



**ST. MARY'S UNIVERSITY
SCHOOL OF GRADUATE STUDIES**

**Role of Humanitarian Organizations in Ensuring Peaceful Co-
existence between Host Communities and Refugees:**

In case of the Bambasi and Jewi refugee camps

**BY
Hermela Getachew**

August 2020

ADDIS ABABA, ETHIOPIA

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BY

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**A THESIS SUBMITTED TO ST. MARY'S UNIVERSITY, SCHOOL OF
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DECLARATION

I, the undersigned, declare that this thesis is my original work, prepared under the guidance of Dr. Muluadam Alemu (PhD). All sources of materials used for the thesis have been duly acknowledged. I further confirm that the thesis has not been submitted for any degree.

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August, 2020

ENDORSEMENT

This thesis is submitted to St. Mary's University, School of Graduate Studies for examination with my approval as a university advisor.

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August, 2020

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ACRONYMS

ARRA	Administration for Refugee and Returnee Affairs
CBPS	Community Based Psychosocial Support
CHS	Core Humanitarian Standard
CRM	Complaint Response Mechanism
HH	House Holds
LWF	Lutheran World Federation
UN	United Nations
UNHCR	United Nation Higher Comision for Refugees
UNICEF	United Nations International Children’s Emergency Fund
WASH	Water, Sanitation and Hygiene
WHO	World Health Organization
WFP	World Food Program

ABSTRACT

Ethiopia is host to the second largest refugee population in Africa with over 735,204 refugees from nineteen countries, the majority originating from neighboring South Sudan, Somalia, Eritrea and Sudan. Most of these refugees reside within the Gambella Region, while new arrivals have been relocated to the Benishangul-Gumuz Region to ease the pressure on Gambella. Education, employment opportunities and access to water are three major challenges refugees in Ethiopia face today. Conflicts are often seen within refugee camps making it challenging not only for refugees and even host communities but also for humanitarian aid workers to effectively implement their projects. Therefore, the aim of the study is to show the role of humanitarian organizations to ensure peaceful co-existence between refugees and host communities in the case of Bambsi and Jewi refugee camps.

The study employed a qualitative research method to get in-depth insight of the study and used explanatory research design to carry out the study. Purposive sampling technique was used where 15 participants were selected and all of which are employees of Lutheran World Federation as it is the selected study organization. The method of data collection includes in-depth interview, key informant interviews and observation. The data's collected were then analyzed thematically by following the basic qualitative study procedures.

The study identified the intervention methods used by Lutheran World Federation to tackle such conflicts and bring peaceful co-existence between refugees and host communities, how effective the intervention methods are and the sustainability of those interventions. Implementing the 70/30 method where 70% of their beneficiaries would always be refugees while 30% will be from host community came out as one of the most effective and significant intervention method to tackle conflict related issues sustaining within the camps. The study also ensured the effectiveness of the interventions and their sustainability.

Finally, conclusion and possible recommendations were included. Making individual based psycho-social support, making the Community-Based Psycho-Social (CBPS) Approach more intentional, creating more viable economic opportunity, and focusing on gender and gender based violence were among the recommendations included.

KEYWORDS

Refugees

Host Communities

Peaceful Co-existence

Community Based Psychosocial Support

CHAPTER ONE

INTRODUCTION

1.1. Background of the study

Ethiopia is host to the second largest refugee population in Africa with over 735,204 refugees from nineteen countries, the majority originating from neighboring South Sudan, Somalia, Eritrea and Sudan. Most of these refugees reside within the Gambella Region, while new arrivals have been relocated to the Benishangul-Gumuz Region to ease the pressure on Gambella. The refugees are hosted in various camps of different regions where among these is the Bambasi refugee camp found in the Western Ethiopian Region of Benishangul-Gumuz. The Bambasi refugee camp was opened in 2012 as a response to the influx of refugees from the Blue Nile State of Sudan having a total number of 17,465 refugees. While in Gambella, one of the well-known camps is the Jewi refugee camp which was established on March 15, 2015 offering home for refugees to settle and live in safety and dignity (UNHCR, 2019).

Refugees in Gambella and Benishangul-Gumuz including those in Bambasi and Jewi rely on World Food Program (WFP) food assistance and a cash injection of 100ETB/person/month as their primary source of food. As a result of low purchasing power, more than 85% of refugees in Bambasi camp sell rations to generate an income. Each month, refugees sell 25 to 50% of their cereal rations to buy items such as meat, milk, vegetable, cloth, firewood, charcoal and shoes that are not provided in their rations. Households (HH) that run short of food before the next distribution borrow food and/or eat fewer or smaller meals as a coping strategy. As a result, they don't get the recommended 2,100 kcal/person/day (LWF, 2018). Similar issues are seen within camps of Gambella. In Gambella, there are significant tensions between the Nuer and Anuak populations making the refugee operation especially sensitive (Alemu, et al, 2019) thus, considering this issue, humanitarian organizations; UNHCR, Lutheran World Federation, Norwegian Refugee Council, International Organization for Migration and International Rescue Committee to name a few are working within this camp in different projects/sectors such as Livelihood, Sexual Reproductive Health and Nutrition and Water, Sanitation and Hygiene (WASH) to improve the living conditions of the refugees. In doing so, these organization seek to

ensure their project effectiveness through providing service in a way they sustain peace between refugees and host communities. Project managers oversee implementing a project quality management plan and the main idea is to deliver a product or service to the specifications of the customer or stakeholder and doing so requires knowing quality management concepts (Ray, 2018).

Conflicts are common in our lives weather it is disagreement, misunderstanding or other type of problems. Often we seek to transfer these conflicts to bring peace, it is important to note that the purpose of conflict transformation or enhancing peaceful coexistence is to focus on solving issues in a non-violent way. Inequality or unequal treatments are potential challenges to peaceful coexistence and in order to alleviate this issue, equal access to services can play a great role (UNHCR, 2017).

As a country that hosts the second largest refugee population in Africa, many projects have been implemented in Ethiopia by national and international organizations with the aim to ensure peaceful co-existence between refugees and host communities. Though a number of projects were implemented in refugee camps across the country, designing and implementing such projects is not an end by itself. Instead, a consolidated effort is needed from the scientific community to study the extent to which the projects have ensured service quality and to bring peaceful co-existence between refugees and host communities. The main purpose of this study is therefore to investigate role of humanitarian organizations to ensure peaceful co-existence between refugees and host communities in in Gambella; Jewi refugee camp and in the Benishangul-Gumuz; Bambasi refugee camps.

1.2. Problem Statement

According to the United Nations High Commissioner for Refugees (UNHCR, 2019), education, employment opportunities and access to water are three major challenges refugees in Ethiopia face today. Safe access to clean water remains a serious issue for refugees in Ethiopia. In some areas, refugees walk all day to reach clean water. Women and girls, who are often tasked with gathering water, are at an increased risk of sexual- and gender-based violence as they walk alone for many hours.

In trying to intervene in such issues humanitarian organizations face various challenges when implementing projects in refugee camp areas as there is an unstable security situation with incidents affecting refugees, host communities and humanitarian workers. The population remains vulnerable with many children arriving unaccompanied and separated, low vaccination coverage, high risk of epidemics and ongoing cholera outbreaks (Alemu, et al, 2019).

A study conducted in Uganda showed that almost half of refugees from the study's participants stated that they were afraid of strangers. Moreover, some refugees even mentioned that they were suspicious of people from the host community. Even though the country has an accommodating nationality policy, the study showed that a respectable number of refugees were still facing problems related to their nationality status. This shows that there is gap that needs due attention for refugees to feel comfortable (Nambya, *et al.*, 2018).

Most of the refugees in Ethiopia are in Gambella. During the First Sudanese Civil War which was fought between the Anya Nya movements and the Sudanese government in Khartoum, from 1955-1972, South Sudanese refugees cross the border in to Ethiopia and temporarily settled in Itang Refugee camp. However, with the signing of the Addis Ababa Agreement in 1972, which ends the First Sudanese Civil War, many South Sudanese refugees repatriated to their home land. In spite of this, many people from Nuer tribe permanently settled in Gambella region by displacing the local Anywaa people and caused serious environmental degradation (Regassa, 2010).

In the late 1980's the refugee population in western Ethiopia in general and in Gambella in particular was large in comparison with the population of the host community. In this period there were about 300,000 South Sudanese refugees in Gambella outnumbering the local host population. The coming of large number of refugees in to the area brought adverse political, economic, social and environmental impact in to the host community (Regassa, 2010).

The resource and facilities that were being provided by international aid organizations for refugees like food relief, schooling, clinics, etc. was inaccessible to the host community and therefore making them jealous (Regassa, 2010).

