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Psycho-social Conditions of Migrant Returnees from Middle East Countries up on Arrival at Bole International Airport:

Implication for Intervention

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Abstract

To identify critical issues of concern to migrant returnees up on arrival at Bole International Airport and to determine the extent of their vulnerability, this study has been analyzing the situation and examined the challenges the service providing organizations encountered when providing assistance to migrant returnees; their perspective on the challenges that victims confront when attempting to access services; and the interventions implemented by providers so far. Qualitative research approach was employed using semi-structured interview and observation as main instruments for collecting required data from the study participants. Accordingly interview was held with 20 migrant returnees and three representatives of service providers. The study disclosed that most of the migrant returnees interviewed swamped with hopelessness added with the painful experience they had in the Middle East. Most of them faced abuse in various forms. Labour abuse was the leading form of abuse followed by verbal, physical, sexual abuse and discrimination based on color. Too sad to say, but the only means of getting justice for all forms of abuse is deportation either voluntarily or forced. With this fact when they reach to their country with ample grief and pain there is no formal system to support them unless they have very critical problem which prevent them from leaving the terminal in Bole International Airport or mass influxes as it was seen from Saudi Arabia for mass deportation. There are two organizations working to support these migrant with limited human and financial resource capacity. They are trying their best with focus for those who have a mental health problem. It seems that no one is there for male returnees and for non mental health problem victim migrants. Generally speaking the attention given for migrant returnees from government side lacks formal systems and structure to include them starting from their arrival which needs due attentions to mitigate the problem and can be taken as a lesson so that prevention could be augmented based on lessons from returnees painful experiences.
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Appendices I

Appendices II
Acronyms

AECS- Agar Ethiopia Charitable Society (local NGO)
GSA- Good Samaritan Association (local NGO)
IGAD- Intergovernmental Authority for Development
ILO- International Labour Organization
IOM- International Organization for Migration
MOFA- Ministry of Foreign Affairs
MOLSA- Ministry of Labour and Social Affairs
NGOs- Non-Government Organizations
TIP- Trafficking in Persons
TVET- Technical Vocational Education Training
UAE- United Arab Emirates
UN- United Nations
Chapter One

1.1 Background

Ethiopia is one of the source countries for men and women as well as children trafficked and smuggled for the purpose of forced labor, domestic servitude, sexual exploitation, prostitution and even to some extent organ harvesting (ILO, 2011). Young women from all parts of the country are trafficked for domestic servitude, primarily to Lebanon, Saudi-Arabia, Kuwait, UAE, Bahrain, Syria, and Yemen through legal and illegal agencies and transit routes. Huge number of men and women are trafficked and smuggled to South Africa, Western Europe and Saudi Arabia through various transit points for low skilled and unskilled labor. There are quite large number of people smuggled and trafficked to Israel via Sudan and Egypt crossing the barren desert of Sinai. (Rijken, Meron & Reisen, 2012)

The issue of migration has become a very contentious issue now in Ethiopia given the significance and the ill effect migration bring to citizens. Many families are broken due to the ill effect of migration to the Middle East. On the contrary many families sustained their life using the remittance gained from abroad (IOM, 2010). With this mixed feeling and impact many are leaving their home, family and children without full information on the life they are pursuing for. As a result, many people end up experiencing torture, rape, kidnapping, death, removal of their organ and other dehumanizing effects in their life (US State Department TIP Report, 2012). Those who survive these problems end up with severe mental health problem which complicates their entire life after their return to home (Meskerem, 2011). Now days many Ethiopian migrants to the Middle East face multiple challenges which emanate from their background (typically uneducated and unskilled) (RMMS, 2013). This paves a way to the exploitation they face in the destination countries.

The magnitude may differ but whether they used irregular route or legal channel Ethiopian migrants are facing challenges in destination countries. The problems are more shocking and devastating for those who chose the irregular migration route (RMMS, 2013). Leaving the country can be achieved using many means but when we come to returning back to home Bole Airport becomes the only way to get back home. The returnees could be forced to returnee for some reasons like health problems, volunteer returnees and deportation. The intention of this
study is to dig out the conditions the migrant are in up on their arrival at Bole International Airport. Bole Airport accommodates all these returnees with limited service to them. It is also very crucial to see how and where these needy returnees are referred to and get service so that they can get minimum service to sustain their life. Given the desperate situation many returnees face abroad and the limited support service provided to them upon arrival it is very important to study their situation which will serve as input to devise mechanisms on how to provide support to these returnees upon arrival at Bole Airport.

### 1.2 Statement of the Problem

The vast majority of the migrants leave poverty-stricken lives in Ethiopia in search of jobs in the Gulf states. They embark on a dangerous journey through the Horn of Africa, across the Gulf of Aden and through conflict-ridden Yemen, with the help of smuggling networks. Those lucky enough to survive the journey often find themselves stranded and destitute at the Saudi Arabian border, unable to progress further. The most vulnerable, including women and unaccompanied minors, live at risk of kidnap, exploitation and assault by smugglers and criminal gangs. Since 2010 IOM has provided urgent medical assistance to over 35,031 Ethiopian migrants stranded in Yemen (RMMS, 2013).

According to Regional Mixed Migration Secretariat report in 2011, at least 75,000 Ethiopians travelled irregularly and in 2012 an estimated 84,446 Ethiopians made their way to Yemen. Criminal gangs along the Red Sea coast of Yemen continue to hold migrants hostage for ransom. There are also continued reports of females being subjected to rape during the sea journey. The 2013 report of RMMS revealed that approximately 3,000 women held by smugglers in Haradh over the past year were raped, many of them repeatedly. The women reported that the smuggling crew are often drunk and target young Ethiopian females with no male companions. The discovery of 70 battered men and women held captive in a remote area of Yemen’s Hajjah Governorate near the Saudi Arabian border has sparked an investigation into the torture and extortion of Ethiopian immigrants by criminal gangs, local authorities reported. According to the same source in a recent Interior Ministry report, 170 Ethiopians were held captive, tortured and mistreated by criminals in Haradh between January 2011 and February 2012. The victims include 91 young men, 10 women, 50 children and 19 elderly men, and most had been beaten,
scalded or punched in the face, leaving some with visual and hearing problems. A high proportion of Ethiopian arrivals are held hostage upon arrival on the Yemeni coast (RMMS, 2013). There are repeated reports of disappearances of migrant females in Yemen. It is suspected that a significant number are trafficked but few details are known of about these violations (US State Department TIP Report, 2012).

It is a very sad and horrible to hear such terrible news through different mass-media and family members. A mass of people passed away due to suffocation on the containers while travelling to cross the border. Some died while crossing the sea, being overcrowded in a fishing boat, while other migrants were thrown out of the boat and died a terrible death without any help. Those who died on the desert did not get even dignified burial; they were eaten by wild animals. According to survivor’s testimonies, migrants are chained together to three or four other people for weeks or up to four months. Additionally, they are held in metal containers or underground cells and face torture, rape and physical abuse until ransom money is paid. They also reported people dying of dehydration (HRW, 2008).

After all these returnees from various countries, particularly from Middle East countries come back to home with various physical, psycho-social and health related problems (Mesfin, 2011). Victims who have been traumatized need special assistance but there are very limited institutions providing counseling and rehabilitation assistance for the victims. Though many of them were in very critical situation they were left alone to deal with their psychological traumas, unemployment and the drop of their income upon return. While some expressed their unwillingness to repeat the experience, many others found that they have no option but to go back leading to the cycle of migration and victimizing (IOM, 2010). Ethiopians who have been lured with false promises of good job, and decent life in foreign countries face deadly xenophobia and extreme isolation in the Middle East, and inhuman treatment in transit points (HRW, 2008). The migrants come to their country with painful memory and resentment after they have experienced inhuman treatment, violation of their fundamental human rights, getting psychologically depressed and contracting HIV/AIDS, (Mesfin, 2011). However there is no formally established system at the local level to support these victims on their challenges.
In Ethiopia, existing researches have looked at modes of trafficking, profiles of migrant workers, the conditions in the destination countries and problems women face after returning home (ICMPD, 2013). Unlike the previous researches on trafficking, this study gives more concern to the availability of service for migrant returnees from their own perspective and service giving organizations just on their arrival at Bole Airport. In doing so, it will initiate government and non-government organizations and the community as a whole to be more conscious about the issue in order to take actions in different programs and projects. Based on this reality this study will try to answer the following research questions.

1.2.1 Research Questions

• What did the psychological and mental conditions of returnees look like upon arrival?
• What are the major painful experience they report when they arrival at Bole Airport?
• What services currently exist for migrant returnees and types of interventions are needed?
• What are the barriers to provide services to these victims? Barriers to accessing services and the referral and linkages systems.

1.3 Objectives of the Study

The main objective of this research is to investigate the physical, social and psychological conditions of migrant returnees from Middle East countries up on arrival at Bole Airport

Specific Objectives:

• To assess the vulnerability of returnees upon arrival at Bole airport and assess their experiences in the Middle East
• To assess the adequacy and accessibility of services available for migrant returnees and how returnees are referred to service providers from Bole Airport
• To find out the most necessary services that the returnees needs up on arrival and find out possible referral and linkage strategies
1.4 Significance of the study
This study tries to give some insights on the conditions of migrant returnees up on arrival at Bole International Airport. It highlights on their major painful experiences and service available for them with possible recommendations on the gaps identified. This research will help to Ethiopian Civil Aviation Authority, Agar, Good Samaritan Association and other organizations to understand the various painful experiences the migrant returnees face up on arrival in Ethiopia. It will help to clearly look at the challenges and the gaps on the type of support they need for victims up on arrival. Unlike the previous researches on trafficking, the study gives more concern to the availability of service for migrant returnees from their own perspective and service giving organizations. In doing so, it will initiate government and non-government organizations and the community as a whole to be more conscious about the issue in order to take actions in different programs and projects. Moreover, it will be used as a reference, initiate further researches and contribute to the available literatures on migrant returnees in Ethiopia.

1.5 Scope of the Study
The scope of this study is limited to physical and psycho social conditions of migrant returnees from the Middle East up on arrival to Bole airport with special focus on assessment of possible service by relevant organizations for these migrant returnees. Migrant returnees from other parts of the world are not part of this study. The study area is limited to Bole International Airport and four service giving organizations. Accordingly Ethiopian Airports Enterprise, Agar, and Good Samaritan Association are among service giving organizations addressed in this study.

1.6 Limitation of the Study
There were several limitations in this research. It was very difficult to get their consent given the much crowed situation in the terminal and the very depressing situation they show when approached for rapport and consent. All of the interviewed migrant returnees are from Saudi Arabia and Yemen both deported and returned voluntarily so returnees from other Middle East countries were not included in the study.
Chapter Two

2 Literature Review
This chapter overviews a review of the literature on migration trend and pattern focusing on the complexity of the factors contributing to trafficking, the barriers to services and some of the strategies that are being used to mitigate this problem.

2.1 Migration in East Africa
Many people from the Eastern Africa are leaving their home for multiple reasons. The Horn of Africa has unique migration challenges. Every month thousands of irregular migrants and asylum seekers attempt to cross borders to escape conflict, drought and economic difficulties. In the process, many regularly perish or disappear. The situation is becomes worse for Ethiopia (IOM, 2008). Ethiopia centrally located in the Horn of Africa, Ethiopia has developed into a major transit point or “migration hub” along the Eastern African migration routes both for transit migration and irregular migration movements. Addis Ababa is said to be a hub on two land routes of which one leads from the Horn of Africa via Sudan, Chad and Libya to the Mediterranean Sea and the other through Somalia to Yemen across the Gulf of Aden. Ethiopia’s Bole International Airport is also reported to be a hub of transit and irregular migration on the air route leading to Europe, including irregular migration flows from Asia transiting through Africa (ICMPD, 2008).

The migration flow in Ethiopia is both in regular and irregular patterns. Irregular and regular labour migrants from Ethiopia travel towards a wide range of destinations. They journey in significant numbers to South Africa through Moyale and Kenya; to Saudi Arabia through Bossaso and Yemen; to Saudi Arabia and United Arab Emirates (UAE) through Djibouti and Yemen; to Sudan through Metema and on to Lebanon; Saudi Arabia and UAE through Bole International Airport; and to Djibouti through the Afar region (ILO, 2011). Of course, the destinations listed here may represent primary movement only. Migrants often move on to secondary and third locations in what is often a long migration process, largely conducted irregularly and with the help of migrant smugglers. In recent years, the volume of Ethiopians leaving the country has increased rapidly. The majority travel east to Yemen. The number arriving at Yemen’s shores doubled between 2008 and 2009, then increased again between 2010 and 2011 from 34,422 to over 75,000. This trend continued in 2012 with 84,000 Ethiopians
arriving in Yemen - a conservative estimate based on findings of the continual coast monitoring patrols organized by NGOs and UNHCR (RMMS, 2013).

