

**Challenges Faced by Social Workers in Refugee Program: The Case of Urban
Refugees in Addis Ababa, Ethiopia**

By

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DECLARATION

I hereby declare that the dissertation entitled CHALLENGES FACED BY SOCIAL WORKERS IN REFUGEE PROGRAM: THE CASE OF URBAN REFUGEES IN ADDIS ABABA, ETHIOPIA submitted by me for the partial fulfilment of the MSW to Indira Gandhi National Open University (IGNOU) New Delhi is my own original work and has not been submitted earlier; either to IGNOU or to any other institution for the fulfilment of the requirement for any other programme of study. I also declare that no chapter of this manuscripts in whole or in part is lifted and incorporated in this report from any earlier work done by me or others.

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CERTIFICATE

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Dedication

I would like to dedicate this research to those refugees fled from their country forcefully due to human and natural disasters and struggling for survival, mainly the youngest generation and the future of this world, who are suffering from various challenges for the reason which they don't know.

God Bless!

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First and above all, I praise God the almighty, all the paths I came through due to his protection and directions, anything that has happened in my life is due to his will. This opportunity is due to his plan, thanks for granting me the capability to proceed successfully.

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Acronyms

AGDM	Age, Gender and Diversity Mainstreaming
AIDS	Acquired Immunodeficiency Syndrome
ARRA	Administration for Refugee and Returnee Affairs
CSW	Church World Service
DICAC	Development and Inter Church Aid Commission
DRC	Democratic Republic of Congo
EOC	Ethiopian Orthodox Church
FMOH	Federal Ministry of Health
HIV	Human immunodeficiency virus
ICRC	International Committee Red Cross
IDP	Internally Displaced People
IP	Implementing Partner
IRC	International Rescue Committee
ISAC	Inter-Agency Standing Committee
JRS	Jesuit Refugee Service
NGO	Non-Governmental Organization
OAU	Organization of African Union
PoC	Person of Concern
S.D.	Standard Deviation
SC	Save the Children
SPSS	Statistical Package for Social Sciences
UN	United Nation
UNHCR	United Nation High Commissioner for Refugees
WFP	World Food Program

Abstract

Development and Inter Church Aid Commission (DICAC) is one of charity and development organization which has been providing social services for urban refugees for the past many years in Ethiopia. Ethiopia has been receiving and serving as a home for thousands of refugees fled from its neighboring countries. Currently a total of 409,066 refugees comprising of 239,286 (58.50%) Somalis, 73,059(17.86%) Eritreans, 62,256 (15.22%) South Sudanese, 30,282 (7.40%) the Sudanese and 4,183 (1.02%) from several other countries, which includes Kenya, Djibouti, Democratic Republic of Congo (DRC), Yemen, Burundi, Rwanda and Uganda residing in Ethiopia, out of which 5000 are urban refugees.

The type of service provisions for urban refugee by social work agency includes awareness raising, counseling for people living with HIV and AIDS, youth education, medical care, social networking and vocational trainings. However, the types of services provided by the agency through its social workers are not to the level of professional social work standards. The social workers have been facing problems in delivering these activities. Thus, the study reveals that a combination of multiple factors hindering social workers from delivering social services to the level of social work standards. Among the factors the study identified less number of social workers with compared to refugee population hindered from providing adequate services. Communication with refugee's part of problems as refugees speaks many different languages. Scattered settlements resulted in difficulties to deliver services. Inadequate trainings for social workers by professional social workers impacted on below standard program quality.

Chapter One

1. Introduction

Ethiopia has been receiving and serving as a home for thousands of refugees fled from its neighboring countries for the past several decades. The country is providing shelter, protection and humanitarian assistance for refugees together with humanitarian agencies. Currently the Government refugee office, Administration for Refugee and Returnee Affairs (ARRA) and its counterpart the United Nations High Commissioner for Refugees (UNHCR) Representation in Ethiopia, in collaboration with the World Food Program (WFP) and partner governmental and non-governmental organizations have been providing protection, support and humanitarian assistance for refugees. The total number of refugees in Ethiopia to be 409,066 individuals, which comprises of 239,286 (58.50%) Somalis, 73,059 (17.86%) Eritreans, 62,256 (15.22%) South Sudanese, 30,282 (7.40%) the Sudanese and 4,183 (1.02%) from several other countries, which includes Kenya, Djibouti, Democratic Republic of Congo (DRC), Yemen, Burundi, Rwanda and Uganda. These refugees are hosted in 20 camps located in different parts of the country (UNHCR, 2013).

1.1 Background of the study

The refugees residing in Addis Ababa, hereinafter referred to as urban refugees. Unlike the camp resident refugees, the urban refugees are residing in a scattered manner in the villages assimilating themselves with the host community. Assistance is provided by the United Nations Agency for Refugees. The agency provides protection and facilitates humanitarian assistance for refugees in collaboration with the government counterpart ARRA. The urban situation is complex in nature and requires wider ranges of engagement to support refugees residing in such an environment. Hence protection of refugees in Addis Ababa involving partnership with a wide range of actors including municipal authorities, specific service providers, police, civil society actors and line ministries, as well as more traditional interlocutors. UNHCR has always been cognizant of the importance of providing support for both refugees and the host community and that becomes even more pertinent when refugees are sharing space and services in such close proximity with the urban host community (UNHCR, 2007).

Social work is among the services provided for urban refugees through social workers recruited by the UNHCR, ARRA and project implementing and operational partners. This study focused on the agency called Development and Inter Church Aid Commission (DICAC), as the agency reaching refugees in wider spectrum of services. DICAC is established as charity department of Ethiopian Orthodox Church. The Ethiopian Orthodox Church Development and Inter Church Aid Commission (EOC-DICAC) is a wing of the Orthodox Church in Ethiopia that conducts development work. The commission's projects are wide-ranging, covering everything from food security, support for refugees, prevention and control of HIV/AIDS, and relief provision for emergency situations. The organization works through a network of churches and with partners who share its goal of poverty alleviation; for instance, EOC-DICAC has cooperated with International Orthodox Christian Charities to run t HIV/AIDS awareness and prevention training program funded by USAID. DICAC is the main agency providing wider ranges of social services for urban refugees in Addis Ababa (EOC-DICAC, 2013).

The type of service provisions for urban refugee includes awareness raising and counseling for people living with HIV and AIDS, youth education, health, social networking and vocational trainings. However, the types of services provided by the agency through its social workers are not to the level of professional social work standards. Thus, this study interested on investigating why it is not to the expected level of social work and problems that professional and or trained social workers working in the agency are facing while implementing social work activities in Addis Ababa. The study includes identifying types and nature of problems, analyze the challenges and provide research based facts and draw conclusions that will help the agency for appropriate actions and finally contribute to the academic work.

1.2 Descriptions of study area

Urban refugees referred as those persons of concerns (PoC) living outside of camp settlement and living in cities. In Ethiopia urban refugees are those allowed to live outside countryside camp settlement. The urban settlement for refugees associated with the Ethiopian government out-camp movement policy. The policy allows residing in urban areas for those refugees with health problem, if camp is not suitable for them due to security concerns and those who have the capacity to sustain themselves in urban areas. The out-comp policy specifically applies for the Eritrean refugees; they are allowed to live in the nearby cities to run normal functioning of life by their own means. The other refugees allowed living in cities based on some factors, when their health condition needed

medical care at hospital level, if they are afraid of security related threats and difficult to live in the camp and when the number of refugees from same country of origin is smaller, then difficult to establish camp. Urban refugees in Ethiopia settled in certain locations, in Shire, Mekele, Asayita, and Addis Ababa. Nonetheless, movements to these cities are temporary, except in Addis Ababa. According to the UNHCR monthly population updates above 5000 refugees are permanently residing in Addis Ababa (UNHCR, 2013).

Addis Ababa is the largest city in Ethiopia and capital city for the country as well as place for Africa Union office. According to the 2007 population census the population in Addis Ababa is about 3,384,569 with annual growth rate of 3.8%, accordingly in 2014 the population expected to be 4,284,864. This number has been increased from the originally published 2,738,248 figure and appears to be still largely underestimated. Addis Ababa population is complex and hosting people from diverse ethnic origins. Refugees in Addis Ababa living in such diversified economic, social and cultural situations.

1.3 Statement of the study

The United Nations Refugee Organization is mandated by the United Nations to lead and coordinate international action for the world-wide protection of refugees and the resolution of refugee problems. Nevertheless, the UNHCR social work guiding documents for refugee operations are primarily focused on protection measures. The protection issue is a corner stone for the organization, and basis provisions of the UN summits, international laws, universal declarations and principles. Putting these provisions in to practices is mostly facing challenges (UNHCR, 2008). From program point UNHCR is not directly implementing the designed activities; services are reaching refugees through partnering humanitarian non-governmental agencies and line ministry of hosting government agencies. The challenges of social work is not limited to specific agency, rather touches various agencies involved directly or indirectly in social work service deliveries. As this study focus on specific issues, emphasis is given on the specific issues that the social workers facing challenges during implementations of social services for refugees in Addis Ababa.

According to the refugee agency, partner organizations are obliged to follow the UNHCR guideline for any form of social activities. However, the majorities of the guidelines are shaped in a way that protection to be first priority and the available guiding materials are not addressing the needs of social workers engaged in diversified social activities. The professional social worker activity is broad and encompasses beyond physical protection, and includes health, education, psychosocial,

and economic support s. The existing manuals are limited to the overall agencies roles and responsibilities, whereas how social workers implement the activities and remedial action for challenges being faced are not clearly indicated. In addition, types and nature of problems that social workers are facing are not properly indicated in the context of urban refugees to the level required. With the same scenario, it is believed that similar situation persists in Addis Ababa in which numbers of refugees are seeking for different forms of assistance.

Besides, there are no or limited study undertaken in Addis Ababa in relation to social work and its challenges. Conducting this research is important and will investigate the nature and types of problems that social worker are facing and provides evidence based facts for appropriate action for the agencies involved on social work and also contributes on the knowledge of academic world.

1.4 Research question

Research questions designed to explore and collect quantitative and qualitative data from primary and secondary sources. The questioners developed based on the following outline.

