequate food among great lakes countries has also contributed to refugees crisis					
3.	The out break of harsh climate conditions in some areas s also a factor for refugees' crisis.					
4.	Lack of legal routs to safety in Great lakes region also contribute to refugees crisis					
5.	Humanitarian rights violation in parts of great lakes also causes refugees crisis					
6.	Natural disasters like floods in some parts of great lakes region has led to the refugees crisis					

PART THREE: Challenges faced in refugees' crisis management

Agree or disagree with this statement about challenges faced in refugees' crisis management. Use numbers in the table to answer the following statements for example strongly agree represents 1 in the table. Strongly Disagree 1, Disagree 2, Not Sure 3, Agree 4 and strongly agree

Table 2: Challenges faced in refugees' crisis management

S/N	Statement	1	2	3	4	5
1.	Refuges are becoming a financial burden to the host countries					
2.	Poor health facilities associated with host communities in great lakes region					
3.	Inadequate funds to finance the refugees management activities					
4.	High levels of corruption among host countries especially Uganda has affected the management of refugees					
5.	Political tensions and security alerts makes it difficulty to manage refugees activities					
6.	Daily mass influx of refugees challenges the host communities					

PART FOUR: Strategies to improve on refugees' crisis management

Table 3. Strategies to improve on refugees' crisis management

S/N	Statement	1	2	3	4	5
1	Establishment of refugees crisis management ministry					
2	Aligning humanitarian aid to refugee based activities for easy financing					
3	Setting up a development fund for refugees activities					
4	Funds mobilization through fund arising and other sorts of contribution					
5	Facilitating the educational opportunities to the refugees					
6	Developing awareness campaigns for refugees hosting communities					
7	Resettlement of refugees to better areas where they can be managed well					

Appendix II: Interview Guide

What are the causes of refugee crises in Uganda?

…………………………………..

…………………………………..

What are the challenges faced by Uganda in refugees crisis management?

………………………………………

………………………………

…………………………………..

What are the strategies that can be adopted to harmonize refugee crisis in Uganda?