2.2 Migration to Middle East

Migration of Ethiopian women to the Middle East States is recognized as a big problem by both the government and international actors. Ethiopian women have limited access to education and employment opportunities in the formal sector, job opportunities offered in the Middle East therefore attract a growing number of migrants (Emebet, 2002). Middle Eastern countries such as Bahrain, Lebanon, Saudi Arabia, United Arab Emirates and Yemen are the main destinations for women trafficked for domestic labour. There is wide scale trafficking of women especially from Ethiopia to the Gulf – in Lebanon alone, there are an estimated 20,000 to 25,000 Ethiopian domestic workers, a significant number of whom are trafficked. In Ethiopia, existing researches have looked at modes of trafficking, profiles of migrant workers, the conditions in the destination countries and problems facing women returning home (ICMPD, 2013).

The pattern and the route these migrants use vary from destination to destination. Due to geographical proximity Ethiopian migrants take Yemen route as the most accessible to cross to Middle East using either through Djibouti or Somalia. Some rough estimations given the clandestine nature of irregular migration highlights that the cumulative number of Ethiopians arriving in Yemen over the last six and a half years is at least 230,000(RMMS,2013). The real figure is probably significantly higher, due to monitoring limitations, and because most new arrivals do not register but instead are transported immediately north towards Saudi Arabia. Given the increase of Ethiopians choosing to leave their country, this migration may also have increased significantly since 2009.

In the first half of 2012 alone, over 160,000 Ethiopians were reported to have migrated to Saudi Arabia to work in the domestic sector as maids on time-bound contracts arranged by a wide variety of Private Employment Agencies (PEAs) (MOFA, 2013). Saudi Arabia claims to be in need of 0.75-1.5 million domestic workers, indicating that there is a huge potential for legal labour migration from Africa to the Arabian Peninsula. Ethiopia regards itself as being tough on migrant smuggling and trafficking, and so tries to regulate the recruitment market for labour migrants. Recognizing the importance of remittances, the government also facilitates and encourages labour migration through different ministries and special programmes. However,
there are concerns that a high incidence of trafficking is embedded within official labour migration (ICMPD, 2013). The ILO (2011) report *Trafficking of Persons Overseas for Labour Purposes* states that “despite the lack of a common and clear understanding, there is ample evidence that trafficking of Ethiopian domestic workers for labour exploitation is highly prevalent in Ethiopia.” Though demand for labour in destination countries is high, the barriers to employment impact heavily on the safety and wellbeing of migrants (RMMS, 2013).

The majority of Ethiopians arriving in Yemen intend to cross the border to Saudi Arabia, but some become rapidly destitute as a result of repeated robbery and harassment, pre-existing poverty, lack of income from work and absence of any national provision to assist vulnerable migrants. Many others are working informally inside Yemen, often in rural areas as labourers (mainly on plantations) and herders. Some can also be found in specific areas of large cities such as Sana’a, Aden and Ta’iz (DRC, 2011). In 2011 IOM estimates that over 12,000 Ethiopian migrants are stranded in the north of Yemen, at the border with Saudi Arabia. In January 2013, the Yemen government estimated that over 25,000 Ethiopian irregular migrants were stranded in various locations near the Saudi border. Those who succeed to cross the border and obtain employment in the informal sector in Saudi Arabia or other Gulf States are still vulnerable. Apart from abusive treatment and conditions, women in particular may be forced into, or fall into, the sex trade for survival (US State Department TIP Report, 2012).

Once in Yemen, men, women, and children are forced to work in conditions of forced labor and sex trafficking. Similarly, there have been reports of gangs in Yemen and Saudi Arabia who traffic African children into Saudi Arabia. Men are trafficked for low-skilled jobs to Saudi Arabia and other Gulf States, often subjected to forced labor mainly through denial of salary. Underage girls are also trafficked for the purpose of sexual exploitation and all children are trafficked through Yemen to Saudi Arabia for begging (HRW, 2008).

The majority of Ethiopian migrants are classified by the international community and the Middle East countries as economic migrants and they are detained and deported if caught by authorities (IOM, 2008). The reality, however, is that a significant number are individuals consistently reporting that it has become nearly impossible to find means of subsistence in Ethiopia due to
political and economic reasons, a difficult situation which has been compounded by severe droughts in recent years. For these Ethiopian migrants who do not fall under the protection of the Refugee Convention, protection space is nearly non-existent thus making them extremely vulnerable individuals. It means risking trafficking and violence by using the services of notoriously abusive brokers and smugglers to make their way to Gulf countries in the hopes of finding employment but most likely ending up deported back to Ethiopia by the Saudi government, or being stranded with but the clothes on their backs at the northern border of Yemen, a desolate insecure area (RMMS, 2013). Alternatively, it means living illegally on the fringes of Yemeni society without protection or access to basic services, trying to eke out a living without being caught; if caught, it means detention in horrible conditions and eventually deportation by the authorities (DRC, 2011).

With this tragedy it is very important to look in the source for this type of migration. Current report of Government and recent studies showed that migration become a country wide phenomenon encompassing all regions of the country. Although it is inclusive but dominated by some areas with high migration out follows using both the regular and irregular channel. According to ILO (2011) report there are major source areas for regular and irregular migration in Ethiopia. The following rural and semi-urban areas with high and growing incidence of migration in general and trafficking in particular were identified. The identified areas are Dessie (North and South Wollo), Shashemene (Western Arsi and Bale), Jimma (Western Ethiopia covering Kaffa, Wolega and Illubabor), Dessie/Komabolcha may be taken as transit point to different trafficking routes, Tigray(Alamata, Raya, Erob, Edagahamus, Gulomehadi, Etsbi, Weneberta), Western Hararghe (Hirna, Gelemso) and North Shoa(ShewaRobit, DebreBirhan, Debre Tabor)(IGAD, 2013).

2.3 Migration pros and cones for Ethiopia

Like most African countries, Ethiopia is affected by the loss of human capital through the emigration of the highly skilled manpower (GTZ, 2003). But migration seems to have a tremendous impact in Ethiopia given the mixed nature of migration. Ethiopian migrants profile range from illiterate to highly skilled one with multiple destinations. According to IOM well managed migration benefits all both the sending and receiving countries. It is very crucial to benefit from it without undermining the ill effect it brings to home.
The Ethiopian government has taken a number of important steps to harness the benefits of international migration, including mobilizing expatriate professionals to contribute to the development of their home country and encouraging remittance flows through formal channels. It needs to take a number of policy measures to encourage a more productive use of funds and use of formal procedure for financial flow. Such policies could notably entail a better inclusion of expatriates in the formal banking systems, the improvement of the banking system’s infrastructure, better linkages between banks and enterprises as well as the stimulation of competition in the remittance market. The significance of migration should be done in line with making migration safe gaining the remittance and protecting the migrants (ICMPD, 2008).

With this positive impacts and benefits the country also became a major country of origin and transit for the trafficking of human beings. Ethiopian men, women and children are trafficked both within and from the country for the purpose of forced labour and sexual exploitation whereby human person treated as an object of profit (IOM, 2005). The situation becomes more devastating when many are unaware of what they are looking for. The society becomes drained and many social ties are affected due the high rate of migration in different parts of the country. It becomes like a virus which affect all regions and many youths which dreams abroad a means of success. To make migration safe and benefits in Ethiopia there need to have a comprehensive policy targeting the elimination of trafficking and providing guidance to, and coordinating the efforts of, different stakeholders (IGAD, 2013). The legal framework should entail a comprehensive set of laws that clearly define and address the issue of human trafficking. Although the Ministry of Labour and Social Affairs offers and some NGOs provide a limited number of services to potential migrants, migrants, returnees and their families, the majority of Ethiopians willing to work abroad prefer the “quicker” informal migration channels (Mesfine, 2011). There is a need to have a specific labour agreement that would grant a limited number of Ethiopians better accesses to residence and labour markets in Middle East countries could set in motion circular migration while avoiding unintended consequences (irregular migration) (ICMPD, 2008).

2.4 Impact of migration on Families of Migrants and home communities
The large outflow of migration has affected the home communities and the families of migrants in a number of ways. Firstly, the exodus of migrants, disproportionally being youth in their most
productive years, has left a large gap within their communities and families. Not only these young migrants no longer contributing to the productivity of their communities, but they have also left communities of almost all elderly people who are now concerned with who will be around to bury them if their youth have migrated out (IOM, 2010).

Secondly, while chronic poverty is what propelled many to migrate or send their children to find work abroad, the mass migration has left families, and in turn, their communities spiraling deeper into poverty. As mentioned above, families had to sell off their cattle and other means of livelihood in order to send their young off with a broker. As a result, these families go without any means of generating income. Instead, they wait until their child migrant sends money home, which in most cases could take many months. In worst cases, the migrant is deported back without making money for the family or has died along the way (Jureidini, 2010 & IOM, 2010).

Thirdly, the increase of female migrants has specifically affected the socio-cultural dynamics in many rural areas. It has been reported that many families now reserve their daughters, not for marriage, but for brokers in the hopes of sending them abroad to work as domestic workers and send money to support the family at home. Similarly, women are now more and more choosing not to marry, as per tradition, in order to work outside their communities and thereby supporting their families at home. As result, there is an imbalance of the number of females to males within the communities (IOM, 2010).

It is interesting to note that women who choose not to marry in favor of migrating abroad can be seen as a possible advantage or alternative for rural women. Since these migrant women are able to generate their own income, they are now major decision makers, where in the past that opportunity would not be possible (Mesfin, 2011). Moreover, women or young girls who migrate because of forced marriage or early marriage are now indeed in better positions. This could also be true for women who escape marriages fraught with domestic violence (Embete, 2002). The number of youths has been reduced in the community due to migration. Those that remain do not have funds to migrate and lack the opportunity for work at home. Hence, the youths that remain have very little to do. As a result, youth addiction to Khat in the communities is on a rise. Additionally, young girls who drop out of school either end up marrying early or choose to migrate (Jureidini, 2010).
Land management is poor in the area due to migration. As a consequence of migration communities are experiencing an increase societal change through changing family dynamics. This includes breakup of families, one or more parents migrated to Middle East or other destinations, leaving their children as heads of households or female-headed households with many children to provide for feed (Meskerem, 2011). Families of migrants are negatively affected by migration in many ways. For one thing, the high number of trafficking victims has resulted in a continuous stream of dead bodies being returned home to be buried by family (Emebet, 2002).

Another more subtle way families are affected is in the way wives of migrant husbands are disadvantaged in managing money sent home. Many of these women are from very remote rural communities with little or no education. Having to manage large sums of money for the first time is proving to be difficult for many. As a result, they are being taken advantage of by merchants, land lords, and family members. Teaching family members of migrants in how to manage money, save, and create their own business will directly benefit them and the entire community (Mesfin, 2011).

The impact of migration is experienced by migrants, their families and home communities. Deception through trafficking, life threatening experiences throughout the migration process, and labor exploitation through forced labor are but a few of the worst effects of migration. It is no wonder that many suffer some sort of mental illness Anbese, Hanlon, Alem, Packer & Whitley, 2009). Some families of migrants only see the positives of migration; their child or relative that has sent money. The vast majority of families, however, fall deeper into poverty as they must sell their cattle, land, or home in order to send their children or relatives abroad. There is never a guarantee that the migrants make it to their destination. Even if the migrant makes it, it often takes several months before sending money home. This is particularly disturbing since most of the people who have migrated are in their most productive years, leaving many of their communities in fast economic and social decline. The social effects of migration can be observed through the large numbers of elderly and single parents headed households left to fend for themselves (ILO, 2011).
2.5 Migrant Returnees Challenges

Returning migrant workers often return home after having faced severe abuses, traumatic situations or other serious events. The returning migrant workers are divided into two categories: those who voluntarily return and those who are repatriated after experiencing some type of abuse (Meskirem, 2011).

