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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF PUBLIC POLICY AND ADMINISTRATION

INFLUENCE OF REFUGEE AFFAIRS SECRETARIAT IN THE DELIVERY OF SERVICES IN DADAAB, KENYA

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DECLARATION

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

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DEDICATION

To the Almighty who freely grants knowledge, and to my beloved and caring parents: Peter Clement Njoroge Kimani and Mary Njeri who taught me the virtue of never giving up and believing in myself. You have been a great source of inspiration.

ABSTRACT

Refugee support is an imperative aspect in government administration of affairs regarding asylum seekers. Effective administration of refugee affairs requires an efficient support program that coordinates with other agencies to oversee quality service delivery to refugees in the camp. Refugee population has continued to soar in Kenya. There exists little information regarding administration of refugee affairs in Kenya's growing refugee camps. There is an urgent need to assess the influence of refugee support program as issues of refugees are viewed more of security concerns. The aim of the study was to investigate how the Kenyan refugee support program (RAS) assists refugees in Dadaab Camp and also establish how the program coordinates with other agencies in handling refugee affairs. The study employed Securitization Theory in attempt to establish how security concerns affect provision of services throughout the Camp as well as establishing to what extent security and protection considerations influence state assistance through (RAS) to refugees in Dadaab. Descriptive research design was used to collect in-depth information on the research problem. The study purposively selected Dadaab Camp while it employed quota sampling to pick key informants; while interview schedules and questionnaires were used to collect data. The study target populations were respondents from Ifo, Dagahaley and Hagadera refugee camps. Quantitative and qualitative data was collected and descriptive statistics used to analyze the data. The study found out that the Refugee Affairs Secretariat was fairly effective in facilitating refugee based services in the camps. The study established that there was a positive Pearson moment correlation of +0.57 which indicates that proper resource utilization, training, security agency intervention, collaboration with stakeholders and effective human resource practices would lead to quality service delivery in the refugee camps. Conflicts, violation of refugee rights and unscrupulous activities by the security agencies were major hurdles in management of refugee affairs by RAS in the camps.

ABREVIATIONS

CRA   Commissioner of Refugee Affairs

MDG   Millennium Development Goals

NACOSTI   National Commission for Science Technology and Innovation

NPM   New Public Management

NGO   Non-Governmental organizations

OAU   Organization of African Unity

RAS   Refugee Affairs Secretariat

SDG   Sustainable Development Goals

RSD   Refugee Status Determination

RSP   Refugee Support Program

UN   United Nations

UNHCR   United Nations High Commission for Refugees

WFP   World Food Program

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OPERATIONAL DEFINITION OF TERMS

Biometric registration

This term in the context of refugee assistance refers to the use of electronic machines to record and individual's unique characteristics for use in a subsequent personal identification.

Camp Management

This term is used to refer to administration of activities that are carried out by the Refugee Affairs Secretariat to assist refugees in their settlements.

Conflict Resolution

This term has been used in the research to refer to the ability of RAS to employ peaceful means of resolving disputes among various stakeholders and refugee beneficiaries in Dadaab Camp**.**

Coordinate

The term has been used to refer to the ability of the Refugee Affairs Secretariat to synchronize the operations of various agencies offering refugee based services in Dadaab Camp.

Dadaab Camp

This term is used to refer to the camp settlements areas at Hagadera, IFO and Dagahaley camps within Dadaab Constituency.

Efficiency

This term has been used to refer to the extent in time in which assistance is sought by refugees and the duration taken to respond on call.

Effectiveness

Effectiveness in this context refers to the extent in which refugees receive required service

Humanitarian assistance

Humanitarian assistance in this research refers to the efforts by various organizations and agencies concerned with refugee welfare particularly alleviation of suffering.

Influence

This refers to the ability of the Refugee Affairs secretariat to change or affect the delivery of refugee based services in Dadaab Camp.

Manage

This refers to the extent to which the Refugee Affairs Secretariat handles and exercises action in matters regarding refugees in Dadaab Camp.

Principle of non-refoulment

This refers to the forbidding of forceful rendition of a refugee to his home country where they may face persecution.

Refugee Support Program

This refers to the agency tasked by the government to oversee refugee affairs like settlement, refugee travel and coordination of agencies.

Refugee

This term refers to persons of concern who have fled their home country into Kenya for fear of persecution.

Refugee administration

Refugee administration in this context refers to rendering of service and management of refugee welfare in the camp.

Service Delivery

This term refers to assistance rendered to refugees in the distribution of resources within the camps. Service delivery received by refugees is measured by refugee satisfaction, refugee perceptions about RAS, communication channels used, accessibility of RAS offices and refugee awareness of RAS.

ACKNOWLEDGEMENT

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CHAPTER ONE
INTRODUCTION

1.1 Background of the Study

The problem of refugees and asylum seekers in Kenya has escalated with huge influxes of new arrivals being witnessed. Since independence Kenya has been host to fleeing refugees from neighboring countries as a result of civil war, political unrest and upheavals. In 1990 Kenya became host to the largest refugee population in East and Central Africa. This triggered the rise of refugee support programs spearheaded firstly by private actors then by the government.

According to the UNHCR report (2012), the number of refugees has tremendously risen to 65.3 million protracted people by June 2016, of which 21.3 million are refugees. The report further confirms that 29% of the world refugees are in Sub Saharan Africa. Dadaab camp is the host to most of these refugees in Africa. The assistance rendered to these refugees has not kept pace with the magnitude of the problem. Here in Kenya an information gap exist as to how the assistance provided by the state through the RAS has influenced refugee service delivery.

The Kenyan government had however not developed any policy framework under which refugee affairs would be dealt. It is the absence of specific laws dealing with refugees that recommendations to establish an authority which would handle all matters relating to refugees would be laid. Additionally, there was the need for domestication of a legislation recognized in the constitution in line with the provisions of the 1951 U.N Convention and OAU Convention on refugees. Further a report by the international Commission of Jurists also proposed that the government establish a body to oversee refugee affairs in the camps (UNHCR, 2012).

The government of Kenya enacted the Refugee Act in 2006. This established a support program that would handle all refugee affairs on behalf of the government. The Department of Refugee Affairs (DRA) later renamed RAS (Refugee Affairs Secretariat) would enhance reception,

registration and repatriation of refugees in 2010. However it has raised concern on the growing population which the camps can no longer accommodate (Crisp, 2013).

Crisp (2013) asserts that fundamental flaws have been witnessed in refugee administration. Despite having many local and international bodies involved in humanitarian work, numerous are the instances when refugee's rights are violated. The scope of refugees protection has been limited due lack of clarity on issues that require protection which are explicit as spelt out in the mandate bestowed on the UNHCR. Under the Refugee Act enacted in 2006, RAS has the mandate to ensure that respect and promotion of refugee's rights as well as administration within the camp.

In Kenya's refugee camps there is a need to protect the vulnerable groups such as of women and children and ensure that the link between human rights and refugee rights is strengthened (ECHCP, 2011). The Executive Committee of the High Commissioner's Program (ECHCP) further provides that the ultimate responsibility on refugee rights lies squarely on the government and its legal provisions available.

This responsibility and the increase in refugee population in the camps prompted the government to establish the RAS to closely monitor and address refugee affairs in the camp. Available evidence shows that successful refugee reception depends on programs that enable refugees acculturate in the new society by enabling their skills so that they can fit in their new environment' (1999:106). Additionally, education and vocational and vocational skills are crucial aspects of survival in new situations.

(Glover et al) noted that support services like housing affect the emotional state of refugees. Again, safety and security issues arising from housing environments like close populations are evident.

In 1998, Kirby noted that refugee support programs play a key role in fostering proper delivery of services in health, housing and education fields. Refugee education is for instance impacted by insufficient support for study, limited opportunities for refugees, exclusion and isolation.

Divergent positions are held regarding the relationship of humanitarian actors and the political and military agents. It is worth noting that RAS was nonexistent in camps administration before 2010 (Aggrawal, 2015). With RAS in daily administration of the camps, it is important to analyze the policies and practices adopted thereof in handling refugees in the context of forcibly displaced people.

According to the UNHCR Report for Refugees 2010-2011 June, refugees travel long distances without food or water. These asylum seekers go for two or more weeks without getting ration cards to enable them access food from either Care International or World Food Program (WFP) and up to 34 days to get non-food items like utensils and blankets. There is a need to establish what influence RAS has made in addressing these issues over time since its inception. There exist huge numbers of refugees requiring assistance: those seeking registration and reception, repatriation, resettlement, address of social vices and travel permit (Hadgkiss *et al*.,2014) With RAS conducting all these tasks to an overwhelming number of beneficiaries the need to establish its impact to assist refugees is important.

Since then however, the camp population has continued rising with the same department continuing to offer refugee service. In Kenya, no research has been devoted towards examination of the influence of state assistance to refugee's service delivery. In addition, no information on government assistance has been reported regarding how it caters for refugees. Therefore there is

need to investigate RAS's performance within the refugee camp by examining the influence it has made on service delivery to refugees since its establishment in Dadaab camp.

