

Addis Ababa
University
(Since 1950)



**The Assessment on the Nature of services provision for
trafficked women in local Non-Government Organizations in
Addis Ababa: The Case of Three Selected NGOs.**

By

Mestawet Dejene

A Thesis Submitted to

Research and Graduate Programs

In Partial Fulfilment of the Requirements for the Degree of Master of Social
Work (MSW)

Addis Ababa University

School of Graduate Studies

Addis Ababa, Ethiopia

June 2017

Addis Ababa University
School of Graduate Studies

This is to certify that the thesis prepared by Mestawet Dejene, entitled: *The Assessment on the Nature of Intervention Non-Government local Organizations Provision towards Trafficked Women Returnee in Addis Ababa* and submitted in partial fulfilment of the requirements for the degree of Degree of Master of Arts (**Social Work**) complies with the regulation of the University and meets the accepted standards with respect to originality and quality.

Signed by Examining committee:

Advisor _____ **Signature** _____ **Date** _____

Examiner _____ **Signature** _____ **Date** _____

Examiner _____ **Signature** _____ **Date** _____

Chair of Department or Graduate Program Coordinator

Acknowledgements

First of all I would like to thank God with his immaculate mother .Next I would like to express my heartfelt gratitude to my advisor Ashenafi Hagos (PhD) for his indispensable, genuine and constructive support throughout my research processes. I would like to sincerely thank all study participants, in particular to female returnees who expressed openly about their return experiences. Further I would like to extend my greatest thank to the AGAR Ethiopia, AWSAD and Good Samaritan for providing their tangible information.

At the last but not the least My heart full gratitude and deepest appreciation goes to my beloved sons, daughter and husband MD Belayneh Assefa for their moral and patience and understanding and all other my friends who have had enormous material and technical support for the successful completion of my work.

Table of Contents

	Pages
Acknowledgements.....	i
Table of Contents.....	ii
Abbreviation and Acronyms.....	v
Abstract.....	vi
Chapter One.....	1
1. Introduction.....	1
1.2 Statement of the Problem.....	3
1.3 Research question.....	7
1.4 Objectives of the study.....	7
1.4.1 General objective of the study.....	7
1.4.2 Specific objectives.....	7
1.5 Significances of the study.....	8
1.6 Scope of the Study.....	8
1.7 Key definitions.....	9
Chapter Two.....	11
2. Review of Related literatures.....	11
2.1 Essence of Human Trafficking.....	11
2.2 Overview of Human Trafficking.....	12
2.2.1 Human Trafficking in Ethiopia.....	13
2.3 Process of trafficking.....	15
2.4. The experience of victims of women trafficking.....	18
2.5 Consequences of Trafficking.....	19
2.6 Experience of Services Provision for Women Trafficking Returnee.....	19
2.7 Assistance for victims of human trafficking (VOT).....	21
2.7.1 Identifying clients and risk assessment.....	22

2.7.2 Safety and protection	24
2.7.3 Shelter.....	24
2.7.4 Professional Approaches	25
2.7.6 Interpreter	27
2.7.7 medical/health care	27
2.7.8 Psychosocial support	28
2.7.9 Education and vocational training	29
2.7.10 Legal assistance	30
2.7.11 Reintegration	31
2.8. Role of non-government organization.....	32
2.9 Challenges faced by local NGOs	33
2.10 Policy Issue of Human Trafficking In Ethiopia	34
Chapter Three.....	36
3. Research design and methodology	36
3.1. Research design.....	36
3.2. Study area.....	37
3.3 Sample Size and Sampling Techniques	38
3.4 Inclusion Criteria.....	39
3.5. Method of data collections	39
3.6. Data Analysis	42
3.7. Quality Assurance	44
3.8. Ethical Consideration	44
Chapter Four	46
Findings.....	46
4. Introduction.....	46
4.1. Demographic characteristics of Respondents	46
4.2 Trafficking pattern of women and their experience.	49

4.3 Process of Assessment and identify VoT conducts by the organization,.....	50
4.4 Types of Support that Provided for VoT.....	53
4.5. Major Challenges and success in the process of rehabilitation.....	55
4.5.1 Capacity of the organizations to run the program,	58
4.6 Types of rehabilitation and its sustainability and.....	59
4.6.1 Provision of Reliable Services and Promote an Alternative.....	59
4.6.2 Challenges associated with start-up capital,	60
4.6.3 Reuniting through tracing their family,	61
4.6.4 Conducting follow up and rehabilitate sustainability,	63
4.6.5 Ensuring fair competent responsibility trafficked women returnee.	64
Chapter Five.....	68
5. Discussion.....	68
Trafficking pattern of women and their experience	68
Assessment and identification.....	68
Provided services sustainability	69
Conducting follow up and rehabilitate sustainability.....	72
Chapter Six.....	75
6. Conclusion, and Social work Implications	75
6.1 Conclusion	75
6.2 Social Work Implication for Education	77
Social work implication for policy	79
Social work implication for research	80
References.....	81
Appendices.....	85

Abbreviation and Acronyms

BOLSA	Bero of labor and Social Affair
GAATW	Global Alliance against Traffic in Women
IOM	International Organization for Migration
ILO	International Labour Organization
MOLSA	Ministry Of Labor and Social Affairs
NGO	Non-Governmental Organizations
OHRC	Ontario Human Rights Commission
ODIHR	Office for Democratic Institutions and Human Rights
UN	United Nations
UNODC	United Nation Organization Drug and Crime
VOT	Victims of Trafficking

Abstract

The study aimed to assess the nature of services provision for trafficked women returnee in the case of local non-government organizations in Addis Ababa. It has identified the types of services provided, success, and challenges and examines the sustainable support to trafficked women returnees in the organisations. It also tried to see on the discussion how the sampled organizations have identified VoT returnee women and their ways of risk assessment and management. The study employed qualitative methods particularly, case study to get in-depth insight of the subject matter. Data were collected in both through primary and secondary sources and the participants were selected through purposive sampling method. The data collection techniques used included in-depth interview, key informant interview, focus group discussion, document reviews and observation. The finding of the study demonstrates that the service provision has earned less satisfaction for trafficked women returnee in the shelter and the less economic and social reintegration indicated that the support is not sustainable after shelter. According to the information from FGD start-up capital provided by NGOs is very low. The study revealed that the services and facilities provided by the sample NGOs are in general below the standard guidelines in human trafficking returnee assistance. The research has recommended the service providers should create strong bond/networking with other organizations which share similar vision to maintain the quality of their based on the different quality assurance indicators.

Chapter One

1. Introduction

In this chapter the researcher discussed about human trafficking nature, practices and it includes background of the study, the human trafficking and the local NGOs services towards the women returnees and related research's on the human trafficking as problem statement. It also describe the research questions, objectives of the study, justify the significance of the study and scope, limitation and organization of the paper were included in this chapter.

1.1. Backgrounds of the study

Human trafficking and exploitation has been in existence across the globe for thousands of years from the ancient Greek and Romans to the medieval times and up until today. According to UN protocol (2000) Human Trafficking, the act of recruiting transporting, transferring, harbouring or receiving a person within or across a border by means of abduction, threats, coercion, fraud or deception, by destroying or denying access to identity or travel documents, by threatening to abuse the legal system or some other form of power, or by giving or receiving payments to achieve consent, for the purpose of exploitation.

The type of trafficking is vary, in different places forced labour, sexual exploitation are very dominant in most African countries (UNODC, 2016). Whichever the type of trafficking happen the victims at some point of trafficking process are urged to return back for survival, to their original country either voluntary or involuntary(IOM2011) According to (UNDOC , 2016) A total of 63,251 victims were detected in 106 countries and territories between 2012 and 2014. Based on the17,752 victims detected in 85 countries in 2014 for which sex and age were reported, a clear

majority were females adult women and girls – comprising some 70 per cent of the total number of detected victims. Generally Females have made up the majority of detected victims since UNODC started collecting data on trafficking in persons in 2003.

Trafficked women have great psychosocial needs due to the trauma associated with trafficking. Yet, they often do not seek support to help them recover, fearing judgmental treatment and stigma. It is important that agencies work in a coordinated manner to ensure the best quality support for these returnees (Ontario Human Rights Commission, 2006-2007)

NGOs are responsible to provide appropriate all rounded support for the returnee in countries of origin. They are largely involved in assisting returnee starting from airport first aid, identification of trafficked person emergency housing, legal support food and other supplies, medical care, and immediate psychological assistance, including institutional care and supports. Their activities are known as 4R methods; in which the 4Rs stands for Rescue, Repatriation, Rehabilitation and Reintegration NGOs in the process of service delivery. **In addition, they** provide accurate information and contribute to raising awareness to community, government and for international NGOs since; they have direct social support services and contact with trafficked persons (Tzvetkova, 2009).

Returning back to their own country or village has several negative consequences for returnee trafficked victims due to Africans social and family structure. The impact of negative consequences can be indicated through rehabilitation centers' records that state even though there are about 200 000 women have been annually trafficked to Kenya, Tanzania, Uganda and Ethiopia from Africa, only about 15,000 people have been

reported in the rehabilitation centers, and merely hundreds of people escape or rescued from brothels (Adhikari, 2011).

According to ILO, (2017) in Ethiopia, the role and applicability of NGOs to the return of refugees and the reintegration of both populations into their communities are complex phenomena. Return and reintegration services are faced several challenges including, lack of access to basic necessities such as shelter, water and food and linked to this and more generally, the quality of life in the area of displacement, the availability of services in the place of return or resettlement, and the social support structure. Betelem, (2015) has also confirmed as; there is an adjustment problem also occurs when migrants return from the destination country to their countries of origin and many female returnees tend to face various difficulties in reintegrating themselves into their countries of origin.

Different local Ngos in Ethiopia are dealing with trafficking returnees and provide psycho social support, rehabilitation upon on arrival until reintegration. However, there is no sufficient research on the situation of these returnees over the service provision and nature of the sample local NGOs roles to the trafficked women returnee in Addis Ababa. Therefore, the main focus the researcher was to assess nature of non/governmental organizations which are working to take care of human trafficking returnee women from different countries in the selected three local NGOs namely: Agar Ethiopia, AWSAD, and Good Samaritan Association.

1.2 Statement of the Problem

Different studies have been conducted on human trafficking returnees globally. Wickra (2016) studied on patterns of abuse amongst Sri Lankan women returning and the study revealed that female domestic maid workers faced the full spectrum of physical, financial, verbal, neglect, violence and emotional abuse.

Similarly, Adamnesh Atnafu and Margaret,(2016) studied on Ethiopian returnee experience and found that returnees faced multiple form of abuse including physical, sexual and psychological which has lasted for long in their psychosocial wellbeing. The study mainly discussed about the form of abuse.

Swahnberg, (2015) on his study of trafficking process and abuse faced by the trafficked women founds that survivors face severe abuse and violence during their stay at brothels upon their return following their rescue and the rehabilitation and reintegration whereby there was a higher rate of failure in success of the programs fails to successes.

Gudeta Wakgera (2014) in his general study about cause and consequence of human trafficking explained that trafficking is due to poverty, unemployment, social and political issues in Ethiopia and as a consequence of it affects the psychosocial and economy of individuals and communities consequences.

Bethlehem (2015) indicated that there were lack of effective coordination, lack of clarity on mandate and lack of comparative guidelines within the government and nongovernment organizations in supporting in rehabilitation and reintegration for returnees (Assis, 2015) related studied on Supporting Victims-Survivors in the Philippines and his finding has indicated that the experience shows some steps forward as well as there is significant gaps.

Gan,Nong (2014) on his study assessed role of Non-government Organizations and their challenges; Lack of procedures for investigating, lack of financial and human resources in the implementation of anti-trafficking programs in Vietnam and Cambodia.

Andreatta, (2015) conducted a comparative study on protection, assistance and social reintegration of human trafficking survivors in UK and Italy. The study findings have

shown that, more should be done in both countries to ensure long-term reintegration of victims adequately.

Waganesh, Abebaw & Kanyongo (2015) studied on Mental Health and Somatic Distress among Ethiopian Migrant Returnees from the Middle East their finding indicated that Ethiopian migrant returnees deal with significant mental health distress and manifested somatic symptoms as an outpatient. Who recommended that migrant returnees should access a mental health service that is exclusively geared towards their mental health problems instead of clustering them together under the umbrella of general health services though they are limited to study efficacy of mental healthcare intervention in Ethiopia.

As we understood from earlier conducted researches whatever the cause such as poverty, unemployment, social or political for women trafficking in Ethiopia, trafficked women returnees are faced with multiple forms of abuse including physical, sexual and psychological which last longer in their wellbeing. Particularly Ethiopian migrant returnees from the Middle East deal with significant mental health distress and (endorsed) manifested with somatic symptoms, thus returnees should access wide aspects of effective services including psychological, social, and economic and especially health service particularly tailored for their mental health. However, as far as my observation could reach, studies that deal with gaps on service provision towards women trafficking returnees are missing.

Some of the facts show that the service provision is difficult to be provided only by governmental organizations or NGOs to address the problem of trafficked women with their limited resources. Considering the fact that a large number of women returnee have been back to the country, it could be assumed that they need to have various appropriate all rounded services by the NGOs. Different NGOs in Africa countries try to provide

appropriate form of service provision for trafficked women returnees' as per the guidelines of human trafficking assistance. However, in Ethiopia different local NGOs are providing their humanitarian services in various procedures and conditions. This deteriorated their service provision for the trafficked returnee. Thus, this research basically initiated to conduct assessment on local NGOs how their service provision is all rounded and to what extent their services are helpful and sustainable for the trafficked women returnees.

Moreover as a society member the researcher has first-hand information regarding to the trafficked women returnees, again engaging in trafficking process, this may as well show there is a gap on the practice of service provision for the returnee. Since, effective rehabilitation and reintegration service provision might have changed trafficked attitude towards trafficking and this might make them stable to stay in their origin.

In addition to this the researcher work experience as a social worker gave a practical experience and information about the way the NGOs care and services provision regarding to trafficked women returnees. That is why as the researcher becomes very much interested to contribute its professional part through conducting this study so as to fill this gap. So researcher need to see the nature and gaps on non-government organizations services provision towards trafficked women returnee in Addis Ababa, in the case of Agar Ethiopia, AWSAD and Good Samaritan Association. The research assessed focusing on social integration and getting into a sustainable job placement training referral to specialised support for victims of trafficked women returnee and examined how non/governmental local organizations service provision towards Returnee Trafficked Women in Addis Ababa in response to the return and reintegration of victims-survivors of trafficking.

1.3 Research question

This research tried to meet its objectives by observing, nature of local NGOs service provision towards human trafficking returnees in Addis Ababa. The researcher used the following questions as directive to bring all desired points as central focus of this research.

- What types of services are available within the target NGOs?
- To what extent services which are being provided by the target NGOs are appropriate to the human trafficking returnee assistance guideline and sustainable?
- What are the challenges and success of the local NGOs service provision to trafficked women returnees?

1.4 Objectives of the study

This research has both general and specific objectives. These are;

1.4.1 General objective of the study

The overall objectives of the study were assessing the nature of local NGOs service provision towards returned women victims of human trafficking.

1.4.2 Specific objectives

This investigation specifically aims to:

- 1) Identified type of services provided to trafficked women.
- 2) Explore challenges that affect the service provision of local NGOs.
- 3) Examine the sustainability of the supports provided to trafficked women
- 4) Explore professional orientation in relation to working with trafficked women
- 5) Forwarded possible policy direction.