Ethiopia's open door policy to receive all refugees from Sudan attracted about 300,000 South Sudanese refugees in to Gambella, outnumbering the host community. During 2007, the population of Gambella People Regional State census showed that the refugees reached 306,000 including the

Majanger and settlers population. Out of these refugees, 82% of them were Nuers and Dinkas (Estifanos, 2010, Regassa, 2010).

Since the adjacent land to Gambella in Sudan is settled by Nuers the majority of the refugees are ethnically Nuers. Some of them didn't settle in the refugee camp and start life with their fellow Ethiopian Nuers and were able to get Ethiopian Identity Card. This directly changed the population balance of the region in favor of Nuers (Estifanos, 2010). Refugee management, including the location of camps, should be carefully thought out in order to reduce the negative impacts of hosting refugees. We cannot afford to be blind to the potential impacts of hosting refugees (Fana, 2017).

According to the reports of LWF, camps in Gambella have more conflict issue when compared to the camps in Benshangul Gumuz. Thus, this study was conducted in both Jewi and Bambasi camps to examine the role of humanitarian organizations like LWF that has various projects in the selected study areas to ensure service quality and to bring peaceful co-existence between refugees and host communities. In connection to this, there has been different studies conducted in areas around refugees; causes of conflicts, the economic impact, and the like. However, there are not much study done on what type of interventions are being taken to bring peaceful coexistence, how effective they are, and whether service qualities have an impact on bringing peaceful coexistence between refugees and host communities. This study aims to address these issues by comparing two different camps from two different regions.

Hence, ensuring a peaceful environment is ought to be a significant factor for projects and programs to be implemented effectively and according to plan. One of the interventions used by humanitarian organizations is to focus on service quality through the Core Humanitarian Standard (CHS). The standard was developed through a collective effort by the humanitarian sector to harmonize the core standards from different organizations into a single framework. However, conflicts are still seen with in the refugee camp areas of Ethiopia making it difficult for humanitarian organization employees to do their best in tackling problems of those in need, creating fear and insecurity both on refugees and host communities, causing injuries and to the worst, death on victims. This remains a major issue in Ethiopia needing a great deal of attention and solution. The main trust of this study is therefore to identify the role of humanitarian organizations in bringing peaceful co-existence between refugees and host communities.

1.3. Research Objective

1.3.1. General Objective

The general objective of this study is to examine the role of humanitarian organizations to bring peaceful co-existence between refugees and host communities

1.3.2. Specific objectives

- a) To assess intervention methods used by humanitarian organizations to bring peaceful coexistence;
- b) To assess the effectiveness of the project based interventions taken by humanitarian organizations to tackle security issue within the selected refugee camps
- c) To assess the sustainability of the intervention methods used by humanitarian organizations;

1.4. Research question

- a) What are the intervention methods used to bring peaceful coexistence between refugees and host communities?
- b) How effective are the project interventions that are taken by humanitarian organizations to avoid conflict with in the camps?
- c) How do humanitarian organizations ensure sustainability of their intervention method in bringing a peaceful co-existence between the refugees and host communities with in the camps?

1.5. Significance of the study

The result of this study is relevant to understand the interventions that can be taken to avoid conflicts between refugees and host communities. It will allow readers to analyze the intervention methods that works best to bring a peaceful coexistence that not only helps the target group of the study but also humanitarian organizations that work on alleviating issues refugees in Ethiopia face. Moreover, it shows the similarity and difference seen between the two refugee camps (Jewi and Bambasi). This helps to identify the strength and weakness of camps hence allowing readers or future researchers to learn what works and what doesn't. Thus, the study will guide future

researchers interested to conduct further study on the relationship between refugees and host communities.

1.6. Scope of the study

As Ethiopia is the host for more than 700,000 refugees, there are different camps in different regions set to facilitate their needs. However, this study has focused on two refugee camps; the Bambasi refugee camp (found in benshangul-gumuz) and Jewi refugee camp (found in Gambella). Thematically, it has focused on examining the causes of conflict between refugees and host communities, the impact of the conflict, and the impact of ensuring service quality to ensure peaceful relationship between the two.

Due to the pandemic disease outbreak and the limitations that came with it, the study was conducted only in one international Non-Governmental Organization (NGO); Lutheran World Federation (LWF).

1.7. Limitations of the study

The major limitation of the study is related to the absence of adequate literature on the issue. Although there are researches that have been done on refugees, there aren't enough researches that can be used as guideline relating to conflicts that arise between refugees and host communities and relating to service qualities and their impacts. Another limitation might be related to the scope of the study as it has only focused on two refugee sites. Thus the scope of this study might not be wide enough to represent all of the refugees/refugee camps in Ethiopia.

1.8. Organization of the Study

The study is composed of five chapters. Chapter one discusses the background, problem statement, scope, significance, and objectives for undertaking this research project. Chapter Two looks at existing literature related to the study to gain an understanding of the research topic. Chapter Three presents the research methodology that the researcher used to undertake the study. Chapter Four comprises the findings and discussions of the findings to the study. Chapter five summarize the findings of the study and also make recommendations that contribute to solving the problem raised, as well as a recommendation for further study.

CHAPTER TWO

LITERATURE REVIEW

Introduction

This section briefly presents relevant literatures on refugees, migrants and their challenges. Since the paper is putting its focus on refugees of Ethiopia, this chapter describes the profile of the country in regards to refugees. It elaborates on the causes of migration, the crisis and challenges. Finally, it gives an insight on service quality and humanitarian organizations method of integrating service quality in their project activities.

2.1. Conceptual and operational definition

According to the UNHCR, 2010, The Convention and Protocol relating to the status of Refugees defined refugees as “Individuals 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, are outside the country of their nationality, and are unable to, or owing to such fear, are unwilling to avail themselves of the protection of that country or return because of fear of persecution”. Lee (2012) commented that the term ‘refugee’ refers to force migration and a way for an individual to running away from his/her country due to threat that directly affects his/her life. Lee furthered that any individual feel threatening to his/her dear life should run beyond the border of his/her country to avoid physical harm from the enemy. At the international level, there is no universally accepted definition of the term “migrant”. Migrants may remain in the home country or host country, move on to another country, or move back and forth between countries (WHO, 2015).

During the end of 2018, around 70.8 million people around the world have been forced to flee from their home by conflict and persecution. Out of these people, almost 30 million of them are refugees and more than half of them are under 18 years of age. Moreover, there are millions of people who have been denied of a nationality causing them to be stateless. Thus, these people do not have access to education, employment, health care and freedom of movement (UN, 2018).

Other migrant status may include international migrants, internal migrants, irregular migrants and tourists (Zimmerman, *et al.*, 2018). The major difference between refugee populations and other types of migrant groups is that refugees are survivors of persecution and multiple violent events, such as war (Matos, *et al.*, 2018).

2.2. Profile of refugee population in Ethiopia

Ethiopia has a long standing history of hosting refugees. The country maintains an open door policy for refugee inflows and allows humanitarian access and protection to those seeking asylum on its territory. In 2004, a national Refugee Proclamation (1951 Convention relating to the Status of Refugees, and its 1967 Protocol and the 1969 OAU Convention) was enacted based on the international and regional refugee conventions to which Ethiopia is a party (UNHCR, 2019). Ethiopia's parliament adopted revisions to its existing national refugee law on 17 January 2019, making it one of the most progressive refugee policies in Africa. The Law provides refugees with the right to work and reside out of camps, access social and financial services, and register life events, including births and marriages. Refugee protection in the country is provided within the framework of these international and national refugee laws as well as the core international human rights treaties that have been ratified by the country. Continued insecurity within neighboring states has resulted in sustained refugee movements, either directly as a result of internal conflict and human rights abuses or as a result of conflict related to competition for scarce natural resources and drought related food insecurity. Currently, Ethiopia hosts 735,204 refugees where the majority is from the neighboring South Sudan, Somalia, Eritrea and Sudan. (UNHCR, 2019).

Table 1. Refugee profile in Ethiopia

Hosting state	Number of refugees	Percentage
Gambella	310,441	41.7
Somali	184,844	26.2
Tigray	89,591	12
Benishangul-Gumuz	62,820	8.4
Afar	53,507	7.7
Addis Ababa	23,969	3.2
SNNPR	4,934	0.7
Oromia	4,037	0.5

Source: UNHCR (2019)

Table 2. Refugee’s country of origin

Country of origin	Number of refugees	Percentage
South Sudan	335,691	45.1
Somalia	195,498	26.3
Eritrea	163,569	22
Sudan	42,106	5.7

Source: UNHCR (2019)

The Jewi refugee camp in Gambella was established on the 15th of March 2015 and hosts refugees that are relocated from Leitchuor and Nip Nip following floods that left refugees in both locations homeless. This led to establishment of the camp which offered home for refugees to settle and live in safety and dignity. Leitchuor was established in late January in 2014 and received refugees relocated from Ethiopian border entry points of Akobo, Pagak, Burbiey, and Pochalla. The camp population comprises of refugees mainly from South Sudan’s Unity, Upper Nile and Jonglei States. The refugees are predominantly ethnic Luo-Nuer with other few minorities and account to about 60,000 people. The Bambasi refugee camp in Benishangul-Gumuz; Assosa was opened in 2012 as a response to the influx of refugees from the Blue Nile State of Sudan having a total number of 17,465 refugees. As of 2020, there are 17,572 refugees within this camp where 8,390 are female and 9,184 are male (UNHCR, 2017).