- What does it looks the nature and diversities of urban refugees in Addis Ababa?
- How refugees are residing in urban setting, such as geographical distribution, specifically in Addis Ababa?
- Is there a system put in place for the social support by the agency and refugees?
- Are the social workers competent and qualified to deliver social work activities to the level of standards required by the social work profession?
- Are there a means or guidelines that social workers apply whenever they face challenges in relation to their daily jobs?

1.5 Objective

The overall purpose of this research is to investigate challenges being faced by social workers in the context of urban refugees residing in Addis Ababa, and provide research based facts for appropriate actions.

1.5.1 Specific objectives:

- To examine the diversity of urban refugees and its impact on social work services
- To understand the type of system related to social service provisions
- To understand the staffing nature and levels of competency in the social work agency
- To investigate challenges that social workers are facing and
- To provide research based recommendations.

1.6 Significance of the study

The social work interventions are the day to date activities in refugee settings. Whenever refugees are registered by the government ARRA and UNHCR as urban refugees then they are directed to humanitarian agencies for assistances. Both UNHCR and ARRA follow standard operating procedures for urban case review as a guide to identify refugees in need of protection interventions including durable solutions (UNHCR, 2011). Beside directing refugees to humanitarian actors, the two agencies ARRA and UNHCR also conducts some social work activities, which includes weekly reception and counselling in the UNHCR compound. However, the skills of counselling and interactions with refugee community are not studied.

Among other agencies, DICA is the main organization providing various social services for urban refugees in Addis Ababa. The diverse nature of services requires special skills and techniques to properly execute agencies plan and address refugees need. So, the study is significant to investigate:

- How these activities are executed,
- What type of social workers are employed by the agency,
- Types of guidelines used and
- How social workers and the agency address for the problem faced.

The study findings will help the agency:

- To take appropriate actions to improve the services to the level of social work standards.
- DICA social work activities are financed by UNHCR. The research findings will also serve as source document for UNHCR and other humanitarian actors to address challenges of professional social workers and formulate appropriate actions.
- Academically, the research findings will contribute to our body of knowledge, and provides research based facts for further scientific study of social work in the context of refugees.

1.7 Scope of the study

As refugee operation is unique by its nature and only few or limited specialized agencies are engaged in social work services, the scope of study confined in DICAC, ARRA and UNHCR working in Addis Ababa. The study also engaged social workers, other professionals working closely with social workers and sample refugees residing in different locations in Addis Ababa.

1.8 Limitations of the study

The study undertaken by self-sponsored program, mainly budget limitation constrained the number of questioners to be administered and the study focused in few key areas.

1.9 Operational definition of terms

Assistance: Provisions of basic needs, legal, economic and political protection for refugees in the host country by government and humanitarian agencies without any return or payment from refugees.

Camp: A settlement of refugees in a given locations, a camp usually host refugees or displaced population comprising of above 5000 individuals.

Challenge: A form of obstacles or problems that prohibits the excursions of planned activities to the level required or standards.

Durable solution: To normalize refugees through one of the three options; voluntary repatriation to home country, resettlement in another country or reintegration within host country.

Host country: A country allowing the citizens of another country to enter into its territory, and providing shelter, protection and assistances until durable solution enforced.

Humanitarian Agency: Agencies providing survival and development assistance for people affected by human made and natural disasters, destitute due to multiple factors, disadvantageous and people who need special support and protection. Humanitarian agencies are known for non-profit making, non-political and non-racial for their service provisions.

Implementing Partner (IP): Agencies receiving financial and logistical support from UNHCR or other donors and delivering services for refugee communities referred as project implementing partner.

Incentive Social Worker: Refugees expected to take part in project activities on voluntary bases, however, agencies provides money in the form of incentives to cover transportation, communications and other expenses and also motivate their participation. Such payment is considered as incentive payment. Volunteers receiving such incentives referred as incentive workers. Incentive social workers means volunteers.

Operational partners: Agencies not seeking funding from UNHCR and supporting refugees by their own means of resources.

Person of Concern (PoC): term used by UNHCR as collective name for refugees, asylum seekers and internally displaced people seeking assistance and protections considered as PoC.

Protection: Taking care of individuals, groups and communities from any form of harm that affects their survival in own country or hosting country by agency. It could be legal protection from arbitrary detention and prosecutions and/or physical protection from any form assault and harassments.

Refugee: People displaced from their regular home place due to human made and natural disasters and crossed the international boundaries and found in another country referred as refugees. Not synonymous with planned and economic migrants.

Social Work: A form of activities provided by an agency for the disadvantageous people to the level of normal functioning of a society. Social work in a refugee context referred as types of services provided for refugees by agencies to support their survival in a dignified manner in hosting country.

Social Workers: Professionals or trained personnel recruited by an agency to implement social work activities.

Urban: Referred as a place where large number of population residing in a confined space with heterogeneous economic activities mainly industrial and service sectors, diverse occupational, cultural, social and ethnic groups.

Organization of the thesis

The research document organized in chapters, annexes and bibliography. The first chapter provides an introductory and design of the study, need for the study and objectives. Chapter two literature review and conceptual frameworks. Chapter three includes research methods, data collections, and methods of data analysis. Chapter four: analysis of quantitative and qualitative data collected from various sources. Chapter five: Findings, conclusions and recommendations.

Chapter two

2. Literature Review

The available literatures related to this study examined social services in relation to determination of refugees, differentiation of camp based and urban based refugees and social work and community services in refugee context. Various studies are undertaken in the area of refugee social work and social support system; however, the majority of available literatures are focused on refugees residing in the camp settlement. The settlement of refugees in urban areas is not a new phenomenon; however, the category of “urban refugee” has emerged in recent years, as a specific area of policy concern. This is motivated by observations that refugees are settling in urban areas in increasing numbers and surviving in ways that are frequently hidden from authorities, policy-makers and other actors (UNHCR, 2012). Prior to the recent policy-driven revival of interest in urban areas, many refugees simply lived “self-settled” or “undocumented” lives in the hidden margins of the city. Even though they were not recognized and recorded as refugees, the reasons for their leaving their countries of origin may have been identical to those who ended up in camps (CSW, 2013).

2.1 Introduction to Refugee Determination

The conventional determination of refugees derived from the United Nations Universal declarations, protocols and legal frameworks. The 1951 UN convention, defined the term "refugee" shall apply to any person who:(1) Has been considered a refugee under the Arrangements of 12 May 1926 and 30 June 1928 or under the Conventions of 28 October 1933 and 10 February 1938, the Protocol of 14 September 1939 or the Constitution of the International Refugee Organization; Decisions of non-eligibility taken by the International Refugee Organization during the period of its activities shall not prevent the status of refugee being accorded to persons who fulfill the conditions of paragraph two of this section (UN, 1968).

“Article 1A, paragraph 1, of the 1951 Convention applies the term “refugee”, first, to any person considered a refugee under earlier international arrangements. Article 1A, paragraph 2, read now together with the 1967 Protocol and without the time limit, then offers a general definition of the refugee as including any person who is outside their

country of origin and unable or unwilling to return there or to avail themselves of its protection, on account of a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular group, or political opinion. Stateless persons may also be refugees in this sense, where country of origin (citizenship) is understood as “country of former habitual residence (UNHCR, 1979)”.

A person is a refugee within the meaning of the 1951 Convention as soon as he fulfils the criteria contained in the definition. This would necessarily occur prior to the time at which his refugee status is formally determined. Recognition of his refugee status does not therefore make him a refugee but declares him to be one. He does not become a refugee because of recognition, but is recognized because he is a refugee (Ibid). The determination of refugee status under the 1951 Convention (UN and the 1967 Protocol is incumbent upon the Contracting State in whose territory the refugee applies for recognition of refugee status. Both the 1951 Convention and the 1967 Protocol provide for co-operation between the Contracting States and the Office of the United Nations High Commissioner for Refugees. This co-operation extends to the determination of refugee status, according to arrangements made in various Contracting States (UN, 2008). Under the 1951 Refugee Convention and 1967 Protocol, all refugees, as indeed all persons, have human rights (UNHCR, 2007). In December 1948, the General Assembly adopted the Universal Declaration of Human Rights, article 14, paragraph 1, of which recognizes that, “Everyone has the right to seek and to enjoy in other countries asylum from persecution”, but the individual was only then beginning to be seen as the beneficiary of human rights in international law (Ibid).

The then Organization of African Union (OAU), now changed to African Union (AU), adopted the international declarations, conventions and refugee laws. In the September 1969 general assembly, defined the meaning of refugee and formulated conventions. In this Convention, the term "refugee" shall mean every person who, owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country, or who, not having a nationality and being outside the country of his former habitual residence as a result of such events is unable or, owing to such fear, is unwilling to return to it (OAU, 1969).

2.2 Categories of refugees

Refugee mostly categorized in terms of reasons for flowing from country of origin and also in terms of habitation in the hosting country. In the former case two categories of refugees are defined in international refugee law: first, persons who are fleeing owing to a well-founded fear of being persecuted and who are outside their country of origin; and, second, persons who are fleeing on account of an armed conflict or disturbances and who are likewise outside their country of origin. Apart from a few special provisions, refugees do not receive particular protection under international humanitarian law, nor is there any specific definition of refugees as persons protected by that law. Refugees are above all civilians who are protected as such by international humanitarian law, notably by the (Fourth) Geneva Convention relative to the Protection of Civilian Persons in Time of War, of 12 August 1949. The Fourth Geneva Convention confines itself, however, to laying down the criterion of absence of protection by any government (ICRC, 2001).

The second categorization, which is related to this study, is in terms of habitations in the hosting country; as camp based and urban refugees. According to the UNHCR monthly fact sheet, camp based refugees are settled in six locations of Ethiopia, two locations in the Somali Regional State, one in the Afar Regional State, one in the Tigray Regional State, one in Benishangul-Gumuz Regional State, one in Gambela Regional State. Well recognized urban settlement is refugees residing in Addis Ababa (UNHCR, 2014).