1.5 Significances of the study

This study is believed to contribute in sharing institutional service provisions including rehabilitation and reintegration with interested organizations engaging and planning to engage in the area of human trafficking returnee in general and women in particular. It is also believed to contribute a lot to practitioners including social workers psychologist and nurses intervening to support possible and appropriate assistance to VoT women and improves their experiences on assisting them residing in the care centres. Thus, the information generated through the study will be useful to know the problem of female VoT women returnees in the study area. It may also provide insight on how and what need to be provide appropriate rehabilitation and reintegration. This study is also supposed to be an additional to the lacking literature in relation to the area of service provision to trafficking women in Ethiopia,

1.6 Scope of the Study

The study was limited to the three selected NGOs which are found in Addis Ababa which is the capital city of the federal government because of time, finance and other constrains.

- This study is limited to city government of Addis Ababa NGOs working on the trafficked women returnees namely Agar Ethiopia, Good Samaritan and AWSAD which are found in different sub city of Addis Ababa.
- This study is basically focused on the issue of human trafficking and examining the nature of targeted local NGOs intervention towards returned women victims of human trafficking.
- In order to assessing the implementation of targeted local NGOs on the nature intervention towards returned women victims of human trafficking.

1.7 Key definitions

Returnee: In the context of trafficking in human beings, the term refers to the process of returning victims of trafficking from the country in which they were identified as trafficked persons to their country of origin. The process can be voluntary, forced and assisted or, alternatively, forced and not assisted (Office for Democratic Institutions and Human Rights ODIHR, 2014)

Legal Migration: -Immigration law refers to national government policies controlling the immigration and deportation of people, and other matters such as citizenship.

Immigration laws vary from country to country, as well as according to the political climate of the times, as sentiments may sway from the widely inclusive to the deeply exclusive of new immigrants (Jenifer,2016).

Illegal Migrant: - A person, who owing to illegal entry or the expiry of his or her visa, lacks legal status in a transit or host country .The term applies to migrants who break a country's admission rules and any other person not authorized to remain in the host country (Jenifer,2016).

Human Trafficking: The act of recruiting, transporting, transferring, harbouring or receiving a person within or across a border by means of abduction, threats, coercion, fraud or deception, by destroying or denying access to identity or travel documents, by threatening to abuse the legal system or some other form of power, or by giving or receiving payments to achieve consent, for the purpose of exploitation.

Victim of Trafficking (VoT) Trafficked Person: A person who has been exploited and has suffered loss of fundamental rights and psychological or physical harm as a result of being trafficked.

(Re) integration: Reintegration or integration of VoTs is focused on reuniting the VoT with her/his family or community, or integrating the person into a new community in a safe, dignified and sustainable way. Beyond the physical act of returning (repatriation or resettlement – see below), it involves unification with the VoT's social environment and is intended as a long-term socio-economic solution to let the VoT be reinserted into society and a normalized life, and to minimize the risk of the person being trafficked.

Risk Assessment: The process of identifying and assessing the risks associated with a given situation or event.

Psychosocial support: – The process of meeting a victim's emotional, social, mental and spiritual needs that supports recovery from the traumatic experience of human trafficking

Service Providers: Those organizations providing substantive services to VoTs, including trained, specialized psychosocial support, shelter, medical care or legal services local non-governmental organizations (Anti-Human Trafficking Zambia ,2012 .)

Chapter Two

2. Review of Related literatures

In this chapter, literatures that deal with over view, process, effects, and interventions related with human trafficking will be dealt in detail. Standardized parameters to assess the nature of NGOs intervention which provide to women trafficking returnee and challenges on the services will be also touched

2.1 Essence of Human Trafficking

Human trafficking is a serious problem of world right now. Today our world is running in to trouble because of human trafficking. Through this phenomenon many innocent peoples are lost their innate rights. Many literatures wrote regarding to human trafficking among this.

According to UN protocol (2009) Human Trafficking, the act of recruiting transporting, transferring, harbouring or receiving a person within or across a border by means of abduction, threats, coercion, fraud or deception, by destroying or denying access to identity or travel documents, by threatening to abuse the legal system or some other form of power, or by giving or receiving payments to achieve consent, for the purpose of exploitation.

It must be included in the broader framework of rebalancing the macroeconomic gaps, which characterize globalization. For instance, conditions in countries of origin that create uneven distribution of wealth such as lack of opportunities accompanied by high unemployment, push individuals to areas where there is demand for their labour. These push factors conspire to create an atmosphere that lowers the prospective migrant's defences, making him or her overlook potential risks, seeing only the possibility for

improving circumstances and taking care of the family (Taephant, 2010,). In the concept of human trafficking, those activities, means and purposes are very important for a person to understand what human trafficking is. As the above literature inform as trafficking is a modern way of slavery and it makes peoples to be eroded their humanity and loss all their human dignity.

2.2 Overview of Human Trafficking

Human trafficking is a big deal of the antihuman activities it affects different part of people with regards less of their age, gender or eels. However the major victims of this act are women. This is confirmed by different writers in different time. Earlier the problem human trafficking was mainly the issues of some poor countries, however the currently trafficking become main agenda of different world countries including economically strong nations. The magnitude of the problem is not known exactly. Different countries and different nongovernmental organizations provide different figure reports.

At global level various estimates on the size of the problem have been released recently by the United States Government States' Department, International labour Organizations (ILO), International Organization of Migration (IOM) and the United Nations Office on Drugs and Crime (UNODC). Of these organizations, the United States Government and the ILO estimate the global number of victims, while IOM collects data on assisted victims. However, there is a consensus that trafficking of human beings has become a widespread practice in the modern world. It has been estimated that between 600,000 and 800,000 people, mainly women and children are trafficked worldwide each year (US Department of State, 2005)

Woman is the more exposed portion of society who they are affected seriously in the process of trafficking. They are leading being victims of this phenomenon. This is more expressed by the different reports. According to United Nation Organization Drug and Crime UNODC, (2016), a total of 63,251 victims were detected in 106 countries and territories between 2012 and 2014. Based on the report, 17, 752 victims detected in 85 countries in 2014 for which sex and age were reported, a clear majority were females. Adult women and girls comprised 70 per cent of the total number of detected victims. Generally Females have made up the majority of detected victims since UNODC started collecting data on trafficking in persons in 2003.

Since 1997, IOM has provided direct assistance to approximately 26,000 trafficked and exploited migrants. Women do, however, continue to represent the majority of trafficked persons receiving IOM assistance, making up nearly two thirds (62%) of cases assisted by IOM. This includes cases involving sexual exploitation, labour exploitation, and a combination of sexual and labour exploitation. Women continue to migrate in greater numbers, which increases the potential pool of those who will fall victim to a trafficker (IOM 2011).

As we understand from all these data that the nature of human trafficking is dominantly affecting women than men. Though the number of men trafficking also increasing.

2.2.1 Human Trafficking in Ethiopia

Ethiopia is one of the leading countries that contributing large share of trafficked people. There may be a wide reason for this vulnerability, including poverty, unemployment and lack of awareness. These invite most youth to be engaging through

illegal migration practice and become victims. This fact is revealed by different writers as below.

In the U.S. Department of State (2013) Trafficking in Persons Report for Ethiopia, the Ministry of Labour and Social Affairs (MoLSA) (2012) reported that licensed Ethiopian overseas recruitment agencies received 198,000 applications for work in 2012 but estimates that the number represent only 30-40% of all Ethiopians migrating to the Middle East, and that the remaining 60-70% are “either trafficked or smuggled with the facilitation of illegal brokers.” They also explain that “Ethiopian women are sometimes exploited in the sex trade after migrating for labour purposes” and some men are subjected to forced labour as well. This means that we could estimate around 297,000 to 462,000 trafficked or smuggled Ethiopians.

We also must account for the many Ethiopians who migrate for labour with licensed Ethiopian overseas recruitment agencies but then get exploited in the sex trade, abused by their employees or subjected to forced labour once they are settled in their new country for work. It isn't uncommon for an individual to migrate legally (most often with the promise of work or education) within one's own country (or outside of one's own country, sometimes even with/to family and friends) and end up being trafficked or in domestic servitude.

On the other hand also all trafficked persons are not victim of trafficking. In one way or another being a victim is not only due to trafficking it could be happen due to with other migration like legal migrations. However being a victim on human trafficking is much more visible than legal migration. Victims at some point whether they are human trafficking victims or from legal migration are urged to returnee their original country either voluntary or involuntary for saving their life.

As IOM Report (2014) the crackdown of women targeted irregular migrants, returnees included documented migrant workers, who either volunteered to escape the abuses they faced or were caught during the raids and clashes with the police. During the post arrival emergency operation, which took place between November 2013 and March 2014, over 163,000 Ethiopians arrived at Bole International Airport. Most of them were women. In most regions, the number of male returnees is higher than that of females. However, three regional states had more female returnees than men. Addis Ababa and Dire Dawa City Administrations and SNNP regional state had 7,751 and 52 per cent female returnees (IOM Addis, 2014).

Report shows in Ethiopia that the magnitude for trafficking returnee is increasing. IOM Addis Ababa from 2013 – 2014 has provided lifesaving assistance to total of 18,637 among these 17,771 of them adults (12,582 male and 4,855 female) from different countries (i.e. Europe 107, KSA 16,094, Yemen and other Middle East countries 841, African countries 1595). Among the returnees 65 women were identified as Victims of Trafficking (VoT) who required rehabilitation and reintegration assistance. Among the 65 VoTs, 55 were provided with rehabilitation support in collaboration with partners.

All the above facts indicate that illegal migrations are increasing from time to time. Thus, working on creating awareness regarding to trafficking and proper rehabilitation of the returnees are very important to change the people attitude so as to avoid illegal migration considered as choice in their life.

2.3 Process of trafficking

In most cases human trafficking begins in their original country. Requirement could be the initial stage for trafficking including offering false jobs with false agencies or force recruitment by relatives.

The routes of trafficking have reached a startling dimension that is of worldwide concern. Although the actual routes are constantly shifting, the various phases of the process remain stable and universally consistent. Trafficking is a lengthy process that can last many years. This process is composed of three key steps: recruitment, travel and arrival in the country of destination (Taephant, 2010).

There are different recruitment mechanisms that executed in the process of human trafficking and brokers facilitate candidate to trafficking (Evangelista, 2015) clearly stated about this as below; Different persons may initiate the recruitment of potential victims, including local brokers, returnees and visitors from destination countries, and even relatives and friends. The recruitment process may occur in various ways in terms of who initiates contact, the profile of the recruiter, and the means used. Traffickers widely disseminate information to lure potential victims and proactively scout for and target the most vulnerable. Most use different techniques to prove that their illicit activities are legitimate; make attractive offers; and use success stories to trap potential victims. Disinformation is also used to confuse potential victims on the issue of legality and the disadvantages of migrating through employment agencies.

The rationale behind applying the definition provided by the UN protocol for the purpose of this study is its comprehensive nature of clarifying the concepts and elements of trafficking that reflect the whole process. Human trafficking not necessarily involves illegal means and routes. Legitimate bodies could also engage in the process through various means. According to the definition given, trafficking not only involves force to abduct a victim which in most cases, considered to be committed by illegal individuals but also applies complex means of deception.

The first category is composed of local/community level traffickers who are often members of the same community they target. The second category consists of brokers responsible for the transportation, harbouring and smuggling of migrants across borders. This type of traffickers receive the victims from local brokers, usually in groups, and are likely to transfer them to another trafficker in the same category somewhere along the route before they reach the destination country. The third category is a set of unlicensed employment agencies which consists of brokers in cities that operate as agents in the facilitation of migration and employment in destination countries. These groups operate as agencies and have links with destination country traffickers that trade visas. ((Andera, 2015).

The fourth category is composed of overseas private employment agencies (PEAs) that are legally registered and licensed. There are a number of irregularities and loopholes in the operation of PEAs that lead to the conclusion that some of them may be engaged in human trafficking. Such findings are related to, among others: receipt of payments and benefits regardless of an existing code of ethics and legal prohibition; lack of transparency with regard to their commission from employers and destination country agencies; their claim to cover all expenses, including those that should be covered by migrant workers; inadequate protection mechanisms for migrant workers they send; and their partnership with destination-point agencies and individuals who are known for human trafficking or are working closely with traffickers,(Andera, 2015)

The fifth group consists of returnees, visitors, and their representatives, who start a trafficking business by getting involved in the recruitment, transportation, and then employment of victims, including for exploitative purposes, using deception and the vulnerability of potential victims. The last category of traffickers is destination-point traffickers. They consist of sponsoring migrants, visiting recruiters, and those

encouraging migrants to escape and work with them in destination countries, (Andera, 2015)

Migrants may use two ways to leave Ethiopia: they either buy an air ticket or take a flight from Bole International Airport to the destination country or cross the border to neighbouring countries using the ‘desert routes’. Trafficking routes identified include irregular migration to South Africa through Moyale; to Saudi Arabia through Bossasso; to Saudi Arabia and UAE through Afar, Djibouti and Yemen; to Sudan through Metema; to Djibouti through Dire Dawa; and to Lebanon, Saudi Arabia and UAE through Bole International Airport.

2.4. The experience of victims of women trafficking

A trafficked person might be exposed to different complicated situations from simplest to hardest. Overburden, harsh working conditions, miserable life experiences like betrayal of trust, lack of control their life even up to lose of their life. . . etc.

Tilburg, (2013) explains the trafficking experience can include traumatic events, such as experiencing or witnessing extreme violence, death threats, serious injury, rape, and psychological abuse. Life after trafficking may involve new traumas: abuse and threats against life by police, being strip-searched and detained as a migrant in irregular status, and threats from traffickers. The impact of these events may result in psychological symptoms such as depression and anxiety, which necessitate emotional support and care. In addition to the emotional problems trafficked persons have health problems that are minor or severe, but few individuals are unscathed.

Similarly (Evangelista,2015)also described as, Trafficking victims may suffer from an array of physical and psychological health issues stemming from inhumane living conditions, poor sanitation, and inadequate nutrition, and poor personal hygiene, brutal

physical and emotional attacks at the hands of their traffickers, dangerous workplace conditions, occupational hazards and general lack of quality health care. Health issues are typically not treated in their early stages, but tend to fester until they become critical, even life-endangering situations.

As it is possible to understand from the above literatures human trafficking experience full of abuse, threats against life, psychological problem like depression and anxiety and also it leads to physical health crises.

2.5 Consequences of Trafficking

Human trafficking has several horrible tragedies in different human being aspects. Deciding to conduct trafficking by itself is a serious decision. Since human trafficking leads to many humans to death and severly hazarding one's life.

According to Jobe, A. (2010) when an individual falls prey to a trafficker, the consequences for the women's are extremely serious. Even after they come out of the process of victimization, the physical and psychological impact related to the trauma and abuse they experienced continues to affect their physical and psychosocial well-being. Moreover, the recurrent consequences of human trafficking are stigmatization and victims are often ashamed of what they have been forced to do.

They often endeavour to keep their experiences undisclosed, fearing rejection by their families and communities. The trafficking victim's women's are rejected by families and local communities and depend on others' assistance.

2.6 Experience of Services Provision for Women Trafficking Returnee

There may be a number of factors that lead peoples to migration. Whatever the consequence after the returnees back to their country and community appropriate social

adjustment and mental make up for the returnees is very important. There are also different laws and guide lines to practice the social service provision for trafficked women.