1.2 Statement of the Problem

The rising number of refugees has spawned a number of refugee support programs. Their overall impact is not always clear. According to the UNHCR Report (June 2010-2011) Kenya has seen a tremendous rise in the number of new refugee arrivals due socio-economic and political crises in Kenya's tough neighborhood. The increase has placed serious strains in national asylum and reception systems undermining proper refugee support.

The government established RAS to oversee refugee affairs in Kenyan refugee camps. The aim of the program revolves around improving the plight of refugee in Kenya. Ideally, the program is required to coordinate, support, document, safeguard refugee rights and provide security to refugees and stakeholders dealing with refugees (Murray *et al*., 2015). As a key element in the protection of refugees, refugee affairs should be an important component at the heart of RAS in assisting refugees in Kenya

Despite the huge influx of refugees into the camp, little has been done to assess RAS's influence during administration of affairs of the refugee population. With a huge increase in refugees in the camps numerous changes are expected. With this huge influx in the camps little has been done to assess the implications on the assistance rendered to refugees. There is not a study known to the researcher in this field of enquiry. Therefore, there is an urgent need to investigate the influence of refugee support program in the provision of service to refugees while carrying out its functions in the camp. It is this knowledge gap that stemmed the need for this study.

1.3 Objectives of the Study

The specific objectives of the study were:

1. To examine how RAS managed refugees in their settlement in Dadaab camp.

2. To establish how RAS coordinated with other agencies in handling refugees affairs in Dadaab camp.

3. To investigate how RAS facilitated conflict resolution in Dadaab refugee camp.

1.4 Research Questions

The study attempted to answer the following questions:

1. How does the Refugee Program manage the camp to assist refugee in their settlements within Dadaab?

2. How does Refugee Support Program support other agencies particularly UNHCR and in regard to refugee assistance in Dadaab camp?

3. How does Refugee Support Program facilitate conflict resolution among refugees in Dadaab camp?

1.5 Research premises

1. Refugee Support Program is significant in providing assistance to refugees in their settlements.

2. Refugee Support Program supports and coordinates with other refugee's agencies assisting refugees in Dadaab camp.

3. Refugee Support Program facilitates effective conflict resolution among refugees in Dadaab Camp.

1.6 Justification and Significance of the Study

Refugee support program is an important aspect of refugee affairs administration in Kenya. This is because according to the UNHCR Global Report 2016 the refugees' population has steadily been rising over the years in around the Globe. This increase has also affected Dadaab camp,

prompting its expansion to accommodate more who are constantly arriving from the other countries.

RAS was chosen because it is the only governmental agency that assists refugees in the camps. Additionally, there is need to find how RAS has influenced service delivery to refugees since its establishment in 2010. Refugees in Dadaab camp were viewed fit for study due to the diverse population of refugees living in the camps: Somali, Sudanese and Burundians. Dadaab refugee camp was selected since it is the largest camp in Sub-Saharan Africa.

The study therefore, adds value to theory and practice particularly in refugees' protection during reception and through integration. To theory, the study identified gaps present in provision of service to refugees like: during the reception, registration process and adds to the body of knowledge alternative means that enhance quality service delivery to refugees. The research also sought information on the best practices used to handle refugees' in the developed world. This will help inform professionals, the government, scholars and students on the state of refugees in the country and regard the role of the citizens, the government and the department (RAS) in handling refugees' in the country.

The research will also be useful in practice by providing the concerned government agency officials with knowledge on how to improve and uphold the rights of refugees' in Kenya by evaluating the procedures already in place as well as the adjustments that can be made thereof. The findings of the study also unearthed challenges faced in the effort to protect refugees' as well as help provide information to both state and non -state actors: think tanks, policy organizations, civil society and faith based organizations in shaping policy and making decision by facilitating evidence based decision making.

To the general population the findings will benefit them by informing them on the current situation of refugees in the country.

1.7 Scope and Limitations

The study focused on the RAS in assisting refugees: reception, registration and during their stay in the camp. The study focused on the department since its inception in 2010 to examine the assistance given to refugees, its involvement with stakeholder organizations in helping refugees. The study was carried out in Dadaab and involved senior and junior officers at the offices of the Refugee Affairs Secretariat.

The study was limited by various challenges. Movement was a challenge given that the study was done in an area where insecurity is prevalent. Language barrier was also a key challenge since most of the immigrants understand their local language only. Unfamiliarity with the subject under study can attract unconvincing responses. These challenges were however be mitigated by seeking the assistance of an interpreter, organizing for transport arrangements beforehand and within the convenience of the informants as well as designing online research instruments which were mailed to the respondents for action. Additionally, the informants were assured of total integrity and that the data collected was only to be used for research and was not to not be disclosed to unauthorized persons.

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 Introduction

This chapter reviews literature on refugee related socio-economic, cultural, and political concerns. It focuses on refugees globally, regionally, and specifically in Kenya as well as the contemporary pressing issues involved in refugee protraction in different states of the world. Refugees problem is remains a great issue of concern in Kenya. Under the international law Kenya is obliged to protect the rights of such persons who face numerous challenges and their rights often breached. This chapter explores how RAS cooperates with aid agencies, UNHCR and key stakeholders. The chapter explores service delivery to refugees in Kenya as the country of asylum. Additionally, the chapter explores the state of refugees in Kenya, before and during the establishment of DRA later renamed RAS and the assistance it offers to refugees and refugee organizations in the camps.

2.2 Overview of refugee situation

The 1951 Convention remains the key legal document defining who is a refugee, their rights and the legal obligations of governments, the world has seen a dramatic change in the world over the past 60 years. The dynamics of displacement have also changed. Other human-made calamities, such as severe socio-economic deprivation, can also cause people to flee across borders (UNHCR, 2016).

(Crisp, 2002), Observes that majority of Refugees in Africa are as a result of armed conflict that force people to escape from their home countries. He noted that the crisis have affected many countries in Africa including: DRC (Democratic Republic of Congo), Burundi, Rwanda, Liberia, South Sudan and Somalia. The crises have resulted to refugee camps all over Africa: Kyangwali

and Nakivale in Uganda, Sahrawi Refugee camp in Tindouf Algeria, Kasalu and Ngara in Tanzania, Oruchunga Rwandan refugee camp and Kakuma and Dadaab Refugee Camps. While some may be escaping persecution, most leave because they lack the reason to remain. The unavailability of education, water, food, health care and a livelihood would not ordinarily sustain a refugee claim under the 1951 Convention. Nevertheless, most of the people may need protection from harm, and the emerging trends present various challenges for the international humanitarian community. The threat of continued massive displacement is inevitable, and the world should be ready to address the issue. According to Kazmi (2017), there is need to review priorities, partners and methods of work in dealing with the emerging trends of human displacement.

2.3 Refugee Situation Internationally

Various parts of the world experience refugee crisis in different forms. According to the UNHCR 2016, there exist 65.3 million protracted people in the world. 39% being in North Africa and Middle East, 29% in Sub-Saharan Africa, 14% in Asia and the Pacific, 12% in the Americas, and 6% in Europe. 54% of the total numbers of refugees in the world come from three countries: Syria- 4.9 million, Afghanistan- 2.9 million and Somalia 1.1 million.

In recent times, more refugees are fleeing from Libya, Yemen, and Syria, and most of them are entering the European Union. The Syrian conflict is approaching 5 years, and over 50% of the public hospitals have been destroyed and the health care infrastructure on the fall. Approximately 6.5 million Syrians have been internally displaced and an additional 4.4 million Syrians have been externally displaced (Mahmoud, 2016).

Bozorgmehr (2015) further noted that Syrians have been forced to flee from their homes and seek refuge across the Middle East, North Africa, and, more recently, Europe; currently, 95% of

the over 4 million refugees who have fled Syria reside in Turkey, Jordan, Lebanon, Iraq, and Egypt. The mass migration of people within Syria and the MENA region has put a strain on resources. Externally displaced individuals have reported that they are in need of non-food items (including personal hygiene products), health care services, food, shelter, water, and education. Additionally, they are often living in overcrowded and unhygienic spaces, commonly without access to many necessary resources, including basic sanitation and waste disposal services, food, electricity, as well as health care (Berry, et al, 2014).

Despite the international community making commendable achievements in helping refugees, this assistance has not kept abreast with the magnitude of the humanitarian problems. In addition, this help has been at the neglect of the local communites and only within the subsistence level (Weiss, 2010).). Therefore there is need to investigate the impact this assistance to this level has brought.

Lapses in administration of refugee affairs have been witnessed in Syria after the country plunged in chaos. The Syrian refugee crisis has led to the rise of a catastrophic outbreak of Old World cutaneous leishmaniasis (CL) that is currently affecting hundreds of thousands of people living in refugee camps or trapped in conflict zones. A similar situation is also evident in eastern Libya and Yemen. Therefore, the situation might worsen the wellbeing of the refugees. Studies investigating the impact of marring CL facial scars assert that the social stigmatization involved leads to anxiety, depression, and decreased quality of life for patients (Fell *et al*., 2017).