Multiple or repeated migrations of men, women, and children to Middle East countries have been reported. Some migrants are re-trafficked or otherwise re-migrate 3-4 times. These include migrants who have been caught at the border and sent back as well as migrants returning home for specific reason. It is also noted that many women migrants return home to bring back new spouses, friends and relatives with them. A number of returning migrants attempt to reintegrate into society on their own, however, there are no means to follow-up or verify the rate of success in reintegration (Mesfine, 2011).

Returning migrants face a number of challenges and often re-migrate and/or are re-trafficked for labor in the Middle East or cities within Ethiopia. The biggest challenge for returning migrants is the lack of job opportunities at home (IOM, 2011). In addition, families of migrants pressure them to return for work in Middle East or cities in Ethiopia. This occurs despite bad experiences experienced by the migrants. There are cases where young women migrated to the Middle East to work as domestic workers and returned due to physical or sexual abuse or some other form of exploitation (Embete, 2002). After some time, the migrants are pressured by their families to return to the Middle East for work. In addition to family pressure, the main motivation to re-migrate for many is to earn enough money to help their families and to open a business back in Ethiopia. Many returning migrants choose to live and work in bigger cities rather than return to their home communities (Agrinet, 2004).

Returning migrants who have had some modicum of economic success typically purchase vehicles or houses upon their return to home. Additionally, there is a social expectation that a returning migrant from abroad will provide for everyone in the extended family and network of friends. Unfortunately, many migrants do not see the benefit of creating their own businesses or invest their money in ways that generate income for the future. As a result, many return to unemployment at home and poverty. This typically pushes many to re-migrate to Middle East countries or other destinations, despite high risk of death and imprisonment (Mesfine, 2011).
Main reasons to return are extreme exploitation in Saudi Arabia, Yemen, deportation, or illness (RMMS, 2013). There are very limited resources for returnees and deportees. It is often the case that returnees re-migrate multiple times because of the lack of jobs at home.

**2.6 Government Response for Migrant Returnees**

Notwithstanding the relatively large numbers of irregular, smuggled migrants from Ethiopia, it is relatively easy for Ethiopians to obtain a national passport irrespective of whether the applicant is planning to travel as a labour migrant or independently (RMMS, 2013). It is also clear that remittances are a significant income source for the country and Ethiopia encourages and facilitates labour migration annually for thousands of its citizens, especially into the Gulf States. Ethiopia closely regulates the labour migration sector as part of its effort to combat abuse and human trafficking. Recruitment agencies have to be registered and are officially accountable to those they recruit into employment abroad. Those who do so without official approval are liable to be prosecuted under anti-trafficking legislation. Ethiopia is a signatory to the United Nations Convention against Transnational Organized Crime, but has yet to ratify the Convention (RMMS, 2013). The Government of Ethiopia is working hard to combat the impact that migration brings to this country with the benefits it have and the ample tragedy to brought home in those few year seems beyond control and reaches all over the country. Accordingly Government has established Nation task force to coordinates this. The IGAD assessment study revealed that:

> A recent development is the establishment of a national task force in July, 2012 under the prime minister’s office headed by the deputy prime minister. The task force is composed of individuals from government institutions, CSOs, and religious institutions. The task force is organized in four teams namely: media and communication affairs team, overseas employment exchange team, a team to coordinate anti-trafficking and anti-smuggling activities and finally a team for religious and community organizations. The problem with this committee was it does not have a permanent office for contact and coordinating national activities. Recently a state minister is assigned for the position so that it has permanent address to organize national level counter trafficking and smuggling activities. The committee is planning to use CSO’s like youth association, women’s association, and religious institutes. The national task force is extended to regional, zonal, woreda and kebele levels (IGAD, 2013).
With this endeavour the government tried to put it in place on November 4, 2013, Saudi Arabia began enforcing a crackdown on illegal immigrants. Saudi Arabia is believed to be home to more than seven million foreign workers and their families. The Saudi government issued an amnesty period in April 2013 giving illegal immigrants seven months to gain legal status or leave the country. Immigrants from Ethiopia are one of the most affected by the crackdown, which has resulted in riots and violence (HRW, 2013). The Ethiopian government is repatriating its citizens living in Saudi Arabia illegally after it was reported that an Ethiopian was killed by Saudi Arabia police. The Minister of Foreign Affairs in Ethiopia Dr. Tedros Adhanom acknowledged the right of Saudi Arabia to expel illegal immigrants but condemned the use of force and rape against Ethiopian immigrants as it has been reported on different news and social media sites (IRIN Africa, 2013).

Ethiopian migrant workers have been the victims of physical assaults, some of them fatal, in Saudi Arabia following a government crackdown on foreign workers. Many workers seeking to return home are being held in makeshift detention centers without adequate food or shelter. Human Rights Watch has repeatedly called on the Saudi government to abolish aspects of the kafala or “sponsorship” system that create conditions for abuse, including rules requiring a worker to obtain permission from his or her employer to change jobs or leave the country. These rules leave foreign workers with little option for redress in cases of abuse or labor violations and force them into under-the-table work (HRW, 2013).

Following the crackdown on Ethiopian immigrants in Saudi Arabia more than 144,763 returnees registered from Saudi Arabia out of which 89,231 are male while the rest 47,854 are female and 7,678 are children arrived in Addis Ababa until December 2013 (IOM, 2013). During this a coordinated efforts were done by government of Ethiopia in collaboration with various stakeholders for emergency program to receive and accommodate these mass influxes. The relief program was supported by many organizations in providing assistance to welcome them, medical and psychological support, food, sanitation materials, temporary shelter, transportation, reunification with the family and others (IOM, 2013).

The issues are how it will be managed in rehabilitation of this significant number of migrant returnees given no preparation and established system to support them? Various efforts are made
by the government to rehabilitate these migrants in their respective regions according to the Federal Anti-human Trafficking Task Force Coordinator and member of national rehabilitation committee in the Prime Minister’s Office, the regional governments which will run the rehabilitation program on their own budget. The regions have a budget to create job opportunities. The names of the returnees will be sent to their respective regions where the committee will push for the returnees to get a priority. According to information from Addis Ababa labor and social affairs bureau, the stakeholders in rehabilitation program will be a small-scale and micro finance enterprise, TVET College, Addis credit and saving bureau, health bureau, and others. The plan is drafted for the rehabilitation program. In fact, rehabilitation was also part of the bureau’s work in the past couple of years (Addis Standard, Dec, 2013).

It is very crucial to emphasize finding a sustainable solution for the root cause such as giving them trainings so that they can earn their own income. Trainings that are given should be according to their interest, previous experience and ability. The government should work hand-in-hand with the different stakeholders and community volunteers. Preventing the illegal emigration and raising awareness should be part of the rehabilitation process. It needs be give due consideration to established a formal system to refer returnees that comes every times in which.
3. Methodology

3.1 Study Design

Qualitative research method was chosen because it was found to be the best research method to address the central research question which tries to assess over all conditions of migrant returnees upon their arrival at Bole International Airport. It enables to devise interventions for returnees by briefly examining the challenges and best practices of organizations that provide service for migrant returnees.

The study has utilized qualitative methods such as direct observation and interviewing to investigate the Physical and Psychosocial Conditions of migrant returnees upon arrival at Bole International Airport and to assess service providers’ experiences working with migrant returnees. This is because this research method is helpful in the generation of an intensive, detailed examination (Bryman, 2004). The area of provision of service regarding trafficked individuals is underrepresented in the literature therefore a descriptive and exploratory approach was used to collect these data. This method was used to gain a better understanding of services from a provider's point of view, specifically the challenges faced by victims and the challenges that providers have in assisting with adequate services. The qualitative research method was used to allow participants to discuss their unique perspectives and elaborate on what they consider to be most relevant from their specific experience point of view. To do that a semi-structured interview was used to give participants an opportunity to provide the information using their own words, thoughts, sentiments and meanings they attached to their personal experiences and regarding providing assistance to their clients. The interviewer was able to probe participants which allowed for clarification of responses thus allowing new themes to emerge.
Source of Data
Data gathered through both primary and secondary data sources as well as direct observations. As gathering of primary data, semi-structured interview and informal interviews were conducted. Secondary data were solicited from government offices such as MOLSA, MOFA, ILO, IOM, and other organizations from their recently published and unpublished documents, vital statistical records. It was given due considerations in using multiple sources of evidence and maintaining chain of evidence so that high-quality qualitative study can be produced (Pole & Lampard, 2002).

The Study Area
The selection of the sites that were identified to serve as the researcher study is straight forward, that Bole International Airport and two service giving organizations.

Participants of the study
The different perspectives are used since no single perspective can provide a full account or explanation of the research issue, and when understanding needs to be holistic, comprehensive and contextualized (Ritchie & Lewis, 2003). In light of the above explanation, the researcher took 20 migrant returnees (17 women and 3 men) as main respondents and Ethiopian Airport Enterprise, Agar and Good Samaritan Association as key participants in order to build in-depth understanding of the topic under study.

The migrant returnees participated in the study were identified through purposive sampling technique at Bole International Airport terminal. The women were chosen as a target group due to their higher vulnerability to the various types of challenges. Thus, a major challenge in collecting primary data on trafficking experiences lies in convincing respondents who are struggling with overwhelming, grief, sadness and depression. In this context, a qualitative approach may be especially informative, allowing an exploration of the range of possible stressors associated with migrant work.

Sampling Technique
For the purpose of this study 20 migrant returnees were selected using purposive sampling, which is one of the non-probability sampling techniques. This sampling method is the most appropriate considering the hidden nature of human trafficking and irregular migration. In particular, returning migrants often have difficulty in sharing their experiences, or harbor
feelings of shame, due to the harsh and exploitative situations faced during their migration journey and/or during their time of employment. Participants were asked for verbal consent and only those who were willing to participate in the study were interviewed. Regarding the selection of the service providing organizations, two major local NGOs that are working with migrant returnees namely Agar and Good Samaritan Association were purposively included in this study. In addition, as one major study area Bole International Airport and the Ethiopian Airports Enterprise are also incorporated in the study.

Instrument
Data collection instruments in qualitative study are expected to allow closeness between the researcher and the research participants so that the researcher can understand the issue from the participant’s point of view.

Interview
To do that the interview guide was designed consisting of two main parts. The interview guide consisted of open-ended questions that would elicit detail responses and allow for new themes and concepts that were unexpected. The first part of the interview guide focused on migrant returnees. The second set of questions focused on the challenges that service providers face in delivering service to victims of migrant returnees.

Observation
Making a field visit to the study sites creates the opportunity for direct observations, assuming that some relevant behaviors or environmental conditions will be available for observation. Observation entails the systematic noting and recording of events, behaviors in the social setting chosen for study (Marshall & Rossman, 2006). Observation was employed to clearly examine the respondent’s physical capabilities and emotional feelings up on arrival at Bole International Airport. Moreover, it helped the researcher to examine the physical and visible victim. Such observations serve as yet another source of evidence in this kind of study (Yin, 2002). To this effect intensive two weeks observation was conducted in Bole International Airport terminal which enable the researcher to establish rapport with the security and customs staffs in the terminal. It gave an opportunity to gain information on migrant returnees gestures, social interactions, actions, scenes, physical environment, group dynamics and the overall situation of migrant returnees
**Data Gathering Procedure**

The interviews with participants were conducted in person with an interview guide to facilitate the discussion. At the beginning of the interview, each study participant was asked verbally consent regarding their voluntary participation in this study. The interviews took place in settings that allowed the participants to feel comfortable and safe in expressing themselves. The researcher was given permission to use an electronic device, a recorder, during the interviews. Upon arrival at Bole International Airport for migrant returnees and at their office for service giving organizations informants. Documentary information is likely to be relevant to every study topics and takes many forms (Yin, 2003). Therefore, archival documents related to the study topic were gathered from IOM, MOLSA, MOFA and other reliable sources.