According to ILO (2017) in Ethiopia, the role and applicability of NGO to the return of refugees and the reintegration of both populations into their communities are complex phenomena. Return and reintegration are typically fluid and long-term, especially in terms of causes, for example, 'push' and 'pull' factors that can include improved lack of access to basic necessities such as shelter, water and food and linked to this and more generally, the quality of life in the area of displacement, the availability of services in the place of return or resettlement, and the social support structure.

In case of human trafficking returnee particularly women trafficking returnee require a range of immediate and longer term support measures to recover from their exploitative experiences. Once the immediate health and welfare needs of the trafficked women have been met, some victims will require further assistance to stay in the destination country, return home and reintegrate.

The requirement for nations to provide assistance and protection to trafficked women and people is specified in Article 6 of the United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children (the Trafficking Protocol). The Trafficking Protocol also outlines obligations with regard to the return (or repatriation) of trafficked people (Article 8) and appropriate measures that enable trafficked persons to remain in the destination country, where it is appropriate for them to do so. Hence NGOs have a great role on assisting the required assistances for those deprived persons at their respective destination countries.

2.7 Assistance for victims of human trafficking (VOT)

Survivors of human traffic should get standardize immediate and long term different assistances with respect their safety, protection and basic human rights.

The UN Protocol in its article 6(3) stated that to Prevent, Suppress, and Punish Trafficking in Persons, Especially Women and Children, Supplementing the United Nations Convention against Transnational Organized Crime establishes the basis of the assistance measures that should be provided for trafficked persons [Article 6 (3)]: “Each State Party shall consider implementing measures to provide for the physical, psychological and social recovery of trafficking in persons, including, in appropriate cases, in cooperation with nongovernmental organizations, other relevant organization .

In human trafficking process all trafficked person could be VOT if she /he pass under the trafficking process means, activity and purpose. In most cases victim of human trafficking have been provided shelter based assistances including medical care, counselling, Capacity building training and reintegration.

All actions must be conducted with respect of human rights according to by the willingness of the trafficked person through professional experts. Professional should identify if a person has been trafficked or not before they precede any assistance. To carry out the service provision for trafficked person implementing agencies should to have basic knowledge on applying Standardize basic Assistances for VOTs .Different writers as also address this at different time. However for the purpose of my study I referred some books and have explained the basic standard assistance for VoT as follows.

2.7.1 Identifying clients and risk assessment

Indicators of suspected/potential victims of human trafficking

Service providers expected to identify the status of VoT before they are decided psychosocial or other type of support in the organization. This step is very important part of effective intervention of human trafficking returnees. Some off the suspected victim indicators of human trafficking are present as follow, which are specifically dinged for East Africa countries. The following are some indicators that should raise the suspicions of social workers or law enforcement officers with regard to a suspected/ potential case of human trafficking. It is relevant to note, though, that suspicion alone is not conclusive and a thorough interview must be carried out with the potential/suspected victim to confirm status.

A person may experience abuse/exploitation signifying the possibility of a trafficking experience when the following indicators⁴ are present, that is, when a person:

- is unable to freely leave his/her work environment;
- is forced to work under inhumane conditions (often exploitative); has no or only partial access to his/her earnings;
- Works excessively long hours over long periods without. Compensation; does not have any days off;
- has tried to escape from a situation of work or family and is returned back;
- has accepted or is about to accept an unclear job advertisement/ offer away from home;
- is distrustful of the authorities or is threatened with being handed over to the authorities;

- is not in possession of his/her passport or other travel or identity documents, as those documents are being held by someone else;
- has limited or no contact with family or with people outside of his/ her immediate environment;
- suffers injuries that appear to be the result of the application of control measures;
- Is sick and has had no access to medical attention for a prolonged time (Moses and Malinowski, 2011).

Once a person has been identified as a trafficked the supporting agency is responsible in identifying risk assessment and risk management. The duty of care to victims and staff incumbent on service delivery organizations is to ensure that the risks are properly identified and assessed at every stage of the assistance process and that, within realistic and reasonable means, appropriate security measures are taken to ensure that the risks are effectively managed.

Conducting risk assessments and developing risk management plans are necessary for service delivery organizations to protect the victims served and the staff who assist them. Each procedure should be fully documented and all documentation, whether electronic or other, must be treated confidentially and in accordance with best practices on the handling and security of confidential personal and trafficking data (IOM, 2007).

Needs assessment is to be conducted by the case manager upon the VoT's referral to, or arrival at, the place of safety. The needs assessment should detail the VoT's immediate basic needs, medium and long-term need. The needs assessment should form the basis of the VoT's Care Plan and should be regularly revisited to address changes in the VoT's needs. The Care Plan should be part of the VoT's case file. Every VoT must have an individual Care Plan which documents the services needed for their immediate

care to their full reintegration, how those services will be provided and by whom.

Evangelista (2015) as soon as is safe to do so we should carry out more in-depth assessments that looks at all aspects of each individual including their inter dependence on other persons services and psychosocial interactions to establish their support needs. A complete need assessment should cover physical, sexual health needs, psychological and emotional needs, cultural and spiritual needs, practical and psychosocial needs.

2.7.2 Safety and protection

Individuals who have been through traumatic events need to regain a sense of safety, dignity and control over their bodies and actions. They need to be encouraged to seek information, question their options and assert their choices. Service providers can help foster feelings of security, self-esteem and self-determination by adopting approaches to care that emphasize confidentiality, information-giving, informed consent and respect for individual and decision-making (Global Alliance against Traffic in Women GAATW, 2015)

2.7.3 Shelter

Shelter is a basic assistance for VoT person. All shelters should have adequate, safe and secure temporary living environment for victims of trafficking. It needs Adequate, safe and secure working environment for shelter staff. , facilitate stabilization of the victim to prevent further harm and enable maximum recovery.

It should be a standard practice among service providers to provide temporary shelter/safe accommodation to VoT who cannot or do not wish to immediately return to their families, are unable to support themselves, and/or have no place of residence. At the shelter, VoT should be provided with basic needs such as food, water, clothing, toiletries,

sanitary pads, and ongoing medical care for those under medication (Moses and Malinowski, 2011)

Every shelter provider should offer or arrange for the provision of the following by appropriate and qualified Service Providers: a supportive and safe environment, clothing ,nutrition, sleeping/resting space, including, sufficient space and light, Personal bed, secure place to keep clothes and personal belongings, space for preparing food/eating, wash facilities and ablutions medical examinations, psychosocial counseling, legal advice and services, recreational space, including dedicated space for children, educational or skills building opportunities, special access for VoTs with special needs/disabilities. The shelter should separate children and adults, except in the cases when children are with parents and/or guardians or siblings. Efforts should be made to house family members together Shelters should maintain a secure perimeter with, where possible, Security and provision. Detailed and clear emergency evacuation plans should be in place at shelters, in case of fire or security breach. VoTs must be familiarized with the emergency procedures upon arrival at the shelter (The United Nations Joint Programme on Human Trafficking Zambia UN Zambia, 2012)

2.7.4 Professional Approaches

Social working as a profession it has several working ethics and it have various types of parameters that can help us to measure the social services provision by social worker and organization that providing the services.

The following are important professional approaches stated by (Evangelista, 2015: p.19.20) that expect from a given professional social workers and he/she need to adopt and incorporate in all aspects of his/her work with trafficking the support agency

Accessibility: the service needs to be equally accessible to all survivors your service should be welcoming and promote equality of access and engagement. **Confidentiality:** Any personal information shared by survivors should not be disclosed to any third party or agency without their prior informed.

Culturally-sensitive approach: we should actively promote equality and diversity, making sure that survivors are treated fairly and with dignity, on the basis of their individual needs and with full respect for their gender (including gender reassignment), race, nationality, ethnic or national origin, disability, religion, beliefs, sexual orientation or age.

Empowering approach: we should support survivors to regain trust in their own ability to control their lives as this is a crucial step towards reducing their vulnerability and preventing re-victimization. **Gender-sensitive approach:** we should recognize that the needs of women and men are different and that, in order to treat them equally, their gender identity in relation to their needs and circumstances ought to be understood and acknowledged.

Holistic and victim-centered approach: we should strive to provide integrated, holistic and survivor-led support that considers all aspects of each individual – including their physical, emotional, mental, spiritual, financial, legal and social well-being. **Human rights-based approach:** you should recognize that trafficking is a severe form of exploitation that violates survivors' basic human rights. Therefore, we support should never be contingent upon their ability or willingness to cooperate with the authorities and should always be offered on an informed and consensual basis, with a view to respecting their human dignity and promoting their rights.

Multi-agency approach: we should adopt a multi-disciplinary approach and support the work of the Government and law enforcement agencies in a way that is respectful of your service users' human rights. You should work in partnership with mainstream providers to ensure that survivors are able to access all their entitlements,).

Professional boundaries: Fostering positive attachments and healthy relationships within boundaries is a crucial step to keeping both survivors and workers emotionally safe. **Trauma-informed approach:** it must be recognized as an impact of traumatic experiences upon survivors' lives and behaviors and always strive to do no further harm by ensuring that support is provided in a way that is respectful of their need for safety, respect.

2.7.6 Interpreter

Interpreter is very important in assisting VOTs. Returnees have different original languages as they are born at different places. Interpreters should be available in all cases where the local language is not the survivors' first language. Survivors are given as much time as possible to enable them to make their own decisions, to understand the information they are being given and the consequences of any actions taken; • Survivors feel confident that they can ask questions and have information explained repeatedly if needed. This enables them to make informed decisions (Evangelista, 2015:p.19-20).

2.7.7 medical/health care

Every VoT has the right to health services. These services should be offered from the identification phase to reintegration phase. Of key importance is to promote the physical and mental wellbeing of each VoT. Most VoT may be experiencing particular health problems due to the ill treatment and exploitation they experienced during the trafficking period. Including sexual transmitted diseases, trauma, stress, and fear;

According to IOM, 2011 guideline line, an initial medical check-up must be conducted even if the victim seems to be in a state of perfect health. However, before conducting any tests or administering any treatment, service providers must always obtain the victim's informed and voluntary written consent, unless it is an emergency life-saving measure and the victim is unable to provide consent. An initial medical check-up is thus essential at the beginning of direct assistance to determine the medical history of the victim, as well as to establish his/her general well-being while noting signs of any violence/injuries suffered. •Initial check-up helps determine the need and length of preventive, curative, rehabilitative, and therapeutic treatment. .

2.7.8 Psychosocial support

It is important to take into account that many VoT may have experienced traumatic or abusive experiences even prior to being trafficked. Pre-trafficking events, together with the trafficking experience, generally have an effect on the victim's mental wellbeing. Intervention strategies and assistance programs for VoT must be based upon an understanding of the psychologically painful experience of the victims and must focus on assisting them to recover fully while re-establishing a normal life.

Psychosocial support may include general counseling and trauma therapy. Counseling should only be provided by appropriately trained (professional) personnel. For most victims, the counseling sessions focus on problem solving strategies as well as coping mechanisms in relation to the following issues that victims may be concerned about: restoration of emotional and physical stability and well-being; (IOM 2011). The main treatment as instrument for women who are return from different cross border areas it need to have post-traumatic stress therapy. It are need to have those who are

with problem of communications problem, Communication problems, Phobias and anxiety related problems, Conduct Problems, Trauma and Depression.

These therapies seem to be below:

- Art Therapy: it is psychometric therapy which is using artistic way
- Game Therapy: it is psychometric therapy which is used to work over as creative standup game to the survivors and returnees.
- Fairytale Therapy: it is used to come over their social interactions after returnees is come to their home land refugee camp which is the fairy tale used to be socially by inter communications.
- Music Therapy and Cinema therapy: it is more sophisticated ways of therapy which is to let them performed about their day to day actions towards their live darkens.
- Bibliotherapy: it autobiographic therapy is personal therapy which is more relabeled therapy by implicating to motivate and to be courageous what their past live had had traumatize them.
- Integrative Therapy: it is radical psychological therapy which used to be able them to talk or to say what happening to them and what live challenge they have been facing on.
- Sand Therapy: it is an opportunities implicating therapy which is used to have clear manner when clients are consciously and unconsciously way.

2.7.9 Education and vocational training

Sometimes, VoT may have dropped out of school or training, which further reduces their chances of finding suitable work in the future. Assisting VoT in completing their interrupted education/ training should be considered a priority whenever possible. In cooperation with national authorities, the receiving service provider can facilitate the re-

enrolment of the VoT into the education system, including adult literacy classes, and can link the victim up with several initiatives such as free primary/secondary education enrolment, bursary schemes, and educational grants to provide financial support for the victim's education. Where education is a favorable option, the victim should be enrolled in educational facilities located in the vicinity of the victim's place of residence as part of his/her reintegration plan.

Vocational training is an important element to include in a reintegration plan since it helps to ensure the sustainability of reintegration by increasing the victim's chances of gainful employment, as well as increasing his/her confidence and general life skills. Service providers should assist victims, depending on their age, to set up realistic employment goals corresponding to their abilities, skills, educational level, and the available employment opportunities in the location. Efforts should then be made to provide the vocational training necessary to realize such goals. Vocational training is often offered by, or in cooperation with, educational institutions, charitable organizations or government partner (IOM, 2011)

2.7.10 Legal assistance

Victims of trafficking need justice and advocacy to make sure that their rights are upheld. Most VoT are poor and with little knowledge or understanding of the law and are unaware of how to seek justice. As such, they often require legal assistance. The victims should be informed of the legal process as soon as possible, including civil and criminal proceedings. Victims of trafficking should be informed of the importance of cooperating

Victims are often not aware of their rights and obligations and it is important to inform them of the possibility of filing civil suits against the traffickers for return of their belongings and compensation for harm, injury and damages suffered during trafficking.

This might help for survivors not to go back again after rehabilitation and will increase their awareness on human trafficking.

The safety of the victims and their families is of paramount consideration at all times and the direct responsibility of law enforcement agencies. The investigator, in collaboration with other stakeholders, especially those from social welfare and provincial administration/local authorities, should continuously conduct risk management to ensure the safety of the victims or their families throughout the legal process. Service providers involved in assisting victims during the legal process are encouraged to cooperate with law enforcement agencies and share any information in relation to the case and possible threats to the VoT. However, information should only be shared on a need-to-know basis and service providers should never feel obliged to reveal any information to law enforcement as a result of coercion or other unethical methods (IOM, 2011).

2.7.11 Reintegration

Reintegration could be immediately on arrival or after rehabilitation if returnee needs further assistance. The aim of reintegration is to provide for a VoT safe, dignified, and sustainable return back to the family, community and country of origin and to live a normal life. Return of the victims back to their home, community or country is always the most preferred option.

Reintegration programs aim to actively prevent stigmatization; provide job training, legal assistance and health care; and protect the social, medical and psychological wellbeing of the victim. Reintegration' is generally understood as the process following the end of the trafficking experience. It begins with the access to services – from crisis counselling and accommodation to economic empowerment – and

ends when the survivor starts living a sustainable independent life free from violence and coercion (Simonv, 2015).

Reintegration assistance can include both ‘micro-’ and ‘macro-level’ initiatives, ranging from assistance measures provided directly to the returnees (e.g. monetary assistance), to assistance provided to the community the trafficked person is returning to (e.g. institutional assistance, such as scholarship funds, to promote education within the community (IOM, 2011). In Ethiopia micro level capacity building assistance is mostly implemented in the reintegration practice.

2.8. Role of non-government organization

Legal and administrative support is provided by NGOs to help trafficked women to deal with local authorities, immigration, and police. They may support trafficking victims in court, provide legal advice and documentation assistance, and produce and disseminate information on the rights of migrant and trafficked women. NGO assistance is very much dependent on the national legislation on trafficking and the immigration policies of host countries.