Research by Schaeffer (2010) shows that, in Lebanon, refugee camps consist mostly of makeshift houses built out of scrap and rubble or tents. These findings indicate that, indeed, there is a refugee crisis in the world, and it should be addressed amicably to avert the situation once and for all. However, it is unfortunate that countries do not offer exhaustive solutions to mitigate

the refugee problems in the world. Little has been done to access refugee assistance in the camps. Therefore, the need for more research is necessary to minimize refugee maladministration and as well examine the most effective ways of supporting refugees in the camps.

2.4 Refugee Situation in Africa

Peter *et al*., (2013) observe that refugees crisis in Africa were minimal prior to 1960's. This could be attributed to the relatively stable colonial rule in Africa. The refugee crises were a phenomenon mainly witnessed in Europe and Asia and the international instruments were also tailored to meet the needs of European refugees. However, refugee problems accelerated with Africa being home to more than 3.5million refugees in 1981, about 50% of world refugees. These numbers have significantly risen over the years due to natural disasters, civil strife, wars of liberation and national oppresion in countries like djibouti, Somalia, South Sudan, Ethiopia, Rwanda, Chad, Angola,Uganda, Congo (Zaire) and Nigeria among others.

In Uganda's Kyangwali and Nakivale camp, refugees are assisted by the UNHCR. Insecurity is however prevalent due to rebel groups attack on refugees as well as violent clashes between different groups of refugees in the camps. Stein *et al.,* (2011) points out that refugees are faced with a myriad of problems arising in the camps: overcrowding and social vices like rape. The government was also reluctanct to intervene in mitigating in mititgating refugee problems due to the notion that government officials fueled rifts that culminated into refugee influxes in the camps (Black, 2013). The UNHCR has been on the forefront to ensure assistance : fair and efficient assylum procedures to refugee, safety and their basic human rights are protected. Unlike Uganda the Kenyan governent has an agency responsible for refugee affairs in the country. There is need to therefore to find out how assistance offered to UNHCR in Kenya influences refugees through an investigation on how RAS goes ahead to help refugees in Kenya, Dadaab camp.

Refugees require government support, food and non-food items, accommodation, as well as official assistance from the host government. This is done through organized settlements where refugee's issues are managed by a governmental agency. Malkki (2009), administration and management of refugees in the camp is done by both the host government and the UNCHR. NGO's later come into play to provide relief and assistance to refugees. Malkki points out that organized settlements are initially administered by the UNHCR and later handed over to the host government, a scenario witnessed in Kenya after RAS began refugee management in 2010. (Crisp, 2002), Observed that African refugee crisis have persisted for so long without immediate solutions. He notes that the main cause of this protracted situation arises from interrelated factors like prolonged armed conflict in countries making it impossible for refugees to return to their home countries. Additionally, he notes that these conflicts have been sustained due to vested interests in the continuation of the conflict by political, militia, warlords, local entrepreneurs, military and international business actors. He observes that lack of capacities for local integration, residual caseloads, and failure of refugees to return home despite repatriation efforts has contributed to refugee crisis in Africa.

2.5 Refugee Affairs in Kenya

Kenya is home to one of Africa's biggest refugee camps: Dadaab and Kakuma. The camps have nationals mainly from Somalia, Ethiopia, Southern Sudan and Burundi. The camps have been operational since 1990 when Somalia first group of immigrants arrived. However, due to huge inflows over the past two decades, low levels of repatriation and resettlements in developed countries, a surging rise in the number of refugees in the camps has increased. This has been worsened by the fundamental human rights principle of non-refoulment which prohibits involuntary return of refugees to their former countries (UNHCR, 2015).

The need of the host government is therefore important to ensure protection of refugee's plight. Management of refugee affairs in the camp is key because as refugees numbers surge upwards competition for scarce resources sets in, both between refugees themselves and the host community, a phenomenon witnessed in Mexico, Guatemala, Somalia, Sudan, Kenya and Tanzania (Pross, 2008).

In this respect, there is an urgent need to investigate whatever impact the assistance to refugee problems in both food and non-food items has brought to refugee community, so as to inform how an approach geared to developing the needs of refugees to another level can be adopted (Gany *et al*., 2016).

2.5.1 The Origin of Refugee Crisis

As a field of inquiry, 'refugee studies' is remarkably political given the dramatic human displacement across borders that geopolitics generates. Conflict in and displacement from Somalia today, for example, are imbued with legacies of the Cold War, as weapons left behind by allies from the USSR and later from the US can still be found in use. The Dadaab camps of Northeast Kenya are located in what was once contested territory between Somalia and Kenya during the period of colonial rule (Crawford, 2015).

The refugees' presence in the region today is not politically neutral or merely humanitarian. This study continues to state that Returning to the summer of 1992, the confluence of drought and conflict in Somalia led to acute famine and displacement both within the country and beyond its borders. Widespread famine and the collapse of the Somalian state exacerbated this situation in which an estimated 500,000 Somali citizens died. Well over a million Somalians were internally

displaced and some 600,000 fled the country, many of them seeking asylum in nearby Kenya (Black, 2013).

(Jaji, 2012) notes that even though refugees are welcome into the country to seek asylum, While they were not warmly welcomed, the Kenyan government was obliged to tolerate them, partly because of its commitment in international law to the 1951 Convention and 1967 Protocol relating to the Status of Refugees as well as the 1969 OAU Convention, and partly because it needed the continued support through foreign aid of donor countries— many of which had suspended funds to Kenya at that time. Locally, studies are required to base their focus on the policies put in place in regard to assistance offered to refugees and to have a deeper understanding of the underlying issues as regards the status of refugees in Kenya.

2.5.2 Refugee Affairs Secretariat (RAS)

The Department of Refugee Affairs (DRA) now RAS was established Pursuant to the Kenya Constitution through an act of parliament in the year 2006 under the Directorate of Immigration and Registration of Persons, which operates under the Ministry of Interior and Coordination of National Government. The Refugee Affairs Secretariat derives its mandate from the Kenya Refugee Act of 2006 and the Refugee's and Reception Regulations Kenya (Verdirame, 1999). He also notes that prior to the Refugee Affairs Secretariat, the camps were legal anomalies where refugees faced human rights challenges as even the administration of the camp was virtually in the hands of humanitarian agencies who exercised this mandate directly or indirectly.

Previously, refugees swung on a ping pong between the ministry of State Immigration and Registration of Persons and the ministry of home affairs. Refugee's issues were addressed on an ad hoc base. The lack of a permanent body initiated the need of a Refugee Support Program through which affairs of the refugees. The Refugee Support Program ensured that the RAS

handled refugee's issues like settlement and importantly coordinating agencies offering services in the camp. The department of refugee affairs has tightened the grip aimed at preventing entrance of refugees without proper registration and documentation. The department further ensures that refugee's rights are not violated nor are they subjected to arbitrary and discriminatory treatment (Tuepker, 2009).

 (Jaji, 2012) Observed that prior to 2010 refugee camp administration in Kenya was carried out by UNHCR. The establishment of a refugee agency came after the enactment by an Act of parliament that allowed for the formation of the Department of refugee affairs later renamed Refugee Affairs Secretariat. He further observed that refugee management in the camps prior to the formation of RAS, was achieved through overt,covert, ideological, or psychological mechanisms.

(Nicholson, 2013) observed that the dynamics of displacement in the camps have changed, the camps hold thrice as they were originally intended. Therefore, the need to establish the institutional capacity to render assistance to persons of concern as well as the influence it has made in delivery of services in the management of the refugee affairs in Dadaab camp. RAS carries out its functions in Kakuma and Dadaab refugee camps with field offices at the Ifo refugee camp which is at the center of three camps. This is part of a phased transition where RAS is gradually assuming its governmental responsibilities from the UNHCR which held the duty of registering refugee before.

(David SJ Hollenbach, 2016) Examined that there exist disparities in refugee treatment. He observed that these disparities exist given the shift of refugee crisis previously a European problem to poor countries in Asia, Africa, and Latin America (Sara, 2010). The government through the established body ought to protect refugee to ensure quality protection, assistance and

necessary care. The refugee's ethical principle of moral equity was undervalued. In Kenya a gap of information exists as to how RAS assists refugees and how it ensures that all refugees equally receive treatment.

Despite the rise in refugees in Kenya, and the shared commitment of the Kenyan government to uphold international guidelines in handling refugees, little has been done to ensure that the countries' social-economic development is not hampered. Additionally, that the increase in refugees' in the country does not compromise the nation's peace and security, and that Kenyan policies and practices are strengthened and aligned with those of international authorities to underscore protection of refugees' (James, 2013).

(Verdirame, 1999) Noted that since 2004, the process of refugee registration had been facilitated by a UNHCR database application that had been in use in 70 countries across the globe. That includes not only written information of refugees but also their photos. The UNHCR continues to employ the proGres database application in Kenya despite transferring of the mandate to DRA. However, the UNHCR greatly steps in when needed.