**Method of Data Analysis**

Interviews were all recorded using an audiotape and some hand written notes were also taken. The audio taped interviews were transcribed. After the audiotapes were transcribed the responses were grouped according to emerging themes in thirteen. The researcher applied phenomenological approach. This approach is selected because it generally deals with people’s perceptions or meanings, attitudes and beliefs, feelings and emotions. Phenomenology is concerned, first and foremost, with human experience (Denscombe, 2007). The challenge of the migrant returnees was analyzed by making meaning from the experiences of their lives. In addition, labels and categories were used to organize and analyze the qualitative data. The researcher has devised a common system of categories which was applied across the whole data set and used it as a means of searching for and retrieving chunks of labeled data. This approach is felt to offer a systematic overview of the scope of the data; to aid finding the themes which do not appear in an orderly way in the data; to aid locating conceptual, analytical categories in the data; and to help getting a handle on the data for making comparisons or connections (Ritchie & Lewis, 2003). The analysis attended to all the evidences using triangulation to collect evidence from various sources, so that the study findings are based on the convergence of information from different sources.
Ethical Considerations

Ethical concerns were given due consideration in process of conducting the study. The research participants were approached by the researcher to establish rapport. Once they expressed their willingness, the objective of the study was explained to them before their consent. A support letter explaining the objectives of the research was taken from Addis Ababa University School of Psychology and showed to the participants of the study. Verbal consents were received prior to the interviews for each participant in the study. Accordingly the participants of the interview were explained the confidentiality of the interview in which their story will not be used other than this study. It also agreed that the fact that the research subjects are free to discontinue their participation at any time they wish to do so and to ask the researcher detail questions on issues they are not clear on. The interviews were conducted with pseudonyms used in place of the true names of the informants and the recorded voices remained confidential.
4. Chapter Four

4. Findings and Discussion
In this chapter major experience of migrant returnees including their profile, destination countries experience and their overall conditions upon arrival at Bole International Airport were discussed. In addition, service assessment was done on how and what means and procedures are available for the most affected migrant returnees. It was very difficult to find out their most painful experiences from their report when they arrive Bole International Airport given their fragile state and the very inconvenient environment in the terminal. To find out most of it both from the migrant returnees and service giving organizations, phenomenological approach was used to get a maximum of it with a natural and exploratory setup. The findings section is organized under thirteen thematic issues.

4.1 Profile of Migrant Returnees
The finding of this study disclosed that all the interviewed participants were literate ranging from grade two to TVET level education. Of the total of 20 participants, 15 of them have secondary level education and three of them have post secondary level education and two of them have primary level educational background. The age ranges for all migrant returnees interviewed were between 19-28 years when they returned back to home. When they migrated some of them were below 18 years. Among the interviewees, there were three men and 17 women. One returnee stated “I am from Gonder and I am 20 years old... I attended until grade seven and I dropped school and migrated to Saudi Arabia. I stayed in Saudi Arabia for eight months. It was my first time to migrate to Saudi Arabia. I went there to work hard and to improve my family and my life. I migrated alone influenced by my friends and peer pressure.”

Girls who drop out of school for reasons of weak educational performance also consider work abroad as a path to economic and social success. One respondent decided to migrate to the Middle East after the disruption of her education. Regarding this she said the following

“after grade nine my academic performance decreased, I was eager to join university but my result was not sufficient to pursue higher education. Then I got a chance to join TVET, still I wanted IT but I did not get to study it. And the only available field was wood
I was not interested to pursue on that line. Since my foster dad had many family commitments with all that he asked me to join private college but I did not want at that time. Because I thought the fee of education was too much for him. Then I migrated abroad.

Official Ethiopian migration records indicate that the number of women and men migrants has been steadily increasing. Yet, due to the extensive migration of women and men through unofficial and illegal channels, these data do not give the real picture of the magnitude of migration from Ethiopia (IOM, 2005). The migrant profiles are heterogeneous in terms of educational background, place of birth and also in terms of age. Migrants have different educational background ranging from primary to post secondary school background with limited skills and originating from the rural and urban part of the country. A recent study showed that most victims of external migration to the Middle East are women between 20 and 30 years old (Emebet, 2002). Other studies have also concluded that most victims of external trafficking have either completed high school or are dropouts (Tsehay, 2003). A large proportion of respondents identified failure in education and absence of opportunities to financially support themselves as driving causes for their migration for work abroad.

The migrant returnees interviewed for this study were originally from three regions namely Oromiya, Amhara and SNNPR and two city administrations Addis Ababa and Dire Dawa of Ethiopia which give a clue that migration is a country wide phenomenon reaching all youths and adults from rural to urban areas of Ethiopia. The profile of the study participants showed that they stayed in Saudi Arabia and Yemen from eight months to eight years with diverse experiences and quite common challenges.
Table 1. Profile of Migrant returnees

<table>
<thead>
<tr>
<th>Pseudonym</th>
<th>Age</th>
<th>Place of Birth</th>
<th>Educational Level</th>
<th>Destination</th>
<th>Period of stay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Akemel</td>
<td>23</td>
<td>Dire Dawa</td>
<td>7</td>
<td>Yemen</td>
<td>1 year</td>
</tr>
<tr>
<td>Alemu</td>
<td>22</td>
<td>Assela(Arsi)</td>
<td>10+3</td>
<td>Yemen</td>
<td>9 months</td>
</tr>
<tr>
<td>Feyisa</td>
<td>20</td>
<td>Kofele(Arsi)</td>
<td>8</td>
<td>Yemen</td>
<td>1 year</td>
</tr>
<tr>
<td>Nejiba</td>
<td>19</td>
<td>Dessi</td>
<td>10</td>
<td>Yemen</td>
<td>2 years</td>
</tr>
<tr>
<td>Hanane</td>
<td>19</td>
<td>Kemese</td>
<td>4</td>
<td>Saudi Arabia</td>
<td>1 year</td>
</tr>
<tr>
<td>Mesert</td>
<td>19</td>
<td>Bati(Wollo)</td>
<td>8</td>
<td>Saudi Arabia</td>
<td>2 years</td>
</tr>
<tr>
<td>Saada</td>
<td>25</td>
<td>Addis Ababa</td>
<td>10</td>
<td>Saudi Arabia</td>
<td>5 years</td>
</tr>
<tr>
<td>Neima</td>
<td>28</td>
<td>Addis Ababa</td>
<td>8</td>
<td>Saudi Arabia</td>
<td>8 years</td>
</tr>
<tr>
<td>Zeynba</td>
<td>22</td>
<td>Arsi</td>
<td>6</td>
<td>Saudi Arabia</td>
<td>11 months</td>
</tr>
<tr>
<td>Zulfa</td>
<td>22</td>
<td>Adama</td>
<td>8</td>
<td>Saudi Arabia</td>
<td>2 years</td>
</tr>
<tr>
<td>Muluembate</td>
<td>25</td>
<td>Mizzan Tefer</td>
<td>8</td>
<td>Saudi Arabia</td>
<td>4 years</td>
</tr>
<tr>
<td>Hiwote</td>
<td>28</td>
<td>Jimma</td>
<td>10</td>
<td>Saudi Arabia</td>
<td>8 months</td>
</tr>
<tr>
<td>Serkalem</td>
<td>22</td>
<td>Shambo</td>
<td>10+3</td>
<td>Saudi Arabia</td>
<td>3 years</td>
</tr>
<tr>
<td>Azeb</td>
<td>23</td>
<td>Dessi</td>
<td>9</td>
<td>Saudi Arabia</td>
<td>1 year</td>
</tr>
<tr>
<td>Tsehay</td>
<td>22</td>
<td>Debre Birhan</td>
<td>2</td>
<td>Saudi Arabia</td>
<td>2 years</td>
</tr>
<tr>
<td>Seble</td>
<td>20</td>
<td>Gonder</td>
<td>7</td>
<td>Saudi Arabia</td>
<td>8 months</td>
</tr>
<tr>
<td>Kidest</td>
<td>20</td>
<td>Dessi</td>
<td>8</td>
<td>Saudi Arabia</td>
<td>2 years and 3 months</td>
</tr>
<tr>
<td>Bizunshi</td>
<td>19</td>
<td>Robe</td>
<td>10+3</td>
<td>Saudi Arabia</td>
<td>2 years</td>
</tr>
<tr>
<td>Semira</td>
<td>21</td>
<td>Alaba</td>
<td>7</td>
<td>Saudi Arabia</td>
<td>3 years</td>
</tr>
<tr>
<td>Hekiram</td>
<td>24</td>
<td>Arsi</td>
<td>8</td>
<td>Saudi Arabia</td>
<td>2 years</td>
</tr>
</tbody>
</table>

4.2 Major Causes of Migration
The main reason for the migrant returnees migration to the Middle East were to improve their living standard, support their families and due to family break up. Most victims interviewed for this study identified economic reasons, family break up and peer pressure as their major push factors for their migration. The purpose of their migration, in most cases, is to earn better wages.
so they can send remittances home to their families in Ethiopia. One of the returnees named Mesert explained her process and main reason of migration as follows

*I am originally from Bati (Wollo). I am 19 years old and I had attended my education until grade eight. I migrated to Saudi Arabia. I migrated because of conflict between my father and mother which concluded in divorce. ...I was not interested to leave home but I had no choice and forced to migrate. I spent two years in Djibouti and through my friend I heard that my mother was in Saudi Arabia and I gave a call to her but my mother warned me not to migrate to Saudi Arabia but I disobeyed her order and went to Saudi Arabia.*

Azeb added that, she lived for one year and she went there to get better income and to support her family. On the issue she said “*I went to Saudi Arabia to support my mother....I was not interested to go there but I was forced because of the family problems. I had no choice to support my mother.*”

Similarly, for Muluembet family problem and poverty that pushed out her from Ethiopia. She was originally from Jimma but she moved to Mizan Teferi after she got married. She is a 25 years old woman. She has completed grade eight. She is from very poor family. Her mother died and her father is alive. He is a farmer in rural part of Ethiopia in a place called Sokoru in Jimma zone, Oromiya regional state. In her words, she narrated her situation including process and reason for migration as follows:

*I migrated because I want to support my family and my daughter. After I got divorced I came to Addis Ababa and started working many types of jobs including working as a daily laborer, as a house maid and finally as waitress. But I did not cope with the life of Addis let alone supporting my family and daughter. I could not pay for house rent. Finally, I went to church and cried and asked for my lord to take my life because I was not in a situation to manage for myself and able to support my father and daughter. When I was in Addis Ababa, I didn’t help my family.....I had a friend and we used to live in one rented compound house as a neighbor and my friend’s husband was working in Yemen Embassy in Ethiopia and she advised me to migrate to Yemen and then her husband asked the embassy officials. Then she told*
me to go to the embassy and to ask for visa and I resisted by saying ‘I have no skill and know nothing’… Then she asked me to bring passport. I had no money to get the passport then I sold all my properties such as bed and other household equipments. I also sold some of my cloths too. Finally I got the passport and the visa. And then I went to Yemen and worked there for two years.

Another returnee identified the separation of her parents and subsequent financial problems that occurred in the family as the major reason that drove her to migration. “My family had a good life. After some time, my parents fell into disagreement. Upon their separation, my father, who was the breadwinner of the family, stopped supporting us. Since I was the eldest of five children, I decided to work abroad to support my mother and siblings”.

The primary reason for migrating for all interviewed particularly for those from rural areas were in search of paid labor in order to alleviate chronic poverty, lack of economic opportunities, and means to generate money to support their family. Youth and potential migrants are also attracted to migrate abroad when seeing some changes brought to neighbors’ homes from money sent home by migrants in Saudi Arabia and elsewhere. Limited choices of employment at home, family breakup, problems within the family, and few options for young people who lack education or did not pass secondary school exams with satisfactory marks are many of the contributing to the mass migration of young people.

With this grand hope and aspirations only some of them achieved what they went for and for those achieved what they went for end up with a serious psychological problems which affects their future life. Their aspirations, however, are not always met. Push factors include mainly poverty but also the simple expectation to improve their daily lives, particularly to find employment as the main source of income and well-being (Jureidini, 2010).

4.3 Means of their Migration

The primary method of migration is through an employment broker, for both legal migration procedures and irregular migration often the so-called brokers or agents. Migrant women and men are usually introduced to agents through a friend or relatives. Agents may approach women directly besides that the migrant women may use their own network of friends who lives in the
Middle East so that the processes facilitated is through them and no one follow and they take the risk by themselves. Among the interviewees of this study some of them used this network. Regarding the issue Saada said “I went there through my sister network. My sister friend’s sister was in Saudi Arabia and she talked to her employer and the employer discussed with me on the issue. And with the help of her I migrated to Saudi Arabia as a house maid. I paid 7,000 birr to my sister friend’s sister. I had no prior information about the destination country.”

The requirement processes are facilitated by mainly the local brokers, employment agencies, returnees from the country of destination and through relatives living in the country of destinations. Alemu who went to Yemen through Bossasso through using local smuggler (broker) who took 3000 birr for showing way for the migrant the route. The interviewee has described the situation saying … “He [smuggler] takes you to the border…to Red Sea so that you cross through boat to Yemen… the local travel was done by car and the 3000 birr paid to him did not include other costs.” The 3000 birr was paid to the smuggler only for showing the way for the migrant.