Refugees move to urban areas in the hope of finding a sense of community, safety and economic independence. While some are able to carve out a new life in cities, many face isolation, poverty and exploitation. Urban refugees face all of the problems of the urban poor, such as inadequate and overcrowded shelter, lack of services, and few job opportunities. Yet urban refugees are confronted with a unique set of challenges (IRC, 2011). Urban refugees live in contexts where social, health and other basic services exist but are often not readily available to them. Obstacles facing urban refugees as they try to access services include lack of information and of legal documentation; lack of understanding of refugee rights and obligations; cultural and linguistic barriers; limited access to transport; and active discrimination against refugees and perceived impunity for crimes against them (JRS, 2011). Refugees are received at entry point, registered, provided aid and transported to

camps, to inhabit houses built for them or which they are expected to build for themselves in urban areas (UNHCR, 2001).

2.3 Who Counts as an “Urban Refugee?”

Prior to the recent policy-driven revival of interest in urban areas, many refugees simply lived “self-settled” or “undocumented” lives in the hidden margins of the city. Even though they were not recognized and recorded as refugees, the reasons for their leaving their countries of origin may have been identical to those who ended up in camps—and directly in the spotlight of the humanitarian gaze. Nowadays, depending on context, the term “urban refugee” may refer to a broad range of non-nationals that move to cities under conditions of adversity, caught-up in variety of complex legal and social predicaments. This may include persons that have been determined to be refugees as well as other “persons of concern”, such as asylum-seekers or groups that arrive *en masse* in response to acute experiences of loss, which may or may not be related to violence (CWS, 2013).

For governments and UNHCR alike, refugees are, quite simply, persons that have been recognized as refugees by host states or some other competent authority acting on their behalf. Recent research suggests that the crisis of displacement in urban areas (however one describes this) may extend beyond state-centric forms of refugee recognition and humanitarian response shaped by UNHCR or other humanitarian practice (Landau and Duponchel, 2011, and Landau, 2012). In effect, the term “urban refugees” is a label that, like the “refugee” label in general, no longer simply facilitates the imposition of bureaucratic control over a group of persons. In the globalized world, the concept has become highly “fractioned” (Zetter, 2007) by a range of competing interest groups that seek to represent this phenomenon (and related forms of entitlement) in different ways. In the face of globalization, the notion of an “urban refugee” is neither conceptually self-evident nor empirically stable (CWS, 2007).

2.4 Urban situations

It can be difficult to apply a community-based approach in urban areas, since persons of concern are often dispersed over a wide area, and groups or individuals with specific needs are more difficult to reach and can be easily neglected. In most urban areas, persons of concern are often a mix of asylum-seekers, refugees and migrants, and are sometimes illegally in the country. Often, people do

not come forward to seek assistance, since they may still have some resources, they may be unaware of existing services, they might be uncertain of their rights and/or they might fear being sent back to their country of origin (UNHCR, 2008). Same way with other guidelines, this guideline also primarily focusing on types of social work or community activities provided for urban refugees. Different projects implementing partners deploy specialized workers among the refugee community. Some provide health care to women and children, some offer training and literary programmes for refugees who earn their livelihoods as domestic workers, and one female lawyer conducts a weekly legal aid clinic in the refugee neighbourhood, which is particularly useful for refugee women who may not have the time or money to travel across town to seek legal assistance (Ibid).

The increasing migration of IDPs, refugees and other undocumented migrants to cities is creating additional challenges to already marginalized communities in informal settlements and slums which host most of these migrants. Pressure on urban administrations and governance is a growing issue for both humanitarians and beneficiary communities (IASC, 2010).

2.5 Social Work and Community Services

In past refugee emergencies, the focus of UNHCR's social services department was on ensuring that the needs of unaccompanied children, elderly people, the disabled, the chronically sick, and others who were socially or economically disadvantaged were met. The NGO responsible for this sector tended to employ social workers who would move through the refugee community identifying needs and arranging the distribution of appropriate resources, such as blankets, plastic sheeting, cooking pots, or other items. Concerns about the refugees' own mechanisms for dealing with social problems or engaging refugees in the delivery of resources were left for the 'care and maintenance' phase after the emergency. Likewise, the development of refugee livelihoods and income generation were areas that were not prioritized during emergencies (Bakwell, 2003).

The social work interventions integrated with development assistance. The development assistance for refugees is a programming approach which aims to place refugee concerns and promote a better quality of life and self-reliance for durable solutions, reduce burden on host communities (UNHCR, 2009). (Calhoun, 2009) suggesting that UNHCR should ensure that refugees participate in the design and delivery of the organization's programmes so as to make them more effective, efficient,

and respectful of refugees' dignity and capacities. However, the study didn't examine the challenges of social workers or community service personnel who mobilize refugees for the effectiveness of programming.

2.6 Types of Social work in Urban Refugees

UNHCR is a leading and mandated agency to facilitate social services for urban refugees. Health services for urban refugees focuses on identify important issues of diversity among urban refugees and work with partners to develop communication, advocacy and support mechanisms to ensure equity of access to health services. National health programmes should be age, gender and diversity sensitive to avoid exclusion of women, children, the elderly, minority refugee groups and those in urban areas with disabilities (UNHCR, 2011). Survival needs are diverse and requiring special attention by UNHCR and humanitarian agencies.

In situations where self-reliance is not a viable objective, UNHCR and its partners seek to meet the needs of urban refugees by other means. These might include the establishment of collective accommodation centres, the provision of subsidized housing, as well as the distribution of free or subsidized foodstuffs and other basic necessities. In situations where the state provides subsidized goods and services to its citizens, UNHCR encourage the authorities to incorporate refugees in such welfare programmes (UNHCR, 2009).

2.7 Methods of social work in urban refugees

It is often assumed that persons of concern who reside in urban areas enjoy easy access to UNHCR. That is not necessarily the case. Refugees are often confined to slum areas, shanty towns or suburbs, a long and expensive journey away from the UNHCR office urban refugees are often confronted with a wide range of legal, financial, cultural and linguistic barriers in their efforts to establish sustainable livelihoods. In many cases, they have little alternative but to join the informal economy, where they find themselves competing with large numbers of poor local people for jobs that are hazardous and poorly paid. In some cases, employers may actually choose to engage refugees rather than nationals, but only because they are less likely to complain or seek redress if they are treated unfairly (Ibid).

The forms of social works are mainly under an umbrella of to promote and safeguard the rights of refugees (UNHCR, 2003). These are promoted in various ways to achieve multifaceted objectives. Some of the activities focus on individuals or groups of refugees Increase their capacity to solve their own problems, taking into account their initial needs to overcome the impact of abrupt change, isolation, trauma, cultural shock, and dependence. Counselling and economic support is given to encourage self-help measures directed at durable solutions, avoiding prolonged dependence on subsistence allowances. Although the scope of community work is limited, promoting community self-help activities, such as community centres, language classes and income-generating projects are given for refugee community. Additionally, priority is given to assisting refugees with special needs, such as the disabled, elderly, single parents, isolated women without support, and unaccompanied children, based wherever feasible on self-help; such priority also be directed towards reducing inequalities in the services received by different groups, such as between male and female refugees. These also done by using local expertise, where available, to perform market surveys, create employment opportunities (including those outside urban areas) and identify educational options; locally-based agencies are often UNHCR's best partners for such activities.

2.8 Social work guidelines for refugee operations

The available guidelines and manuals for social work in refugee context has been produced by a range of international organizations, which includes the UN agencies, donors and NGOs. In some situations, the academic literatures and hosting country's government guidelines also used, there are numbers of sector based guidelines in Ethiopia. The refugee operation not follow specific social work guideline, however, based on the types of social work services there are various operation guidelines primarily developed by UNHCR. Each guidelines focuses in certain activities. A manual developed by UNHCR, referred as "A Community-based Approach in UNHCR Operations" (UNHCR, 2008), is the main document used for social work interventions. This manual is the product of collaborative efforts, resulting from consultations and contributions from UNHCR and partners field staff. It comprising of different social work interventions, however, limited to community based approaches and lacking case work and group work.

"Partnership: An Operations Management Handbook for UNHCR's Partners" (UNHCR, 2003) comprises clarifications on refugees, principles and legal frameworks, roles and responsibilities of service delivering agencies, training and monitoring guidance, however, the document is

comprehensive and moreover not clarifying the roles of social workers and mitigation mechanisms whenever agencies are facing problems during project implementations . “The Implementation of UNHCR’s Policy on Refugee Protection and Solutions in Urban Areas” (UNHCR, 2012) is a document which clarifies the UNHCR’s mandates in urban refugees and types of services to be delivered for urban refugees. As this document is comprehensive and focusing on UNHCR’s mandates and policy issues, it provides little support for social workers to be used as field operation guideline.

A guiding document of UNHCR (IBID) for Development assistance for refugee program and a hand book for self-reliance (UNHCR, 2005), provides guidance how self-reliance activities paves ways towards achieving lasting solution for refugees in terms of economic self-sufficiency of refugees. A range of training manuals also produced by UNHCR and collaborative partners which supports to build the capacity of humanitarian partners. A Right Based Training and Capacity Building Initiative by UNHCR and the International Save the Children Alliance (2001), provides direction on protection of urban refugees, mainly children. The two documents produced by UNICEF poverty and exclusion of urban children (UNICEF, 2002), and birth registration right from the start (UNICEF, 2002) widely used documents for the agencies engaged in child related projects.

Depending on specialty of social work agencies, various guidelines also used. Rights and Community Based Approach, facilitator guides (UNHCR, 2008). Gender Training Kit on Refugee Protection and Resource Handbook (UNHCR, 2002), UNHCR Handbook for the Protection of Women and Girls (UNHCR, 2008), an Operation Management Handbook for UNHCR’s Partners (UNHCR, 2003), The Implementation of UNHCR’s Policy on Refugee Protection and Solutions in Urban Areas (UNHCR, 2012), are widely used. Most humanitarian actors also use “Sphere Minimum Standards in Humanitarian Responses” (Sphere, 2011). Additionally, the host government guidelines also used based on types of sectors. As DICAC is implementing health related projects, the Ethiopian ministry of health guideline to promote health extension (Federal Ministry of Health [FMOH], 2006) is used as guideline and training manual. As indicated above, the available guidelines are more comprehensive and lacking simplified directions how the social workers systematically follows various techniques of social work. Moreover, most of the guidelines lacks statements how to handle problems or challenges whenever faced by the social workers.