(Crisp, 2002) Observed that governments' bore the economic and environmental burden of refugees'. Additionally, he is further noted that refugees came to be regarded as threats to local and national security. This prompted the commitment of the governments to uphold refugee protection under the international law by ensuring legal entrance to her borders and exercising the right to uphold her national security. This has been tightened especially in the last few years which has seen Kenya go through a period high security threats. (UNHCR, UNCHR and International Protection: A Protection and Induction Program, 2006).

2.6 Theoretical Framework

The study was based on securitization theory. This is because in Kenya issues to do with refugees are viewed more of security concerns other than protection considerations. Securitization theory was proposed in the 1970s and mid 1990's during the rise of economic and environmental agendas in international relations and largely in the mid 1990's reflecting the feeling of post-cold war international system. The theory has two schools of thought. The first school (traditionalist approach) equates security with politico-military issues and the use of force. Here, security is about survival and any issue that poses an existential threat to a referent object that then justifies the use of extraordinary techniques to handle them (Dryden, 2015). In the second school security is extended to economic, societal and environmental factors.

This study attempted to find out whether security has any influence in state assistance through (RAS) to refugees in Dadaab .This is mainly because RAS was set up to monitor refugee affairs at a time when security and environmental issues cropped up around Dadaab refugee camp prompting its closure. Additionally, securitization of issues in Dadaab affected how RAS supports or relates with other agencies. It is thus possible that the unprecedented decisions could be made regarding refugees based on this premise like the repatriation of refugees.

2.7 Conceptual Frameworks

REFUGEE SUPPORT PROGRAM

(Independent variables)   **(Dependent variables)**

SUPPORT	REFUGEE SERVICE DELIVERY
Camp management • Availability of resources • Procedures in refugee affairs • Safety and security Coordination of refugees activities in Dadaab • Movement • Capacity building • Stakeholder involvement Conflict resolution between beneficiaries and NGO's • Collaborative conflict resolutions • Problem identification • Measures to alleviate conflicts	• Perceptions about RAS • Client satisfaction • No of persons attended per day • Accessibility to RAS offices • Awareness of RAS and its operations in Dadaab • Communication channels

Figure 2.0 Conceptual Framework

Independent variables and Dependent variables

The framework shows independent variables including modern technology, time taken in registration, adequate staffing, and presence of enough interpreters, adequate physical resources and procedures. These determine the effectiveness of the RAS, especially registration. They were indicators of the dependent variable the Refugee Support Program.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Research Design

The study employed a descriptive research design in order to probe in-depth information on the research problem while effectively collecting data on various social issues while vividly providing descriptive information on the research problem.

The descriptive research design was useful in helping to investigate the knowledge refugees have regarding protection of their basic rights and freedoms. The design aided in getting the opinions of refugees on both governmental and humanitarian assistance efforts in bid to uphold their rights. Additionally, this design helped describe the assistance offered by the Refugee Affairs Secretariat by collecting information from respondents by conducting structured interviews.

3.2 Site of the Study

The study was carried out in Dadaab refugee camp. Dadaab refugee camp is located in Garissa County in North Eastern part of Kenya and about 70 kilometers from the Somalia Border. According to the UNHCR Report (2012) the camp holds a population of around 400,000 refugees who are spread through-out the three camps: Dagahaley, Ifo and Hagadera.

3.3 Target Population

The Refugee Affairs Secretariat operates in Dadaab refugee camp: Ifo, Hagdera and Dagahaley comprising of approximately 400,000 people. The study respondents were drawn from the three main camps. The refugee camp is the biggest in Kenya with a highly diversified population. The respondents included community leaders, women group leaders, block leaders, elders and others

representatives of the rest of the refugee community. The respondents from the refugee population included those from Somalia, Ethiopia, Burundi, Djibouti and South Sudan. Those from the RAS included, Senior and junior administrators in the Refugee Affairs Secretariat: Directors, interpreters, secretaries and representatives from the Ministry of State and Immigration of Persons, representatives of other partner organization in Dadaab refugee camp especially the UNHCR.

3.4 Sampling techniques and sample size

Purposive sampling was used to select Dadaab refugee since it is home to majority of the refugees in Kenya. The Refugee Affairs Secretariat was also purposively selected as the study location since it is the state agency mandated with the work of receiving, registering and helping in the integration of refugee in their habitual residence. Quota sampling technique was used to select the intended respondents representing different stratification groups so as to get specific information about RAS performance in assisting refugees: senior and junior administrators at the department: The director of the RAS department (Dadaab), secretaries, data analysts and interpreters while snowballing technique was used to get representatives from the refugee population. This was in order for the referrals from refugees to get a good cross-section of the population. The total sample size was 236 respondents 30 from RAS, 40 from other agencies (Danish Refugee Council, Care International and Lutheran World Federation) and 166 refugees' representatives of the population that received services from RAS. These gave reliable information that provided in-depth information for analysis on topic under study.

3.5 Description of Research Instruments

Questionnaires were used to collect information from respondents due to their ease in collecting massive information. In order to collect correct information the researcher and the assistants explained concepts to respondents prior to the interview in order to clear any misunderstanding. Semi-structured interviews were administered in order to gather as much information on the research problem.

3.6 Validity and Reliability

Data was verified and validated against other sources to check reliability. Validity is the degree to which results are obtained from the analysis of the data to reperesent the phenomenon under the study. (Mugenda O & Mugenda, 2003). To ensure validity of the study the researcher conducted a pilot study of the instruments in order to make important changes critical to the actual data collection. To further improve the clarity of the data , the researcher validated primary data collected during the data collection exercise and used it to validate secondary data acquired through library research.

3.7 Data collection and Procedures

Permission was obtained from the Dean Graduate School in order to get a letter of introduction to NACOSTI from where a permit to carry out research was acquired. Consent to interview RAS was sought from the office of the Commissioner of Refugee Affairs and the Director of RAS operating in Dadaab refugee camp. The researcher collected data from the junior officers, secretaries and clerks after explaining and informing them on the need for research. Respondents were randomly selected in the purposively identified departments in the RAS office. The researcher thereafter took 5-10 minutes to explain on the need for research and after the informed consent proceeded to collect reliable and comparable qualitative data through standardized semi

structured interviews. These interviews followed an interview guide. Interviewers familiarized themselves with the topic under question beforehand. The interview guide contained open-ended questions. Note taking was also done to bring about meaningful notes and avoid detracting a rapport between interviewer and interviewee. Where possible tape recording was also done to collect data, supplement note taking and then later transcription was done for analysis. Additionally, interviewees who were missed were contacted when convenient and interview taken through telephone.

3.8 Data Analysis

The study employed descriptive statistical analysis: by analyzing samples of information drawn from respondents to determine the influence of RAS assistance to refugees. The data analysis was complemented by the use of SPPS and Microsoft Excel.

Acquired data was analyzed by categorizing, ordering and manipulating the data in order to obtain answers to research questions. Data was managed through identification of key themes, concepts and categories. Qualitative data: consisting of responses from interviews, questionnaires and transcribed recordings were read by the researcher in order to familiarize him with it. This data was turned into usable data through transcription. The researcher familiarized himself with data sets then proceeded to label, compare and sort the data. The relationships between the various data patterns were established, while codes were used to generate themes and categories. Information was then interpreted after identification of themes categories and patterns. The researcher evaluated and analyzed data to determine the adequacy of the information, consistency and the validity of the information to answer research questions.

3.9 Ethical Considerations

Satisfactory information was issued to all the participating respondents concerning the aim of the study. Written consents from RAS was sought prior to the study and the aim of the research clearly explained to guarantee them that the required information shall be handled with utmost confidentiality and was only be used for purely academic purpose only. These consents were signed before commencement of any data collection exercise.

3.10 Data Presentation

This study adopted an interpretive model of data presentation to be used in qualitative research. Responses from the interviews and quotes from respondents were summarized. Data was analyzed and presented: graphically, use of charts and frequency distribution tables. Data was expressed as percentage, mean, mode and median as well as variance and standard deviation where it was deemed possible. Research findings were written, orally presented, reported and published.

CHAPTER FOUR:

DATA PRESENTATION AND ANALYSIS AND DISCUSSION

4.1: Introduction

This chapter will detail data presentation, interpretations and discussion of the findings in relation to the study objectives, research questions and premises. The results from the field and other relevant sources were organized in to tables, charts and graphs. The study was guided by the following objectives:

a) To examine how RAS assists refugees settlement in Dadaab camp.

b) To establish how RAS coordinates with other agencies in handling refugees affairs in Dadaab camp.

c) To investigate how RAS facilitates conflict resolution in Dadaab refugee camp.

4.2.0: Demographic Nature of Responses

Data from the field was classified and grouped in to gender, age, level of education and the department/office of duty or general category of the respondents.

4.2.1: Gender of the Respondents

Table 4.0: Gender Classification of Responses

Gender	Frequency of Responses	Percentage
Male	106	44.92%
Female	130	55.08%
Totals	**236**	**100.00%**

Source: Researcher 2019

The data from this study showed that most (75.34%) of the respondents were female. The female represented 55.08% while the male representation was 44.92%. Most of the refugee camps have a higher representation of women and children since whenever there is a conflict in a certain country women and children are more vulnerable to move out of the country and seek asylum from the refugee camps (Crisp, 2002).