Prevention activities carried out by NGOs include information campaigns, gender education in schools, vocational training for women, training teachers and school advisers to recognize those at risk, and facilitating women at risk to access employment and career development opportunities. Local NGOs have carried out valuable lobbying and awareness-raising work in bringing trafficking women’s issues to the attention of governments, and advocating for the need to treat trafficking as a human rights violation. (Tzvetkova, 2009)

2.9 Challenges faced by local NGOs

There are many challenges in the provision of services to trafficked persons and for trafficked persons in accessing these services and making a meaningful use of them.

For service providers the main challenges are perhaps exactly the financial and human resources. Cases of human trafficking can be extremely complicated and time consuming and put a strain on the organization's resources. In addition, trafficked persons may be 'difficult' or 'uncooperative', who can lead to frustration in the social workers and psychologists working with them, putting them at risk of burnout. It is important that service providers have mechanisms in place to prevent burnout, such as debriefing, training and professional development. However, these mechanisms also require an investment of time and money (simov ,2015).

Service providers are an important source of support and stability for trafficked persons but this also involves the risk of creating dependency. Moreover, some trafficked persons have been in a situation of dependency for too long and do not know how to be autonomous. Service providers must find the right balance between providing assistance and building autonomy/reducing dependence by, for example, involving the clients in all decisions about their assistance and protection. It is also important to have standards of care and case supervision which identify and address such issues as they arise. (simov, 2015).

In recent years, the shift to the victim-centered approach draws attention to the manifold needs of victims' life after trafficking: the process of recovery, reintegration and return. In a study of return and reintegration programs in the Black, Richard and Gent, Saskia , (2006). Documented gaps in this area, the disinterest of funding agencies to support these programs, and Nature of Innervation by NGOs in providing and sustaining

these needed services. Although the importance of re/integration has been stressed by other studies as a critical component of anti-trafficking response, they noted that “it remains largely under-studied, under-theorized and a low priority for most donors”.

Another challenge can be the complicated and bureaucratic government procedures. Some government assistance, like medical care, education, humanitarian assistance, financial support, document processing, is typically available to trafficked persons, however, many of them face problems in accessing even the most basic state services and support. This may be due to lack of commitment/capacity, bureaucracy or discrimination. There is a need for NGOs to develop formal links with government agencies to provide services, which will also require training government workers in how to sensitively and professionally handle cases and increase the knowledge about what services are available to trafficked persons (simov,2015)

2.10 Policy Issue of Human Trafficking In Ethiopia

Policy regarding to human trafficked is important so as, to protect the given country citizens for from risks of human trafficking. That is why a number of countries were developed policy unless accepted an international laws which is used to safeguarding their citizens from, likewise Ethiopia also proclaimed about the issues to prevent its citizens from these activities.

The Proclamation also sets out procedures for the investigation of smuggling and trafficking offences as well as establishing procedures for the protection and rehabilitation of victims of trafficking. It establishes a Fund to prevent, control and rehabilitates victims of crime of trafficking through the implementation of the laws. However, the law is very decisive to take legal action on the illegal brokers. Some of this proclamation part mainly focusing protection and rehabilitation of victims of trafficking.

The proclamation tasted its importance to introduce prevalence strategy by designing the legal system as a viable alternative to alleviate the problem related to human trafficking particularly women and children. The proclamation also strongly recommended as; an appropriate protection, support and rehabilitation to the victims are important and provision of special protection, care and assistance to the most vulnerable group of society with due consideration to their age, gender and special needs is indispensable. Negarit Gazette, Proclamation No. 909/2015.

The proclamation ordered as, any government and non-government medical facilities so as to avail proper medical treatment to victims who suffer serious injury. In addition to this the proclamation seriously stated in its part four article 26 as; protection, rehabilitation and compensation for victims. In this part the proclamation stated as, the government shall put in place necessary working procedures to identify, rescue, repatriate and rehabilitate victims in partnership with other foreign diplomatic mission, concerned government and non-government organizations and other supportive mass organization, the detailed which shall be specified by law.

As we understand from the above paragraph last sentence that the proclamation further specific with other support guide line, however, the practice is not yet. This may affect the opportunity of human trafficked women victims' provision of necessary support. The proclamation further stated about, victims shall be accorded the available health and social services, medical care, counselling and psychological assistance, with care, on a confidential basis and with full respect of privacy. Negarit Gazette, Proclamation No. 909/2015. The proclamation is further discussed various legal issues about their full protection of human dignity and their human rights. In addition to this the proclamation stated about establishment of a fund.

Chapter Three

3. Research design and methodology

This part of the research is blue print for the following important parts. In which are included research design, study area, sample size and sampling techniques, inclusion criteria, method of data collections, data analysis, quality insurances and ethical consideration are treated here. The researcher conducting the whole course of the study accordingly framed in this part.

3.1. Research design

Qualitative research design was used in the course of undertaking this research. Qualitative research is useful to understand in detail about study issues involving people to tell their own story and to be aware the real context and settings on the ground (Creswell, 2002). It empowers participants by creating opportunity to share their perception and experience about the issue. It is also helpful to reveal people's attitudes and perceptions towards the study matter. Qualitative is used to get in depth insight from study samples.

According to Creswell (2003: P. 23.) if a qualitative research paradigm aligns with case study, it is best suited to understand a concept or phenomenon about which little research had been conducted. Qualitative approach was preferred and adopted for this particular study due to the fact that the subject was not well researched before in the Ethiopian case. Yin (2003) asserted that Descriptive approach is suitable to describe the study cases phenomenon for in-depth life experiences of individuals of the women. Likewise, this research specifically employed the descriptive approach owing to the fact that the subject matter women trafficked returnee service provision is a least researched and the researcher willing to show the detail about the nature and applications of

nongovernment organizations provisions towards returnee trafficked women in Addis Ababa. As trafficked returnees have faced different psychosocial problem they need immediate care and support from the concerned agencies.

3.2. Study area

Study was conduct in Addis Ababa on three selected Local NGOs Charity Association established to advance social and economic development of women's and girls' that faced physical and psychological insult or Rehabilitation and Reintegration of Returnees centre.

Agar Ethiopia Charitable Society (Agar Ethiopia) is physical address of Sub City: Nefas-Silk Lafto; Woreda 2 which is working in the focuses of human trafficking returnee women to the Middle East for domestic work. AGAR supports the rehabilitation of women through the provision of services like shelter, food, clothing, psychosocial and medical service and life and business skills as well as vocational training.

Association for Women's Sanctuary and Development (AWSAD), the former Tsotawi Tekat Tekelakay Mahiber (TTTM) is one of the local NGOs. It is located at Yeka sub city with specific name of place called Megenagna. This Charity Association was established to advance women's social and economic development and provide support for women including trafficked victims and girls that faced physical and psychological insult.

Good Samaritan Association (GSA) is the third sampled local NGOs. It provides support for the rehabilitation of women through the provision of comprehensive services at their shelter (food and clothing, psychosocial and medical service) and life and business skills as well as vocational training which is located in Gulele sub city 6 kilo. Physical address is at BP 480, Code 1029, and Addis Ababa, Ethiopia.

3.3 Sample Size and Sampling Techniques

The major research participants were trafficked women returnee who had been forcefully evicted from different part of outside world to country of their origin. The data obtained from the sampled three local NGO named Agar, AWSAD and Good Samaritan Association trafficked women returnees and key informants from service giver staffs of these NGOs in various data collection methods further to ensure validation for the upcoming findings of the research.

Purposive sampling was utilized to select appropriate participants. According to, Singleton (cited in, Yin, 2003). This kind of sampling technique is preferred deliberately by the researcher. The sample is selected and included based on representative and distinctive features of the general population. According to Crews Well (2007) stated purposive sampling, it is used in this matter of selection of respondents' based on their homogeneity as it is a common method for identification and selection of information-rich situation on availability of resources. The respondents were selected by their willingness to share their experiences and opinions in an articulate, expressive, and reflective manner from their knowledge and experience.

As far as the size of the research participant is concerned, in this particular research, three selected NGOs, women that faced physical and psychological insult on trafficking and key informants that are working for those returnee were selected. Thus from Agar Ethiopia 4 returnees were purposefully involved in the research from 40 trafficked returnee .From 18 returnees of AWSAD and 2 of them were involved in this research. From 20 returnees 2 of Good Samaritan Association returnees were selected. 12 trafficked women returnee from two organization, 6 from each AGAR and AWSAD had been selected for FGD , 8 key informants were be included as research participants 3 of

each case managers AGAR and AWSAD and 2 case managers from Good Samaritan Association.

3.4 Inclusion Criteria

The research participants selected purposively taking into account the participants' relevance towards meeting the objective of the research. Each of the research participant's inclusion was decided after having met the whole inclusion criteria set in the research.

The following inclusion criteria were used in the course of selecting the research participants:

- ❖ Human trafficking women returnee.
- ❖ Those who are victim of trafficked women returnee from the selected three NGO.
- ❖ A returnee who are living in the sample NGOs at the time of data collection for this research purpose and returnees who are recently reintegrate with their family, who are making small business and still under follow up of the sample NGOs.
- ❖ Above all, the participants took part in the study voluntarily and based on their informed decisions to be part of the research and to share their true post-return reintegration experiences by NGO.

3.5. Method of data collections

The study used primary data collection techniques. The data collection method in the case study drew multiple sources of information (Creswell, 2002). Therefore, data collection techniques that are employed in this study are observations, in depth interviews, key informant interviews, FGD discussion and document review.

a) **In-depth Interview**

In-depth interview employed with female returnees to identify how the NGOs service provisions towards trafficked women returnee helps to improve the lives of returnees and to identify major challenges in support services and assistance.

In addition, the interview helped to get a detailed insight on Non-government Organizations on their service provisions. It also enabled the researcher to get information on Non-government Organizations service provisions towards trafficked women returnees possible from the informants' experiences. The researcher applied in depth interview to generate the data needed for this study. Eight in depth interviews were held to understand deeply the situation of trafficked women returnees after rehabilitation and reintegration on applications of the Non-government Organizations provisions towards trafficked returnee, the questioners were transcribed and the interview was conducted in Amharic language.

b) **Focus group discussions**

The trafficked women returnee who were reintegrated and engaged in small business was involved in focus group discussion. The discussion agenda were developed to gather information regarding their integration in regular the situation of trafficked women returnees at working place and in rehabilitation shelters and social adjustment and challenges they faced and relationship with the Non-government Organizations on provisions. The researcher conducted two FGD discussion based on the research objectives and basic research question ideas.

Key Informant Interview

Regarding to, key informant interviews, 4 key informants were from Ethiopia Charitable Society (Agar Ethiopia), 2 key informants were from Association for Women's

Sanctuary and two, Development (AWSAD) and the rest two key informants were from Good Samaritan Association (GSA). Thus, eight key informant interviews were involved to assess information regarding to services that provided by the organizations to the trafficked women returnees. Here the researcher got information regarding the sustainability of these sample organization service provision.

c) Observation

The researcher tried to observe the situation of trafficked women returnees at working place and in rehabilitation shelters. A close study of the livelihood of the returnee migrant women and Non-government Organizations provisions towards returnee trafficked women was conducted. Also the physical condition, their health status, and the interest towards the occupation and physical set up of the center and were observed.

the NGOs compound suitability for the whole service provision activities, facilities and providing support for all VoTs rehabilitation services, the physical environments of the centers like bedroom, cafe, indoor and outdoor games, library, training hall, counseling center . . . etc?. In addition to these the conditions of the reintegrated returnees particularly who were engaged in small business process in the city were treated in the observation to collect firsthand information.

d) Document analysis

Researcher analysed different documents related to the subject matter like annual report, achievement, NGO participation in different (pro) activities and from rehabilitations by exploring know how of social endorsement the livelihood of the returnee migrant women and assessed the current applications of Non-government Organizations provisions towards returnee trafficked women have been conducted.

3.6. Data Analysis

As it is truly pointed out by Kreuger and Neuman (2006) in qualitative research method, the fact that the data analysis has to begin at the time of the data collection could be among the many points of departure between the quantitative and qualitative research methods (p. 435). On similar account, in this particular study, the data analysis was started right at the time of the data collection process though, preparing themes so as to analyze the data on the bases of the collected data and the researcher started to code and making the data ready for further analytical work.

As an initial step of the data analysis endeavor the researcher tried, to record all data including the respondent non-verbal and emotionally expressed feelings at the time of interviewees and transcribe verbally and translated into English. In view of adequately comprehending the collected data, all the transcription process conducted by the researcher.

The transcribed data were read several times by the researcher so as to broaden the understanding on the respective contents of the data on certainty of applications of three selected Non-government Organizations provisions towards returnee trafficked women was conceivably transcribed. According to Morse and Field (1995, as cited in Yin, 2003) the thematic analysis is well suited for conducting a qualitative research. Accordingly, the researcher employed the thematic analysis in the course of analyzing the data in this research. As far as the purpose of thematic analysis is concerned, it mainly serves to sort out data patterns or themes appearing in various cases.

In view of systematically organizing the collected unrefined data into conceptual categories of themes, then researcher coded systematically, since, it is a fundamental part of the data analysis (Kreuger & Neuman, 2006, p. 436).

Following the completion of data collection the researcher determined the themes of the research issues on the basis of collected data, so as to, facilitate the process of data analysis. As part of the selective coding process based on the following 6 major theme categories namely;

- Psychosocial and physical environment facility in support of operations with humanitarian priority,
- Assessment and identify VoT conducts by the organization,
- Process of welcoming and provided type of support for VoT,
- Major Challenges and success of organization in the process of rehabilitation,
- Types of rehabilitation and its sustainability and
- Limitations of the NGOs and issues that needs to improve in the future.

Under the above major themes the following important parts of sub themes treated in the data analysis, through these sub core subject of the study, which is the applications of NGO towards the returnees regarding to,

- ✓ The sub themes are; treating the process of how traffickers get there and traffickers living and working situation in their hosted country,
- ✓ Trustful support and promotion of an alternative,
- ✓ challenges associated with start-up capital,
- ✓ Economic challenges,
- ✓ Reuniting through tracing their family,
- ✓ Conducting follow up and rehabilitate sustainably and the process of ensuring fair and
- ✓ Competent responsibility trafficked women returnee experiences, suggested challenge were constituted.

Then, codes become assigned for the data collected in accordance with the determined thematic areas of the study after the data were collected. Finally, the collected data were presented in a qualitative way through describing the whole phenomenon and what is there practicality regarding to the service provisions of the sample NGOs, in the next part of research and reflection cumulatively analyzed and brought about the whole research.

3.7. Quality Assurance

Qualitative research focuses on interpretative and contextual data elements (Thomson, 2011). Quality in qualitative study is an attempt to examine the validity of results (Creswell, 2002). It is also related to a detail explanation of the study matter. Creswell emphasized that validation is a process of finding the exact inputs rather than verification of end result (Creswell, 2002). He also mentioned eight verification procedures that are often used in qualitative research. For this study purpose the researcher used triangulation of the collected data and rich tick description. Cross sectional study employed through the use of multiple sources of evidence including observation, interviews, and review of literatures and organizational reports. Rich tick description accomplished by describing in detail about the study matter

3.8. Ethical Consideration

The researcher has well-informed the study participants about the purpose of the research they were willingly asked to participate. Their informed consent also acquired before starting the in-depth interviews for returnees and key informant. In addition, to ensure the degree of confidentiality names of the participants was changed by code numbers.