The New York Declaration for Refugees and Migrants which emphasizes the relevance of international refugee rights and strengthening protection to support these people was adopted by the United Nations General Assembly (UNGA) as of the 19th of September, 2016. The declaration also focuses on supporting countries and communities that host large numbers of refugees through inclusion, ensuring the involvement of development actors from an early stage and bringing together national and local authorities, regional and international financial institutions, donor agencies and private and civil society sectors to generate a whole of society approach to refugee responses (UNHCR, 2018).

2.3. Overview of irregular migration; Causes of refugee and/migration

Whenever we talk about international migration, we should not overlook people who migrate through the illegal routes or those immigrants who have illegal status in the destination country. Dependable worldwide information is limited, but the number of irregular“ migrants is assumed

to be large in the world in general and in Ethiopian context in particular (Regt, 2007; Selamawit, 2013). As Narli (2007) discussed illegal human movement is a prevalent challenge countries bump into nowadays. Though illegal migration has different forms like human smuggling and trafficking, most of them have interconnected nature. The smuggled and trafficked people, too, work illegitimately in the destination and sometimes in the transit country. The predicament of illegal migration is intensified in scope and weightiness by the mounting involvement of organized crime groups who get billions of dollars at the expense of millions of victims of illegal migration. The presence of large scale human migration in illegal routes makes the international community, policy makers, government and different non-governmental organizations to be concerned of international migration and its prospect.

Regt (2007) has listed out the major causes behind Ethiopians migration which are: immense social and political turmoil, frequent famines, economic calamity, conflict and oppression. Especially in previous regimes, because of the pre-existing massive political and economic instability, Ethiopian refugees were one of the largest Numbers of African refugees in the world (Solomon, 2012).

There are three factors that must be present for a person to migrate; demand (pull), supply (push) and network. Economic and political conditions play a role in some ones decision to migrate and thus, migration increases (UN, 2006). Kainth (2009) also describes migration as a reaction of humans to economic, social, political and demographic changes within a given society. Regt (2007) has listed out the major causes behind Ethiopians migration these are: social and political confusion, famines, economic disaster, conflict and oppression. Solomon (2012), mentioned that due to political and economic instability in the previous regimes, Ethiopian refugees were one of the largest numbers of African refugees in the world.

Climate change, natural disasters and displacement are also causes of migration. In addition to persecution and conflict, in the 21st century, natural disaster can also force people to seek refuge in other countries. Disasters; floods, earthquakes, hurricanes, mudslides are increasing in frequency. Even though most of the displacement caused by these events is internal, they can also cause people to cross borders forcing them to be international refugees. (Medecins Sans Frontieres, 2019). Human-made tragedies, such as severe socio-economic deprivation, can also cause people to flee across borders. Despite the fact that some people may be escaping persecution, most leave because they lack a meaningful option to stay in their home country or state.

All of the above factors; conflict, natural disasters, human made disasters and climate change can bring a large amount of challenge for the international humanitarian community (Medecins Sans Frontieres, 2019).

2.4. Theoretical framework

Service Quality

Service quality is determined by the differences between customers' expectations of service provider's performance and their evaluation of the services they received. In this way, the association between service quality and customer satisfaction has emerged as a topic of significant and strategic concern (e.g. Bolton and Drew, 1991; Cronin and Taylor, 1992).

The quality of service that fulfills customer expectation will gain the customer loyalty (Kaura, Prasad & Sharma 2015).

Five broad dimensions of service quality

Tangibles: Appearance of physical facilities, equipment, personnel and written materials.

Reliability: Ability to perform the promised service dependably and accurately.

Responsiveness: Willingness to help customers and provide prompt service.

Assurance: Employees' knowledge and courtesy and their ability to inspire trust and confidence.

Empathy: Caring, easy access, good communication, customer understanding and individualized attention given to customers (Parasuraman *et al.*, 1991).

Proposed service quality dimensions and their instruments

Dimensions	Quality instruments
Reliability	Credibility Timely service Accuracy of records Dependability
Assurance	Staff's knowledge Courtesy and Politeness of staff Trustworthiness and confidence

Tangibles	Location Staff 's professional appearance
Empathy	Individual attention Customer understanding
Social responsibility	Staff conduct Willingness of staff to help customers To provide prompt of service
Responsiveness	Good service at a reasonable cost

Source: (Mohammed and Alamir, 2018)

Role of humanitarian organizations in bringing peaceful co-existence

According to Wanyonyi (2008), NGOs provide food clothing, water and shelter to those in need with the aim of giving basic need services including health services. NGOs resolving such issues often leads to conflict resolution since when natural resources are managed, conflicts are minimized. (WASAU MATHEWS WANYONYI, 2008). In addition to this, NGOs are commonly considered as independent agencies in peace operations because they are not part of a military structure. Daniela Irrera (2010).

Wainaina (2006), says “NGOs have developed a wide range of conflict prevention and resolution activities including monitoring conflict and providing early warning of new violence; opening dialogue between adversarial parties; playing a direct mediating role; strengthening local institutions for conflict resolution; and helping to strengthen the rule of law and democratic processes in countries affected by violent conflict”. Showing the importance of humanitarian organizations in bringing a peaceful coexistence and managing conflicts.

According to Daniela (2010), NGOs use various approaches to attribute to conflict management and humanitarian intervention. The attributes influence the knowledge provider, peace facilitator and voice articulator.

Nowadays, many of the humanitarian organizations are using the Sphere as a mechanism of achieving project goals. Sphere was created in 1997 by a group of humanitarian non-governmental

organizations and the Red Cross and Red Crescent Movement. Its aim was to improve the quality of their humanitarian response and to be accountable for their actions. The Sphere philosophy is based on two core beliefs: People affected by disaster or conflict have the right to life with dignity and therefore, the right to assistance; and all possible steps should be taken to alleviate human suffering arising out of disaster or conflict. The Sphere also includes the core humanitarian standard in undertaking an activity. The standard has nine commitments that describe essential processes and organizational responsibilities to enable quality and accountability in achieving the minimum standards. The standards focus on four response sectors; Water Supply, Sanitation and Hygiene Promotion (WASH), Food Security and Nutrition, Shelter and Settlement and Health (Sphere Association, 2018).

For instance, if we take the Food Security and Nutrition response, one of the standards for this type of activity is “food security assessment”. (Where people are at risk of food insecurity, assessments are conducted to determine the degree and extent of food insecurity, identify those most affected and define the most appropriate response). The key indicator for this standard is using standardized protocols to analyze food security, livelihoods, and coping strategies. Percentage of analytical reports that synthesize findings, including assessment methodology and constraints encountered (Sphere Association, 2018).

There are different types of activities mentioned in the Sphere along with their minimum standards and indicators, by following the regulation, humanitarian organizations tend to achieve service quality when implementing projects. This in addition to achieving project goals helps manage resource appropriately and as mentioned in the study of Wanyonyi (2008), humanitarian organizations are able to manage conflict when they create an environment where resources are used effectively and to the maximum.

2.5. Challenges of refugees and migrants

There are now 70.8 million people forced from home around the world—more than at any time in modern history. These are people who have fled extreme danger, whether to escape relentless bombing, an invading army, gang violence, or other life-threatening circumstances (UN, 2018).

Throughout recent years, we have witnessed an increase in human migration as a result of conflict, political instability and changes in the climate. Despite the growing number of migrants and

refugees, provisions to address their health needs remain inadequate and often unmet. Whilst a variety of instruments exist to assert and emphasize the importance for migrant and refugee health, the lack of shared priorities between partners and stakeholders results in poor access to healthcare and essential medicines (Medecins Sans Frontieres, 2019).

Children are of the most vulnerable groups that are affected by the challenges. After the eruption of the conflict in South Sudan in December 2013, children become apart from their parents as result of war. Majority of children were forced to different countries such as Ethiopia, Sudan, Kenya and Uganda to search for safety, food and new hopes according to UNICEF (2015). Unaccompanied refugee children who crossed the border had shown significant number of risks. UNICEF (2015) indicated that unaccompanied South Sudanese refugee children who entered Ethiopia through Gambella region faced psychological related problem, social, health, and educational related challenges.

