AN EVALUATION OF SERVICE EFFECTIVENESS OF SELECTED REFUGEE SERVICE PROVIDERS IN URBAN AND SURROUNDING AREAS OF THE CAPE TOWN METROPOLITAN AREA

by

JOSEPH ELIABSON MANIRAGENA

Thesis submitted in fulfilment of the requirements for the degree

Master of Technology: Public Management

in the Faculty of Business

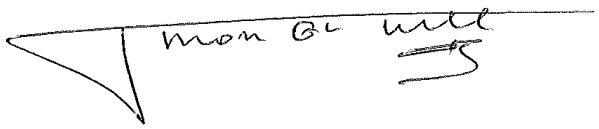
at the Cape Peninsula University of Technology

Supervisor: Professor HH Ballard
Co-supervisor: Dr M.O. Dassah

Cape Town
February 2014

DECLARATION

I, **Joseph Eliabson MANIRAGENA**, declare that the contents of this thesis represent my own unaided work, and that the thesis has not previously been submitted for academic examination towards any qualification. Furthermore, it represents my own opinions and not necessarily those of the Cape Peninsula University of Technology.



19 February 2014

Signed **Date**

ABSTRACT

Thousands of refugees fleeing from surrounding war-torn and destitute African countries come to South Africa hoping to live in safety. Refugee service providers play a major role in providing services to help refugees achieve self-sufficiency soon after entering the country, and the support and assistance required to rebuild their lives and integrate into South African society.

The study investigated issues facing refugees in South Africa, particularly in Cape Town, and how service providers assist them in overcoming the hardships of being unprepared in a foreign country. The researcher followed a mixed methods approach, implementing both qualitative and quantitative research methods to explore services provided to refugees in Cape Town by three refugee service providers, namely the Agency for Refugee Education, Skills Training and Advocacy (ARESTA), Cape Town Refugee Centre (CTRC) and Scalabrini Centre of Cape Town (SCCT).

Quantitative data was collected by administering a survey questionnaire to 120 refugees, all clients of the selected service providers, to obtain their perceptions about the services they receive. The researcher also conducted semi-structured interviews with senior staff of two of the service providers to gain insight into the services offered and challenges they face in assisting their clients.

The study revealed that the majority of clients received assistance, with 75 percent of respondents reporting having received assistance and only 6.67 percent reporting not having received the requested assistance. However, some who had received services indicated too few services were on offer for them to choose from; they took what was offered although these may not have been what they really required.

Reasons some refugees do not get services include lack of proper documentation and problems related to the non-availability of the services required by refugees. This is largely due to insufficient funding to provide needed services, and results in refugee service providers either serving only a few people or providing insufficient aid. The study highlights good practices, suggests improvements and concludes with recommendations for the key stakeholders concerned.

ACKNOWLEDGEMENTS

First, to Almighty God, for providing me with the strength and courage to complete this research study.

I wish to acknowledge and thank the following people who have made the journey a real learning experience:

- My supervisor, Prof H.H. Ballard, and co-supervisor, Dr M.O. Dassah, who played an instrumental role in this study, for their critical comments, unwavering support and inspiration.
- Ms Melanie Stark, for her outstanding effort in editing and proofreading this thesis.
- Mrs Corrie Uys, CPUT research statistician, and Ernest Safari, for support in designing the questionnaire and statistical aspects of this thesis.
- My family: beloved parents, brothers, sisters, uncles, cousins and in-laws, who have always supported and encouraged me in my studies. A special thank you to my dear wife, Providence Nikuze, for her support and patience that helped me go through all phases of this work, and my other educational and research endeavours. I also owe my deepest gratitude to my cousin, Denys Uwimpuhwe, my sister Claudine Mukanoheli for being my inspiration for pursuing my studies.
- Friends Jean Luc Tshiamala, Jean Marie Vianney Nkurunziza, Olivier Kanyabikali, Moise Muzigaba, Regine Mutimukeye, Elizabeth Mary Lanzi Mazzocchini, Alice Wamundiya, Jamala Safali, Pascal Thuram Habiyaremye, Yves Muhirwa, Jaques Sibomana, Rodolphe Demeestere, African Monitor staff and members of the Crystal Horizons Youth Centre, a youth project I recently initiated, for their contribution and inspiration to succeed of my studies.
- The directors and staff of the refugee service providers assessed in this study, namely ARESTA, CTRC and SCCT, for permission to conduct the research at their organisations, contributing through interviews and helping to arrange the survey with their clients.

- To the 120 refugees who agreed to participate in the survey. Their willingness to spend time with me and share their information and experiences made this study possible.
- Last, all other friends and colleagues. Attempting to name you here would be a difficult task. Please forgive me and accept a simple ‘thank you’ for inspiring and supporting me in various ways.

Financial assistance from the Cape Peninsula University of Technology (CPUT) towards this research is hereby acknowledged. Opinions and conclusions are those of the author, and should not be attributed to the Cape Peninsula University of Technology.

DEDICATION

This thesis is dedicated to
my mother, Thabea Nyiramugwera, and my late father, Eliab Ndorayabo, and to
my wife, Providence Nikuze and our boys,
Prince Gladness Ndora Maniragena and Asante Jesse Maniragena,
for their unconditional love, support and encouragement.

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ABBREVIATIONS

ARESTA	The Agency for Refugee Education, Skills Training and Advocacy
AU	African Union
CASE	Community Agency for Social Enquiry
CCFRD	Cape Centre for Children, Families and Refugees in Distress
CoRMSA	Consortium for Refugees and Migrants in South Africa
CPUT	Cape Peninsula University of Technology
CTRC	Cape Town Refugee Centre
DHA	Department of Home Affairs
DRC	Democratic Republic of the Congo
FGM	Female Genital Mutilation
FMSP	Forced Migration Studies Programme
IOM	International Organisation for Migration
IPPF	The International Planned Parenthood Federation
NCRA	National Consortium for Refugee Affairs
NDoH	National Department of Health
NICDAM	National Institute Community Development and Management
NGO	Non-governmental Organisation
RRO	Refugee Reception Office
RWSG	Refugee Women's Strategy Group
SADC	Southern African Development Community
SAQA	South African Qualification Authority
SPSS	Statistical Package for Social Sciences
UCT	University of Cape Town
UK	United Kingdom
UN	United Nations
UNICEF	United Nations Children's Fund
UNHCR	United Nations High Commissioner for Refugees
UWC	University of the Western Cape

CHAPTER ONE: INTRODUCTION AND BACKGROUND

1.1. Introduction to the study

Thousands of refugees flee from surrounding war-torn and destitute African countries, coming to South Africa in the hope of living in safety. South Africa is a country with high levels of unemployment and poverty (Tregenna and Tsela, 2008:3) and most refugees need assistance with basic necessities such as food, clothing and shelter. Refugees also need to find employment to sustain themselves and their families, and to achieve self-sufficiency. Several refugee service providers in Cape Town aim to assist and support this needy population to rebuild their lives and integrate into South African society, and to make this difficult transition easier. Delivering services to refugees in urban centres involves the interaction of multiple types of services and organisations.

Services provided by refugee service providers include:

- information, orientation and referrals;
- accommodation services;
- interpreting and translating;
- counselling;
- lobbying and advocacy; and
- English classes and training.

As many of the asylum-seekers and refugees come from non-English speaking countries, English language training is essential for them to be able to communicate and integrate into South African society.

Different types of training provide refugees with opportunities to become self-reliant, start-up small businesses and secure other forms of employment, thereby becoming less dependent on relief, and rather contributing to the South African economy (ARESTA, 2008:4).

A study by the Community Agency for Social Enquiry (CASE, 2003:13) found that a large number of refugees were unaware of refugee service providers, the services they provide and criteria they utilise to provide assistance, because there was no systematic, coherent way of conveying information to refugees upon arrival.

Furthermore, CASE (2003:13) found that applicants living in Johannesburg and Pretoria were significantly more likely to know where to go for assistance, whereas applicants in Cape Town were the least to know.

The current study looked at three non-governmental organisations, the Agency for Refugee Education, Skills Training and Advocacy (ARESTA), Cape Town Refugee Centre (CTRC) and Scalabrini Centre of Cape Town (SCCT), which provide services to refugees in central Cape Town, to assist refugees to address their needs. The research question addressed was: how effective are refugee service providers in satisfying the needs of their clients in Cape Town? The evaluation focused on delivery of services and participants' perceptions of the services they received.

The rationale for the study was to contribute to improving the work of refugee service providers in Cape Town which, in turn, could lead to more effective service delivery to refugees. The study examined how sharing, or not sharing, information affects the efficacy of services such as education, vocational skills and self-reliance projects. The research proposes a referral system to be utilised amongst refugee service providers in Cape Town so that services provided to refugees are delivered in a coordinated and effective manner.

1.2. Background to the research problem

The United Nations High Commissioner for Refugees (UNHCR, 2010) reports that there were 43.3 million forcibly displaced people worldwide at the end of 2009, the highest number since the mid-1990s. Of these, 15.2 million were refugees. UNHCR (2010) estimates that more than half of the world's refugees reside in urban areas and less than one third in camps.

Williams (2000:10) states that after being granted refugee status, refugees are entitled to the protection of the government in terms of international human rights law. However, many refugees do not receive material or practical assistance from either government or UNHCR, which exposes them to extreme hardship and suffering. Finding food, accommodation and jobs is a daily struggle for many refugees.

A study conducted in Britain by the Refugee Council of Brent, cited in Peabody Trust (1999:20, 21) identifies the main barriers refugees face in Britain, as highlighted by the refugees themselves, as:

- language;
- lack of work experience;
- racial discrimination;
- uncertainty of immigration status;
- lack of information about the labour market and how to find jobs;
- little or no work available for them;
- skills not usable without re-training in professions; and
- lack of recognition of qualifications from abroad.

The study also confirmed that although people who spoke English had a much better chance of finding jobs, the unemployment rate of refugees was still 48 percent (Peabody Trust, 1999:79). Jacobsen (2004:58) discussing urban refugees, the reasons they go to cities and the levels of aid to urban areas and camps, states that urban refugees find their way to towns and cities for various reasons. An assumption exists that most refugees originate from urban socio-economic backgrounds and choose to come to towns because they cannot farm or pursue livelihoods in rural areas and camps. Refugees also move to urban centres when food aid is cut off in camps. In countries that permit refugees to live in urban areas, such as South Africa and Egypt, little assistance is provided compared with that available in camps. According to Schreier (2006:47), the lack of material assistance programmes for refugees in South Africa and their inability to access most social welfare grants means that they rely on their own means to support themselves.

Jacobsen (2004:61) notes that urban refugees face the same economic problems as the urban poor: scarce jobs, housing, no credit and banking services, crime and political marginalisation. However, refugees and asylum-seekers face additional challenges. Having borrowed money to make their journey or because they are living on the goodwill of locals, they often owe large debts to family members or others. The authorities restrict refugees' right to work, grant little or no public assistance and require documentation. In addition, the local population and law enforcement agencies often react to refugees, as to urban migrants generally, with xenophobia, ranging from ignorance and resentment to harassment and violence. On the other hand, Jacobsen (2004:64) argues that urban refugees can easily be an economic asset, rather than a burden, to cities in the global South and suggests developing countries need to harness the economic power of the informal sector by creating or

smoothing the passage of informal sector businesses into the formal sector. Many urban refugees are entrepreneurs whose economic contributions to the city can be maximised by implementing their right to work and freedom of movement. State authorities that create obstacles to refugees' livelihoods, through backlogs of status determination or police harassment, not only prevent refugees from pulling their economic weight, but create environments of resentment and rule-breaking (Jacobsen, 2004:64).

Buscher (2003:3) recognises there has often been a 'premise of advantage' attached to urban refugees. An assumption prevails that as they are in cities; urban refugees have access to money, connections and opportunity and, hence, are in less need of assistance than camp-based refugees. As a result, urban refugees are often under-served and/or subject to inconsistent application of assistance. In fact, Buscher (2003:3) argues that urban refugees are more likely to be detained, face discrimination and racially motivated attacks, be subject to deportation and suffer serious human rights abuses such as sexual violence and arbitrary arrest.

Rather than warehousing refugees in isolated camps or detention facilities, South Africa encourages refugees to live in its cities where they can work and contribute to society. Yet despite South Africa's relative wealth and development, urban refugees encounter many of the same problems in Johannesburg as in other African cities and cities of the global South (Jacobsen, 2004:57).

Since the advent of democracy in 1994, South Africa has shifted from being a refugee-producing country to one receiving refugees from across the African continent and beyond, because asylum-seekers perceive it as a viable and safe destination (Winterstein, cited by Lanzi Mazzocchini, 2008:26). According to the National Consortium for Refugees Affairs (NCRA, 2006:1), at the beginning of 2006 South Africa was hosting approximately 140 000 asylum-seekers and 30 000 legally recognised refugees.

The UNHCR (2008b:190) reports that in 2008 South Africa was hosting approximately 37 000 refugees, mostly from the Democratic Republic of Congo (DRC), Somalia, Burundi and Angola, and some 137 000 asylum-seekers, the majority of which were from Zimbabwe, DRC, Somalia, Ethiopia and Burundi. It also reports (2008:190) that a significant number of asylum-seekers came from Asian

countries such as India, Pakistan and China. A steep increase in the refugee population in 2006 was mainly attributable to Zimbabwean asylum-seekers, a trend that is likely to continue and may even increase given the continuing unstable political situation in Zimbabwe. The majority of refugees live in the main urban centres of Johannesburg, Pretoria, Durban, Cape Town and Port Elizabeth (UNHCR, 2008b:190).

De la Hunt and Gass, cited by Lanzi Mazzocchini (2008:26), reveal that the majority of asylum-seekers in South Africa are young males between the ages of 18 and 40 The NCRA (2006:2) argues that by signing the United Nations and African Union Refugee Conventions and developing its own Refugees Act in 1998 (promulgated in 2000), the South African government has made important strides in protecting people who have been compelled to leave their countries of origin as a result of fear of persecution, violence or conflict. With this legislation, the following rights are guaranteed by law to refugees and asylum-seekers:

- not to be returned to their country of origin or any other country, if doing so would place their life or security at risk;
- the right to work and study from the moment they lodge an asylum application;
- access to health care, public relief, and assistance;
- to have their asylum applications adjudicated in a manner that is lawful, reasonable and procedurally fair, which includes the right to appeal a negative decision on asylum claim;
- the right to freedom of movement and not to be arbitrarily arrested and detained; and
- the right to legal representation.

However, the NCRA report stresses that *accessing* these rights is far from easy (NCRA, 2006:3).

Serious impediments to refugees' integration in Cape Town are highlighted by Kemar (2006:83) of the City of Cape Town:

- Poverty is pervasive, with 115 000 families living in informal settlements in 2006 (up from 23 000 families in 1993); the number of households below the poverty line increased to 38 % in 2005 from 25 % in 1996.
- Unemployment in the City of Cape Town grew from 13 % in 1997 to 23 % in 2004.
- The high crime rate causes fear and mistrust that leads to fragmentation and polarisation in the city.
- The apartheid legacy of social and special segregation is pervasive and acute inequality persists.

Kemar (2006:83) recognises that these factors necessitate deliberate and conscious approaches to foster social cohesion and unity.

In addition to these impediments, there is a xenophobic attitude among some South Africans. According to McKnight (2008:18), the xenophobic attacks that began on 11 May 2008 in Johannesburg's Alexandria Township left 62 people dead, and at the time constituted the worst violence in the country since the end of apartheid.

CASE (2003) investigated why applicants lacked knowledge of where to go for assistance and found there were no formal referral mechanisms in place to ensure refugees are able to obtain assistance upon arrival in South Africa. Referral often happens informally, by word of mouth. Some Refugee Reception Offices (RROs) provide information to new arrivals this does not happen in any standardised way. While RROs seem to be the most logical place for refugees to obtain advice or assistance, the actual conveyance of information at RROs depends on individuals and sometimes on whether refugees ask for this information directly. The CASE (2003) report showed some RROs were willing to provide this information, but others did not perceive it to be their responsibility to do so. Applicants who knew where to go for assistance sometimes complained about the poor quality of assistance they received or the fact that they received no assistance, despite asking for it.

CASE (2003) was unable to assess the quality of assistance provided by each organisation, but emphasised that applicants were not aware of the criteria used by different service providers to render assistance.

Amongst its recommendations, CASE (2003) suggests that service providers conduct information campaigns, possibly in the form of public meetings, to inform refugees about the services they provide and criteria they use to extend assistance. Service providers within each of the cities of the study should strengthen their coordination of assistance to limit duplication of services and enable a larger number of refugees to be assisted. Working closely with religious organisations might allow them to reach a large number of refugees within a setting they feel safe and comfortable with (CASE, 2003:20-28).

Given this background, an updated assessment of how services are perceived by refugees in Cape Town is required to improve service delivery in a coordinated manner.

1.3. Research problem

A number of refugee service providers operating in Cape Town attempt to assist refugees and asylum-seekers. Nevertheless, most refugees and asylum-seekers are literally unaware of where to go for assistance when in need; and many do not receive the assistance they require when they do approach refugee service providers operating in their area.

Although there have been reports focusing on refugee issues, there are no research studies focusing specifically on the services provided to refugees in Cape Town. In view of this deficiency, this study investigates the provision of services at three refugee service providers in Cape Town, and the effectiveness thereof.

1.4. Research questions

The following questions provide a focus for the research study:

- What kinds of services do the selected service providers offer to refugees, and to what extent do refugees receive these services?
- How do refugees perceive these services?
- What capacity do the selected service providers have to effectively deliver the required services to refugees?
- What measures could promote better services to refugees in Cape Town?

1.5. Research objectives

Specific objectives were to:

- identify the kinds of programmes offered and how they are delivered;
- explore refugees' perceptions about services offered by refugee service providers in Cape Town;
- identify the service providers' strengths, weaknesses, opportunities and threats (SWOT); and
- develop and provide a framework for refugee service providers in Cape Town; and to improve their service delivery.

1.6. Research design and methodology

The paradigmatic perspective and methodology used to conduct the research is presented below.

1.6.1. Paradigmatic perspective

The term 'paradigm' may be defined as "…a loose collection of logically related assumptions, concepts, or propositions that orient thinking and research" (Bogdan & Biklen, 1998:22) or the philosophical intent or motivation for undertaking a study (Cohen & Manion, 1994:38). The proposed study followed an interpretivisit-positivist paradigm with combined quantitative/qualitative methodologies.

The first phase followed a positivist approach (quantitative component) through the administration of a survey questionnaire to refugees and asylum-seekers who are clients of refugee service providers, to obtain their perceptions of services they receive compared to their actual needs. The second phase was conducted from an interpretivist paradigm, where the researcher interviewed staff of the selected service providers to gain insight into services offered and challenges they face in assisting their clients.

1.6.2. Research methodology

The study followed a mixed methods approach by implementing both qualitative and quantitative research methods to explore services provided to refugees in Cape Town. Lapan and Quartarroli (2009:245-246) argue that a mixed methods approach

has certain advantages compared to single method approaches as it allows for greater adaptability to adjust to planned and unplanned events throughout the research process. Gorard (2004:7) states it has been identified as a "key element in the improvement of social science" as research is strengthened by the use of a variety of methods. The author argues that mixed method research "requires a greater level of skill, can lead to less waste of potentially useful information, creates researchers with an increased ability to make appropriate criticisms of all types of research and often has greater impact" (Gorard, 2004:7).

Quantitative data was collected through the administration of a survey questionnaire to refugees, while qualitative data was collected by conducting semi-structured interviews with senior staff at two refugee service providers in Cape Town.

1.6.3. Scope of research study

The survey and interviews were conducted in Cape Town at organisations where refugees go for assistance: ARESTA, located in Athlone; CTRC in Wynberg and SCCT in the City Bowl. Respondents included refugees who sought assistance at these organisations but did not receive the required services.

1.6.4. Research target population

The research population for this study included both beneficiaries and staff of ARESTA, CTRC and SCCT. Refugees were identified by scrutinising records held by the selected refugee service providers. The questionnaire was directed at both those refugees who had requested and received assistance and those who requested but did not receive any assistance.

1.6.5. Sampling techniques

Survey participants were selected by means of stratified random sampling methods. It is a two-step process that partitions the population into subpopulations, strata or groups, after which elements are selected from each stratum by a random procedure.

The questionnaire was distributed at the premises of the selected organisations which refugees visit daily to seek assistance. The selected service providers identified clients both who had received assistance, and some who did not receive

any assistance for various reasons. The target number of respondents chosen for the sample was 120 refugees and asylum-seekers.

The two interviewees, senior management staff, were based ARESTA and CTRC. The interviews were designed to investigate the organisations' perceptions of their clients and what their capabilities to provide services were. It was planned initially to also interview the Director of Scalabrini Centre but time constraints did not allow this.

1.6.6. Data collection techniques

The quantitative and qualitative data collection techniques are explained below.

1.6.6.1. Quantitative techniques

For the purpose of this research, a survey was the ideal method of generating primary data. A survey is a research method in which information is gathered from a sample of people through a questionnaire. A structured questionnaire was prepared in English and distributed to refugees who are beneficiaries and non-beneficiaries of services offered.

The questionnaire consisted of mostly closed-ended questions with some open-ended questions. In some cases, questions were translated into the language refugees could easily understand. It was administered to refugees living in Cape Town to seek their views on services offered to them. Respondents were selected to ensure they represented all refugee communities. It included questions aimed at collecting the following data: country of origin, age group, gender, activities, English-language speaking ability, education levels and incomes, and their needs compared to services received or being offered.

1.6.6.2. Qualitative techniques

Interviews were conducted with two senior staff members at ARESTA and CTRC. A set of predetermined open-ended questions was developed to guide the researcher during these interviews. Participants were guided and encouraged to share the experiences of their organisations in delivering services to refugees.

1.6.7. Data analysis

Data collected was analysed according to statistical principles as contained in the Statistical Package for Social Sciences (SPSS) to generate statistical information,

including frequencies, and their significance. Results are presented in both tables and charts.

1.6.8. Ethical considerations

All ethical guidelines were adhered to, ensuring that the study guaranteed anonymity and privacy of participants and all data collected was handled with confidentiality and used for research purposes only. Participation in the study was voluntary, with no form of coercion. Participants were reassured about confidentiality and anonymity and informed of their right to withdraw at any stage and for whatever reason.

Participants in the survey were asked to sign consent forms prior to participation, and their names were not to be disclosed. Staff of organisations who participated in the interviews were not named, except where participants accepted that their names be used; permission was sought to record the interviews.

The researcher undertook to submit the research findings to the participating refugee service providers in Cape Town to help them to improve their services, in addition to submitting the required dissertation to Cape Peninsula University of Technology. A summary of findings will also be sent to all participants who provided their contact addresses for this purpose.

1.7. Delineation of the research

The study is limited to refugees living in the urban and surrounding areas of the Cape Metropolitan region. Only refugees who have lived in South Africa for fewer than five years and are over 18 years of age were included in the study. Although the study drew attention to difficulties which refugees experience in obtaining official papers from the Department of Home Affairs (DHA), the research excluded services offered to refugees by government agencies.

1.8. Significance of the research

The study evaluated the needs of refugees and whether the services offered to them in Cape Town are sufficiently intensive to meet their needs. Problems which refugees encountered in trying to access services were identified and proposals made to provide feasible and practical solutions. The significance of the study lies in the fact that the results provide valuable information to both refugees and those who

work with them, specifically refugee service providers in Cape Town, UNHCR, government and others interested in addressing refugees' issues. An evaluation of the services provided was needed and was an essential step towards the improvement thereof.

1.9. Expected outcomes

The study provides an evaluation report that responds to the problem statement and research questions. It builds on previous research and evaluates refugees' needs and how the different organisations respond to these needs. The final chapter proposes an instrument to guide refugee service providers in Cape Town, suggesting a framework and a new referral model to better respond to refugees' needs and improve service delivery.

1.10. Clarification of basic terms and concepts

The terms related to refugees and services provided to them are defined as follows:

- **Programme evaluation:** A collection of methods, skills, and sensitivities necessary to determine whether a human service is needed and likely to be used, whether the service is offered as planned, and whether the service actually does help people in need at a reasonable cost without unacceptable side effects (Posavac & Carey, 1997:51).
- **Self-reliance:** The social and economic ability of an individual, a household or a community to meet essential needs (including protection, food, water, shelter, personal safety, health and education) in a sustainable manner and with dignity. It is also the developing and strengthening of livelihoods of persons of concern and reducing their vulnerability and long-term reliance on humanitarian assistance (UNHCR, 2001b:1).
- **Client:** A person who uses the services or advice of a professional person or organisation (Oxford Advanced Learner's Dictionary, 2008).

  This study refers to refugees using or asking for services from refugee service providers as clients of those organisations.
- **Refugee:** A person (male or female) who flees to a foreign country or power to escape danger or persecution. Someone who, owing to a well-founded fear

of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of their nationality and is unable or unwilling to avail themselves of the protection of that country; or who, not having a nationality and being outside the country of their former habitual residence as a result of such events, is unable or unwilling to return to it (UNHCR, 2006:16).

In this study refugees and economic migrants are not classified as being the same, as some researchers do. Economic migrants normally leave their countries voluntarily to seek a better life elsewhere. Should such people choose to return home they would continue to receive the protection of their government. The University of Cape Town Law Clinic (2007:5) states that a person who leaves their country of origin to find work is called an economic immigrant. However, refugees *flee* their countries because of the threat of persecution and cannot return safely to their homes in the circumstances then prevailing (UNHCR, 2001b:16).

This study also uses the term 'refugee' in a general manner to describe people who have come to South Africa and are in the process of seeking asylum, as well as those who have achieved refugee status under the 1951 United Nations Convention relating to the status of refugees (the Convention).

- **Refugee permit** (also known as a "Section 24 permit" or "Refugee status" in terms of the Refugees Act 1998)**:** a document given once to someone who has been declared or recognised as a refugee.
- **Asylum-seekers:** A person who is seeking recognition as a refugee in the Republic of South Africa (Refugees Act of South Africa, 1998:6).
- **Asylum-seeker permit (**also known as a "Section 22" permit): Valid for a period of six months this legalizes the asylum-seeker's stay in the country temporarily pending a final decision on his application. The permit can be extended by an RRO for a further six months while the process of status determination is in progress. The holder of a Section 22 permit has the right to work and study in South Africa and is protected against deportation to his/her country of origin (DHA, 2013).

1.11. Outline of the study

This dissertation comprises six chapters, structured as follows:

- **Chapter 1: Introduction**

  This chapter provides a background to the study, including statement of the research problem, research questions and research objectives. It clarifies certain basic terms, necessary for understanding the topic. It briefly describes the methodology and discusses the significance of the study.

- **Chapter 2:Overview on refugees assistance worldwide**

  Chapter 2 provides a literature exploration, from global to local perspectives, on what causes people to flee their home countries and how they are received in host countries.

- **Chapter 3: Refugees service providers in South Africa**

  The third chapter pays specific attention to South Africa as a refugee-recipient country. It also includes an outline on refugee service providers in Cape Town and the kinds of services they provide.

- **Chapter 4: Research methodology**

  This chapter describes the research settings in which the study was conducted and examines methods used in the study. The study population, sampling method, data collection and instrumentation are described. It explains and justifies the choice of mixed method research methodology; and describes how data collection was conducted and analysed.

- **Chapter 5: Research results**

  Chapter 5 presents the findings of the study. Results are presented and discussed in accordance with both the survey questionnaire and interviews.

- **Chapter 6: Findings, conclusions and recommendations**

  The final chapter summarises the results and presents conclusions. The chapter ends with a set of recommendations that could be used by refugee service providers in Cape Town to improve their programmes. A referral system model for better coordination of services is suggested.

1.12. Summary

This chapter introduces the problem under investigation. It provides background on the research problem and the need for, aim, objectives and purpose of the study. Important terms are defined, to give direction and meaning to the topic. Finally, it provides an overview of the thesis.

The following chapter focuses on the conceptual framework of the study by providing a literature exploration, from a worldwide perspective to the local level, of what causes people to flee their home countries, how they are received and treated in host countries, problems affecting refugees and services provided to them.

CHAPTER TWO: A CONCEPTUAL FRAMEWORK ON REFUGEES

2.1. Introduction

The purpose of this chapter is to provide an understanding of refugees and the problems they face by reviewing the literature on past research studies. Refugees are contextualised worldwide and in Africa. The chapter opens with an assessment on what causes people to flee their homes and how they are received in their host countries. A distinction is made between camp-based refugees and urban refugees. The chapter concludes by highlighting problems affecting refugees and various solutions that have been proposed.

2.2. Contextualising refugees worldwide

According to Ajygin (2010:5) to begin to understand the current situation of a group of people, it is necessary to understand their background. Therefore it is necessary for this study to understand what causes people to flee their countries and to give some examples of past wars or events that resulted in refugees.

2.2.1. Chronological overview of refugee movements

Hamilton (1999:4) notes that the subject of refugees has been difficult for the international relations and political science disciplines to broach. Theorists bound by the state-centric framework of the international political system have faced the increasingly important refugee phenomenon that, while profoundly affecting international relations between states and often caused by state behaviour, traditionally occurs outside of the usual analytical categories of relations between states. Political scientists have neglected the study of refugees, viewing refugee flows as largely irrelevant to the greater questions of state relations.

Since 1990, the overall scale and complexity of forced displacements has increased dramatically (Hamilton, 1999:4). People have fled persecution from the moment in early history when they began forming communities. A tradition of offering asylum began at almost the same time. When nations began to develop an international conscience in the early twentieth century, efforts to help refugees also went global (UNHCR, 2001:7). Zohry (2005:1) recognises that from biblical times to the present Egypt has been a haven for people fleeing persecution and natural disasters. People

fled to Egypt after the Armenian massacres in Turkey in the 1920s and from both world wars. Zohry (2005:1) also notes that a number of African nationalist politicians or their families, notably those of Kwame Nkumah and Patrice Lumumba, found sanctuary in Egypt during the 1960s.

When countries met to discuss how to help refugees from World War II, after more than three weeks of tough legal wrangling, delegates adopted what has become known as the Magna Carta of international refugee law, the 1951 Convention Relating to the Status of Refugees. It was hoped that the refugee crisis could be cleared up quickly. The office of the United Nations High Commissioner for Refugees, the guardian of the Convention, which had been created shortly before, was given a three-year mandate and then expected to 'go out of business' with the problem solved (UNHCR, 2001:1). Unfortunately, as the world commemorated the 61st anniversary of the Convention in 2012, the problem of refugees was far from resolution. The problem of displacement has failed to disappear. Instead, it has turned into a persistent worldwide phenomenon that led, in December 2003, to the UN General Assembly abolishing the requirement for the UNHCR to keep renewing its mandate every few years (UNHCR, 2009:17).

It is difficult to determine what differentiates refugees from other migrants and no definite agreement has been reached on this point (Joly, 2005). Refugees leave as a result of factors which are not primarily economic and they do not make decisions with primarily positive connotations. What all refugees have in common is that they left their countries of origin because a dramatic change jeopardised the life they were leading, although this change need not always be sudden. If things had continued as before the change, they might have stayed. However, as Joly (2002:5) indicates, economic migrants can prepare themselves psychologically and materially for a move because they have the chance to plan it. The vast majority of refugees do not have a chance to do this, which adds to the often precipitous and traumatic circumstances of their flight, sometimes also fraught with experiences of detention camps, severe persecution, prison, torture and fear of death.

2.2.2. Main reasons people flee

This section presents some of the main reasons that compel people to flee their home countries such as wars and conflicts, environmental factors and violence against women.

2.2.2.1. Wars and conflicts

The UNHCR (2010:1) records there were 43.3 million forcibly-displaced people worldwide at the end of 2009, the highest number since the mid-1990s. Of these, 15.2 million were refugees.