Many of the migrants have used employment agency to migrate to Saudi Arabia. Accordingly the process of migration was facilitated by many actors starting from family, community, friends, government and employment agencies and other bodies. So it means that migration to the Middle East is mostly a multi sectors bodies’ involvement without neglecting the desire of youth zeal for migration to these destinations.

4.4 Prior Information of Migrants about their Destination Countries

All migrant returnees who participated in the study had no enough information about destination countries before leaving Ethiopia. They learnt about their destination counties once they reached there. Regarding this Seble said: “I had no clue about my destination country and I only followed my friend that was all I know. I saw women succeed and I followed their path by hoping my life will be [positively] changed.”

Most migrant women from Ethiopia seek employment abroad not only to earn their own living, but to help out their families as well. Some have heard of cases of abuses of migrant workers before they leave, while most are not aware of the living conditions awaiting them in their
country of destination. It is obvious from various reports and discussion with returnees that they make the decision to migrate to Arab countries without enough information about their destination countries. Sometimes having false information and in some cases with no information at all about the destination countries (Emebet, 2002). This study also confirmed with the finding of previous studies on the issue.

**Countries of Destinations**

The participants of this study were from two Middle East counties namely Saudi Arabia and Yemen. Of the total 20 interviewees, 16 were from Saudi Arabia while the remaining four returnees were from Yemen. They were migrated to the two Middle East countries using various means and route including using direct air flight from Addis Ababa to destination countries and through local transportations and boat to cross the border. The majority of women reported that they traveled alone until they arrived in the destination country.

The popular route to reach the Middle East requires victims of trafficking to travel by land to Djibouti or Somalia and then by boat to Yemen. Akemel used this route to reach Yemen. He is 23 years old from Dire Dawa. He migrated in his age of 20. He first traveled to Djibouti and stayed for two years and then traveled to Yemen. And he stayed there for one year. He migrated because his sister went abroad and he was looking for her, he heard that she is in Hargeasa in Somalia but she went to South Africa. He migrated for the first time and he went through irregular way by car to Djibouti and to Yemen by small boat to cross the country. He remembered the traveling and said the following regarding the problems migrants encountered in the process of traveling.

> In the transit place located in Yemen, the smugglers took you to a confined home until other smugglers come and take you to their place. Until the time the second smugglers came I was in a closed home. We [migrants] were ready to cope the hunger and the starvation. I crossed by boat and the smugglers picked me at the red sea shore…. If the passenger in the boat….. if he is male he sit in front and if she is a women she sit at the back and they sexually abuse the women, whether she is your sister or not; it does not change anything…..When you reach Abdikaye (place on Yemen onshore) there are cars waiting for you at night to pick you because the smugglers communicate before starting.
the journey from Djibouti. If the smugglers don’t reach on time the boat drivers come slowly when they come to on shore and if two boats reach the same time they split into two directions to different sea shore so that no one can detect them. So when you land they have gun and pointed on your head and they take you to a place they want. After they pick you they give you food and then they tight your hand and they give you a mobile phone for ransom, unless you have no way to leave the place. Then they order you to bring money from any part of the world until then you are under their arrest. In this time they treat you with all horrible atrocities which include beating your nails.

Other migrant returnees also used the same channel to cross to Yemen. One returnees first migrated to Djibouti because she can speak Afar language which helped her to pass the border of Ethiopia. When she migrated to Djibouti she was alone although she has some relatives in Djibouti. And she spent two years in Djibouti. She crossed the border through Yemen with the assistance of smugglers. This migrant noted that she was safe in the process of traveling from Djibouti through Yemen to Saudi Arabia since she speaks Afar and Arabic languages. She also added that speaking these languages has helped her to easily interact with the people in the process of traveling. Hanane said:

I traveled by boat to cross the Red Sea and to reach Yemen on shore, with a small boat with a total of six migrants they crossed Red Sea. After that the smuggler asked us to pay for ransom from family and I paid that and again my language skills helped me out …I speak Arabic language. I learned when I was in Djibouti and when I reached Yemen it helped me to skip all atrocities otherwise I would have been died or abused severely.

The major countries of destination for Ethiopian migrant women and men are United Arab Emirates, Saudi Arabia and Yemen accounting for the highest number. The Middle East is a popular destination due to its proximity and high demand for domestic workers. Saudi Arabia is also a popular destination for women and Men (IOM, 2005).

4.5 Major type of Jobs Migrant Returnees Engage in the Destination County

Most women who migrated from Ethiopia are trafficked to the Gulf for domestic labour and men for menial labour. This study disclosed that all women study participants were engaged in domestic labour while men in daily labour. More often women who escape abusive situations of
domestic labour end up in prison due to lack of alternatives and legal document since all the documents are under the control of the employer. Finally, deportation becomes the only means of getting justice and return to their country for these migrants.

4.6 Major Reasons for Return to Ethiopia and Experience of Deportation

Accordingly to the Ethiopian Airports Enterprise reports and as reported by many local and international medias the atrocities Ethiopians are facing in the Middle East ranges from death mainly suicide to mental health problem and other many problems. The only solution so far given by the International organization, by the Ethiopian Government and by destination countries is deportation of victims and other returnees to their home frustrated by the immense challenge they face and unable to cope with that and due to diverse mental health problems. The official cause of death in all cases was suicide by means including hanging, jumping from buildings, and using firearms. Although it is not hard to accept the suicide of a victim of abuse and exploitation, many of the official documents accompanying the bodies are either incomplete or written in Arabic, leading many to doubt the authenticity of the official testimonies. These suspicions are reinforced by allegations by citizens of destination countries of lack of diligence on the part of the police authorities examining the causes of death. Reports of missing victims by families and the testimony of returnees also suggest that these deaths are not isolated incidents. There are also reports of disability and severe injury. Respondents interviewed for this assessment, report of Ethiopians suffering from partial disability, loss of speech, mental disorders and severe burns. Women and Men who run away from their employers without their passports and other identity documents reportedly face imprisonment if caught by the authorities without their residence and work permits. Zeynba shared her experience as follows:

*The work load became too much for me, I am alone and I am covering the three people’s jobs with the same salary. Taking kids to school, cleaning, cooking food for the family all becomes beyond my capacity and I left the house without the owner/employers consent. Then I met one Ethiopian woman, half cast Ethiopian, and she helped me to leave the place. She have got double passport both Ethiopian and Eritrean passport. I worked for 10 months in another house under the follow up of that woman. When the woman leaves Saudi Arabia she brought me and handover me to the Ethiopian Embassy and she told them to send me to Ethiopia.*
Hiwote also shared her story: My employer was very abusive and she beats me and insults me. I was engaged in cleaning and other heavy duty works in a very large household. I worked as housemaid including cooking. I worked five months and stayed three months in hospital because I was thrown from third floor. She is seriously damage in the life side including her leg and she get surgery and her she lost her upper front teeth.

Another painful experience of Tsehay was:

One day we went to the market place and I went to the toilet and I did know the family members very well since we were Hejab then after I come back from the toilet I lost and I couldn’t find them. I was unable to find them and I was unable to find the home so I get lost. …. I went to prison for sometimes and then I was deported. I did get my salary for two years and I end up lost and I have nothing now. It means that I worked for two years for nothing. Sometimes I feel that they did it on purpose/deliberately. Only God knows the truth… all my documents are still there in the employers hand.

Another interviewee name Zulfa expressed her bad experiences:

I had a very good time for the first three months with my employer in Saudi Arabia but after that things changed and I also become changed… then home become hell for me and we started to fight frequently which made me more stressed. I have problem of socialization and she started to hate me after three month. The employer was very angry at me and shouts at me every day. I was engaged in house cleaning and the family members were many so the work was very difficult for me. Then I started to fight with my employers which was my bad experience because of that I became depressed. When I quarreled with my employer I left the house, when I became sick she is not willing to take me to hospital and I asked her to take me to the hospital…. I worked for seven month and was paid only four month salary. Then I started to think that this house is not good for me and then I left the house and I surrendered myself to the police and then I came back to my home country.

Kidest also added how much their experience was challenging:
I worked in one house for one year and four month. I asked my employer to send my salary to Ethiopia because so far only my six month salary was sent and I asked her to send the remaining but the employer refused to do that. Then we started to fight. She also said that first we agreed in 800 Riyad but later when she sent the lump sum to Ethiopia for six month she sent 700 Riyad per month. After that I hate her because she is not dependable because she changed what she promised to pay. Then I forget this and when I asked her to send the remaining at this time we quarreled seriously. After that I became ill and I become a kind of insane and they took me to hospital. After that I went to Habesha friends I spent there seven months and come back to home.

Some returnees come back with bad experience they had with the environment and Mesert described it as follows:

Actually I didn’t have problem with my employer I have serious anxiety which made my life worse. Work was good and no problem. My anxiety was due to the bad weather, it was very hot which created a big problem that leads to strong depression and stress. It is due over thinking. I was engaged in cleaning of rooms, there were seven rooms and the house hold was very small and there were only a mother and her daughter. There was no male and it was safe. There is no problem at all. I come back with my own will. They took me to the hospital then I am unable to become healthy and then she said that I will give you two month vacation and then she promised me to send me back to Ethiopia. Then I came back to Ethiopia.

One male interviewee named Feyisa from Yemen said that:

I used to work in a farm,, one farmer came and take five persons including me to work on Khat farm. After some days he fired all of us with no payment and he forced us to leave his farm using his gun.... In Yemen many people have gun so they use the gun to threaten you. After sometime I became ill and I did not work and I stayed with friends. There are dozens of Ethiopians in Yemen. And then I surrender to the local police and after sometime they deported us to home....and now I come home.

The risk of detention and deportation from the Gulf States is high, and it should be noted that many Somalis attempt the journey several times, hoping to evade the authorities and gain
employment (MSF, 2008). Those who do move on to the Gulf countries reportedly often find themselves victim to economic exploitation, prostitution/trafficking rings, sexual violence, robbery and abandonment to the desert elements (MMTF, 2008).

Migrants, even those in abusive conditions, are reluctant to return until they have made enough money to enable them to be independent, which usually takes quite a long time. With their salaries unpaid or having to send money home every month, they usually have little money to bring back with them. Those who live in abusive conditions want to return but are afraid to come back empty-handed. Societal pressure keeps some away and those who came back with nothing have to live with a sense of failure. Migrant returnees strongly feel that Ethiopian society needs to understand the real working and living conditions in Arab countries. Neima shared her story below:

*I have two kids … for one month I was with my kids… we were on bare ground with simple compound and the rest seven month I was in prison. Now I am fine but my first child is sick…. When they arrest you they give you a chance to call or to tell someone about you being arrested… after that you have no telephone access. After I got arrested I unable to reach my husband, I did not know where he is now…. After I leave the home still my documents are with them, my first sponsor.*

Another returnee named Bizunshi described the experience of deportation as follows…

*I have been in Saudi Arabia for two years… I was working with my friend in the same house…. It is a family house and after sometime the wife started to think we have affairs with her Husband and she tried to make things worse….. then one day she took knife and tried to kill us but we were two and slap her and took the knife and we took our cloth and closed the door on her and rush leaving the house. Then we gave a call to our friends and we surrender to the police and they hand over to the Ethiopian Embassy there…. after I stayed seven month in prison now come back to home.*

In some of the cases studied for this study appear to have been deported as “illegal migrants” rather than assisted as victims of migration in the country of exploitation. They were deported by immigration agencies without the support necessary to make the return to their countries of origin. Some returnees come back with an illness. Sometimes the illness may be caused by the
conditions in which they were working. Illness places an additional financial burden on the family. Returnees may be afraid of police and other officials, particularly if they have experienced corruption or abuse at their hands during the trafficking. They may also be afraid that they will not be treated well because they left the country or area illegally.

4.8 Major Painful Experiences Reported by Returnees when they reach Bole Airport

The most prevalent forms of abuse and exploitation faced by women working as housemaids in Middle East countries are overwork, confinement, insult and belittlement, physical abuse and withholding of salary. Their exploitation can be categorized in two general categories of abuse and exploitation: labour exploitation and physical and emotional abuse (IOM, 2005).

