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**An Assessment of the Quality and Adequacy and Challenges of Providing Basic Service to
Internally Displaced Persons, In IDPs Campsites in Amhara Region:**

The Case of 3 Selected IDPs Camps in Debre Birhan Town

By

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This is to certify that the thesis research prepared by Demeke Getahun entitled Basic Service Provisions to Internally Displaced Persons. The Case of Debre Birhan Town, Amhara Region, Selected IPD Campsites and submitted to the School of Social Work, Addis Ababa University for the Partial Fulfillment of the Degree of Master in Social Work.

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DECLARATION

I hereby declare that the study entitled *An Assessment of the Quality and Adequacy and Challenges of Providing Basic Service to Internally Displaced Persons, In IDPs Campsites in Amhara Region: The Case of 3 Selected IDPs Camps in Debre Birhan Town* for the partial fulfillment of MSW submitted to Addis Ababa University Collage of Social Sciences, Humanities and Art School of Social Work is my own original work. I also declare that all sources of information are fully acknowledged and cited.

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Abbreviations and Acronyms

IDPs	Internally Displaced persons.
UNHCR	United Nations High Commission for Refugees
USAID	The United States Agency for International Development
AU	African Union
UN	United Nations
DTM	Displacement Tracking Matrix
IDMC	Internal Displacement Monitoring Centre
IOM	International Organization for Migration
UNICEF	The United Nations International Children's Emergency Fund
OCHA	United Nations Office for the Coordination of Humanitarian Affairs
UNGA	The United Nations General Assembly
EPRDF	The Ethiopian People's Revolutionary Democratic Front
OLA	The Oromo Liberation Army
FGD	Focused Group Discussion
CSA	The Central Statistical Agency
WHO	The World Health Organization
NGOs	Non –Governmental Organizations

Abstract

This study is intended to explore the role played by stakeholders in the provisions of basic services three selected IDPs camps in Debre Birhan town.

The specific objectives of this study were to the quality of basic service and to identify the major challenges in the delivering quality of basic service to IDPs in the studied respect.

This research employed a purposive sampling technique, which is a non-probability sampling technique where individuals are chosen for a study based on their specific characteristics, knowledge, or experiences that are relevant to the research question.

For this study, a total of 17 internally displaced individuals (IDPs) who were beneficiaries of the program were selected as a key informants 10 women and 7 men, 7 key informant interviews were conducted. Out of these participants, 1 was woman and 6 were men. The researcher used primary data collection followed by in-depth interviews, key informant interviews, and focus group discussions, which include observational data collection, document review, field visits, and audio recording, which are used for efficient data analysis. The research find out the types of basic service provisions which includes food supply, medical service, water and hygiene and sanitation products are insufficient fulfill their need in addition to its poor quality.

This study provides detailed information on basic service provisions for IDP inhabitants in Debre Birhan town and how their lives will improve. Also, the research provides important implications for social work education, stakeholders, policymakers, and research purposes.

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Chapter One

1.1. Background of the study

Internal displacement is an internationally recognized phenomenon. Historically it occurred due to conflicts which include cultural, political, religious, economic, ethnic based conflicts due to different social issues, and different social issues and naturally induced disaster-related insecurity causes (Tadelle, 2022).

According to the UNHCR (2013), internally displaced persons (IDPs) are defined as groups of persons who have been forced to flee or to leave their homes or places of original residence in particular as a result of or to avoid the effects of armed conflicts, situations of generalized violence, violations of human rights, or natural or human-made disasters, and who have not crossed an internationally recognized state border.

Globally, by the end of June 2024, there were approximately 122.6 million IDPs who had fled conflict and violence (UNHCR 2024). Ethiopia continues to be one of the top three countries with the highest caseload globally, with an estimated 664,509 households comprising 3,306,693 IDPs identified in 2,739 accessible sites across the country (DTM—2024). This makes Ethiopia the highest number of IDPs among the sub-Saharan African countries.

IDPs face various challenges in settlement camps; among these, the quality of basic service provisions is the major one. The quality of basic services provisions is poor and inadequate. According to Negussie (2020), there is a major gap in access to adequate food, water, better housing, health care, basic education, employment, and livelihoods. Moreover, an assessment conducted by UNHCR (2024) found that displacement dramatically disrupts livelihoods and leads to a severe reduction in access to the basic necessities of life, including food, which leads

to food insecurity and a high rate of acute malnutrition; clean water; shelter; adequate clothing; health services; and water sanitation.

Similarly, Misiker (2020), in his research, indicated that IDPs are facing a problem of access to basic social services. Such as health, education, clean water, and public health centers. He also added that they are facing a lack of social security, which is a critical aspect of IDPs; as a result, they don't have access to sufficient food, and they are forced to reduce their food consumption due to scarcity of food. Moreover, Endris et al. (2022), in their findings, revealed that IDPs respond to problems relating to food through severe coping strategies such as reducing the number of meals they eat per day.

Another study by Kahsay (2020) on his study findings indicated access to public services was denied and children were left without their basic needs being met, including the right to safe education, medical supplies, food, and nutrition items. Nuradis et al. (2023), on their study, indicated that displacement has significant effects on household annual income, consumption, wages, access to education, access to health care, and production. Similarly, Endris et al.'s (2022) study findings highlighted that IDPs lack access to income-generating activities. Unemployment and underemployment, insecure working conditions, economic marginalization, and lack of access to social safety nets are the major factors responsible for the economic insecurity of the IDPs.

Some empirical studies explored the problems of basic service provisions and constraints in various IDP camp sites in Ethiopia (Mehari, 2017; Tadelle, 2022; Yigzaw, 2019; and Nuradis, 2023). However, these studies have limitations in exploring the quality of basic social services provisions, the challenges, and available interventions. Further, little emphasis was given to assessing the quality of basic service provisions, the challenges, and the available interventions

in a comprehensive and structured manner, which clearly provides an expressive indication to understand these critical aspects of IDPs.

In conclusion, the existing studies mainly focused on the issue of IDPs access to basic social services, and some indicated the service challenges as well; only a few literature dealt with the issue of quality of basic social services and challenges. This is important to address, given that the poor qualities of basic services provided to IDPs, worsen the already existing diverse psycho-socio-economic challenges experienced by IDPs. Given that no known synthesis has been performed on this topic.

Thus, the present research seeks to fill the existing gaps by exploring the quality of basic service provisions in selected IDP campsites in Debre Birhan town, Amhara Region. It assesses the effectiveness of the available services and proposes recommendations to address gaps.

1.2. Statement of the Problem

Ethiopia is currently experiencing a profound displacement crisis with over four million people internally displaced due to conflict, climate change, and socioeconomic factors.

Globally, internal displacement has become a common social phenomenon, which affects 120 million worldwide. With the subsequent increase in figures daily, continents such as Asia, Sub-Saharan Africa and the Middle East are countries with the highest number of IDPs. According to Tarkhanova & Pyrogova (2023) in Europe, Ukraine had over 7.9 million internally displaced. Persons by the end of 2023, which makes Ukraine one of the largest displacement crises in the world. As a result of that, nowadays IDP studies have gained increasing attention worldwide due to their complexity and severity from time to time, which makes the situation worse to worst.

IDPs in Ethiopia face challenges such as lack of access to essential services including shelter, food, education and health care services.

Various studies have been conducted to address issues related to the provisions of basic social services to IDPs on IDPs. Around the globe, especially in war-prone countries, on numerous aspects, mainly on the causes and impacts on the livelihoods of its inhabitants, which include their nutrition, health, education, safety, security, and economic aspects. The situation in our country is the worst where IDPs encounter serious challenges, which include a lack of safety and security, access to sufficient basic services such as food, water, and shelter, sanitation, health, and education facilities are the major ones.

Safety and security are the major challenges in IDP campsites and settlements. According to Tsegaye and Gezahegne (2023), lack of effective security is the major cause of displacement and re-displacement in Ethiopia. Similarly, Mehari (2017) also indicated in his study IDPs have special vulnerabilities and specific needs unlike other vulnerable groups, such as children, women, refugees, and minority groups are not specifically protected by the Ethiopian legal system despite the existence of the AU Kampala Convention, which offers protection specifically tailored to the needs of IDPs.

The other most important critical aspect of IDPs is associated with the issue of nutrition and health. Cantor et al.(2021) in their study on understanding the health needs of internally displaced persons mentioned inadequate nutrition particularly among children associated with incomplete vaccination leaving IPDs susceptible to outbreaks of vaccine-preventable diseases (VPDs). Similarly, Kemeiet et al (2023) on their study the on forms and adverse effects of insecurities among internally displaced children in Ethiopia, highlighted that, the lack of food

threatens children with malnutrition and starvation, increasing the risk of morbidity and mortality among the IDPs, especially children and breastfeeding mothers. In another study by Genene (2020), on his study findings indicated that, despite having basic services. However, they are complaining about its quality. Even more complained about their housing, which didn't protect them from heat and cold due to its poor construction material, which in turn affected the status of their health condition.