Based on the data available for 8.8 million refugees, the UNHCR (2010) estimated that more than half of the world's refugees resided in urban areas and less than one third in camps. This confirms that the number of refugees living in urban areas has continued to grow. However, 6 out of 10 refugees in sub-Saharan Africa reside in camps. Humanitarian crises and the prevailing political situation in a number of countries uprooted millions of people of all ages, and prevented the return of refugees and Internal Displaced People (IDP). Iqbal & Zorn (2007:200-213) state that civil wars rank high in creating conditions that drive people out of their homes due to fear for their lives during combat, fear of capture by the opposing side or fear of political repression. Some groups fleeing their homes during violent conflict become internally displaced, while others become refugees by migrating to another state. Importantly, in addition to deciding to leave their home states, refugees also have to decide on a destination state. Conditions in the target state, including the presence and degree of civil conflict, affect refugees' migration decisions. Hamilton (1999:5) agrees that one of the most obvious forms of violent conflict that may generate refugees is international war.

Gordenker, cited by Hamilton (1999:5), notes that refugee flight occurs not only during fighting phases of an international conflict as people flee direct violence, but also before and during hostilities as a result of propaganda and political warfare encouraging people to leave. After the cessation of hostilities, refugee migrations may be spurred by people wishing to escape from a new political system or its social or personal consequences. Efforts at repatriation may be complicated by the fact that refugees who fled during a conflict may not believe they will be safe if they return to their country of origin under the current regime.

Gordenker further cites internal conflict as a cause of refugee migration, including violent governmental change, revolutions and coups d'etat, insurrections, nationalist movements and persecution of minorities. The nature of national governments may also cause refugee migration, including brutal governments that deny human rights and terrorise their citizens, and simply incompetent governments incapable of establishing order and safety for their citizens (state failure). According to Akokpari (1998:215), the state has been partially or totally responsible for the ignition of conflicts which have induced refugees and migration since the 1960s; illustrative examples include South Africa, the Democratic Republic of Congo (former Zaire), Chad, Sudan, Rwanda, Somalia, Ethiopia, Liberia and Congo among the major net producers of refugees (Hamilton, 1999:5).

2.2.2.2. Environmental factors

State responsibility for the creation of refugees arises both from its failure to mediate or mitigate conflicts, and through adopting ad hoc environmental policies, thereby proactively or reactively inducing refugees and migration (Richmond, cited by Akokpari, 1998:219). Although environmental factors have produced fewer emigrants and refugees than conflicts, ecological pressures on population displacements cannot be underestimated. As a rule, migration and refugees are induced if the environment deteriorates and is less supportive of human habitation.

Environmental degradation itself has generated conflicts, which, in turn, have induced refugees and migration. Such conflicts have hinged upon diminishing environmental resources and the competition among user constituencies. Eco-conflicts can take several forms, including clashes between pastoralists and farmers, eco-refugees and host communities, local communities and the state, and between host communities and foreign multinational companies (Akokpari, 1998:219). The African Union (2008:11) and UNHCR (2010:3) document massive displacement resulting from climate change and natural disasters, in addition to civil war: in the East and Horn of Africa, located in a fragile ecosystem, severe floods displaced more than 400 000 people Somalia in 2006, and heavy rains caused flooding in several West African countries and a landslide in Uganda, affecting thousands of people.

2.2.2.3. Violence against women

Attention is also being drawn to serious problems involving rape, beatings, torture and mutilation that women and children around the world are subjected to, including female genital mutilation (FGM). The practice of FGM poses a significant harm to women in sub-Saharan Africa and parts of the Middle East and Asia (Rice, 1999). Zohry and Hassam-el-Din (1997) argue that FGM is considered as a kind of violence prevailing against females in developing countries. It is an old practice in some African countries, but its history is not clearly known.

The International Planned Parenthood Federation (IPPF, 2008:2) notes that the immediate and long-term health consequences of FGM vary according to the type and severity of the procedure performed. Complications are common as many of the procedures are performed by untrained practitioners or family members without anaesthesia using non-surgical and unsterilized equipment including razors, knives or broken glass. Complications include shock, severe pain and haemorrhage, which can lead to death. Infections are very common and can lead to fatal septicaemia, tetanus or gangrene (IPPF, 2008:2).

Rice (1999) gives an example of a successful case made in Hong Kong for granting refugee status to a woman fleeing her own country, Ghana, to protect her daughter from FGM.

FGM persists because of cultural and religious factors despite it being morally wrong because it is usually done without informed consent and inflicts severe pain and lasting ill effects (Rice, 1999). According to Young, cited by Hamilton (1999), the success of these arguments has been limited because women have trouble substantiating their claim to the degree required by state law and because they may be reluctant to speak out about being sexually abused for fear of dishonouring their families and jeopardising their opportunities for marriage and economic security. Nevertheless, Hamilton (1999) notes that even when these forms of persecution are recognised by authorities as constituting grounds for granting refugee status, women refugees face special challenges in obtaining this status.

2.2.3. Cases of past and recent conflicts and wars

Recent conflicts and wars that produced refugees include, among others, the war and 1994 genocide in Rwanda that resulted in the flight of some 500 000 to 800 000 Rwandan refugees into the north Kivu region of eastern DRC (then Zaire), which overwhelmed the world's capacity to respond (Salama, Spiegel, Talley & Waldman 2004:1804). Five years later, in the same region of eastern DRC, the continuing civil war has caused serious population displacement and the deaths of about five million people over a four-year period, making this war the deadliest ever documented in Africa (Salama *et al.*, 2004:1805).

Buyer (2008:228) argues that Somali history has created one of the largest displaced populations in the world. Refugee International (2009) reports that because of the unceasing war in Somalia, there are now over 614 000 officially registered Somali refugees worldwide and in 2010 alone, over 68 000 refugees fled fighting in Somalia. As a result, after Palestinians and Afghans, Somalis are the third largest registered refugee population in the world with no end in sight to the growing numbers. The UNHCR and the International Organisation for Migration (IOM) (2010:16) explain Somalis leave their country for a variety of reasons: to avoid the generalised violence and serious human rights violations pertaining in the southern and central parts of the country; to escape from specific and personal persecutory threats as a result of their political affiliation, clan membership and gender: to evade forced conscription; or because the war prevents access to basic needs such as food, medical services, healthcare and livelihoods.

In Iraq, nearly 2.2 million Iraqis have crossed to neighbouring countries, especially Syria and Jordan, to flee the escalation of war and sectarian violence. By mid-2007, about 1.4 million Iraqi refugees had arrived in Syria, a country of only 18 million people (UNICEF, 2009). UNICEF (2009) argues this influx has placed pressure on the Syrian government's capacity to provide basic services, such as access to education and health services, and has had a significant impact on the overall cost of living and the overall infrastructure.

The popular uprising of the population in Maghreb and the conflict after the 2010 presidential election in the Ivory Cost (Cote d'Ivoire) have also added to the international refugee quota.

Pennington, Gabaudan & McLeod (2011) detail how, following popular uprisings in neighbouring Tunisia and Egypt, pro-democracy protesters took to the streets in eastern Libya to demand regime change, resulting in the flight of more than 500 000 people (out of an estimated population of 6.4 million people), mostly to Tunisia and Egypt. At first, the majority of those fleeing were male migrant workers from Egypt, Tunisia, sub-Saharan Africa and Asia. As the violence escalated, the makeup of the migrant population shifted, with sub-Saharan Africans comprising the majority residents in the transit camps on the Tunisian and Egyptian borders. The UN estimates that 2.5 million migrants were living and working in Libya before the conflict (Pennington *et al*., 2011).

2.2.3.1. Specific impact of conflict on children and youth

The UNHCR (2005:3) argues that in the chaos of conflict, flight and displacement, children face an increased risk of separation from their families and caregivers, who play a fundamental role in their protection, physical care and emotional well-being. This separation is particularly devastating for refugee children. Even if accompanied by family, children face a greater risk of sexual exploitation and abuse, military recruitment, child labour, detention and lack of access to school and basic assistance. Unaccompanied adolescent refugees may also find themselves in very distressing situations: it is usually more difficult to find foster families for them than for younger children, and some of them might be responsible for younger siblings and so might be exposed to discrimination and abuse. Unaccompanied boys risk of military recruitment, while girls risk forced labour, early/forced marriage, sexual abuse or human trafficking (UNHCR, 2005:3).

The first section of this chapter provided a contextual review of refugees. The next section evaluates the refugee issue in the African context.

2.3. Africa and refugee problems

The AU notes that popular speech tends to refer to all displaced people as “refugees”. However ‘refugee’ constitutes a narrow legal definition as detailed in Section 1.10. In the African context it includes leaving home because of generalised violence (AU, 2008:4).

Describing the evolution of forced displacement in Africa, the AU argues that African history is replete with stories of mass movements of people, both voluntary and forced. Genealogically, displacement in Africa falls under the pre-colonial, colonial and post-colonial phases (AU, 2008:8).

The widely-acclaimed values of hospitality and generosity to 'refugees' in Africa have been traced back to the pre-colonial era (AU, 2008:8). In this regard, Bakwesegha (2007:3) eulogises the pre-colonial exile conditions. In traditional societies, where regional or national frontiers were changeable, some asylum-seekers who crossed into neighbouring regions or countries were welcome by kin. Assistance given to them was informal and unpublicised. Available resources were shared equitably between asylum-seekers and host communities and few distinctions were made between them. Early statistics on asylum-seekers were neither institutionalised nor a subject of international concern. Most fundamentally, there were no refugee camps as we see them today.

Norberg (2010:3) notes that in June 2010 when African leaders met for the World Economic Forum in Cape Town they took a relatively optimistic view of both the short-term economic outlook for Africa and its long-term development needs. However, in terms of human rights and democracy, many signs pointed in the opposite direction. According to the Mo Ibrahim Index (2010) quoted by Norberg (2010:3), political rights were being undermined and the security situation had worsened: 35 states had declined in the Safety and Rule of Law category over the previous five years, while 30 had dropped in Participation and Human Rights performance.

In refugee matters, the greatest challenge facing independent Africa is the ever-growing number of refugees and the generalised fatigue in handling the refugee problem (Rwamatwara, 2005:178). The African continent has experienced an increased trend of armed conflicts in several areas which has negatively affected already fragile economic and development systems, by destroying the limited infrastructure inherited from colonial regimes, killing thousands of civilians and forcing others out of their homes. Furthermore, Rwamatwara argues that with several conflicts experienced on the continent, focus has shifted from one refugee crisis to another leaving several refugee problems unsolved. This has resulted in

cases of protracted refugeeism and many spend years in refugee settlements without being considered for permanent settlement in the host communities. The experience of simultaneous conflicts also meant that some countries were both refugee-producing and receiving countries, including Rwanda, which has produced refugees on several occasions since the 1960s, but has also hosted Burundian and Congolese (DRC) refugees on several occasions, and Sudan, Ethiopia, Somalia, Uganda, DRC, Congo and Angola (Rwamatwara, 2005:179).

Manahl (2000:17-18) notes that the series of conflicts from Angola to the Great Lakes region, which uprooted several million people, gradually destroyed the achievements of more than three decades of development efforts. Entire populations sank back into misery, inter-ethnic violence, illiteracy, and a daily struggle for survival. The conflict in Darfur, Western Sudan, in 2003 precipitated “the largest humanitarian crisis today”, which left up to 400 000 dead and displaced 2.2 million others (UNHCR, 2006). Central Africa has also witnessed a marked increase in displaced persons from, 31% in 1990 to 36% by 2000 (Zlotnik, 2004).

In Africa, refugees are often admitted to asylum countries under the terms of group eligibility. However, they are then confined to rural settlements and camps; if they leave the designated areas, they lose their refugee status and become illegal migrants. Many refugees are of rural origin, but urban refugees also find themselves restricted to areas where they have no opportunity to re-establish the lives they left behind. Refugees often move to towns and cities where they become “invisible” and are vulnerable to exploitation, harassment and expulsion (Zlotnik, 2003:16). By 2007 more than 60 percent of refugees in Africa were trapped in situations of prolonged exile, where, years after displacement, their basic rights and economic, social and psychological needs still remain unfulfilled (Crisp, cited by the AU, 2008:16).

Figure 2.1 identifies the concentration of refugees by country of asylum:

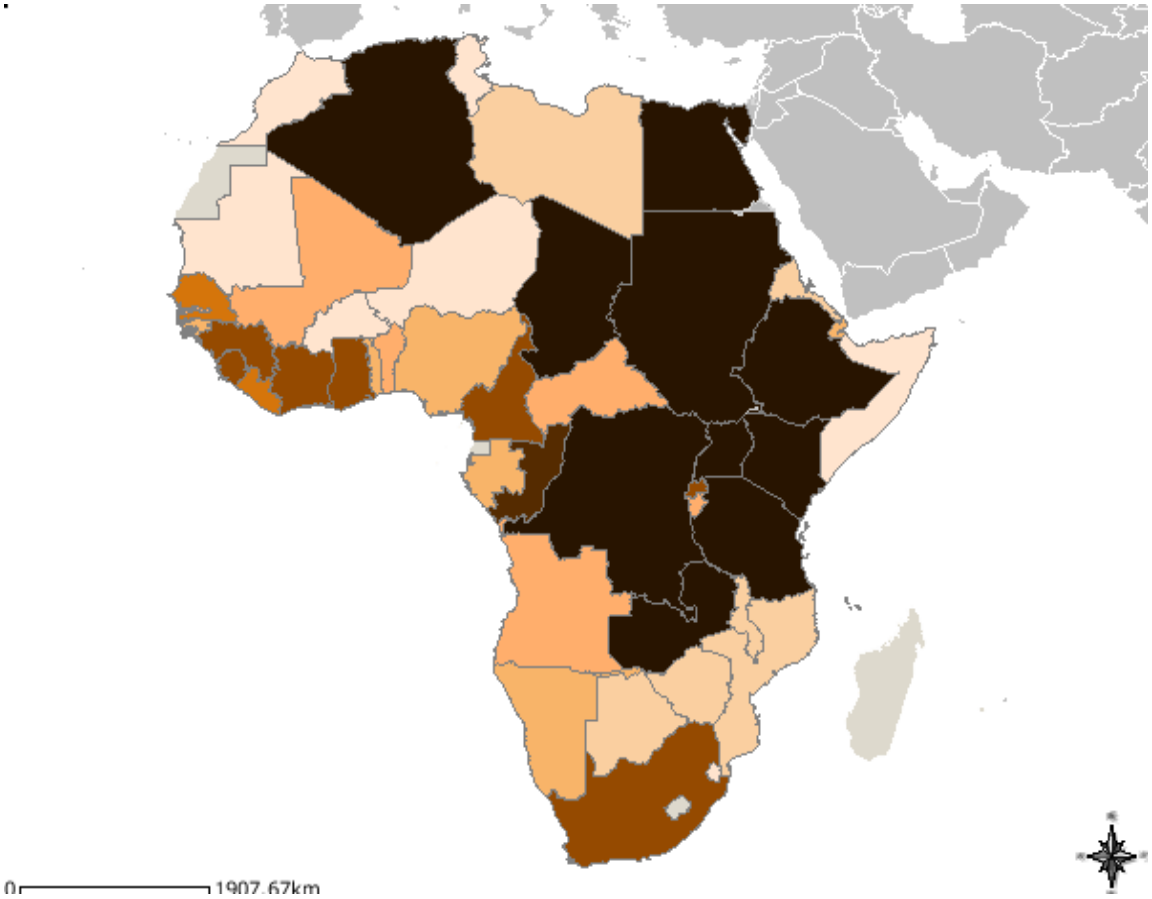


Figure 2.1: Concentration of refugees by country of asylum in 2006

Source: African Union (2008:32)

2.3.1. Refugees in Southern Africa

According to Rutinwa (2002:50), southern African has also had long experience with the phenomenon of forced migration, which is known to have taken place even in pre-colonial and colonial times. In modern times, since the early 1960s, wars of liberation in South Africa, Namibia, Mozambique, Angola and Zimbabwe forced thousands of people from these countries into neighbouring countries and beyond. In the 1970s and 1980s, many more people fled civil wars in Angola and Mozambique.

In the 1990s, the region continued to experience a refugee problem, now mainly as a host to refugees from within and outside the region (Rutinwa, 2002:50).

Most recently, civil war in the Democratic Republic of Congo, a new member of the Southern African Development Community (SADC), has been the major cause of forcible population displacement into the region (Rutinwa, 2002:51). The movement of Zimbabweans to other southern African states, particularly South Africa, has resulted in many of them experiencing severe vulnerability because they fall into a "protection gap" since most are not recognised as refugees in South Africa, but are confronted with many hardships and dangers both during their journey and after arrival (UNHCR & IOM, 2010:10).

Solidarity Peace Trust, cited by Crush and Tevera (2010:1), argues that Zimbabwe has now joined the list of 'crisis-driven' migrations, which includes crisis countries such as Angola, the DRC, Rwanda, Somalia and Sierra Leone.

2.4. Urban refugee versus camp-based refugee

Skopec, Valeeva & Jo Baca (2010) argue that, throughout history, refugees have found their way to foreign cities, but the number residing in urban centres has grown exponentially since the early part of this decade. The fact refugees tend to be scattered widely across an urban area adds to the perception they are too difficult to identify and target for direct humanitarian assistance (Skopec *et al*., 2010:1). Unlike in a highly visible refugee camp setting, where refugees and services are generally within close proximity, the urban setting tends to be a sprawl that requires multiple modes of transport to reach services. This is time consuming and exhausting, and creates an economic burden that further hinders access to support (Skopec *et al*., 2010:1).

Recently the number of refugees in urban areas of developing countries has also increased considerably. These developments resulted in the UNHCR issuing a new policy on refugees in urban areas at the end of 1997 (Sperl, 2001:1). According to the UNHCR (2010:16), in 2007 for the first time the number of refugees living in urban areas outnumbered those in camps, largely as a result of large numbers of Iraqi refugees seeking refuge in urban centres in Jordan, Lebanon and the Syrian Arab Republic. Since then the gap between the two categories has increased further:

by the end of 2009, the number of refugees in urban sites had almost doubled compared to those living in camps. Over 85 percent of refugees in urban areas were found in Asia and the Middle East, mainly in the Islamic Republic of Iran, Jordan, Pakistan and the Syrian Arab Republic. Women represented less than half (47%) of refugees in urban areas, with figures ranging from 10% in Oceania to 47% in Asia (UNHCR, 2010:16).

Because of the increasing number of refugees in urban areas or those wanting to leave camps to live in towns, sometimes host countries restrict the movement of refugees. The push and pull factors behind the movement of refugees from camps to urban areas were addressed in a workshop between UNHCR and staff from 21 NGOs in Geneva in 2002 (Obi & Crisp, 2002:1). Two issues were underlined: first, the difference between countries where refugees have the option of living in a camp and those countries where they don't; and second, the difference between signatory countries to the 1951 Refugee Convention, where refugees have a legal status, and those countries where these conditions do not prevail. Steps that could avert or reduce such movements include:

- improving standards of protection in camps;
- enhancing standards of assistance in camps;
- making educational, wage-earning and income-generating opportunities available to refugees in camps;
- providing resettlement opportunities to refugees in camps;
- disseminating information to refugees in camps to counter the images and rumours that encourage them to move to urban areas; and
- obtaining a clear understanding from authorities regarding the circumstances in which refugees could legitimately move (or be moved) from a camp to an urban area (Obi & Crisp, 2002:1).

The Peabody Trust in the United Kingdom, looking at urban refugees, stated that refugees brought a wide range of skills and qualifications into Britain. They included engineers, computer specialists, doctors, accounts teachers, managers, artists, secretaries, plumbers, toolmakers, electricians and auto mechanics. In their spare

time or at home they had developed skills in furniture design, poetry, theatre, dance, carpentry, social work, advice work, typing, hairdressing, football, first aid and many other areas. Some of them spoke six, seven or eight languages. The report also notes that when refugees arrived in UK, they showed initiative and flexibility in trying to solve their problems. Many of them, for example, contacted employers directly (Peabody Trust, 1999:78).

2.4.1. Needs of urban refugees and services provided

Refugees face extremely traumatic experiences. The facts of unwillingly leaving one's home with no prior preparation; embarking on a journey whose destination may be unknown and uncertainty about the duration of one's homelessness are telling, emotional and devastating. These experiences are worsened by the speed with which refugees must move to escape often life-threatening circumstances. Some refugees are without adequate food or water and must trek on foot for many days, enduring variable weather (Akokpari, 1999:85)

Waxman of the Sydney University of Technology examined the factors influencing the level of awareness of, and access to, available services by recently-arrived refugees in Sydney, and the major concerns/issues of key service providers in meeting the special needs of their clients. Informants were asked to select three major needs of refugees during the first three months in Australia: Housing (65% of respondents), followed by lack of English competency (51%), understanding the system (including availability and access to services, at 38%), employment (34%), finances (31%), family reunion (21%), children's schooling (19%), and health concerns (13%) (Waxman, 1998:765).

According to the survey conducted by the Peabody Trust (1999:61) in the United Kingdom, the main problems refugees face on arrival in Britain are language, lack of work experience, little work available, discrimination, lack of information and childcare facilities.

In their evaluation of the Refugee Social Service (RSS) and Targeted Assistance Formula Grant (TAG) Programmes in Sacramento, Calif., prepared for the United States Department of Health and Human Services Office of Refugee Resettlement, Elkin, Barden and Mueller (2008:4) found the majority of Sacramento's refugees face

difficulties with English. Historically Sacramento is among the metropolitan areas where the largest numbers of refugees are resettled,

A more recent study on educating migrants and refugee children in the United States indicates that many refugee children, especially those from non-Western countries, are also English language learners who face multiple challenges in adjusting to American schools. Not only are refugee children in a completely new environment, their prior experiences, including living under military rule, in fear for their lives and with interrupted schooling, require special attention above and beyond what teachers are equipped or prepared to offer (Faltis & Valdes, 2010:288).

2.4.2. Refugee women in urban settings

Refugee women face multiple disadvantages within the current asylum system and their needs are often neglected in terms of policy development and service provision. They face many of the problems all women face, and their circumstances can make it harder to access the services they need. For example, being able to access counselling services is a problem because cultural codes may restrict them from leaving the house without a male chaperone, they may not know enough English to use public transport, may not be used to using public transport and may be caring for children and family members, all of which restrict their movement. In addition, they may be forbidden to attend any public place where men gather (Dumper, 2006:31). As Dumper (2006:31) further explains, only recently have service providers in the UK realised how they may involuntarily exclude some refugee women from their services. Refugee Action and the Refugee Council have both undertaken major reviews of their services. This has drawn attention to the need for services to be more ‘women-friendly’, through, for example, providing women-only advice sessions, baby-changing facilities and outreach advice sessions for women in their homes.

In Scotland, the Refugee Women’s Strategy Group (RWSG), organised workshops at the Refugee Women’s Conference in April 2004, attended by 120 women, to determine what problems women refugees face. The conference dealt with the women’s experiences of living in Glasgow and their ability to access services (RWSG, 2007:3-7). Eighty women completed a survey which provided quantitative data to support data gathered through workshop discussions. The key concern was that while women seek asylum for many of the same reasons men do, they may face

specific forms of persecution such as rape, sexual and domestic violence, and FGM from which they are often not protected by the governments in their home countries.

Key issues identified by refugee women themselves were:

- their psychological health was poor or extremely poor;
- feeling very isolated and having no family, friends or community support;
- barriers for women seeking employment, even when they had a status decision which allows them to work. Women felt being unable to work meant they were unable to contribute to Scottish society and being forced to neglect or give up their professions meant they became de-skilled. None of the women surveyed were employed despite 22 percent having refugee status and the right to work;
- access to further and higher education for themselves and their children. Language was seen as one of the major barriers to further education in the case of women;
- experiences of both direct racism and institutional racism in Glasgow. Fifty percent of those surveyed had experienced racial harassment;
- worry about the safety of their children. Many described their children's experiences of racism; some even had children who had been physically attacked by other young people;
- lack of information about services and rights. This was seen as a key issue. They commented that they were not well informed and needed more information about rights and entitlements to services in general; and
- lack of childcare provision, both in terms of accessing services and being able to integrate into communities (RWSG, 2007:3-7).

2.4.3. Refugee youth

Lammers (2003:9) argues young refugees are faced with decisions and challenges that characterise the lives of young people everywhere. They fantasise about marriage, worry about finding a job, long for knowledge and education and want to be independent and able to cater for their own needs. At the same time, their hearts

ache for parents dead or left behind, they fear nepotism on the job market, and worry about their ability to support a future family if their situation does not change. Their questions, common to all inquisitive young people, about where they are in life and why, where they want to be and what the world is trying to show them, are tainted by vivid memories of war and violence, loss and separation.

2.5. Summary

Chapter Two presented the causes that make people flee their countries, and overview of past, recent and current wars and conflicts that generated refugees or still cause people to flee. The differences between camp-based and urban refugees were outlined and ways in which host countries or organisations try to assist them.

The next chapter discusses the second part of the literature review, which focuses on the theoretical framework on refugees in South Africa; the shifting of South Africa from a refugee-producing to a refugee-receiving country; and the legal framework and situation of refugees in South Africa. Different perceptions of South Africans regarding refugees are also presented. It also looks at refugee service providers in Cape Town and provides an overview of their programmes.

CHAPTER THREE: REFUGEES IN SOUTH AFRICA

3.1. Introduction

Chapter Three presents key features regarding the refugee system in South Africa such as the shift from a refugee-producing to a refugee-receiving country, the legal framework and the situation of refugees in South Africa. In addition, perceptions of local people regarding refugees are presented. The chapter concludes by introducing the three selected refugee service providers in Cape Town and their programmes.

3.2. Refugees in South Africa

South Africa has a long history of being a destination country of immigrants from all over the world. Crush, cited by Reilly (2001:5), states that from the time of its creation as a state, South Africa has relied heavily upon, and been defined by, the migration of populations across its borders. Based on census figures, South Africa's foreign-born population has always been significant, and has increased steadily during the twentieth century. African migrants have traditionally flocked to South Africa, attracted by employment opportunities or because they were driven from neighbouring countries by political and economic instability (Reilly, 2001:5).

The pull factors that drew immigrants to South Africa go back to the discovery of minerals in the 19th century, when many people came to work in the mining industry. This gave rise to migratory movements of people in countries of the SADC region becoming one of the central pillars of the political economy of the sub region (Majodina, 2009:3).

A century later, since its transition to democracy in 1994, and due to its position of relative economic prosperity and stability on the continent, South Africa has again become an appealing destination for refugees (Buyer, 2008:228; McKnight, 2008). According to Maluwa, cited by Rutinwa (n.d.:61), South Africa, as a former refugee-generating country, has a historical responsibility to host refugees, particularly those from other African countries.

This has in fact happened: African immigrants, many of them refugees, have made their way to the Rainbow Nation hoping for safety, including Mozambicans in the

1980s, Nigerians in the early 1990s and, in the late 1990s, from Angola, Somalia, Rwanda, Burundi, Congo and Democratic Republic of the Congo. More recently immigration numbers have included approximately one million of the estimated three million Zimbabweans fleeing the political crisis and economic hardship experienced in their country since 2000 (McKnight, 2008:21).

In addition to South Africa, Zambia and Tanzania also host large numbers of refugees, while Mozambique has received migrants and other displaced persons, especially from Zimbabwe, as a result of Operation Restore Order (Murambatsvina), between May-August 2005, which is estimated to have created approximately 700,000 IDPs (Sisulu, Moyo & Tshuma, 2007:552).

According to the UNHCR and IOM (2010:14) the exact number of foreign nationals in South Africa is controversial; it has been roughly estimated by Witwatersrand University to include at least 1.5 million Zimbabweans, 100 000 people from the Horn of Africa, 50 000 from the Great Lakes Region, 20 000 Angolans and additional numbers from other SADC countries.

Furthermore, the UNHCR and IOM (2010:14) notes that South Africa is currently the largest single recipient of asylum applications in the world. It has more than 300 000 asylum cases pending, half of them from Zimbabweans. It also has a population of some 48 000 registered refugees. According to the International Labour Organisation (ILO), cited by UNHCR and IOM (2010:14), South Africa also faces high levels of internal rural-to-urban migration, and around 27% of South Africans are unemployed.

McKnight (2008:21) argues that because of the vast increase in the number of refugees and the feared impact on the economy, South Africa has focused less on refugee protection and more on containment, expulsion and denial of rights. If exclusion is not successful, the focus becomes deportation or forced repatriation, even if it is not yet safe for asylum-seekers to be returned to their countries of origin.

3.3. Legal context of refugees in South Africa

Historically, the legislative framework for regulating the movement of people into the country was the Aliens Control Act (ACA, 1991), which was replaced by the Immigration Act of 2002. South Africa has accepted the 1951 UN Convention relating to the status of refugees, the 1967 Protocol Relating to the Status of Refugees and

the 1969 Organisation of African Unity Convention governing refugee problems in Africa. Legislation governing the status of refugees in the South Africa are the Refugees Act (No. 130 of 1998) and the Immigration Act (No.13 of 2002).

Legal status in the host country is one of the key conditions for successful integration. It not only represents recognition by the host state and protection against abuse and expulsion, it also enables access to employment, services and the means to live self-sufficiently (Polzer, 2004:32).

Nyenti, du Plessis & Apon (2007:33) note that refugee policy in South Africa is that they are not held in a camp. South Africa allows mobility and local integration of refugees as they are allowed to settle anywhere in the country.

Refugees in principle enjoy full legal protection, which includes the rights set out in Chapter 2 of the Constitution, including the right to access to social security, and, if they are unable to support themselves and their dependants, appropriate social assistance. However, the Social Assistance Act (No 130 of 1998) does not extend protection to refugees. The conflict between the two Acts means refugee access social assistance is still not yet decided (Nyenti *et al*., 2007:31).

Under South African legislation, foreign nationals may remain and work in the country if they submit a claim to refugee status and register for a renewable asylum permit. The unfortunate outcome of this has been that large numbers of people without a valid claim to refugee status have entered and overwhelmed the asylum system, leading to a decline in the quality and efficiency of refugee status determination and the probable denial of refugee status and its entitlements to some people who deserve it. In the absence of regular migration alternatives, the asylum channel has become the only way to stay in the country (UNHCR&IOM, 2010:14).

The Forced Migration Studies Programme (FMSP), cited by the National Institute Community Development and Management (NICDAM), found problems with access, service delivery, inadequate staff training and prejudice among staff at the reception offices is resulting in severe violations of asylum-seekers' rights (NICDAM, 2011:79).

The NICDAM findings note that status determination officers at the reception offices were unable to conduct extensive interviews, do adequate country research and issue individualised, well-reasoned decisions on applicants' refugee status

(NICDAM, 2011:79). Thus the refugee system will continue to struggle to meet demands until the government introduces fundamental reforms to immigration policy,

The main difficulties encountered were related to a large-scale failure by the RROs to fulfil their legal obligations to inform asylum-seekers of their rights and to assist applicants throughout the process, since asylum-seekers do not understand the asylum process. The FMSP, cited by NICDAM (2011:79), adds there is also anti-immigrant prejudice and hostile attitudes from the interviewing offices, revealing a general perception that people arriving at the reception offices are taking advantage of gaps in the asylum-seeker system to remain in the country. This results in officials losing sight of the primary purpose of the asylum-seeker system, which is to provide protection for those fleeing persecution in their home countries, in accordance with international and domestic law. As a result, thousands of asylum-seekers arrive at RROs each day and are turned away, leaving them without any legal status and making them vulnerable to arrest, detention and deportation even if they have valid asylum claims in accordance with South Africa's Refugee Act (No. 130 of 1998).

Administrative issues were also identified as obstacles, such as the lengthy processing of claims, and inadequate decision-making focused on processing large numbers of asylum-seekers without looking at the specific demands of each applicant (NICDAM, 2011:79).

In 2010 the Deputy Minister of the Department of Home Affairs (DHA), addressing a conference on Legal and Social Security Protection Perspectives on Migration in South Africa, acknowledged "some of the gaps between policy and implementation are sometimes not caused by the deficiencies in the policy itself, but by the inadequacies of the implementation mechanisms particularly at administrative levels" (Tshiamala, 2010:25).

Deficiencies in the process have financial implications apart from repercussions for the asylum-seeker and for the credibility of the DHA in carrying out its legally mandated functions. Amit (2010:7) outlines these consequences, including the failure to protect some individuals who fled serious rights abuses. Some genuine asylum-seekers may be returned to the persecution from which they fled, in violation of international law prohibiting returning an asylum-seeker to a life-threatening situation.