4.2.2: Age of the Respondents

Table 4.1: Representation of Responses Based on Age of Respondents

Age Bracket in Years	Number of Respondents (f)	Cumulative Frequency	Percentage	Mid Point (x)	fx
18-25	40	40	16.95%	21.5	860
26-35	101	141	42.80%	30.5	3080.5
36-45	72	213	30.51%	40.5	2916
Above 45	23	236	9.75%	50.5	1161.5
Total	**236**		**100.00%**		**∑fx=8018**

Source: Researcher 2019

Majority (101) of the respondents were between 26 and 35 years of age. In a normal distribution population is mainly of a youthful nature with a range of between 30 to 45 years. The least represented were those people aged above 45 years of age. The highest and the lowest population represented 42.80% and 9.75% respectively. Other age brackets representation are 18-25 years (16.95%) and 36-45 years with 30.51% representation. The mean age of the respondents was calculated and found to be 33.97 years an approximate of 34 years. The median age was 33.22 years while the mode was 31.73 years. When the measures of central tendency appear to be close to each other, the data has an even distribution and does not exhibit extreme values. The variance and standard deviation for the age was 71.45 and 8.45 respectively depicting minimal data scatterdness.

4.2.3: Academic Qualifications of the Respondents
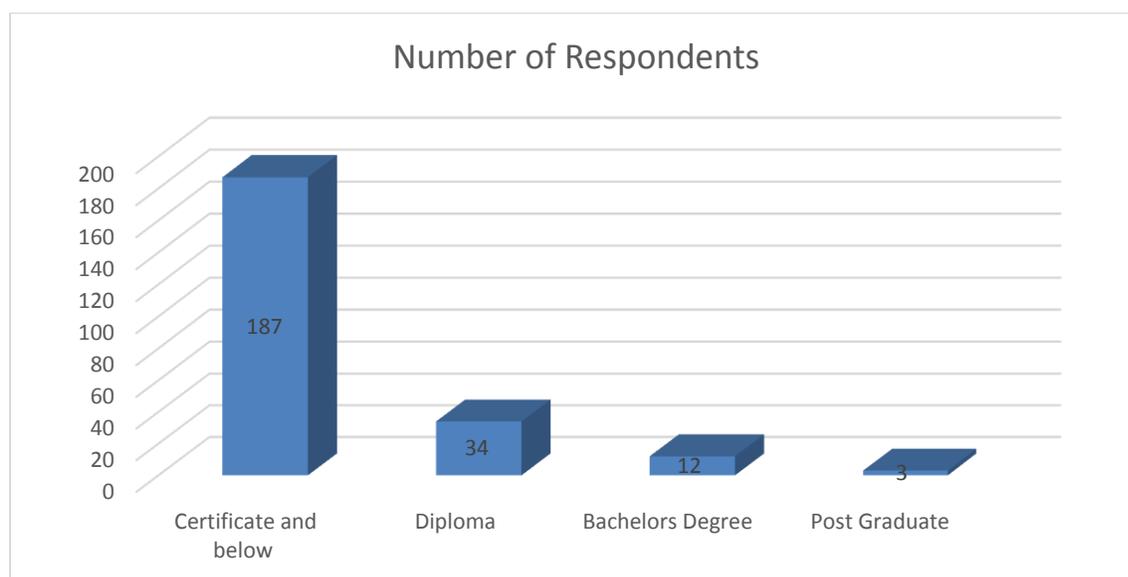
Figure 4.0: Academic Level of the Respondents

Source: Researcher 2019

Figure 4.0 represents the academic level of respondents in this study. Of the total number of the respondents, majority (187) had a certificate level and below while the least (3) had a post graduate qualification. Those with a diploma and bachelors degree were 34 and 12 respondents respectively. This academic level show that there was literacy in the population engaged in this study although there were also traces of less than formal education for those who indicated that academic level was not applicable.

4.2.4: Responses Based on Office/Designation

Table 4.2: Designation of Work

Department	Number of respondents
RAS Employees	30 (12.71%)
Refugee Representatives	166 (70.34%)
Other Agencies(CARE, LWF, DRC)	40 (16.95%)
Total	**236 (100%)**

Source: Researcher 2019

Majority (70.34%) of the respondents in this study were refugee representatives since their population in the refugee camps is higher than that of the staff or refugee agencies. RAS employees and other agencies represented 12.71% and 16.955 respectively. With refugee representatives having a higher number then the data collected indicates validity as refugees are directly affected by reception, registration and protection. Information from the agencies and RAS employees added more reliability in the study.

4.2.5: Average Number of Working Years (RAS)

Table 4.3: Working Experience

Working Experience (Years)	Frequency of respondents
1-2	7 (23.33%)
2-3	8(26.67%)
3-5	11 (36.67%)
>=5	4 (13.33%)
Total	**30 (100%)**

Source: Researcher 2019

Table 4.3 (above) shows the representation of the RAS staff working experience. Majority (11) of the staff had a working experience of between 3-5 years while the least represented were the staff who had worked for at least five years. The total sample staff from RAS was thirty (30) respondents. This experience therefore indicates that the responses from the field were more reliable. Figure 4.1 illustrates the working experience in form of a pie chart:
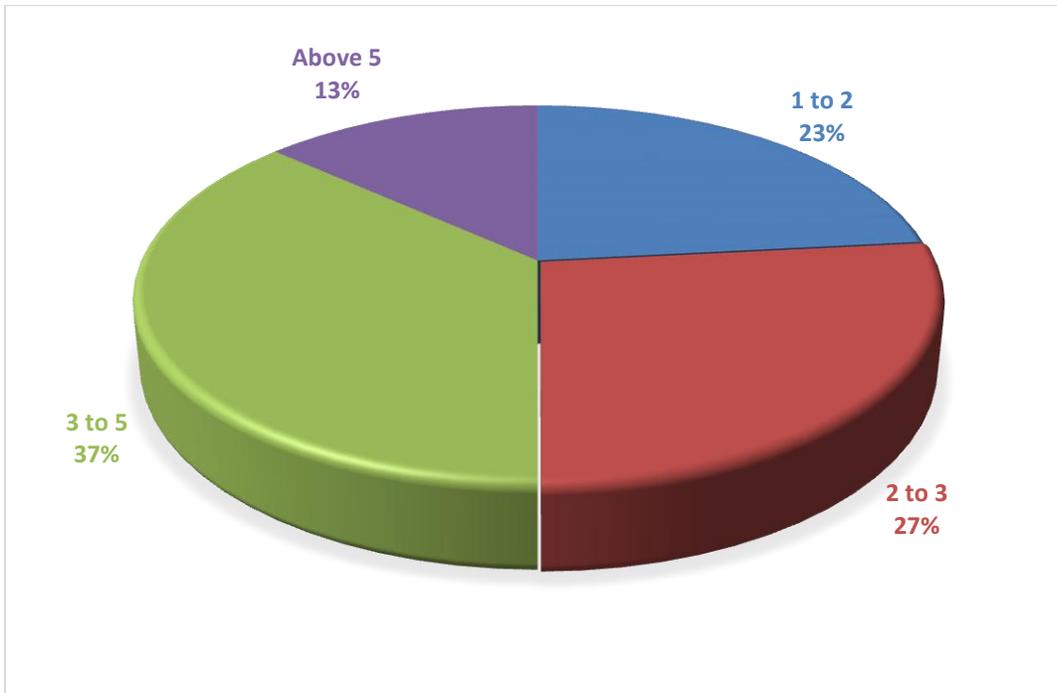
Figure 4.1: Working Experience at RAS
Source: Researcher 2019

4.3: Services Offered at the Dadaab Refugee Camp by RAS Staff and their Effectiveness

The study established that there was a wide range of services that have been offered by RAS to ensure improvement in service delivery to refugees: receiving and processing applications, issuance of travel documents and identity cards, promoting durable solutions of managing conflict, coordinating international and humanitarian actors rendering refugee services and managing the refugee camps. From the data provided most of the respondents felt that the services provided by RAS were not very satisfactory. Here most respondents felt that even though they accessed RAS offices, client service was poor while many refugee beneficiaries were not aware of RAS operations or had negative perception. Others felt that RAS had poor communication channels and lengthy procedures that decreased the number of people served in a day. It is important to note that traditional conflict management in the camps undermined RAS ability to manage conflicts resulting to refugee rights violation.

Table 4.4: Effectiveness of Services Offered by RAS at the Dadaab Refugee Camps

Type of Service	Number of Responses in %	Service Rank	Effectiveness
Refugee movement	33.3%	1	FE
Refugee settlements	16.6%	1	FE
Livelihoods	23.3%	2	E
Human rights	30%	1	NE
Refugee reception	63.3%	1	FE
Refugee registration	36.6%	1	FE
Refugee integration	26.6%	3	NE
Refugee repatriation	23.3%	3	FE

Source: Researcher 2019
Key to table 4.4:
E: Effective

FE: Fairly Effective

NE: Not Effective

Despite the efforts by the government to provide quality services to the refugees, there have been hurdles especially in handling the big numbers of the refugees who enter the country and that it has not been too easy to receive, register, monitor and serve the refugees effectively. Table 4.4 illustrates the services offered at the Dadaab refugee camps and the nature of their effectiveness. It is evident that the services provided in the refugee camps exhibit some degree of effectiveness and not all the services depict quality service delivery.