To substantiate this, (US Committee for Refugees and Immigrants [USCRI], 2015) released a report entitled, 'Forgotten Refugees: Eritreans Children in Northern Ethiopia'. This report highlights the challenges affecting unaccompanied refugee children from Eritrea. The report revealed that unaccompanied refugee children are forgotten sometimes and this leads them to face a lot of challenges beyond imagination. The research finding indicated that unaccompanied refugee children faced shortage of water, food, sanitation, education, security, and opportunity. The findings further narrated that "within the Shire camps, there is little to no electric power. the researcher inferred that psychological impact occur as a result of bad living condition, social isolation, sanitation and health, education and livelihood.

2.6. Empirical framework

Refugee crisis and challenges

Democratic Republic of Congo (DRC) Crisis

DRC has over 850,000 refugees that are spreading across Africa. The country is considered as one of the most complex and challenging humanitarian situation. The crisis of DRC begun in the 1960s' and even though the civil war was put to an end, new violence has been challenging DRC's

southern and central regions ever since 2016. Thus, thousands of citizens are struggling to survive (Saleem, 2019).

Europe Situation

Over a million refugees reached Europe in 2015, the majority originating from the Middle East and Afghanistan. Roughly over 14,000 people have either gone missing or drowned in the Mediterranean while trying to reach Europe since 2015 (SOURCE???) .

The majority of refugees arriving in Europe are from Syria, where a violent civil war continues to submerge in some parts of the country. The response of Europe towards refugees has been mixed. Some have been accepting refugees while the other half have been trying to restrict refugees from entering their country (Saleem, 2019).

Nigeria Situation

The Nigerian refugee crisis is now on its 6th year due to the violent attacks by the Boko Haram. As a result, over 2.7 million people have been displaced; 1.9 million internally displaced persons (IDPs) in north-eastern Nigeria, 541,000 IDPs in Cameroon, Chad and Niger and the crisis has led to an outbreak and increase of food insecurity and malnutrition and has reached to a very critical condition (Saleem, 2019).

South Sudan Situation

According to the UNHCR, there are currently around 2.3 million refugees and asylum seekers from South Sudan in the region, mainly in Ethiopia, Sudan and Uganda. The country by itself has about two million IDPs. Women and children are the most vulnerable and dominant groups of refugees accounting to almost 83% and are facing challenges such as food insecurity, lack of health cares and education (Saleem, 2019).

Central African Republic (CAR) Crisis

As a result of the violence attack that took place in 2013, thousands of people were forced to leave their homes. Due to this enormous violence outbreak, 600,000 citizens have been forced to reside as refugees in the neighboring countries. Refugees from the country lack the basic necessities of life; food, water, shelter and health (Saleem, 2019).

Syrian Refugee Crisis

As a result of the civil war that occurred in 2011, over 5.6 million citizens of Syria have been forced to flee to other countries; majority of them resides in Turkey. According to the UNHCR, billions of dollars are required to support the millions of Syrian refugees within the neigh UNHCR

says it requires 4.4 billion dollars to support over 5 million Syrian refugees in the neighboring countries. (Saleem, 2019).

Afghan Refugees Situation

The Soviet War that occurred in 1979 in the Afghanistan caused six million people to leave their homes. Nonetheless the fact that the Soviet Union extracted its troops in 1989, the civil war continued. As a result of these situations, there are some 2.6 million Afghans registered as refugees in more than 70 countries around the world where the majority of them are staying in Pakistan and Iran (Saleem, 2019).

Children refugees

According to Nugent (2006), several countries including the United States of America have tried to rescue unaccompanied refugee children. Beyond the assistances from other countries, Nugent (2006) defines the term unaccompanied children as children “without parents or legal guardians”. Moreover, UNICEF (2016) also defines both child and unaccompanied as children who travel alone to other country without their legal or biological parents. The agency reported that some 1.5 million people have made their way across the Mediterranean Sea to reach Europe to find better life and safety. Among the huge influx of refugee across the Mediterranean, 40 per cent of the population that crossed the Mediterranean is believed to be children mostly the unaccompanied children according to UNICEF report in 2016.

The report indicated that there were many nationalities that participated in the interview concerning why there is an increase of unaccompanied refugee children crossing the seas. The unaccompanied children who participated in the interview were nationals of the following countries: Afghan, Egyptian, Syrian, Kurdish (Iranian and Iraqi), Sudanese, Eritrean, Ethiopian, Kuwaiti, Guinean or Vietnamese. Women’s Refugee Commission (2013) discussed in their research finding that unaccompanied refugee children have different reasons that forced them to flee their countries for other destinations. Among these reasons: economic need, fear of military recruitment, religious persecution, and social pressures. The research indicated that the reasons for unaccompanied refugee children to flee their countries differ between boys and girls. Sexual exploitation and forced marriage were raised as one of the concerns by the girls while boys revealed that recruitment to child soldier is also among the threats that lead them to flee their countries for other countries.

2.7. Knowledge gap

Resilience between host communities and refugees

Low and middle income countries host the majority of refugees worldwide, with recent estimates as high as 85% in 2017 (UNHCR, 2018). One of the challenges of refugees face is their intense relationship with the hosting community. According to Veronica, et al, (2019), most local communities with high number of refugees experience poverty. “In this regard, their economic conditions are not necessarily better than those seeking refuge in their communities. This situation as a result may lead to economic competition over scarce resources between host and refugee communities and cause increased social tensions within the society”. (Veronica, et al., 2019).

Chapter Summary

To summarize the above chapter, the literature review discussed issues regarding refugees, causes of migration and the crisis and challenges that come with it. The literature also covered areas on service quality and the method humanitarian organizations use to ensure the quality of the service they are giving.

The term ‘refugee’ refers to a forced migration and a way for an individual to run away from his/her country due to threat that directly affects his/her life. Millions of refugees lack access to education, employment, health care and freedom of movement since they get denied of a nationality causing them to be stateless. Ethiopia hosts 735,204 refugees where the majorities are from the neighboring South Sudan, Somalia, Eritrea and Sudan. The country maintains an open door policy for refugee inflows and allows humanitarian access and protection to those seeking asylum on its territory.

The Jewi and Bambasi refugee camps are among the many camps in Ethiopia. The Jewi refugee camp in Gambella was established on the 15th of March 2015 and hosts refugees that are relocated from Leitchuor and Nip Nip following floods that left refugees in both locations homeless. The Bambasi refugee camp in Benishangul-Gumuz; Assosa was opened in 2012 as a response to the influx of refugees from the Blue Nile State of Sudan having a total number of 17,465 refugees. Some of the major causes behind Ethiopians migration are: immense social and political turmoil, frequent famines, economic calamity, conflict and oppression.

There are different kinds of challenges and crisis associated with being a refugee. For instance, there are over a million refugees reached Europe in 2015, where roughly over 14,000 people have either gone missing or drowned in the Mediterranean while trying to reach Europe. The response of Europe towards refugees has been mixed. Some have been accepting refugees while the other half have been trying to restrict refugees from entering their country. In most of the countries hosting large numbers of refugees, local communities often experience a high level of poverty and face increased chances of economic vulnerability. In this regard, their economic conditions are not necessarily better than those seeking refuge in their communities. This situation as a result may lead to economic competition over scarce resources between host and refugee communities and cause increased social tensions within the society. To ease these kinds of situations, humanitarian organizations try to ensure service quality through different mechanisms, one of which is using the Core Humanitarian Standard.

The services NGOs provide often leads to a conflict resolution as well managed resources helps diminish conflicts. Such humanitarian organizations are important influencers on knowledge providers, peace facilitators and voice articulators.

CHAPTER THREE:

RESEARCH DESIGN AND RESEARCH METHODOLOGY

3.1. Description of the study organization

LWF-World Service headquartered in Geneva, Switzerland operates in 33 countries. LWF has implemented emergency and development projects in Ethiopia since 1973, where it is registered and licensed by the Charities and Societies Agency (Ch&SA) as a foreign charity in accordance to the Charities and Societies Proclamation No. 621/2009. LWF's sound financial system, with technical support of Geneva Head Quarters, ensures clean audit reports and clear control systems. LWF has a globally established procurement system, which is pre-qualified by UNHCR.

By end of 2018, LWF implemented 16 projects with more than nine sub-projects. Of the total, eleven were Food Security, Livelihood, Rehabilitation and Emergency Response Projects while five were refugee assistance projects. These projects were located in Oromia, Amhara, Benishangul-Gumuz, Gambella and Somali Regional States.

LWF has been implementing refugee assistance projects in Bambasi and Gure-Shembola refugee camps of Beneshangul-Gumuz regional state, in Jewi refugee camp of Gambela regional state and in Aw-barre and Shedder refugee camps of Somali regional state. The areas of intervention by the refugee assistance projects include livelihoods and psychosocial support, in Jewii camp; WASH, livelihoods, and environmental protection in Bambasi; hygiene and sanitation in Gure-Shembola; and water supply and livelihoods support in Aw-barre and Shedder refugee camps. LWF has been present in Assosa since 2012 supporting refugees in Bambasi, Gure-Shembola and Sherkole camps and hosting communities in areas of Community Based Psychosocial Support (CBPS), Livelihoods and Environment, Water, Hygiene and Sanitation (WASH) services and alternative household energy. Currently, livelihoods and environmental activities are being implemented in the Bambasi refugee camp. LWF has a well-established presence in Gambella and a good working relationship with refugees, local communities and local government. LWF has been supporting refugees in the area through livelihood and psychosocial support since June 2016.