NICDAM (2011:80) indicates that the fact that South Africa has taken on the responsibility of refugee protection within its borders should be seen as a positive move by a country whose new identity is founded on the protection of human rights. The Refugee Act (1998) and its amendment go a long way in protecting refugees and asylum-seekers once they reach South Africa. The challenge remains implementation of the Act by ensuring a culture of good administration and respect for human rights for all parties involved.

3.4. Discrimination and xenophobia

Reilly (2001:6) argues that despite the adoption of many international conventions, and human rights claims made in the South African Constitution and the Refugees Act (1998), newspaper headlines attest to increased violence and negative attitudes towards immigrants on the part of both government officials and South African citizens. Xenophobia is a state of mind, not only physical damage to property or attack on foreign nationals: it is based on misconceptions, perceptions and stereotypes (ARESTA, 2010:6).

The Consortium for Refugees and Migrants in South Africa (CoRMSA) (2008:26) argues that while the government appears to have been caught unaware by the wave of violence kicked off by attacks in Alexandra Township, Johannesburg, in May 2008, instances of anti-foreigner violence in townships and informal settlements had increased steadily over the past year. In many cases, protests over service delivery ended with attacks on foreign nationals. Elsewhere, gangs systematically targeted, attacked and, in a number of cases, killed foreign shopkeepers and residents. Between September 2007 and May 2008 it recorded attacks in many places, though there were undoubtedly many others that did not receive attention from researchers and journalists. Many of the incidents strongly foreshadowed the triggers that sparked the May 2008 violence, as well as the nature of the attacks that ensued.

The FMSP in Humanitarian Assistance to Internally Displaced Persons in South Africa, cited by Bandeira, Higson-Smith, Bantjes and Polatin (2010:90), notes that once within South African borders, asylum-seekers are exposed to violent crime and xenophobic attacks, as was seen in 2008. The xenophobic violence was characterised by attack, or threat of attack, on non-nationals living in townships and informal settlements in the main urban settings of Gauteng and the Western Cape.

Estimates of the total number of people displaced due to these attacks range between 80 000 and 200 000. Between 25 000 and 35 000 Mozambicans and Zimbabweans fled South Africa at this time (Bandeira *et al*., 2010:90).

Berg, Davies, Hanley, Hill, Perkel, Sandler & Riet (2009:4) argue that the scale and level of violence that erupted in May 2008, first in Gauteng and a few weeks later in Cape Town, stunned, horrified and fractured South Africa as a nation.

CoRMSA (2011:42) records the May 2008 violence against foreigners was met by widespread domestic and international outcries and promises of 'never again' by political leaders, security and law enforcement agencies, civil organisations and ordinary members of the public. However, despite these condemnations, predictions that such violence would continue because no effective preventive measures had been put in place have, unfortunately, proven true CoRMSA (2011:44). Since mid-2008, almost every month has seen at least one attack foreign nationals in the country. Table 3.1, compiled by CoRMSA (2011:58), from reports received from its affiliate organisations, shows a list of reported incidents of violence against foreign nationals from June 2009 to September 2010 in the Western Cape.

Table 3.1: List of reported incidents of violence against foreign nationals from June 2009 - November 2010 in the Western Cape.

Time	Place	Description
June 2009	Delft	Three Somali shop assistants are shot and injured.
June 2009	Gugulethu	Business people hold meetings to discuss ways of evicting foreign shop owners. A letter is delivered to all foreign-owned shops on 14 June saying they must leave the area by 20 June.
June 2009	Khayelitsha	Two Somali shop assistants are burnt to death when their shop is set alight in the night. A Zimbabwean and a Bangladeshi are murdered.
June 2009	Nyanga	An Angolan man approaching the Nyanga Refugee Reception centre is stabbed to death after resisting a group of men who mugged him and told him to return to his country.
June 2009	Franschhoek	A large group of residents stone foreign-owned businesses during a dispute over food prices.
July 2009	De Doorns	Around 2500 Zimbabwean nationals are displaced from farming town, reportedly due to competition among labour brokers.
November 2009	Imizamo Yethu	Foreign nationals in two streets of the informal settlement are told to leave after three foreign nationals are arrested for

		raping a child.
January 2010	Riviersonderend	20 Somali nationals are chased out of the town and their shops looted following allegations that they were responsible for the death of a youth. The youth was later found to have died of natural causes.
January 2010	Cape Town	Police officers rob and assault a Burundian asylum- seeker, whilst making xenophobic remarks.
July 2010	Cape Town	A Zimbabwean national is thrown off a moving train on 6 July after reportedly being threatened simply for being a foreigner
July 2010	Khayelitsha	Three Somali men are hijacked on their way to stock their shop. Driven to a remote area, one is shot dead and two are hospitalised.
July 2010	Mbakweni	Foreign-owned shops are looted. Seventy people seek shelter at the police station.
July 2011	Nyanga	A Malawian man is murdered and his genitals cut off.
July 2010	Kuyga	A Somali national is shot in his shop after receiving threats warning him not to trade. Police suspect other Somali traders.
July 2010	Wallacedene	Two Somali nationals are burnt to death in their shop and another shot in the head. Fifteen suspects are arrested and local business leaders are suspected of involvement.
August 2010	Samora Machel	A Congolese woman is raped by two assailants. Attackers inform her they will be doing the same to all other foreign woman in the area.
November 2010	Du Noon	A Congolese man is repeatedly stabbed in a Du Noon tavern because he refused to buy beer for a trio of South Africans.

Source: CoRMSA 2011

According to McKnight (2008:19) xenophobic violence stems from fear and anger by South African citizens who believe their jobs, women and resources are threatened by the arrival of foreigners. A rampant misconception in the country is that all immigrants are “illegal aliens” and, therefore, a threat to the thriving, but unstable new democracy in South Africa.

Among other recommendations made, McKnight (2008:37) suggests the first step in the process of creating a more tolerant nation is reforming the legal framework around which the refugee system operates. The DHA needs to continue to improve its administrative procedures to make them more efficient. Civic education in communities and townships will help to dispel fear and promote trust. There also

needs to be more cooperation between the government and community leaders so that civilians do not feel they have to take the law into their own hands. McKnight (2008:37) proposes South Africans should not see immigration in terms of population numbers or statistics on race, religion, tribe or country of origin. These numbers are dangerous if viewed without the accompanying education to explain what they mean. Instead, immigration should be presented to South Africans in terms of the benefits immigrants and refugees provide to their new community. Educating people about the advantages of immigration would start to dim the angry light in which immigration is viewed.

McKnight (2008:38) also recommends that refugees take responsibility and become aware of their obligations as refugees to respect the laws of South Africa, including not engaging in bribes in the asylum process. They must also make an attempt to gain the trust of their new communities and have confidence in the South African government and volunteer organisations that are striving to improve their situation.

In a case study on Somalian refugees, Buyer (2008:228) argues that refugees have become the target of xenophobia partly due to the current widespread poverty and gross disparities in South African living conditions, and foreigners are perceived to intensify competition for already scarce resources. Somalis in particular, with their strong business skills and drive to succeed, and easily distinguishable appearance, language and religion, have been singled out. Over 40 Somalis were killed in the Western Cape in 2006–2007. In a riot in Masiphumelele township in August 2006, all Somali-owned shops were looted and burnt. Somalis have also been accused by local communities of isolating themselves, which contributes to their vulnerability (ARESTA, 2011b:4).

3.5. Refugees and education

According to Tutumike, a Western Cape network of NGOs promoting the rights of refugees, cited by the City of Cape Town (2006), asylum-seekers speak diverse languages and have different cultures. Some lack education and skills, others have had their education disrupted and some have higher education degrees from their home countries.

At the tertiary level, universities have different fee structures for different categories of students, who are differentiated according residential status, nationality or region/continent of origin. Refugees and permanent residents pay the same fees as citizens (Nyenti *et al.*, 2007:31).

Lanzi Mazzocchini (2009) conducted research on the difficulties refugee students and prospective students undergo to study at three universities in Cape Town namely Cape Peninsula University of Technology (CPUT), University of Cape Town (UCT) and University of the Western Cape (UWC). Presenting the findings, Lanzi Mazzocchini (2009) notes that refugee students are caught in limbo: legal instruments are broad when it comes to education. The author found that of the students surveyed 41% had university education. In their home countries, 55% had been students and just 12% were unemployed. Most of those employed worked as teachers (30%), 20% had their own business or worked in the health sector. In South Africa, 41% had an occupation such as security guards, waiters and student assistants or other jobs at university; 37% were studying towards degrees which were not their preferred choice; and 76% rated the application process as “very difficult” or “difficult”. In 42% of cases, the application process was delayed by the South African Qualifications Authority (SAQA), losing or damaging certificates and documents. Half of the applicants almost quit the application process.

Students enumerated financial difficulties, non-recognition of previous studies or qualifications, bureaucracy, lack of information on refugees amongst university staff, inadequate level of English, mistreatment and discrimination, certain disciplines only open to South Africans, accommodation and difficulty balancing work and studies (most worked as car guards and security guards) (Lanzi Mazzocchini, 2009).

3.6. Livelihood strategies of refugees in South Africa

Speaking in Cape Town at a conference on World Refugee Day (June 20, 2006), the then Executive Mayor, Helen Zille, stated that “...many refugees bring valuable skills and vibrant cultural diversity to our city. Some also start businesses and create jobs. We must recognize and welcome the contributions that they make” (City of Cape Town, 2006).

According to Richter (2009:32), securing employment would make refugees self-reliant and able to provide themselves with shelter, food, water, sanitation and access to medical care. It follows that for refugees finding jobs is the highest priority. Learning English, a requirement in the South African business world and a useful communication tool within the local community, would add to the integration of refugees.

Amisi (2006:30) states that a social network is vital to immediate survival and for job seeking; it is not just people from home who are crucial, but also other groups such as the Muslim community, are particularly helpful.

On their arrival in South Africa, refugees from Rwanda rely on informal work to survive. Friends initiate them into the informal work sector. According to research on refugees' livelihood strategies, most refugees from the Great Lakes Region, including Rwanda, do car-guarding, repair shoes, cut hair and sell things at flea markets. This kind of specialisation is most likely a result of their social networks (Uwabakulikiza, 2009:4).

Murekatete, cited by Uwabakulikiza (2009:26), argues that due to the lack of formal jobs, refugee women work in informal activities, regardless of the qualifications they may have. Congolese female refugees mostly work in hairdressing and as traders in different market niches around Durban and flea markets. As a result, their incomes are low and unreliablebecause these are occupations which are easily accessible, less dangerous and do not require formal training (Amisi, 2006:47).

Amisi (2006:47) also documented the wide range of jobs occupied by male refugees. Male household heads are well-represented in formal employment including security, hairdressing and repairing electronic appliances. According to respondents, male household heads prefer formal employment because it provides fixed and secure salaries as opposed to self-employment, which is risky in terms of success and providing secure employment.

3.7. Assistance and services to refugees in South Africa

The UNHCR and IOM (2010:18) recognise that many of the challenges to refugees, asylum-seekers and migrants arise during the transit phase when they are en route to their final destination. In many cases, they are in urgent need of food, water and shelter; legal advice and counselling; information about their options, including return

and submission of asylum claims; access to health care and other social services (especially where children or other vulnerable groups are concerned). Cooperation with civil society organisations is essential in this stage, as these are often able to gain access to and win the trust of new arrivals, especially when those are in an irregular situation. Civil society organisations are also a conduit for building tolerance and understanding and easing tensions between foreign nationals and communities with which they come into contact, and they play an essential role as service providers (UNHCR&IOM, 2010:18).

The right to access health services for all in South Africa has been elaborated and given content by the South African Constitutional Court (Wachira, 2008:19-20). Legislation requires that refugees and asylum-seekers should be treated as South African citizens in terms of access to free public health care (Republic of South Africa, 1998).

Wachira (2008:20) notes that the Department of Health (DoH) has clarified that "refugees and asylum-seekers, with or without a permit, should be assessed according to the current means test as applied to South African citizens when accessing public healthcare". In 2006, the department clarified possession of a South African identity document is not a prerequisite for eligibility for Antiretroviral Treatment (ART). In September 2007, it issued a directive stating that refugees and asylum-seekers, with or without a permit, should have equal access to ART at all public health providers. In April 2008, a letter from the Gauteng Department of Health addressed to all hospital's chief executive officers, district family physicians and district managers, confirmed that South African identity documents are not required for health care, including ART.

However, in practice, "ambiguity persists within the public system on refugees" and "asylum-seekers' rights to access healthcare in general and anti-retroviral treatment (ART) in particular" (Wachira, 2008:20). For example, according to research by the FMSP at the University of Witwatersrand, cited by Wachira (2008:20), public clinics and hospitals in South Africa are not implementing the DoH directive to provide ART to non-citizens, but are referring non-citizen patients to NGO health providers, thereby creating a dual healthcare system. Refugees and asylum-seekers report

being unable to access ART because they do not have green barcoded ID documents, which is a violation of law.

Vearey (2010:19) agrees that despite the policy guidelines and frameworks, regional migrants still face many challenges when attempting to access public health services in South Africa, as protective policy has not been effectively transformed into protective practices. Regional migrants struggle to communicate with healthcare providers (because translators are not present) and some public health facilities have been found to generate their own guidelines and policies that counter national legislation in continuing to demand South African identity documents and denying access to regional migrants.

In a study conducted between 2007 and 2008 cited by Vearey (2010:19), the national Migrant Rights Monitoring Project (MRMP) and the National Public Service Access Survey (coordinated by FMSP) completed surveys with over 3 000 regional migrants in Cape Town, Durban, Johannesburg, Pretoria and Port Elizabeth. Interviews were conducted with regional migrants seeking assistance at RROs and NGOs that provide support to regional migrants. Under half of all respondents (45%; n = 1,403) reported 'ever needing healthcare' in South Africa, of which almost one third (30%; n = 396) experienced challenges when attempting to access public healthcare services, including being treated badly by a nurse; language problems; being denied treatment because of documentation problems; and being denied treatment for "being foreign". Undocumented migrants were the most likely to report encountering problems, followed by asylum-seekers and regional migrants with other documentation (such as study and work permits). Refugees were the group least likely to encounter challenges when attempting to access public healthcare services in urban South Africa (Vearey, 2010:21).

A study conducted to explore the livelihood strategies of Durban Congolese refugees found that the aspirations and hopes of Congolese refugees vary according to an individual's age, marital status, family size, level of education back home, previous occupation and standard of living. However, these aspirations were also influenced by experiences back home where the UNHCR fully supported refugees from other countries; hence refugees expected the same level of assistance in South Africa (Amisi, 2006:31).

As indicated earlier, when refugees arrive in South Africa they need assistance to integrate in to communities. Refugee service providers attempt to help them in that process. The next section presents an overview of the development of refugee organisations in South Africa.

3.7.1. Origin of refugee service providers in South Africa

Handmaker (2009:81) points out that once the UNHCR was permitted to operate in South Africa in 1991, it began to identify local implementing partners and to set up structures at the regional level, including setting up provincially-based 'Refugee Forums', first in Cape Town and eventually in Durban, Johannesburg and Port Elizabeth. Steiner and Alston, cited by Tshiamala (2010:33), argue that NGOs "contribute to standard stetting as well as to the promotion, implementation and enforcement of human rights norms. NGOs provoke, energise and spread the message of human rights and mobilise people to realise that message".

According to Handmaker (2009:81), regionally-based NGO structures, once termed 'refugee forums', emerged and dissolved, leading, in some cases, to serious gaps in assistance, failure of advocacy, and, in the worst cases, actual marginalisation of refugee communities. In other cases, they led to innovative new ways of organising assistance as well as local and national advocacy.

Handmaker (2009:81) acknowledges all the refugee forums did eventually collapse, mainly because of two principal factors. The first was the failure to understand and acknowledge existing structures of civic mobilisation. The second, even more significant, factor was the tendency of South African NGO service providers to ignore refugee voices. Tlou, cited by Handmaker (2009:82), affirms that the Cape Town Forum was the most successful of the regional forums, establishing sub-programmes on education, emergency assistance and shelter. However, it faced internal divisions and was eventually collapsed into a single NGO, the Cape Town Refugee Centre (CTRC).

All three selected organisations for this study are members of both the Tutumike network and CoRMSA. ARESTA (2012) explains that 'Tutumike' means 'let's work together'. Involving a broad range of organisations, it was established following disenchantment with the experiences of the Cape Town Refugee Forum. Tutumike

confined its activities to exchanging information on what its member NGOs were doing, organising public awareness activities to combat rising xenophobia, and determining ways in which refugees could be better assisted (Handmaker, 2009:82).

CoRMSA (2011:4) defines itself as a non-profit, non-government organisation committed to the promotion and protection of refugee and migrants rights. It comprises member organisations and individuals dedicated to protecting the lives and welfare of refugees, asylum-seekers and other migrants entering or living in the Republic of South Africa. It uses its membership network to advocate for rights-based refugee and migration policies and laws, promote best-practice models and encourage compliance with minimum international and national constitutional standards. To achieve these objectives, the CoRMSA programme includes advocacy, research, public awareness-raising, capacity building and networking (CoRMSA, 2011:4).

The next section examines the programmes offered by three selected refugee service providers, all operating in Cape Town.

3.7.2. Selected refugee service providers in Cape Town

This section presents the three refugee service providers selected for this study, ARESTA, CTRC and SCCT, and their programmes.

3.7.2.1. Agency for Refugee Education, Skills Training and Advocacy

ARESTA was founded in January 1996 by Father Michael Lapsley, SSM (current Patron) and established as an NPO in September 2001. It was established to advocate for and provide psychosocial support to asylum-seekers and refugees, living in urban and surrounding areas of the Cape Metropolitan region, wishing to integrate successfully within South African society (ARESTA, 2012).

Through its holistic approach to adult education, it provides a comprehensive psychosocial package of self-reliance activities which assist refugees and asylum-seekers to grapple with economic, social and psychological issues in South Africa (ARESTA, 2009). Its services include:

- Career and educational counselling.
- English language training.

- Refugee rights awareness campaigns.
- Vocational and skills development training.
- HIV/AIDS, life skills.
- Income generation activities.
- Self-sustainability initiatives: networking, lobbying and advocacy. (ARESTA, 2012.)

ARESTA clients are mainly young refugees and asylum-seekers living in Cape Town who, after a long journey and much hardship, arrive in South Africa in the most destitute and traumatised state after fleeing their home countries (ARESTA Overview, 2011b:5). ARESTA involves them in programmes geared towards regaining their human dignity and self-worth though educative, supportive and healing programmes (ARESTA, 2011b:5) such as:

- Employment opportunities workshops at ARESTA's Training Centre.
- Job-hunting support: bringing asylum-seekers and refugees to read jobs advertisements in newspapers.
- Curriculum Vitae (CV) and cover letter writing.
- Job interview preparation: role play.
- Contact with SAQA to help refugees obtain equivalents of their academic qualifications in South Africa.
- Assistance with registration at tertiary institutions (universities and colleges).
- Advocacy work with employers and universities.
- Anti-xenophobia campaigns in townships (ARESTA, 2009:n.p.).

3.7.2.2. Cape Town Refugee Centre

The CTRC is a humanitarian organisation established in 1994 to cater for the fundamental needs of asylum-seekers and refugees in the Western Cape. It strives to improve the quality of life of its clients by meeting their basic needs on a short-term basis, and enabling them to become self-reliant and self-sufficient through various empowerment opportunities (CTRC, 2008).

Partnerships with other South African organisations had to be established to execute this role effectively. It has worked to create a network of support for refugee and asylum-seeker learners and their parents through various groups and committees (CTRC, 2008.) One of the aims of CTRC is to mobilise resources from international

and local donors and the public since refugee service providers alone cannot help asylum-seekers/refugees (UNHCR, 2008).

CTRC programmes are the following as outlined in its website:

- Psycho-social intervention services programme: to assist refugees and asylum-seekers with material assistance such as accommodation, food vouchers, clothes, and blankets, and to provide psycho-social support in the form of counselling or referral to appropriate institutions.
- Education for children programme: to encourage refugee and asylum-seeker children of school-going age to attend school. It provides parents and guardians with information about procedures to access education, and builds relationships with schools to create a welcoming environment for refugee children. It offers financial assistance to refugee and asylum-seeker learners, contributing to school fees, transportation and purchasing books, school supplies and uniforms (CTRC, 2008).
- Empowerment and self-reliance programme: to equip refugees and asylum-seekers with practical and technical skills for employment, and to facilitate a process of initiating income generating ventures for refugees and asylum-seekers to achieve self-reliance and economic independence.

CTRC also offers language programmes for French-speaking learners and those who need remedial English classes.

In addition, CTRC advocates and lobbies with relevant state departments, networks with stakeholders and engages in fundraising activities to support the refugee programmes in the Western Cape.

CTRC (2008) notes the majority of refugees live in marginalised and deprived communities characterised by a lack of socio-economic progress and high unemployment. Even those who live with friends or relatives in the suburbs are faced with high levels of unemployment and limited sources of income. Owing to few opportunities for employment and self-employment, even highly educated and skilled refugees/asylum-seekers find it difficult to survive.

To enable refugees and asylum-seekers to integrate into host communities and build their own livelihoods, CTRC supports self-employment as the best form of assistance. To fulfil this goal, the empowerment and self-reliance programme was established with the following components:

- Income generating programme: introducing refugee and asylum-seeker women and men to practical and technical skills training while pursuing their business and professional aspirations. The Centre has been approached by many of the trainees who have expressed great interest in running income generating projects of their own (CTRC, 2008).

Furthermore, CTRC notes that numerous individuals from the income-generating programme with already established small businesses were ready to expand their ventures. They have the intention of employing people from the same programme who have the necessary skills.

- Translations and evaluations of academic certificates: Many well-educated refugees and asylum-seekers require assistance with the translation and evaluation of qualification certificates obtained in their countries of origin. CTRC believes this service will assist professionals such as medical doctors, nurses, engineers and accountants to gain employment (CTRC, 2008).Alongside this it runs a nursing programme designed to assist foreign-qualified nurses through the process of becoming a registered nurse in South Africa. CTRC and the UCT Law Clinic have compiled a manual which breaks down, step-by-step, the process of registering with the South African Nursing Council (SANC).

3.7.2.3. Scalabrini Centre of Cape Town

The Centre takes its name from the Bishop of Piacenza, John Bapist Scalabrini, who founded the order in 1887 to care for the welfare of migrants. This was a relevant need at the time since by the end of 19th century Italy had over a million migrants a year. Today, the Scalabrini Fathers operate in 24 nations in Asia, Australia, Africa, Europe, and the Americas (SCCT, 2011).

Scalabrinians interpret migration as a meeting place for peoples of different cultures and nationalities. They care for the needs of migrants and refugees practically through homes for refugees or deported aliens, seamen's centres, villages for elderly migrants and orphaned children. Research is also conducted into the plight of the migrant through seven Centres for Migration Studies operating at university level found in New York, Paris, Rome, Buenos Aires, Sao Paulo, Manila and Australia. The Centres conduct studies of the movement of populations around the world, publish peer reviewed journals and magazines and conduct radio and television programmes for migrants (SCCT, 2011).

According to SCCT (2011), the Scalabrini Fathers have provided welfare services in Cape Town to displaced communities since 1994, starting with religious assistance to different communities of migrants, and developing into providing welfare assistance when confronted with the problems of refugees from Angola, the Congos, Rwanda, Burundi and other African communities. A welcoming programme, which distributed food and clothes in 1998, expanded to include a development agenda by 2003 and, in 2005, the establishment of 'Lawrence House', a home for abandoned and orphaned refugee children The secular NGO, the SCCT, was established to run these projects.

A team of 26 staff and about 40 volunteers offer programmes dealing with welfare, training and assistance in accessing local services through referrals to schooling, bank accounts, health care, legal representation, qualification accreditation and social assistance. Around 2,000 people per month access its services (SCCT, 2011).

Services are divided into three components (SCCT, 2011):

- Employment access programme: Projects include the employment help desk, workshop programme, foreign educator internship programme, research project.
- Welfare services: individual migrants/refugees are assisted through a process of consultation, to ensure they gain access to basic social services such as medical care, schooling, bank accounts, shelter and legal assistance to obtain or regularise their documentation. Issues such as access to disability grants or documentation are followed up. The desk also manages a limited direct

assistance programme which offers support to emergency and special cases, for example clothing and/or access to other material assistance.

- Advocacy: this programme enhances the impact of all other SCCT activities. It offers legal advice and practical assistance to individuals to ensure their rights are respected. While it takes on any issue related to discrimination due to someone's foreign nationality, it focuses on the needs and protection of persons affected by xenophobic violence, disabled refugees, and protection of unaccompanied refugee and migrant children. The programme also conducts 'high level' advocacy with the aim of changing legislation and ensuring the implementation of existing laws and procedures. Advocacy services include:
    - assistance in approaching the Department of Social Development to assign safety parents;
    - follow-up of individual cases;
    - assistance in obtaining legal documentation;
    - assistance in accessing schools; and
    - documentation and protection issues: advice, information and referrals regarding the asylum application process, the appeal process, repatriation and resettlement.

3.8. Refugee service providers and their clients' complaints

The National Refugee Baseline Survey among stakeholders in the principal refugee receiving cities (Pretoria, Johannesburg, Durban and Cape Town) found CTRC was the organisation most visited in Cape Town, followed by ARESTA, Red Cross and the SCCT (Case, 2003:199). At that time, the majority of applicants who had visited CTRC complained about poor quality of assistance or that they were not assisted when they approached the Centre.

CASE also reports complaints of favouritism in CTRC's providing assistance to people from certain countries. It noted CTRC had addressed this by changing its screening and assessment systems and employing South African social workers to allocate assistance. Despite this, some participants still associated CTRC with favouritism, so CASE recommended CTRC improve its public relations and media campaigns to safeguard its name. It appeared some participants were unaware of CTRC's criteria for providing assistance, including that it is often dependent on family size and on whether the client falls within a vulnerable group (CASE, 2003:199-200).

CASE suggested it was possible applicants were also unaware of differing criteria used by service providers to render assistance or, alternatively, that applicants might have high expectations that service providers could not match, given high demand and limited resources (CASE, 2003:202).

CASE (2003:203) concluded it was likely that some applicants, familiar with the material support provided by some UNHCR's implementing partner organisations in their countries of origin, associated local organisations with these services, and did not understand their primary advocacy role, that is, to ensure refugees are assisted by the South African government through the services it makes available to the population at large, and by existing civil society programmes to help the urban poor.

Among the recommendations to service providers, CASE (2003:2008) suggests that service providers in each city of study conduct information campaigns and strengthen the coordination of assistance to limit duplication of services and enable a larger number of asylum-seekers and refugees to be assisted.

3.9. Summary

Chapter Three explained the refugee system in South Africa, which includes hardships that lead to the need for services from refugee service providers. Attention was drawn to discrimination and xenophobia that refugees experienced and to refugees' tendency to isolate themselves, which increases discrimination.

The chapter introduced and placed a special focus on the three selected refugee service providers in Cape Town, namely: ARESTA, CTRC and SCCT. Lastly, an overview of their programmes was presented. The next chapter presents the research design and methodology used in carrying out the study.

CHAPTER FOUR: RESEARCH DESIGN AND METHODOLOGY

4.1. Introduction

Chapter Four presents the research design and methodology adopted for this study. A combination of quantitative and qualitative research methods was used. Primary data was collected by means of a survey questionnaire, administered to clients of the three selected refugee service providers in Cape Town, and interviewing senior staff members at two of the service providers. Secondary data was collected by reviewing relevant literature.

4.2. Paradigmatic perspective

The term 'paradigm' may be defined as "a loose collection of logically related assumptions, concepts, or propositions that orient thinking and research" (Bogdan & Biklen, 1998:22) or the philosophical intent or motivation for undertaking a study (Cohen & Manion, 1994:38). The study followed an interpretivist-positivist paradigm with a combined quantitative/qualitative approach.

The first (quantitative component) phase of the study followed a positivist approach through the administration of a survey questionnaire to clients of the identified refugee service providers, to ascertain their perceptions of the services they received compared to their needs.

The second phase was conducted from an interpretivist perspective, following interviews with a key staff member from two of the selected service providers, to gain insight into the services offered and challenges they face in assisting their clients. The responses were analysed to ascertain their views and perceptions.

4.3. Research methodology

The study followed a mixed methods approach. According to Lapan & Quartarroli (2009:245-246), a mixed methods approach has certain advantages compared to single-method approaches. It allows for greater adaptability to adjust to planned and unplanned events throughout the research process. According to Gorard (2004:7), combined or mixed methods research has been identified as a "key element in the improvement of social science, including education research" with research strengthened by the use of a variety of methods. The author argues that mixed

methods research "requires a greater level of skill, can lead to less waste of potentially useful information, creates researchers with an increased ability to make appropriate criticisms of all types of research and often has greater impact" (Gorard, 2004:7).

Quantitative data was collected by administering a survey questionnaire to clients, or potential clients, of refugees' service providers. Thereafter, qualitative data was collected by conducting semi-structured interviews with the senior staff at two of the selected refugee service providers in Cape Town.

4.4. Study areas and justification of choice

Several potential refugee service providers in Cape Town were identified that could have served as the focus of the study. Based on findings from preliminary telephonic conversations and site visits, three organisations were selected for study, namely ARESTA, located in Athlone; CTRC, located in Wynberg and SCCT, located in the City Bowl. They were selected based on the following criteria:

- Primary organisation assisting refugees in the Cape Metropolitan area.
- Existing for more than eight years.
- Provide a variety of services.
- Cooperativeness of their administrators.
- Strategic location, stability and assistance offered to refugees from different countries.

4.5. Population under study

The population for this study was 120 clients of ARESTA, CTRC and SCCT and two senior staff interviewed. Clients were identified through their records, with permission and assistance from the organisations. The questionnaire was administered to both refugees who had asked for and received assistance, and those who asked for but were not assisted, or were still waiting for assistance.

4.6. Sampling techniques

Hair, Bush and Ortinau, cited by Polonsky & Waller (2011:144), note that when gathering data it may be impossible to contact everyone in the target population because it might be too expensive, too time consuming or just physically impossible to undertake. Therefore, a researcher can use a sample, which is a subgroup of the

population selected for participation in the study. Monette, Sullivan & Dejong (2007:140) agree that a major reason for studying samples, rather than the whole group, is that the whole group is sometimes so large that studying it is not feasible. They argue sampling makes it possible to study a workable number of cases from a large group to derive findings that are relevant to all members of the group. Moreover, the authors suggest that we can get better information from carefully drawn samples than we can get from an entire group. However, Williams (2000:209) argues that even though generalisation seems to be inevitable in interpretivist research, this needs to be moderate.

Stratified random sampling was used in this study. This two-step process partitions the population into subpopulation, strata or group, after which elements are selected from each stratum by a random procedure (Fink, 2010). Creswell (2012:146) states this sampling tool is used when the population reflects an imbalance in a characteristic of a sample or when a simple random sampling procedure would yield too few participants in a specific category than is needed for thorough statistical analysis.

Initially, the intention was to evaluate services and programmes on an individual basis. However this approach was abandoned because for some services or programmes there were not enough respondents to provide adequate and meaningful data. Consequently, the evaluation was done generally.

With the assistance of the organisations, respondents were selected to ensure that they represented all refugee communities. Their countries of origin, age groups, gender, activities, English-language speaking abilities, education levels and incomes were considered, and their needs in relation to services received or being offered.

At each service provider, programmes or services offered were first identified. (Programmes formed a strata or a group.) A list of applicants was obtained, regardless of whether or not they had received services. Participants were selected from each programme list by means of a random procedure, following which their contact details were obtained. Using the phone, a brief description about the researcher and the purpose of the research was firstly provided to each participant in order to obtain their consent in taking part in the survey. Participants were then asked if they were willing to take part in the study. For those who agreed,

appointments were set up to meet at the service providers' premises. For most participants, appointments were set for their next visit to the service providers, or on the same day as they regularly accessed a service, such as attending a class or collecting monthly rent money.

The questionnaire was administered on the premises of ARESTA, CTRC and SCCT. The number of respondents for the sample was 40 per refugee service provider, making a total of 120 refugees and asylum-seekers.

4.7. Data collection techniques

As mentioned earlier, the study used both quantitative and qualitative techniques to collect data. Data from refugees was collected using the survey questionnaire, whereas data from refugee service providers was collected through a face-to-face interview with two senior staff members at two selected refugee service providers. The plan was to interview three staff (one each from the selected organisations) but the researcher could not interview the SCCT Director because she was not available during the interview timeframe.