The other key issue is the economic activities of the IDPs where they try to engage in various economic activities' to generate income to fulfil their basic needs. Ahmed, (2020) according to his study the socioeconomic interaction between IDPs and host communities has been a topic of interest among scholars and researchers, some believe that IDPs burden host communities, while others argue that they benefit them and contribute to the host states. Similarly, Jafer et al (2022) on their study mentioned that IDPs have restrictions to forming self-help associations because security forces do not allow them as they suspect them of affiliating with an armed opposition group preventing them from solving their problems through such associations. In contrast, Cinner and Barnes (2019) mentioned the importance of having formal and informal relationships such as social networks play a crucial role in helping IDPs to have access to food, economic opportunities, and resist shocks and stressors associated with displacement.

Another study by Kidest (2023) on her research regarding providing sustainable durable solutions to IDPs in the Ethiopian context, indicated in her findings the response of the government is mainly focused on temporary humanitarian assistance rather than sustainable durable solutions.

To summarize, as shown above, previous studies lack an assessment of the quality of basic service provision, challenges, and available interventions, while existing policies and resources remain insufficient to meet their basic needs, leading to prolonged displacement and socio-economic marginalization.

The existing studies and literature reviews of materials on IDPs mainly focused on factors associated with the causes of IDPs and their consequences, while very few of them have highlighted the quality of basic services provided to IDPs without critically emphasizing the challenges and shortcomings.

Thus, this research, seeks to fill the existing gaps by exploring the basic service provisions and their challenges for IDP residents in the campsites in Ethiopia. More specifically, in Debre Birhan town, Amhara Region selected IDP campsites is assessed for effectiveness, and recommendations is given on how to address gaps in basic service provisions, challenges, and available interventions is explored by the present study to understand the current circumstances well.

1.3. Objective of the study

1.3.1. General objective

The study's general objective is to analyze the state of the quality of basic social services provided to IDPs in the selected IPDs campsites in Debre Berhan town and the challenges of providing such services.

1.3.2. Specific objectives

Specific objectives of this study were :

2. To identify the types of basic service provisions in IDP campsites in Debre Birhan
3. To identify the quality of basic service provisions in IDP campsites in Debre Birhan
4. To identify the major challenges in the quality of basic service provisions in IDP campsites in Debre Birhan town

1.4. Research questions

The study is guided by the following research questions:

The general research question of the study is stated as: What are the major challenges in providing basic services to internally displaced persons IDPs?

The following specific research questions are addressed in the research.

1. What are the currently available basic social services or amenities for IDPs in Debre Birhan campsites?
2. How the qualities of the services do provided impact the lives and livelihoods situation of the IDPs in Debre Birhan campsites?
3. What are the significant challenges in providing quality basic services for IDPs in Debre Birhan campsites?
4. What factors contributed to the good or poor quality of basic services, challenges and gaps in providing basic services for IDPs in Debre Birhan campsites?

1.5. Significance of the study

The study provides more in-depth information on the types of basic services provided, major challenges to the low quality of basic service provisions faced by IDPs, and the role to be played by important stakeholders in the effort of improving the quality of services provided to IDPs in the Debre Birhan IDP campsite. Moreover, the findings from this study influence the Ethiopian government, local actors, non-governmental organizations, UN agencies, and other multilateral organizations to increase their active involvement by increasing their engagement to improve the existing challenges.

1.6. Scope of the study

The research explores the basic service provisions and their challenges in IDP campsites in Debre Birhan town.

This study focus on the basic service provision and its challenges in IDP campsites in Debre Birhan town. The main reason for choosing Debre Birhan is that, because of its significant IDP concentration in the area where people from the different parts of the country settled in with critical challenges on the quality of basic service provisions, the study also provide recommendations on measures that would help in resolving these challenges based on the findings.

1.7. Organization of the study

The paper is organized into five chapters; the first chapter contains an introduction, the background of the study, the statement of the problem, the research questions, the study's objective, the significance of the study, and the scope of the study.

The second chapter focuses on reviewing related literature that looks into findings from global and national researchers, journals, and authors on the definition of an internally displaced person according to international conventions and agreements, global developments, factors for displacement, the quality of basic service provisions, challenges, available interventions and theoretical framework and social work practice.

The third chapter, where the researcher showed the methods of data, how it was collected, analyzed, and transcribed during the study. It also shows how targets were selected and the selection criteria.

The fourth chapter portrays the discussion of findings from the data analysis based on the research questions. The last chapter, which is the fifth, is where the researcher will present the summary, conclusion, and implication of the study.

Chapter Two

Review of Related Literature

This chapter looks into the existing literature that is related to the study. The review of the literature starts from the definition of internal displacement, global developments, and its developments in Ethiopia as an initial step, and then looks into the factors for displacement, the basic service provisions to IDPs, along with its challenges and available interventions. Finally presents a theoretical framework and social work practice with available social work approaches and theories, which are tailored to the research.

2.1. Definition of Internally Displaced Persons (IDPs) according to international agreements and conventions.

Various stakeholders have tried to define who an IDP is, but the most recognized definition comes from the UN Guiding Principles, which define IDP as

“Persons or groups of people who have been forced or obliged to flee or to leave homes or habitual residence. In particular as a result of armed conflict, situation of generalized violence ,violation of human rights or natural or human made disaster ,and who have not crossed an internationally recognized state border. “

IDPs are citizens; no special state is awarded of being internally displaced.

As of March 2022 an estimated 5,582,000 persons were displaced within the country due to armed conflict and natural disaster.

Several definitions have emerged at different times regarding internally displaced persons (IDPs), more or less with similar meanings and contexts, by various international organizations that are working on displacement, mainly the UN agencies and other conventions agreed upon by different countries, but the ideal and commonly used definitions that are available in the various literatures are:

According to the Africa Union's Kampala Convention, these internally displaced persons (IDPs) are

“Persons or groups of people who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border” (AU, 2009, page 3)

The guiding principle of IDPs states that internally displaced persons shall enjoy full equality, the same rights and freedom under international and domestic law as do persons in their country. They shall not discriminate against the enjoyment of any right and freedom on the ground that they are internally displaced people (OCHA, 2014)

2.2. Global developments of Internally Displaced Persons (IDPs)

Internal displacement has been commonly identified as a post-Cold War phenomenon due to changing patterns of conflict from intrastate to interstate (UNHCR, 2005; Cohen & Deng, 1998). In the 1980s and 1990s, IDPs became the international agenda as a result of the explosion of civil wars.

The number of people living in internal displacement worldwide has reached record levels as a result of new and protracted conflicts and crises, particularly in the Middle East and Africa. More people have also fled their homes in Europe in recent months as Ukraine suffers war and the biggest displacement crisis of its history.

It is increasingly recognized that internal displacement is “a political, human rights, security, developmental, and economic challenge” (European Council 2016; UNGA 2017). As a result, it poses a greater threat to the global IDP population, which is increasing at an alarming rate due to the various displacements that are taking place in every corner of the world simultaneously, which is beyond the carrying capacity of international humanitarian interventions.

2.3. Developments of Internally Displaced Persons (IDPs) in Ethiopia

Resettlement has been pursued as a state policy to mitigate impacts of drought, famine; food insecurity induced displacement, and improves household livelihoods in the country for nearly four decades (Vaughan and Mesfin, 2020). In response to the drought and famine of the 1980s, the Derg regime, in accordance with its collectivization and villagization initiatives, promoted resettlement as a ‘dual strategy’ (Pankhurst and Piguet, 2004) to tackle impacts of drought famine at the origin and ensure household food self-sufficiency. Between 1984 and 1986, about 600,000 people were resettled (de Waal, 1991). However, the program was criticized due to its

top-down, coercive approach, which consisted of the most ‘complex, ambitious, and draconian measures ever attempted by the Ethiopian state’ (Pankhurst and Piguet – 2004) and failed to bring substantive positive livelihood changes to resettlers while causing often severe conflict with the host communities.

Similarly, in the 2000s, the Ethiopian People’s Revolutionary Democratic Front (EPRDF) reintroduced resettlement relocation mainly to reduce poverty and improve livelihoods and, in its two schemes (2003-2006), moved 1.2 million people (Cernea, 2009). Furthermore, under the ‘commune’ program, a ‘state-engineered social relocation’ with the sedentarisation of pastoralist communities was implemented in the Afar, Somali, Benishangul-Gumuz and Gambella regions (Vaughan and Mesfin, 2020). Following these resettlement programs, longstanding tensions and sporadic conflicts have been very common in Ethiopia. As evidenced in Benishangul-Gumuz and Oromia regional states, resettled people have been re-displaced in recent years due to the armed attacks inflicted on them by members of host communities or their retaliatory responses, inter-communal violence, counter attacks by armed forces such as the Oromo Liberation Army (OLA), Gumuz armed groups or unidentified armed groups (UAGs), and counter-insurgency operations by Ethiopian government defense forces (Gerth-Niculescu, 2021).