The services were ranked by the respondents based on their nature of sensitivity. Refugee reception, registration, movement, settlement and the general rights of the refugees were ranked as the most burning issues or services at the Dadaab refugee camps. However, from the data gathered from the refugees these services/activities were not effective or at the highest level they were fairly effective. This confirms that there exist huge numbers of refugees requiring RAS

assistance: those seeking registration and reception, repatriation, resettlement, address of social vices and travel permit etcetera and majority are the refugees who fail have not experienced quality service delivery from RAS (UNHCR, 2016). (Jaji, 2012) Observed that refugee rights are prone to abuses. Also, that management of refugee affairs is difficult due to a shared responsibility between the host countries and humanitarian actors. However, the burden of delivering services to refuge majorly lay with humanitarian organizations. There is therefore the need to improve refugee registration, reception, and monitoring are key services which have resulted to malpractices among officers concerned with addressing the issues associated with them. Failure to observe keenly on the way these activities are carried out would result to unscrupulous deeds with some refugees entering the country illegally as it has been the case with Dadaab refugee camps (Angier, 2015).

Services Rendered by RAS to Refugees in Dadaab Refugee Camp
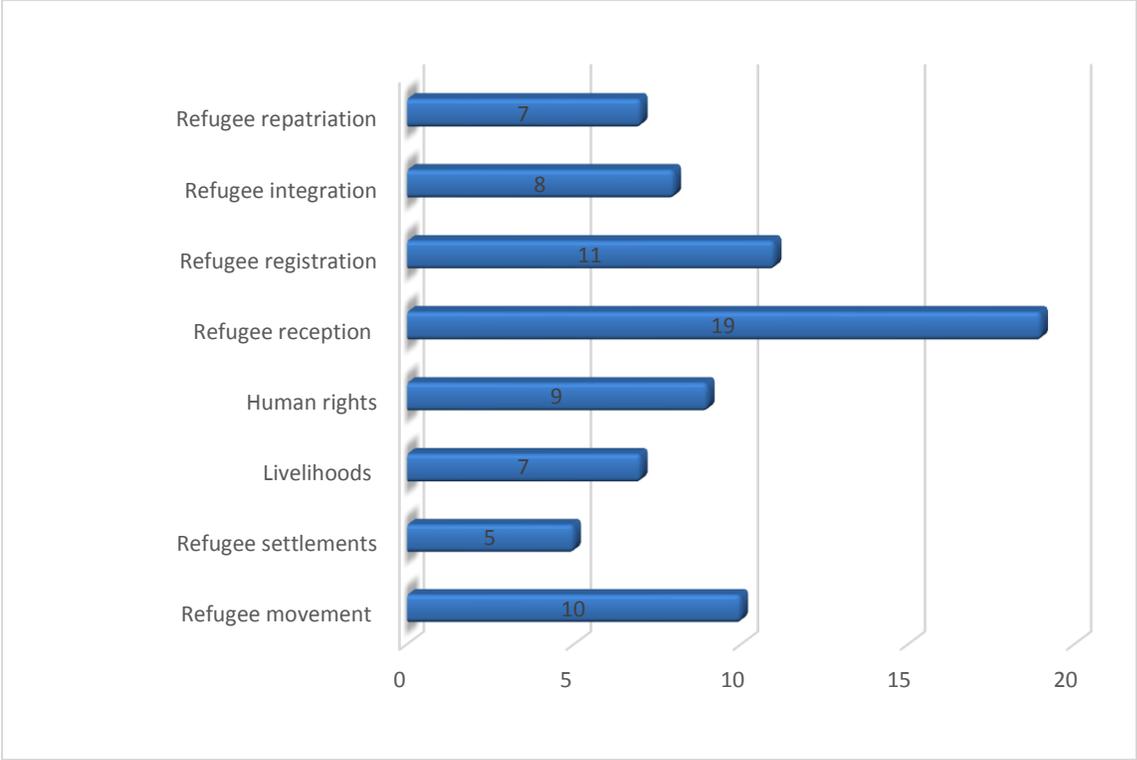
Figure 4.2 Frequency of the Services Rendered by RAS at the Dadaab Refugee Camps

Figure 4.2 (above) indicates the frequencies of the services offered by RAS at the Dadaab refugee camp. From the figures shown there is evidence that there has been a high influx of

refugees at the Dadaaab camps since the service of reception appears to have the greatest frequency. There has also been an increase in the registration figures and movement of refugees. This trend therefore shows that there exists a crisis in the management of entry of new refugees and their general administration as well. This is however a global phenomenon as there have been such challenges in Europe, Asia United States, Africa and other countries (United nations, 2016). The challenges asssociated with uncontrolled influx of refugees at the Dadaab camp affirm that unavailability of education, water, food, health care and a livelihood would make people to free their countries causing problems in the host countries.

Nevertheless, most of the people may need protection from harm, and the emerging trends present various challenges for the international humanitarian community. The threat of continued massive displacement is inevitable, and the world should be ready to address the issue. . This has been worsened by the fundamental human rights principle of non-refoulment which prohibits involuntary return of refugees to their former countries (UNHCR, 2005).

4.4 RAS Systems in Ensuring Settlement and Effective Administration of Refugees

This study established that the systems within RAS and the other agencies concerned with management and administration of the employees have their own strengths and weaknesses (Kibreab,2007). Despite the international community making commendable achievements in helping refugees, this assistance has not kept abreast with the magnitude of the humanitarian problems ranging from financial challenges, technological issues, legal matters, internal procedures etcetera. This study found out that RAS and other with refugee associated agencies and other humanitarian actors have not been able to address the major problems despite the vast range of services provided to refugees while in the camps and that the status of the services rendered to them is below average.

Table 4.5: Determinants of Settlement and Effective Refugee Administration

Determinants of Settlement and Effective Refugee Administration	Strongly Agree	Agree	Disagree	Strongly Disagree	Totals
There are adequate financial resources	1(0.4%)	31(13.1%)	189(80.08%)	16 (6.8%)	**236**
There are adequate and skilled interpreters	11 (4.7%)	109 (46.2%)	115(48.7%)	12 (5.1%)	**236**
Procedures used for registration and administration of refugees are efficient(short and easy)	10 (4.2%)	76 (32.2%)	134(56.8%)	26(11.0%)	**236**
Human personnel available is adequate to handle refugee affairs	0 (0.0%)	28(11.9%)	185(78.4%)	23(9.7%)	**236**
Physical resources are fairly available	19(8.1%)	81(34.3%)	123(52.1%)	32(13.6%	**236**
There are enough modern Registration equipment's/machines.	2(0.8%)	54(22.9%)	137(58.1%	43(18.2%	**236**

Source: Researcher 2019

Table 4.5 (above) concurs with Berry et al., (2014) that the mass migration of people across the globe has put a strain on resources and other requirements in the settlement and administration of refugees. Few studies show that there have been excellent resources, personnel, technological advancements, interpreters among other complexities (Verdirame, 1999). Although RAS with the involvement of Refugee Consortium of Kenya, UNHCR and private organizations (NGOs) have put various procedures, resources and IT architecture there have been issues with managing their reception, registration, provision of basic requirements, health maintenance, spacious housing among other needs. Thus, it is an indication that externally displaced individuals have reported that they are in need of non-food items (including personal hygiene products), health care services, food, shelter, water, and education. Additionally, they are often living in

overcrowded and unhygienic spaces, commonly without access to many necessary resources, including basic sanitation and waste disposal services, food, electricity, as well as health care (Hyndman, 2011). It is worth noting that while the governement has increased security in the refugee camps, the trigger has been insecurity caused to the country by armed persons that threaten the stability of the country. (David SJ Hollenbach, 2016) and (Crisp, 2002) oberseved that the burden of hosting refugees undermines the security of the host country especially in the refugee camps where armed millitia find refuge.

4.5 RAS Coordination with other Agencies in Offering Services to Refugees

In order to provide better services to refugees and the general administration of Dadaab refugee camps RAS has partnered with local and international organizations (agencies) so as to be able to provide the needed services to refugees effectively. Both private and public institutions have worked hand in hand with RAS ensure that reception, registration, movement, monitoring and evaluation e.t.c. are provided with minimal operational difficulties. This has however not eliminated the problems to do with resources, personnel, systems and porous practices where refugees would sneak in the camps without being noticed. Table 4.6 (below) shows some of the institutions that have partnered with RAS to ensure quality service delivery over the years.