Therefore, the researcher believes this organization fits well with the objective and area of the study.

3.2. Research Design

This research has used a qualitative approach and explanatory research design to assess the role of humanitarian organizations in ensuring service quality and peaceful co-existence between refugees and host communities.

The qualitative research allows to have a richer and more in-depth understanding of a phenomenon. Therefore, qualitative research data consists of words, pictures and documents instead of numbers (Shouvlk, 2015). In terms of design, the study has used an explanatory research design which focuses on explaining features of a study in a detailed manner (CSC, 2018). This design helps increase understanding and has a flexibility of sources allowing the researcher to use secondary sources of data. Moreover, the research has also used a cross-sectional study which is an observational study and can compare different population groups at a single point in time. In addition, it also allows researchers to compare many different variables at the same time (Institute of work and health of Toronto, 2015). Thus, this design was useful to compare different variables and population groups between the Jewi and Bambasi refugee camps.

3.3. Sampling Technique and Sample size Determination

Qualitative researchers' concern is to find cases that enhance what other researchers learn about the processes of social life in a specific context (Kruger & Neuman, 2006; Mack, *et al.*, 2005).

This research has used purposive sampling procedure to select participants of the study. Purposive sampling is the practice of selecting participants that are likely to be information rich with respect to the subject matter of the study (Neuman, 2006). This is relevant for the study because it creates an opportunity to conduct an in-depth investigation on the particular subject matter of the study.

Due to the current pandemic disease the world is facing, the researcher found it difficult to include as many participants as initially planned. Therefore, the research participants were limited to include only humanitarian workers that are employed by the Lutheran World Federation (LWF). As the organization is active in giving service in the selected study areas, employees that have direct relation with projects in the Bambasi and Jewi refugee camps were used. The sample selection criteria used in the study was that study participants must be employees from LWF and

have direct relation with the projects in the two study camps. Following this 15 research participants has been selected where 7 were from the head office which is located in Addis Ababa while the remaining 8 were from the field offices (four from Jewi camp and four from Bambasi camp).

3.4. Data Types and Sources

The study has used both primary and secondary data types. Primary data were collected from humanitarian aid workers from the Lutheran World Federation (LWF) who have direct relation with projects being implemented in the study area. Secondary data were collected through reviewing reports prepared by the organization. Personal observation was used as the researcher has experience working with refugees in the study area (Jewi and Bambasi refugee camps).

3.5. Methods of data collection

The study has used both primary and secondary sources of data. In-depth and key informal interview (KII) was used to conduct this research. In-depth was used to interview participants from the field offices while KII was used to interview participants from the head office. The interview has taken an average of 15-20 minutes. To keep social distancing in the midst of the pandemic, most of the interview were conducted using Skype and Zoom. Direct observation was also used; comparing situation of the camps between 2018 and 2020, observing reports done within the camps, and performance of field office employees.

3.6. Data analysis Tools

Thematic analysis was used to analyze the data. The following activities were done while using thematic analysis. First the researcher has tried to be familiar with what the collected data entails. Second, the data was labeled in order to create categories for more efficient analysis and to put the similar information gathered from in-depth interview in one category and the similar information gained from the key informal interview in another category. After doing so, the data was divided in to the sub categories which were pre-coded in order to bring out the unexpected and expanded information. Finally, integration was used to put the information gained both from the in-depth interview and key informal interview together as a summery. This was helpful to highlight the overall major themes within the findings. The information gained from an observation was also

integrated with the findings found from the In-depth and KII interviews as there were no contradicting subject of matter.

3.7. Validity and Reliability

Although there are some limitations to the study to conduct the initially intended analysis due to the rules and regulations that came along with preventing the current pandemic outbreak, this study was done in a way it ensures its reliability. The study has assessed the subject area using both primary and secondary sources. As the research is focused on refugees from Jewi and Bambasi refugee camps, the study participants were only be those who have direct relation with projects being implemented in the two camps. The chosen organization; LWF has a great experience working with in the selected study camps. LWF has a well-established presence in Gambella and a good working relationship with refugees, local communities and local government ever since 2016. LWF has been supporting refugees in the area through livelihood and psychosocial support since June 2016. The Administration for Refugee and Returnee Affairs (ARRA) and United Nations High Commissioner for Refugees (UNHCR) have expressed their appreciation for LWF's long-term engagement in this context of protracted crisis. Moreover, the organization has signed a tripartite agreement with UNHCR and ARRA for Assosa and Gambella operations from 2018-2020.

The participants were only employees from the head office of the chosen organization, and the field offices currently working within the two camps. This has allowed the researcher to have more valid responses and information as they have more close relationship both with the refugees and host communities. Furthermore, different evaluative approaches like expert review and audit trial were used to ensure the different aspects of validity.

3.8. Ethical consideration

When conducting a research the wellbeing and interest of the participants must be a priority. The researcher must not upset or hurt the feeling of the participants and therefore, it is essential to choose the right words. The researcher must explain about the objective and aim of the study and clearly explain the rights of the participants which for instance include respondent's right to withdraw from participating and to ask question at any time of their preference. Most importantly, an informed consent is necessary; the participants must be informed that the information they give

is completely confidential. The informed consent prepared for this study was sent to the participants using the appropriate communication media such as Skype, Zoom, and WhatsApp. All interviews were conducted after ensuring the consent from each participant.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

This chapter presents the findings of the study, the analysis and interpretation of data that was collected from an interview of LWF employees (research participants). It will broadly discuss on areas of complaint, causes of conflicts, the impacts of conflicts, the intervention method used to avoid conflicts, and on the effectiveness and sustainability of the intervention.

4.1. Method of receiving complaints

There are various methods used by LWF to receive complaints that come both from refugees and host communities, which seem to be effective. LWF is open to receive any kinds of complaints as its beneficiaries are not only from refugees but from the locals as well. The organization uses Complaint Response Mechanism (CRM) to address such issues. CRM was established by LWF as part of the commitment to mainstream the Core Humanitarian Standards (CHS). In order to respond to complains, there needs to be methods to collect the complaints. Thus, as the CRM 2019 report of LWF shows, complaint receiving methods of the organization are as follows:

Suggestion Box: Suggestion boxes are available in order to obtain beneficiaries comments, suggestions, questions and any form of request on a paper in a written form

Via Telephone: A phone number that beneficiaries can call anonymously to make complaints is communicated to every beneficiary

Community Meetings: Community meetings are monthly held so that beneficiaries can voice their concerns and complaints either publicly or privately with local staff.

Physical Report: Time is set aside for beneficiaries to come to office and raise concerns with a member of staff assigned responsibility for handling complaints.

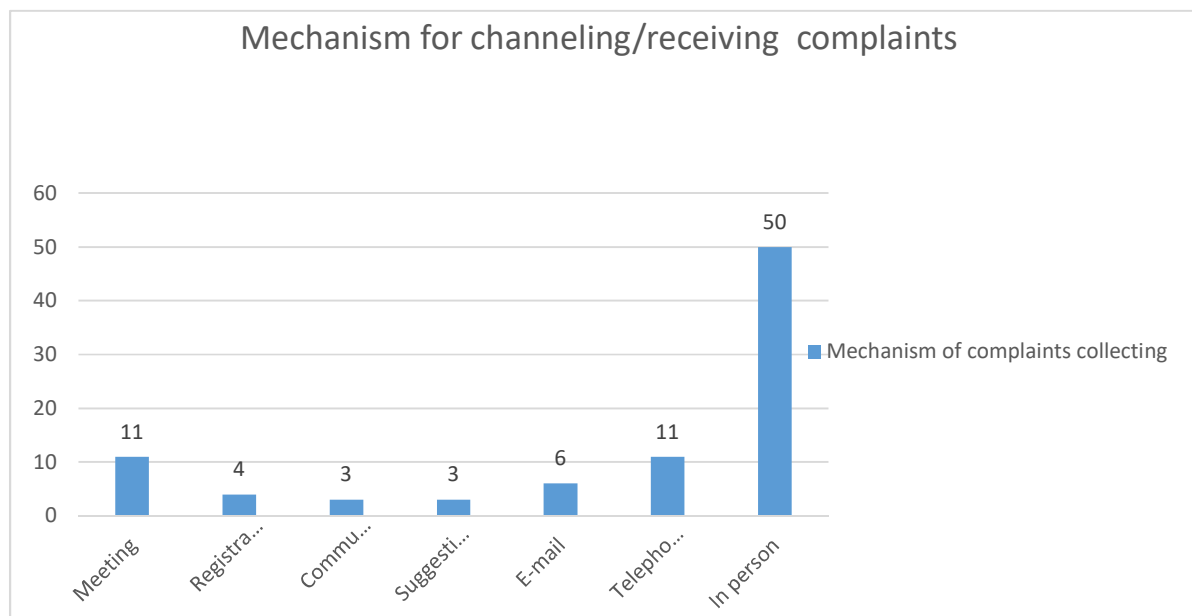
Community Representatives: A village complaints committee composed of local staff and community representatives receives and investigates concerns/complaints from beneficiaries and decides follow-up actions.