4.7.1. Quantitative techniques

Quantitative research is a technique involving analysing data from relatively large numbers of respondents, from which the data generated can be projected to represent the population as a whole by using a representative sample and various statistical techniques (Polonsky & Waller, 2011:135). For the purpose of this research, a survey was the ideal method of generating primary data. Malhatra *et al.*, quoted in Polonsky & Waller (2011:135), argue that a survey is a structured questionnaire given to a sample of a population and designed to elicit specific information, for example attitudes, intentions, awareness, behaviours and motivation, from respondents. Surveys are most often direct, with the questions being presented in the same order to each respondent.

A structured questionnaire targeted at refugees who were beneficiaries of services offered was prepared in English and translated into French so that respondents from French-speaking countries could understand the questions. The questionnaire consisted of mostly closed-ended questions, with some open-ended questions to probe in-depth insights. In some cases, questions were translated into the language

refugees could most easily understand. Refugees who had received help as well as those who had asked for, but were not assisted, were surveyed.

The questionnaire was administered to refugees living in Cape Town to seek their views on services offered to them. The questionnaire was piloted at ARESTA in February 2011. Thirty sets of questionnaires were administered to clients of ARESTA before being administered at other organisations. Comments from the pilot phase helped to improve the previous questionnaire and made it more comprehensible. Most respondents were met at the premises of the refugee service providers; a few were met at their places of residence. The survey was fielded between August 2011 and May 2012. The survey was carried out by the researcher and one trained research assistant who is a graduate of CPUT in Master of Technology: Tourism and Hospitality Management.

4.7.2. Qualitative techniques

According to Polonsky & Waller (2011:134) qualitative research methods are techniques used for a small number of respondents who provide information about their thoughts and ideas from which some conclusions can be drawn. In-depth interviews are conducted on a one-to-one basis. The interviews vary in length and can be either structured or unstructured. Interviews attempt to uncover underlying motivations, prejudices and attitudes that might not be identified in other primary data collection techniques. Interviews also allow for more in-depth probing of an issue that one wants to discuss further. According to Yin, cited by Wauters & Lambrecht (2008:900), qualitative research is the most fruitful approach for answering ‘how’ and ‘why’ questions.

Semi-structured interviews were conducted with two senior staff members at two of the three selected organisations. A set of predetermined open-ended questions were developed to guide the researcher during the interviews, during which participants were encouraged to share their experiences in delivering services to refugees. Permission to record the interviews was sought before the interviews started and all three senior staff members gave their consent.

4.8. Data analysis

Data collected was analysed according to statistical principles. With the help of the

Cape Peninsula University of Technology (CPUT) statistician, Statistical Package for Social Sciences (SPSS) software was used to analyse the data and generate statistics and frequencies. The results are presented in Chapter 5, using both tables and charts in line with practice in available literature and as discussed.

4.9. Ethical considerations

The research proposal for this study was approved by the Senate Research Committee of the CPUT, while the methodology and the ethics were approved by CPUT Ethics Committee.

Permission was sought to conduct research at the three selected refugee service providers and obtained on 19 July 2010 from SCCT, and 29 July 2010 from ARESTA and CTRC. The researcher adhered to and followed all ethical guidelines, ensuring that the study guarantees anonymity and privacy of participants and that all data collected was handled with confidentiality and used for research purposes only.

Participation in the study was voluntary, with no form of coercion used against participants. Participants were assured of confidentiality and anonymity and informed of their right to withdraw at any stage and for whatever reason. Permission was sought to record the interviews. Participants in the survey were asked to sign consent forms prior to participating and their names were not disclosed. Although the survey was completely anonymous, on the last page participants were asked to indicate whether they were interested in knowing the outcome of the study. Those interested were asked to provide their contact details. They were promised a summary of the findings. Permission was sought before using the names of the senior staff members who participated in the interviews. Besides the required dissertation to be submitted to CPUT, research findings will be submitted to the three participating organisations to help them improve their services.

4.10. Delineation of the research

The study was limited to refugees living in the urban and surrounding areas of Cape Metropolitan region, over 18 years of age. Although the study drew attention to difficulties of refugees in getting papers from the Department of Home Affairs (DHA), the research excluded services offered by the government. The research was limited to only three selected refugee service providers.

4.11. Summary

This chapter detailed the research design and methodology used to conduct the study. It also described the combined use of quantitative and qualitative methods, together with how the questionnaire was administered and interviews conducted to collect data. The next chapter presents and discusses the results of the empirical research.

CHAPTER FIVE: PRESENTATION AND DISCUSSION OF RESULTS

5.1. Introduction

This chapter presents and discusses the results from both the questionnaire survey and interviews. It comprises three sections: first, the demographics of the study population are presented. This is followed by the presentation and explanation of the results of the questionnaire distributed to clients (past, current and still awaiting service) of the selected refugee service providers. The results are presented in percentage distribution charts and tables. Finally, the results from the two interviews conducted with senior staff from two of the three selected service providers, are presented and discussed.

5.2. Demographic characteristics of the study population

The study focuses on refugees who have settled in the Cape Town Metropolitan region and who are clients or prospective clients of three selected refugee service providers. A total of 120 refugees, 40 per selected organisation, responded to the survey.

The demographic characteristics of respondents are presented in the following pages, detailing their age, gender, country of origin, marital status, suburb where they were living at the time of the study, occupation, length of time they have been in South Africa and why they have chosen to be in Cape Town.

Table 5.1, next page, shows the distribution of respondents across the selected refugee service providers, namely: ARESTA, CTRC and SCCT.

Table 5.1: Distribution of respondents across the selected refugee service providers

Refugee service providers	Respondents	Percentage	Graph
ARESTA	40	33.33	|||||||||||
CTRC	40	33.33	|||||||||||
SCCT	40	33.33	|||||||||||
Total	120	100	

Table 5.1 shows that there was an even distribution in respondents' place of survey. A total of 120 respondents were surveyed, forty (40) each at CTRC, ARESTA and SCCT. This is because the researcher distributed an equal number of questionnaires at each organisation.

Table 5.2 shows the gender of respondents who took part in the survey.

Table 5.2: Gender of respondents

Respondents' gender	Respondents	Percentage
Male	55	45.83
Female	65	54.17
Total	**120**	**100.00**

The table shows that 45.83% of respondents in the survey were male and 54.17% were female. Two previous studies (Lanzi Mazzocchini, 2008 and Uwimpuhwe, 2010) on refugees and migrants in the Western Cape had a higher number of male respondents. In this study, the disproportional ratio in the respondents' gender is because in most families males are out working or job hunting and send their female partners or a female member of the family to seek assistance.

Figure 5.1 on the next page displays the age categories of respondents.

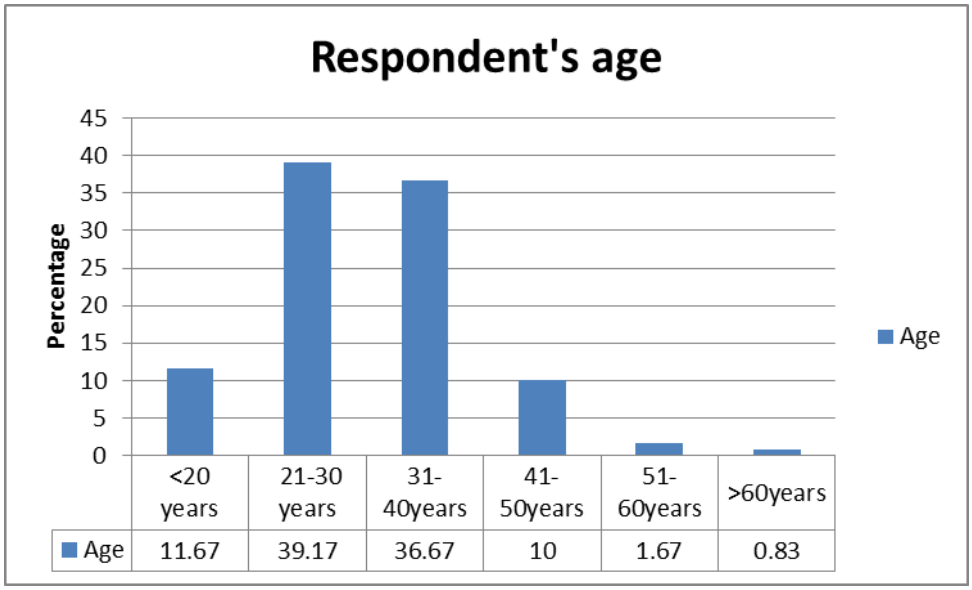


Figure 5.1: Age of respondents

The majority of respondents (39.17%) were in the age category 21 to 30 years, followed by those between 31 and 40 years (36.67%). The under-20 category (11.67%) placed third, while the last two age categories, 51 to 60 years and older than 60 years constituted 1.67% and 0.83%, respectively. It is clear that majority of respondents seeking assistance are young adults.

Figure 5.2, next page, shows the respondents' countries of origin.

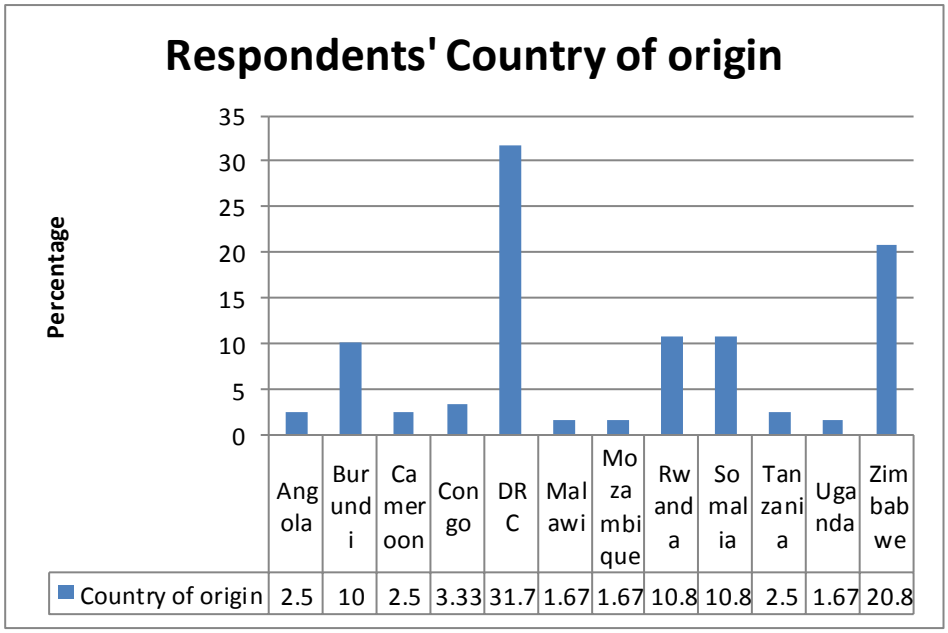


Figure 5.2: Countries of origin of the survey respondents

Figure 5.2 shows that respondents came from 12 African countries. The largest group come from DRC (31.7% of respondents), followed by Zimbabwe (20.8%). These were followed by Burundi, Rwanda and Somalia, which together accounted for 31.6% (Burundi, 10%; Rwanda, 10.8%; Somalia, 10.8%). Other countries represented included Congo (3.33%), Angola (2.5%), Tanzania (2.5%), Cameroon (2.5%), Malawi (1.67%), Mozambique (1.67%) and Uganda (1.67%).

These results are consistent with those found in the Lanzi Mazzocchini (2008) and Uwimpuhwe (2010) studies. Sixteen countries were represented in Uwimpuhwe's study, which examined the impact of the 2010 FIFA Soccer World Cup on African immigrants (n = 200) in the Western Cape: DRC (56 or 28%) of respondents; 34 (17%) from Rwanda; 32 (16%) from Zimbabwe and 15 (8%) from Burundi. Other countries were Malawi, Somalia, Congo Brazzaville, Angola, Nigeria Mozambique, Kenya, Zambia, Tanzania, Ethiopia, Liberia and Cameroon (57 respondents collectively).

In the Lanzi Mazzocchini (2008) study the largest country groups represented were Rwanda and the DRC, which together accounted for 64% of respondents. They were followed by students from Burundi (13%) and Uganda (8%).

Figure 5.3 indicates the suburbs in which respondents reside.

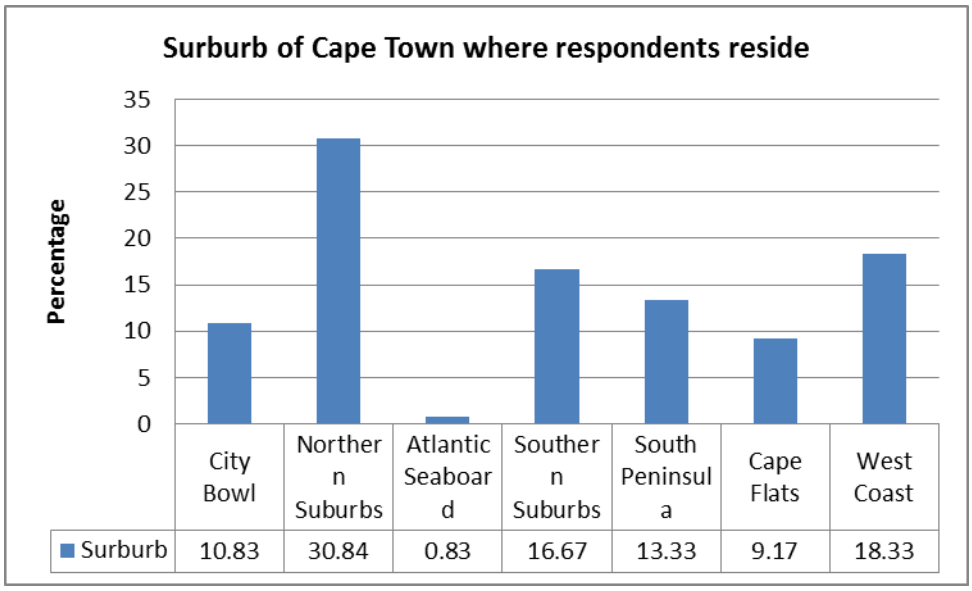


Figure 5.3: Suburbs where respondents reside

From the bar graph, 30.84% of respondents resided in the Northern Suburbs, comprising Bellville, Brackenfell, Durbanville, Goodwood, Kraaifontein, Kuils River and Parow. The West Coast (Blouberg, Melkbosstrand, Milnerton, Table View, and Parklands) follows with 18.33%. Those who indicated staying in Southern Suburbs (Claremont, Constantia, Diep River, Kenilworth, Rondebosch, Mowbray, Tokai, Wynberg) constitute 16.67%. Respondents residing in the South Peninsula (Fish Hoek, Muizenberg, Noordhoek, Kommetjie, Scarborough, and Simon's Town) constitute 13.33%, while 10.83% stay in the City Bowl and 9.17% in the Cape Flats. A very small percentage (0.83%) stays in the Atlantic Seaboard area.

Figure 5.4, next page, illustrates the marital status of the respondents.

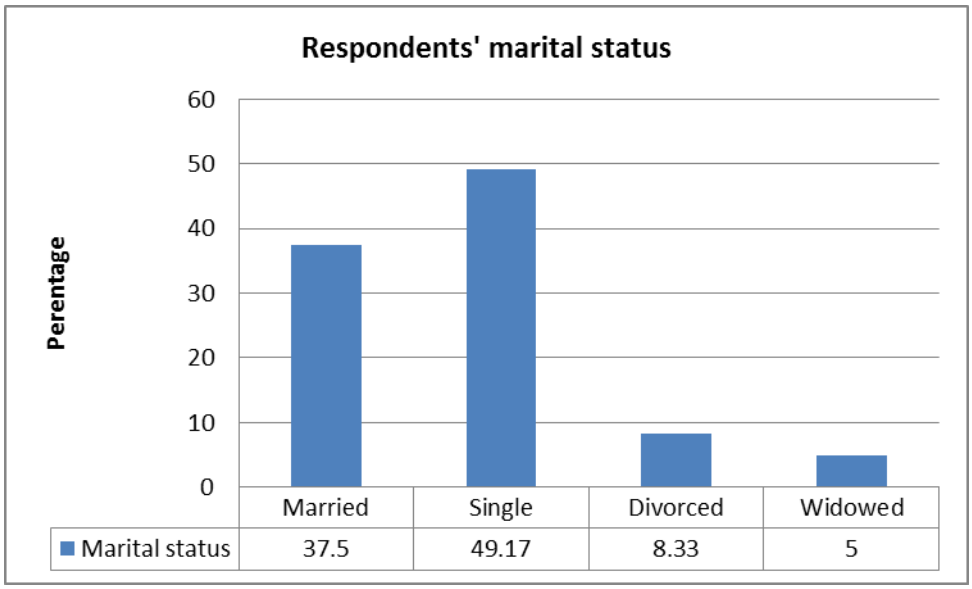


Figure 5.4: Marital status of respondents

Figure 5.4 indicates the sample was dominated by unmarried or single (49.17%) and married respondents (37.5%). The remaining 13.33 (8.33+5) were divorced or widowed.

Respondents' occupational status is illustrated in Figure 5.5.

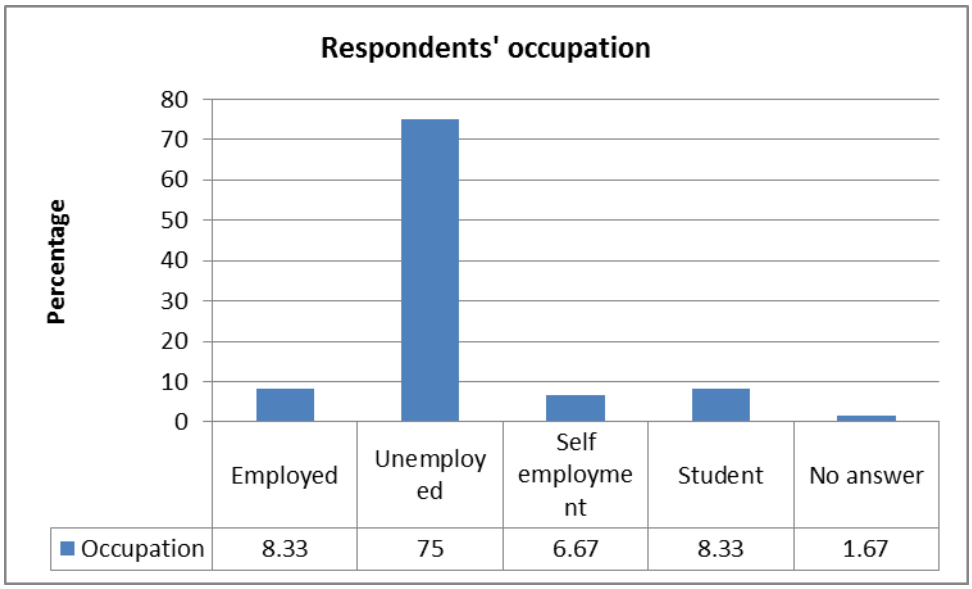


Figure 5.5: Occupational status of respondents

Figure 5.5 shows a significant majority (75%) of respondents reported being unemployed, while 15% reported being employed and self-employed. Respondents reporting being students constituted 8.33%, while 1.67% did not disclose their occupation. A possible explanation is that people who visit refugee service providers are normally those refugees who are most vulnerable; hence most of them are without employment, but some may have odd jobs, such as car guarding.

Respondents who were employed were asked the kind of work they do. Figure 5.6 shows the various occupations cited.

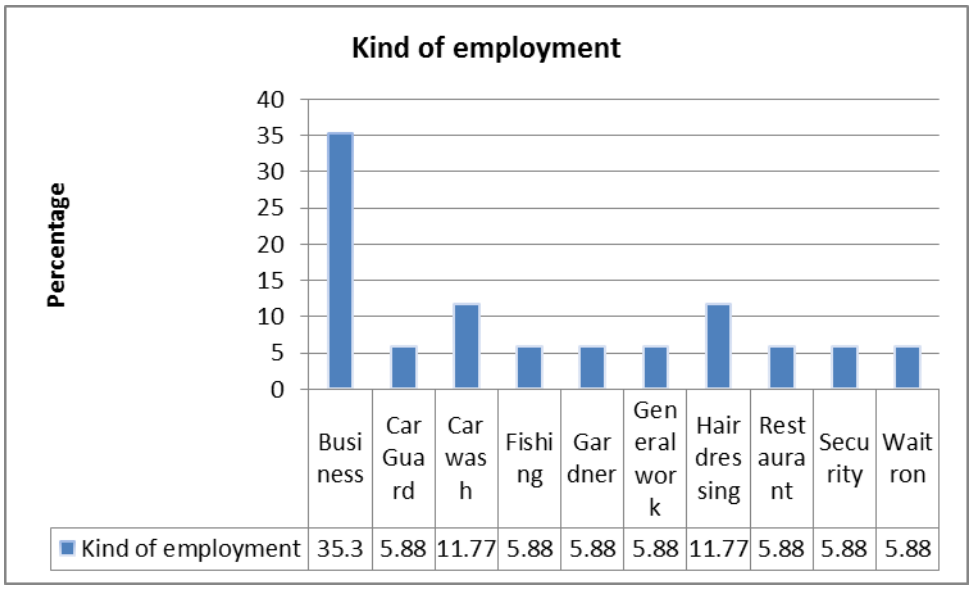


Figure 5.6: Nature of respondents' employment

Figure 5.6 indicates the majority (35%) of employed respondents were in business. Other respondents were car guards, car washers, fishermen, gardeners, general workers, restaurant workers, security guards and waitrons.

Figure 5.7, next page, shows the length of employment or self-employment.

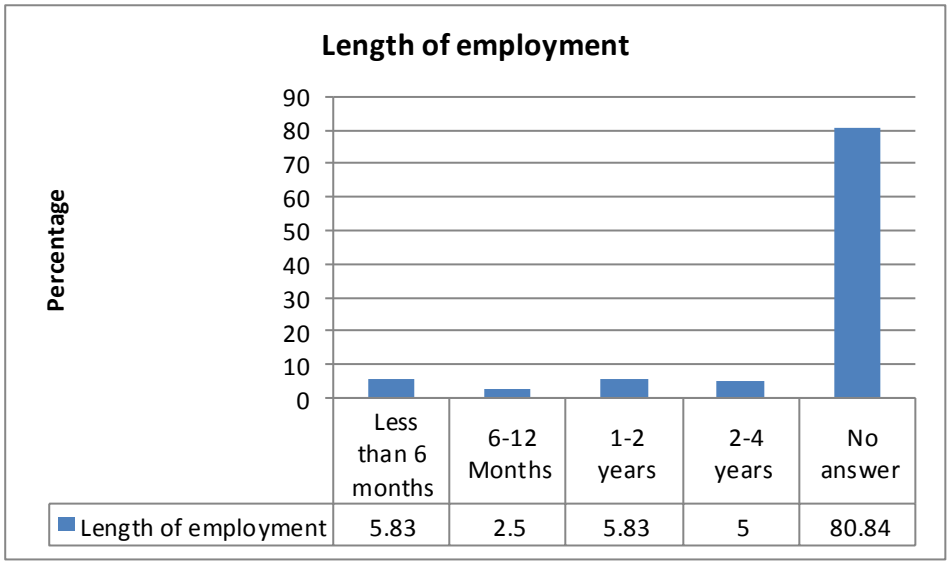


Figure 5.7: Length of employment of respondents who are working

This figure shows that 8.33% (5.83+2.5) of respondents have been working for less than one year, whereas 5.83% have been working between one and two years. Five percent of respondents have been working between two to four years. Eighty percent of respondents did not answer this question; this comprises those who did not want to disclose the length of time they have been working and those who were unemployed during the survey.

Figure 5.8 shows the length of time respondents who were unemployed had been in that situation.

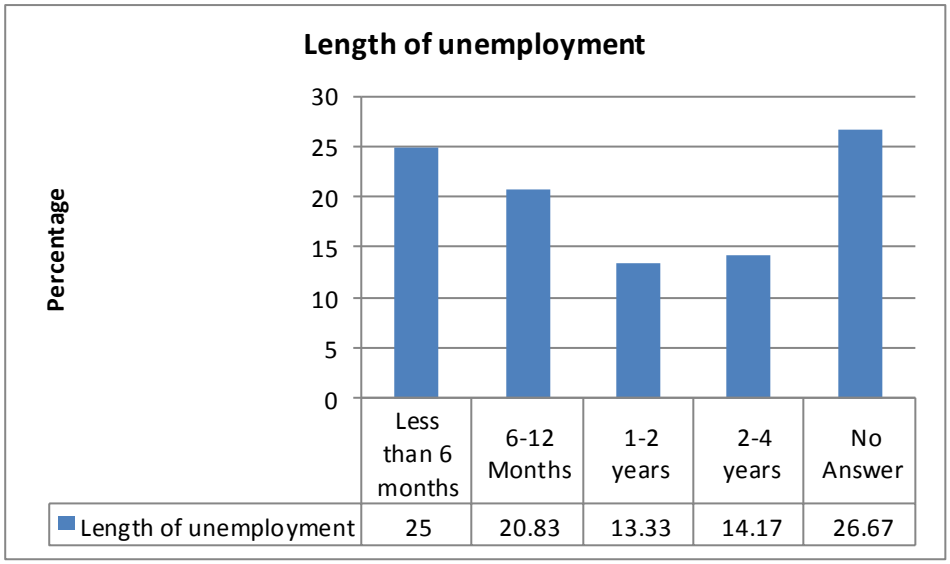


Figure 5.8: Length of unemployment of respondents

Approximately 46% (25+20.83) of respondents indicated they had been unemployed for of less a year, while 13.33% had been unemployed between one and two years and 14% between two and four years. The majority of respondents (about 27%) failed to respond. The high number of unemployed and the long period of unemployment might have caused an increase in the number of clients seeking assistance from the refugee service providers.

As explained during the interviews with senior staff, the mandate of refugee service providers is to assist refugees with basic services while they are still new in South Africa, and to help them to be self-reliant; but this is always hindered by the high local unemployment rate.

According to the refugee Policy & advocacy programme manager at ARESTA, even those who receive assistance through short courses still find it very difficult to find employment in the midst of high levels of competition from South African citizens and other refugees.

Figure 5.9 indicates how long respondents had been living in South Africa at the time of the study.

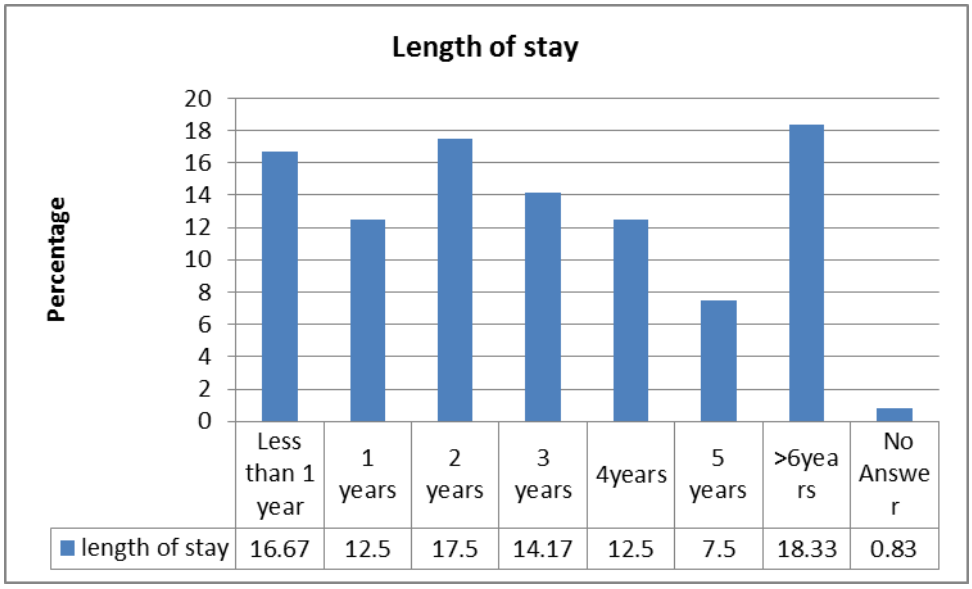


Figure 5.9: Length of stay

Respondents were asked to indicate how long they had been living in South Africa. About 47% (16.67+12.5+17.5) indicated they had been in the country for less than two years, 34.17% had been living in the country between three years and five years and 18% for longer than six years. Only one respondent (0.83%) who did not disclose the length of time lived in the country.

To find out why refugees chose to settle in the Cape Town Metropolitan area, respondents were asked to select a statement pertaining to their reasons for settling in Cape Town. Figure 5.10 shows their responses.

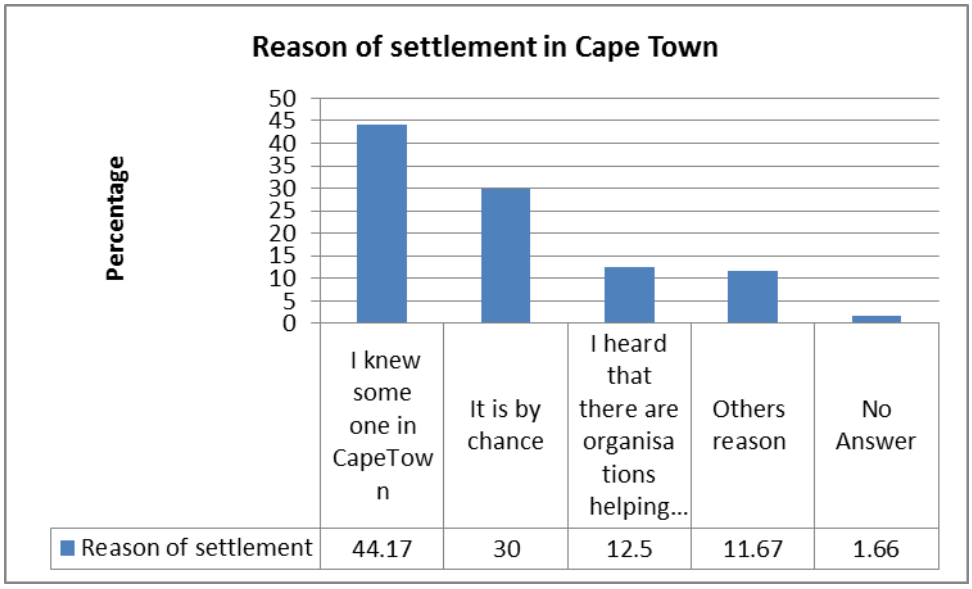


Figure 5.10: Respondents' reasons for settling in Cape Town

About 44% of respondents indicated that they knew someone in Cape Town and were joining family members or friends whom they knew back home. This category also included people who were joining their partners, and children joining their parents or relatives.

Thirty percent of respondents indicated that their settling in Cape Town was simply by chance, while 12.5% settled in Cape Town because they knew or heard that there were organisations helping refugees located in the city. Another reason cited was that of a hospital transfer of a respondent.

Figure 5.11 captures the relevant data regarding documentation respondents held.