The researcher tried to respect all the research professionals through, integrity including study participants views and experience as they expressed in the interviews. The sample respondent sounds ensued by avoiding suppression or misinterpretation of data. The interpretation of data encoded qualitatively carefully through respecting all research ethics.

Chapter Four

Findings

4. Introduction

The ultimate objective of this study is to assess the nature of sampled local NGOs service provision towards returned women victims of human trafficking in Addis Ababa City government. In this chapter the raw data collected through in detailed interview, document review, and observation are organized and structured so as to make it manageable for presentation and analysis of data. This investigation specifically aims to assess; type of services provided to trafficked women returnee, explore challenges faced by local NGOs, examine the sustainability of supports that provided to trafficked women returnees and explore professional orientation in relation to working with trafficked women returnee. The questionnaire was designed in to two main parts with diverse questions based on the basic research questions and objectives of the research.

The raw data collected through aforementioned techniques are presented in as possibly as describable and discussion qualitatively as follows.

4.1. Demographic characteristics of Respondents

Client Code (CC) for returnee	Age	Place of birth	Education	Marital status	Duration of stay at destiny	Duration of stay in the organization
01	18	D/Zeite	9 th grade	Single	3 month	1 month
02	32	Gonder	5 th	Married	6month	1 year
03	18	Welega	3 month	Single	7 month	4 month
04	25	wollo	9 th grade	Single	2 years	20 days
05	25	Bale	10 th	Single	6 month	3 month
06	24	Arsi	8 th grade	Single	3 month	6 month
07	30	Arsi	10 th	Married	1 year	2 month
08	28	East Showa	Illiterate	Married	1 year	4 month

Brief biography of the sampled respondent returnee

To keep the name of the participant confidential the researcher used the client codes (CC) through providing number from 01 up to 08. The rest twelve returnees, who were involved in the focus group discussion (FGD) profiles, were not taken and included in this research. The researcher believed that including their trafficking experience simply rather than taking their profile. Thus each returnee who was involved in interview coded brief biography is presented as follows.

CC01, a returnee woman her age is 18; she was born in D/Zeite and 9th grade dropout. She was single who travelled illegally and stayed there for the last one year.

CC02. This returnee was aged 32 and her place of birth is Gonder. She was lived with her husband then she travelled to Israel illegally through Djibouti. She was grade five dropout, she stayed 6 months in Israel and stayed in the shelter for the last 1 year.

CC03 she was lived in Wollega, she was grade 3 student she was single, she stayed there in the Arab country for 7 months and she stayed 4 months.

CC04 she was 25 years old she was from Wollo and grade 9th student and she was stayed 2 years and she is stayed only for the past 20 days when the researcher collected this data.

CC05 she was 25 years old she was from Bale and grade 10th student, she is single and stayed for the last 6 months and she stayed 3 months in the centre.

CC06 she was lived in Arsi, she was grade 8th student she was single, she stayed there for 3 months and 6 months after she backed to the country.

CC07 she was 30 years old she was also from Arsi called robe woreda. She was grade 10th students and married. She stayed for the last 1 year in her destiny and she stayed 2 month in the centre.

CC08 the last participant is aged 28 from East Shewa she is married illiterate she stayed there in her destiny for the last 1 years and she stayed here in the shelter for the nearest last 4 months.

The main participant of this research are trafficked women returnee who were involved in the research purposefully based on their homogeneity as trafficked women, willingness and availability on the data gathering time were the criteria to select the respondents while the researcher collected the data. The rest are key informants in this part the sample NGOs professional service givers are involved through purposive sampling method based willingness availability and professional exposure . Their demographic characters also describe as follow.

According to the collected data this research sample respondent sex of the key informant shows that, two of them are male while the rest 5 are females. Regarding to the age distribution 6 key informants age were found between 21-30 years old, 1 key informant was found in the 31- 40 years old and the rest one key informant age was found between 41-50 years old.

On the basis of collected data the education qualification of sample respondents of key informants who participated in this research were one Certificate, two Diplomas and five first Degrees. Regarding to the service years of key informants were limited in to two service year scales these are seven of the key informants were from 5-10 years and the remain one staff has 11-15 Service years, actually these services are cumulative service years the service years are not necessarily in the current organization and job. According

to the collected data marital status two of sampled key informants were married and six of key informant's marital statuses were unmarried.

4.2 Trafficking pattern of women and their experience.

Under this theme the collected data for this research purpose presented on the bases of the selected sample NGOs physical and environmental facilities and their psychological suitability for the VoT women returnee. The sub themes are; treating the process of how traffickers living here in the country, get there to their destiny and working condition in their destiny,

How was your life condition before you trafficked to Arab country?

Most of trafficked women were live an ordinary Ethiopian citizen simple life in in poverty in the country. Some of these women were exposed for extreme poverty. Some of them were also crossed the border with the being loaded of family responsibility following the death of father or both parent to up keep younger sibling and to sponsor them with the money earning from the labour work of Middle East mainly.

One of this study woman, explained as follow;

“I was lived in Gonder in wagra Awrega and I am a daughter of a peasant farmer. I was grade 5 students. I am married and mother of two children and low income for the family . I asked and disturbed my husband and father to accept my decision to travel to Israel with the help of neighbours and relatives. I was travelled to Israel via Djibouti contacting with known broker in the area.”

Another trafficker who was crossed the border was told her history how she was experienced in her and her family life as;

“ I lived in D/Zeit with my family since my family unable support me I drop out my school and Prospecting to facilitate better family life and just to rescue them from being street girls though I failed to do that”

It is possible to understand from the above respondent story that both participants shared similar history, like both women were drop out from their school, both were live unpleasant life; they were travelled in different country and way but in similar means through broker. They were though similarly to create better situation for their family livelihood.

How and whom receive you when you back to your country?

First I stayed in jail there or 10 days then they deported me to Ethiopia. Then I am remaining in this organization since last two months. I was stayed there for 3 months and these three months were very serious challenged me though sickness, high burden of job and lack of adept to food and made me crazy which is let me came back to Ethiopia.

Generally, the above women stories revealed that, they were facing in strong physical and psychological challenges which was faced them not stay in positions and capable to have their own wish. Because, there were abused, beaten and never courage to have better meal to eat and back up themselves at all.

4.3 Process of Assessment and identify VoT conducts by the organization,

Procedures of welcoming of VoT clients were conducted by the cooperative of Ethiopian Airlines, Ministry of foregoing and MoLSA and IOM. All these organizations were brought back the returnees to the country with some procedural processes.

The organizations provided supportive care for the returnees though assessing and identifying the returnees are trafficked or not. Following admitting the returnees the local non-government organizations conduct assessment on the client by taking their history and keeping record.

The NGOs mainly use taking history as the main means of identifying the VoTs. To confirm this truth the Good Samaritan social worker explained the admitting process to the centre as;

“First the organization social worker meditates the trafficked women returnee then social workers follow the returnee behaviour then recording the history if they are healthy enough to give their history. The organization immediately contact with their family based on their willingness of returnee.”

Agar has its own document in the organization and all trafficked returnee women have their own record, which contained their basic information. Good Samaritan also similarly does the process of identifying and assessment through taking history and tries to assess the case.

In the case of AWASD is the organization is doing risk assessment based on the organization prepared document which is somehow relating to standardized guidelines risk assessment indicators. Following this risk assessment the organization prepare intervention plan for the rehabilitation purpose.

One of the Good Samaritan staff social worker explained the way the

“Many of trafficked and exploited returnees woman at this time come to our organization who were illegally migrants because of the organization advocacy and other government and similar NGOs networked. The organization provides different services for these trafficked woman

returnees after contacting with other organization that are working with us then bring returnees to our organization.”

Good Samaritan care giver also remarked that, as the organization registered the returnee property and assign caregiver to keep clean the bedroom with conducting necessary follow up. This also could be one means of identifying and assessment criteria. This help the organization to have close information about the client general status since every activity of the VoT is under the follow up of caregiver.

However, sometimes the VoT women returnees come to the organization shelter with very serious mental and physical illness thus, even the professional service giver unable to take the client profile history. From interview VoT on of returnee respondent was stated that as,

“At the time of deportation I was in serious health suffering and what I recall was only I am traveling by airplane and getting myself in this organization.”

The researcher also reviewed the recording documents of the VoT women returnees. The organization have client records of personal profiles, the entire sample NGOs have their own personal files. These files contain the main information about the returnee women. The organization services and the whole activates are recorded under this files. Thus its activity is not more efficient process of data management.

Generally the assessment and identification of VoTs were first implemented by other party before the client come to Ethiopia. These organizations were brought back the returnees to the country with some procedural processes in related to Ethiopian Airlines, MoLSA and IOM. Thus sample organizations also conducting assessment and identification for further assistance through taking the returnee history. The sample

NGOs mainly use taking history as the main means of identifying the VoTs and making ready for supportive care for the returnees.

4.4 Types of Support that Provided for VoT.

The sample NGOs are more or less providing similar type of support for their clients. These are mainly contains basic need, in the shelter, health treatment and psychological and other counselling services are providing.

The sample respondent from the Good Samaritan also mentioned the type of services from the organization providing as;

“The organization providing me food, shelter services including cloth, food, counselling, and vocational training. By now I am attending medical treatment and taking medicine from Amanuel hospital.”

This respondent was smiley in all long the interviews, also sometimes feelings of boring observed on her face and she is still not coming to its conscious state of mind.

Other sample respondent from the same organization also mentioned the types of service that she is earning from the organization as;

“I got food, shelter and cloth and there is also counselling services but still I didn't have got training services. The service quality is not well. The meal is not good enough in quality and the bed room is not clean and not fascinated”

Similarly, the Good Samaritan staff social worker explained about the service that this organization providing to the trafficked women as the following;

“The organization provides shelter with appropriate health services and food services depending on the personal health status of the returnees the

returnees have provided skill building trainings including, food preparation, hair making, tailoring etc. In addition to this the organization reintegrate with their family through, tracing their facility background.”

The researcher observation also confirmed that, these organizations provided all the above mentioned services to the returnees, like shelter services with food, clothing, residence service and counselling and vocational training opportunity for the returnee clients. As the returnees explained in the interviews, the provided service quality is a bit questionable. Service like residence is not suitable for the returnees and it is too stuffy and not suitable, their food and other type of services also need improvement.

One of the interviewed care giver of the Good Samaritan organization also mentioned the services that provided in the organization, as below.

“Shelter, food and personal hygiene materials including sanitary pads and soaps .however we also supporting by , combing their hair, washing their body and other related assistance like cutting finger nails for the returnees, who have serious health problem,”

The services that are provided for the VoT women returnee in the shelter are very helpful for the client to get their stable life situation and bring positive mental attitude in the community.

“The organization provided me health support, food, hygiene materials. There is also counselling service 3 times a week. The contribution of counselling helped me to come to better mental set up. Counsellor also related in a good way I have trust on the counsellor because, they keep my secrete. “

The study observation also revealed that in the Agar Ethiopia, they have mini pharmacies, which used to facilitate medications. The nurse and psychiatrist nurse are the

one who taking care of it. The medicines have been provided to the clients, which are prescribed by psychiatrist physicians.

All sampled organizations have serious medical following up system in the shelter, particularly the clients for those who have mental illness. The organizations staff nurses are following clients if they are taking their medicines on time or not. They are also following strictly their hospital appointment and take them to hospital.

The study tried to see the counselling services and the nature of counselling that provided in the organizations. The counselling service is provided by all sampled organization. The returnees also inform that as there is also group counselling and peer counselling are conducted in the organization. Counselling is very important aspects of rehabilitation for returnees as whole. Even if the sample organizations are established counselling system, it is not that much effectively and do not implementing different psychosocial therapy including game therapy, sand therapy ,etc .Since the victims are very traumatized it need to enhance them using different method of psychological therapy instead; such as: most strongly assaulted and stigmatized women need to have art and sand therapy to be able them weak up from past pain .

4.5. Major Challenges and success in the process of rehabilitation

There are many challenges and in the provision of services to trafficked persons especially for women trafficked returnees of the poor country like Ethiopia. The challenge might be begun from accessing to get appropriate services trafficked returnee to providing quality services .However there are also some success that have been provided by organizations which are very important to rehabilitate and reintegrate the trafficked women returnees to the community.

Success of the organization

According to the sample returnee respondent, the sample NGOs have a number of success these success are primarily mentioned by sample respondents. According to the Agar Ethiopia chairperson explanation about the service provision, stated as;

“Agar is providing the optimally possible services for trafficked person, even if the organization has several problems. The organization provides basic humanitarian services including, shelter food, medical assistance and vocational trainings which are brought significant changes among their clients.”

Regarding to the organization success the key informants were forwarded the following as part of the organization services and success, these were;

“The reintegration assistance sometimes started immediately after receiving the clients them , if the client is in a good condition we are providing information assistance, transportation allowance, non-food items, shelter services, counselling. However if the returnees are with severe mental health problems ,we have admitted to shelters, holistic services including physical and mental health treatments, vocational trainings, follow up and reintegration with start capital have been provided for returnees.”

Thus all these were responded as the organization success.

Challenges and things that needed improvement

The support that the organization service provision is very important, however there are many challenges. The sample NGOs do not have their own service provision buildings, inadequate financial support, lack of awareness among staff members in assisting human trafficking returnees and lack of some client family address contact were raised as a problem by the sample respondents. These problems presented as follow based

on the sample respondents response. The above mentioned problems were affecting the sampled local NGOs service provision in various ways, like the rental cost a huge amount of money that could be for other services. In addition to the rental buildings are not comfortable or convenient to provide the service in a better condition due to its limited space.

The interviewed chairperson of Agar Ethiopia is mentioned the following issues as a challenge for the better service provision.

“We have challenges like, shortage of budget, inadequate professionals, the house is rental thus we fail to address the high amount of clients that we want to provide service .We do not have also Ambulance to take critical cases to hospital. Actually we strived to solve the problems by communicating professionals like asking professionals to serve through voluntarism to get advice and support from them. ”

As we understand from this almost all organizations are providing shelter based services in the rental house. These organizations also expend large amount of money for this purpose. The money which is spending for the rental home could help this organization meaningfully to give their service for many of the clients, through scale up the organization service scope.

The interviewed social worker of Good Samaritan organization was responded to the researcher regarding to the challenges that faced the organization in the service provision process as;

The organization has several challenges among these the following,

- ✓ The organization does not have its own house rather it is working with rental buildings.
- ✓ Shortage of financial support to execute its mission effectively.

- ✓ There are also awareness problems among returnee women and staffs about human trafficking assistance.
- ✓ Most of the returnees have lost their family contact address following the damages and miss of their documents. Family tracing would be much difficult and time taking processes are mentioned as the main problem of the organization.

In addition to the above problems one of the interviewed worker in the sample NGOs responded as

“The organization is providing shelter service in its rental house. However, it is difficult to say that the shelter is furnished with appropriate bedroom, toilet. The food service items of quality also not pleased.”

Locations of the support services, which are typically located in the capital cities have problems on having quite good environments. In this case the trafficked persons prefer to return to their town/community of origin, however, they thought as, they may not be able to access the support and services as they are earning right now, .To address this issue, it is important to considered the location of the house while they rent the house and establish referral or coordination mechanisms among service providers in different regions in a country for those who need the support in their original place.

4.5.1 Capacity of the organizations to run the program,

To run a given business or organization developing appropriate capacity is very important. This theme dealt with the information that gathered regarding the challenges of the capacity of the organization.