Registration book: A registration book is provided at each zone which is kept with the communities representatives, the beneficiaries will come up with their complaints and make sure their complaints are registered.

Via E-mail: There is an email address for receiving complaints. Beneficiaries and staffs can channel their complaints through e-mail.

These mechanisms were established in late 2016 and started to be in use in the beginning of 2017. Following the establishment, trainings on CRM were given to all field office staffs. There are selected focal persons for this specific reason and in order to make it easy for beneficiaries to contact them, phone numbers of focal persons and email addresses are indicated on signboards outside and inside LWF. Similarly, Suggestion boxes are placed at the gates of field offices and in the camps. In the year 2019, 56.8% of the total complaints were collected in person through a focal person assigned to receive complaints. According to the direct observation of the researcher, this is especially true for both Bambasi and Refugee camps; most beneficiaries prefer going in person to the CRM focal person to express their concern/complaint. This shows that a lot of people find it comfortable and trustworthy to channel their complaints through a focal person assigned to receive complaints. On the other hand, the least complaints received was through registration book, showing that it is the least favored and comfortable method used by the beneficiaries. The figure below shows the number of complaints received in the year of 2019 with their respective methods.

Figure 1. Method of receiving complaint



Source: LWF, CRM 2019 report

After receiving the complaints, the organization deals with the complaints in two different ways. If the complaint is at the capacity of the field office, the issue will be solved within the field office team together with the beneficiaries and respected community leaders. On the other hand, if the complaint is not to be solved at the capacity of the field office, the issue will be reported to the head office. The head office has a complaint response committee which sees into issues that are transferred from the field office. There is also one focal person responsible to collect and report complaints not only from Jewi and Bambasi camps but from other camps they operate in; making it easier to learn from the past, and adjust methodologies when needed.

This has helped bring a peaceful coexistence since instead of going to a conflict with one another refugees and host communities tend to communicate their issues through the CRM mechanism and find solution without having to go in to any kinds of trouble.

4.2. Project based Intervention method to avoid conflict between refugees and host communities

There are various ways LWF uses to avoid conflict between refugees and host communities, out of these, both Jewi and Bambasi camps use similar project interventions. All of which can be included in to one category which is service quality. Each intervention activities are done through ensuring service qualities that aims to ensure the service they give out meets the Core Humanitarian Standards (CHS). However, there is one different intervention method that is used by the Jewi camp which seems to have been bringing positive outcome. There is also one different intervention method being carried out by the Bambasi camp that also has a positive outcome. The similar interventions will first be discussed and the different intervention the researcher found will be discussed in the end.

Intervention Methods

The Lutheran World Federation (LWF) sees through service management to refugees and hosting communities by meeting the standards written in the CHS material. One of the best interventions LWF use to ensure peaceful coexistence is by implementing similar rule while selecting beneficiaries. About 70% of their beneficiaries are refugees while the remaining 30% are from the host communities. This has shown a great improvement in the relationship between the two parties.

When projects are implemented through ensuring the quality of the service they give, it increases the amount of advantage the beneficiaries get (both refugees and host). Hence, level of jealousy diminishes and peace takes over. Few activities that support the above statement will be discussed as follows:

The study participant; livelihood officer from the Jewi camp mentioned “LWF is working to enhance the positive relationship of the parties (refugees and host) through selected and specific livelihood activities for instance, the host community are engaged in fishery activities while the refugees will be engaged in IGA/income generating activities/ as dry fish sellers and the market will serve as connecting factor and does not expose refugees and locals to a resource competition. When the host community members are engaged in vegetable production through small scale irrigation activities, the refugee beneficiaries will be planned to engage in vegetable selling and they will be buying from the host community in local market etc...”

Awareness rising: Awareness rising is one of the major conflict avoiding and solving methods that is currently being used by the organization. The awareness raising includes; peaceful coexistence, gender equality, environmental protection and the like. “Education has more power than we give credit to. The power of raising awareness to bring positive change is incredible, we have seen it from our observation and project outcome” says head office project officer.

Organize the peace groups from the refugee community: organizing peace group within the beneficiaries has two major benefits:

1. The beneficiaries are more likely to feel comfortable if peace leaders were from their own group. Selecting peace leaders to lead the group is enhancing their comfort level and this specific activity has helped the organization to increase the trust the beneficiaries have on them.
2. The leaders they selected to lead the peace groups are well respected and thus, it is showing a positive change and outcome as they are listed to well. Since they also know each other and where they came from, the leaders and the group members understand and support each other.

Thus, organizing peace group within the refugees has brought a positive impact towards bringing peaceful coexistence in the camps.

Discussion with host community and refugee leaders on how to use lands:

One of the major reasons for conflict is sharing resource; land of agriculture and fire woods. This issue is seen in both of the study areas/camps, one of the interventions used to decrease such conflict is

through discussing and deciding on the use of land with both host and refugee leaders. These leaders are well respected within their community and has power to influence their people. Involving them in the decision making process helped decrease feud that come as a result of jealousy and sharing of resource.

Market transaction: Connecting both people through market transaction, religious ceremonies (Eid Alfetir) and farming activities i.e. as daily laborer. This activity has brought the refugees and locals closer; working together gave them the opportunity to know each other better decreasing the tension between them. The project officer of the LWF from the head office mentioned that there are multiple humanitarian organizations working with refugees and their hosting communities however, the community lacks private sectors and investors. “Lack of employment creates tension within the youth of the community. If more investors are drawn to the community, there will be more employment opportunity and will decrease the existing tension. We have seen that our market transaction has helped refugees and locals to peacefully work together. If more private sectors are in the picture there can be an even better change” added the officer.

Performing environmental protection work: This is somewhat similar to the above activity, as this also creates the platform to bring together both the refugees and host communities together. They work together to bring a much better environment to live in. World Environment Day is celebrated in both the study areas/camps. This day is celebrated with refugees, locals and even humanitarian staff members come together to plant trees.

This specific activity is helping build refugees some sense of belongingness, and at the same time helping the locals feel secure within their own home of origin.

4.2.1. Different intervention from Bambasi refugee camp

Organizing groups for irrigation works and other livelihood activities from the refugee and host communities: Apart from the above mentioned activities, the Bambasi Refugee Camp also integrates this activity to bring peaceful coexistence. Organizing groups for irrigation activities takes a much longer time to achieve, giving both parties to bond more and more every day. The activity not only bonds the refugees and locals, but also gives both the opportunity to work hard and change their lives. Working together to bring change leads to less amount of jealousy to exist and decrease fighting over resources. According to the project officers, this seems to be working really well to bring peaceful coexistence between refugees and host communities.

4.2.2. Different intervention from Jewi refugee camp

Implementing community based psychosocial support program: in order to bring peaceful coexistence between the host community and refugees and also among the refugee themselves community based psychosocial support (CBPS) is implemented. The data LWF collected from the refugees showed that this specific program has especially helped bring better relationship with the host communities. The CBPS service the organization is providing includes: organizing sport tournaments, got talent shows, youth center recreational services, community awareness, celebrating international days together (host communities with refugees and humanitarian workers), and supporting youth clubs.

The above activities are not only about the sports, the games and the competition but it is about them coming together as one. The sport teams are not divided based on their race, age or religion but randomly so that they can understand the power of diversity if seen positively. The activities also come with certain rules they have to respect and disciplines they have to follow. This has led them to have mutual respect for one another, thought them patience, and how to solve conflict of ideas through discussion.

The CBPS program also offers psychological support for those suffering from psychological traumas. “Sometimes, if you are not at peace with yourself, you can’t be at peace with others. Helping them to overcome the pain of the past helps them to become a better person today. So this also contributes to bringing peace within the camp” stated the CBPS officer of LWF.