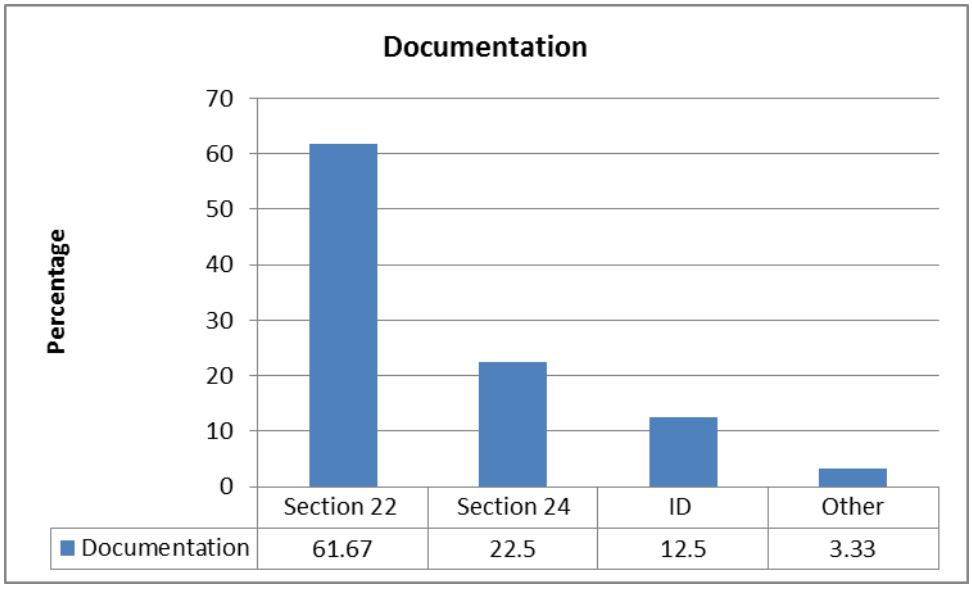


Figure 5.11: Respondents' documentation

Figure 5.11 indicates that among the respondents 61.67% held a Section 22 permit issued in terms the Refugees Act, 1998 which means they were classified as asylum-seekers; 22.5% had a Section 24 permit, meaning they were recognised as refugees in South Africa, while 12.5% possessed refugee ID books (the difference between the section 22 and 24 is provided on page 13). Other respondents, including those whose applications had been rejected and those who had launched an appeal, had other types of documentation.

5.3. Respondents' evaluation of services received from service providers

This section presents and discusses data from respondents' responses to questions pertaining to the services they received or requested. A brief description of each question is provided, followed by analysis, where necessary.

Respondents were asked if they had encountered any problems in their attempt to secure documentation. Their responses are shown in Figure 5.12.

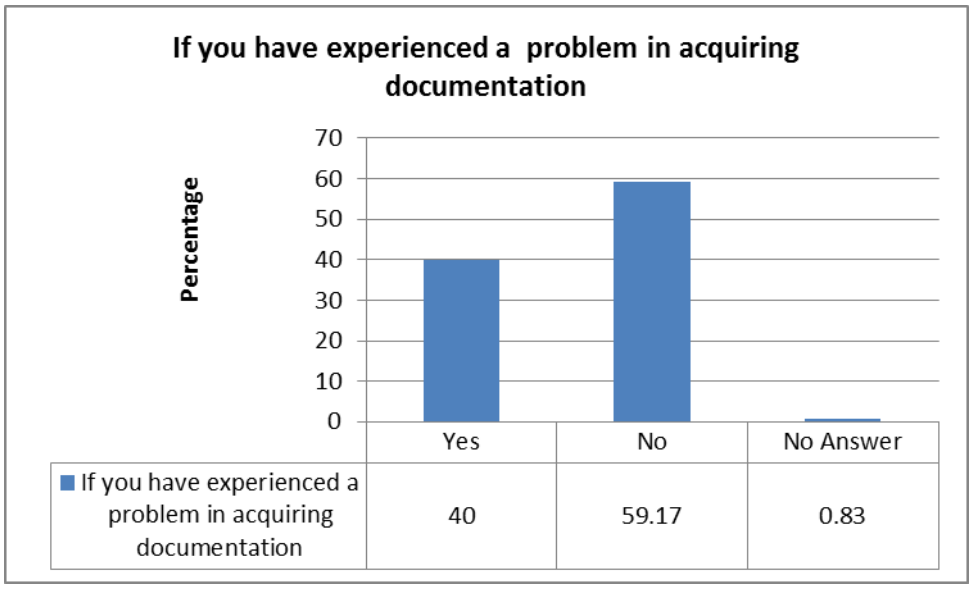


Figure 5.12: Respondents' experience of problems in acquiring documentation

Forty percent of respondents experienced their attempt to acquire documentation at the DHA as being problematic, while almost 60% indicated they had not experienced any problem in acquiring documentation. The fact that 40% of respondents reported encountering problems at the DHA is alarming given that it is critically important for refugees to have documents to access services offered by refugee service providers, government services and private institutions such as banks, and when applying for jobs or enrolment at schools.

Table 5.3 summarises problems encountered at DHA by respondents.

Table 5.3: Problems encountered at DHA

Problems encountered	Frequency	%
Applied more than once with no response	1	2.63
Complication of DHA staff	2	5.26
Documents provided not recognised	15	39.47
Ineffectiveness of DHA system	1	2.63
Request to bring a lawyer, but could not afford to hire one	1	2.63
Limited service	1	2.63
Long queues	1	2.63
Long hours	2	5.26
No help at all	1	2.63
No respect for disabled persons	1	2.63
Not received at all	1	2.63
Interpreter not available to assist	6	15.79
Slow service	5	13.16

The main problem encountered by respondents was the documents issued to them by the DHA itself: 39% of respondents indicated that documents they had been issued were hardly recognised or accepted by third parties, thus preventing them getting assistance from other stakeholders such as schools, employers, businesses, traffic departments and most financial institutions. Almost 16% of respondents reported that the problems encountered related to rejection on grounds of language, while other major problems related to administrative inefficiency and slow service. Refugees' seeking documentation reported the language barrier as a major problem as they do not understand the language or the forms to be filled in.

In a study conducted by Lanzi Mazzocchini (2008:92-93), 82% of respondents had had difficulties in liaising with the DHA when applying for asylum. The DHA has five RROs in four provinces country-wide which are understaffed and lack the resources and infrastructure to process the large number of applications they receive. Both the Appeal Board and Refugee Standing Committee are based in Pretoria, but deal with cases from all RROs; in many cases this results in the status determination process being lengthy.

The Human Rights Media Centre (HRMC) cited by Lanzi Mazzocchini (2008:92-93), argues that time-frames stipulated in the Refugee Act are impractical: The DHA, the Standing Committee for Refugee Affairs and the Refugee Status Determination Officer (RSDO) are unable to adjudicate files and appeals within the time-frame stipulated in the Refugee Act, leaving refugees in a state of limbo of extended deprivation and uncertainty. Lanzi Mazzocchini (2008:93) adds that 90% of the respondents reported they had had difficulties, pointing out the long waiting period. This is confirmed by the National Refugee Baseline Survey conducted in 2003 by CASE (cited by Lanzi Mazzocchini, 2008:93), which indicated that 71% of the respondents who had applied for asylum from April 2000 had not had their status determined after three years (CASE, 2003). In Lanzi Mazzocchini's own study (2008:93), it was found that 65% of respondents said they experienced mistreatment by Home Affairs clerks.

The physical factors inside DHA offices such as standing in long queues, no water, no food and lack of proper ventilation are a source of growing tension. The HRMC (cited by Lanzi Mazzocchini, 2008:93) reports cases where officials have been driven to shouting abuse and turning water-cannons on refugees when the situation at their offices becomes volatile. Refugees are at the mercy of an unresponsive system and, forced to queue at the department's door from before sunrise, sometimes succumb to overwhelming frustration and resort to stone-throwing and anti-social behaviours.

CoRMSA (2011:45) reports another problem that arises where banks refuse to open accounts for refugees, or to allow them access to their money in existing accounts because their documentation no longer provides acceptable proof of their identity. In some cases transaction restrictions were instituted, despite the banks having previously permitted accounts to be opened using the same identification.

CoRMSA (2011:45) documents how it had secured a court order (in the case (CoRMSA vs Absa and others) requiring banks to allow refugees to open bank accounts on condition that the DHA verified the authenticity of the ID documents. Despite the court order, refugees continued experiencing similar problems at certain branches of particular banks (CoRMSA, 2011:45). Six respondents of this study reported that their bank had sent their documents to the DHA for verification, but had to wait for months for feedback. One refugee from Burundi, who had been working for three years, had his bank account frozen for eight months while waiting for the

DHA to verify his documents.

A refugee arriving in a foreign country, without any preparation or local acquaintances, and, possibly, without being able to speak English, requires assistance upon arrival. This assistance is not primarily money or food, but rather guidance and orientation which any new arrival in a country requires, such as directions to the DHA for documents, obtaining accommodation, directions to a clinic when needed or how to enrol children in schools.

The figure on the next page illustrates the level of assistance (material, moral support or guidance) respondents received on first arrival in Cape Town.

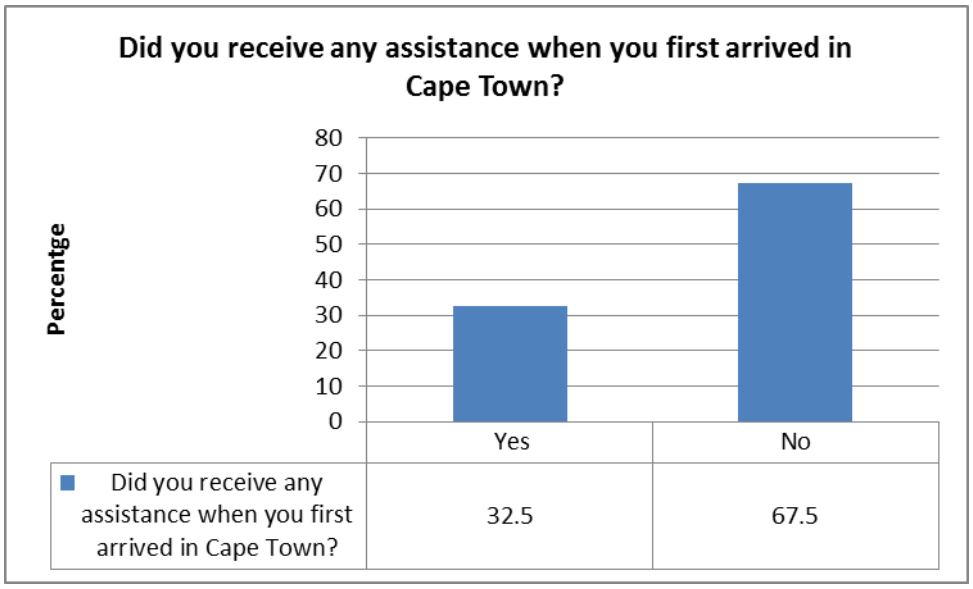


Figure 5.13: Receipt of assistance on respondents' first arrival in Cape Town

Figure 5.13 shows that only 32.5% of respondents received assistance when they first arrived in Cape Town, while 67.5% reported not having received any assistance on first arrival.

Table 5.4 lists the types of organisations respondents contacted for assistance and frequency after arriving in Cape Town.

Table 5.4: Organisations approached by respondents

Organisations approached	Frequency	%
ARESTA	8	22.22
CTRC	14	38.89
Church	1	2.78
DHA	2	5.56
SCCT	9	25
Shelter	1	2.78
Social worker	1	2.78

The table indicates that of the 36 respondents who responded to this question, 31 approached refugee service providers, 1 reported having approached the church, another a shelter, 2 the DHA and 1 a social worker for assistance.

Respondents were asked how they came to know of the service providers in whose premises the survey questionnaire was administered. The question was intended to assess how prospective clients of the service providers became aware of these organisations, because the literature review revealed that there were no formal referral mechanisms in place to ensure refugees were able to obtain assistance upon arrival. Referral often happened informally, by word of mouth (CASE, 2003:194). See Figure 5.14, next page.

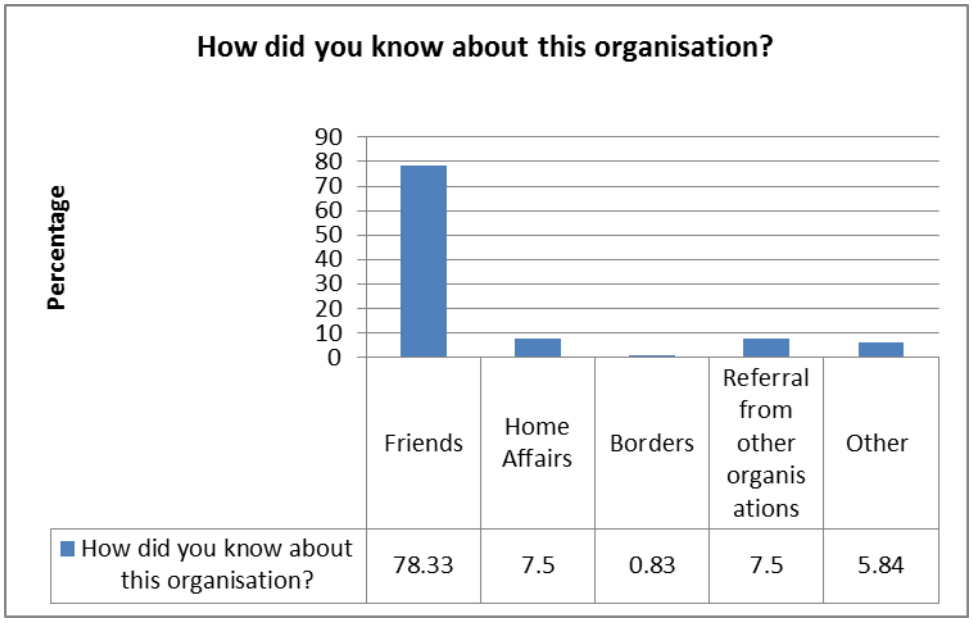


Figure 5.14: How respondents came to know about the refugee service provider

The majority (78.33%) of respondents learnt about the refugee service provider through referral by a friend. About 8% were referred to the service providers by the DHA, and another 7.5% indicated they had been referred by other organisations. Some respondents became aware of these service providers through efforts made by refugee organisations at the DHA. A small percentage (0.8%) indicated they had been made aware of a particular organisation from information received at the border, although the source was unknown. About 6% indicated they had become aware of the refugee service providers through other means such as own search, Internet search and other searches.

Responses to the level of assistance respondents had received from refugee service providers are captured in Figure 5.15.

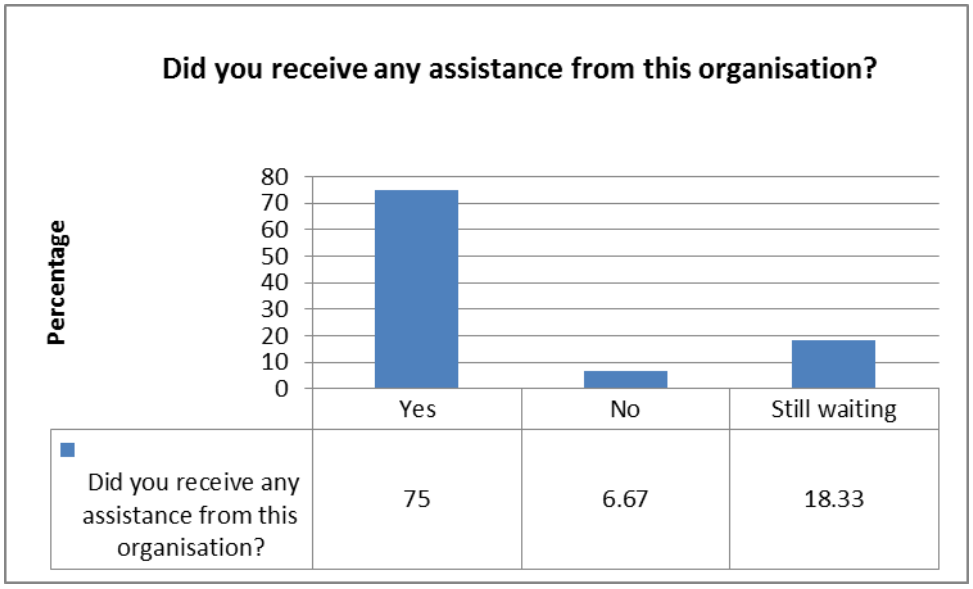


Figure 5.15: Respondents who have received assistance requested

A majority (75%) of respondents reported having received assistance whereas 6.67% reported not having received the requested assistance. Eighteen percent indicated that they were still waiting for the requested services.

The following figure (5.16) sheds light on the reasons why respondents would want to attend training provided by refugee service providers.

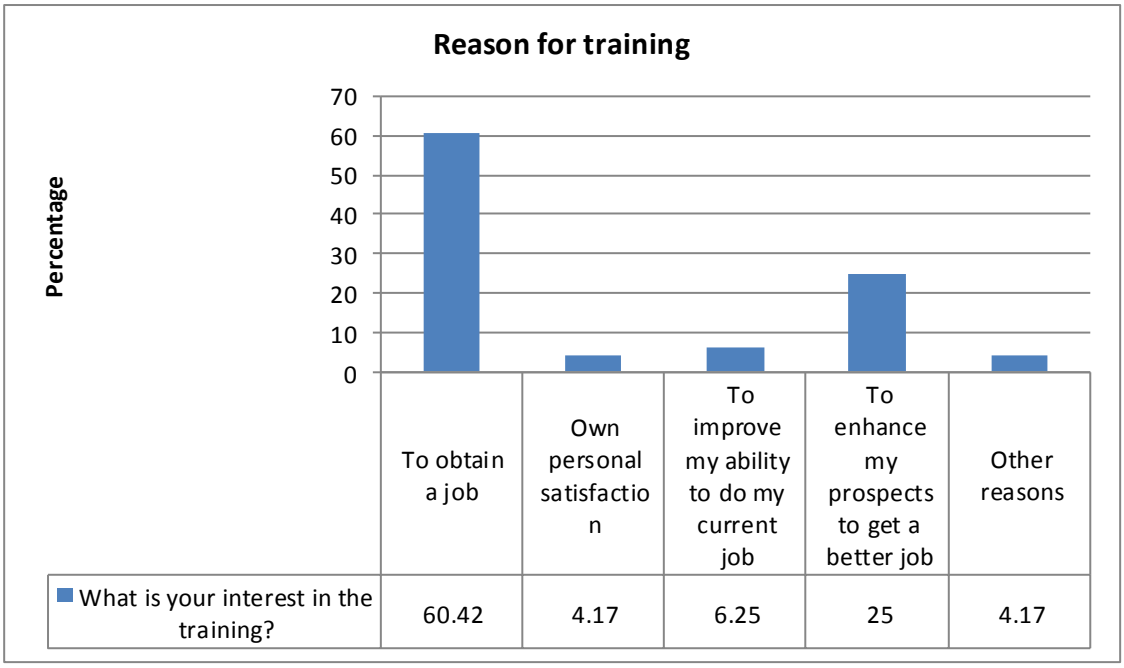


Figure 5.16: Reason for training

The questionnaire offered respondents four reasons for participating in one of the training sessions offered by the refugee service providers, and “Other” was provided for any other reason. Figure 5.16 indicates that 85% of respondents wished to complete training to obtain a job or to enhance their prospects for a job. A further 6.25% underwent training to improve their ability to perform their current job and 4.17% wished to undergo training for their own personal satisfaction. Other respondents (4.17%) who wished to return voluntarily to their countries of origin in the near future, because of security concerns or dissatisfaction with living in South Africa, wanted to undergo training which would assist them on their return home. Others wished to resettle in a third country and wanted to complete a course which would assist them in a new country.

The following figure (5.17) shows how often respondents needed assistance from the refugee service providers.

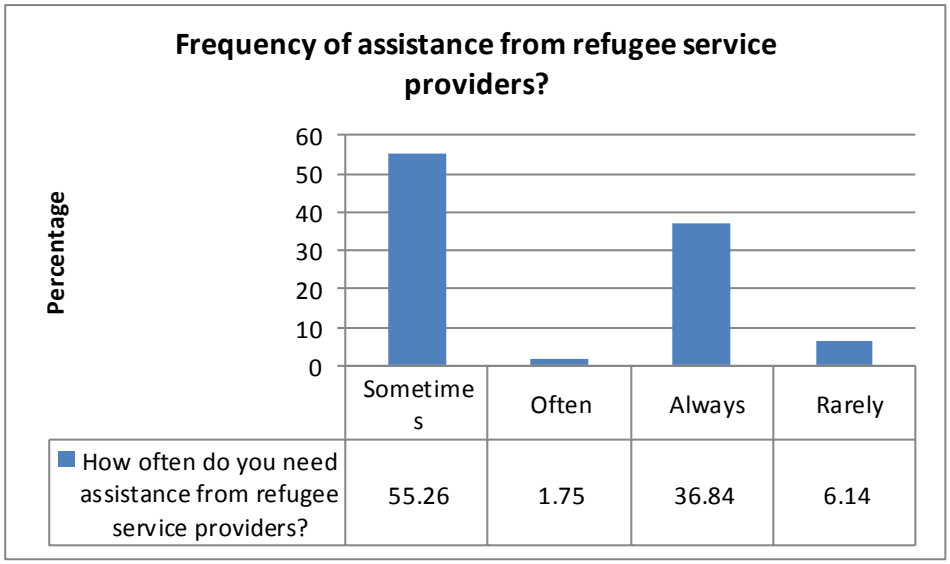


Figure 5.17: Frequency of respondents' need for assistance

Figure 5.17 indicates that 55.26% of respondents needed assistance sometimes, while 38.59% were in need of assistance regularly. Respondents who rarely needed assistance constituted 6.14%. The results show that refugees who visit the refugee service providers are either always or sometimes in need of assistance.

Respondents who indicated they only required assistance sometimes included those who sought guidance for training to acquire vocational skills (to find work or start their own businesses), while those needing regular assistance comprised vulnerable people such as refugees with disabilities, the elderly and unemployed parents with children.

Respondents who indicated that they did not receive assistance as requested were asked the reasons why they think they did not get it.

Figure 5.18 presents the reasons expressed by respondents.

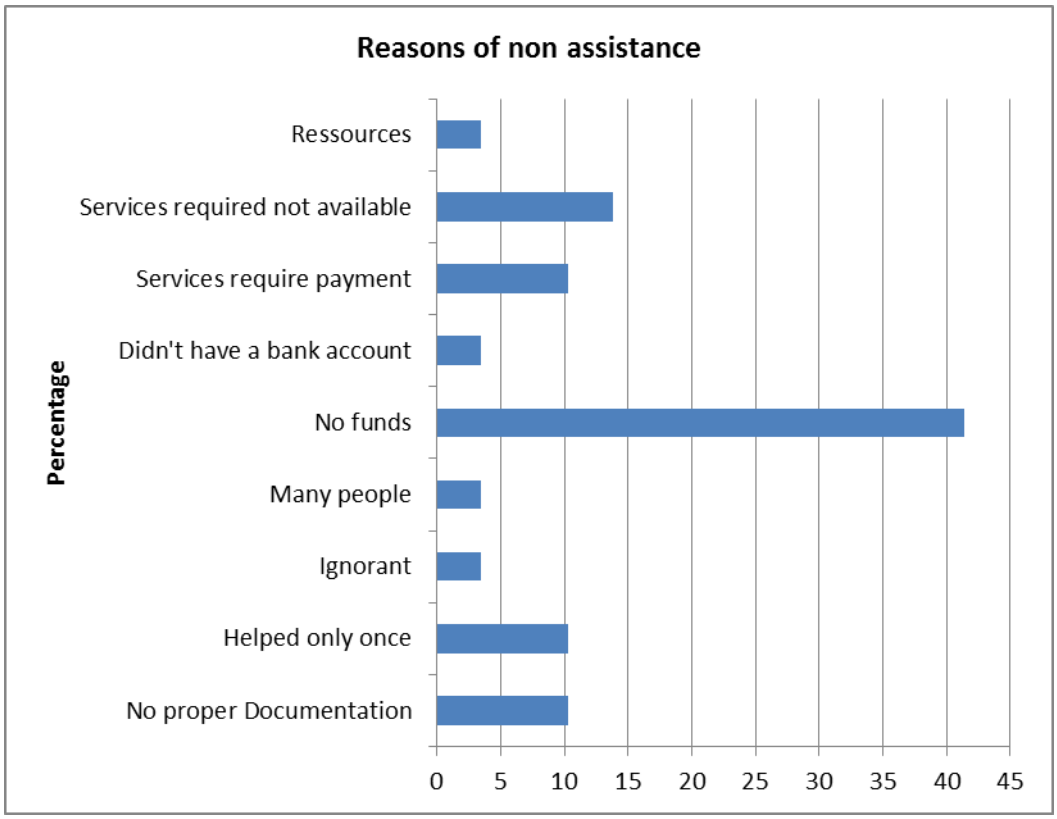


Figure 5.18: Reasons expressed by respondents for non-assistance

This question was answered by 19 respondents, those who had indicated they did not receive assistance or were still waiting for the services. Figure 5.18 indicates the majority (44.83%) reported they were told by the service providers approached that lack of funds and resources were the main reasons they were not assisted. This was followed by those who indicated that the services required were not available (13.78%), while lack of proper documentation was cited by 10.35% for being denied services. Another 10.35% reported being helped only once while they needed assistance more than once. The remaining respondents included those who reported they were not helped because that particular service required payment (10.34%) and one respondent (3.45%) who was denied assistance for not having a bank account. (Sometimes clients are required to have a bank account so that money can be deposited into their account.)

As already discussed, it is not always easy for refugees to open a bank account as many banks are uncertain of the validity and reliability of the official documentation. In most cases, refugees were requested to provide proof of address, which was

difficult due to the nature of their living arrangements or the work they undertake. Some respondents indicated that because of high rents, they shared crowded rooms, sometimes without the knowledge of the landlord, hence the difficulty in obtaining proof of residence. This was confirmed by Lanzi Mazzochini's study (2008:103), conducted in Cape Town among refugee students, which showed that 85% shared a one- or two-room apartment. In the majority of the cases, a minimum of three people shared one room and, in many cases, an average of between five and seven people shared a two-bed roomed apartment. Some male students indicated they slept in their room in shifts and had only one room at weekends as they were absent during the week working night shifts. Others who were also working night shifts stated that they stayed with friends at weekends (Lanzi Mazzochini, 2008:103).

Figure 5.19 illustrates respondents' views on the service provided.

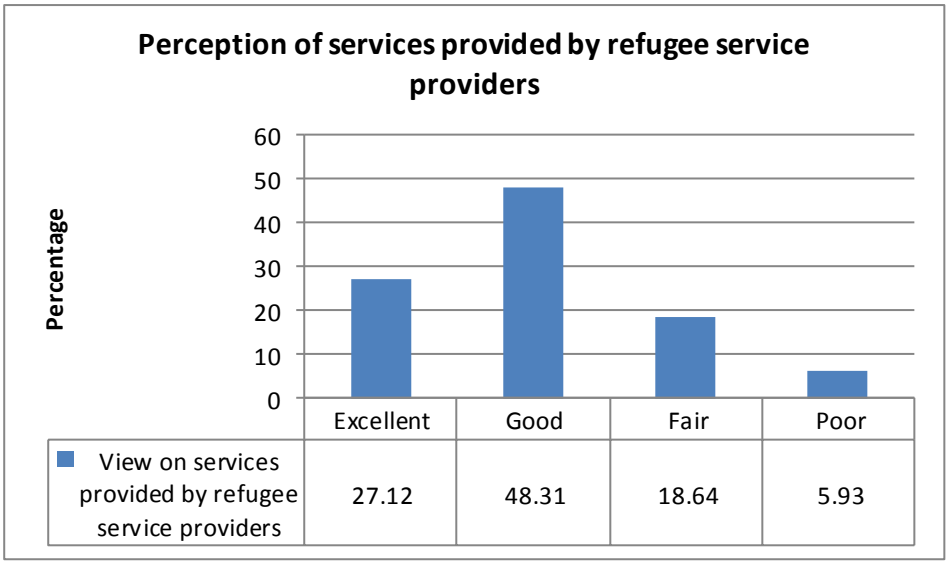


Figure 5.19: Respondents' views on services provided by refugee service providers

Figure 5.19 shows the majority (75.43%) of respondents rated the services positively (excellent and good), whereas 18.64% rated the services received as fair. Only 5.93% rated services as poor.

To interrogate these findings, respondents were asked if and how they had been referred (Figure 5.20).

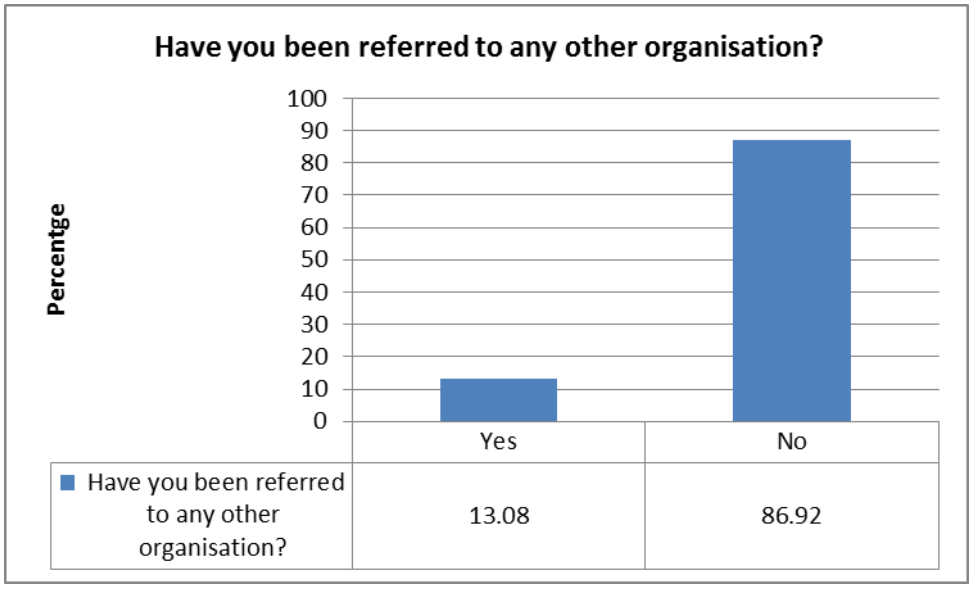


Figure 5.20: Referral of respondents to any other organisations

Refugee service providers cannot resolve all the problems encountered by refugees who approach them single-handedly; hence there is a need to refer some clients to other service providers. Refugee service providers also receive requests for services they do not provide, or do not have capacity for at the time the request is submitted. Figure 5.20 shows only 13.08% of respondents reported having been referred to other organisations, whereas 86.92% reported they had not referred to any other organisation.

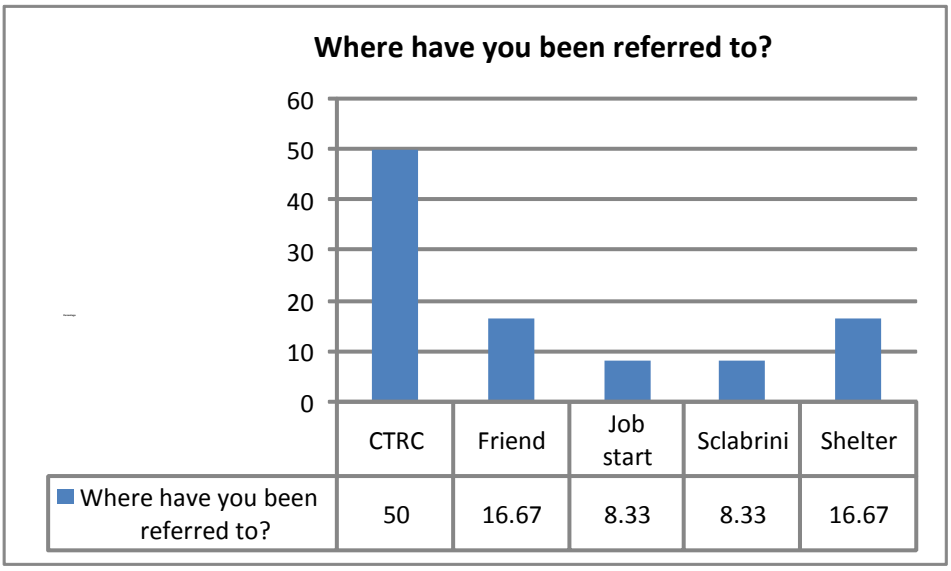


Figure 5.21: Organisations where respondents have been referred to

Figure 5.21 shows the majority (50%) of respondents were referred to CTRC, while 16.67% indicated that they were referred to friends for assistance. Respondents referred to SCCT accounted for 8.33%; an equal percentage was referred to Job Start (an outsourcing organisation that provides training in the hospitality industry and assists trainees with jobs placement) and 16.67% were referred to a shelter. CTRC offers a wide range of services and has stable funding; therefore, it is able to accommodate more clients than other selected refugee service providers. No respondent mentioned having been referred to ARESTA even though it is one of the refugee service providers that presents English lessons to new-comers for an extended period.

Respondents were also requested to indicate whether they had visited other refugee service providers or organisations. Refer to Figure 5.22 on the next page.