Currently, there is a serious displacement throughout the country due to ongoing conflicts between the federal government and different regional rebel forces, which cause a huge number of displacements in different parts of the country, which causes a severe humanitarian crisis. Moreover, within the urban centre, displacement also becomes a common incident as a result of infrastructural developments and expansion mainly related to the new corridor and river basin

development projects, which leads people to be displaced to the outskirts of the city as a result of these development programs.

2.4. Factors for displacements people in Ethiopia

Ethiopia is experiencing with multiple conflicts in various regions, political polarization and social fragmentation, ethnic hostility, territorial claims, religious tensions, and displacement are having a serious negative effect on the diverse groups and institutions within the country. Multiple factors have been identified in different literature as a cause of internal displacement, but most of them highlight more or less similar factors associated with the displacement. On a general basis, the causes are categorized into conflict and ethnic-based violence, natural disasters and development-induced urban renewal.

A) Conflict and Ethnic-Based Violence Induced Displacements

About 4.5 million new displacements associated with conflict were recorded in Ethiopia in 2024 (IDMC, 2024), the highest figure worldwide. Long standing unresolved confines. The ongoing conflicts are found to be a primary cause for displacement and the severe humanitarian crises observed in the country. Similarly, Yusuf (2019) identified most of internal displacements were associated with the ongoing inter-ethnic violence in Ethiopia. Similarly, the key findings of the Global Report on Internal Displacement (2023) stated that protracted crises, inter and intra communal violence, and unresolved governance challenges were the main factors for protracted displacement throughout the country.

B) Natural Disaster Caused Displacement

Recent droughts Borena, Somali, Afar and Amhara areas led to large scale displacements in Ethiopia.

Natural disasters global phenomenon causes such as hurricanes, volcanic eruptions, wildfires, drought, flooding severe weather conditions regions of the world and excessive dry weather are the major causes of displacements.

C) State Sponsored Infrastructure and Urban Renewal Induced Displacement

Nowadays, state sponsored infrastructure urban renewal developments have become one of the major causes of displacement in the country, more specifically in the towns and cities centres, mainly due to the massive corridor development project and the river basin expansion project, which are implemented by the government and lead to a significant number of people losing their houses and relocating to condominium houses in the outskirts of Addis Ababa, which severely affects their livelihoods, social bonds, and economic activities and disrupts their education as well.

A study conducted by Muhidin (2016) identified that urban infrastructure projects cause displacement, which includes slum clearance and upgrading, the establishment of industrial and commercial estates, and the building and upgrading of sewerage systems, schools, and hospitals.

According to Getu and Assefa (2015), in their study, development-induced displacement resulted in several undesirable consequences for poor urban households. One of the observable features of livelihood risks is that the intensity of the individual elements or variables of livelihood risks varies at times (Cernea 2000; Cernea 2005). Similarly, Terminiski (2013) identified the

expansion of urban areas into new territories, re-urbanization of existing units including the demolition of poverty districts, water supply projects, public transport projects, mass population redistribution schemes within urban space, and reconstruction of housing units as the most significant contemporary areas leading the population to forced displacement in the urban centres. Maru (2017), also in his study findings, indicated that forced resettlement programs massively implemented by the government of Ethiopia displaced more than 0.6 million people.

According to Yigzaw et al. (2019), urban development and relocation programs formulated due to rapid urbanization have aggravated internal urban displacement in the country. Similarly, Alimaz (2019), in her study findings, indicated that minimal consideration is given to the social capital or social aspect of the relocated people in the relocation process. This is evident in the post-relocation situation of their social life. The social capital of the displaced people has been affected by the relocation program.

2.5. The quality of basic service provisions for Internally Displaced Persons (IDPs) in Ethiopia

One of the basic necessities for internally displaced persons (IDPs) is availability of easy access to adequate basic social services which includes –health, education, shelter, food, clean water and security in their campsites. Providing this service is the responsibility of government and NGOs.

The Basic Social Services provided to internally displaced persons (IDPs) in IDPs camps Ethiopia include shelter, food rations, access to healthcare (including maternal and child health

services), clean water and sanitation facilities, protection services, and sometimes educational support.

2.6. Challenges faced in service provisions to Internally Displaced Persons (IDPs) in Ethiopia

Despite involvement of various actors in the various stakeholders in the support provisions of social services to internally displaced persons (IDPs) in different parts of the country, the severity of the problem has made the provisions of adequate services to IDPs serious challenges.

According to Endris et al. (2022), their study indicates that IDPs have been hindered by a lack of coordinated efforts among various stakeholders, a lack of social protection, a lack of government commitment to address structural violence such as marginalization and discrimination, a lack of social integration, limited basic infrastructure, poor access to water and sanitation, limited employment opportunities, limited access to loans, and discrimination are the major challenges regarding the provisions of basic social services.

Similarly, Masresha (2020) and Nigussie (2020) in their studies of the Oromia Region IDPs they found that the IDPs in the Oromia Region IDP camps are faced with ethnic identity based in the provisions and access to adequate support.

(Endris et al. 2022) The major challenges encountered by the IDPs included social structural sources of human insecurity, such as unemployment, poverty, hunger, inequalities, and environmental air pollution, along with institutional sources like oppression and political repression.

Interruptions in children access to education may be linked with the inability to enroll large number of students at the local school where the IDPs camps is situated. Classes were unavailable for higher grades. These children are obliged have to walk for two hours or more to reach to the nearby schools.

Some parents refuse to let their daughters make that journey for fear that they will be attacked on the way (IDMC 2020).

Genene, (2020) In his study of IDPs identified the lack of an updated timely

Framework and institutions which take in protecting the socio-economic rights of these IDPs as is the major challenge in the provisions of basic service.

In Ethiopia, where some 75 percent of the humanitarian response is implemented through government systems, the government may choose to provide humanitarian assistance without the basic support in areas deemed too sensitive. In such circumstances, an effort to fulfill the needs of the IDPs is very difficult and still remains a big challenge to address the basic needs of IDPs.

2.7. Interventions Available for Assisting Displaced Persons in Ethiopia

Given the magnitude of this displacement crisis and the depth of IDPs' needs, the measures taken to support them have not been enough to ensure their access to decent housing, sufficient food and water, quality healthcare, and quality education for all (IDMC 2020).

Bereket and Kiya (2023) identified in their study the importance of having a comprehensive legislative law to protect IDPs from being forcibly displaced and to defend their human rights within the country's legal system. They highlighted the importance of capacity building, securing

political will, and implementation but underscored the need for an IDP law that can strengthen the legal system.

(Kidest, 2023) Studies suggest that Durable solutions for IDPs must be achieved to ensure that IDPs can enjoy their human rights without any discrimination, Yet the achievement of durable solutions for IDPs in Ethiopia is hampered by the lack of a distinct policy framework and IDP related concerned institutions.

Multi-level strategies are required in order address IDPs concerns and to reduce the socioeconomic insecurities and vulnerabilities of the IDP population, Most importantly, there is a need to build confidence amongst the IDPs in governmental efforts to provide durable solutions, engaging them in developing policies and processes that directly affect their livelihoods in a transparent and accountable manner, being well-informed about social and humanitarian support and access to these services, and successfully relocating and reintegrating IDPs.

IDPs have to be fully involved in the decision-making process, which entirely affects their livelihoods; moreover, all actors who have been involved in the matter have to act accordingly.

2.8. Theoretical framework and social work practice

In social science, various theories and practices explain to understand internally displaced persons (IDPs) service challenges and collective action to change the situation. The researcher reviews are present below:

2.8.1. Human Rights-Based Approach

At the centre of this approach are the concepts of duty bearers and rights holders. Duty-bearers, which often include social institutions and other powerful organizations, are obliged to respect, protect, and fulfill the rights of all individuals within their jurisdiction. If, on the other hand, rights-holders are individuals or communities whose rights are at stake, the rights-based approach emphasizes the need for a participatory and inclusive approach to ensure that their voices are heard and taken into account in decision-making processes.

Additionally, a key focus of the rights-based approach is its emphasis on empowerment. Rather than treating marginalized or vulnerable social groups as helpless persons not involved in social processes, this approach aims to empower them to actively participate in defending their rights. This includes providing information, developing skills, and creating spaces for meaningful participation. Empowered rights-holders can then demand accountability, challenge discriminatory practices, and contribute to shaping policies and programs that affect their lives.