**Labor Exploitation**

Labour exploitation of victims of trafficking working as housemaids is the most commonly reported type of abuse in the current study. Labour exploitation is often related to the drafting and implementation of the employment contract, the conditions of work, the payment of salary and the termination of the employment contract (Tsehay & Belayneh, 2000). Most of the migrant returnees participated in this study disclosed that they were suffered from various kind of abuse and labour exploitation. One of the returnees named Hekiram participated in the study explained condition of workload in her own words as follows “They [employers] were really happy about me. But the work was very difficult I was responsible for cleaning rooms of G+ 3 houses alone. So the work burden was high but I tried to meet their expectations. I used to work during night time too.”

Regarding the issue Semira also said “… the work load was too much for me. I was alone and covering the three people’s jobs with the same salary. Taking kids to school, cleaning, and cooking food for the family become beyond my capacity. And I left the house without the getting consent of my employers and then I ended up in jail. Finally, I deported to Ethiopia with empty hand.”

Withholding and denial of salary is a technique used to intimidate or prevent victims from terminating their employment. Salaries may never be paid to victims: one returnee from Saudi Arabia was forced to return to Ethiopia without receiving her salary for the two years of her employment. Serkalem indicated the situation as follows:
I worked hard even in night and day and my employer abused me both verbally and physically. I worked as a house cleaner and I did that the whole day and most of the night. The family members are many, the work is very difficult .... I managed that I was hoping to come back to Ethiopia. I usually worked for 18 hours per day without rest either weekly or monthly. I had only small time for sleep. It made me more exhausted and stressed.

The housemaid in a typical household is responsible for all household chores. This includes washing clothes and floors, ironing, vacuuming, dusting and washing carpets, making beds, tidying, looking after children, shopping at the local store or accompanying her employers to the supermarkets on a daily basis. Many Ethiopian migrants returnees participated in this study find the work arduous especially when they work for employers with large families.

Physical and Emotional Abuse

Ethiopian women and men trafficked to the Middle East have suffered from recurrent physical and emotional abuse by their employers. The most common forms of physical abuse are beatings and corporal punishment inflicted by the female employers. Pertaining to the abuse Nejiba described her experience as follows: “When I was in Yemen, I broken a very expensive jewelry. As a result, both the husband and the wife came to me and shouted at me in a very anger tone and long time but I didn’t know their language. Then I was stacked and I afraid for my life, I thought they are going to kill me. Then I cried a lot”.

According to returnees, employers resort to intimidation and physical abuse routinely as a way of receiving the attention of an over-worked housemaid and as punishment for minor mistakes (Jureidini, 2010). The most common form of emotional abuse is insult and ridicule based on appearance or skin color. She calls me Stupid, Hang up phone on me.

Another returnee experience showed that she was bullied by a coworker from Philippines. Regarding the issue she said “she [Philippine co-worker] used to call me Negro and then I have fought with her and I left the home because of her. She was undermined me. Her insult and made me to get sick.”
Similarly, other returnee experienced discrimination because of his color in Yemen. According to this respondent, he was paid less amount of wage for the same job other person doing. “It is only because of my color” he added.

Moreover, some respondents also reported that threats and harassment, as well as insults resulting from suspicion of sexual relations with male members of the families of their employers. Some employers insist on keeping housemaids segregated within the household to create a feeling of inferiority. Regarding this issue Saada said “I worked in three homes as house maid, two of them were very bad but the last home was very nice, the employer treated me very well. The first two houses did not address even by calling my name. They did not respect me, their order was so harsh. The last employer was like mom, she was buying clothes for me when she bought something for her.”

In general, abuses and labour exploitation in male-dominated sectors are well-documented and more visible since men usually work in groups in construction and agriculture. Abuses and exploitation against women migrant workers are less well known since they are likely to occur at an earlier stage of the migration process or in more invisible situations. These abuses can include demand for higher payments from agencies, greater exposure to robbery, frequent violations of physical integrity (punishments, intimidations, ridicule, and humiliations) and sexual harassment. Since women migrant workers often go into individualized and unregulated work environments (e.g. domestic service), data on migrant women in invisible occupations like domestic work are not readily available. Despite the data challenges, the number of women migrating into GCC countries and other Arab League States is increasing rapidly in recent years. In GCC countries, for example, women migrants represented almost 30% of all inflows in 2000 compared to 8% in the early 1980s (ILO, 2004).

In a study conducted among Ethiopian migrant returnees noted that many returnees endure extreme hardships, which harm their emotional integrity. Humiliation, unmet expectations, denigration and social defeat are the main problems that affect the returnees’ mental order (Birke, 2009). According to IOM, trafficked returnees may display negative coping behaviors to their isolation and depression. A domestic worker who is illiterate faces additional challenges. She has to depend on others for communication with her family or to send wages home. It has been indicated that illiterate workers are more vulnerable to maltreatment, such as non-payment
of salary or excessive workload (IOM, 2007). Domestic workers reported being lonely, homesick and stressed from cultural and language miscommunications. These issues are only compounded by instances of being overworked as well as being verbally, physically and sexually abused. Verbal humiliation, such as referring to a domestic helper as ‘stupid’, is the most common form of abuse reported in this study. Adults and even children may insult domestic helpers Recurring descriptions of inhumane treatment, enforced cultural isolation, undermining of cultural identity and disappointed expectations dominated the discussions of these domestic worker migrants to Middle Eastern countries. The most salient hardships related to the reportedly exploitative day-to-day living and working conditions, perceived as a threat to their physical and mental integrity.

4.9 Coping Mechanisms
Different factors can, however, provide a support network to the newly arrived house worker and help her adjust to her new situation. Letters from family and friends play a great role in encouraging and motivating them to continue working. Good news from the family helps a lot. Although some host families are compassionate and sympathetic, others are impatient and do not like to see tears and thus ask for replacement. Most of the returnees interviewed under this study were used friendship network and talking to their family as mechanisms for coping from their problems while they were aboard. Crying and praying were the most commonly used mechanisms of coping their psychological problems and the bad experiences. Zulfa is returned from Saudi Arabia explained what she was doing when she found in state of loneliness and depression as follows.

When I felt depressed and lonely I gave a call to my best friend there. My friend was a very strong woman, she was encouraging me. And I did feel better and become more resilient. She shared most of many challenges and I told her everything I faced. Talking to her really helped me. And I always get relived after making discussion with her on phone.

Regarding her coping mechanism, other study participant called Muluembate said that following “I gave a call to my daughter and cry on phone…. I prayed and give a call to friends in the surrounding when I felt bad. Sometimes, when some of my friends tell me they have a rest time
and less work load and I become more angry and felt bad. I become emotionally unstable and helpless and compelling about my bad luck…

For one Semira crying is the only means of coping stress. “When I face a problem, I cry a lot that is how I get a relief. That is how I cope and overcome my stress. I don’t usually share my difficulties with friends.”

4.10 Situation of migrant returnees at Bole International Airport

According to authorities at Bole International Airport, hundreds of returnees and deportees go through customs, often with nowhere to go and no one to receive them. In the process of meeting returning migrants at Bole International Airport a few of the airport staff discussed the situation of returning migrants. The security and customs officers informed to the researcher the extremely high numbers of migrants who arrive at the airport, most deported by authorities of the countries they migrated for labor, and most without any assistance upon arrival. One customs official said “we are at a crisis stage; we can barely handle the number of returnees that come daily”. Further, many of these migrants lack transportation and/or shelter. An official told the researcher that many of the female migrants returned with mental illness of some kind and it is difficult to assist them since communication is difficult.

The Airports is busy with many passengers with different look but someone can easily identify people that are coming from the Middle East because they are dressed in a similar fashion with black cloth for the women. There are various type of returnees which includes: deportees, returnees with health and other problems and volunteer returnees. Almost all of the returnees from the Middle East look very exhausted with a very calm look and obviously unhappy about something. Most of them site and worry a lot which includes crying a lot, shouting and unwilling to leave the terminal. Some returnees show excessive psychological depression and with a serious trauma and mental health problems. It is a place where returnee’s especially needs some help given the extreme cases observed during researcher stay in the place for two weeks in the terminal. One returnee tried to kill her child. Her child was two months old infant. She gave birth while she was in Saudi Arabia where she stayed for nine months. She was saying that “how can I see my Dad….he will kill me seeing this [having baby]…I can’t go to there [family
house]. . . .I came with bare hand....No...no... I will not go to my family..." She was crying and shouting for long period of time in the terminal of the Airport.

The Airport seems to be a place where they realize or come to recognize that their hope, what they went for is became only hope and their hope vanished and returnees had a plenty of pain insider them. But not all, some of migrant returnees interviewed informally disclosed that they came to home finished their contract and still hoping to go back there.

Most of the migrant returnees are very young women men although there are adult women. Most of them seem physically fit but there are women with physical disability. Some of them have very positive perception about their stay in Middle East. Some of them are very defensive and not open to talk either due to interest or language barrier. Significant numbers of returnees have difficulty of communication in Amharic.

The need for telephone is seems very high because they have no other means of contacting their family. This is because they might not contacted their family before they left Saudi Arabia or Yemen or they did not have means to contact their family. Hence, when they reach the Bole airport with no money and support end up frustrated and feel very helpless and site down in chair with broken heart.

According to the key informant, head of the Ethiopian Airports Enterprises Public Relation and Communication office, migrant returnees are returned based on the collaboration of the Ethiopian Airline and Immigration Authority. According to him transporting the returnees is the mandate of the Airline and they brought them and after that it becomes our duty [the enterprise]. He said that “it is not the mandate of the Ethiopian Airport Enterprise but out of humanity we take all the measure to deliver them medical support if they are ill, trace their family, provide them transport and refer to other local NGOs for further support and Integration with family in particularly and community in general”.

According to this informant the most prevalent health problems the returnees faced is mental health problem because most of them lose their consciousness in the Airport, cry and show all the signs of insanity. After that the Airport Enterprises nurses take the migrants returnees to the hospitals and all the cost incurred during the medication period is covered by the Ethiopian Airports Enterprise. On average it takes from 5-15 days to provide the medical treatment for the
returnees or they can be referred to their family or service providing organizations. The informant also added that tracing family is a big challenge since some of the returnees were not willing to provide information and others provide us wrong information. Due to this the Ethiopian Airports Enterprise face the challenge without any formal support and incurs many unplanned cost due to the mass and unexpected deportation of Ethiopian migrants. Most of the migrants are from Saudi Arabia and Yemen. The Ethiopian Airports Enterprise refers most needy clients to AECS and GSA.

According to the Public relation and Communication head explained that the cause is due to

...Simply I think what made them more stress is the expectation of the family and the society and the evaluation for their returnee affects them most and that is why they look worried and scared of the things after they leave the airport. It means that is less understood by the community about their suffering rather their success is evaluated by what they brought to home. Even looking at their peer, brings many Baggage strikes them, if she/he did not have any with one small plastic bag. When you look at bole Airport they may look healthy but they might have mental health problems. During their stay, they are damaged by abuse, they work for long hour, and they stay in confined place, work load, no rest, they have no chance to chat or to talk with friends, family or within the work place or they took their legal document and they hide from them. They told them that can’t move from place to place and to make them feel like a slave. They may say I bought you like personal property with this entire problem and it leads them to end up becoming mental health patient. When they arrive airport after having mental health problem, they don’t know how address.

The terminal is a place where they recognizes that their dreams, zeal for change and very ambitious expectations they had when the migrated becomes only a nightmare comes up with abuse and bare hands and in return they become ill when they reach Bole International Airport. Most of them show a very tired and hopeless face with less passionate to back to their family and country even for some of them it a place of sorrow and grief and it becomes very difficult to leave the terminal by thinking the prejudice and the unwelcoming family, the unpaid debt and other unfulfilled promises that they wait in home made them more sick than the bad experienced they had in destination countries that is why most of them faint when they reach Bole
International Airport. With all that there is no government system or there is no formal system to support these migrant returnees with serious health and other kind of problems. According to him the flow of migrant returnees is continuous but it is small until the influxes from deportation of undocumented Ethiopian migrants from Saudi Arabia started from November, 2013 in which many actors provided emergency support which is no sustainable

Most of the returnees experienced right after their arrival the problem of adjustment, shame guilt, being teased on, embarrassment, and mental and physical illnesses, trauma manifested in terms of quarrel with family and other relatives and neighbors, altered behavior, continued mental illness (PTSD) and headaches. Families may reject returning victims, endangering their re-integration into their home (Yoseph, Mebratu and Belete, 2006).

The situation at Airport needs some kind of attention and needs to be devised some kind of support for the most desperate an frustrated returnees for those their hope vanished and the life become hell when they realized they come back without having anything at hand. Even proper guide helps them how to leave the Airport, the airport custom staffs seems very harsh may be due work burden but it still needs proper handling of them makes life easy and helps them a lot. At least they can feel good about it at Airport, maybe it is a kind of first Aid with a very welcoming and to make feel them valued.