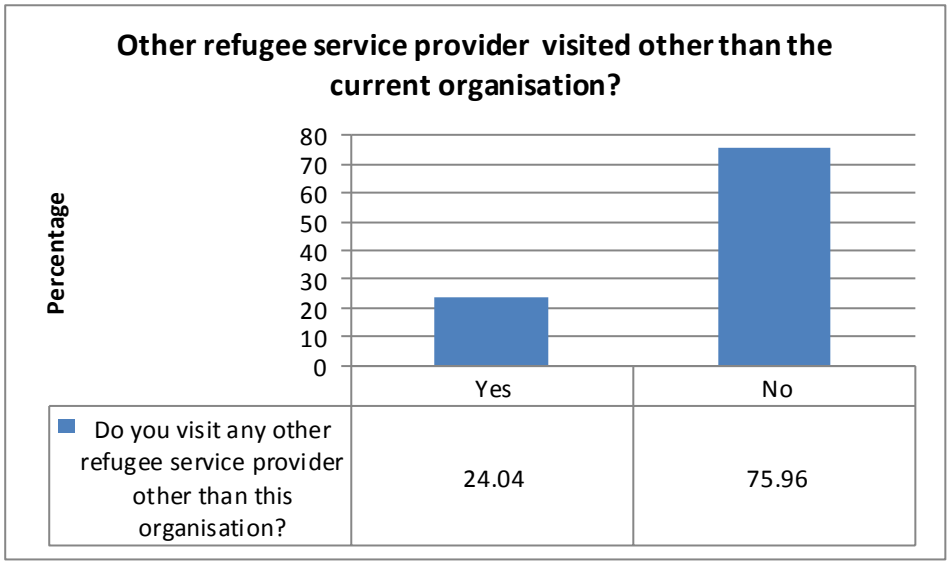


Figure 5.22: Respondents' visit to any other organisations

Figure 5.22 shows that 24.04% of the respondents reported having visited other refugee service providers or other organisations in the quest for other services, while 75.96% indicated they had not visited other organisations other than the service provider that they were currently with.

Table 5.5: Other organisations visited by respondents

Other organisations visited by Respondents	Frequency	Cumulative count	Percentage
AFRISA	2	2	7.41
ARESTA	2	4	7.41
Adonis Msati	2	6	7.41
CTRC	8	14	29.63
CWD	1	15	3.7
Church	2	17	7.41
Haven shelter	1	18	3.7
CCFRD (Retreat)	1	19	3.7
SCCT	5	24	18.52
Trauma Centre	1	25	3.7
UCT Law Clinic	1	26	3.7
UNHCR	1	27	3.7

Table 5.5 shows that besides the three refugee service providers selected for this study (shaded above), respondents had visited other organisations for assistance. The majority visited Adonis Msati (general assistance to Zimbabwean refugees), AFRISA (vocational skills) and a church. Other service providers visited included Catholic Welfare and Development (CWD) (Skills training, counselling and temporary accommodation for woman and children at their Bonne Esperance refugee shelter in Philippi), Trauma Centre (counselling), Haven Shelter (temporary accommodation), UCT Law Clinic (legal problems) and the UNHCR (resettlement, voluntary repatriation programmes).

Figure 5.23 reflects the type of reception respondents received when they approached the refugee service providers.

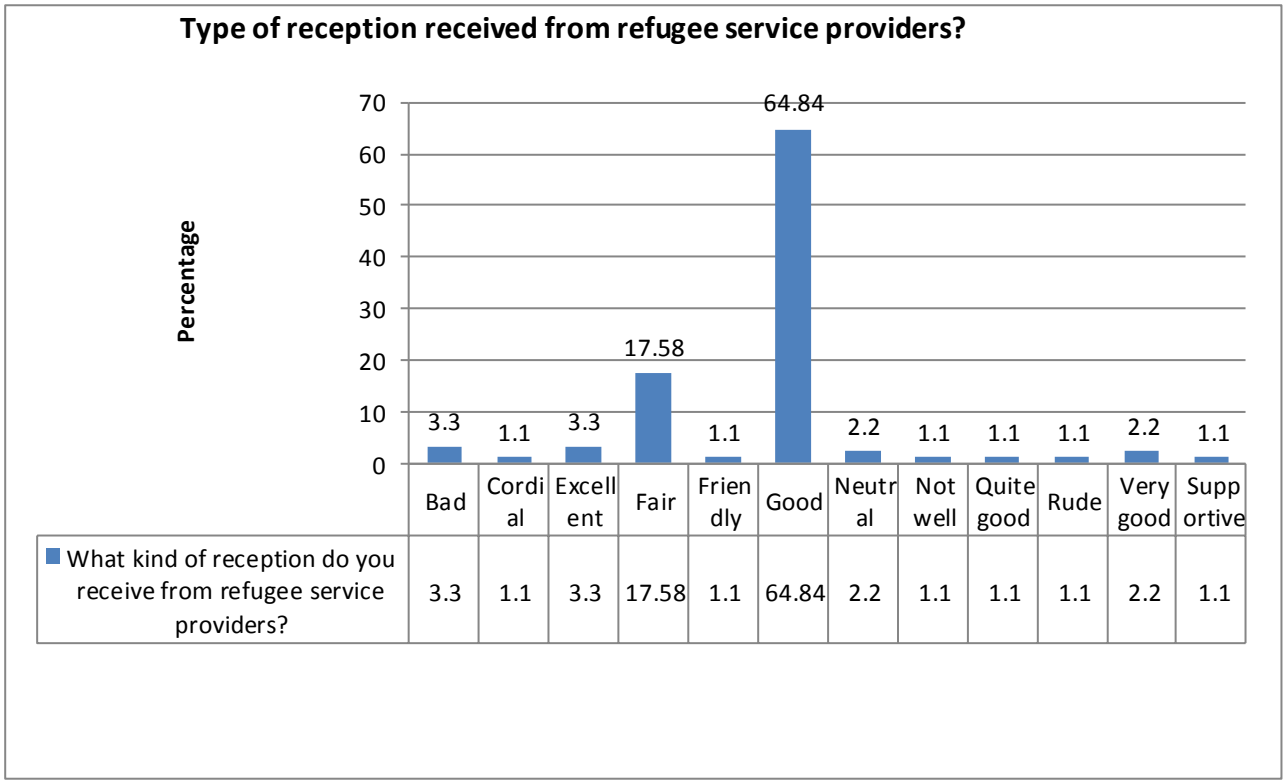


Figure 5.23: Kind of reception respondents received

An open-ended question was presented to enable respondents to describe the type of reception they had received. Figure 5.23 shows that 64.84% of respondents indicated the way they were received when they approached refugee service providers was good. Collectively, all the positive responses indicate that the vast majority (92.3%) of respondents rated the way they were received positively. Conversely, only 2.2% of the respondents remained neutral in rating the way they were received, while 5.5% indicated that the reception was negative.

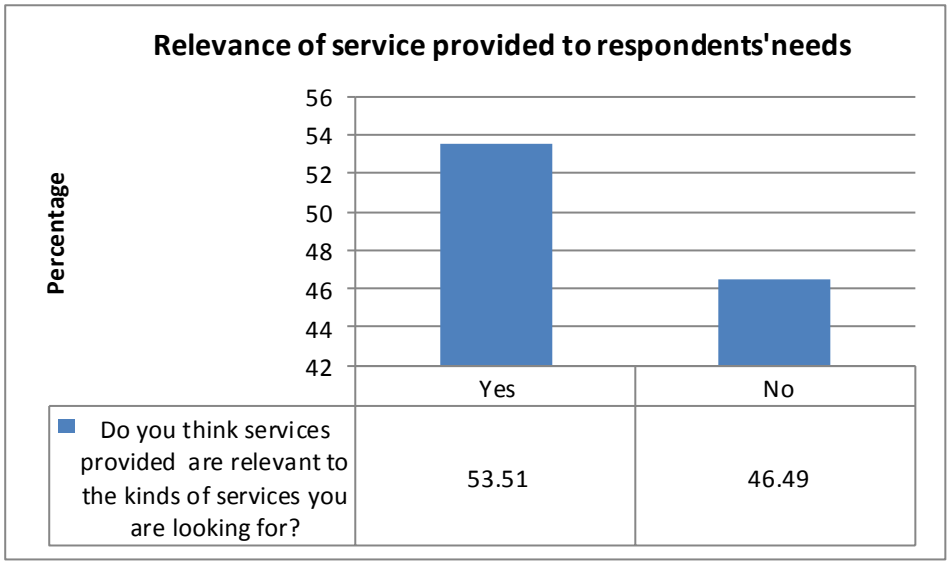


Figure 5.24: Relevance of service provided to respondents' needs

Figure 5.24 indicates that a slim majority (53.51%) of respondents were of the view that the services provided by refugee service providers were relevant to their needs, while 46.49% thought the services were irrelevant. This latter figure is significantly high.

Respondents were requested to provide a list of services they think service providers should add or offer. Table 5.6 sheds light on services suggested by respondents.

Table 5.6: Services suggested by respondents

Reference	What kind of assistance are you looking for?
1	Assistance in documentation
2	Enough help
3	Additional services
4	Jobs

Participants proposed improvements to the provision of services, grouped into four categories: assistance in documentation, enough help, additional services and jobs.

Assistance in accessing documentation: As already highlighted, possession of legal documentation is of crucial importance to refugees as it helps them survive. A lack of documentation has a major negative impact on securing employment, provision of livelihoods, shelter and education; essentially, everything required to live with dignity.

Even though refugees' documentation is not provided by the refugee service providers, respondents felt they should take this up, given its importance to their needs. They could, for example, use their advocacy and lobby programmes to convince the government to give this issue the attention it deserves.

Sufficient help: Respondents indicated that although they appreciate the help provided by service providers, the assistance given is often insignificant compared to their needs. An example was provided by a disabled male refugee from Rwanda, accompanied by his heavily pregnant wife, who described how he came for financial assistance to pay rent and buy some foodstuffs. He had been unable to work for almost eight months due to injuries sustained when doing deliveries. He explained that for all those months he had been supported by people in his community who provided food and transport whenever he needed to attend the psychiatric therapy. The only help he received that day from this refugee service provider was R250, which did not even cover his outstanding rent.

Services that were said to be inadequate included rent for the elderly. Respondents explained that most of those receiving this kind of help cannot work because of advanced age and do not have anyone else to support them, but still only receive, at best, a third of their required rental money or school fees for primary and high school

for their children or grand-children. Regarding vocational skills training, some respondents said that the organisation provided full-time training for a period of about three months; but this was problematic because during this period people cannot work to feed themselves or their families. If trainees could not secure financial support for transport and rent during the training period, finishing the course would be difficult.

Another male refugee from the DRC, a 43 year-old car guard at a mall in Cape Town who had been in South Africa for four years, reported how he had been unable to attend English class during this time because he could not afford to miss even one day of work:

> *If I miss one day it means I will struggle to pay the rent or to feed my family of five. My wife couldn't attend English class either or any other training because two of our children are too small and we could not afford the childcare.*

In their case, if the refugee service provider could have assisted them with transport and childcare costs at least his wife would have attended English classes and a vocational skills training programme, which could possibly have led to a good job.

Additional services and expansion of operations: Respondents identified financial help, courses and training based on what the clients want, food assistance for new arrivals, housing, income-generating activities, medical help, rent support, scholarships for college and higher institution, speedy translation services and assistance with SAQA concerning academic qualifications obtained in refugees' countries of origin as additional services.

The issue of translating degrees or certifications obtained in their countries of origin was very important for respondents. Refugees need SAQA certification mostly to apply to higher institutions to continue their studies or obtain documents when applying for employment. Respondents knew the service existed at CTRC, but they said it was ineffective. As one respondent wrote "you hand in your qualification and you have to wait between eight months and a year; the evaluated documents will come when you no longer need them." During the interview with the Director of CTRC, she acknowledged that processing qualifications is a long process, but blamed it on SAQA. They had raised the issue with SAQA and hoped that from 2014 things would improve.

Traumatised refugees sometimes cannot benefit from services because of the language barrier.

Other issues raised by respondents were those of housing or accommodation and that of banking. Several respondents said paying rent was very difficult for them. They were obliged to live in very crowded houses to be able to afford rent.

With regard to banking, Lanzi Mazzocchini (2008) found that 90% of respondents in her study reported being discriminated against when opening a bank account. However, Tshiamala, a Refugee Rights Peer Educator working for ARESTA cited by Lanzi Mazochini (2008:153), rejected the idea of discrimination and suggested that sometimes bank clerks are not familiar with refugees' documentation and the right of refugees to have access to banking services:

> *I always tell refugees that we need to make people aware that we have our rights and to do this we have to teach them our rights because they are not aware, they are learning. I always try to put myself in their shoes. There are people who don't know why refugees are in this country, who a refugee is. If you go and interfere in their jobs with documents they don't know and you want them to help you in that process and they are maybe thinking they will be fired from their job. It's our responsibility to tell them "This is my paper, it is legal, if you can't help me I want to see your manager". If that doesn't work in one bank they should not give up but they should try going to another place and eventually you will find someone that knows it.*

Last, regarding training, respondents indicated that they were given very little choice when it comes to doing training. Respondents reported that, in most cases, they do a vocational skills training course not because they like it, but because it is the only one available or the only one refugee service providers can afford. This indicates most clients approach refugee service providers looking for specific types of assistance. However, when they are told what they are looking for is unavailable they opt for what is available. This issue was raised with service providers during the interviews (see section 5.4).

Jobs: As seen earlier in the demographic characteristics of participants, 75% were unemployed and looking for jobs, significantly higher than the unemployment rate of 29.8% among South Africans in 2011 (Hazelhurst, 2012).

The results of this study corroborate Uwabakulikiza's (2009) findings: the main

causes of high unemployment among women refugees in Durban include lack of competence in local languages, the issue of French qualifications, the issue of refugee documents, the high rate of unemployment in South Africa, lack of social contact and social networks with local people, lack of local job experience, xenophobia and financial constraints (Uwabakulikiza, 2009:87).

Figure 5.25 illustrates how respondents would like to be updated on refugee services, initiatives or new programmes.

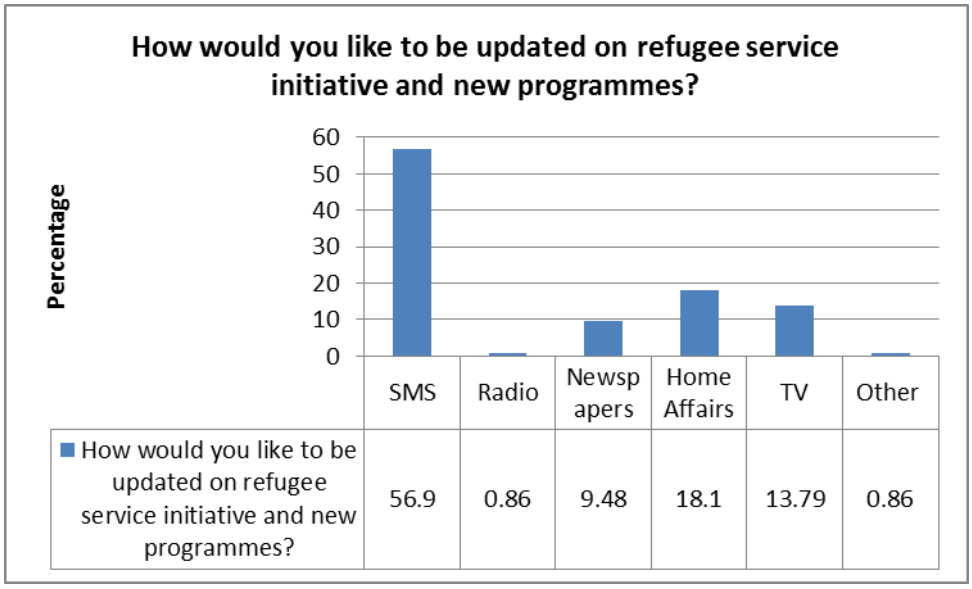


Figure 5.25: Respondents preference on how to be informed and updated on refugee programmes

Results displayed in Figure 5.25 show that 56.9% of respondents would like to be updated via SMS, while 18.1% prefer to be updated at the DHA offices. This includes posters at DHA offices and peer educators who administer information, education and communication (IEC) sessions. A further 13.79% would prefer to be informed through television, while 9.48% prefer newspapers.

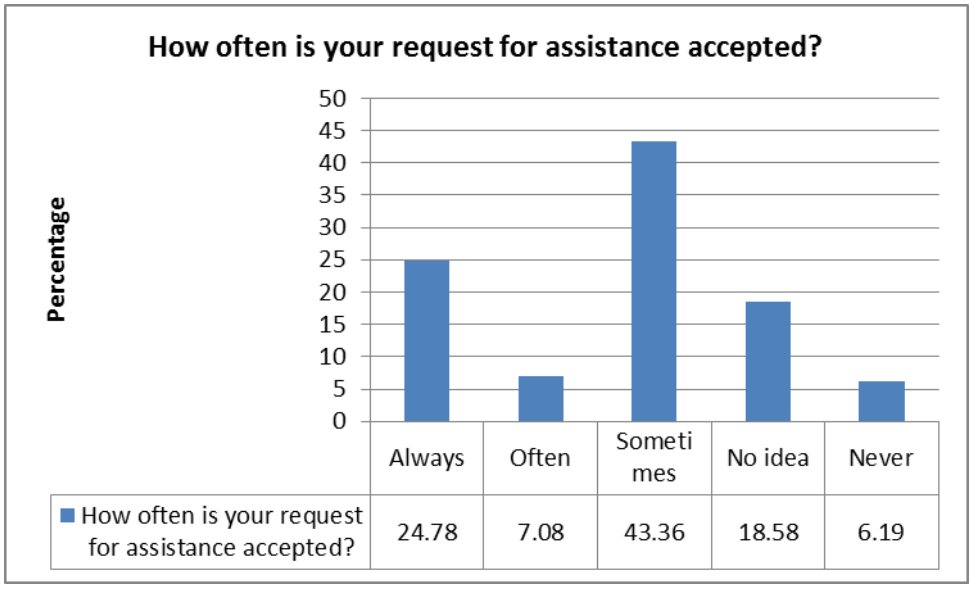


Figure 5.26: Frequency of acceptance of request

On the frequency of acceptance of their requests for assistance, respondents were provided with four options from which to select: sometimes accepted (43%), always accepted (25%), often accepted (7.08%) and never accepted (6.19%). Almost one in five respondents (18.58%) had no idea how often their requests were accepted,

Figure 5.27 presents the data concerning methods of response or feedback received from the relevant service providers.

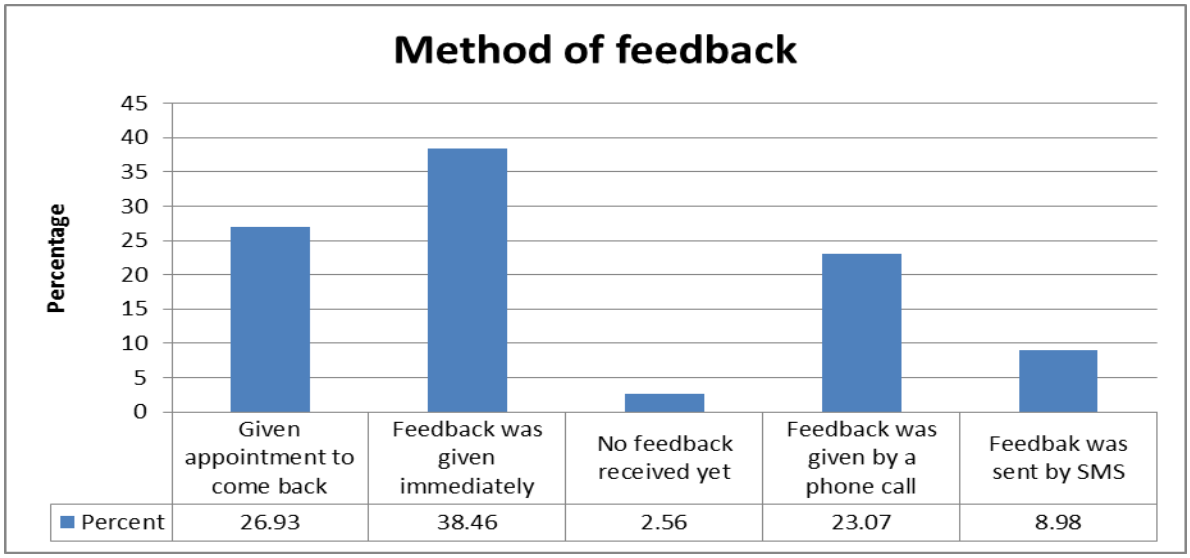


Figure 5.27: Methods of feedback from service providers

Most (38.46%) respondents indicated they received immediate feedback, 26.93% were given appointments to come back another day, 23.07% received telephonic feedback, while 8.98% indicated they received feedback by SMS. A few, 2.56%, were still waiting.

Respondents were asked for their preferred methods of feedback. The results are shown in Figure 5.28.

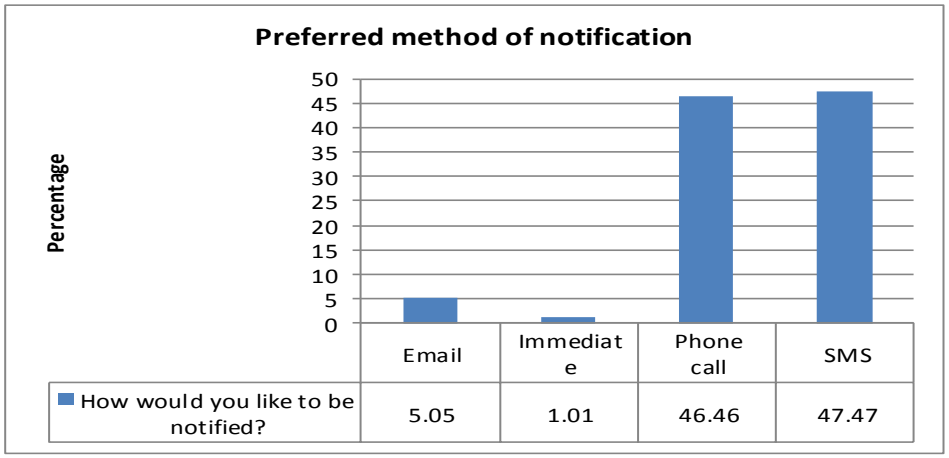


Figure 5.28: Preferred method of notification

Telephone calls and SMS were almost equally preferred, 46.46% and 47.47%, respectively. The bar chart shows that 5.05% of respondents wished to be notified by email and only 1.01% of them preferred to be notified immediately.

Table 5.7 provides respondents' perceptions of service providers, according to four statements which respondents were asked to rate on a five-point scale. Statement 2 includes the UNHCR as the UN agency is mandated to protect and support refugees.

Table 5.7: Respondents' perceptions of service providers

Reference	Statements	% Strongly agree	% Agree	% Neutral	% Disagree	% Strongly disagree
1	Asylum seekers and refugees are happy with services provided to them in Cape Town	5.26	21.93	33.33	24.56	14.91
2	UNHCR and refugee service providers are doing their best to assist asylum-seekers and refugees	10.62	23.89	31.86	23.01	10.62
3	Refugee service providers should only help new arrivals	5.5	8.26	28.44	41.28	16.51
4	Assistance from refugee service providers is poor	12.5	20.54	31.25	28.57	7.14

Regarding whether they were happy with services provided to them in Cape Town: 27.19% (5.26+21.93) agreed, 33.33% were undecided and 39.47% (24.56+14.91) disagreed.

When asked if the UNHCR and refugee service providers are doing their best to assist asylum-seekers and refugees, 34.51% (10.62+23.89) agreed, 31.86% were undecided and 33.63% (23.01+10.62) disagreed. The almost equal distribution of responses could indicate respondents don't know what the main functions of the UNHCR and refugee service providers are. While their main mandate is advocacy, respondents believe that they should support materially and financially.

When asked to agree or disagree whether refugee service providers should only help new arrivals,13.76% (5.5+8.26) agreed while 28.44% were undecided and 57.79% (41.28+ 16.51) disagreed with the statement. The strong disagreement with this statement shows that most respondents consider that refugees, regardless of

how long they have been in South Africa, will need some support at some point.

Respondents were asked to agree or disagree whether assistance from refugee service providers is poor: 33.04% (12.5+20.54) agreed whereas 31.25 were undecided and 34.71(28.57+7.14) disagreed with the statement.

The following figure (5.29) presents barriers preventing refugees from using services.

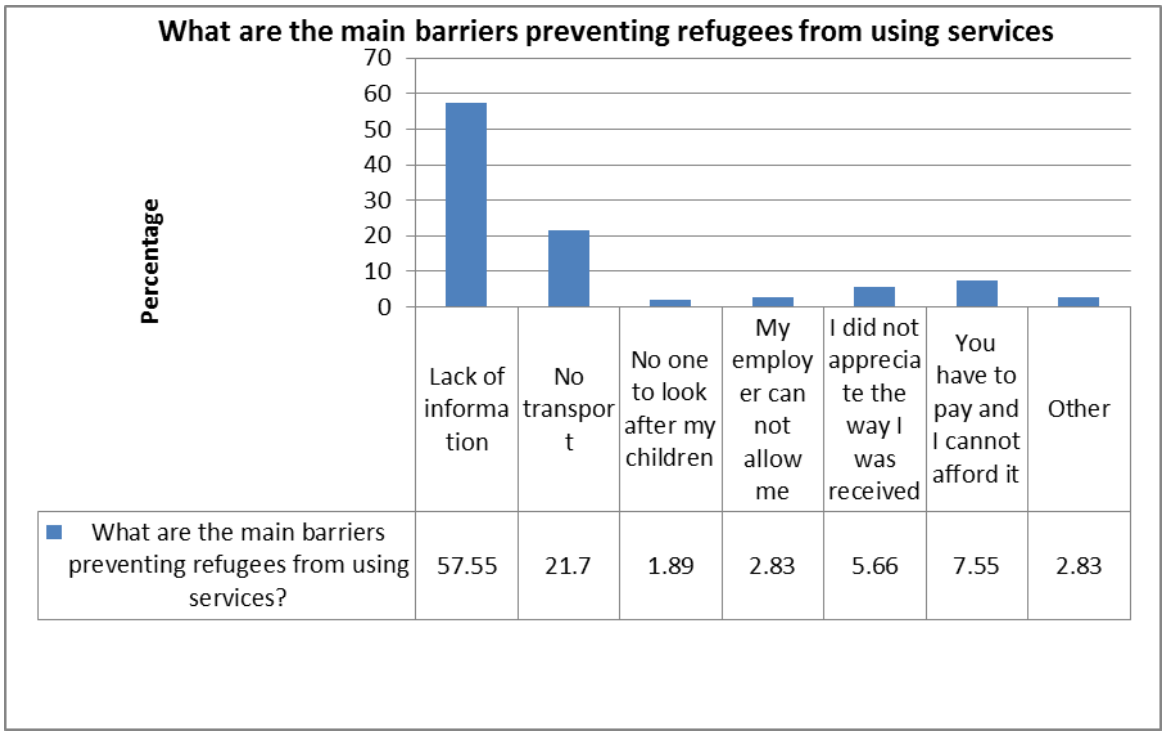


Figure 5.29: Barriers preventing refugees from using services

According to Figure 5.29, the majority (57.55%) of respondents identified lack of information as the greatest barrier to using services of refugee providers. About 22% indicated non-availability of transport to get to service providers, and 7.55% indicated they were requested to pay or contribute, but could not afford it. Almost 6% of respondents indicated they were not well received when they approached the refugee service provider and decided not to return. About 3% indicated that their employers did not allow time off, and 2% had no one to care for their children.

5.3.1. Additional notes, comments and details from respondents

Forty (40) respondents (33.33%) submitted unstructured comments on how they would like services to be improved. These are reported below.

Table 5.8 Summary of verbatim unstructured comments

Reference	Comments
1	They {refugee service providers} should assist with the crèche and transport
2	Some refugees don't come back because of frustration due to previous unanswered requests. NGO should give feedback timeously. Telling someone who is suffering to come back more than three times or to come back after a month is inhumane and unprofessional
3	NGOs should help refugees to be treated as other refugees who live overseas
4	NGOs should try to help many refugees as they can to get a long-term solution and be self-reliant
5	Many refugees don't get help then decide not to come back. The process is slow; that discourages people to apply. Transport is also a problem
6	The main issue is that many refugees don't know where to go and how to get there (especially new comers). People don't know these NGOs. Refugee service providers shall put some effort on spreading the news of what they are doing and capable of offering
7	To reach more refugees, NGOs should use radio and TV and make fundraising through radio and TV, people can donate to these service providers
8	NGOs should focus on motivating/help them to study so that they can get work so that they can be self-reliant
9	Some services (computer courses, English course for some organisations, sewing) require payment and we cannot afford
10	Refugees do not know where to go and who to speak to about their needs. Refugee service providers should advertise their services so refugees can be aware of where to go if in need. They can use public space such as hospital, schools, civic centres and Department of Home Affairs
11	NGOs must push the SA government to improve the lives of refugees to get housing, education, create job for refugees. They can create special programmes for refugees
12	Certain refugees are just sitting and waiting for NGO to do everything for them. They need also to do something
13	Refugee service providers are doing their best. We shall be thankful

As can be read in Table 5.8, respondents gave thoughtful insight into how services offered to them can be improved. Most agree that services provided to them are not adequate, and raised the issues of either lack of awareness of availability of services as well as frustrations about being told to come back many times without having received help, or having been obliged to take up available services which were not their primary request. Respondents called for more choices when it comes to services offered to them (References 3 to 8).

Other respondents ask the government of South Africa to be more involved and create special programmes for refugees (Reference 11).

According to Table 5.9 the issue of communication kept arising. Respondents said that when they arrive as new comers they don't know where to go or who to ask (References 7 and 10).

Beside challenges, some respondents argue that refugees also need to do their part and cannot expect that refugee service providers will do everything for them (References 12 and 13).

5.4. Results of interviews with two senior staff members

Interviews were conducted with two senior staff member from ARESTA and CTRC. The data collected from these interviews validated the results gathered from the survey.

5.4.1. Interview with the Director, CTRC

CTRC services vulnerable refugees, unaccompanied minors and children with special needs, people with disabilities, the elderly and new arrivals (see 3.7.2.2).

The Director of CTRC explained that CTRC provides services through three programmes:

1. Psycho-social intervention programmes: counselling, and emergency services in the form of foods stamps and contribution to the rent, clothes and blankets.
2. Empowerment and self-reliance. This programme has two components: issuing grants to institutions to train refugees in practical vocational skills and an income-generating programme whereby CTRC issues grants to people to start small businesses. Additional services include translating and sending academic qualifications/certificates to SAQA for evaluation.
3. Education for children: this programme ensures that children of school-going age go to school. It contributes to school fees and school materials.

The Director indicated that to get help, or even be assessed for help, a person has to present his/her documents. As funders require CRTC to assist refugees and asylum-seekers, confirming that they have valid refugee documents is a prerequisite. Also, there must be an element of vulnerability.

Approximately 100 to 200 refugees are assessed per week: some are helped immediately, some need to return and others are referred to other organisations in case the services they are looking for are not available.

Asked why many people said that it takes long to get help, the Director replied that it was because of circumstances and non-availability of the services required.

Strengths: experienced, trained staff who can deal with any situation; strong programmes that empower people, instead of turning them into permanently needy people.

Weakness: The Director also recognised that sometimes the kind of assistance they can provide is not really meaningful, when comparing their slim budget with the many needy people waiting to be helped. That is why they emphasise on empowering refugees so that they can get jobs, provide for themselves and become self-reliant, instead of continuing to rely on refugee service providers. Communication is also a problem: it is not always easy to communicate with those seeking assistance because of language barriers.

Opportunities: Among opportunities, the Director cited collaboration and networking between refugee service providers; new developments in the refugee field and commitment of government officials to tackle some of the persisting problems.

Threats: the Director firstly deplored xenophobic trends, which still prevail in South Africa. She lamented that some refugees who have become self-reliant, having set up businesses, get rooted out during xenophobic attacks or other disturbances that occur periodically in some townships. The Director noted that these events create a climate of fear and insecurity among refugees and hinder their entrepreneurial activities. As a result, some refugees become unenthusiastic about developing themselves, some even stop their children from going to school and lose themselves emotionally, psychologically and spiritually.