The sampled organizations have been facing different challenges that related to resources. Human resource is very important resource than all other resources. The Agar Ethiopian chairperson mentioned shortage of professionals as a challenge.

He explained that there is shortage of professionals in the organization. To fill this gap the organization tries to involve volunteers and other researcher's persons to support and help the client of the organization.

A social worker from Good Samaritan also explained the human resource is helping in hiring staffing process. The educational background like psychology and health science to hire employee in the organization is considered to fill the gaps.

The interviewed Social worker responded as

“When the organization hire employee the educational background is considered as criteria like psychology and health science are preferred. In addition to this trainings are provided by donors though the trainings are not enough and continuous”

The professional and support staffs of a sample organizations needs to have good understanding regarding to human trafficking and issues related to rehabilitation process so as to provide appropriate support and service to the client.

4.6 Types of rehabilitation and its sustainability and

The main services of the organization which is rehabilitation discussed on the following basic theme of the research. In this theme the following sub themes are presented as follow.

4.6.1 Provision of Reliable Services and Promote an Alternative

Thrust is very important part of the rehabilitation. The researcher obtained the following facts;

“Really I am very thankful for all services that the organization provided to me, unless I might be died. The way the organization caregiving and workers approach is peaceful and amicable and this created on me trust.”

Another important issues regarding to the organization provision of trustful services revealed through the interview found from the sample women returnee of the organization. This returnee explains as;

“I think the organization will help me to last and I am expecting to earn training and work for myself to be self-reliant.”

As we understand from the above information that this trafficked returnee is hopefully waiting the generous support of the organization training and other supports till she become self-reliant. I think this is a witness that the organizations service provision and experts and other staff approaches shaped the attitude of the trafficked client to be positive towards the organization. One of the respondent women trafficked returnee from AGAR explained as;

“The organizations work for 24 hours .There is assigned nurse and other staff for 24 hours .if there is emergency there is also referral system they are taken us to Amanuel and other hospital by using the organization ordinary car or using of taxi.”

This situation develops credibility among the trafficked women to be dependable. Another situation that the trafficked women is getting 24 hours humanitarian services this helped the organization to get reliability and acknowledge as it is dependable.

4.6.2 Challenges associated with start-up capital,

One of a serious challenges regarding to reintegration is challenges associated with start-up capital. This is the final work for the sample organization need to work smartly on their trafficked returnee young women. it must to be smart and the whole earlier process must have to be concluded in a beautiful way.

The research sample organization also trying to conclude their rehabilitation in a good end, the collected data regarding to challenges related to start-up capital is presented as follow.

Good Samaritan social worker explained organization strategies for the sustainable rehabilitation and reintegration of returnee women's implementing as;

“First of all we have to confirm their health status then we provide different training based on their interest and wish for three month. After they successfully complete their training, we integrate them by giving three thousand Ethiopian Birr as initial capital.”

As we understand from the above point is that the organization is providing very insufficient amount of start-up capital for the client. This is difficult amount of start-up capital for the returnees and most returnees with this amount of money couldn't be anything. One of the sample respondents was clearly stated about the list amount of money as follow;

“Actually the organization did many good things, however if the money amount that the organization giving to start-up capital increase the success probability of returnee women will improve.”

This implies that the very low start-up capital and lack of strong counselling and follow-up in how they are implementing the given capital leads the returnee to have less engagement and reintegration with in the community.

4.6.3 Reuniting through tracing their family,

The sample VoT women returnee respondents regarding to the reuniting with their family presented as the following way.

The Good Samaritan sample respondent VoT returnee explained the organization effort to meet her with her family as follows.

“The organization searched my family address and contacted me with them and I went and stayed there for a month and back to here to attend my medicine in the Amanuel Hospital”.

Agar Ethiopia and AWSAD also doing similar things based on the client good will so as to meet with their family. The respondent from Agar explained as;

“The organization asked to meet with my family but, I don’t want to meet with my family. Until I get strong enough myself to manage my life.”

Regarding to family tracing reuniting the VoT women returnees ,the organizations face different challenges, In the case of Good Samaritan the interviewed social worker remembered and informed one challenges as example. This is;

“. . . ones upon a time we faced a challenge that, one foreign client (Nigeria citizen) who don’t have her identity documents on her hands was admitted in our shelter. Since she lost her documents and unable to tell her specific place of origin, it was a big challenge to trace her family for us and failed to contact her family address. Then the organization tried to contact the Minister of Foreign Affairs and other concerned organization but it was impossible to find the needed foreigner family contact, finally the organization referred the client to other organization.”

This idea was forwarded on the time of conducted interview with sample NGOs social worker as;

“. . .it lives that the returnees especially those who faced serious challenges in their trafficked destination. Lost their personal documents and family contacts, this case made family tracing process very difficult”

Sometime the social workers in the organizations tried to solve such problems.

They trying to find by taking the returnee full name and birth place contacting with the Ethio telecom ,police and other individuals to look for family address of the returnee

women. However, this is very difficult and time consuming activity in the process of reintegration.

4.6.4 Conducting follow up and rehabilitate sustainability,

Making sustainable the process of rehabilitation and reintegration is very important and considerable issues in the process of assisting women trafficking returnees. Under here the researcher collected different data from the VoT women returnees and from the key informants. The collected data was discussed here as follow;

Following women returnees who were supported by in the organizations and reintegrated in the society after they earn appropriate rehabilitation and training is very important .Checking these returnees whether they are properly integrated in the community or not, they are successful in the business they are engaged or not is very important part of the reintegration. In this process the sample organizations are providing follow up and supporting service even if; this support and follow up are not satisfied the returnees.

One of the AWSAD client was stated her feelings on the organization follow up and supervision as,

“I am very thankful for the whole support of training and other support. Even after training they are not ignored us, rather they are following us and visiting our progress.”

We can understand from this that, these organizations follow up and supervisory service is very important to sustain their service success.

In addition to this this type of service enable the organizations themselves to look t their inside part and to make appropriate adjustment about their service delivery, particularly about the field of training and recent profitable business.

In focus group discussion (FGD) a group of women who were attended and completed the rehabilitation service and engaging in small business shared their experience as follow;

“There is problem also both in the country and outside /Arab countries/ however passing this problem is very important is very important. There are many of our friends who were not successful and seat in their homes. These sisters need to encourage and support to no looking again toward Arab countries.”

The sample organization social work experts stated regarding to the organization reintegration and follow up process as;

“Mentally ill and physically harmed returnees of the organization refer to, better medical service and follow them until they get cured. Then the VoTs who completed their rehabilitation have attended their training and reintegrate to the community after having the initial capital.”

This is the very important idea that the organizations provide .Though it is limited, the basic primary services and initial capital for the VoT women returnees enable the returnees somehow benefited to reintegrate in the society and to enrol them in the community .

4.6.5 Ensuring fair competent responsibility trafficked women returnee.

a. Collaboration with local available legal offices

Working in collaboration with local available legal offices, concerned parties for their better rehabilitation and effective integration is very important and ensure fair competent responsible returnees. Regarding to process of ensuring fair competent responsibility trafficked women returnee the organizations are playing their roles. As the interviewed social workers responded, they are working in collaboration with Minister of

foreign affair, BoLSA, MoLSA, Ethiopian Airline, IOM and some other NGOs which share similar missions.

“Call upon all key players including Government Institutions, Cooperating Partners, NGOs and Civil Society Organizations providing services to victims of trafficking to play their parts. I look forward to their continued partnership in ensuring that these Guidelines are used for the benefit of all victims of human trafficking. UN Joint Programme, (2012).”

b. Preparing Competent and Responsible Trafficked Women Returnee

Continuous support is impossible and even it is not advised in the theory rather it is possible to capacitate the VoTs returnees to be capable so as to manage their life in a right way. In the focus group discussion of respondent from the sampled organization of ASAD responded as; *“The organization provided training opportunity and we were choosing cooking from other vacation. Then we were choosing cooking dry and wet food preparation. Now we are leading our stable life”*

From this research we understand that the periodic supervision and follow up towards the integrated VoT women returnees is very advisable by the organizations. In The 1st FGD discussion the sample VoT women returnee on the success of what they really got and feeling with working here:-

“Working and living in one’s country feel very free and happy, however, there are challenges also here in the country and there are people around you. If you get troubled people here you help them, if you sick here you will get treatment with your human dignity equally, but no more in Arab country.”

The above expression was the whole feelings and idea of the group participant. Thus it is possible to understand from this point is that, the VoT women returnees were

brought attitudinal change and accepting as it is possible to work and change in the country side. Their life situation is in the process of change and they are hopeful about their tomorrow. They are considered themselves as a winner. Generally the group discussion team accepting as they are not alone and they will be successful.

This understanding is created in the discussed group regarding to the above question. The full FGD was raised many balanced idea comparing the idea of working in the country or outside and there were many controversy idea that raised especially ideas like there are problem everywhere. Thus no matter wherever you are work and live. There is also one group that stated their idea as; there is problem both in one's country and outside but facing problem in the country is better than challenged outside of the country.

The 2nd FGD also responded for the same question regarding to the success and challenges of working in the country and their attitude regarding to working in one's country. The group members were unable to conclude with one of the team member stated idea, however large of the group members were accepted this idea as;

“I preferred to not travel to Arab country after I arrived there and feel regret. Here in the country even if you get trouble there are people who understand you and can support you. Now whatever happened here I never go there, and I brought attitudinal change, previously I was thought that it could be possible to be rich in a short cut which was a wrong calculation. There was also a peer pressure that affects you seriously to take wrong decision.”

There is also idea that was a bit differing from the group “B”. This sub group that treated in 2nd FGD discussion groups this group was unfortunately included VoT women returnees of unsuccessful in their small business making process. They are totally talking about their life miserableness and unsuccessful attempt from their country up to their

Arab country destination and again their life in their home land backing from trafficking.

This FGD team, large number of numbers were concluded their idea on; *“There is problem both in the country and in Arab countries but I preferred the Arab countries problem.”*

The above team majority member’s conclusion is very risk full. As we understand from the above idea is the members are dispirited in life still and they are considered themselves as unworthy. There are also returnees from this FGD that advocate as; there is a number of challenges here in the country, however passing bad times in patience is very important. Living in peace in poverty is better than leaving in wealth with threat and risk.

Chapter Five

5. Discussion

Trafficking pattern of women and their experience

Most of trafficked women were live an ordinary Ethiopian citizen life in the country. Actually some of these women were exposed for extreme poverty. It is possible to understand from the above history that both participants shared similar history, like both women were drop out their education, both were live unpleasant life; they were travelled in different country and way but in similar means through broker. They were though similarly to create better situation for their family livelihood.

Assessment and identification

Regarding to assessment and identification, the sample NGOs have their own formats and tools which is helpful to collect data that enable to identify the suspected returnee women is trafficked or not. However, the organizations taking history can be considered as a sole way of conducting assessment and identification of VoT rather using formal way of identifying criteria. The study indicated that all sample organizations have formats but it is not based standardized guidelines to conduct assess and identify their client. The study identified that there is no appropriate tool and fulfill standard ways of assessment and identification process of VoT women returnees.

All sample NGOs have their own documents which is used to conduct assessment and identify returnees and one of the sample organization also conduct risk assessment which is somehow relating to standardized guidelines risk assessment indicators. UN Joint Programme, (2012). “Each risk assessment must be accompanied by a risk management plan designed to address the areas of assessed risk” The research revealed

that there is no one organization that utilizing appropriate tool and formal ways of assessment and identification process of VoT women returnees. The research indicate that every returnee have recorded profile. However the recording and keeping of the returnee data is manually.

As the collected data implies that, almost all organization physical environments are safe and fenced. All organizations shelters are in rental houses; this made the organizations to have stuffy service areas like bedrooms and other important facilities. The organizations lack recreational area, library and many outdoor and indoor sport games and which have considerable effects on the rehabilitation process of trafficked returnees.

Conducting risk assessments and developing risk management plans are necessary for service delivery organizations to protect the victims served and the staff who assist them. Each procedure should be fully documented and all documentation, whether electronic or other, must be treated confidentially and in accordance with best practices on the handling and security of confidential personal and trafficking data IOM, (2007).

Provided services sustainability

In the course of the research the following success and challenges were entertained. The research revealed that, all sample organizations provide similar services and also share similar successes include services like, providing information assistance, food, clothing, transportation allowance, shelter services, psychosocial counselling, returnees with severe mental health problems were admitted to shelters, comprehensive services including physical and mental health treatments, vocational trainings , providing start up capitals, follow upping for returnees considered as a success of the organizations. All these were responded as the organization services success. However, the provided services quality is a questionable. Service like residence is not suitable for the returnees

and it is too stuffy and not suitable for living, their food and other type of services also need improvement.

In addition to this the research findings indicate that, as there are several challenges among these, Shortage of financial support and budgeted to execute its mission effectively. There are also awareness problems among returnee women and on the staff about human trafficking in general. Family tracing activities too much difficult and time taking processes since most of the returnees have not address contact following the damages and missed their documents. Key informants response showed clearly that there is difficulties of managing and process of care giving for some trafficked returnees who had lost consciousness state of mind. Sometimes these returnees are harmful for the staffs of the sample organization.

One of important part of rehabilitation is bringing back the returnees to normal life and led them to have stable and hopeful life. As we observe their back history of education most of returnee were school dropout. Thus assisting returnees to precede their education aside with reintegration is needed to consider giving opportunity like vocational training.

Gaps to Reintegrate Victims with the Community

Regarding to the human capacity of the organizations, the research revealed that the available human resources have shortage of information regarding to human trafficking and assistance in adequate way. Actually the sample respondent informed that donors are provided training regarding to the human trafficking, however the actual situation that this research shows is that staffs have widely different information about human trafficking and they have also information gaps. Especially on the process of identification, risk assessment and management of women trafficking returnees the

organizations professional workers and support staffs lack appropriate information. The sample organizations also have shortage of social worker experts. Shelter staffs that are in direct contact with VoTs must undergo training on the protection of VoTs, including interviewing and risk assessment, UN Joint Programme, (2012)

The trafficked women returnees respondents were trusted the organization services, caregiver and other staffs of the organizations. This mean the service provision of the organization is make a bit happy and they are reliant on the organization services. This is very helpful precondition for the smooth rehabilitation and integration process in the community. However, this trust also observed in rudimentary level among the returnee on economic rehabilitation after shelter. This mean earlier trust of returnees when they were on the shelter services decrease.

The organization provides start-up capital in its economic rehabilitation scheme for small business to ensure sustainable rehabilitation. On the basis of the sample returnee's response, the amount of start-up capital is very insignificant. The supporting that provided by the organization to the VoTs women returnee is not enough to change their life. In addition to these women returnee may not be successful with this capital in making business process.

Tracing family and reuniting is one of the sample organization responsibilities. The research indicates that the organizations facilitate suitable situations to meet VoT women returnees with family. The organizations reunite the returnees based on the willingness of the client to meet with family. In most cases this activity conducted to all VoT women returnees following their psychological and physical rehabilitation is managed properly in the organization prior services.

The research clearly shows that, the process of reuniting is sometimes challenging activities. This is because of there are peoples that the organizations couldn't get their family contact. Especially those VoT returnees who came to country after serious VoT returnees in most cases lost their document. These types of clients may be couldn't be in a position to remind their family contact.