The report of LWF conducted in 2019 showed that, the CBPS Approach can draw attention to and help to tackle the ‘normalization of violence’ that also characterizes this refugee community. It can be a vehicle to help conflict affected populations to relinquish what often becomes a reflexive reliance on the use of violence to solve disputes, and rather adopt more peaceful attitudes and behaviors. Conflict affected populations often adopt more violent behaviors within their social sphere. It is also clear that domestic violence is currently deeply normalized, with many refugee respondents reflexively stating that ‘of course conflict happens in the household’. The causes of such violence are described as including a lack of education; misunderstandings; hunger; jealousies; exploitation that leads to frustrations. Even though the level of violence was

acknowledged as potentially putting the victim in the hospital, this was nevertheless couched within the assumptions that ‘tension between a husband and wife is normal’. Similarly, women indicated that ‘some people hold their children back from going to school because the children fight’, but again concluded that such behavior by children ‘is normal. Hence the CBPS approach is not only curtail in tackling conflict that occurs between refugees and host communities, or conflict within themselves. It is very important to tackle household/domestic violence that occurs both in the homes of refugees and host communities.

According to Parasuraman, et al., 1991, there are five broad dimensions of service quality; tangibles, reliability, responsiveness, assurance, and empathy. The study found that these five dimensions are in-cooperated within the activities LWF carries out. During awareness raising, the organization communicates the key messages in written materials for the whole community (tangible), the organization has proved its reliability to perform service dependably and accurately and it’s responsiveness (providing prompt service); they have gotten a recognition from the Administration for Refugee and Returnee Affairs (ARRA) and United Nations High Commissioner for Refugees (UNHCR) for their long-term engagement in the context of protracted crisis. Moreover, the organization has signed a tripartite agreement with UNHCR and ARRA for Assosa and Gambella operations from 2018-2020 being one of the major success for the organization as UNHCR and ARRA are the top leads in refugee situations. This shows that the organization is reliable. The organization also ensures assurance as not only do they practice their knowledge, but they involve the community during their implementation. Activities such as organizing a meeting with host community and refugee leaders to discuss on how to use lands and organizing peace groups from the refugee community are perfect examples to see that the employees are using their knowledge to inspire trust and confident. This is seen as a very positive intervention. Finally, the fifth dimension (empathy) is also incorporated in their activities and the CBPS is a good example.

4.3. Effectiveness of the intervention methods

Similar answers have been received when participants were asked about the effectiveness of the intervention methods used by LWF to bring a peaceful relationship between refugees and host communities. Some of the answers were:

- The refugees and host communities are respecting each other
- They solve their complains through discussion and legal procedures
- They peacefully work with each other especially in agriculture
- They use the same market for buying and selling (they are peacefully coexisting)

The intervention methods are showing effectiveness. LWF's livelihood officer of Jewi camp mentioned that, starting from 2020, there has not been any conflict that occurred between refugees and host communities and that the relationship between them is smooth compared to how it was previously.

“It has reduced the jealousy feelings of host community which in turn contributed for the smooth relation between the two communities. It also created the opportunity for both community to share the same market and increased their interaction” stated Jewi's psychosocial officer.

Bambasi's project officer also said “the intervention methods we are using is so far effective. Since the refugees and host communities work, entertain and live together peacefully, our intervention played great role in their development of social cohesion”.

4.4. Sustainability of the intervention methods

Regarding the sustainability of the interventions, LWF is working with stakeholders, community representatives, refugees and host community beneficiaries on strengthening the relationship between the refugees and locals. They are encouraging community participation so that even without the organization, the community can handle hardships along with their respected leaders. Projects officer from the head office mentioned the following points on how they ensure sustainability of their interventions:

- LWF is working to solve their conflicts by themselves e.g. elders, community leaders, religious leaders, teachers
- LWF is providing a capacity building training on how to resolve conflicts
- LWF is creating a strong social cohesions through livelihood works, entertainments, markets, educations and celebrating cultural and religious events
- LWF is raising awareness to teach the communities on the importance of peaceful coexistence and on justice and legal procedures

Such activities will allow both the refugees and host communities to sustain their peaceful coexistence with or without humanitarian aid providers since the development programs and awareness campaigns will stay with them until the end.

Chapter Summary

There are various ways to collect or receive complaints. Suggestion box, telephone, community representatives, registration books, email, and in person are ways LWF receive complaints both from refugees and host communities. The mechanisms were established in late 2016 and started to be in use in the beginning of 2017. Out of the different methodologies, in person is the most preferred method of both the refugees and host communities while the least is the registration book. This clearly shows that many feel comfortable delivering their complaints in person. After receiving complaints, the organization solves the issue in two ways; if the complaint is able to be handled in the field level, the field office team will solve the issue together with beneficiaries and respected community leaders. However, if the issue is not in the ability of the field office team to fix, it will directly be sent to the head office team and will be looked at by the complaint response committee. There is also one focal person responsible to collect and report complaints from the camps they operate in; making it easier to learn from the past, and adjust methodologies when needed.

The finding revealed that there are various ways LWF uses to avoid conflict between refugees and host communities, out of these, both Jewi and Bambasi camps use similar project interventions. Their intervention methods are implemented in a way it meets the core humanitarian standard. One of the best interventions that they use to ensure peaceful coexistence is by implementing similar rule while selecting beneficiaries. About 70% of their beneficiaries are refugees while the remaining 30% are from the host communities which has shown a great improvement regarding the relationship between the two parties. Similar intervention methods used by both the Jewi and Bambasi refugee camps are awareness raising, organizing the peace groups from the refugee community, discussing with host community and refugee leaders on how to use lands, market transaction, and performing environmental protection work. All of which has shown a positive

effect in bringing the two parties together, ensuring peaceful coexistence. The finding also showed that there is one different finding each camps use. Organizing groups for irrigation works and other livelihood activities from the refugee and host communities is used as another intervention method by the Bambasi camp; organizing groups for irrigation activities takes a much longer time to achieve, giving both parties to bond more and more every day. The activity not only bonds the refugees and locals, but also gives both the opportunity to work hard and change their lives together and therefore, leading to a decrease in jealousy between the two. On the other hand, the different intervention method used by Jewi is implementing community based psychosocial support program. The data LWF collected from the refugees showed that this specific program has especially helped bring better relationship with the host communities. The CBPS service the organization is providing includes: organizing sport tournaments, got talent shows, youth center recreational services, community awareness, celebrating international days together (host communities with refugees and humanitarian workers), and supporting youth clubs bringing a sense of unity among the two parties.

The refugees and host communities respecting each other, solving their complains through discussion and legal procedures, peacefully working together especially in agricultural sector, and using the same market for buying and selling shows the effectiveness of the intervention methods in addition to a decrease in conflict between the refugees and locals.

LWF is encouraging community participation so that even without the organization, the community can handle hardships along with their respected leaders. Activities such as encouraging refugees and host communities to solve conflict by themselves through their leaders, providing capacity building training, creating strong cohesion and rising awareness ensures sustainability as each activity imposes empowerment.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

Based on the data presentation, analysis and interpretation in the fourth chapter, this chapter presents the Summary, Conclusion and Recommendations. Finally, it presents areas of future research.

5.1. Summary

Ethiopia is host to the second largest refugee population in Africa with over 735,204 refugees from nineteen countries, the majority originating from neighboring South Sudan, Somalia, Eritrea and Sudan. There are various refugee camps in the country but for this study purpose, the Jewi and Bambasi refugee camps were selected. The Bambasi refugee camp was opened in 2012 as a response to the influx of refugees from the Blue Nile State of Sudan having a total number of 17,465 refugees. While the Jewi refugee camp was established on March 15, 2015 offering home for refugees to settle and live in safety and dignity.

Conflicts are common in our lives weather it is disagreement, misunderstanding or other type of problems. Among different challenges refugees face, lack of employment opportunities, education and access to clean water are the top three major problems they face. In trying to intervene in such issues humanitarian organizations face various challenges when implementing projects in refugee camp areas as there is an unstable security situation with incidents affecting refugees, host communities and humanitarian workers. Therefore, ensuring a peaceful environment is a significant factor for projects and programs to be implemented effectively and according to plan. One of the interventions used by humanitarian organizations is to focus on managing services they give through the Core Humanitarian Standard (CHS). The standard was developed through a collective effort by the humanitarian sector to harmonize the core standards from different organizations into a single framework. However, conflicts are still seen with in the refugee camp areas of Ethiopia making it difficult for humanitarian organization employees to provide service while being at their best. This shows that conflicts within refugee camps is still an issue in Ethiopia needing a great deal of attention and solution.

This study was intended to bring more understanding to the intervention methods used to bring peaceful coexistence between refugees and host communities that is currently being used by the selected humanitarian organization for the purpose of the study. Moreover, it intended to study how effective those interventions are as well as its sustainability.

The study chose Lutheran World Federation to conduct the research as the organization is active in the selected camp sites. Therefore, the research studied intervention methods being conducted by the organization. LWF is currently implementing livelihoods and environmental activities in the Bambasi refugee camp. LWF also has a well-established presence in Gambella and a good working relationship with refugees, local communities and local government and has been supporting refugees in the area through livelihood and psychosocial support since June 2016.