4.11 General Overview of service Giving Organizations for Migrant Returnees

While there is a significant amount of information regarding the magnitude, causes and practices of irregular and regular migration, little information exists on the needs of migrant returnees and trafficking victims and the service providers working to meet those needs. In fact, no study has been conducted on a national scale to systematically assess the needs of victims and those service providers working with them. In the absence of a recognized and formally established comprehensive listing of service providers for trafficking victims it will be very difficult to rehabilitation and reintegrate migrant returnees as needed.

With a huge number of returnees from the Middle East only a few organizations are working on the rehabilitation and reintegration of migrant returnees with a very limited resource reaching small segment of the larger population of migrant returnees. These organizations are AECS and Good Samaritan Association from local organizations and IOM from International Organizations
in the front line and also Ethiopian Airport Enterprise appear to be another one although it is informal. It can be said that these organizations are pioneer in the area but overwhelmed by huge demand with limited capacity. They provide various services to the victims with special focus on mental health patients and women. To find out their endeavor and to see their challenges and gaps in their service delivery the researcher interviewed the Executive Director of Good Samaritan Association and the Project Manager of AECS. Besides beneficiaries of the organizations, care givers were interviewed in depth to find out their major challenges and gaps in their deliver of service to the victims of migrants returnees. IOM is mainly working on the repatriation of returnees from other countries to Ethiopia. IOM is using Agar and Good Samaritan Association shelter for those who have mental health problem. IOM does not have shelter, this time they established a transit center due to huge influxes of Ethiopian migrant returnees from Saudi Arabia and Yemen as result of emergency response. It is a kind of temporary place for this migrants until they go to their family. But it is closed after that emergency response. IOM identify victims and refer to the above the two local NGOs shelter for medical support.

According to the Ethiopian Airports Enterprise Public relation and Communication office head, there is no formal system established to help them up on their arrival but the Ethiopian Airports Enterprises although it is not part of its mandate to provide various support for those with medical problem. The enterprise also covers transportation cost and refers some of the victims to Agar and Good Samaritan Association. The Airport identifies the clients and refers them to the organizations when the returnees show strange behavior like crying, not leaving the airport, shouting and claiming that their property is taken by thieves and the like. Then the enterprise’s nurses take them to AECS for help and if the problem is more serious they are taken to Amnual specialized hospital or other government health facilities as needed based on the severity and type of damage that migrant returnees experienced. The head said “mental health prevalence is high among migrant returnees and if we have such case we refer them to Amnual mental health specialized hospital and other government hospitals for other kinds of injury and diseases and we cover their medical costs.”
AECS and GSA receives clients that are referred from Ethiopian Airports Enterprise, IOM and also migrant returnees referred by police after they are caught and the police bring the migrant returnees to our shelter. When they bring to us they write official letters by describing/stating how she is found. After they are referred to AECS there is a check list whether the victims were trafficked or not and also to provide various support. Agar identifies victims of trafficking by using checklist screen out, which is developed by IOM. GSA receives returnees from the Airport directly referred to them. Even they receive victims from the Embassies in the Middle East for those victims are severely damaged. The Ethiopian Airline doesn’t give ticket unless someone confirms responsible for those having serious mental and physical health problem. Because if they don’t get confirmation from Ethiopia that someone will receive them they can’t get back to home.

Agar is a local NGO working with victims of trafficking and migrant returnees on areas of rehabilitation. The organization has provided shelter service to victims. Pertaining to the major services it renders, the project manager of the organization said the following:

*We are giving almost all services needed for victims of trafficking with two major components. These components are Rehabilitation and Reintegration. In terms of shelter we provide rehabilitation of victims providing them with all necessary support for them which includes (in shelter we give bed, food, clothing, shoes, night clothes), psychosocial support and medical support. Most of the beneficiaries of shelter services are those who are trafficking victims with mental health problems and physical injury, there are victims in the shelter who were thrown from third floor) and they lost hands, legs and teeth. We help them to recover from their illness and conduct ongoing counseling sessions for them. Reintegration parts have two wings. The first part after recovery rehabilitation is reunifying with their family directly after they got well rehabilitated.. The second part is if they are trainable and if they want to get training, they stay in the shelter for a maximum of one year but the average shelter stay time is six months.*

The aim of the reintegration process is to provide for a victim safe, dignified and sustainable reinsertion into society and help them to lead a normalized life. Accordingly, the reintegration assistance to victims of trafficking can include a full range of services, from shelter assistance or
other accommodation, medical and psychological care, social and legal counseling to reintegration grants, school reinsertion, and vocational training (IOM, 2007). The migrant returnees were helped so that they can integrate with society more easily without worries. They are integrated with community after they get empowered, get skills and psychological stability and get physically stable and they can do and are grouped in cooperatives or they can have their own jobs or they are placed in organization to work.

This interviewee also added that returnees are outsourced in the vocational training services such as beautifications, food preparation, and hair dressing services given to the winner organization based on their bid. *Regarding this issue, the interviewee said the following.*

> We select the training organization based on such the criteria as: Proximity to our home, transportation accessibility, after the training, the organization needs to facilitate at least 50% of the trainees to get job. We pay the final payment after the above things are achieved. Accordingly the negotiation is done based on the above criteria and the selected organization should fulfill all the above stated requirements. We provide them basic business skills training, vocational skills training and also after that we also assist them to get job after the trainings. For those who organize themselves in cooperative they are provided with 20% support from Agar and the rest can get loan from Addis loan and saving Enterprise. We cover 20% for those who wanted to work in group.

Another major intervention area for Agar is counseling both individual and group counseling. Peer counseling becomes very helpful in this case. When they share their experience they may think and feel that… *I am not alone and I am not the only victims.* so it helps them to become more resilient to their bad experiences. *It is common among us and why should I worry too much.* It helps them to release their deep dissatisfaction and share their experiences and it becomes very helpful according to their experience. In their peer counseling they bring their experience and many things get solution during these kinds of sessions. They prefer to talk to their friend rather than to family especially for those who were in problem. Besides this Agar also use volunteers to entertainment some sport activities, musical and arts like drawings. He also described Agar approach in delivering service as follows
We use a very empowering approaches since as a culture we usually provide lip service as a sign of sympathy but it damages people especially The returnees look at our face and becomes more shocked and confirms to themselves that they are damaged because we shows them a very hard look and sympathy face to them. Then we come to realize that we should not act like that and we should think and bring to think that we. We should be proud of them....so workers for guard to other staffs are told to act in a very welcoming and empowering way rather than showing sympathy to them which kills them more. To make them happy, by affirming her decisions to decide to come back home and encourage them more and welcoming then by telling them it is their home and if they did not achieve what they went for by telling them there is also another chance and welcoming them more. Creating more comfort for them. Then most of them become happy because of these efforts. We used to use lips service as a first aid, it does not work especially for mentally ill returnees. It is not right to also but it is due to misunderstanding, it used to happen because staffs get shocked and when they look at them they responded that way. Rather it is important to give them Psychological first Aid. Beginning from Psychological first Aid, we provide telephone service so that they can talk to their family, friends as part of psychosocial support. It helps them to communicate. They are very eager to talk to their families. Some of them have wrong perception about their family like thinking that their family is dead since they may have many delusions and hallucinations.”

AECS receives migrant returnees from kebels. It is well known that some returnees may come healthy and not abused but they are economically weak so to prevent them from re-trafficking they provide them training if they bring support letter that states their conditions and explains about their vulnerabilities. In collaboration with MOLSA, AECS support them to be included in training. They dispatched letters to all concerned Government authorities and all Keble’s about the service and programs provided. Those who are form the Airport are more included in rehabilitation part but for the training from Kebles beneficiaries are selected, screened and sent to AECS. The training is planned to reduce re-trafficking. AECS believe that the main cause of migration to the Middle East is poverty and If they are empowered economically they can stay in their country.
He added that they also work on prevention of migration.

We are working on community outreach program to work on prevention aspect. We are working in Oromia regional state in Oromifa radio program; community conversion sessions, conduct training and using some flyers to raise awareness in the community are some of our efforts to reduce the flow migrants from these areas. To reach the unreached community at gross root level we are using different channels. For those who are unable to read and write using of radio programs, for those who read and write using of pamphlets and flyer and also through workshops and using through the use of community leaders, religious leaders, Idir and other community based institutions and government bodies. We are trying to minim through that way.

GSA is among the pioneer in supporting migrant returnees with the same focus area with AECS. But GSA has less capacity in reaching many migrant returnees.

4.12 Major Challenges in providing service for migrants Returnees

IOM revealed that migrant returnees, on return to their countries of origin, are often met by similar economic and social situations which made them vulnerable to migration in the first instance. For example, assistance programmes and/or reintegration programmes are often unable to address inherent national situations such as a serious lack of employment opportunities in the trafficked person’s country of origin. In addition, trafficked persons may encounter family or community rejection upon return, continued threats or danger from their trafficker(s), or economic hardships due to their trafficking experiences (IOM, 2007).

With reality and the unique nature of migrant returnees and the multiple interventions required to support them it becomes a big challenge. The challenges these service giving organizations face appear to be similar with slight differences. The major challenges outlined by both local NOGs are reintegration problem. The reintegration faces many challenges both from the client side and the community. Attitude problem or misunderstanding is one challenge because many beneficiaries think that they will be given large sum of money for rehabilitation. Another challenge is some of the beneficiaries do not have family. Some of them have no information at all which includes no telephone number of their families or relatives. There are also some
beneficiaries who don’t want to disclose address of their families. Others are so curious and they ask to the staffs why they want the address, they think that, they might fear they will cause some harm to their family. So they don’t disclose their families’ information as a result they stay longer in the rehabilitation center. Some of them are highly damaged both physically and psychologically to the extent that they don’t want to tell address of their family.

In general some of the returnees have no families, some of them don’t want to disclose their families and they attitude problem like (misunderstanding of high expectation on rehabilitation part by assuming they will get high lamp some of money, some of them even claim that the money was taken from them, or abused/misused the money that is gotten from in their name). Others are afraid of the perception from the family and the community and some of them have dept bondage. Such returnee said “how come I go to my family without paying back the debt and I am useless person.” This issue creates further stress on top of the depressions they already have. In general reintegration challenge is among the core challenges which are worsened by society attitude toward mental health that exacerbates the challenge for reintegration.

The study disclosed that the very recent and fresh challenge is that migrant returnee women who have children and are pregnant with mental health problem is increasing. AECS and GSA are not ready to receive these types of migrant returnees but they are receiving. Even they didn’t have a place too. The project manager from AECS said “... now there is one woman with pioneer experience and she joined our program and she is pregnant. Then she gave birth and then what shall we do, no one was there and we traced to find her family and we did not find any .Besides that she was a victim of trafficking.”

Another experience the informant disclosed was the following. The mother is Bi-polar, she has a kid and she feed him and then she kicks him/her kid. So watching her became a big problem. She was very extremely unstable character. We don’t have caregivers for children so now are planning to design a new project for women with children who are trafficked. If the women is mentally ill she can’t breast feed her child so there is a need to have a caregiver. It is very crucial to separate the shelter for the mentally ill and those who have children.
Another major challenge they are facing is shortage of fund for migrant returnees which posed challenge especially for possible rehabilitation in rural areas.

Lack of skilled manpower is another challenge to execute reintegration work as needed. By the typical social work approach needs, first there is a need to assess the set up of the community and the family before reintegration to the society. After that assessment it would be more feasible to integrate with the community. Needs to assess the gaps for the possibility of joining the community and the possible means of business opportunity should be taken into account by the social worker. After the social worker proves that the situations are conducive for reintegration, the reintegration process will proceed. If not it becomes adding fuel on the fire, which exacerbates the problem.

Language barrier becomes a big challenge since the migrant returnees are from the different part of the country besides they don’t speak Amharic. To disclose deep trauma and personal information may be very difficult to get the information using a third party intervention. Due to frequent rent increment shifting shelter from place to place is another big challenge for service giving organizations.

To summarize, major reintegration problem organizations are facing: Some of the clients have no family and sometimes it is very difficult to trace or to find out their family. Finance problem is another core problem because with the progress of reintegration there is a need to provide some support to make them self-reliant. Another problem is most of the beneficiaries are affected by mental health problem so their recovery takes time and needs consistent follow up.