Conducting follow up and rehabilitate sustainability

The research indicates that, these organizations conduct follow up and supervisory service to sustain their service. This type of service enable the organizations themselves to look towards their inside part and to make appropriate adjustment about their service delivery, particularly about the field of training and recent profitable business. It is possible to understand from the respondent mentioned idea and from the researcher group discussion that, the VoT women returnee who were completed the rehabilitation services and integrated in the community after took training and got start-up capital failed to be competent and drop their business and seat in their home. This is really a problem and a serious challenge that this research revealed due process.

The process of ensuring fair, competent and responsible returnee reintegration is need to be collaboration responsibility with local available legal offices and other stakeholder's involvement through process of rehabilitation. The conducted research revealed that, the sample organizations are working with others in collaboration with Minister of foreign affair, BoLSA, MoLSA, Ethiopian Airline, IOM and some other NGOs which share similar missions.

Regarding to process of ensuring fair competent responsibility trafficked women returnee the sample organizations are playing their roles. As it is possible to understand from the sample FGD that the organizations are providing different vocational training

and conducting follow up? The sampled FGD responded as there is no strong follow up and supporting to check to, what extent their former client micro level business is successful and to consult on what way they can improve their business performance.

It is possible to understand that the, the full FGD was raised balanced idea comparing the idea of working in the country or outside and there were many controversy idea that raised especially ideas like there are problem everywhere. Thus no matter wherever you are work and live. There is also one group that stated their idea as; there is problem both in one's country and outside but facing problem in the country is better than challenged outside of the country.

There are also members from this FGD that advocate as; living in peace with problem is better than leaving in wealth with threat and risk. The considerable amount of members was concluded as living outside the country illegally is very dangerous. As we understand from the above idea is the members are dispirited in life still and they are considered themselves as unworthy.

Upon arrival at the shelter, VoTs should be informed of their rights in relation 1. to care and services available to them (including respect for dignity, physical safety and protection, protection of privacy and identity, safe and adequate shelter and housing, physical and psychological health care and support, legal assistance, legislative protection, access to diplomatic and consular representatives and services, education, training and employment) as outlined in Part III and IV of the Act, UN Joint Programme, (2012).

Study regarding to psychosocial provisions: Respondents remarked that regarding to those organizations psychosocial provisions, there was no reliable and motivated therapy facilities expect providing medical facilities just in case.

The study shows that returnee women who were participated and unfortunately unsuccessful in their small business making process. They are totally talking about their life miserableness and unsuccessful attempt from their country up to their Arab country destination and again their life in their home land backing from trafficking.

Chapter Six

6. Conclusion, and Social work Implications

6.1 Conclusion

The study shows the types of service provision and sustainability of support that was provided by NGOs to trafficked women returnee. The physical and psychosocial traumatic effect of trafficking for these women and the challenges NGOs face in order to provide the appropriate medical services due to limited sources affects all supporting system. NGOs rent buildings to provide medical/psychosocial support to these returnees and most of these buildings are not build for the purpose of the such service,; Thus, affects the organization service quality of shelter, food, medical and others. Although these buildings are secure, there are some issues that need to improvement like sufficient bed rooms, sanitation, recreational services and most importantly area for rehabilitation for the traumatized returnees.

Most trafficked women misunderstand the concept of human trafficking and usually confuse it with legal migration. Trafficked women or head of their family members are deceived or cheated by illegal brokers who promise them a better income.

Although identification is the first and crucial step to providing any service, these NGOs do not have or have very limited documentation to identify the returnees and provide the service the Vot women need. Their major way of identifying VoT women returnee is through conducting the general history taking process rather conducting standard way of assessment and identification using the guide line. This research indicated that the organizations knowhow about risk assessment and risk management activities are implemented in a different and unorganized ways.

All three NGOs under this study are similar in the ways they provide services and assistance of basic needs, such as shelter, food, clothing, transportation allowance, vocational training, psychosocial counselling, and medical care for returnees. However, the quality of services in all aspects particularly the psychosocial therapy needs improvement, since most Vots have not been sported by psychosocial therapies beside with the psychiatric medical follow-up

The research findings indicated that, among the several challenges these NGOs face shortage of finance / budget to execute their mission effectively and the problem of proper management also come at the top of the list. The other main challenge these NGOs face is finding a correct address of family members to contact and reunite returnees with their family members as the document they have is quite limited if they have any.

The limited awareness of human trafficking returnee assistance guide line by the staff is also another challenge the NGOs have. Donors provided training regarding human trafficking, however, there is shortage of information on concept of human trafficking among sampled NGOs staff.

The research shows that the trafficked women returnees develop trust with the organizations services, caregiver and other staffs of the organizations. However, this trust decline especially among returnees engaged on economic rehabilitation process. Returnees opening small businesses face various problems. Due to improper training, low start-up capital and/or related factors leading them to business failure and closure. The sample NGOs under this study say they conduct follow up and provide supervisory guidelines to returnees in the work place after the returnee stating small business, however the actual follow up and support is very rare and need improvement. Generally the rehabilitation services and reintegration provided by the

sample non-governmental organizations are not sustainable, hence, the trafficked women returnees are less reintegrated to the community economically and socially. Some even end up in the hands of traffickers/brokers.

6.2 Social Work Implication for Education

The sample NGOs under this research study would benefit if they establish strong bond/networking with other organizations which share similar mission inside and outside the country. Organizations working on humanitarian activities are expected to work together to make a difference be more effective and efficient.

The NGOs line staff and support staffs would also benefit and be more effective if they get the more information and training on the concept of human trafficking and aspects of human trafficking. Donors and the organizations themselves are expected to conduct need assessment and provide trainings to fill the information gaps. This would also help the organizations to look within and make appropriate adjustment to their service delivery when and as required. The trafficked women have the right and should be given the opportunity, to speak in their native language, from the initial interview until full reintegration in the society.

Thus these organizations giving these humanitarian services should avail well trained interpreters to help close the gap between the organization and the returnees. These NGOs are also expected to provide an average quality of services such as food, bedrooms and medical facilities. It is very important for these organizations to maintain their service quality based on the different quality assurance indicators. Organizations that provide economical support are expected to conduct possible business research that can be profitable with limited amount of money and fully train the returnees. To ensure the effectiveness of the business the organizations should also have a

periodic supervision and follow up towards these returnees until they get to stand on their feet.

To solve the shortage of finance and budget, it would be good if the organizations plan and implement income generating process such as fundraising and/or project development. The organizations have different professionals like, psychologist, nurse, psychiatric nurse, and sociologist. However, the role of social workers is not clearly indicated by this research in the organization rehabilitation and reintegration process even though it is a critical profession to be involved in such humanitarian service providing organisation.

Organizations need to balance their human resource expertise, responsibilities and powers. Returnee documents should be kept and, recorded and utilized properly. It would also benefit the organization to keep digital/softcopies of these documents to have a better, modern and faster way of data/information management. The NGOs which are working on rehabilitation for the trafficked person returnees are expected to work on awareness raising. It is also very important to change the people attitude through providing different training and advocacy through different media, so as to avoid illegal migration.

Regarding to provision of psychosocial therapy, reliable and various motivational therapies are advisable to improve returnee's psychosocial traumas, beside to other medical treatments. To assist the victim returnee from their future traumatic using different method of psychological therapy are recommended. Those returnee women who were assaulted and stigmatized need to have art and sand therapy to be able to overcome the trauma they faced.

Social work implication for policy

The government expect to give considerable attention to provide appropriate all rounded support starting from providing natural resource like land up to allocating financial budget as far as the nation economy can provide. As there are different types of organizations that are working for human dignity and undertaking national responsibility the government is expected to prepare legal issues and policy strategies. These strategies may include giving priority and encouraging the NGOs through providing different resources (such as ,,,,,,) and infrastructures to improve their humanitarian services.

The policy and implementations strategy in the country that govern NGOs need to give better awareness to the women in rehabilitations centre. The government should open its eyes and observe the collateral loss of its implementations with regards to keeping the returnee women safe and safe guard their dignity. As, always, women are still stigmatised, discouraged and assaulted even after they came back to their home land.

As soon as the returnee women come out from rehabilitations centre they are subjected to unexpected suffering such as, expensive house renting, lack of knowhow as to how to properly utilize their start up capital and lack of assistance as to how to run their own business, as well as how to manage themselves so as not to return back to their earlier life of working abroad.

The MoLSA and other concerned governmental and non-governmental organizations are expected to develop guidelines for assessment and identification of human trafficking and expected to prepare standard for rehabilitation service provision centres with expected minimum standards of resource/inputs process and output.

This standards will monitor the organization's resources be it financial, human, material and building facilities as well as different guide lines like assessment and identification and the process how the organizations execute their basic services to the expected outcomes.

Social work implication for research

My scope of research is assessing the rehabilitation of services for the trafficked women returnees. There are various issues that need further investigation like conducting detailed research on the humanitarian service provided by local NGOs staff awareness and community awareness on human trafficking. In addition to this conducting researches on why returnees are still going back /engaging in illegal migration after they are deported back to their country of origin, even after reintegration Thus it would be good to find out the root cause for these problems.

This study have the positive contribution regarding to forwarding ideas about standardizing ways of service provision to the returnee's need so as to bring the implementation of expected rehabilitation and reintegration. There is real fact about NGOs challenges on the process of rehabilitation service provision and the provided service limitations, thus these research findings will contribute its part to amend their services.

In other hand the concerned bodies could play their role to enhance the services. As the study showed psychological and social facility was below the standard guidelines assistance of trafficking women returnee in the study area. There is a need to have applicable psychosocial therapy that should be available for those returnee women in NGOs. Likewise, this therapy is highly encouraged as rescued machine from self-crises and social distractions inside the country.

References

- Adamnesh Atafu.& Margret (2016). *The experience of illegally trafficked Ethiopian women returnee from Bahrain*. Addis Ababa, Ethiopia..
- Andreatta, C. (2015) *Protection, assistance and social (re)integration of human trafficking survivors: a comparative analysis of policy approaches and practices in the UK and in Italy*. London: University of East London, Centre for Social Justice and Change. Working Paper Series No. 2.doi: 10.15123/PUB.4054
- Asefch Haileselassie (2012). *An Investigation in to the experiences of Female victims of Trafficking in Ethiopia*. University of South Africa: Cape Town, South Africa.
- Betelhem Mengistu. (2015). *an Assessment on Rehabilitation and Reintegration of Female Returnees: A Case of Kingdom of Saudi Arabia Returnees*. Addis Ababa :.
- Christopher .G (2014). *An Assessment of the Role of Nongovernment Organizations In Combating Trafficking of Women and Children in Cambodia and Viet Nam* 2014 Asian Development Bank
- Creswell, J.W. (2003). *Research design: Qualitative, quantitative, and mixed methods approach. (2nd Ed.)*. Thousand Oaks, CA: Sage
- Creswell, J.W., (2007). *Qualitative inquiry& research design: Choosing among five approaches. (2nd ed)*. London: Sage Publication, Inc
- Creswell, WJ. (2002). *Qualitative inquiry and research design: Choosing among five approaches. (2nded)*. London: Sage Publication, Inc
- Ethiopia Hotspot, (2015). *Annual Report Ethiopia Hotspot ANNUAL REPORT / FOR PERIOD 1 JANUARY, 2015 TO 31 DECEMBER, 2015*
- Evangelista A,. (2015). *Trafficking Survivor Care Standards, Human Right Foundation (2nded)*.Iveco House, Station Road Watford, WD17 1SR United Kingdom

Federal Negarit Gazette (2015), *Proclamation No. 909/2015, Prevention and Suppression of Trafficking in Persons and Smuggling of Migrants*. Addis Ababa.

GAATW Global Alliance against Traffic in Women, (2015). *The impact of anti-trafficking measures on human rights*. Amarin Printing & Publishing Public Company Limited, Thailand

Gudeta, Waqegra , (2014). *Cause And Consequences of Human trafficking in Ethiopia. International Journal of Gender and Women's Studies June 2014, Vol. 2, No. 2, pp. 233-246 ISSN: 2333-6021 (Print), 2333-603X (Online) Copyright © The Author(s). 2014. All Rights Reserved. Published by American Research Institute for Policy Development*

ILO. (2017). *Trafficking in persons overseas for labour purposes. The case of Ethiopian domestic workers*. ILO country office, Addis Ababa:

International Labour Organization. (2008). *International Migration and Development: A review in light of the crisis*. New York: UN.

International Organization for Migration (IOM), (2011). *Counter trafficking and assistance to vulnerable Migrants annual report of activities*. International Organization for Migration 17, Route des Morillons 1211 Geneva 19 Switzerland

International Organization for Migration (IOM). (2005). *Assessment of the magnitude of women and children trafficked within and outside of Ethiopia*. (pp. 1-46). Ethiopia: Addis Ababa

International Organization for Migration (IOM). (2011). *Guidelines for Assisting Victims of Human Trafficking in the East Africa Region*

International Organization for Migration (IOM). (2014). *Annual report Liaison Office (IOM SLO) in Addis Ababa*

International Organization for Migration IOM.n(2006). *Counter-trafficking training modules, as adjusted by Rakeb Messele (IOM)*. International Organization for

- Migration (IOM). (2004). Assessment of the magnitude of women and children trafficked within and outside of Ethiopia. Addis Ababa, Ethiopia
- International Organization for Migration, (2007). *The IOM Handbook on Direct Assistance for Victims of Trafficking*. International Organization for Migration 17, route des Morillons 1211 Geneva 19 Switzerland
- Jobe, A, (2010). The Causes and Consequences of Re-Trafficking: Evidence from the IOM
- Kreuger, L.W., & Neuman, W.L. (2006). Social work research methods: Qualitative and quantitative applications. Boston: Pearson Education, Inc
- Marvasti, B, (2004). *Qualitative research in sociology*. London: Sage Publications Inc.
- Office for Democratic Institutions and Human Rights (ODIHR) (2014). *Guiding Principles on Human Rights in the Return of Trafficked Persons*
- Ontario Human Rights Commission Annual Report (2006-2007). Trafficking in persons overseas for labor purpose: the case of Ethiopian domestic workers. Addis Ababa: ILO.
- Simov. (2015). New Tactics in Human Rights Challenges to providing support service
- Sule Bastemur, Meltem Dursun-Bilgin, Yelda Yildiz, Semra Ucar. (2016). Alternative Therapies: New Approaches in Counseling: Yuzuncu Yil University, Educational Sciences Department. Turk.
- Swahanburg, (2015) The Trafficking Proses, Abuse Faced during Sexual Slavery and Challenged Faced by Women and Girl Survivors' In Susses full Reintegration after Return to Nepal
- Taephant, N. (2010). IOM Training Manual on Psychosocial Assistance for Trafficked Persons. International Organization for Migration, Bangkok, Thailand
- The United Nations Joint Programme on Human Trafficking Zambia. (2012) *Minimum Standard Guidelines on Protection of Victims of Human Trafficking*. Lusaka

- Thomson, S. B. (2011). *Qualitative Research: Validity*. Retrieved May 4, 2015, from http://joaag.com/uploads/6_1_-7_Research_Method_Thomson
- Tilburg International Victimology Institute. (2013). *Human Trafficking: the Victim's perspective. Trafficked returnees from Saudi Arabia to Ethiopian Society* Addis Ababa university: Addis Ababa, Ethiopia..
- Tzvetkova. M (2009), *NGO response in trafficked women*, Tayler & Francies
- United Nation ,(2000) *protocol to prevent, suppress and punish trafficking in persons, especially women and children, supplementing the united nations convention against transnational organized crime UN*
- Umaiya. (2012). *Sex Trafficking, Reintegration Of Returnee Victims and Role Of NGOs, In Nepal*
- United nation office on drug and crime (UNDOC) (2013). *Abuse of a position of vulnerability and other "means" within the definition of trafficking in persons*
- United nation office on drug and crime (UNODC) (2016) *Global Report on Trafficking in Persons.*
- United States Department of State, (2010). *Trafficking in persons report – Ethiopia* (Tier 2), accessed <http://www.state.gov/g/tip/rls/tiprpt/2010/index.htm>, on 5 July 2010
- United States Department of State, (2013). *Trafficking in persons report – Ethiopia*
- Wickramakumara (2016) *Patterns of abuse amongst Sri Lankan women returning home after working as domestic maids in the Middle East: An exploratory study of medico-legal referrals.*
- Yea, Sallie. (2014). *Trafficking on the High Seas: The Exploitation of Migrant Fishermen in South East Asia's*
- Yin, R. K. (2003). *Case study research design and research: Design and methods*. Second edition. London: Sage Publication, Inc.