Chapter Three

3. Research methodology

Research questionnaires and checklists were designed to collect qualitative and quantitative data from primary and secondary sources. The social work, in the case of refugees, mostly applies techniques of case work and group work in the urban settings. The explanatory variables are presented in relation with the professional social case work and group work approaches. The collected data were interpreted through deductive reasoning and presented under appropriate topics.

3.1 Research design

The design of the study was structured to address quantitative and qualitative data collection. The quantitative part administered by using structured questionnaires to generate data from primary sources, about 100 sample refugee populations were participated, which were purposively sampled considering age, gender and country of origin, to incorporate diversity. The qualitative data generated from key informants, categorized as social workers, community representatives or leaders; agencies working in urban refugee program such as UNHCR,ARRA and DICAC, about 20 key informants approached during actual data collection. Both the qualitative and quantitative data used for analysis and discussions.

A systematic review of literature, which focuses on a research question, done to identify, appraise and triangulate data and variables obtained from the primary sources. Finally, the correlation of ranges of variables, relations of one variable to another encoded and computed by using Statistical Package for Social Scientists (SPSS) software to draw results.

The research design followed descriptive statics method to collect and analyze data from various sources. With this method, a non-experimental research design was adopted, to avoid manipulation of the situation, circumstances or experience of the participants. Various variables were developed and measured.

3.2 Universe of study

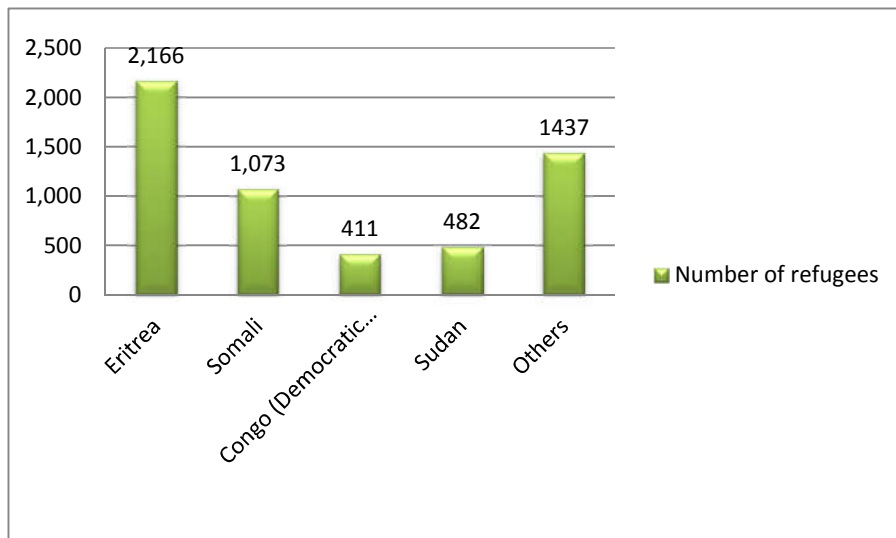
The study specifically focused on urban resident refugees in Addis Ababa. These refugees are primarily receiving social work assistance from humanitarian agency mainly from Development Inter-church Aid Commission. As per the UNHCR data base, the universe of study recorded about 4824 population in Addis Ababa. The population is diverse in terms of age, sex and country of origin (UNHCR, 2014); details are indicated in the following Table 3.2.1.

Table 3.2. 1: Refugee Population in Addis Ababa by age and sex group

Age Group	Sex				Total	
	Male	(%)	Female	(%)	Total	(%)
0 - 4	265	4.8%	259	4.7%	524	9.4%
5 - 11	462	8.3%	375	6.7%	837	15.0%
12 - 17	339	6.1%	296	5.3%	635	11.4%
18 - 59	1,931	34.7%	1,409	25.3%	3,340	60.0%
60 and above	164	2.9%	69	1.2%	233	4.2%
Total	3,161	56.8%	2,408	43.2%	5,569	100.0%

Source: UNHCR monthly fact sheet 2014

Figure 3.1. 1: Urban Population by Country of Origin



Data Source: UNHCR monthly statistics December 2014

3.3 Sampling and Sample size

Refugee population figure and profiles were obtained from the refugee agency UNHCR branch office in Addis Ababa. The target key informants assessed, 20 participants interviewed. After profiling of universe of the study, then purposive sampling was applied, as this method is best suit for the purpose of data collection from heterogeneous sampling frame. The method also selected for its cost effectiveness and collects data from representative groups. About 100 questioners were administered to collect data from refugees and key informants. Sampling was done by following statistical method, purposively categorized groups. The sampling was also considered country of origins and diversity of refugees and key informants.

3.4 Data collection tools

Data collected by structured and semi- structured questioners or checklist. The structured questioners were intended to generate certain information and each question was coded for computing. The respondent given various options or choices to answer the questions, and the code of selected answer recorded. The structured questioners designed for individual interviews with refugee populations and social workers.

The semi structured questioner or checklist designed as an open ended questions that provokes respondents to understand the questions properly. It applied for key informant interviews with staffs of social work agencies, the united nation refugee agency, government refugee office and refugee representatives or leaders. This part generates qualitative data that will complement the data collected from primary and secondary sources. In addition to qualitative and quantitative data collections, reports of the agencies, social work related guidelines, agency specific job aid guidelines, studies undertaken in similar subject, if any, and related literatures reviewed as secondary source documents. All information collected from various sources is bases for analysis.

3.5 Data collection procedures

Ten enumerators were selected from refugee population and trained in the methodologies and techniques of data collection. Both qualitative and quantitative instruments tested before conducting the actual data collection. Once the tools were tested and validated, then data collections were

proceeded. Each enumerator was given 10 samples, to administer the individual level questioners. Enumerators were selected and assigned based on the language skill; Somali, French, Tigre and Arabic. The questioners were administered within two to three days, at least five questioners to be collected per enumerator per day.

Refugees' incentive social workers of social work agency (Development Inter Church Assistance), professional social workers working in refugee programs, staffs who have direct relation with social work activities identified to administer key informant interviews. The key informant interviews were administered by the researcher.

3.6 Ethical considerations

Due to the comprehensive nature of the study and taking in to account the confidentiality of the refugee cases, enumerators explained about the study and discussion was started after the consent of participants. The enumerators clearly explained to the respondents that they will not get any kind of benefit for participating in the study. Additionally, each questioner coded and names are not recorded to ensure the confidentiality of information given by the respondents.

3.7 Method of data analysis

Statistical method qualitative and quantitative data analysis applied. The data collected by research tools encoded and recorded on Statistical Package for Social Scientists (SPSS). The data also organized by using Microsoft Excel for simplified graphic and tabular presentations. The process systematically arranged as exploration stage, which starts with data preparation cleaning data and data transformations, data analyses, at this stage, extensive data analysis was carried out using a wide variety of graphical and statistical methods in order to identify the most relevant variables, and finally, development stage applied multiple reasoning, the aggregate level data used to address research questions, what are major challenges and problems that social workers are facing and draw conclusions and recommendations.

The statistical methods of descriptive statics applied to present the collected data in quantitative presentation. Descriptive statistics provides simple summaries about the sample and about the observations that have been made. The results presented in tabular and graphic forms as appropriate.

Chapter Four

4. A Qualitative and Qualitative Presentation of the Data

The quantitative and qualitative data collected from refugee by using questioner from individual interviews, key interview of experts from DICAC, UNHCR and ARRA, those directly or indirectly working with social workers analyzed and presented under each topic. The analysis divided based on the research questions namely: the initial part focus on demographic characteristics of refugees residing in Addis Ababa, in relation to the first research question; the nature and diversities of urban refugees in Addis Ababa, then distribution of refugees how they are residing in urban setting, such as geographical distribution and its impact in service delivery, system available for the social support by the agency and refugees, nature of social workers competency and qualifications and available guidelines that guides social workers following. Both qualitative and quantitative data are presented side-by-side under each topic. Conclusions are therefore derived from and presented in this section.

4.1 Demographic Characteristics of Respondents

In total, 100 refugees were participated during the household individual interview for this study.

The study planned to collect data from individuals those representing from the selected households, preference of sex and age was not determined. Enumerators were oriented to reach as much as diversified population group from the selected households. However, the respondent more or less represented in terms of gender, 48% male and 52% women. The sample taken was not biased in terms of sex representations. Sampling of any kind would therefore have come up with almost the same sex distribution/composition. From the population statistics (UNHCR, 2014) 56.7 % are male and 43.3% female, there was almost an equal distribution of sex among the sample population. Study participants age ranged between 14 to 60 Years. The mean age was 32.62.

Table 4.1. 1: Demographic characteristics of respondents

	N	Minimum	Maximum	Mean	Std. Deviation
Age of participants	100	14	60	32.62	9.253
	Frequency		Percent (%)		
Male	48		48.0%		
Fmale	52		52.0%		
Ratio Male: Female	0.9:1.1				

Source: Ibid

4.2 The Nature and Diversities of Urban Refugees in Addis Ababa

The nature and diversity of urban refugees were described in terms of country of origin, years of stay in Addis Ababa, communication language, educational status, age and gender distribution and their settlements in the city. According to the UNHCR policy on refugee protection and solutions in urban areas (UNHCR, 2009) the work of the office in urban areas bases on the principles of Age, Gender and Diversity Mainstreaming (AGDM). This approach recognizes that the different groups to be found within any refugee population have varying interests, needs, capacities and vulnerabilities, and seeks to ensure that these are taken into full account in the design of urban refugee programmes.

The study considered such diversity during interview and their response incorporated accordingly. In terms of representation, refugees from eleven countries were participated in the study. However, the UNHCR population statics published in December 2014 indicates that urban refugees mainly comprise of four countries, namely Eritreans, Somali, Congo and Sudan, the rest of refugees are merged together and expressed under others category. Whereas the study found that the nature of refugees in terms of country of origin is diverse. Out of which the majorities were from Somali and Eritreans each constitutes 20%, and followed by 15% from Congo Democratic Republic and 10% from South Sudan. The South Sudanese refugees in Addis Ababa increased after the recently escalated conflicts among the ruling government and opposition, since December 2013 (UNHCR, 2014). The cumulative literacy level of study group is 88%, out of which 36.8 % attended secondary school level.