In this complex fabric, the rights-based approach interweaves mutual understanding and accountability. It encourages governments to formulate policies and allocate resources that prioritize the needs of marginalized and underserved populations. It demands that development initiatives are not one-size-fits-all solutions but tailored interventions that take into account the unique challenges faced by various segments of the population.

2.8.2. Systems Theory

Systems theory provides a framework for understanding the organizational qualities of a social system of any size and the dynamic interaction of its members.

The principles of systems theory have been used in social work practice to understand and intervene in an individual's life problems and also have been applied to various forms of social organization, including families, social groups, corporations, and communities (Greene, 2008).

The system theory emphasizes interdependence and interaction among system components.

Chapter Three

Research Method

3.1. Study design

This research uses a qualitative case study research design to explore the basic service provisions, challenges, and available interventions for the inhabitants of IDPs and examine the role played by the Ethiopian government, local authorities, and international organizations in Debre Birhan IDP campsites. Qualitative research helps the researcher undertake an in-depth analysis of data collected from a small number of respondents by using observation, interviews, focus group discussion, and document analysis (Creswell, 2009). A case study is suitable for real-life situations governing social issues and problems. It also helps to collect different kinds of data, such as interviews, observation, and FGD, and provide a comprehensive and in-depth understanding (Harrison et al. 2017). Case study research is a qualitative approach in which the investigator explores a bounded system (a case) or multiple bounded systems (cases) over time through detailed, in-depth data collection involving multiple sources of information (e.g., observations , interviews, audiovisual material, and documents and reports) and reports a case description and case-based themes.

A descriptive case study is a story about a real-world situation facing people or groups and how they addressed it. It includes a concise but thorough account of the facts of the situation and expert commentary to help the audience understand the causes of the problem, the forces behind the solution, the outcomes of implementation, lessons learned, and connections to theories, concepts, policies, and tools relevant to the situation.

This research employs a purposive sampling technique, which is a non-probability sampling technique where individuals are chosen for a study based on their specific characteristics, knowledge, or experiences that are relevant to the research question. It is not random, and the researcher's judgment plays a key role in selecting participants who are most likely to provide valuable insights.

3.2. Study Area

Debre Birhan is a town located in the northern Shewa of the Amhara region, Ethiopia which is about 120 kilometres from the capital, with a population of 160,505 (CSA, 2024). The town is one of the main entry points to the region and the capital and is well known for its new industry expansion, educational centres, and market centres. Despite being seriously affected by the northern Ethiopian war between the federal government and the Tigray region, which led to an influx of Internally Displaced Persons (IDPs) from different parts of the country to the town as a result, the town became one of the most densely populated IDP campsites in the country.

The town has three IDP campsites namely, China camp, Woyneshet camp, and Bakelo camp with respective 11,524, 7654, and 5057 inhabitants in each IDP campsite in total of 24,235 inhabitants.

3.3. Sampling

This research employs a case study to explore the basic service provisions, challenges, and available interventions for inhabitants in IDPs and examine the role played by the Ethiopian government, local authorities, and international organizations at Debre Birhan IDP campsites.

The research employs a case study qualitative approach in which the researcher explores a bounded system (a case) or multiple bounded systems (cases) over time through detailed, in-depth data collection involving multiple sources of information such as observations, interviews, audiovisual material, documents, and reports and reports a case description and case-based themes.

3.4. Sample size

In this study, a total of 17 internally displaced persons (IDPs) who have been beneficiaries of the program participated. Out of these participants, 10 women and 7 men, and 7 key informant interviews were conducted with the Regional Bureau Disaster Risk Management Office, camp coordinators, camp committee, and UNHCR representative.

3.5. Method of Data Collection

Data source

This study's primary data collected from inhabitants of Debre Birhan campsites IPDs who had been beneficiaries of the basic service provisions and settled in the selected campsites for a minimum of one year and above. As the study uses purposive sampling, it uses the following inclusion criteria in selecting participants: (1) must be currently residing in one of the selected IDP camps in Debre Birhan town: (2) Have lived in the camp for at least 1 year and above to ensure familiarity with services: (3) Aged 18 years old and above and (4) Willing and able to provide informed consent are included and uses the following exclusion criteria: (1) resident who lived for 1 year and below : (2) Aged below 18 years of old and (3) who are not able to provide a consent form from their guardian.

3.5.1. Key Informant Interview

Key informant interview was conducted to collect quality data. Key informant interviews (KII) help the researcher gather sufficient information about the issue under study and share the people's experiences.

The key informants were chosen based on their knowledge of the subject and their experiences working in the area of internally displaced persons (IDPs) and supporting the process of their service provisions. Thus, a committee of the three IPD campsites, one person from the Disaster Risk Management Office of Debre Birhan district, and one person from the UNHCR program coordinator have been the key informants in this study. A semi-structured interview guide has been developed to conduct the key informant interview. The key informants have been presented with an introduction and the purpose of the study as an interview guide. Significant areas of questions for the key informants focused on the types of basic services provided by the government and other stakeholders and the relevance of the quality and challenges of basic services provided for IDPs in the Debre Brihan town IDP campsites. The key informants were also requested to their consent to proceed with the interview. After receiving the consent, an interview has been conducted.

3.5.2. In-depth Interview

To get relevant data on the basic servicer provisions and its challenges on the IDP campsites, the researcher conducted an in-depth interview. A semi-structured interview guide has been developed to conduct an in-depth interview. An interview guide on issues of confidentiality and consent has been presented to respondents. After reviewing the guide and receiving the respondents' consent, an interview date has been taking place. The interview guide contained

questions about significant the quality of basic service provisions and challenges faced by IDP campsite inhabitants.

Responses have been recorded through intensive note-taking and an audio recording through a voice recorder phone application. For twelve respondents that have provided their consent to be recorded, the researcher conducted an audio recording. Since the researcher's stance was constructive, Probing was the primary data collection method used during in-depth interviews.

3.5.3. Focus Group Discussion (FDG)

A focus group discussion took place in the three campsites with Seven (7), Six (6) and eight (8) taking part to discuss the main service provisions, challenges, and recommendations and suggestion for the improvement of the services they received. The discussion was a guide moderator who controlled and managed all the discussion while taking important notes which the participants emphasized it.

3.5.4. Document review

Relevant documents have been reviewed to understand the situation on the quality of basic service provisions in IPDs campsites in Debre Birhan town, which includes the monthly and quarterly CCCM cluster meeting report, the IDMC Excel sheet, the DTM Ethiopia National Displacement Report 17 (Aug-Sep 23), UNHCR, the Handbook for the Protection of Internally Displaced Persons, Guidance Note 12, and the Coordination and Management of Camps and Other Collective Settings. The researcher will extract all the major findings from the document and will compile them as a single document.

3.5.5. Method of data analysis

The research focuses on the availability and challenges affecting the provisions of basic social services to IPDs in Debre Birhan town IDP camps. The researcher carried out field work to collect, field visits, observation, interviews, uses primary data collection followed by in-depth interviews, key informant interviews, and conducted focus group discussions, which include observational data collection, document review, field visits, and audio recording, which uses for efficient data analysis. While using the recorders, the following steps uses: listening to and re-listening to the audio, transcribing the audio, translating the transcription, performing quality assurance through double translation, coding or extracting sub-themes from the data, and organizing similar codes or sub-themes under overarching and presenting the data and conducting triangulation.

3.5.6. Quality assurance

A scientific research method is free of personal bias or prejudice, one that is used to determine demonstrable qualities of a phenomenon that can be verified, one that is guided by logical reasoning rules, one that proceeds systematically, and one that implies internal consistency (Kothari, 2004).

To ensure trustworthiness or credibility of the gathered data, this study applied extended engagement with participants, a form of triangulation, and consent assurance before data collection. A peer review check was performed to ensure credibility. The researcher reviews of the study the findings transcribed papers to ensure that what is written corresponds to what the participants said and recorded on the voice recorder. This ensured that the transcription and

translation processes retain the natural or contextual meaning and that the situation of affairs is presented as it is on the ground.

The prepared interview guide was checked and readjusted depending on the face and content validity during the study. Face validity concern is addressed during the face-to-face interview. Before beginning the data collection, peer assessments ensured that the tools are content valid and checked through the following quality assurance mechanism's.

Double Translation and Data Quality during Collection: Implementing a system of double translation to enhance the accuracy and reliability of the data being gathered.