Appendix A

ADDIS ABABA UNIVERSITY

SCHOOL OF SOCIAL WORK DEPARTMENT OF SOCIAL WORK

Interview Guides to **key informants** on

The Assessment On the Nature of Intervention Non-Government Organizations

Provision towards Trafficked Women Returnee in Addis Ababa: The Case of Three Selected Ngo.

Procedures of interview

Greetings! Then introducing the aim of the interview, the purpose of this research is **to assess the nature of intervention non-government organizations provision towards trafficked women returnee in Addis Ababa: the case of three selected NGOs**. The contribution of your genuine response for the success of the research is very important. The data that will get from this interview will be utilized only for this research purpose. There is no need of telling your name!

Basic Personal Data of respondent

1. Sex
2. Age
3. Qualification
4. Experience yeas
5. Marital status
6. Responsibility in the organization

Time: 30''

Interview question for the: - **selected sample NGOs** /trafficked women returnees

1. How returnees getting here in the organization and process of receiving returnees?
2. To what extent the organization physical environment is suitable for the process of reintegration. ,
3. Who is the process of assessment and identify VoT conducts by the organization,

4. What type of support the organization provided for its client?
5. What are the types of rehabilitation that the organization provides to the returnees and o what extent they are sustainability?
6. Do the organization providing trustful support and promote an alternative to its client?
7. Did the organization facilitate to reunite tracing returnee family and reunite them?
8. What are the major challenges and success of organization in the process of rehabilitation?
9. What are the organization strategies to ensuring fair competent responsibility trafficked women returnee?
10. Does the organization conduct follow up and support after rehabilitate returnees? To ensure sustainable rehabilitation?

Thank you!

ተቀጽላ B

በአዲስ አበባ ዩንቨርሲቲ

የሶሻል ወርክ ትምህርት ክፍል

በጥናቱ ናሙና የሶሻል ወርክ ባለሙያዎች እና በድርጅቱ ሰራተኞች የሚሞላ መጠይቅ

የዚህ መጠይቅ ዋና አላማ አዲስ አበባ ከተማ አስተዳደር ውስጥ በሚገኙ ሦስት መንግስታዊ ደረጃ ሁኑን ግብረሰናይ ድርጅቶች ከስደት ተመላሽ ለሆኑ ሴቶች የሚያደርጉትን መልሶ የማቋቋም ስራ ባህሪያትን ማጥናት ነው።

ስለሆነም የዚህ መጠይቅ መላሽ የሶሻል ወርክ ባለሙያዎች እና የድርጅቱ ሰራተኞች ቀጥለው ለሚቀርቡት ቃለ መጠይቆች የምትሰጡት እውነተኛ እና ትክክል ኛ መልስ ለጥናቱ ስኬታማነት እና ጥናቱ ለሚካሄድባቸው ግብረሰናይ ድርጅቶች ድጋፍ አሰጣጥ መሻሻል ከፍተኛ አስተዋጽኦ ለላቸው በጥሞና በማዳመጥ መልስ እንድትሰጡ ስልት ብብራችሁን እጠይቃለሁ።

የምትሰጡት መልስ ለዚህ ጥናት ብቻ የሚያገለግል እና ሚስጥራዊነቱ የተጠበቀ ነው።

ለምታደርጉልኝ ትብብር ክልብ አመሰግናለሁ!

I. መሰረታዊ መረጃዎች

ከታች ከተሰጡ አማራጮች መካከል የሚገልጽ ህንጻብ በምረጥ

1. የታሴት
2. የትምህርት ደረጃህ. 1-5ኛ ክፍል ለ. 6 – 10ኛ ክፍል ሐ. ሰርተፍኬት መ. ዲፕሎማ
3. ዕድሜህ. 20 እና ከሃያ በታች ለ. ከ21 እስከ 30
ሐ. ከ31 እስከ40 መ. ከ41 ዓመት በላይ
4. የትዳር ሁኔታህ. ያገባሉ. ያላገባ
5. የስራ ልምድ

ለስደት ተመላሾች የቀረቡ የቃለ መጠይቅ ጥያቄዎች

11. እንዴት ነው ከስደት ተመላሾች ወደ እዚህ ድርጅት የሚመጡት እና የሚመጡበት ስህደት ስምን ይመስላል?
12. የድርጅቱ ውጫዊ ምቹነት ተመላሾችን መልሶ ለማቋቋም ምን ያክል ተስማሚ ነው?
13. ድርጅቱ በስደት ተሳጂ ተመላሾችን ችግር የሚለይበት እና የሚያጣራበት መንገድ ምን ድን ነው?
14. ድርጅቱ ለስደት ተመላሾች የሚያደርጋቸው ድጋፎች ምን ምን ድን ናቸው?

- 15. ድርጅቱለተመላሾችአመኔታያለውአገልግሎትይሰጣልተጨማሪአማራጮችስለሉት?
- 16. ድርጅቱየተመላሽቤተሰቦችንበማፈላለግየማገናኘትስራይስራል?
- 17. ድርጅቱከስደትተመላሾችንመልሶለማቋቋምምንምንአገልግሎትእያደረገይገኛል?
- 18. ድርጅቱበሚሰጣቸውአገልግሎቶችላይያሉትስኬቶችእናእጥረቶችምንምንናቸው?
- 19. ድርጅቱየሚሰራቸውንስራዎችውጤታማነትእናኃላፊነትየሚሰማቸውከስደትተላሾችንለማፍራትየሚሰራበትስትራቴጂዎችምድንናቸው?
- 20. ድርጅቱከስደትተመላሾችንመልሶካቋቋመበኋላየድጋፍእናክትትልስራይስራል?

ለሰጠሽንምላሽክልብአመሰግናለሁ!!

Appendix C

ADDIS ABABA UNIVERSITY

SCHOOL OF SOCIAL WORK DEPARTMENT OF SOCIAL WORK

Interview Guides to on The Assessment On the Nature of Intervention Non-Government Organizations Provision towards Trafficked Women Returnee in Addis Ababa: The Case of Three Selected NGOs.

Procedures of interview

Greetings! Then introducing the aim of the interview, the purpose of this research is **to assess the nature of intervention non-government organizations provision towards trafficked women returnee in Addis Ababa: the case of three selected NGOs.** The contribution of your genuine response for the success of the research is very important. The data that will get from this interview will be utilized only for this research purpose. There is no need of telling your name!

Basic Personal Data of respondent

1. Sex 2. Age 3. Education Qualification
4. Marital status Time: 30''

Interview question for the: - **trafficked women returnees**

1. How was your life condition before you going to Arab country?
2. In what way you migrate to your destination.
3. Did you encounter problems while travelling out of your country?
4. How long did you stay there? How was your living and working condition?
5. When you back to your country? Which organization received you?
6. What type of support you earn from this organization?
7. To what extent the organization physical environment is suitable for the returnees?
8. Does the organization providing trustful support and promote an alternative to its client?
9. Did the organization facilitate to reunite you trace your family and reunite you?
10. What are the limitations of this organization that needs to improve in the future?
11. Did the organization facilitate to reunite tracing returnee family and reunite them?

Thank you!

ተቀጽላ D

በአዲስ አበባ ዩንቨርሲቲ

የሶሻል ወርክ ትምህርት ክፍል

በጥናቱ ናሙና ከስደት ተመላሾች የሚሞላ መጠይቅ

የዚህ መጠይቅ ዋና አላማ አዲስ አበባ ከተማ አስተዳደር ውስጥ በሚገኙ ስትሙን ገንቢ ታዊያል ሁኑግ ብረሰናይ ድርጅቶች ከስደት ተመላሽ ለሆኑ ሴቶች የሚያደርጉትን መልሶ የማቋቋም ስራ ባህሪያትን ማጥናት ነው።

ስለሆነም የዚህ መጠይቅ መላሽ ከስደት ተመላሽ አህቶች ቀጥለው ለሚቀርቡት ቃለ መጠይቆች የምትሰጡት እውነተኛ እና ትክክል ናቸው መልስ ለጥናቱ ስኬታማነት እና ጥናቱ ለሚካሄድ ባቸው ግብረሰናይ ድርጅቶች ድጋፍ አሰጣጥ መሻሻል ከፍተኛ አስተዋጽኦ ለላቸው በጥሞና በማዳመጥ መልስ እንድትሰጡ ልትብብራችሁን እጠይቃለሁ።

የምትሰጡት መልስ ለዚህ ጥናት ብቻ የሚያገለግል እና ሚስጥራዊነቱ የተጠበቀ ነው።

ለምታደርጉልኝ ትብብር ከልብ አመሰግናለሁ!

II. መሰረታዊ መረጃዎች

ከታች ከተሰጡ አማራጮች መካከል የሚገልጽ ህንጻብ በምረጥ

- 6. የታሰቡት
- 7. የትምህርት ደረጃህ. 1-5ኛ ክፍል ለ. 6 – 10ኛ ክፍል ለ. ሰርተፍኬት. ዲፕሎማ
- 8. ዕድሜህ. 20 እና ከሃያ በታች ለ. ከ21 እስከ 30
 - ሐ. ከ31 እስከ40 መ. ከ41 ዓመት በላይ
- 9. የትዳር ሁኔታህ. ያገባለ. ያላገባ

ለስደት-ተመላሾች የቀረቡ የቃለ-መጠይቅ ጥያቄዎች

- 21. ወደ አረብ ሃገር ከመሄድ ሽጦት የነበረ ሽህይ ወት እንዴት ነበር?
- 22. ወደ ስደት የሄድ ሽውብ ምን ዓይነት መንገድ ነበር?
- 23. ወደ ስደት ስት ሄጄ በመንገድ ላይ ገጥሞች የነበረች ግርምን ነበር?
- 24. በስደት ምን ያክል ጊዜ ቆየሽ? በስደት ያለው ህይወት እንዴት ነበር?
- 25. ወደ ሀገር ሽመቼ ተመለሽ? የትኛው ድርጅት ነበር የተቀበለሽ?
- 26. አሁን ያለሽ በትድርጅት እያደረገልሽ ያሉ ድጋፎች ምን ምን ናቸው?
- 27. አሁን ያለሽ በትድርጅት ውጫዎ ምን ጉለተ መላሾች ምን ያክል ተስማሚ ነው?
- 28. ድርጅቱ ጉለተ መላሾች አመኔታ ያለው አገልግሎት ይሰጣል ተጨማሪ አማራጮች ስለሉት?
- 29. ድርጅቱ ጉለተ መላሽ ቤተሰቦችን በማፈላለግ የማገናኘት ስራ ይሰራል?
- 30. ድርጅቱ በሚሰጣቸው አገልግሎቶች ላይ ያሉ በትእግረቶች እና በቀጣይ ማሻሻል የሚባዛው ነገሮች ምን ያህን ናቸው?

ለሰጠሽኝ ምላሽ ክልብ አመሰግናለሁ!!

Appendix E
ADDIS ABABA UNIVERSITY

SCHOOL OF SOCIAL WORK DEPARTMENT OF SOCIAL WORK

Document Review Check List;

The main purpose of this Document review checklist is to gather information regarding to **assess the nature of intervention non-government organizations provision towards trafficked women returnee in Addis Ababa: the case of three selected NGOs.** This document review check list will be conduct by the researcher herself in the sample NGOs. The research will collect information by using this check list main point and rate on each checklist evaluation points.

Name of organization

Date time Documents were reviewed by

No	Observed items	Methods of Data Collection	Remark
1	Data management process	Data keeping and recording process	
		Data Utilization	
		Data and information Management system. Technology application.	
2	The organization rehabilitation and related annual reports and published	Documents which are contain rehabilitation plan of the organization.	
		Documents which are contain rehabilitation process of the organisation and reports.	
3	The organization reintegrated returnee and related annual reports, plan and published resources.	The returnee and related annual reports and plan.	
		The organization reintegrated returnee related published resources.	

No	Observed items	Methods of Data Collection	Remark
4	Reviewing the documents that show the provided training, monitoring and follow up schemes of integrated returnees.	List of returnees who are attending and took the training, which is facilitated by the organization.	
		Does the organization conduct Monitoring and follow upping activities	

Appendix F

ADDIS ABABA UNIVERSITY

SCHOOL OF SOCIAL WORK DEPARTMENT OF SOCIAL WORK

Observation Check List;

The main purpose of this observation checklist is to gather information regarding to **assess the nature of intervention non-government organizations provision towards trafficked women returnee in Addis Ababa: the case of three selected NGOs**. This observation will conduct by the researcher herself physically in the sample NGOs. The research will collect information by using this check list main point and rate on each checklist items on each rating scales.

Name of organization

Date time

Key: - 3= very good, 2= good, 1=fair

No	Observed items	Methods of Data Collection	3	2	1	Remark
1	Does the NGO compound facilities are constructed with consideration of the centre services. Does the organization buildings are suitable for the whole rehabilitation activities that are provided in the centre.	Observing the organization envn't, d/f				
		buildings, facilities and				
		Infrastructure.				
2	The organization providing support for all VoTs rehabilitation services.	Observing the returnee actual caring and				
		Rehabilitation process..				
3	Are the physical environments and rehabilitating service provision facilities, like bedroom, cafe, indoor and outdoor games, library, training hall, counselling centre . . . etc?	Observing returnee bedroom,				
		Café,				
		Library,				
		Outdoor and indoor games,				
		Training and counselling centres				
	Physical environment and facilities.					
4	Observing any other documents related to returnees.	Observing any other witness document or else.				

Annex D. Consent form

Good morning/ Good afternoon Sir, my name is MestawetDejene I am a graduate student at Addis Ababa University, School of Social Work and doing a research on the Nature of local Ngos intervention towards women trafficking returnee. You are selected as a study participant because you are trafficked women returnee based on the criteria set for the study. I will ask you some questions about your life and sport provided by this institution. The whole of the interview will only last about 40 minutes and you are entirely free not to participate in the study. It is my intention to communicate you or the institution you are living in about the results of the study at the completion of the research.

We can make the interview here in your room or we can choose some other place you will be comfortable with. I can assure you that there are no foreseen dangers associated with you participating in this study. You also need to be aware that your cooperation is the most important and it is for free

After I collected the data, I will be keeping it only for my personal use and will only be used for academic purposes. Until the data is processed I will keep it with me in my apartment and I will be the only person who will have access. After the completion of the study, only researchers will have access to the study document. Through it all, I will respect the confidentiality of the data including your name will be concealed and codified.

I really appreciate your cooperation. Moreover, signing this consent form indicates that you have read this consent form (or have had it read to you), that your questions have been answered to your satisfaction, and that you voluntarily agree to participate in this research study. You will receive a copy of this document

MestawetDejene

Research Participant

Signature

Signature.....