The Director also deplored the slow process of SAQA where they send their clients' qualifications to be evaluated.

The Director also mentioned budget constraints and the scramble for funds among NGOs as big challenges hindering effective service delivery. In response to these budget constraints, the Director explained that refugee service providers are initiating some joint activities to strengthen them and make them more cost-effective.

Another challenge related to how to deal with some of the clients who have gone through traumatic and terrible times.

CTRC's Director emphasised that they try their best, but their capacity and current funding is minimal compared to existing needs. The Director clarified that people mistake their ambit: "We are not there to help all refugees; we are there to help the most vulnerable among refugees. Not every refugee".

With regard to the issue raised by respondents of not being aware of refugee service providers or where to find them, the Director admitted there might be people in need

who do not know about organisations helping refugees, but thought most refugees are aware. She explained why they do not advertise their services:

> *We are struggling to satisfy those who came to us, we try to assist above ten thousand (10 000) people per year. Imagine if we advertise; where are we going to get help for those who will come as a result of the advertisement?*

She insisted that they render quality services, but they cannot reach everybody and underlined that they will still select the most vulnerable for assistance.

The Director gave examples of the impact on people assisted, such as people having been assisted to do vocational skills who are now working and taking care of their families; children being assisted with school who are graduating; those assisted to start business which are now flourishing and becoming sustainable.

The Director acknowledged dissatisfaction of some respondents as reasonable, but said most of it is related to the fact that people still mistake what services they are able to provide. (This response corroborates the findings of CASE's 2003 study, which found that some applicants who knew about the material assistance provided by some of the UNHCR's implementing partner organisations, did not understand local service providers primary advocacy role, namely to ensure refugees are assisted by the South African government through the services it makes available to the population at large, and by existing South African civil society programmes, which help the urban poor.)

When asked to comment on the problems of proper referral and lack of follow-up raised during the survey, the Director stated that in most cases before they refer someone to another organisation, they first phone and enquire if the service needed is available at the other organisation, but the person will still have to fulfil the requirements of that organisation.

5.4.2. Interview with the refugee policy & advocacy programme manager

The refugee policy & advocacy programme manager described what the main services and programmes provided by ARESTA are:

- English language courses and numeracy.
- Computer literacy and computer technicians.
- Income-generation activities, vocational training, business training courses.
- Refugee rights awareness, lobbying and advocacy.
- Hearth care interpreters.

He explained the main requirements are to have refugee documentation and be able to demonstrate that one is really in need of these services or programmes. Once someone applies, they put his/her name on the list and go through a process of selection.

The refugee policy & advocacy programme manager described ARESTA's six-month long English-language courses at three levels: beginner, intermediate and advanced. Students attend classes twice a week. At the end of each intake they sit for an examination and the successful ones get certificates. This programme is funded by the UNHCR. ARESTA also teaches computer classes and runs a computer technician's course. Computer students are required to contribute a small amount that helps ARESTA to remunerate the facilitator and mechanic handling the machines, and buy software.

Strengths: its strong programmes, which are revised annually according to the assessment of needs. For example, ARESTA's English class with its rich content is taught over a period considered long enough for a learner to be able to speak, write and understand English. This programme has high attendance and growing demand. The vocational skills training courses are also a strength because at least half of those who received training got jobs or started their own small businesses.

Weaknesses: Limited space for classes and uneven level of English in the same classes make teaching difficult. Some clients need to learn from scratch, while others have some basics; putting a university graduate into the same class with someone who never finished primary school can be challenging for both the facilitator and learners. Some clients are not properly supported and guided due to lack of funding for transport and childcare, and limited staff. Overloading of outsourced training

centres sometimes leads to long waiting times for clients.

Opportunities: local people who were ignorant about refugees are starting to understand the plight of refugees and the English class was presented as an opportunity as it gives a unique opportunity to share information with the refugee community.

Threats: the conditions under which refugees live make some of them lose focus and have to find other means of survival, resulting in discontinuation of programmes they have started. There are also funding problems, reluctance of some employers to hire refugees or offer them in-service training, and banking institutions' unwillingness to open bank accounts and make loans to refugees which makes it very difficult to start businesses.

The refugee policy & advocacy programme manager also explained that ARESTA used to have a very successful programme of peer educators, who spoke several languages spoken by refugees, providing information to refugees awaiting services at the refugee reception of the DHA and other refugee service providers, but the DHA stopped it. Finally, he mentioned discrimination and xenophobia, which are still apparent especially in townships and some public services, as threats.

5.5. Summary

Chapter Five presented and analysed data from the questionnaire and interviews. The results were presented in four major sections: demographic characteristics; questions related to services received from service providers and respondents' views on those services; additional notes from refugee-respondents who were clients of refugee service providers and a discussion of the interviews with two senior staff members of the selected refugee service providers.

The final chapter discusses the findings of the study, makes recommendations and offers concluding remarks.

CHAPTER SIX: FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

6.1. Introduction

This chapter discusses the findings of the research, and presents conclusions and recommendations. It concludes with an outline of the limitations of the research and points to areas for future research.

6.2. Research questions

The following research questions were the focus of the research:

The following questions provide a focus for the research study:

- What kinds of services do the selected service providers offer to refugees, and to what extent do refugees receive these services?
- How do refugees perceive these services?
- What capacity do the selected service providers have to effectively deliver the required services to refugees?
- What measures could promote better services to refugees in Cape Town?

6.3. Findings

The findings were analysed in accordance with the research questions above and the specific objectives, to identify the kinds of programmes offered and how they are delivered, identify the service providers' strengths, weaknesses, opportunities and threats and to develop and provide a framework for refugee service providers in Cape Town that will help them to improve their service delivery.

6.3.1. Services offered to refugees by service providers in Cape Town and the extent to which refugees receive these services

The findings are:

- The three selected refugee service providers provide the following services, among others: advocacy; basic education; skills training, self-reliance and income-generating activities, and job hunting skills; temporary accommodation for newly-arrived refugee women and children; psycho-social programmes and social welfare interventions.

- Other services are provided by other organisations even though they were not analysed by this study. Those services include support for those with HIV/AIDS, gender equality and human rights workshops provided by Sonke Gender Justice, and legal advice provided by the UCT Law Clinic and Legal Resource Centre.

- Priority in providing services is given to the most vulnerable. To be assessed, refugees need to provide proof that they are in possession of valid refugee documentation.

- The majority (75%) of clients who approached the refugee service providers received assistance. However, some of them indicated that they could only choose among the limited available services on offer, which were not always the services the client needed at the time.

- The reasons some refugees do not get services include lack of proper documentation; non-availability of certain services required by refugees and insufficiency of funding, which limits the number of people refugee service providers can serve, and level of material aid provided.

- Refugee service providers refrain from advertising their programmes fearing an influx of clients whom they cannot accommodate and serve. While the reasoning behind this may be acceptable, it has the consequence of potential clients being ignorant of services provided.

6.3.2. Refugees' perceptions of services offered and how they are provided by refugee service providers in Cape Town

- Majority (64.84%) of respondents indicated that the manner in which they were received when they approached refugee service providers was good.

- The referral system was being done poorly and was not structured.

- No formal communication channels exist to inform new refugees about refugee service providers and the services they provide.

- Training is very important for the self-reliance of refugees. However, lack of transport, childcare and other complementary assistance impede their full success.

- New technology has a place to improve services delivered: clients requested to be notified by telephone calls, SMS and even by e-mails.

- Refugees coming from non-English speaking countries need to learn English first and afterwards undergo other training. Besides helping refugees to obtain jobs, the English language facilitates integration locally as reported by HRMC (2003). As one respondent to the interview mentioned, refugees need to know that in South Africa without speaking English you cannot go far. Difficulties in communication result in marginalisation and demand a huge effort by asylum-seekers and refugees to learn to express themselves.

- Respondents presented a number of barriers to learning English. One was the difficulty of focusing on learning the language when there were a number of competing issues to which refugees must attend. Refugee women, in particular, found it difficult to learn English while they need to take care of small children at home and cannot afford childcare. Some communities, especially the Somalis, do not allow their women to go to school. Also, refugees who have a chance to learn tend to forget easily because they do not practice it. One respondent gave an example of members of the Congolese community who enjoy their French, watch French or Lingala movies, listen to Lingala music, frequent Congolese churches, only live with people from their country and, consequently, have little opportunity to speak English.

- Certain clients visit more than one refugee service provider for additional help. One respondent said: “you can enrol yourself at ARESTA to do English classes but also enrol at CTRC for food assistance or for a vocational skills training once you finish to learn English”. Regrettably, some clients do enrol with two or more refugee service providers for the same service.

- The (53.51%) majority of respondents think that services provided are relevant to their needs. However, the percentage of respondents (46.49%) who also think differently is significant.

6.3.3. Capacity of refugee service providers to effectively deliver the required service to refugees in Cape Town

Senior staff of at two refugee service providers who were interviewed reported that there is collaboration between refugee service providers themselves and with the UNHCR. They meet monthly to share development of their work and try to resolve issues. ARESTA reported that it sometimes co-organises events or programmes with CTRC or SCCT, such as the Refugee Day celebration. SCCT has worked together with CTRC on a number of programmes such as caring for refugees who were affected by the xenophobia. All the three refugee service providers reported that they refer clients to one another. However, respondents complained that the referral system did not work effectively, for example referring someone without enquiring if the service for which he/she is being referred is available.

The problem of funding affects all three refugee service providers. Viravaidya and Hayssen (2001) argue that despite the vast difference among the world's NGOs most share a common dilemma: lack of funds limits the quantity and quality of the important work they do. Organisations, even those that have been financially stable, are finding it difficult to finance their activities. Funding was found to be the main problem that hampers the effective delivery of services.

6.4. Recommendations

6.4.1. Improve service delivery regarding documentation

It is recommended that the DHA

1. revise its system to ensure refugees' documentation is given timeously to all those who require them;
2. resumes the information sessions that were taking place at its reception offices while refugees are waiting for services; and
3. meets with a high-level panel from refugee service providers to discuss ways of ending the crisis in documentation.

6.4.2. Speed the evaluation of foreign qualifications

It is recommended that service providers meet with SAQA authorities about reducing the delays in evaluating refugee qualifications.

6.4.3. Orientation and guidance

Refugee service providers and the UNHCR must strengthen the orientation and guidance programmes they offer, because weak orientation programmes have a negative impact on the future of people who are not properly oriented in the first place

6.4.4. Referral system and harmonisation of services

To avoid clients obtaining the same assistance from different refugee service providers and to enhance the referral system, it is recommended that refugee service providers computerise their databases of clients who approach them and share this information with other service providers.

The following steps are recommended for all service providers to make their delivery of services effective:

- Make copies of relevant documents.
- Confirm that applicants are eligible.
- Send verification request to ascertain if applicants have not received or are receiving the same service from another service provider.
- Provide other assistance where services are not provided by another service provider.
- Use telephone and other communication means to provide timeous feedback.
- Coordinate, divide or share programmes to avoid duplication.

6.4.5. Loans and financial services

Refugee service providers, in partnership with the government and the UNHCR, should find alternatives to bank loans to assist refugees who would like to start businesses.

6.4.6. Communication about programmes of interest to refugees

It is recommended that instead of refraining from communicating and advertising their programmes, as suggested by the Director of CTRC, refugee service providers should improve communication among themselves, their clients and stakeholders.

Other communication efforts suggested by this study that could be embraced to inform refugees about programmes of interest include distributing flyers in schools, agencies, churches and malls; newspaper advertisements and advertisements at bus stops and train stations. All the communication tools should take into account the languages spoken by refugees.

6.4.7. Flexibility, follow up and complementary services

Refugee service providers must seriously consider the situation of refugees who are willing to learn English, but cannot afford to miss work by instituting evening or weekend classes to accommodate them.

Vocational skills training being offered by refugee service providers appears necessary but not effective, because of lack of follow up and the fact that training and services are, in most cases, offered at superficial levels only. For example, there is a need to rethink the wisdom of paying for a short (two-week long) course in plumbing for 10 clients who will end up not being hired and using the skills acquired because no one believes in the usefulness of a two-week plumbing course. It is recommended that refugee service providers look at the quality of services and the impact such services are making in individuals' lives. Refugee service providers should be flexible and ready to accommodate individual's needs.

6.4.8. Funding and sustainability

Financial security is essential for sustainability. As the funding problem affects not only the refugee sector, but the whole NGO sector, it is recommended all service providers look at alternative ways to fund their activities and ensure they have effective mechanisms and techniques in place to enable them carry on their activities and build sustainability. The fundraising should not be a task for only the Director or CEO of service providers. It is recommended that board members be utilised to assist, or professional fundraising consultants hired.

In addition to securing finances, service providers need to strengthen planning, governance, transparency and accountability.

Refugee service providers should devise ways to limit their reliance on donor funding; for example initiate social enterprises that generate income. Examples include sharing offices, sharing the cost of some staff, getting contracts from the government, using volunteers, targeting individuals donors and starting commercial ventures such as a fitness clubs, selling art and craft made by refugees, running computer courses and internet cafés, establishing catering and restaurant facilities that sell foods from countries refugees come from, engaging in housing projects, transport and other projects. However, refugee service providers need to be cautious in adopting these measures in order not to lose focus of their main objectives.

6.5. Limitations of the research

The main constraint encountered in the conduct of the study was obtaining accurate data relating to refugees in South Africa and, in particular, in the Western Cape. Time and financial constraints limited the sample size to only 40 clients in each of only three refugee service providers and only two senior staff members.

6.6. Further research areas

The study has revealed areas that need further research in the field of refugees' welfare, and to identify more effective ways in which refugee service providers could improve their services. There is also a need for further studies to assess refugee service providers' interventions with a larger group, using a bigger sample. For example, a new study could include more refugee service providers and use different methods, including more qualitative methods (interviews and focus groups), to collect data from clients to obtain more insights from refugees.

One of the objectives of this study was to develop and provide a framework for refugee service providers in Cape Town to help improve their delivery of services. Although some recommendations have been made, more research needs to be done to construct a proper framework. Finally, this research should be replicated with other refugee service providers nationally to reflect the broader situation of refugees living in South Africa.

REFERENCES

African Studies Quarterly. 2000. 4(1), Spring 2000. http://www.africa.ufl.edu/asq/v4/v4i1a2.pdf [22 May 2011].

African Union. 2008. *African Union addressing the challenge of forced displacement*. Concept paper: Special summit on refugees, returnees and displaced persons in Africa, 5–7 November. Addis Ababa. African Union.

Ajygin, E. 2010. Livelihoods and family formation among Eritrean refugees in Cairo. Unpublished Master's thesis. Cairo: American University in Cairo: Center for Migration and Refugee Studies.

Akokpari, J.K. 1999. The political economy of migration in Sub-Saharan Africa. *Africa Sociological Review, 3*(1), 75–93.

Amisi, B. 2006. *An exploration of the livelihood strategies of Durban Congolese refugees: New issues in refugee research*. *Working Paper No. 123.* Geneva: UNHCR Evaluation and Policy Analysis Unit.

Amit, R. 2010. *Protection and pragmatism: addressing administrative failures in South Africa's refugee status determination decisions.* Forced Migration Studies Programme report. Johannesberg: University of the Witwatersrand.

ARESTA. 2008. *ARESTA Self-reliance strategic plan 2008–2010*. Cape Town: Agency for Refugee Education, Skills Training and Advocacy.

ARESTA. 2010a. *Final report. The community education in Khayelitsha Township, Cape Town*. *July-December 2010*. Cape Town: Agency for Refugee Education, Skills Training and Advocacy.

ARESTA. 2011a. *Community profiling and mapping of the community of Khayelitsha, Site B.* Cape Town: Agency for Refugee Education, Skills Training and Advocacy.

ARESTA. 2011b. *ARESTA overview*. Cape Town Agency for Refugee Education, Skills Training and Advocacy.

ARESTA. 2012. *Partnership and networking.* http://www.aresta.org [26 January 2012].

Bakwesegha, C. 2007. Forced migrations in Africa and the OAU Convention. In Adelman, H. & Sorenson, J. (eds.). *African refugees: development and repatriation*. Boulder and Oxford: Westview Press.

Bandeira, M., Higson-Smith, C., Bantjes, M. & Polatin, P. 2010. The land of milk and honey: A picture of refugee torture survivors presenting for treatment in a South African trauma centre. *Torture*, 20(2):90–103. https://www.ncbi.nlm.nih.gov/m/pubmed/20952825/?i=6&from=/10181462/related [26 January 2012].

Berg, A., Davies, J., Hanley K., Hill A., Perkel, J., Sandler D. & Riet J. 2009. Linking the breaks: containing the psychotherapists responding to the 2008 xenophobic Crisis. *Psycho-analytic: Psychotherapy in South Africa*, 17(1):1–19. http://search.sabinet.co.za/WebZ/Authorize?sessionid=0&bad=ejour/ejour_badsearch.html&portal=ejournal&next=images/ejour/ppsa/ppsa_v17_n1_a2.pdf [20 August 2011].

Bogdan, R.C. & Biklin, S.K. 1998. *Qualitative research for education: an introduction to theory and methods.* 3rd ed. Boston: Allyn & Bacon.

Buscher, D. 2003. *Case identification: challenges posed by urban refugees*. Paper presented at the Annual Tripartite Consultations on Resettlement, June 18–19 2003, Geneva. Geneva: International Catholic Migration Commission.

Buyer, M. 2008. Negotiating identity and displacement among the Somali refugees of Cape Town. *South African Historical Journal*, 60(2):226–241. http://www.tandfonline.com/doi/pdf/10.1080/02582470802416476 [11 September 2011].

CASE. 2003. *National Refugee Baseline Survey: Final Report*. Johannesburg: Community Agency for Social Enquiry.

City of Cape Town. 2006. *Ground-breaking city conference promotes dialogue between refugees and residents*. http://www.westerncape.gov.za/eng/pubs/news/2006/jun/136751 [20 October 2011].

Cohen, L. & Manion, L. 1994. *Research methods in education.* 4th ed. London: Routledge.

CoRMSA. 2008. *Protecting refugees, asylum-seekers and immigrants in South Africa.* Johannesburg: Consortium for Refugees and Migrants in South Africa.

CoRMSA. 2011. *Protecting refugees, asylum-seekers and immigrants in South Africa during 2010.* Johannesburg. Consortium for Refugees and Migrants in South Africa.

Creswell, J.W. 2012: *Educational research: planning, conducting, and evaluating quantitative and qualitative research*. 4thed. Boston: Pearson.

CTRC. 2008. *CTRC programmes*. http://www.ctrc.co.za/mc/services.html [11 September 2011].

Dumper, H. 2006. *Key issues navigation guide: women refugees and asylum-seekers in the UK*. http://www.icar.org.uk/download.php?id=328 [23 June 2010].

Elkin, S., Barden, B., & Mueller, M. 2008. *The evaluation of the Refugee Social Service (RSS) and Targeted Assistance Formula Grant (TAG) programs: Sacramento Case Study.* Sacramento.

Faltis, C. & Valdes, G. 2010. Educating immigrant students, refugees and English language learners: a no borders perspective. *National Society for the Study of Education,* 109(2):285–296. Columbia University.

Fink, A. 2010. *Conducting research literature reviews from the internet to paper*. 3rd ed. University of California: The Langley Research University.

Gorard, G. 2004. *Combining methods in educational and social research.* Berkshire: Open University Press.

Gordenker, L. 1987. *Refugees in international politics*. New York: Columbia University Press.

Hamilton H.B. 1999. *Refugee Women, UNHCR and the Great Lakes crisis.* http://www.freewebs.com/hbhamilton/Women%20Refugees%20Great%20Lakes.pdf [24 February 2012].

Handmaker, J. 2009. *Advocating for accountability: civic-state interactions to protect refugees in South Africa.* Oxford: Intersentia.

Hazelhurst, E. 2012. SA unemployment gets worse. *Independent Online*: 31 October 2012. http://www.iol.co.za/business/business-news/sa-unemployment-gets-worse-1.1414454 [14 August 2011].

HRMC. 2003. *Torn apart: thirteen refugees tell their stories*. Cape Town: Human Rights Media Centre.

International Planned Parenthood Federation. 2008*. From choice, a world of possibilities*. Briefing paper. Female Genital Mutilation (FGM). London. http://www.ippf.org/NR/rdonlyres/6D1FA648-3E0E-4471-BF17-3FFDA68E3ECB/0/IPPFbriefingPaperFGM.pdf [22 February 2012].

Iqbal, Z. & Zorn, C. 2007. Civil war and refugees in post-cold war Africa. *Civil Wars, 9*(2):200–213.

Jacobsen, K. 2004. Just enough for the city: urban refugees make their own way. *World Refugee Survey,* 2004:57–67.

Joly, D. 2002. Odyssean and Rubicon Refugees: Toward a Typology of Refugees in the Land of Exile. International Migration, 40(6):3–23. http://onlinelibrary.wiley.com/doi/10.1111/1468-2435.00221/abstract [25 February 2013]

Kemar, O. 2006. Refugees and asylum-seekers: developing a municipal response. In Mosala, S.G. (ed.). *Migration Week: Migration to South Africa within international migration trends*. Proceedings of the Conference on Migration, Cape Town, 18–23 September 2006. Cape Town: Scalabrini Centre of Cape Town, 81–84.

Lammers, E. 2003. *Young, urban refugees in Kampala, Uganda: some thoughts on the ethics of fieldwork and issues of representation*. Paper presented at the Research on Refugees in Urban Settings Workshop: Methods and Ethics, American University of Cairo, 11–13 April 2003. FMSP Working Paper Series. http://dare.uva.nl/document/15001 [28 May 2011].

Lanzi Mazzocchini, E.M. 2008. Policy implications learned from the analysis of the integration of refugees and asylum-seekers at tertiary education in Cape Town. Unpublished Master's thesis. Dublin: University College Dublin.

Lanzi Mazzocchini, E.M. 2009. *Rights to study undermined: lessons learned from an analysis of the experience of refugees and asylum-seekers at tertiary education in Cape Town*. Inclusion and exclusion in higher education SANORD Conference. Rhodes University, 7–9 December 2009. Grahamstown: Rhodes University.

Lapan, S.D. & Quartaroli, M.T. (eds.). 2009. *Research essentials: an introduction to designs and practices.* San Francisco: Jossey-Bass.

Majodina, Z. 2009. The long road ahead. *Perspectives*, (1):3–5.

Manahal, C. R. 2000. From genocide to regional war: the breakdown of international order in Central Africa. *African Studies Quarterly*, 4(1). http://web.africa.ufl.edu/asq/v4/v4i1a2.htm [02 June 2011].

McKnight, J. 2008. Through the fear: a study of xenophobia in South Africa's refugee system. *Journal of Identity and Migration Studies*, 2(2):18–42.

Monette, D. R., Sullivan, T.S. & Dejong, C.R. 2007. *Research in applied social science: a tool for the human service*. 7th ed. Northern Michigan University.

National Consortium for Refugee Affairs. 2006. *Summary of key findings: refugee protection in South Africa.* http://www.cormsa.org.za/wp-content/uploads/2008/06/ncra06.pdf [5 September 2010].

NICDAM. 2011. *Building and strengthening communities of diversity and peace. Master training for NGO partners*. Human rights resource manual. Pretoria: National Institute Community Development and Management.

Norberg, C. 2010. *Annual report 2010. The rise of Africa: miracle or mirage?* Uppsala: The Nordic Africa Institute. http://www.nai.uu.se/about/organisation/annualreport/AnnualReport2010_mini.pdf [04 May 2011].

Nyenti, M., Du Plessis, M. & Apon, L.A. 2007. *Access to social services for noncitizens and portability of social benefits within the SADC: South Africa country report - a report to the World Bank*. Johannesberg: University of Johannesburg Centre for International and Comparative Labour and Social Security Law.

http://siteresources.worldbank.org/INTLM/Resources/390041124414151060O/Nyenti_Plessis_Apon-South_Africa-2007.pdf [20 October 2011].

Obi, N. & Crisp, J. 2002. *UNHCR policy on refugees in urban areas*. Report of a UNHCR/NGO workshop. Geneva: UNHRC.

Oxford Advanced Learner's Dictionary. 2008. 7th ed. Oxford: Oxford University Press.

Palmary, I. 2002. *Refugees, safety and xenophobia in South African cities: the role of local government*. Johannesberg: Centre for the Study of Violence and Reconciliation. http://www.csvr.org.za/docs/foreigners/refugeessafteyand.pdf [06 September 2010].

Peabody Trust. 1999. *Refugee skills-net: the employment and training of skilled and qualified refugees*. London: London Research Centre.

Pennington, M., Gabaudan, M. & McLeod, D. 2010. *Field report. Libya: protecting civilians in a drawn-out conflict*. Washington: Refugee International. http://www.refugeesinternational.org/policy/field-report/libya-mission-report [28 May 2011].

Polonsky, M.J. & Waller, D.S. 2011. *Designing and managing a research project: a business student's guide*. 2nded. Los Angeles: Sage Publications.

Polzer, T. 2004. This place is my home: Mozambique refugees become citizens of South Africa. *Conflicts Trends*, 3:30-34. ACCORD & UNHCR http://www.isn.ethz.ch/isn/DigitalLibrary/Publications/Detail/?ord538=grp1&ots591=eb06339b-2726-928e-0216-1b3f15392dd8&lng=en&id=109893 [12 August 2011].

Posavac, E.J. & Carey, R.G. 1997. *Program evaluation: methods and case studies*: 5th ed. New Jersey: Prentice Hall.

Refugee International. 2009. *Field report*. Washington. http://www.refugeesinternational.org/policy/field-report [02 June 2011].

Refugee Women's Strategy Group and Scottish Refugee Policy Forum. 2007. *A summary report of issues and recommendations from refugee and asylum seeking women living in Glasgow.* http://www.scottishrefugeecouncil.org.uk/pub/Our_Voices_Matter [26 June 2010].

Reilly, E.J. 2001. Nation building and the construction of identity: xenophobia in South Africa. *Refuge*, 19(6):4–11. http://pi.library.yorku.ca/ojs/index.php/refuge/article/view/21234/0 [12 August 2011].

Rice, J. 2006. A successful case is made for granting refugee status to a woman fleeing her own country to protect her daughter from Female Genital Mutilation. *Gonzaga Journal of International Law*, 4(2000-01). http://www.gonzagajil.org/ [12 August 2011].

Richter, T. 2009. A formative evaluation of a refugee programme: ARESTA. Unpublished Master's thesis. Cape Town: University of Cape Town.

Rutinwa, B. 2002. Asylum and refugee policies in Southern Africa: a historical perspective. Unpublished paper presented at a workshop on regional integration, migration and poverty at the Southern African Regional Poverty Network. Pretoria. http://www.sarpn.org.za/documents/d0001212/rutinwa/rutinwa.pdf [04 August 2011].

Rwamatwara, E. 2005. Forced migration in Africa: a challenge to development. Stichproben. *Wiener Zeitschrift für kritische Afrikastudien*, 8(5) http://www.univie.ac.at/ecco/stichproben/Nr8_Rwamatwara.pdf [04 April 2011].

Salama, P., Spiegel, P., Talley L. & Waldman, R., 2004. "Lessons Learned from Complex Emergencies over Past Decade." *Lancet*, 364(9447): pp. 1801-13. http://www.who.int/hac/techguidance/training/analysing_health_systems/lessons_learned_from_complex_emergencies_in_the_last_decade_04.pdf

SCCT, 2011. *Scalabrini Centre of Cape Town.* http://www.scalabrini.org.za/ [12 April 2012].

Schreier, T. 2006. The experience of refugee rights project at the University of Cape Town Law Clinic. In Mosala S.G. (ed.). *Migration Week. Migration to South Africa within international migration trends*. Proceedings of the Conference on Migration, Cape Town, 18–23 September 2006. Cape Town: Scalabrini Centre of Cape Town, 41–49.

Sisulu, E., Moyo B & Tshuma, N. (2007). *The Zimbabwean community in South Africa. State of the nation. South Africa. Edited by Sakhela Buhlungu, John Daniel,Roger Southall & Jessica Lutchman. Human Sciences Research Council.* Cape Town: HSRC Press.

Skopec, C., Valeeva, N. & Jo Baca, M. 2010. *Anticipating the Unexpected: Urban Refugee Programming in Jordan*. Jordan: International Medical Corps http://internationalmedicalcorps.org/document.doc?id=141 [26 February 2012]

South Africa. 1998. Refugee Act, No. 130 of 1998, *Government Gazette*, 19544, 2 December 1998. Pretoria: Government Printer.

Sperl, S. 2001. *Evaluation of UNHCR's policy on refugees in urban areas: a case study review of Cairo*. Geneva: UNHCR.

Tregenna, F.& Tsela, M. 2008 Inequality, unemployment and poverty in South Africa. Pretoria: Trade and Industrial Policy and Strategies (TIPS) http://www.tips.org.za/files/u65/inequality_unemployment_and_poverty__tregenna_and_tsela.pdf

Tshiamala, J.L. 2010. Refugee protection: the South African reality. Unpublished Master's thesis. Cape Town: University of Cape Town.

UCT Law Clinic. 2007. *Sustained Advocacy for Empowered Refugees (SAFER) Rights Manual.* Cape Town: University of Cape Town, Refugee Rights Project, UCT Law.

United Nations Children's Fund. 2009. *Program of support to Syrian education in areas affected by a large influx of Iraqi refugee children*. Evaluation report. UNICEF/Syria. http://www.unicef.org/evaluation/files/SYRIA_support_education_MENA.pdf [26 February 2013]

UNHCR. 2001a. Refugees: 50th anniversary. The wall behind which refugees can shelter. The 1951 Geneva Convention. 2:123. Geneva: UNHCR.

UNHCR. 2001b. *Reinforcing a community development approach*. Geneva: UNHCR.

UNHCR. 2005. *Summary note UNHCR's strategy and activities concerning refugee children*. Geneva: UNHCR.

UNHCR. 2006a. *Convention and protocol relating to the status of refugees.* Geneva: UNHCR.

UNHCR. 2006b. *The state of the world's refugees: refugees international; the crisis in Darfur*. http://www.refugeesinternational.org/content/article/detail/3078 [21 May 2011].

UNHCR. 2008a*. Cape Town Refugee Centre NGO Directory*. http://www.unhcr.org/48fdeba411.html [12 August 2011].

UNHCR. 2008b. Global Appeal. *South Africa*. Geneva: UNHCR.

UNHCR. 2009. *Protecting refugees: the role of UNHCR*. Geneva: UNHCR

UNHCR. 2010. *2009 Global trends: Refugees, asylum-seekers, returnees, internally displaced and stateless persons.* Geneva. http://www.unhcr.org/statistics/populationdatabase [21 May 2011].

United Nations High Commissioner for Refugees & International Organization for Migration, 2010. *A long and winding road*. Background paper for regional conference on refugee

protection and international migration: Mixed movements and irregular migration from the East and Horn of Africa and Great Lakes Region to Southern Africa, Dar Es Salaam, September 2010.

United Nations. Paper prepared for Conference on African Migration in Comparative Perspective. Johannesburg, South Africa, 4-7 June 2003. http://www.fmreview.org/urban-displacement/FMR34.pdf [23 June 2011].

Uwabakulikiza, W. 2009. Life experiences of unemployed professional refugee women from Rwanda who live in the Durban inner city: working their way out of the vortex. Unpublished Master's thesis. Durban: University of KwaZulu-Natal. http://researchspace.ukzn.ac.za/xmlui/bitstream/handle/10413/597/Uwabakulikiza_W_2009thesis.pdf?sequence=1 [23 August 2011].

Uwimpuhwe, D. 2010. The impact of the 2010 FIFA World Cup soccer tournament on African immigrants in the Western Cape. Unpublished Master's thesis. Cape Town: Cape Peninsula University of Technology.

Vearey, J. 2010. Migration and health delivery systems in Southern Africa. *Open Space: On the Move: Dynamics of Migration in Southern Africa*, 3(3):17–23. www.migration.org.za/sites/default/files/publications/2010/Migration_and_Health_Delivery_Systems_in_Southern_Africa.pdf [15 August 2011].