When the illiteracy level is pointed out for the respondents by country of origin and for those significantly represented, 66.7% of the Yemen attended high school and 33.3% to the level of university. Unlike the Yemeni, 60.0 % of the Somalis were found illiterate or not attended primary school. The study didn't explored reason for the high level of illiteracy. Nonetheless, qualitative information prevailed that the Somalis flew from failed state and formal educations and other services are nonexistent.

Table 4.2.1: Respondents by country of origin and educational status

Country of origin	Frequency	Percent	Percent of Education Status				
			Not educated	Primary school	Secondary school	Vocational level	Degree level
Burundi	3	3		66.7%			33.30%
Congo	15	15		60.0%	40.0%		
Egypt	1	1				100%	
Eritreans	20	20		25%	40%	35%	
Lebanon	1	1		100%			
Rwanda	2	2			100%		
Somalia	20	20	60%	20%	20%		
South Sudan	16	16		25%	75%		
Syria	3	3		100%			
The Sudan	4	4			25%	25%	50%
Yemen	15	15			66.70%		33.30%
Total	100	100					

Source: own survey 2015

When the Somalis are further analyzed in terms of sex ratio, they are equally represented (1:1) in the sample, out of the total 20 respondents 10 were female and 10 male. As indicated under the bellow Table five, level of illiteracy same for both sexes, 60.0%, where as 30.0% of male attended high school with compared to their counterpart female 10%. In urban situation, as the level of illiteracy is high the risk of vulnerability in terms of means of survival increases.

Table 4.2. 2: Literacy level of Somali respondents

Education	Female		Male	
	Frequency	Percent	Frequency	Percent
Illiterate	6	60.0%	6	60.0%
Primary school	3	30.0%	1	10.0%
high school	1	10.0%	3	30.0%
Total	10	100.0%	10	100.0%

Source: own survey 2015

Agencies experts who are directly or indirectly engaged in social work activities were asked for their understanding in terms of the nature of urban refugees, among the participants 12 responded as yes that they know (85.7%), whereas 2 said don't know (14.3%).

Table 4.2. 3: The nature of Refugee Residing in Addis Ababa

Do you Know Nature of urban refugee		Frequency	Percent
Valid	Yes	12	85.7%
	Don't know	2	14.3%
	Total	14	100.0

Source: own survey 2015

Respondents also asked how they differentiate the nature and diversity of refugees residing in Addis Ababa. The majorities of interviewed individuals (57.1%) responded the same way with refugee's individual interview, indicating that they vary depending on country of origin. Nevertheless, expert's criteria included diversities in terms of language, protection needs, age and their number with compared to camp residence refugees. Multiple factors attributed to indicate the nature and diversities of refugees in Addis Ababa.

Table 4.2. 4 Experts view in terms of nature and diversity of urban refugees

		Frequency	Percent
Valid	Refugees are diverse in terms their country of origin	8	57.1%
	Diverse in terms of language, country of origin and needs	3	21.6%
	Diverse in terms of origin and age group	1	7.1%
	Diverse in terms of living condition	1	7.1%
	Small in number with compared to camp based refugees	1	7.1%
	Total	14	100

Source: own survey 2015

Years of stay in Addis Ababa is taken in to considerations to explore refugees experience with the social work agency in order to examine types of services delivered to urban refugees and to correlate with the challenges faced by social workers. Assumption was made that as the length of stay of respondent in Addis Ababa is higher the chance of responding to key questions in relation to the social work activities will be broader. In connection to this, the study found that, only 17.3 % of respondents were lived in Addis Ababa bellow one year, 82.7% of respondents were lived in Addis Ababa above one year. Mean length of stay is 3.4 with Standard deviation of 7.3. The result is consistent with assumption and level of analysis will not be constrained and limited to the information obtained from the social work agency, it incorporates the views of refugees in broader sense.

Table 4.2. 5 Respondents distribution in terms of years in Addis Ababa

YEAR of stay in Addis Ababa	Frequency	Percent	Age distribution in Years	Frequency	Percent
< 1 Year	17	17.3%	14-18	5	5.0%
>10 Years	1	1.0%	19-30	45	45.0%
1-5 Years	59	60.2%	31-40	33	33.0%
5-10Years	21	21.4%	41-65	17	17.0%
Total	98	100.0%		100	100.0%
Mean Length of Stay	3.42 S.D. 7.3 Minimum 0.2 month, Maximum 18 years				

Source: own survey 2015

When age distribution variable correlated with length of stay in Addis Ababa, the study found for those 19-40 years of age range is 78.0% lived in Addis ranging 1-10 years. This can be attributed as the majority of respondents were within active age category and lived in Addis for number of years.

Though the enumerators were filled the questioners at household level, filling names of residence area might be seen easier. However, in order to avoid bias and follow ethical considerations, enumerators were instructed to ask respondents where they live in Addis Ababa and why they chosen this particular village. Participants responded accordingly and the response is illustrated in the Table 4.2. 6.

Table 4.2. 6: Refugees residence in Addis Ababa by origin and commonly used language

Country of origin	Village in Addis	Language
Burundi	Samit	French major
	Ayat	
Congo	Ayat	
	Tafo Condominium	
Rwanda	Bole	
	Ayat	
Eritrean	Gofa Mebrat hayl	Tigre /English/Amharic
	Kotebe	

Country of origin	Village in Addis	Language
	Betel	
	Ayat	
	Kera	
	Jemo	
	Megenanga	
Somalia	Bole Rwanda	Somali/English
	Bole Michael	
	24 kebele	
	Saris	
South Sudan	Kenya Embassy	English/Neure
	Bela	
	Yerer	
	Shola	
	Yeka	

Source: own survey 2015

The analysis made for significantly represented participants, which means out of eleven country of origin consideration, was made only for six countries. With compared to others refugees from Eritrea were settled in more scattered way. As per the qualitative information, they are familiar with the city. Some of them were born in Ethiopia and used to live in the country since the Ethio-Eritrean war was broken in 2000. The consequences of the war resulted in deportation of Eritreans from Ethiopia, for the reason associated with security threats. However, it was appeared challenges for the youth to survive in Eritrea and they started leaving their country and flew in to the neighboring countries. In this regard Ethiopia has also opened its border and started hosting refugees through the Northern corridors. The Ethiopian government out-camp policy has given chance for the Eritreans to come to Addis Ababa to be considered as urban refugees. With the aforementioned background Eritreans has got advantages as they speaks local language, familiar with the city and physically similar with Ethiopians, so that they easily choose where to live and which reflected on diversified settlement pattern.

Further question was asked that how respondents chosen where to live in Addis Ababa. Accordingly, 30% of participants provided multiple answers, such as living cost is cheaper, they fill

safe, some refugees from their country lives in similar village. However, 36% of respondents confirmed that choice is dependent on cheaper house rent and costs of living.

Table 4.2. 7: Decision made by respondents in selecting village in Addis Ababa

Decision for choosing village	Frequency	Percent
Social Work Agency chosen for me	1	1.0%
Close to SW Agency	10	10.0%
Housing and living cost cheaper	36	36.0%
I feel secured or safe	7	7.0%
Access or join people from my country of origin	16	16.0%
Multiple answers,	30	30.0%
Total	100	100.0%

Source: own survey 2015

Regarding mother tongue and other languages that refugees speak, except the Congolese and Burundi speaks French, the rest of studied participants were able to speak English. The Social Work agency working language is English and communication barriers expected for the Burundian and Congolese. The research question also asked respondents that whether the social workers understands your language or not, as indicated under the result Table 4.2.8, 84.7 % confirmed they don't understand the language and it is part of the problem that they are facing.

Table 4.2. 8: Does language has contribution on problems that social workers facing

Do social workers understand Refugees' language?	Frequency	Percent
No, it is part of the problem	83	84.7%
Yes, they recruited from my community	10	10.2%
Yes they are from my village	5	5.1%
Total	98	100

Source: own survey 2015

The result indicated that language is the main barrier to communicate with refugees so as to deliver services to the level expected or in social work professional manners.

4.3 Types of Social Services Provided by DICAC for Urban Refugees in Addis Ababa

Study groups were asked for the type of social work or services provided for refugees in Addis Ababa. Types of activities were adopted from the UNHCR community service guideline, public

health intervention guideline for refuge operations and Social Work Agencies implementing such services for refugees in Addis Ababa. The support comprising of Health services, psycho social and mental health, reproductive health, counselling, education, food and nutritional support and shelter. Respondents were first asked is there any form of social work activities provided by the agency, when the answer is yes then followed to describe the types. The result of participants' response is summarized under Table 4.3.1.

Table 4.3. 1 Types of social work services provided for refugees in Addis Ababa

Lists of Activities	Frequency	Percent
Health care (treatment program)	5	5%
Mental health	-	-
Reproductive health (including HIV/AIDS)	-	-
Education	-	-
Food nutritional support	-	-
Shelter	-	-
Direct financial support	1	1%
Combination of the above lists of activities	62	62%
All of the above in place	29	29%
Don't know	3	3%
Total	100	100

Source: own survey 2015

62% of respondents mentioned that a combination of health, education and financial supports are given, however, financial support dependent on protection assessment and level of vulnerabilities. Those under medical care are given direct financial support to cover their expenses. Parent of children are also given financial support to cover school fees and educational materials of their school attendant kids. 29% of respondents responded that all of the listed activities are given for urban refugees by different agencies, DICAC covers some of the services, whereas, UNHCR, ARRA and JRS also provides supports for urban refugees. However, 3% of the participants have no knowledge about types of services given in the urban program.

Likewise, additional question were raised, whether the respondents are receiving the aforementioned services or not, accordingly 20 % respondents confirmed that they are not receiving the services. They believed that the services are not equally accessed, when asked why they said didn't approached the agency. General question was also asked, whether they are requesting the

agency for the social work assistance or not; out of 100 participants 56% confirmed yes, and 44% said no.