- 1) Long-Term Engagement: Establish a clear plan for how often and for how long you engage with the IDP participants throughout the study.
- 2) Member Checking: Utilizing member checking to validate findings and ensure that participant feedback is incorporated.
- 3) Debriefing: Conducting debriefing sessions to discuss findings and gather insights from participants.
- 4) Triangulation: Employing triangulation methods to confirm the trustworthiness of the data collected. The researcher utilizes multiple research methods, such as interviews, in-depth interviews, key informant interviews, and document analysis. By combining these methods, researchers can triangulate their findings and gain a more holistic view of the IDP basic service provisions and the challenges.

3.6. Ethical Considerations

During the assessment, the researcher ensured there was no harm by participating in the study. As the study is qualitative, in-depth interviews required recording responses to make sure information is captured accurately, therefore the researcher made clear to have the full consent of participants before beginning the interview. As the study also explored the adequacy and challenges encountered in the provisions of basic social services to IDPs in IPD camps in Debre Birhan town. The researcher followed the ethics of confidentiality and ensured participants' identities remained anonymous. The researcher protected the identity of participants by using Pseudonyms.

The researcher also informed participants that they reserved the full right to withdraw from the interview at any time necessary.

Chapter Four

Study Findings and Discussions

4. Discussion of Study Findings / Results

This chapter of the thesis presents the results of the study. As the researcher noted in the methods used for collecting the necessary data included an in-depth interview, key informant interview, document review, focus group discussion (FGD), and direct observation in China, Woyneshet, and Bakelo IDP campsites in Debre Birhan town, Amhara region.

It interviewed 17 informants from the three IDPs campsites in Debre Birhan Town. Seven of the 17 were interviewed to provide primary data on the provisions of basic services and on the challenges encountered in the provisions of basic services in the studied IDP camps.

4.1. Data Presentation

This chapter presents the findings from the study gathered through in-depth interviews, key informant interviews, and focus group discussions (FGD) triangulated with field observation and document reviews. In this chapter, the participant profile, the background of the campsites, the types and the quality of the basic services provided and the major challenges are outlined.

4.1.2. Study Participant Profile

The study intended to understand the quality of basic service challenges faced by internally displaced persons (IDPs) and the role of the government and the stakeholders in supporting them within the IDP campsites. As the study considers the challenges of the IDPs and their experience within the IDP camp, this study has IDPs that have been with the campsite in Debre Birhan town for more than two years as primary participants.

No	Participant	Year of displaced	Settlement campsite	Type of respondent
1	DE- 1	2012	China camp	Beneficiary
2	DE - 2	2013	China Camp	Beneficiary
3	DE -3	2013	China Camp	Beneficiary
4	DE - 4	2014	China Camp	Beneficiary
5	DE - 5	2013	China Camp	
6	DE - 6	2013	China Camp	Beneficiary
7	DE - 7	2013	Woinshet camp	Beneficiary
8	DE - 8	2014	Woinshet camp	Beneficiary
9	DE- 9	2013	Woinshet camp	Beneficiary
10	DE - 10	2015	Woinshet camp	Beneficiary
11	DE - 11	2013	Bakelo camp	Beneficiary
12	DE - 12	2013	Bakelo Camp	Beneficiary
13	DE - 13	2015	Bakelo Camp	Beneficiary
14	DE - 14	2013	Bakelo Camp	Beneficiary
15	DE - 15	2013	Bakelo Camp	Beneficiary

16	DE - 16	2013	Woinshet Camp	Beneficiary
17	DE - 17	2013	Woinshet Camp	Beneficiary
18	KE - 1		Master's degree holder with more than 5 years of experience.	Key Informant
19	KE - 2		Public Relations and Communications Officer	Key Informant
20	KE - 3		Disaster Risk Management office coordinator	Key Informant
21	KE - 4		Bakelo Camp Coordinator	Key Informant
22	KE - 5		Bakelo Camp Coordinator	Key Informant
24.	KE - 6		Woinshet camp coordinator	Key Informant
25.	KE - 7		UNHCR Project Coordinator	Key Informant

Source: researcher's filed data 2025

4.1.3. Background of the Campsites

In Debre Birhan, the town of Amhara, region there are three campsites, namely China Campsite, Woinshet, and Bakelo Campsite, which provide shelter for more than 23,635 IDPs from Wallega area of Oromia Region.

4.1.4. China Camp site

The China IDPs campsite was established in 2019 as a temporary shelter to accommodate 11,024 internally displaced persons (IDPs). The camp is situated within a compound former Chinese owned oil factory. Over time, this facility has been changed to house thousands of IDPs, primarily from the Wollega zones of the Oromia region, These IDP were who are displaced as a result of the armed conflict between the federal government and unidentified armed groups (UAG). This campsite is found to be the most by overcrowded, with families sharing tents and basic facilities. China Camp now houses 11,024 people, a number that will increase recently since there are new influxes of new IPDs whose registration in the camp database is ongoing.

4.1.5. Woyneshet Camp site

The Woinshet IDP Camp in Debre Birhan, Amhara Region, Ethiopia, serves as a crucial shelter for thousands of individuals displaced by ongoing conflicts in the Oromia region. Established in response to the escalating conflict in the Oromia region to provide basic services with the capacity of the camp. The Woinshet Camp is one of the three IDP sites, with a population of 7654 and 134 new households yet to be registered soon.

4.1.6. Bakelo camp

The Bakelo IDP camp, one of the three campsites, is in Debre Birhan, a city in Ethiopia's Amhara region, established by the UNHCR as a well-planned site compared with the other sites. It's structured with planned and standard shelter arrangements with good support from the UNHCR and its partners' supported projects. As of May 2025, the Bakelo camp houses 5057 IDPs, with more than 700 households facing severe challenges due to a cessation of USAID aid in recent months.

4.2 Types of basic services provided in the Three IDPs Camps.

The IPDs received food assistance regularly with the support of the government and other stakeholders, which included international organizations, local and international NGOs, and individual donations at different times. The food ration provided for each individual was 15 kg per family head. During the past three months, they haven't received any food assistance due to a shortage of food supply and donors evacuating the campsites, which is likely linked to the recent USAID budget cut and program closing, since most organizations operating within the campsites are highly dependent on USAID-funded and affiliated programs. Nowadays the campsites are facing a serious food shortage. A resident in Bakelo camp explains the situation as below.

The challenges faced as a result of food shortage are critical at the moment. I am not able to feed my two children as a result; sometimes they are not able to go to school. I also witnessed two people who died as a result of food shortage within the campsite, and the situation will be worse if the government and other stakeholders act immediately.

Water is also provided on a regular basis, which is a critical aspect of their daily life and is used for multiple purposes. The only thing that is available in sufficient amounts is water. According to WHO standards recommend a minimum of 15 -20 liters of potable water per person per day. This is considered a minimum acceptable amount for drinking, cooking, and basic hygiene in emergency situations. Residents in Wionshet camp explain the situation below.

The only thing available in abundance is water, which we can use for multiple purposes throughout the months, and I am grateful for that. At least we will have water to drink, which will help us fill our empty stomachs with water, and we can take regular baths too.

Electricity is also another important service provided to IDPs, where most of the lights are shared among the house. Sometimes there is a power cut-off. Currently, most IDPs get electric lights from solar power, but it's only available inside the shelter camps. Unfortunately, there is no sufficient light outside the shelter, especially in the evening, to go around the campsites. A resident in the Wionshet camp explains the situation below:

I am having serious visual issues while going to the toilets and to my neighbours during the evening because the campsites are not well light which makes my movements within the campsites difficult, as a result, my movement is restricted to my shelter.

A sanitary product is another basic service provided to IDPs even if it's not sufficient enough to fulfil their need, it used to be provided on a regular basis to keep their personal hygiene and their families as well. Unfortunately, for the past six months, there has been no support for sanitary products, which is a crucial thing for the inhabitants. A resident in the Wionshet camp explains the situation below.

The challenges I faced as a result of not getting basic sanitary products, mainly soap, created a serious problem where I was not able to wash my children's clothes and give them regular baths, which created a fertile ground for poor sanitation, disease, and other associated problems as well.

Health services, primary health care services are provided with the capacity and the available human resources within the campsites mainly for minor medical checkups, first aid services, providing antibiotics and medication supplies, and for further medical services, they will refer them to the city's major referral hospitals where they can get better services. A resident in the china camp explains the situation below.

I am 70 years old and have had difficulty passing urine for many years associated with hesitancy to urinate, dribbling, severe back pain, urgency, and sometimes frequency more during nighttime, which wakes me up from sleep more than three times. For this reason I was investigated at campsites and told that probably my prostate was enlarged, and medication was prescribed to decrease the size of my prostate. Despite the medication, there was no significant improvement in my health. After having tried those medications for a while without any improvements, I was referred to Debre Birhan Comprehensive Hospital for further laboratory investigation work. Based on the results, the doctor prescribed me another medication. After that, I scheduled prostate removal surgery. After exhaustive surgery, I stayed for a week in the hospital and was discharged with improvement. After continuous follow-up, my health status is in stable condition.