In general, this study aimed to show the role of humanitarian organizations to ensure peaceful coexistence between refugees and host communities using qualitative method. Following that, the result of the study is as follows:

Even though there are several project based intervention methods LWF is carrying out to bring peaceful coexistence between refugees and host communities, all of which can be carried out in a way it meets the standards from the Core Humanitarian Standard which was developed through a collective effort by the humanitarian sector to harmonize the core standards from different organizations into a single framework. The projects undertaken by the organization is aimed at meeting the standards set by the CHS, thus making sure that they are giving quality service.

From the different interventions used, involving host communities in the projects to benefit them is one of the most effective methods. The organization gives service and benefit for 70% of refugees and 30% for the host community, helping decrease jealousy which is one of the causes for conflict. When organizations benefit not only the refugees but the hosting community as well, it avoids conflicts and bring a peaceful collaboration between the two parties.

Interventions both Bambasi and Jewi camps using and are being effective also include; raising awareness, organizing peace groups from refugees, discussion with host community and refugee leaders on how to use lands, market transaction and performing environmental protection. Including both refugees and host communities in decision making (peace groups, market transaction, environmental protection and discussion on lands) through their leaders plays a vital

role since they are well respected people in their community. Raising awareness is also seen as a very important intervention method to tackle problems. Education has the power to change the negative to positive and this method has shown an effective outcome.

The Jewi refugee camp is using one different approach that brought a significant change regarding conflict that occurs between refugees and host communities; the community based psychosocial support (CBPS). Implementing this program to bring peaceful coexistence between the host community and refugees and also among the refugee themselves showed a positive impact. The data that was collected from the refugees show that this specific program has especially helped bring better relationship with the host communities. The Bambasi refugee camp also has a different approach which is organizing groups for irrigation works and other livelihood activities from the refugee and host communities: the camp also integrates this activity to bring peaceful coexistence. Organizing groups for irrigation activities takes a much longer time to achieve, giving both parties to bond more and more every day.

Regarding the effectiveness, refugees and host communities within the two camps respecting each other, solving complaints through discussion and legal procedures, peacefully working together and using the same market for buying and selling purpose is among the reasons to say the intervention methods are being quite effective. The sustainability of the intervention is also ensured as beneficiaries are encouraged to participate in decision makings. The organization is encouraging them to solve conflicts on their own (through their respected community leaders), providing capacity building training, encouraging social cohesion through livelihood works and the like and is raising awareness to teach communities. Such activities are going to be staying with the beneficiaries whether or not the organization stays with them.

5.2. Conclusion

As the main reason for conflict is sharing resources, humanitarian organizations involving host communities in decision making process helps decrease conflicts. In relation to this, giving services to hosting communities is also necessary. Since it is their land, they need to feel safe, they need to build trust with refugees and NGOs in order to avoid making them feel like they are being stripped off of their right. LWF giving service for the host communities and involving them in

project implementation has helped create that sense of trust. Making a way to bring the refugees and host communities together is very relevant and working on a community based psychosocial support is an excellent method to do so. The CBPS approach includes several activities that can be done as a collaboration between refugees and locals. Furthermore, it also provides psychological support for those who need it. It is well-known that for one individual to socialize with a community, the person first needs to have inner-peace therefore, psychological support is relevant as refugees' experience traumas that come as a result of war or other types of violence. In general, to bring a peaceful co-existence between refugees and host communities, humanitarian workers involving locals more and trying to benefit them as well is viciously necessary.

5.3. Recommendations

Make the Community-Based Psycho-Social (CBPS) Approach more intentional

While the CBPS Approach is central to the intervention, it can be made even more intentional and strategic. The strategy is a means to have the deeper objective of creating social cohesion, which creates a protective environment. Humanitarian organizations need to be constantly thinking about how they can push this forward. This should be mainstreamed into all efforts. For instance, the community/youth center's create an excellent opportunity to be far more proactive with this, where organizations can pass key messages and create space for dialogue, discussion, reflection, debate on many relevant social issues as a means of stimulating empathy and fostering an ever-more compassionate sense of social responsibility in which all people (children, youth, adults, elderly of both sexes) understand the importance of social connectivity and the need to reach out, to be compassionate and how to better care for each other. While a good foundation for this has been constructed, the team needs to push this to the next level of strategic intension. The researcher believes that this specific approach can bring a massive and permanent change if it is given more energy, time and money to implement it.

Make an individual based psycho-social support

According to the finding of the study, there are several beneficiaries going through psychological traumas. These traumas usually create discomfort and might create frustration and it has been seen as being one of the reasons to conflict. For a person to be comfortable enough to work in harmony with their community, they first need to find comfort in themselves. In order to be successful in creating a peaceful community through CBPS, there needs to be an effective job done on personal level.

Create more viable economic opportunities

Given the almost exclusive reliance of both the host and refugee community on essentially subsistence agriculture, the land is over-taxed. This has huge environmental effects. However, it also has huge effects in terms of self-reliance and quality of life. Continued support at this level suggests that subsistence is the objective – when a solutions-oriented objective must be far more encompassing (aiming for poverty reduction, growth and expansion of opportunities, poverty reduction). In this sense, we need to support the feasibility of more diversified employment options. One of the most immediate and relevant considerations is that of small-scale food processing (e.g. the refugees and locals produce fruit, honey, vegetables). Food processing could create new employment opportunities, strengthen local food security, motivate people to produce more raw materials, and impact widely on people’s imagination of what is possible. Moreover, as this study revealed that sharing land is one of the major causes of conflict. Host communities are terrified of sharing their land as it is a source of income for them. If more economic opportunities are available in the community, sense of jealousy and negative competition will decrease and thus conflict will also decrease.

Draw private sector investors into the local context

According to the UNHCR, employment opportunities is one of the top three major challenges faced by refugees in Ethiopia. Drawing private sector investors to the local context might be useful as it will create more employment opportunity and thus will play a role in mitigating existing problems within their communities. It will also help both refugees and host communities improve their lives

Focus on gender equality and gender based violence

The study found that rape is one of the sexual based violence leading to conflict; when family of the victim decides to repay violence with violence. This happens between refugees themselves and sometimes between the refugees and host communities. They count rape as a major disrespect to the victim's family/tribe and therefore, seeks for revenge through physical attack. Even though there are some spoken sexual violence's, it is no secret that most choose to be silent in fear of not wanting to disgrace their family and because victims feel like it is shameful. Organizations need to focus on this issue, raise awareness and fight any kind of violence and especially gender based violence be it domestic or not. Girls and women both refugees and host communities need to be aware of their right, and places they can go in case those rights are violated. The study also revealed that violence is normalized in their communities. Working on gender related issues can tackle this issue and change the so called "normal violence".

5.4. Areas of Future Research

Due to the current pandemic situation, the study used secondary data's and humanitarian aid workers as participants. Further study needs to be conducted using refugees and host communities to identify additional information.

Issues regarding gender (sexual based violence) is seen as an issue in the camps, however, little is covered in this area. Girls, women and children are amongst the most vulnerable groups needing a great deal of attention. Further study needs to be conducted on this issue in the refugee camps

In order to avoid jealousy between refugees and host communities as a result of scarce resource, private sectors and investors can play a great role. Humanitarian organizations are mostly seen working around the refugee camps and communities but not private sectors and since these investors has the resource, it would bring an employment opportunity for both parties. This could help in bringing peace within the community thus, further study needs to be conducted on how much effect the private sectors can make to bring a peaceful coexistence between refugees and host communities and the like.

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ANNEX

Interview questions

1. How often do conflicts between refugees and host communities occur in the camp you work in?
2. What kinds of method do you use to receive complaints both from refugees and host communities?
3. How do you respond to complaints that come either from refugees or host communities?
4. What are the causes that leads to conflicts between refugees and host communities?
5. What are the impacts of conflicts that occur between refugees and host communities?
6. What type of interventions does your organization take to avoid conflict between refugees and host communities?
7. How effective are the interventions you are taking to avoid conflict between refugees and host communities?
8. What are the impacts of service quality in bringing peaceful relationship between refugees and host communities?
9. How do you ensure sustainability of your intervention methods to avoid conflicts?

Informed consent

Thank you for agreeing to participate in this study. This form details the purpose of this study and your rights as a participant.

The purpose of this study is to assess Role of Humanitarian Organizations in Ensuring Service Quality for Peaceful co-existence between Host Communities and Refugees. The method that will be used to conduct this study is a one-to-one online interview with a social media of your choice.

You are encouraged to ask questions or raise concerns at any time about the study methods I am using. The researcher will be taking notes while the interview for the purpose of an effective study. If you feel uncomfortable, you have the right to withdraw from the study at any time.

Information gathered by you will be used in writing a senior MA thesis paper which will be read by my professor and other examiners as necessary. However, your name and identity will be kept anonymous.

By signing this consent form I certify that I -----agree to the terms of this agreement.

Signature

Date