Viravaidya, M. & Hayssen, J. 2001. *Strategies to strengthen NGO capacity in resource mobilisation through business activities*. UNAIDS Best Practice Collection: PDA and UNAIDS. https://www.unaids.org/en/media/unaids/contentassets/dataimport/publications/irc-pub06/jc579-strategies_ngo_en.pdf [20 June 2013]

Wachira G.M. 2008. *Migrants' rights to health in Southern Africa*. Forced Migration Studies Programme. Johannesberg: University of Witwatersrand.

Wauters, B. & Lambrecht, J. 2008. Barriers to refugee entrepreneurship in Belgium: towards an explanatory model. *Journal of Ethnic and Migration Studies*, 34(6):895–915.

Waxman, P. 1998. Service provision and the needs of newly arrived refugees in Sydney, Australia: a descriptive analysis. *International Migration Review*, 32(3):761–777. http://www.jstor.org/stable/2547771 [22 May 2011].

Williams, V. 2000. Good policy versus harsh reality for refugees in South Africa. *Track two*. 9:10, November 3.

Williams, M. 2000. Interpretivism and Generalisation. *Sociology,* 34(2):209–224. BSA Publications Limited. http://ils.indiana.edu/faculty/hrosenba/www/Research/methods/williams_generalisation.pdf [26 February 2012]

Zlotnik H. 2003. *Migrants' rights. Forced Migration and Migration Policy in Africa*. Paper prepared for Conference on African Migration in Comparative Perspective, Johannesburg, South Africa, 4–7 June, 2003. http://pum.princeton.edu/pumconference/papers/6-Zlotnik.pdf [26 June 2013]

Zlotnik, H. 2004. *International Migration in Africa: an analysis based on estimates of the migrant stock.* http://www.migrationinformation.org/USfocus/print.cfm?ID=252 [22 April 2013].

Zohry, A. 2005. Cairo: a transit city for migrants and African refugees. Colloque: Circulations migratoires et reconfigurations territoriales entre l'Afrique noire et l'Afrique du Nord, CEDEJ, Cairo 17–18 November 2005. http://www.zohry.com/pubs/Zohry-CEDEJ2005.pdf [02 June 2011].

Zohry, A. G. & Hassam-el-Din, T.M. 1997.*The socioeconomic and demographic correlates of female circumcision in the Sudan*. Paper presented in the 27th Annual seminar on

population and development, Cairo Demographic Center, 16–18 December 1997. http://www.zohry.com/pubs/pub03c.pdf [25 April 2011].

Appendix A: Refugee questionnaire

Sir/Madam

Questionnaire on the evaluation of service effectiveness of selected refugee service providers in urban and surrounding areas of the Cape Town Metropolitan area.

Your kind co-operation as part of a sample survey is sought for the completion of the questionnaire which is part of the study conducting an evaluation of service effectiveness of selected refugee service providers in urban and surrounding areas of the Cape Town Metropolitan area.

This study is being done for academic purposes as part of the requirements for the completion of a masters' degree. The main objective of this study is to assess services provided to refugees in Cape Town by different refugee service providers. In particular, the study will investigate if services offered to refugees satisfy their needs. The evaluation will focus on delivery of services and participants' perceived nature of services they receive from three selected non-governmental organisations namely: The Agency for Refugee Education, Skills Training & Advocacy (ARESTA), Cape Town Refugee Centre (CTRC) and Scalabrini Centre of Cape Town.

You have been selected to respond to this questionnaire by the fact that you are a beneficiary or a potential beneficiary of services offered. Your contribution is needed to evaluate what the needs of refugees and asylum-seekers are and whether the services offered to them in Cape Town are sufficiently intensive to meet their unmet needs.

This is purely an academic research. All information you will provide that may be personal will remain confidential.

How to complete this questionnaire

- Persons completing this questionnaire should be a refugee or asylum-seekers residing in Cape Town, who is 18 years old or above and have been living in South Africa four years or less.
- Please place an **'X'** in the block that you wish to select your response to that question unless detailed answer is provided.
- Should you wish to add a comment on this research, please add it in the space provided.

All enquiries regarding this study and questionnaire may be addressed to:

Joseph Eliabson Maniragena

Researcher

Faculty of Business

Department of Public Management

Student No: 209192399

Cape Peninsula University of Technology (CPUT)

Cell Phone: 0836872282

Email: 209192399@cput.ac.za or eliabsonik@gmail.com

1. Age

1	2	3	4	5	6
≤ 20	21-30	31-40	41-50	51-60	> 60

2. Gender:

1	2
Male	Female

3. Country of origin

.....

4. Please indicate the suburb of Cape Town in which you reside.

1	2	3	4	5	6	7
City Bowl (City Centre)	Northern Suburbs (Bellville Brackenfell Durbanville Goodwood Kraaifontein Kuils River)	Atlantic Seaboard (Camps bay De Waterkant Green point Water Front Hout Bay Sea Point)	Southern Suburbs (Claremont Constantia Diep River Kenilworth Rondebosch Mowbray Tokai Wynberg)	South Peninsula (Fish Hoek Muizenberg Noordhoek)	Cape Flats	West Coast (Blouberg Minelton Table View Parklands)

5. Marital status

1	2	3	4	5
Married	Single	Divorced	Widowed	Other.....

6. Occupation

1	2	3	4	5
Employed	Unemployed	Self-employed	Student	Other .....

7. If employed, please indicate what kind of employment.

.....

8. If employed, how long have you been in your current/most recent job?

1	2	3	4
Less than 6 months	6-12 months	1-2 years	2-4 years

9. If unemployed, please indicate the length of time you have been unemployed

1	2	3	4
Less than 6 months	6-12 months	1-2 years	2-4 years

10. How long have you been in South Africa? Indicate (in years)

1	2	3	4	5	6	7
Less than one year	1year	2years	3years	4years	5years	>5years(specify)

11. Why did you choose to settle in Cape Town?

1	2	3	4
I knew someone in Cape Town	It is by chance	I heard that there are organisations helping refugees	Others reason (Please specify)

12. What kind of documentation do you have?

1	2	3	4
Section 22 (Asylum seeker temporary permit)	Section 24(Refugee status)	ID (Refugee Identity)	Other.....

13. Have you experienced any problem in acquiring your documentation?

1	2
Yes	No

14. If yes (refer to question 13), please indicate what problems.....

15. Did you receive any assistance when you first arrived in Cape Town?

1	2
Yes	No

16. If yes (refer to question 15), which organisation did you go to?
.....

17. How did you know about this organisation?

1	Friend	
2	Home Affairs	
3	Borders	
4	Referral from other organisations	
5	Other (Please specify)……	

18. Did you receive any assistance from this organisation?

1	Yes	
2	No	
3	Still waiting	

19. If yes (refer to question 18), specify all the service(s) you have received from this organisation? (you can select more than one service)

	Services	
1	Basic needs (Clothing, Food Stuff)	
2	Accommodation/Shelter	
3	Disability assistance	
4	Employment Help Desk	
5	Assistance in Accommodation& Paying rent	
6	Medical assistance	
7	English& numeracy course	
8	Computer course	
9	Skills training &Income Generating	
10	Orientation& Career counselling	
11	Refugee rights education& Advocacy	
12	Translation, evaluation of Academic Certificates/Qualifications	
13	Life Skills Classes& HIV/AIDS workshops	
14	Other service (Please specify.....)	

20. Rate according to the degree of effectiveness for each of the service received from this organisation?

	Degree of Effectiveness	Very effective (1)	Quite effective (2)	Neither effective nor	Not very effective (4)	Not at all effective

	Services			ineffective (3)		(5)
1	Basic needs (Clothing, Food Stuff)					
2	Accommodation/Shelter					
3	Disability assistance					
4	Employment Help Desk					
5	Assistance in Accommodation& Paying rent					
6	Medical assistance					
7	English& numeracy course					
8	Computer course					
9	Skills training & Income Generating					
10	Orientation& Career counselling					
11	Refugee rights education& Advocacy					
12	Translation, evaluation of Academic Certificates/Qualifications					
13	Life Skills Classes& HIV/AIDS workshops					
14	Other service (Please specify.....)					
15	Other service.....					

21. If you are doing a training at this organisation (even if it is outsourced but paid by this organisation), what are the reasons for your interest in the training?

1	To enable me to get a job	
2	For my own personal satisfaction	
3	To improve my ability to do my current job	
4	To enhance my prospects to get a better job	
5	Others (specify)……	

22. How often do you need assistance from refugee service providers?.....

1	Sometimes	
2	Often	
3	Always	
4	Rarely	

23. What is your view about the services provided by this organisation?

1	Excellent	
2	Good	
3	Fair	
4	Poor	

24. If you have asked for services at this organisation and did not get it, for what reasons do you think you did not get assistance?

.....

25. Have you been referred to any other organisation?

1	2
Yes	No

26. If yes who and how have you been referred?.....

27. Do you visit any other service providers other than this organisation?

Yes	No
1	2

28. If yes, which one(s)?.....

    .....

    .....

29. Are you aware of other organisations which provide assistance to asylum-seekers and refugees in Cape Town? Please cite what you know:

    -.....

    -.....

    -.....

30. What kind of reception do you receive from refugee service providers? Please explain?

    .....

31. Do you think services provided to refugees are relevant to the kinds of services you are looking for?

1	2
Yes	No

32. If no, what kind of services are you looking for?.....

.....

33. How would you like to be updated on refugee service initiative and new programmes?

1	SMS	
2	Radio	
3	Newspapers	
4	Home Affairs	
5	TV	
6	Other (Please specify)……	

How often is your request for assistance accepted?

1	2	3	4	5
Always	Often	Sometimes	No idea	Never

34. How do you know if your request for assistance is accepted or not?

…….....

.....

35. How would you like to be notified?

……..

36. To what extent do you agree with the following statements regarding services provided to refugees and asylum-seekers in Cape Town by refugee service providers?

Please mark your answer with an **"X"** in the appropriate box.

		Strongly agree(1)	Agree(2)	Neutral(3)	Disagree(4)	Strongly disagree(5)
a	Asylum seekers and refugees are happy with services provided to them in Cape Town					
b	United Nations High Commissioner for Refugees (UNHCR) and refugee service providers are doing their best to assist asylum-seekers and refugees					
c	Refugee service providers should only help new arrivals					
d	Assistance from refugee service providers is poor					

37. What are the main barriers preventing refugees from using services provided by refugee service providers?

1	Lack of information	
2	No transport	
3	No one to look after my children	
4	My employer can not allow me	
5	I did not appreciate the way I was received	
6	You have to pay and I cannot afford it	
7	Other (Please specify)……	

38. Please use the following box to provide more details and comments about your answer in the previous question or anything else regarding services provided by refugee service providers in Cape Town that you would like to comment on.

39. In your opinion, how could refugee service providers improve the services provided to refugees and asylum-seekers?

If you would like the feedback on this research, please write your email or your postal address below:

……..……

……..……

We would like to express our sincere thanks to you for your valuable time and contribution to make this research possible. Your information and feedback is of paramount importance to us. Your willingness is appreciated.

THANK YOU.

Appendix B: A guiding questionnaire for interviews

A guiding questionnaire for interviews with Staff of refugee service providers

This questionnaire was not given to respondents. The intention of this questionnaire was to guide the researcher in terms of which questions should be asked during the interview in response to the study objectives.

1. What refugee service providers do you work for and what is your position?
2. What kind of activities do you do?
3. How many categories do you deal with?
4. What are services provided by your organization/Programme
5. Do you have any special programme for women/ youth/ elder/ disabilities
6. What are the requirements for someone who need assistance from your programme
7. How many refugees/Asylum seekers seek support from your programme/per week/per month/per year
8. Do you have the capacity to handle the number of refugees and asylum-seekers who visit your organisation to seek assistance?
9. What are current and potential challenges to service you offer to refugees?
10. How do you collaborate/work with other service providers?
11. Do you sometime refer your clients to others organisation?
12. If yes do you make any follow up in this regard?
13. If yes how? Phone call, email, letters?
14. Do you know if the services you offer are having an impact on the community? How?
15. Did you receive any dissatisfaction on services provided?
16. How potential beneficiaries of your services come to know about your services? How do you communicate with potential beneficiaries of your services?
17. Is there any kind of advertisement of services offered by your organisation do you carry out?

18. Do you have other comments or additional information that you would like to add?

If you would like the feedback on this research, please write your email address below:

Appendix C: Letter of introduction

Cape Peninsula University of Technology

Faculty of Informatics and Design
Cape Peninsula University of Technology
Post Office Box 652
Cape Town
8000

11 May 2010

TO WHOM IT MAY CONCERN

LETTER OF INTRODUCTION: JOSEPH ELIABSON MANIRAGENA

Mr Joseph Eliabson Maniragena (209192399) is a registered full-time master's student in the Department of Public Management, Faculty of Business, Cape Peninsula University of Technology. As part of the requirements for obtaining his degree, he is required to conduct field research and present his findings. Mr Maniragena is about to conducting research on a study entitled "An evaluation of service effectiveness of selected refugee service providers in urban and surrounding areas of the Cape metro region, Cape Town".

As his supervisor, I am writing to enlist the help of your organisation to facilitate the data collection process that is crucial to the success of this research that might have some useful suggestions to enhance your operations.

In this light, it would be greatly appreciated if your organisation could extend whatever support and facilitation might be necessary to support Mr Joseph Eliabson Maniragena's study.

In anticipation of your support, I thank you.

Yours sincerely

Dr Maurice Oscar Dassah
Tel: 021 469 1040
Fax: 021 469 1002

PO Box 1906 Bellville 7535 South Africa
086 123 2788

Appendix D: Letter authorising data collection at CTRC

F12 Wynberg Centre
123 Main Road
WYNBERG
7800
Tel. (021) 762 – 9670
Fax (021) 761 – 2294
Website: www.ctrc.co.za

Mr. Joseph Maniragena
Cape Peninsula University Cape Town
Cape Town

29th July 2010

APPLICATION FOR THE CONDUCTION OF RESEARCH ON THE DETERMINATION OF SERVICE DELIVERY OF REFUGEE ORGANIZATIONS IN CAPE TOWN

As per your request regarding the conduction of interviews with 40 clients of CTRC and 6 staff members on your study with a topic titled "An evaluation of services effectiveness of selected refugee service providers in urban and surrounding areas of the Cape metro region, Cape Town"

As CTRC thinks that this exercise will lead to the improvement of services in the Western Cape, you are allowed to conduct the interviews with those clients who will be willing to participate in your study while they will be in our premises. Further arrangements will be done when you are ready to commence with the interviews. It will be appreciated if you could share the results with us.

We are looking forward to working with you.

Christina Henda
Director

Appendix E: Letter authorising data collection at ARESTA

Agency for Refugee Education, Skills Training & Advocacy
Foundation for Community Work, 22 Springbok Street, Kewtown, Athlone 7764
P.O. Box 821, Cape Town 8000, Republic of South Africa
Phone: +27 (0)21 633 8762 • Fax: +27 (0)86 514 8956 • E-mail: coordinator@aresta.org.za

July 29, 2010

To Joseph Eliabson MANIRAGENA

Re: Interviews with ARESTA Staff & Beneficiaries.

Dear Joseph,

This letter serves to confirm that your request to carry out interviews for your research on evaluation of services effectiveness of selected refugee service providers in urban and surrounding areas of the Cape metro region has been accepted.

You are allowed to conduct interviews with both staff and clients on our premises.

Best wishes for great success with your research.

Yours Sincerely,

Charles Mutabazi
Director

Appendix F: Letter authorising data collection at Scalabrini centre

Scalabrini Centre of Cape Town

(NPO 021-079)
Tel: 021 465 6433 Fax 021 465 6317
43/47 Commercial Street – 8001 Cape Town

E-mail: mmadikane@scalabrini.org.za

19 July 2010

To Whom It May Concern:

This is to confirm the Scalabrini Centre of Cape Town's willingness to participate in the research proposal of Joesph Eliabson Manireagena (Student Number 209192399) entitled:

An evaluation of service effectiveness of selected refugee service providers in urban and surrounding areas of Cape Metro Region / Cape Town.

Joseph may conduct interviews as needed by prior arrangement.

Kind regards

Miranda Madikane

DIRECTOR

Appendix G: Grammarian Certificate

GRAMMARIAN CERTIFICATE

31 October 2013

Dear Sir/Madam

This serves to confirm that I have proofread and edited the research study entitled: *"An evaluation of service effectiveness of selected refugee service providers in urban and surrounding areas of the Cape Town metropolitan area",* and that the candidate has been advised to make the necessary changes.

Thank you.

Yours faithfully

(Ms) Melanie Stark
Editor
(021) 434 1426

Appendix H: SPSS Frequency Tables

NGO

		Frequency	%	Valid %	Cumulative %
Valid	CTRC	40	33.3	33.3	33.3
	Scalabrini	40	33.3	33.3	66.7
	Aresta	40	33.3	33.3	100.0
	Total	120	100.0	100.0	

Age

		Frequency	%	Valid %	Cumulative %
Valid	<20 years	14	11.7	11.7	11.7
	21-30 years	47	39.2	39.2	50.8
	31-40years	44	36.7	36.7	87.5
	41-50years	12	10.0	10.0	97.5
	51-60years	2	1.7	1.7	99.2
	>60years	1	.8	.8	100.0
	Total	120	100.0	100.0	

Gender

		Frequency	%	Valid %	Cumulative %
Valid	Male	55	45.8	45.8	45.8
	Female	65	54.2	54.2	100.0
	Total	120	100.0	100.0	

Country of origin

	Frequency	%	Valid %	Cumulative %

Valid	Angola	3	2.5	2.5	2.5
	Burundi	12	10.0	10.0	12.5
	Cameroon	3	2.5	2.5	15.0
	Congo	4	3.3	3.3	18.3
	DRC	38	31.7	31.7	50.0
	Malawi	2	1.7	1.7	51.7
	Mozambique	2	1.7	1.7	53.3
	Rwanda	13	10.8	10.8	64.2
	Somalia	13	10.8	10.8	75.0
	Tanzania	3	2.5	2.5	77.5
	Uganda	2	1.7	1.7	79.2
	Zimbabwe	25	20.8	20.8	100.0
	Total	120	100.0	100.0	

Surburb

		Frequency	%	Valid %	Cumulative %
Valid	City Bowl	13	10.8	10.8	10.8
	Northern Suburbs	37	30.8	30.8	41.7
	Atlantic Seaboard	1	.8	.8	42.5
	Southern Suburbs	20	16.7	16.7	59.2
	South Peninsula	16	13.3	13.3	72.5
	Cape Flats	11	9.2	9.2	81.7
	West Coast	22	18.3	18.3	100.0
	Total	120	100.0	100.0	

Marita Istatus

		Frequency	%	Valid %	Cumulative %
Valid	Married	45	37.5	37.5	37.5
	Single	59	49.2	49.2	86.7
	Divorced	10	8.3	8.3	95.0
	Widowed	6	5.0	5.0	100.0
	Total	120	100.0	100.0	

Occupation

		Frequency	%	Valid %	Cumulative %
Valid	Employed	10	8.3	8.3	8.3
	Unemployed	90	75.0	75.0	83.3
	Self employment	8	6.7	6.7	90.0
	Student	10	8.3	8.3	98.3
	No answer	2	1.7	1.7	100.0
	Total	120	100.0	100.0	

Kind of employment

		Frequency	%	Valid %	Cumulative %
Valid		103	85.8	85.8	85.8
	Bus	1	.8	.8	86.7
	Business	2	1.7	1.7	88.3
	Car Guard	2	1.7	1.7	90.0
	Car Wash	1	.8	.8	90.8
	Fishing	1	.8	.8	91.7
	Gardner	1	.8	.8	92.5
	General work	1	.8	.8	93.3
	Hairdressing	2	1.7	1.7	95.0
	Restaurant	1	.8	.8	95.8
	Security	1	.8	.8	96.7
	Selling	3	2.5	2.5	99.2
	Waitron	1	.8	.8	100.0
	Total	120	100.0	100.0	

Length of employment

		Frequency	%	Valid %	Cumulative %
Valid	Less than 6 months	7	5.8	5.8	5.8
	6-12 Months	3	2.5	2.5	8.3
	1-2 years	7	5.8	5.8	14.2
	2-4 years	6	5.0	5.0	19.2
	No answer	97	80.8	80.8	100.0
	Total	120	100.0	100.0	

Length of unemployment

		Frequency	%	Valid %	Cumulative %
Valid	Less than 6 months	30	25.0	25.0	25.0
	6-12 Months	25	20.8	20.8	45.8
	1-2 years	16	13.3	13.3	59.2
	2-4 years	17	14.2	14.2	73.3
	No Answer	32	26.7	26.7	100.0
	Total	120	100.0	100.0	

Length of stay

		Frequency	%	Valid %	Cumulative %
Valid	Less than 1 year	20	16.7	16.7	16.7
	1 years	15	12.5	12.5	29.2
	2 years	21	17.5	17.5	46.7
	3 years	17	14.2	14.2	60.8
	4years	15	12.5	12.5	73.3
	5 years	9	7.5	7.5	80.8
	>6years	22	18.3	18.3	99.2
	No Answer	1	.8	.8	100.0
	Total	120	100.0	100.0	

Reason of settlement

		Frequency	%	Valid %	Cumulative %
Valid	I knew some one in capeTown	53	44.2	44.2	44.2
	It is by chance	36	30.0	30.0	74.2
	I heard that there are organisations helping refugees	15	12.5	12.5	86.7
	Others reason (Please specify)	14	11.7	11.7	98.3
	No Answer	2	1.7	1.7	100.0
	Total	120	100.0	100.0	

Documentation

	Frequency	%	Valid %	Cumulative %

Valid	Section 22 (Asylum seeker temporary permit)	74	61.7	61.7	61.7
	Section 24(Refugee status)	27	22.5	22.5	84.2
	ID (Refugee Identity)	15	12.5	12.5	96.7
	Other.....	4	3.3	3.3	100.0
	Total	120	100.0	100.0	

If experienced a problem regarding documentation

		Frequency	%	Valid %	Cumulative %
Valid	Yes	47	39.2	39.8	39.8
	No	70	58.3	59.3	99.2
	No Answer	1	.8	.8	100.0
	Total	118	98.3	100.0	
Missing	System	2	1.7		
Total		120	100.0		

Problems encountered	Frequency	%
Applied more than once with no response	1	2.63
Complication of DHA staff	2	5.26
Documents provided not recognised	15	39.47
Ineffectiveness of DHA system	1	2.63
Request to bring a lawyer, but could not afford to hire one	1	2.63
Limited service	1	2.63
Long queues	1	2.63
Long hours	2	5.26
No help at all	1	2.63
No respect for disabled persons	1	2.63
Not received at all	1	2.63
Interpreter not available to assist	6	15.79
Slow service	5	13.16

If received assistance when arrived

		Frequency	%	Valid %	Cumulative %
Valid	Yes	39	32.5	32.8	32.8
	No	80	66.7	67.2	100.0
	Total	119	99.2	100.0	
No Answer		1	.8		
Total		120	100.0		

Which organisation

Which organisation

Organisations approached	Frequency	%
ARESTA	8	22.22
CTRC	14	38.89
Church	1	2.78
DHA	2	5.56
SCCT	9	25
Shelter	1	2.78
Social worker	1	2.78

Knoweldge of organisation

		Frequency	%	Valid %	Cumulative %
Valid	Friend	94	78.3	79.0	79.0
	Home Affairs	9	7.5	7.6	86.6
	Borders	1	.8	.8	87.4
	Referral from other organisations	9	7.5	7.6	95.0
	Other (Please specify)	6	5.0	5.0	100.0
	Total	119	99.2	100.0	
No Answer		1	.8		
Total		120	100.0		

If ever received assistance

		Frequency	%	Valid %	Cumulative %
Valid	Yes	90	75.0	75.6	75.6
	No	6	5.0	5.0	80.7
	Still waiting	22	18.3	18.5	99.2
	No answer	1	.8	.8	100.0
	Total	119	99.2	100.0	
Missing	System	1	.8		
Total		120	100.0		

Interest in the training

		Frequency	%	Valid %	Cumulative %
Valid	To enable me to get a job	29	24.2	60.4	60.4
	For my own personal satisfaction	2	1.7	4.2	64.6
	To improve my ability to do my current job	3	2.5	6.3	70.8
	To enhance my prospects to get a better job	12	10.0	25.0	95.8
	Others	2	1.7	4.2	100.0
	Total	48	40.0	100.0	
No answer		72	60.0		
Total		120	100.0		

Frequency on need of assistance

		Frequency	%	Valid %	Cumulative %
Valid	Sometimes	63	52.5	55.3	55.3
	Often	2	1.7	1.8	57.0
	Always	42	35.0	36.8	93.9
	Rarely	7	5.8	6.1	100.0
	Total	114	95.0	100.0	
Missing	System	6	5.0		
Total		120	100.0		

View on services provided

		Frequency	%	Valid %	Cumulative %
Valid	Excellent	32	26.7	27.1	27.1
	Good	57	47.5	48.3	75.4
	Fair	22	18.3	18.6	94.1
	Poor	7	5.8	5.9	100.0
	Total	118	98.3	100.0	
No answer		2	1.7		
Total		120	100.0		

Reasons of non services receipt

Reasons for non-assistance	**Frequency**	**%age**
No child permit	1	3.45
No proper papers	1	3.45
Assisted only once	2	6.9
Don't know	1	3.45
Too many people	1	3.45
No official documents	1	3.45
No funds	12	41.38
No bank account	1	3.45
Payment expected	3	10.34
Assisted only 1 month	1	3.45
No payment of rental	3	10.34
Insufficient resources	1	3.45
No payment of school fees	1	3.45

Referal

		Frequency	%	Valid %	Cumulative %
Valid	Yes	14	11.7	13.1	13.1
	No	93	77.5	86.9	100.0
	Total	107	89.2	100.0	
Missing	System	13	10.8		
Total		120	100.0		

Other organisations visited by Respondents	**Frequency**	**Cumulative count**	**%age**
AFRISA	2	2	7.41
ARESTA	2	4	7.41
Adonis Msati	2	6	7.41
CTRC	8	14	29.63
CWD	1	15	3.7
Church	2	17	7.41
Heaven shelter	1	18	3.7
Retreat Organisation	1	19	3.7
SCCT	5	24	18.52
Trauma Centre	1	25	3.7
UCT Law Clinic	1	26	3.7
UNHCR	1	27	3.7

Visit to any other organisation

		Frequency	%	Valid %	Cumulative %
Valid	Yes	25	20.8	24.0	24.0
	No	79	65.8	76.0	100.0
	Total	104	86.7	100.0	
No answer		16	13.3		
Total		120	100.0		

Kind of reception at refugee service providers

		Frequency	%	Valid %	Cumulative %
Valid		29	24.2	24.2	24.2
	Bad	3	2.5	2.5	26.7
	Cordial	1	.8	.8	27.5
	Excellent	3	2.5	2.5	30.0
	Fair	16	13.3	13.3	43.3
	Friendly	1	.8	.8	44.2
	Good	59	49.2	49.2	93.3
	Neutral	2	1.7	1.7	95.0
	Not well	1	.8	.8	95.8
	Quite good	1	.8	.8	96.7
	Rude	1	.8	.8	97.5
	supportive	1	.8	.8	98.3
	Very good	2	1.7	1.7	100.0
	Total	120	100.0	100.0	

Relevance of service provided to needs

		Frequency	%	Valid %	Cumulative %
Valid	Yes	61	50.8	53.5	53.5
	No	53	44.2	46.5	100.0
	Total	114	95.0	100.0	
Missing	System	6	5.0		
Total		120	100.0		

Kind of services needed

		Frequency	%	Valid %	Cumulative %
Valid		84	70.0	70.0	70.0
	Computer	1	.8	.8	70.8
	Courses	2	1.7	1.7	72.5
	Enough help	2	1.7	1.7	74.2
	Enough services	1	.8	.8	75.0
	Fees	1	.8	.8	75.8
	Financial	1	.8	.8	76.7
	Food	3	2.5	2.5	79.2
	Housing	1	.8	.8	80.0
	ID	1	.8	.8	80.8
	Income generate	1	.8	.8	81.7
	Jobs	3	2.5	2.5	84.2
	Long term help	1	.8	.8	85.0
	Medical	1	.8	.8	85.8
	More financial	1	.8	.8	86.7
	More help	1	.8	.8	87.5
	More services	6	5.0	5.0	92.5
	Rent	4	3.3	3.3	95.8

	Scholarship	1	.8	.8	96.7
	Schoralship	1	.8	.8	97.5
	Study	1	.8	.8	98.3
	Trainings	1	.8	.8	99.2
	Translation	1	.8	.8	100.0
	Total	120	100.0	100.0	

how to be updated

		Frequency	%	Valid %	Cumulative %
Valid	SMS	65	54.2	56.0	56.0
	Radio	1	.8	.9	56.9
	Newspapers	11	9.2	9.5	66.4
	Home Affairs	21	17.5	18.1	84.5
	TV	16	13.3	13.8	98.3
	Other (Please specify)…	1	.8	.9	99.1
	11	1	.8	.9	100.0
	Total	116	96.7	100.0	
No answer		4	3.3		
Total		120	100.0		

Frequency of request acceptance

		Frequency	%	Valid %	Cumulative %
Valid	Always	28	23.3	24.8	24.8
	Often	8	6.7	7.1	31.9
	Sometimes	49	40.8	43.4	75.2
	No idea	21	17.5	18.6	93.8
	Never	7	5.8	6.2	100.0
	Total	113	94.2	100.0	
Missing	System	7	5.8		
Total		120	100.0		

Preference on notification method

		Frequency	%	Valid %	Cumulative %
Valid		21	17.5	17.5	17.5
	Phone call	1	.8	.8	18.3
	Email	5	4.2	4.2	22.5
	Immediate	1	.8	.8	23.3
	Phone call	45	37.5	37.5	60.8
	sms	47	39.2	39.2	100.0
	Total	120	100.0	100.0	

Happiness on services provided

		Frequency	%	Valid %	Cumulative %
Valid	Strongly agree	6	5.0	5.3	5.3
	Agree	25	20.8	21.9	27.2
	Neutral	38	31.7	33.3	60.5
	Disagree	28	23.3	24.6	85.1
	Strongly disagree	17	14.2	14.9	100.0
	Total	114	95.0	100.0	
Missing	System	6	5.0		
Total		120	100.0		

Rating of UNHCR and Refugee service providers

		Frequency	%	Valid %	Cumulative %
Valid	Strongly agree	12	10.0	10.6	10.6
	Agree	27	22.5	23.9	34.5
	Neutral	36	30.0	31.9	66.4
	Disagree	26	21.7	23.0	89.4
	Strongly disagree	12	10.0	10.6	100.0
	Total	113	94.2	100.0	
Missing	System	7	5.8		
Total		120	100.0		

Assistance to only new comers

		Frequency	%	Valid %	Cumulative %
Valid	Strongly agree	6	5.0	5.5	5.5
	Agree	9	7.5	8.3	13.8
	Neutral	31	25.8	28.4	42.2
	Disagree	45	37.5	41.3	83.5
	Strongly disagree	18	15.0	16.5	100.0
	Total	109	90.8	100.0	
Missing	System	11	9.2		
Total		120	100.0		

Rating of Assistance

		Frequency	%	Valid %	Cumulative %
Valid	Strongly agree	14	11.7	12.5	12.5
	Agree	23	19.2	20.5	33.0
	Neutral	35	29.2	31.3	64.3
	Disagree	32	26.7	28.6	92.9
	Strongly disagree	8	6.7	7.1	100.0
	Total	112	93.3	100.0	
Missing	System	8	6.7		
Total		120	100.0		

Main barriers

		Frequency	%	Valid %	Cumulative %
Valid	Lack of information	61	50.8	57.5	57.5
	No transport	23	19.2	21.7	79.2
	No one to look after my children	2	1.7	1.9	81.1
	My employer can not allow me	3	2.5	2.8	84.0
	I did not appreciate the way I was received	6	5.0	5.7	89.6
	You have to pay and I cannot afford it	8	6.7	7.5	97.2
	Other	3	2.5	2.8	100.0
	Total	106	88.3	100.0	
Missing	System	14	11.7		
Total		120	100.0		