4.3. The Quality of Basic Service Provided

The quality of basic services provided at the beginning when the campsites were established was good in providing the basic services to the residents. Lately, the quality of the service declined due to the volume of the IPDs increasing at an alarming rate, donors withdrawing from the campsites, and stakeholders' involvement declining over time, which compromised the quality of basic services, let alone the quality of basic services currently.

The provision of basic services is a critical point, which includes poor and low-quality outdated inedible food distribution (mainly maize), no sanitary and hygiene product supply, no proper shelter provisions, and poor waste management systems for the toilet, which create environmental pollution and recurrent respiratory diseases, including asthma, for the residents. Also, the medical services provision is poor in terms of quality, where the facilities only provide primary health care services, where they only provide minor counselling, first aid assistance, and available medication supply for residents and referral to the city hospital for critical and serious treatment, including surgery, delivery of a baby, and other complicated issues that require further investigation.

Among the basic services there are no education services at all three campsites, which is one of the major basic services. Children are unable to get basic education services within the campsites, where their families are forced to take their children between 5 and 8 km on average to the school where they can get primary education. Also, the educational material support for students is declining from the government, donors, and partners, which poses a great threat to continuing their education. As a result, some children are dropping out of school. A mother of two children from china camp explains the situation below.

Before we were displaced from East Wollega, my husband was engaged in farming activities while I was selling products in the market, where we had a stable income to fulfill our basic needs. We received primary health care services from government hospitals, and water and electricity were available as well. My children as well were receiving primary education. But after we were displaced, their education was dropped. Later, after we settled in the campsite, my children started to receive education at the nearby school, which is one of the essential basic services for my children currently. Due to the long distance to travel between the campsite and the school, I am not able to travel every day, so my children are forced to drop out of school. Moreover, the other essential basic services, such as healthcare services, food supply electricity, are not met by the camp administrators and stakeholders.

4.4. The Major challenges in the provision of quality basic services

4.4.1. Lack of quality basic service provisions

Based on the data collected through in-depth interviews, key informant interviews, and field observations at the three IDP campsites, there is a huge gap in terms of the services provided and the actual needs, where most of the inhabitants suffer from the inadequate services received from the assistance. This includes receiving 15 kg of maize per family head each month without any fuel wood for food preparation, food oil, detergents, and sanitary products, which are required on a day-to-day basis to lead their-to-day lives, medical services, education, and educational material support, which they are entitled to receive. A resident in Bakelo camp explains the situation as below.

I have to travel 25–35 km to get the maize grinding machine, which is available only in the towns, since we have been far from those services because our camp is outside of the city. As a result, I am forced to sell some portion of the food supply I received to buy enjera and bread, which I can eat and feed my family for a week at least.

From the in-depth interview and focused group discussion, the participants explain that most people are suffering from a shortage of food supply, with the camp administrator unable to provide them on a regular basis, which leads to hunger because they haven't received food assistance for more than 2 months, which is the result of stakeholder and individual donations being critically too low at the moment, and some projects are being phased out as well. A resident in China Camp explains the situation below:

The quantity of food provided to me does not meet a month's requirement by any measure. The aid in my case is supposed to be 30 kg, which would allow three meals per day for sustenance for a month. Moreover, I would like to point out that no other aid has been provided apart from food. Having received no help, we are compelled to sell parts of our rations to purchase oil, coffee, lentils, onions, and other vegetables since the support from the projects does not provide these.

4.4.2. Lack of effective coordination among stakeholders

Lack of effective coordination among stakeholders is a critical problem that leads organizations to focus on the same aspects of support, which creates redundancy which affects the diversified nature of the support. The coordination between the donors and the government is weak; there is no regular monitoring and evaluation regarding the support they provide.

The recent budget cut from the USAID has had a significant impact on the ongoing regular food aid and humanitarian assistance mainly within the three IDP campsites. The situation exacerbated the already existing crisis in Ethiopia where the government alone can keep in providing those urgent basic humanitarian needs for the residents without immediate intervention and alternative funding mechanisms and support from international and multi-national organizations who are mainly working on the humanitarian sector unless the well-being of displaced populations and the broader community remains at significant risk. A disaster risk management coordinator explains the situation as follows:

The cessation of funds by USAID and other USAID-funded projects put a profound consequence on the humanitarian aid, which endangers the livelihoods of 23,635 IDPs who relied on the support of those projects. Currently, GOAL Ethiopia and Jerusalem Children and Community Development Organization (JeCCDO) are the only two organizations that are operating within the IDP camps, providing medical service provisions and other important life-saving support, which makes the situation of the IDPs at a critical junction where government and important stakeholders have to be involved before it gets out of control.

4.4.3. Lack of inclusive policy towards the IDPs

Institutional response was another pillar of the protection and assistance of IDPs. However, the setting up of adequate and responsible institutional mechanisms on behalf of IDPs has not been an easy task in the past. This could be attributable either to the magnitude and complexity of the problem itself, which went beyond the capacity and expertise of a single agency, or to a lack of

political will or even open opposition to the creation of such a mechanism, seeing it as a first step towards the encroachment of state sovereignty.

The lack of inclusive policies towards internally displaced persons (IDPs) in Ethiopia has significantly undermined their protection, dignity, and access to essential services. Despite the scale of internal displacement driven by conflict, climate change, and communal violence, Ethiopia's national response has often been fragmented and underfunded. IDPs frequently face prolonged displacement with limited access to shelter, education, healthcare, and livelihoods. This exclusion from comprehensive national development plans and social services results in marginalization and deepens vulnerabilities, especially among women, children, and persons with disabilities. Additionally, the absence of clear legal frameworks or institutional coordination mechanisms exacerbates the challenges in delivering durable solutions for IDPs.

According to Kidest (2023), in order to ensure the necessary protection and assistance of IDPs, existence of robust legal and institutional framework is a must. One of the pillars for protection and assistance of IDPs is existence of responsible institutions. However, due to complex nature of the problem or lack of political will, it is not possible to find a single institution which is mandated to safeguard the rights of IDPs internationally.

Our country ratified the Kampala Convention in 2020 which obliges the state to prevent displacement, protect and assist IDPs, and their integration or voluntary returns in safety and dignity despite the existing situation is in contrast to the convention. Ratification and domesticating the Kampala Convention require states parties to take legislative reform as well as designate an institutional focal point. As a sovereign state, Ethiopia is required under

international human rights treaties and other instruments to provide for the protection and assistance needs of internal displacement.

In response to internal displacement, the state's national framework contains legislation, policies, strategies, and action plans. Among these, national legislation is the key pillar of the national framework, which gives legal effect to rights, provides appropriate remedies, and addresses institutional structure. Besides the Kampala Convention, which is ratified to address the issue of internal displacement in the country, there are also other general legislation, policies, and guidance that are relevant to IDPs. Moreover, the UNHCR and the UN Guiding Principles emphasize the responsibility of national governments to uphold the rights of IDPs, including access to justice, participation in decision-making, and protection from discrimination. The limited initiative from the Ethiopian government on these international principles and frameworks reveals a gap between legal commitments and practical action. Narrowing this gap requires strong policy reforms, resource allocation, and active engagement with displaced communities to create inclusive, rights-based responses that align with international and regional obligations. A UNHCR Project Coordinator explains the situation as follows:

The IDPs' issue is given priority when the incident took place where everyone is involved to contribute its part for media coverage and reporting. In the aftermath, they start to suffer serious challenges. Also, government policy towards IDPs didn't receive sufficient attention by the government and local authorities since there is no comprehensive policy guideline towards IDPs to provide humanitarian support on a consistent basis, which is one of the major problems that should be addressed through a continuous commitment from the government especially.

Various international and intergovernmental institutions have been taking part in different phases of displacement. Nevertheless, there is no exclusive institution which is mandated globally for protection and assistance of IDPs. Due to this structural problem, different actors have engaged themselves based on their preference of involvement, which in turn causes protection gap to IDPs.

According to Tsegay and Kiya (2023) the role of actors and institutions in deterring displacement and providing timely responses is crucial to creating a stable society and remaining prepared for emergencies and developmental purposes. Enacted IDP laws and policies require an institutional mechanism for effective delivery and implementation at national and local levels. An expert involved in durable solutions' intervention in Ethiopia described the problem thus: The state has the primary responsibility to take care of IDPs. They are citizens of the country that they live in and therefore have every right that other citizen enjoy. The international community or other non-state actors have a supplementary and/or complementary role but do not replace its role.