Table 4.6: RAS Coordination with other Agencies in Providing Support for refugees

Institution	Nature of Support
UNHCR	Control and General administration of refugees
Government ministries	Coordination, registration and control of refugees
The Kenya Red Cross	Food, transport and other basic necessities
World Health Organization	Health facilities and hygiene
Religious Institutions	Resources, transport, movement of refugees
International Refugee Council (s)	Control, defense, resources, training
Others e.g. Care International	Financial, material, training, movement etc.

Source: Researcher 2019

The above support services are essential in ensuring that refugees as well as the staff face minimum challenges at the refugee camps. The issues to do with resource allocation and mobilization have been a historical and global problem (Jacobsen, 2000). However RAS has over the years initiated programs so that the relevant institutions are able to work collectively with even volunteers from the community to avert the problem of resource unavailability which may trigger social crimes within the camps and from outside those camps.

4.5 Variables that Reduce Conflicts and Enhance Quality Service Delivery for Refugees at the Camps

Regular training is also provided by the government agencies as well as private institutions to ensure that the regular conflicts with the community, international organizations, legal provisions and such hurdles are mitigated. Collaboration with government agencies and conflict resolution through arbitration, litigation, mediation e.t.c has also helped in ensuring conflict minimization both internally and externally.

When conflicts within and outside the camps are dealt with then refugees and other stakeholders will have a peaceful coexistence an issue that has been a challenge in the world as political instability and poverty continue to push refugees from one country to another (Hollenbach, 2008). To further minimize conflicts, RAS has established guidelines on reporting, visiting and general infractions with the camps. These include letters of approval from various institutions like the media council of Kenya, NACOSTI, Film Commission of Kenya and internal clearance by the RAS authorities. This has ensured that authorization and accreditations are adhered to thus the information dispensed is filtered and well managed for effective service delivery.

Table 4.7 Variables for Conflict Minimization and Quality Service Delivery for Refugees

Variable	Variable Rating	Number of Respondents
Collaboration with stakeholders	4	189 (80.1%)
Proper resource mobilization and allocation	2	228(96.6%)
Regular training	3	103(43.6%)
Security agencies interventions	4	202 (85.6%)
Legal interventions	1	72 (30.50%)
Improvement in ICT	2	106 (44.9%)
Effective appointment and deployment of staff	2	69 (29.2%)

Source: Researcher 2019

The study established that there was a relationship between service delivery and the variables highlighted in table 4.6. The respondents rated the variables on a scale of 5 with 5 being the most effective and 1 as the least effective variable. Collaboration with stake holders (80.1%) and security agencies intervention (85.6%) had the highest rating although the frequency was not tallying with the rating. Regular training of the staff as well as the refugees was also highly rated with a frequency representing 43.6% in terms of responses. Proper resource mobilization and allocation, improvement in ICT and effective appointment and deployment of staff were rated 2nd with a percentage representation of 96.6%, 44.9% and 29.2% respectively. Legal interventions accounted for 30.50% with the least rating from the respondents of 1.

The researcher also obtained the Pearson's moment correlation (r) and found that the value of r was a positive correlation (+0.57). The value of r was an indicator that when there are effective practices in the administration of refugees then there is quality service delivery and also a reduction in tensions and conflicts in the refugee camps. Proper registration procedures, monitoring and evaluation, registration processes, proper involvement of security agencies need to be applied to curb illegal entry and exit of employees (UNHCR, 2016).

CHAPTER FIVE: SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

This chapter will present the summary of findings, conclusions and recommendations on the influence of refugee support program on delivery of services at the Dadaab refugee camp through the intervention of RAS.

5.1 Summary

The study achieved three specific objectives namely:

a) To examine how RAS assisted refugees in their settlement in Dadaab camp.

b) To establish how RAS coordinated with other agencies in handling refugees affairs in Dadaab camp.

c) To investigate how RAS facilitated conflict resolution in Dadaab refugee camp.

The study established that RAS played a significant role in the settlement of refugees at the refugee camps. As earlier noted in chapter four, it is evident that RAS played a positive role in reception, registration, movement, monitoring and evaluation, repatriation and provision of support services and resources. However, these functions were found to not to be excellent and effective calling for corrective action to be taken to improve quality service delivery. It is important to note that the study established that RAS greatly facilitates refugee reception and movement compared to other services rendered in the camps. Refugee based services offered to refugees' in their settlements in the camps comes last in rating. This shows that RAS involvement in provision of services in the camps should be greatly improved. (Jaji, 2012) Notes government authorities focus more on containment of refugees' within the camps in line with Kenya's refugee policy compared less with the services rendered during their stay in the camps.

The study further established that RAS coordinated with other agencies (private and public) locally and internationally in handling refugee's affairs in the camps in relation to resource mobilization, allocation, training, monitoring and evaluation, movement, repatriation, registration among other crucial services pertaining to the refugees.

It was also established that RAS has played a key role in managing conflicts internally and externally through the deployment of experts and agencies which have helped curb conflicts. Legal interventions have been established to manage the way communication takes place inside and outside the camps. Provisions have been put in place to control how information flows and how interactions with other stakeholders take place to help curb conflicts

5.2 Conclusion

The study revealed that RAS played a key role in managing refugees' affairs at the Dadaab refugee camps. The roles were mainly reception, registration and repatriation of refugees.

There were loop holes in registration of refugees where unauthorized entry and exit of refugees was witnessed at the Dadaab camp causing drifts in the normal operations in refugee identification.

The study also established that RAS coordinated with other agencies (local and international) in managing the refugees' issues at the Dadaab camps. The agencies help in reception, identification, registration, movement, provision of basic needs and other related services.

The study established that there was imminent violation of basic rights that is witnessed in the camps in terms of provision of proper housing, food, water, hygiene observation, identification, and registration and refugee movement.

Additionally, that while as legal provisions and interventions plays a major role in curbing of internal and external conflicts amongst the stakeholders that are involved in management of the refugees, traditional dispute resolution mechanisms delay administration of fair justice within the refugee community.

Furthermore, the influx of refugees continues to increase even with the government's intervention to limit or shut down the Dadaab refugee camps. Despite refugee's repatriation, most returnees find their way into the camp due to inability to cope in their former countries.

It is worth noting that, while as refugee rights have not been properly met, considerable allocation of resources, regular training, collaboration with stakeholders, security agencies intervention, improvement in ICT systems and effective human resource practices have improved service delivery in the refugee camps.

5.3 Recommendations

The following are recommendations from the findings of the study:

i) Legal measures and agency intervention is recommended to avert the illegal entry and exit of refugees in the Dadaab camps.

ii) There is need to improve the provision of basic refugee rights especially the basic needs and hygienic practices to curb health hazards in the camps.

iii) Investment in ICT is crucial to ensure that there is proper registration, monitoring, movement and utilization of resources at the Dadaab camps.

iv) Security agencies should be closely monitored to ensure that illegal reception and admission of refugees is minimized or completely avoided to prevent unscrupulous practices in refugee affairs.

v) Employee agencies and other institutions need to up their collaboration to improve the issues that have affected management of refugees' affairs in the camps.

vi) Additionally, there's need for more imaginative approaches that to not only cater for subsistence level but also the developmental needs of the refugee community.

5.4 Further Research

This research focused on the intervention of RAS in management of refugee affairs at the Dadaab refugee camp. It is therefore recommended that further research is done on the crimes associated with refugee affairs in the camps. The rise in social crimes like terrorism, theft, murder etc at the camps and outside those camps needs to be investigated to establish the causes of the refugee associated crimes and the measures that should be taken to control them.

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APPENDICES

APPENDIX 1: QUESTIONNAIRE FOR THE STAFF

1. Gender

   Male (   )   Female (   )

2. Age category

   18-25 (   )   26-35 (   )   36-45 (   )   above 45 (   )

3. How long have you been working with DRA? (Please tick where appropriate)

   One year (   )   1-2 years (   )   3-5 years (   )   Above 5 years (   )

4. What is your level of education?

   Certificate level (   )   Diploma level (   )   Degree level (   ) Post graduate degree (   )

   other _____

5. What type of services does your organization offer? (Please tick where appropriate. You

   can tick more than one option)

   Livelihoods

   Human rights

   Refugee reception

   Refugee registration

   Refugee integration

   Refugee repatriation

   Refugee movement

   Refugee settlements

6. How long have your organization been carrying out the functions stated in 2 above?

   One year (   )   1-2 years (   )   3-5 years (   )   above 5 years (   )

7. Indicate the extent to which you agree or disagree with the following statements

   1-Strongly agree   2-Agree   3- Disagree   4-Strongly disagree

	1	2	3	4
The financial resources allocated for the DRA adequate to carry out your functions				
The department has adequate personnel to effectively handle refugee population in the camps				
The personnel in the department has skills required to handle refugee activities				
There are enough interpreters with relevant languages				
All employees have a well-defined role in the department				
The procedures involved in registering and releasing refugees are efficient				

8. How does the RAS facilitate refugee movement within and out of the camps?

9. In your opinion, can you say the department has done an optimal job?

   _____

   _____

   _____

   I hereby confirm that the information above was provided truthfully and willfully and without coercion for the purpose of study

   Name …………………………Signature ………………..Date………

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**APPENDIX 2: INTERVIEW SCHEDULE FOR THE DEPARTMENT MANAGER
IN DADAAB**

1. Does your organization have a Monitoring and Evaluation department?

   If yes how often does it conduct M & E? (Please indicate)

   Quarterly ( )   Half yearly ( )   annually ( )   other _____

2. What role does the RAS perform in Dadaab camp?

3. What is the total number of staff that your department have? What is the staff refugee

   ratio in the camp?