Table 4.3. 2: Refugees benefiting from social work services and requesting for assistance

Are you receiving assistance?	Frequency	Percent (95% C.I.)	Are you Asking the SW Agency for assistance	Frequency	Percent (95% C.I.)
Yes	80	80%	Yes	56	56%
No	20	20%	No	44	44%
Total	100	100		100	100

Source: own survey 2015

Table 4.3. 3: Views of experts on social services provided for urban refugees

Types of services		Frequency	Percent
Valid	Health services	1	7.1%
	Safe house for vulnerable refugees	1	7.1%
	Reproductive health including HIV/AIDS	1	7.1%
	Combinations of the above activities	11	78.6%
	Total	14	100.0

Source: own survey 2015

The respondents were directly or indirectly involved in social work services and their responses were dominantly linked to public health, as respondents were from health profession. 78.6% of respondents confirmed combinations of services are provided for urban refugees.

4.4 Social support among refugees in Addis Ababa

Discussions were made to explore types of social support system which has been existed among refugees. The qualitative information from focus group discussion indicated that the support system classified in to two, the first one is associated with friendship and peers support. Those who came from same country of origin mostly supported each other through home visit, financial support, sharing resources, tracking whereabouts and sharing information. The second system associated with community institution established with the support of social work agency. The main institutions are refugee central committee, women association, youth association, clubs members

such as music (band), sport and HIV/AIDS. The leaders of each group provide support for individuals in a group. They also serve as a channel to link community with social work agency.

The key informant interview was undertaken by asking whether the social support system is in place or not, 85.7% responded yes and 14.3% they don't know. However, when the type of social support system existing among refugees was asked all key informant responded.

Table 4.4. 1: Views of experts on social services provided for urban refugees

Do you know types of social support among refugees		Frequency	Percent
Valid	Yes	12	85.7%
	No/Don't know	2	14.3%
	Total	14	100.0
What are types of support system			
Valid	Visit each other	4	28.6%
	Assessment of needs and report to the agency	1	7.1%
	By community association	1	7.1%
	Community services via social workers	1	7.1%
	Participate in establishing refugee committee, care givers and counseling	1	7.1%
	Meet at JRS compound for group discussions	1	7.1%
	Peers support for youth group	1	7.1%
	Support through refugee central committee, and women committee	2	14.2%
	General social support	1	7.1%
	Women support group	1	7.1%
	Total	14	100.0

Source: own survey 2015

4.5 Roles of social workers in urban refugee program

The study has covered the roles of social workers so as to examine problems in relation to the roles. The questions were geared in relation to social work profession and specialties of social work

agency. The question began with asking key informants whether they know the number of social workers in DICAC, the response is indicated that only 12% of key informant knows social workers. The questionnaire was formulated to skip what are the roles for those who said know, however, instead of skipping, they responded and the result indicated under Table 4.5.1.

Table 4.5. 1: Do you know the social workers in the agency or in your village?

Knowledge on the number of social workers	Refugees	
	Frequency	Percent
Yes	12	12%
Don't know	88	88%
Total	100	100

Source: own survey 2015

The question followed asking what the roles of social workers are. Accordingly, among the refugee key informants 8.5 % said they provide counseling individually or in a group. 2.1% considered the roles as mobilizing community for the agency work. 16% confirmed they do home visit, 1.1% resource distribution for refugees. Whereas 50% mentioned that social workers have multiple roles ranging from individual counseling to community mobilization. 21.3% mentioned they don't know roles of social workers.

Table 4.5. 2: Roles of social workers individual interview refugees

Main activities of SW	Frequency	Percent
Counseling individuals and groups	8	8.5%
They mobilize community for the agency activities	2	2.1%
Conduct home visit	15	16.0%
Mobilize resources and distribute for refugees	1	1.1%
Multiple role and performs all mentioned above	47	50.0%
Don't know	20	21.3%
Others (they do whenever instructed by social work agency)	1	1.0%
Total	94	100%

Source: own survey 2015

According to discussion made with refugee incentive social workers, they are performing various activities which are planned by the agency (DICAC). The activities includes linking the agency

with refugee community and their leaders, passing messages for refugees, mobilizing community for various events and support the agency in any form of activities whenever it demands their support. As indicated under Table 4.5.3, key informant interview made with individuals working for the agencies working in urban refugee program also indicated 64.3% responded social workers perform all activities related to social work, 21.4% said they perform few multiple activities, 7.1% counseling and 7.1% community mobilization.

Table 4.5. 3: Roles of social workers in urban refugee program

Roles of social workers		Frequency	Percent
Valid	Counseling	1	7.1%
	Community mobilization	1	7.1%
	Multiple roles	3	21.4%
	Doing all social work activities	9	64.3%
	Total	14	100.0

Source: own survey 2015

4.6 Methods of social work used by the agency social workers

The methods of social work techniques that applied by social workers while executing various activities were taken to see the correlation between methods and problems associated with the techniques. The respondents addressed the question in various forms, 24.0% mentioned that social workers are using case work mainly counseling, and 8% mentioned counseling in a group work. 37% of respondents didn't address the question.

Table 4.6.1: Method of social work applied by social workers

Techniques of social work		Frequency	Percent
Valid	Counseling individually	24	24.0%
	Counseling in a group	8	8.0%
	Indirect support through agency	9	9.0%
	Conduct home visit	4	4.0%
	Community work	1	1.0%
	A combination of social work techniques	16	16.0%
	Others: I needed support but they didn't helped me	1	1.0%
	Total	63	63.0%
Missing	System	37	37.0%
Total		100	100.0

Source: own survey 2015

Additionally, individuals were asked how counseling is undertaken. The question focused to understand if the agency has a separate place to provide counseling in a convenient and keeping privacy of the activities. Accordingly, 27.0% responded that the agency has separate place to carryout counseling confidentially. 27% said no and 46% don't know.

Table 4.6. 2 : Place for counseling

Is there special place in the agency while providing counseling individually or in a group		Frequency	Percent
Valid	Yes	27	27.0%
	No	27	27.0%
	Don't know	46	46.0%
	Total	100	100.0

Source: own survey 2015

Individual interview made with technical experts began with the question do you know methods of social work applied by the agency social workers? Among 14 participants 9 said yes, 3 no and 2 don't know. Then those who said yes were further asked what the methods are?

Table 4.6. 3: Experts view on methods of social work used by the agency social workers

Do you know methods of social work used by the agency social workers?		Frequency	Percent
Valid	Yes	9	64.3%
	No	3	21.4%
	Don't know	2	14.3%
	Total	14	100.0
What are they?			
Valid	Case work	1	7.1%
	Group work	7	85.8%
	Community work	1	7.1%
	Total	9	100

Source: own survey 2015

The study also investigated how client and social worker relation is created and how often the interaction is made. 28.0% said the agency assigns for the social workers, 21.4% the social workers assess cases and creates contacts with clients, 21.4 % mentioned that clients contacts social workers whenever they need assistance.

Table 4.6. 4: Clients social workers relations

How do the clients assigned for social workers?		Frequency	Percent
Valid	Social workers assess and identify clients	3	21.4%
	Agency assigns client	4	28.6%
	Client contacts social workers	3	21.4%
	Either of client or social workers contact works	2	14.3%
	Don't know	2	14.3%
	Total	14	100.0
How often the client receives services from the social worker/s		Frequency	Percent
Valid	Daily whenever needed	4	28.6%
	Monthly schedule	1	7.1%
	Ad hoc method	1	7.1%
	Depending on cases daily or weekly	5	35.7%
	No definite schedule	1	7.1%
	Don't know	2	14.3%
Total		14	100.0

Source: own survey 2015

4.7 Supervision method of social work by the agency

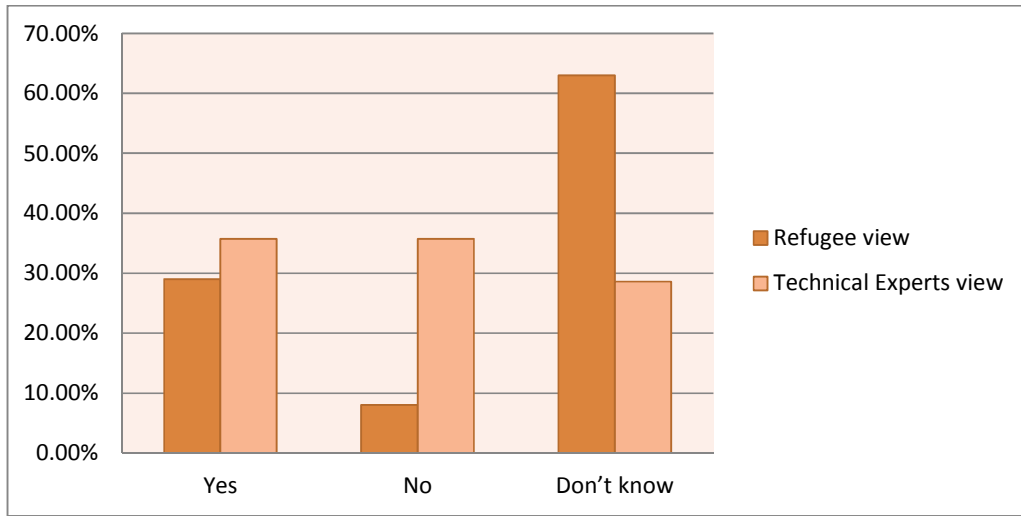
The study further explored methods of supervision applied by the social work agency (DICAC). The question began with asking individual interview, do the social workers receive support from the agency? 29.0% confirmed yes, 71% no or don't know.

Table 4.7. 1: Clients and social worker relation

		Refugees		Technical experts	
Do Social workers receive support from the agency		Frequency	Percent	Frequency	Percent
Valid	Yes	29	29.0%	5	35.7%
	No	8	8.0%	5	35.7%
	Don't know	63	63.0%	4	28.6%
	Total	100	100.0	14	100.0

Source: own survey 2015

Figure 4.7. 1: Response of community and technical personnel on agency’s support for social workers



Source: Own survey 2015

As indicated in the above table, both refugees and technical experts have limited knowledge on the support system by the agency for the social workers. The following question explored who supervises social workers? The technical key informant interview came up with diverse response as indicated in the following Table 4.6.6. Any social science professional background rated 50%, and only 14.3% referred that they are supervised by professional social workers.