4.5. Results from Observation

The researcher carried out a careful and mindful observation (see checklist in Appendix III) that was held throughout the data collection phase. Sitting in the campsites, walking around, and talking to people for some explanation, the researcher carried out a meaningful observation. The remaining careful observation was not to intrude on the flow of normal life and to understand the types of service provided and the quality of basic service in line with its challenges with the surrounding environment. In order to do this, there were questions like how do the people conduct their day-to-day activities, how far is the distance of the camps from important social services, how are the housing arrangements organized, how are the toilets and baths arranged,

did they have signs on them, what does the infrastructure look like, and did they have enough electricity lights during the evening to walk around the campsites? In this case it will explore the general experience of internally displaced persons (IDPs) in the study area, Debre Birahn town, Amhara region.

The checklist, which is attached to Annex III of this paper, tries to express the part of the research objective that mainly deals with the quality of basic service provisions and challenges. Be it lack of basic service provisions to lead their livelihoods or other contributing factors, one can easily see their worry and disappointment from the looks of their faces. Most of the inhabitants lead a subsistence life with their families, with the scarce humanitarian assistance they receive from the campsites they get and consume within a few days.

In general, most of them did not have much to eat or wear. Walking along within the center of the IPD campsites without any activities that affected their initiative to take part in any useful activities. It is easy to see IDPs standing in the corners, seeing if anything comes along. I saw sometimes that the same group of IDPs was at the same spot in five days. They stand in groups; those who stand alone are mostly talking about their future. I also met IDPs who were playing different games in a dusty place during the day to pass time. The places where they live and the areas where they spend their days are not clean. So are the clothes they wear.

4.6. Discussion of the Study Findings

This section presented the discussion of the study in line with the research questions and reviewed literature. The main objective of the study is to explore the quality of basic service provisions faced by internally displaced persons (IDPs) in Debre Birhan, a town in the Amhara

regional state-selected IDP campsites. Looking into how significant and common challenges faced by IDPs in Debre Birhan town and the role played by important stakeholders will be the main discussion part. In Debre Birhan town, internally displaced persons (IDPs) face multiple challenges. The most significant challenges are the basic service provision constraints and economic, sociocultural, political, safety, and security issues.

The basic service provisions constraints are observed among the IPDs who have been lacking access to sufficient food supply on a regular basis to feed their families; poorly constructed infrastructure such as shelter, roads, toilets, and baths; health care services; and education are the major ones. According to ES/NFI Cluster Field Assessment Mission Report in March,2025 in Amhara region ,most shelters have exceeded their intended lifespan, with significant and prevalent issues including structural damage, leaks, and overcrowding, communal hangars, duplex shelters, and tents are deteriorating, some to the point of being, or have already, totally collapsed.

The economic constraints are observed among the IDPs who have lost their income-generating activities in their habitual residence, where they don't have sufficient income to fulfill their basic needs or to engage in any economic activities in the host communities, which creates serious setbacks in their needs and demands. Internal displacement separates people from their land, assets, belongings, workplace, social networks, service providers and consumers. In their host areas, IDPs often compete with local workers for employment, and their arrival also increases demand for goods and services, which may push up prices. These consequences, which all have an economic as well as human cost, are relatively well documented and have a direct impact on IDPs' economic status and ability to sustain dignified livelihoods(IDMC ,2018).

Sociocultural constraints are also another critical aspect of the IDPs, where IDPs face serious cultural barriers to interacting with the host communities, which include languages, cultural practices, and ways of life.

Political constraints are also another challenge where the IPDs are victims of such challenges. They face serious challenges, violence, obstacles, and torture, which lead them to become IPDs.

Safety and security constraints high population density in these camps has led to increased protection concerns, particularly regarding gender-based violence. According to Gebreselassie et.al, (2024) the social and community networks that typically provide protection for women are disrupted during displacement. In displacement settings, traditional social norms and safeguards may collapse, making women more vulnerable to gender-based violence. Due to their limited access to financial resources, displaced women are particularly vulnerable to abuse and exploitation, including forced marriages and sexual assault.

Overcrowding, inadequate lighting and security measures create environments where vulnerable individuals, especially women and children, are at heightened risk. According to Janet et al, (2023) Lack of adequate access to sanitary facilities and clean water. This led to poor hygiene and sanitation within the camps. The shelters did not have proper waste and drainage systems, and the latrines were built far from the shelters, making them hard to access at the night.

IDPs unable to find decent work have little choice but to resort to other less secure and sometimes dangerous income-generating activities. Some displaced children are obliged to earn an income, putting them in danger in unsafe work and reducing their chances of more secure employment through education (IDMC, 2018). According to Janet et al, (2023) Loss of income rendered the parents helpless with respect to providing their children with basic necessities.

Income insecurity has negatively aggravated access to basic needs such as food, shelter, clothing, and healthcare, causing uncertainty in IDP livelihoods.

4.6.1. Coping strategies of the IDPs with challenges

The IDPs navigate the system through begging, social support, a culture centred on sharing, reducing their eating frequency and adjusting to the new cost of living; however, this proved to be difficult. They managed by participating in work activities and relying on the formal support system. Discrimination, lack of space for work, and lack of access to income sources that are salaried greatly hindered adaptation to these shifts. Gaps in public service provision, absence of safety nets, lack of employment opportunities, and inadequate IDP policies greatly hinder the transformative capacities of the IDPs.

4.6.2. Lack of durable solution

The IDPs obtain monetary support and other resources from family, friends, and even neighbours owing to their bonding social capital. These social support systems enabled many of the IDPs to acquire resources that assist in dealing with food scarcity.

The response to IDPs in Ethiopia is basically focused on temporary humanitarian assistance rather than long-lasting or durable solutions. With regard to the necessary legal frameworks, there is a step taken by the government to adopt a proclamation for the protection of the rights of IDPs in Ethiopia. However, the IDPs' situation in Ethiopia is becoming worse and protracted, and the government is not going at the required pace to adopt such a law. Moreover, as we have discussed in the above section, the existing legal provisions are not tailored to the specific

situations and needs of IDPs in order to find and implement durable solutions. (Kidest, 2023, page 57).

The protection and assistance of IDPs becomes complete when there is an institution mainly entrusted with the responsibility for dealing with matters of internal displacement and the consequences arising there from. Institutional dimension is one pillar of the responses addressing the diverse needs of persons under actual or potential threat of displacement. These may include devising mechanisms for early warning systems with a view to preventing the crisis of internal displacement and rendering with prompt, effective and responsible remedies for those actually uprooted from their familiar environment (UNDP, 2023).

As far as my study related to IDPs from the Debre Birahn town selected campsite is concerned, the researcher found some findings similar to previous research and some new findings.

The first result from this study shows that the majority of the IDPs came from the Wollega region with a Muslim religious background as a result of the ongoing conflicts between the federal government and the Oromo Liberation Front, which led them to become IDPs. The main reason for their displacement is to escape conflicts, looking for protection and better opportunities for basic social services is what they hoped for. At the beginning of their displacement, they are able to receive the services they hoped for, most importantly protection, where they can have some kind of stable life compared with their original place of displacement, where somehow they perceive their lives are improved. Unfortunately, their basic service delivery didn't last long as a result of various bureaucracies where they find themselves in deep problems where they aren't able to lead their livelihoods as they expected.

The second result from this study shows that the IDPs have not received sufficient basic humanitarian services, which include food, which is not provided on a regular basis. According to WHO and FAO, the minimum food ration per person for IDPs in emergency situations is 15 kg per person, but what they actually receive at the moment is less than 15 kg, and it is not provided in a constant way, which affects their livelihoods. The main reasons for this are shortages of funding, resource constraints, underfunding of humanitarian responses, political and bureaucratic reasons, and logistical challenges. One of our key informants explain the situation as follows:

The IDPs complain a lot about the food delivery and shortage they are facing and every everyday come to our office to complain about the quantity, quality, and duration of support, which sometimes they will wait until three months to receive. While on our side, we communicate with regional authorities and the regional disaster risk management office, which leads the program to provide us different reasons for the delay, which creates a serious challenge to feed the IDPs.

The third result from this study shows that the IDPs and the infrastructure of the campsites are poorly constructed, where they can't provide the proper basic service provisions to their inhabitants, which lack proper toilets, baths, lights, roads, and shelters, which significantly affects their livelihoods. From the focused group discussion in the Woynesht camp, the participants explain the situation below.

We have been suffering from the poor infrastructure settings in the IDP campsite since we joined the camp in 2020, where we are lacking properly constructed toilets and baths to take care of our personal hygiene and medical facilities with basic equipment and

medication for regular follow-up on our health status. Moreover, we don't have proper roads and lights to go around the camps, especially during the evening, where some disabled, elderly, and children are facing recurrent accidents. And lack of school and educational material support within the camp and the nearby areas contribute their part to school dropout. We strongly suggest the respective government authorities see our issues and provide us with possible solutions.