STAFF	Less than 5	6-10	10-15
Reception and Registration			
Volunteers			
Others (specify)………. …………………………			

4. How many persons of concern does your organization offer service to per day?

   Less than 20   20-30   30-40   40 -50   50-60   60-70   Above 70

5. How does RAS manage the (Hagadera, IFO and Dagahaley) camps?

6. Normally stakeholders involved in refugees reception and registration are (tick where appropriate)

Project implementers ☐

UNHCR ☐

No stakeholders ☐

Others

(specify)…………………………………………………………………………………

…………………………………………………………………………………………

7. Does your organization provide training/refresher trainings regarding reception and registration of information?

If yes, how often?

Quarterly   Semi-annually   Bi annually

☐   ☐   ☐

8.   Indicate to what level you think RAS objectives are:

Indicators	Strongly Agree	Agree	Disagree	Strongly disagree
Specific				
Measurable				
Achievable				
Relevant				
Time bound				

9. The table below regards to the factors that influence effective and efficient Refugee support (Reception, registration, settlements) by RAS. Please rate them according to the level of agreement with the determinant by ticking on the relevant column.

Determinants	Strongly Agree	Agree	Disagree	Strongly Disagree
There are adequate financial resources				
There are adequate and skilled interpreters				
Procedures used for registration and administration of refugees are efficient(short and easy)				
Human personnel available is adequate to handle refugee affairs				
Physical resources are fairly available				
There are enough modern Registration equipment's/machines.				

10. What other challenges affect the proper working of the department?

   _____

   _____

   _____

11. In what ways does RAS assist refugees in the camp?

_____

_____

_____

12. How does RAS work in partnership with the UNHCR in addressing refugee issues?

_____

_____

13. What other organizations work with RAS in assisting refugees?

_____

_____

_____

14. What sort assistance do they offer refugees?

15. How does RAS communicate information regarding refugees in the camp?

_____

_____

I hereby confirm that the information above was provided truthfully and willfully and

without coercion for the purpose of study

Name ……………………   Signature ……………...   Date ………………………

APPENDIX 3. QUESTIONNAIRE FOR THE REFUGEES

1. Gender   Male ( )   Female ( )

2. Age category

   18-25 ( )   26-35 ( )   36-45 ( )   above 45 ( )

3. How long have you lived in Daadab Refugee Camp? (Please tick where appropriate)

   One year ( )   1-2 years ( )   3-5 years ( )   Above 5 years ( )

4. What is your level of education? None ( )

   Certificate level ( )   Diploma level ( )   Degree level ( ) Post graduate degree ( )

   other _____

   Are you aware of RAS services in Dadaab? If yes in what
   way……………………...........

5. How did you get admitted in this refugee camp

   Through the department of refugee administration

   Through UNHCR

   Through other refugee organizations (specify) _____

6. Indicate the extent to which you agree or disagree with the following statements

   1-Strongly agree   2-Agree   3- Disagree   4-Strongly disagree

	1	2	3	4
I am fully aware of RAS operations in Daadab Camp				
I am aware of the roles of RAS in the Daadab refugee camp				

The department (RAS) assisted me adequately				
Since its inception, the department has made my life in the refugee settlement easier				
The department lacks adequate resource to serve refugees well				
I am satisfied by the services rendered by RAS				

7. What issues do you refer to refer to the RAS for assistance?

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

8. In your opinion, do you think the department has done enough to support refugee population in Dadaab?

Yes ( )   No ( )

Explain your response above

_____

_____

_____

_____

9. There are other organizations working for refugees in Daadab; are you aware of any?

Yes ( )   No ( )

If yes, please list other organizations working for refugees that you know

_____

_____

_____

10. Are you aware of how RAS assists these organizations helping refugees?

Yes ( )   No ( )

If yes, briefly describe how they assist them

_____

_____

_____

11. What do you think should be done to make the department of refugees more efficient?

_____

_____

_____

I hereby confirm that the information above was provided truthfully and willfully and without

coercion for the purpose of study

Name ………………………….Signature …………………………..Date………………………

APPENDIX 4: INTRODUCTION LETTER
Dear …………………………………………

REF: REQUEST FOR RESEARCH DATA

I am a postgraduate student in Kenyatta University. I am conducting a study on the
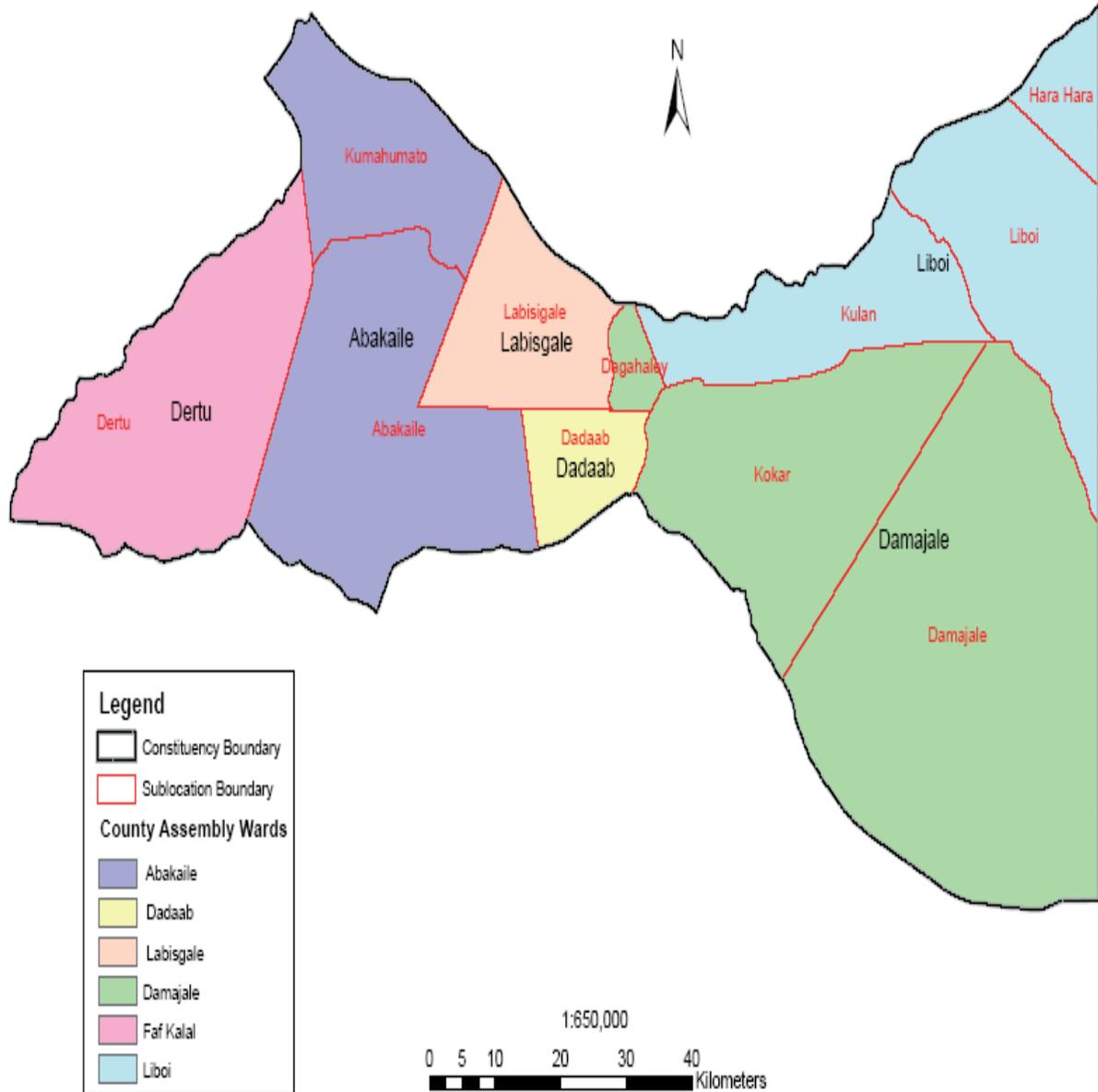
Refugee Affairs Secretariat (Dadaab Kenya)

You were selected as a respondent in this study as you were viewed as a suitable

source of research information. I therefore kindly request that you help provide

whatever valuable information you got. Additionally, this information shall only be

used for academic purposes and will be treated will lot of confidentiality and only be

disseminated to the respective authorities.

Yours faithfully

Gregory Kimani

APPENDIX 6: MAP OF DADAAB

IEBC REVISED DADAAB CONSTITUENCY COUNTY ASSEMBLY WARDS

Source: elimuonline