Table 4.7. 2: Supervises social workers

Who supervises social workers?		Frequency	Percent
Valid	Professional experienced social worker	2	14.3
	Other professionals experienced in social work	1	7.1
	Any experienced person qualified in social science	7	50.0
	Social work professional and any person experienced in social work	2	14.3
	Any professional from social science	1	7.1
	Don't know	1	7.1
Total		14	100.0

Source: own survey 2015

For the purpose of triangulating the information experts were asked whether they are involved in social work activities and their level of education. Accordingly, 92.9% of respondents confirmed they are engaged in social work activities, directly or indirectly. Among the respondents only one person is graduate of social work, the rest are diverse, such as sociologist, public health, law and other social studies. In terms of technical capacity of staffs from the agencies found 50% graduated with first degree and 50 % with master degree, as indicated in the following Table 4.6.7. This has direct link with professional competency to deliver social activities for the refugees. Subsequently, it can be related with professional capacity to provide technical support for the social workers in relation to social work profession.

Table 4.7. 3: Involvement in social work activities directly or indirectly

		Frequency	Percent	Education status	Frequency	Percent
Valid	Yes	13	92.9%	University first Degree	7	50.0%
	No	1	7.1%	Masters Degree	7	50.0%
	Total	14	100.0	Total	14	100.0

Source: own survey 2015

The technical experts further asked how the agency is recruiting professionals specifically in connection to social work. 50% rated for health and social science back ground is priority.

Table 4.7. 4: Involvement in social work directly or indirectly in terms of profession

Professional requirement for recruitment		Frequency	Percent
Valid	Health profession	1	7.1%
	Could be any profession but experienced with social work	3	21.4%
	Multiple discipline natural and social science	7	50.0%
	Don't know	1	7.1%
	Any graduate of university level study	2	14.3%
	Total	14	100.0

Source: own survey 2015

The study further explored induction and periodic training provided for the social workers recruited by the agency. Only 42.9% confirmed there is induction training by the agency during recruitment.

The training provided by multifunctional technical team 16.7%, and by professional social worker 21.4%.

Table 4.7. 5: Induction and periodic training for social workers

Induction training		Frequency	Percent
Valid	Yes	6	42.9
	No	5	35.7
	Don't know	3	21.4
	Total	14	100.0
Who provides training		Frequency	Percent
Valid	Professional Social Worker	3	21.4
	Multifunctional technical team	1	7.1
	Don't know	2	14.3
	Total	6	42.9
Missing	System	8	57.1
Total		14	100.0

Source: own survey 2015

4.8 Guidelines that social workers use whenever they face challenges in

Although available guidelines were assessed in the literature review, key informants were asked types of guideline used for the social workers. To explore clear coherence of information, the question began asking do you have guideline for the social work. 21.4 % responded we have 78.9 % no or don't know.

Table 4.8. 1 : Guideline used for social work

Do you have SW guideline?		Frequency	Percent
Valid	Yes	3	21.4%
	No	6	42.9%
	Don't know	5	35.7%
	Total	14	100.0
What are the guidelines		Frequency	Percent
Valid	UNHCR guideline for urban refugee operation	11	78.6%
	Guidance support for social workers	1	7.1%
	National home based care guideline for HIV/AIDS	1	7.1%
	UNHCR Guideline for psychosocial support for refugees	1	7.1%
	Total	14	100.0

Source: own survey 2015

According to the response by technical expert's response, the type and number of guideline used by social workers is very limited. Focus group discussion made with incentive social workers also confirmed that, the main challenges that they are facing associated with clear guideline and lack of training how to perform their routine activities.

4.9 Types of challenges that social workers face and suggestion for improvement

Opinion of refugees and technical experts were collected to explore the perspectives of others in relation to the study subject, social workers facing problems while delivering services for urban refugees. For the question asked do social workers face problem in their activities? Key informant interview of technical experts found 87.7 % yes 14.2% no or don't know. The refugee interview was asked indirectly, problems that social workers facing. Accordingly, 15.0% mentioned that language of communication is main barrier to properly understand refugees need and address accordingly, multiple problems 43.0%, difficulties to address refugees' economic needs 9.0%.

Table 4.9. 1 : Challenges that social workers facing according to community

Are there any challenges that the social workers facing during implementation of activities?		Frequency	Percent
Valid	Yes	12	85.7%
	No	1	7.1%
	Don't Know	1	7.1%
	Total	14	100.0
What are main problems that the social workers facing			
Valid	Lack of knowledge of the subject matter	5	5.0%
	Communication difficulties understanding refugee language	15	15.0%
	Difficulties to address refugees economic needs	9	9.0%
	Lack of knowledge understanding cultural barriers	1	1.0%
	Others: Personality issues related to favoritism	2	2.0%
	Multiple problems mentioned above	43	43.0%
	Don't know	14	14.0%
Total	89	89.0	
Missing	System	11	11.0%
Total		100	100.0

Source: own survey 2015

Refugees’ key informants linked the problems in relation to their needs and interactions with social workers. Whereas technical experts interview were explored diversified responses as indicated under Table 4.9.2.

Table 4.9. 2: Types of challenges social workers facing according to key informants

Are there any challenges that the social workers facing during implementation of activities? If yes what are they?		Frequency	Percent
Valid	Technical capacity of social workers	3	21.4%
	Clients mostly provide fake stories and difficult to trace real needs	1	7.1%
	Needs or demands of refugee beyond budget allocation to services	1	7.1%
	Diverse needs of refugees and difficulties to address accordingly resulting in dissatisfaction and mistrust	1	7.1%
	Language barrier difficulties to communicate with diverse refugees	1	7.1%
	Limited number of social workers, few in number compared to clients	1	7.1%
	Obtaining trust for stigma related issues	1	7.1%
	Refugees not satisfied with the services	1	7.1%
	Resource limitations	1	7.1%
	Tracing refugees location in the city	1	7.1%
	Transportation to visit clients in the village or home	2	14.3%
	Total	14	100.0

Individual key informant interview and focus group discussions prevailed that social workers are facing numbers of challenges that hinders their services professionally and the level of standards required. As per the suggestions made from various groups, agencies working in urban refugee program need to revisit their social work interventions and alleviate challenges that their social workers are facing.

Chapter Five

5. Discussion, Conclusion and recommendations

5.1 Discussion

This study examined perspectives from social work practitioners and refugee community residing in Addis Ababa as regards to challenges being faced by social workers. The study was motivated by the DICAC intervention in Addis Ababa, where the majorities of refugees getting support in various forms. Among other counterpart agencies DICAC's social work activities had better opportunity to deal with social workers and refugee community served through various forms. References were made to the UNHCR, ARRA and DICAC partnership memorandum of understanding and project documents to have a clear insight on the social work interventions undertaking in Addis Ababa with regard to urban refugees.

The research revolved around five major questions thus: demographic characteristics of refugees residing in Addis Ababa, in relation to the first research question; the nature and diversities of urban refugees in Addis Ababa, then distribution of refugees how they are residing in urban setting, such as geographical distribution and its impact in service delivery, system available for the social support by the agency and refugees, nature of social workers competency and qualifications and available guidelines for the social workers. A combination of multiple factors hindering social workers from delivering social services to the level of social work standards was explored. The researcher interested to examine the challenges and contribute research based recommendation to the agencies working in urban refugee program; the past experience of the researcher is associated with refugee operations.

A total of one hundred (100) and fourteen (14) self-administered questionnaires were filled-in by refugee community led by ten (10) enumerators DICAC and direct or indirect social work practitioners from DICAC, UNHCR and ARRA. Additionally, two (2) focus group was made with incentive social workers and mixed community groups, led by semi-structure questionnaires.

Both literature review and review of discourses formed secondary data. The sample for refugee individual interview considered representation from different country of origin, age, gender and diversity of socio-economic backgrounds. This was more to the population composition rather than sampling bias. However, there was almost an equal distribution of sex among male and female, 48% male and 52% female. The mean age was 32 years, 14 years for young people and 60 years for older age group.

5.2 Conclusion

There are several factors that came out from the research as regarding challenges that social workers are facing. The number of refugees in Addis Ababa with compared to the agency social workers; the research found difficulties to cover needs of refugees with such limited number of social workers. According to information obtained from DICAC ten (10) social workers are serving about 5000 refugees in Addis Ababa. In connection to this, accessing refugees in Addis Ababa is main challenge for the social workers. Refugees residing in Addis Ababa in a scattered way and difficult to reach by the social workers. The research found that the studied group settled in eighteen (18) locations, this is according to the sample (100) respondents; it may be more if all refugees are interviewed. Transportation cost in Addis Ababa also found additional challenge for both social workers and refugees to create relations. The social work agency is situated in one central place and refugees are obliged to come to the centre whenever they seek assistance. This makes difficult for the social workers to provide the needed services for urban refugees.

The nature and diversities of refugees in Addis Ababa found key challenge that the social workers are facing. Refugees speaks different languages based on their country of origin, English, French, Arabic, Somali and Tigrigna are commonly spoken language by refugees. Whereas the working language of DICAC and other agencies in Ethiopia are English and Amharic. Though the agency recruiting incentive workers from refugee community and considering language proficiencies, achievement in this regards is limited. Besides, refugees also don't tell their real needs for the appropriate response. Social workers are facing challenge in terms of dealing with community, when their needs are not fulfilled refugees feel that social workers are the main player in hindering from accessing supports. As a result the trust among refugees and social workers are minimal.

Competency of professionals and incentive social workers found an additional challenge. The criteria of recruitment for social work are linked to the type of services given by the agency. Some of the social workers are recruited as translator to support agency while communicating to refugees, channel for resource distribution and mobilize community for the purpose of agency interventions. Self-initiated social work interventions are limited. The social workers lack a clear guideline. This resulted in to depend on individual's talent and work experience. The research found that social workers are not supported by professional social work methodologies and guidelines.

5.3 Recommendations

My recommendation goes to the social work agency. There is a guideline for camp based refugees in relation to proportion of social workers and refugee population to be served through outreach activities (one outreach worker for 50 families). Social work in urban situation more or less similar with outreach activities given for the camp based refugees. It is recommended to revisit the proportion of social workers in relation to refugee population.