4.13 Major Service Gaps

It is obvious that working with victims of trafficking and migration needs huge resource and skilled manpower which enables to deliver effective service for the clients. As it is known shelter is very costly and expensive which needs huge investment and experiences. It is very difficult for many families to bring/back them to normal state and to do that for their son/daughter or relatives. The reality at the ground shows that there is weak coordination between service giving organizations and lack of formal referral system to support victims starting from the Airport. With all these limitations the two local NGOs are striving to provide support for these vulnerable migrant returnees. The following gaps were indentified.
There is a need to differentiate between those returnees who have physical problems and those who have mental health problems. It creates a kind of psychological stress for both and also women with children need to be placed in other shelters given the critical situations at hand. If this is not done recovery of mental health patients would be very difficult. In line with this, there is a need to engage them in some type of activities so that they can overcome their past and become resilient. Otherwise they rehearse their past and will be unable to heal their past wound. At least they need to engage their mind and entertain themselves and work on something so that they get better. So they can work on something like drawings and they can create their own exhibitions but this activity also needs room by itself, setting club, like for some of them interested to sing which can be used as a therapy.

AECS rented a new place and it is G+3 building with small ground. The building is a living apartment with no extra place and not suitable for any sport activities. So they are unable to provide entertainment activities. Especially for those who have mental health problem needs these activities as part of their medicine.

Both AECS and GSA have major gaps in human resources, fund, and incentives for staffs which make them less motivated given the very stressful work environment they are working. Problem of quality service, in order to reach many qualities is compromised. So they provide minimum service to reach more beneficiaries.

The trauma and mental health needs of trafficking victims are more extreme. In order to understand what they have experienced and prepare to move on to a new lifestyle, victims must have the support they need to tell their stories, release painful emotions, and eventually learn from their experience and make plans for the future. In the absence of a qualified mental health care provider, trained counselors should be made available to provide confidential counseling. In addition to individual counseling, group therapy sessions led by a trained counselor may be helpful to allow victims to talk about their shared experiences and realize they are not alone (IOM, 2007). Counseling should eventually include assistance in making plans for the future. TIP victims should be encouraged to talk about what their new life might be like, what challenges they will face, and how they will stay strong in the face of difficulty. One issue that should be included in the later stages of counseling is how to cope with potential stigma as a result of their experience, and how they can maintain feelings of self-worth even if others devalue or insult
them (ILO, 2003). In most cases migrant women returnees will find the employment situation back home little changed. The chance of getting employment through acquiring skills-related training is also low, given that interventions by the sending countries are often limited. Besides, the possibility of entering into a private business is difficult for the migrant returnees owing to little savings. Some, who start small businesses with their minimal savings, may fail because of lack of entrepreneurship skills. Many women returnees therefore, tend to return for domestic work as a result of failure to reintegrate and challenge to cope with their survival (ILO, 2003).

Migrant returnees in Ethiopia have not organized themselves because of weak civil society in the country and lack of networks with returnees from various countries (Emebet 2002). According to ILO, the return and reintegration of migrant domestic workers has to encompass wide ranging support that includes: legal, social, psychological, financial, and skills-related support. The provision of such services should aim at enabling the returnees to have access to the labour market (ILO, 2003).

Returnees have little support from the Government or any other organization upon their return to rehabilitate them back to Ethiopian society. Most returnees are unemployed. Those who come back with psychological trauma have no access to counseling unless their families can afford to pay for such services. They are not organized to create jobs for themselves or to help each other reintegrate in the community. The returnees of yesterday have ended up as victims of trafficking today because they have no job opportunities upon their return.
5. Conclusion and Recommendations

5.1 Conclusion

Ethiopia has become one of the main source countries for domestic migrant workers migrating to the Middle East. Men and women migrate to the Middle East through various routes that make Ethiopia one of the major countries. In 2011 the ILO conducted a study on female migrants to and from Ethiopia and concluded that women that migrate regularly do not have significantly different experiences than women who migrate irregularly. According to this study this is due to the fact that there are no options for protection provided by the Government of Ethiopia or Labour Brokers once women are in the Middle East. The primary determinant of women’s experiences in the Middle East is the character of their employer. The vast majorities of women migrates through a broker and have no idea of the households that they are going to work for, meaning that they play a game of chance in hoping to receive a good employer. According to this study all migrate returnees face some kind of abuse which pus scars on their life. The extent of abuse usually forces the victims to run away from abusive employers or be deported since they are usually treated as criminals in breach of immigration laws.

The deported victims may face stigmatization at home where very few support services exist to assist them with reintegration especially upon their arrival at Bole Airport. The majority of domestic worker returnees do not achieve their goals in their migration to the Middle East. The poor working conditions and challenges they face do not enable the majority of them to achieve their financial goals and change their living situations in Ethiopia. Upon return, most women have limited amount of money which they have been able to bring back with them. Dreams of being able to “improve themselves” are not achieved and many women are in a worse situation from when they left. In effect, the same conditions of poverty, unemployment and lack of opportunities that led to their initial vulnerability await them. Coupled with the trauma of their ordeal, these factors may push them to be re-trafficked. Recurring descriptions of inhumane treatment, enforced cultural isolation, undermining of cultural identity and disappointed expectations dominated the discussions of these domestic worker migrants to Middle Eastern
countries. The most salient hardships related to the reportedly exploitative day to-day living and working conditions, perceived as a threat to their physical and mental integrity.

Today’s returnees will be tomorrow’s victim of trafficking if the problem of unemployment persists. If returnees are not assisted to get training and find jobs upon their return, they will become a burden on their families and, once again, seek employment abroad. Returnees feel that there should be some sort of assistance to organize and create jobs for themselves.

5.2 Recommendations

Based on the findings of this study on the physical and psychosocial conditions of migrant returnees at Bole International Airport the following recommendations are forwarded:

Intervention Related Recommendations

• If returnees are not assisted to get training and find jobs upon their return, they will become a burden on their families and, once again, seek employment abroad.

• So far no organization is working to help those deported as pregnant and returnees who have children. Interventions have to be in place to support the above most vulnerable victims of migrant returnees.

• In service giving organizations members need to be trained and made aware of the behaviors of victims of trafficking and on how to support them. There is a need to debriefing for every staff including guards and every other staff member who is part of the service giving organization. So everybody needs to have some kind of exposure with such kind of experience either at work, in family or within friendship networks and it is advisable if the staff members have some kind of acquaintances with victims of trafficking.

• Strong referral and linkage should be established so that victims can be supported in more organized ways. It will also avoid problem with screening of victims at Airport and other Government structures.

• It is highly recommended the Ethiopian Airports Enterprise allots some small place or room in the airport so the victims can be easily identified and supported upon arrival. This can be done by placing a nurse at the airport and or in collaboration with the nurses of the Enterprise, screening and referral of victims can be done smoothly. In addition, this can help to provide information when the migrants leave for Middle East about situations
in the host country or simply where they should call whenever they face a serious problem. Similarly, this arrangement can help to hold information provision services for returnees upon arrival at Bole Airport. A simple information desk could be set up and provide verbal or written information to the returnees.

- Before reintegration, it is very important to have a social worker assess the reality at the ground before reintegration unless it will continue to pause a challenge in smooth way of reintegration process. It is highly recommend that if migrant returnees have debt bondage which is confirmed through different sources, there should be a means to pay the debt bondage in order to make them free and to reinte grate them smoothly. It can be done not directly by paying the debt rather by other means such as rehabilitat ing the returnees with debt by engaging him/her in some business schemes so that they can pay the debt themselves.

- The reintegration of women returnees from domestic work in the Middle East countries needs to be comprehensive and sustainable, enabling the returnees to support themselves and their families and avoid the risk of remigration.

- The reintegration of migrant domestic workers needs to include basic components such as access to education and skills-training (entrepreneurship skills and identification of viable business opportunities included), legal assistance, social support, medical services and psycho-social counseling. Skills training may also include helping those who experience de-skilling regain their lost knowledge. In addition, reintegration schemes have to consider the need for economic or financial support for returnee migrant women who are vulnerable to exploitation and abuses, are abandoned by their employers or traffickers, or have lost their jobs. The ultimate aim of reintegration should therefore be making alternative livelihoods available for them in the formal and informal labour markets. This will avoid the increasing risk of remigration or re-trafficking of those returnee domestics who have little or no savings.

- Ongoing capacity building training should be given for service giving organizations on ways of handling stress or stress management training since their working situation is stressful.

- There is a need to follow and monitor the progress of the work more frequently so that shared learning experiences can be developed. Besides there should be following up after
reintegration of victims of migrant returnees so that lessons can be taken. Documentation of experiences aided with proper record when they commence service and follow their progress.

Policy Related Recommendations

- Since the problem is becoming a major threat of security, dignity, and human crisis enacting a comprehensive migration policy seems mandatory. There is currently no comprehensive migration policy in place in Ethiopia. Signing international instruments is not enough. Apart from ratifying international and regional instruments here and there and separate laws in different national laws; there is no any separate and comprehensive anti-trafficking legislation

- Since the involvement, the nature and the magnitudes of the problem, a multi-sectoral approach involving all actors should be given due attention to tackle the problem at different levels of migration. It gives a chance to address the ill effect of migrations while at the same time it helps to ensure the benefits of migration. Well managed migration could benefit all.

- There is a need to establish a network of service giving organizations so their service can be given in a better way and reach more returnees. This also enhances the capacity of civil society organizations to lobby and convince government so that migration management policy can be in place.
6. Reference

Addis Standard Magazine, December, 2013


IRIN Africa (December, 2013). *Ethiopian migrants return empty handed from Saudi Arabia*.


Appendices I

I. Returnees / Trafficked Persons

Means and Mobilization:

1. Where are you originally from?
2. How old are you? [range if no specific date known]
3. What is your educational Background?
4. Where did you migrate? Was it your first time when you migrated at that time?
5. How old were you when you migrated?
6. Why did you migrate?
7. How and with whom did you go to migrate?
8. Did anyone else migrate with you?
9. If someone or agent took you, did they gave you make promises on what you would do there and were the promises kept or respected?
10. Was there payment for facilitating your migration? If yes, was that in the form of cash or Debt? How much was the payment?
11. Did you had any prior information about your destination country before you migrate?
12. What problems did you experience during migration?

Work Conditions:

1. Where or with whom did you first stay when you arrived?
2. What work(s) were you involved in where you were there?
3. How long were stayed in the destination and in transit?
4. Was the work you engaged in what you expected or what was promised to you?
5. What were the main problems you faced when you were there? Which one is the most critical problem?
6. Were you able to contact someone for help in case of trouble? If yes how
7. Describe your relationship with your employer, agency and other people in destinations
Experience of Return

8. Why did you return?
9. What work do you do now?
10. Do you have any physical pain, injury now?
11. What kind of support you want and needs to be in place in order to support returning migrants?
12. Will you migrate again? Why or why not?
13. If yes, would you do it differently?
14. If no, what would make you want to stay home?
15. What service do you need?
16. Are you getting service from government(kebele….as expected
Appendices II

II. For Service giving organizations engaged in Rehabilitation of returnees

1. Any services targeting returning migrants or trafficking victims?
   - (Shelters, psycho-social counseling, reintegration, etc)

2. What are the major problems of reintegrating migrant returnees in your interventions?

3. What are the major service gaps you are experiencing?
   - Challenges on referral and linkage?
   - Challenges related to integrating with family, community and expectations of family and community
   - Challenges related to jobs, their health and the like…..

4. How do you/would you identify a client as a victim of trafficking in persons?

5. In general, what services have migrant returnees needed?

6. What services has your agency/organization been able to provide for migrant returnees/trafficking victims?

7. Which services, if any, has your agency/organization referred out to other service providers?

8. How do the migrant returnees/trafficking victims learn about your agency/organization?

9. What are the most critical barriers/challenges you face in providing services to migrant returnees/trafficking victims?

10. What do you/your agency/organization need to help you do a better job in providing services to migrant returnees/trafficking victims?

11. Based on your experiences, what assistance would other agencies/organizations need to improve the services they provide to trafficking victims?

12. What do you recommend to enhance the service that returning migrants need?
Declaration

I, the undersigned, declare that this thesis is my original work and has not been presented for a degree in any university and all the sources of material used for the thesis has been properly acknowledged.

Name: ________________________
Signature: _____________________
Date: _________________________

This has been submitted for the examination with my approval as a university advisor.
Advisor’s Name: __________________
Signature: ______________________
Date: __________________________