Although urban refugees are scattered in terms of settlement, the majorities are confined in few locations, such as 24-Keble, Bole-Michael, Megenanga and Saris. Depending on numbers of refugees in such locations, the agency should decentralize services to minimize transport related challenges.

As Addis Ababa is wider and having many opportunities, the social work agency advised to organize for language training for refugees (such as English class) to minimize language barrier, not only for social workers, but also to create opportunity for refugees to interact with host community.

As institutions providing training in social work professions are growing in Addis Ababa and other places, at various levels of profession, would be recommended the agency for future consideration of professional social workers to be recruited in the agency and support social workers so as to alleviate challenges that they are facing. As research finding prevails, some of the challenges are associated with professional competencies.

5.4 Suggestions for future research

The researcher suggesting future research on this subject and should focus more on the findings and limitations encountered in this study. For instance issues like what makes refugees decide to reside in urban area than camp based settlement. The study also to give broader linkages among UNHCR, ARRA and Social work agency, focussing only in one agency might not best reflect the real situation of social work activities in urban areas, as UNHCR and ARRA always coordinating agency for any form of social work intervention given for refugees.

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Appendices

Appendix 1: Research Questions: Key Informants technical experts: Self-administered

Code: _____

Date: _____

Name of the Agency you work with: _____

Years of work experience with the refugee program in Addis Ababa _____

Please circle the **highest** year of your education completed:

1	2	3	4	5	6	7	8	9	10	11	12	12+1	12+2	12+ 4	Degree/PhD	
<i>(primary)</i>						<i>(high school)</i>						<i>Vocational/certificates</i>		<i>(college/university)</i>		<i>(graduate school)</i>

1. Do you know the nature and diversities of urban refugees in Addis Ababa?

1. Yes 2. No 3. Don't know (If No or Don't know go to question 4)

2. Would you please describe their nature and diversity: _____

3. How refugees are residing in Addis Ababa?

1. by country of origin in a group at any place of the city
2. In the area where people from their country of origin residing, such as Bole Michael for Somalis.
3. Individuals choice and settled dispersedly in the area where living conditions are cheaper.
4. Other specify _____

4. Is there a system put in place for the social support among refugees?

1. Yes 2. No 3. Don't know

If yes, describe types of social support. _____

5. Which types of social services provided for urban refugees in Addis Ababa: you can select multiple answer

1. Health services: treatment and counselling
2. Education
3. Food and nutritional support

4. Shelter
 5. Psycho social and mental health
 6. Reproductive health
 7. Others specify_____
6. Are you directly or indirectly involved in the implementation of the above social work activities?
1. Yes 2. No *If Yes how?*_____
7. What are the criteria for recruitment of social workers in your agency? select in terms of profession and you can select multiple answer
1. Social work profession
 2. Any social science profession
 3. Health profession
 4. Could be any profession but experienced in social services
 5. Any other specify_____
8. Is there an induction and periodic trainings for the social workers after employment?
1. Yes 2. No 3. Don't know (If No or Don't know go to Q 11)
9. Who provides the training:
1. Generalist senior management
 2. Human resource
 3. Professional Social Worker
 4. Sectorial professionals (Doctors, sociologists, Psychologists etc.)
 5. Others Specify _____
10. How many social workers exist in your agency directly working to support refugees in Addis Ababa? Put in number:_____
11. Do you know types of social work method used by social workers?
1. Yes 2. No 3. Don't know (If No or Don't know go to Q 14)

12. Which social work methods are utilized by the social workers? You can select multiple answer

1. Case work
2. Group work
3. Community work
4. Generalist practice
5. Combination of 1 and 2
6. Combination of All
7. Any other specify _____

13. What are the roles of social worker during the implementation of the social work activities? You can select multiple answers.

1. Counseling
2. Home visit
3. Resource distribution
4. Awareness raising campaigns
5. Community mobilization linking agency and clients
6. Advocacy
7. Others (Specify) _____

14. Do the social workers receive the required resources for the implementations of activities adequately and timely?

1. Yes 2. No 3. Don't know (If your answer is Yes or don't know go to Q 17)

15. If your answer is No, list why? _____

16. Who supervises the social workers?

1. Professional and experienced social worker
2. Professionals trained in other than social work
3. Any senior person experienced in social services
4. Others (specify) _____

17. Does the agency or social workers have a social work field manuals or guidelines?

1. Yes 2. No 3. Don't know

If yes, mention the name of manual or guideline _____

18. How do the clients assigned for social workers?

1. The social worker assess, identify and support the client
2. The agency assigns the clients
3. The client contacts the social workers
4. Others (specify) _____

19. How often the client receives services from the social worker/s (Mark ✓ in the column)

Type of clients	Daily/working days in a week	Monthly	Quarterly	Others/Specify
Individuals				
Groups				
Community				

20. Are there any challenges that the social workers facing during implementation of activities?

1. Yes
2. No,
3. Don't Know

If yes, what are they? _____

21. Where do the social workers go for assistance whenever they face a problem during implementation of activities?

1. To immediate supervisor
2. To agency experts
3. To agency management
4. Others specify _____

22. In your opinion do you think that the social workers receive adequate support and advice whenever they face problems?

1. Yes
2. No
3. Don't know

If your answer is no, describe why? _____

23. In your opinion what is going well and which is not going well during implementation of social work activities by social workers and why? _____

24. What do you suggest to improve for those not going well? _____

Thank you

Appendix 2: Research Questions: Individual Community member: Self-administered or support by enumerators

Code: _____															
Date: _____															
Country of origin: _____															
Age _____		Sex _____													
Years of stay in Addis Ababa _____															
Please circle the highest year of your education completed:															
1	2	3	4	5	6	7	8	9	10	11	12	12+1	12+2	12+ 4	Degree/PhD
<i>(primary)</i>		<i>(high school)</i>			<i>Vocational/certificates</i>			<i>(college/university)</i>			<i>(graduate school)</i>				

25. Which types of social services provided for urban refugees in Addis Ababa: you can select

multiple answer

8. Health services: treatment and counselling
9. Education
10. Food and nutritional support
11. Shelter
12. Psycho social and mental health
13. Reproductive health
14. Economic through direct cash assistance
15. Others specify _____

26. Are you directly or indirectly receiving the above social work assistances?

1. Yes
2. No
3. Do not know

If yes or do not know go to Q 4

27. If you are not receiving the above assistances what are the reasons?

1. I don't know how to request
2. I am not selected or contacted by the agency or social workers
3. I have my income source and didn't want assistance
4. The services are discouraging and didn't want to visit the agencies
5. Others specify _____

28. In which village in Addis Ababa you live: _____

29. Why did you selected to live in this village? You can choose more than one answer

1. Because people from my country of origin are living in this place so I decided to join them for mutual support and protection
2. House rents and living costs are cheaper in this village.
3. The social work agency, ARRA and/or UNHCR decision
4. I feel that the village is more secured
5. It is very close to the social work agency, so I can easily access the services
6. Other specify _____

30. Do you know number of refugees living in your village?

1. Yes 2. No If no go to Q 8

31. If yes how many are they? Put in number _____

32. How many social workers exist in your village directly working to support you and other refugees? Put in number: _____

33. How often the social workers visit you and other refugees in your village?

1. Daily
2. Once in a week
3. Once in a month
4. Others specify _____

34. Are you or your family requests/asks the social worker for assistance?

1. Yes 2. No If no go to Q 12

35. How do they assist you?

1. Counseling individually
2. Counseling in a group or together with all family members
3. Social workers do not directly support, but they link us with the agency experts

4. They visit my home and discuss to facilitate or resolve my problems

5. Others specify _____

36. What are the roles of social worker/s during the implementation of the social work activities?

You can select multiple answers.

8. Counseling

9. Home visit

10. Resource distribution

11. Awareness raising campaigns

12. Community mobilization and facilitates linking agency and clients

13. Advocacy

14. Others (Specify) _____

37. Do the social workers receive the required resources for the implementations of activities adequately and timely?

1. Yes 2. No 3. Don't know (If your answer is Yes or don't know go to Q 15)

38. If your answer is No, list why? _____

39. Does the social worker/s understand your culture and language?

1. Yes, they are recruited from our community

2. Yes, they are recruited from our village and they understand

3. No, it is part of the challenge I am facing whenever we meet

4. Others specify _____

40. Is there a special place for refugees in the social work agency office to discuss privately with the social worker?

1. Yes 2. No 3. Do not know

41. When the social workers provide support how do they approach you and other refugees?

5. Individually in the agency or visiting my home

6. They organize group and support the group

7. They call the entire community in my village and passes messages of the agency or collect our concerns and passes to the agency

8. Others specify _____

42. Does the social worker/s satisfying you in addressing your issues?

1. Yes 2. No, 3. Don't Know

43. In your opinion what are main problems that the social workers facing for not satisfying in addressing your problems? You can choose more than one answer

1. Lacks knowledge to deal with the issue
2. Don't speak my language and difficult to interact and explain my feelings
3. Lacking appropriate counseling room
4. Difficult to address economic needs due to the agency resource limitations
5. Cultural difference: difficult to discuss with male/female social worker
6. Others specify _____

44. In your opinion do you think that the social workers receive adequate support from the agency whenever they take your issues to the agency?

1. Yes 2. No 3. Don't know

45. What do you suggest the social workers to improve their activities? _____

Thank You for Your Participation

Appendix 3. Checklist Refugee Focus Group Discussion

Consent taking: Consent to conduct the study to be obtained from participants: Participation based on voluntary and measures to be taken to assure the respect of autonomy, dignity and freedom of participation.

Date: _____

Time started _____ Time end _____

1. Descriptions the combination of FGD: Male _____ Female _____ Total _____
2. Country of Origin: _____

3. Do you have social support system among yourselves? What are they?
4. Do you receive support from agency/s? If yes, list the types of agency and types of assistance

Types of Assistances	Agency

5. How the agency does delivers services to you?
6. Which agency uses social worker to deliver its services?
7. How do the social worker deliver the services
8. What are their methods of service delivery
9. Is there any challenge in the service delivery method?
10. Do you know the problem social workers facing? If yes what are they?
11. Do you support social workers to resolve these problems? If yes, how? If not why not?
12. What do you suggest to support social workers to resolve problems that they are facing?

Thank you very much for your participation