Chapter Five

Conclusion, Implications and Recommendation

5.1. Conclusion

This study aimed to explore the challenges of providing quality adequate basic service challenges within the IDP campsites within Debre Birhan Town, Amhara region's selected campsites. Through a qualitative research method, the study provided detailed information on basic service challenges for IDP inhabitants at Debre Birhan town and how their lives will improve. The service provided to the IDPs is facing a serious challenge where it requires immediate intervention from important stakeholders before the situation gets worse.

In response to the research question, what are the major causes for the low quality of basic services provisions in Debre Birahn town, the researcher found the weak response from the government towards their basic needs, the decline of the stakeholders' engagement, and the recent budget cut from USAID. Even though the three main factors have their own role, almost all of the research participants replied that the recent cessation of the USAID budget cut was the main leading factor that aggravated the already existing problem. The research participants replied that there is high demand for food supply and most families are facing serious food shortages where they can't be able to sustain their lives without compromising their needs by feeding their children and elder members of the family. The situation is particularly worsening among children, elders, and disabled members of the IDPs.

In regard to the recent cessation of the USAID budget cut almost all projects operating within the three campsites stopped their operation with immediate effect starting from February 2025 which significantly affects all the humanitarian and saving operations support which poses a great

threat to the survival it's in inhabitants meanwhile only two organization are operating in the area currently, GOAL Ethiopia with their limited available resources they provides a primary health care services which includes primary screening of patients ,provide counseling, medication support and referral services for further medical investigation and treatment for complex issues to the city federal government hospitals. The other one is the Jerusalem Children and Community Development Organization (JeCCDO) which provides water, sanitation and kitchen utilities for the IDPs based on their available resources. Moreover, the government is unable to the respond the needs of the IPDs with its limited budget and lack of continuous support from partners and stakeholders at least in providing their urgent needs mainly food supply to sustain their lives until things are improved and shelter which is the next more important thing before the rainy season comes which complicated their current situations.

Presently, in fact, the IDPs are facing serious multiple challenges that endanger their existence, and it requires immediate intervention from the respective government authorities, donors, international organizations, and other stakeholders.

5.2. Implications for Service

The study findings indicated that, based on the data collected from in-depth interviews, key informant interviews, and focus group discussions, the absence of strong stakeholders' involvement in the provision of basic services in IDP camps exacerbated the current crisis of the humanitarian situation and poor basic quality service provisions. Also provides important implications for the improvement of basic service provisions to IDPs in Debre Birhan town selected campsites; the following are the major ones.

It provides demographics, which help governments and NGOs tailor services to where the needs are most critical to ensure that resources, which include food, shelter, water, and sanitation, are efficiently distributed, identifies vulnerable groups so that specialized services can be planned and allocated accordingly, real-time insights help humanitarian actors to respond quickly to new displacements or worsening conditions, identifies the need for temporary or permanent education facilities, language support, and materials, helps in setting up mobile clinics or health posts based on IDP settlement patterns and health profiles, understanding IDP skills and economic needs can shape vocational training or cash-for-work programs, design of financial support services to reduce dependency on aid and helps governments and international agencies decide whether to support return, local integration, or resettlement.

The situation requires immediate intervention and response from all the responsible stakeholders working in the humanitarian field to take possible measures and action to provide immediate interventions through providing life-saving aid most importantly food and shelter before the situation gets worse and out of control.

5.2.1. Implications for Policy

In the process of conducting this study, the researcher identified that there is an existing policy gap that neglects IDPs', which lack a comprehensive policy framework; also, there is no domestic law or policy to help translate these provisions into actual guidance or tools for the better assistance of IDPs. In contrast, chapter three of the Ethiopian constitution states that fundamental rights and freedoms, entitle everyone, which in effect includes IDPs, to the enjoyment of human rights. These rights mainly include the right to life, liberty, privacy,

property, equality, and other socio-economic, civil and political rights, which are applied to IDPs like every other citizen.

Even if those proclamations and policies are written, there is no effective policy towards IDPs; there is the IDP proclamation that is in the process of being drafted soon, but it needs more work to be done to implement this policy, which will provide effective and efficient policy towards IDPs. In this regard, the research findings of this study will contribute as an input for future studies in the area of IDPs. Based on my research findings, my recommendations are:., Identify the power and functions of the federal and state governments as well as the host state and the state where the displacement occurred in finding and implementing durable solutions, develop and implement strong policy framework tailored to the context and issues of IDPs, adopt with the country's context and abide by international norms and principles of return, reintegration, and relocation by providing effective legal remedies, conducting participatory peace building and sincere reconciliation within the lower level of the community, providing basic services, and ensuring security of the areas prone to conflict.

5.2.2. Implications for research

In the process of conducting this study, the researcher struggled to find studies that have looked into the quality of basic service provisions and their challenges. It's very difficult to find different published articles in basic service provisions to internally displaced persons.

The role played by government, donors, international organizations, and other stakeholders, including local authorities more focused on attempting to provide temporary assistance instead of providing durable solutions, which included empowering IDPs to engage in various activities,

including economic activities to generate income and interact with local communities, which serve as social capital.

The research implies the need for more studies that look into the role of other IDP centers and organizations with a similar establishment in supporting IDPs. First, the research provides important up-to-date information for future researcher uses as an input; second, this study will be instrumental in influencing national policies to create an enabling environment for IDPs to receive a better quality service through local and international cooperation to have a decent life and permanent relocation to their original habitual residence as a durable solution. And, third, it provides awareness to the public of how the current situation of IDPs' livelihoods looks like in Debre Birhan, IDP campsites.

5.2.3. Implication for Social Work Education

The level of quality of the basic service of Internally Displaced Persons (IDPs) in Debre Birhan town, Ethiopia influences on social work education. The curricular structures of social work education need to be modified because IDPs are most often confronted with unmet needs of basic services as well as health care education, shelter and psychosocial work, and social work education has to prepare professionals to address humanitarian challenges effectively. This would involve increasing students' awareness of displacement dynamics, trauma-informed care, rights-based responses and culturally sensitive interventions.

In addition, field training should focus on community engagement, policy advocacy, and partnership with local governments and NGOs to enhance service delivery. Social work education, by incorporating these aspects, is able to graduate professionals able to contribute to

the health and resilience of expelled populations in situations like those in the Debre Birhan area.

Students learn from this research; they get the current living conditions of IDPs with the demographic data so they grasp knowledge of the campsites where they engage more in the future to engage in other research works to provide sustainable solutions for IDPs, which align with the social work education courses and theories they learn in the classrooms with practical knowledge on the fields, since social work is a dynamic discipline where they can engage in various areas related to IDP works.

Moreover, it provides insight for instructors and lecturers to include some of the findings in their teaching materials, most importantly field practice works, to involve them in practical works to apply their knowledge in supporting the IDPs and supporting their community.

5.2.4. Lessons for Stakeholders

The study findings indicated that, based on the data collected from in-depth interviews, key informant interviews, and focus group discussions, the absence of strong stakeholders' involvement in the provision of basic services in IDP camps exacerbated the current crisis of the humanitarian situation and poor basic quality service provisions. The researcher highlighted how the results impacted the IDP camps, government, different stakeholders, and IDPs:

This research provides important implication for the IDP camps which includes; establish participatory governance structures involving IDP representatives, facilitate regular community meetings for feedback and decision-making, train IDP leaders on rights, conflict resolution, and camp coordination, provide formal and non-formal education programs, access to health care,

food, and education services, train community leaders in first aid, offer vocational training and income-generating activities, support access to markets and microfinance, work with governments to document IDPs and provide legal identity, facilitate return or relocation processes when safe and voluntary, and conduct regular needs assessments and impact evaluations.

This research provides important implication for the government which includes; assign medical professionals and medical supplies to areas with high IDP concentrations with a high risk for communicable and infectious disease, provide displaced children with access to temporary or integrated schooling, identify gaps and set up appropriate facilities to prevent disease outbreaks, work on planning temporary housing solutions that respect dignity and cultural norms, and create social protection schemes that include IDPs in public welfare programs with appropriate budgets to support areas with the highest displacement pressures. And develop accountability mechanisms to ensure government obligations are met and monitoring systems to track service delivery and IDP conditions.

This research provides important implication for different stakeholder includes; design more targeted and effective programs based on real data about IDP demographics, needs, vulnerabilities, and gaps in service delivery, which helps to prioritize limited resources toward the most urgent needs or underserved areas. Also, they can support policy development, legal frameworks, and advocacy efforts to improve IDP rights and inclusion in national systems. Moreover, they are working to identify overlaps, duplications, or gaps in service provision; improve inter-agency coordination and reduce inefficiencies; and encourage inclusion of local actors, IDPs themselves, and host communities in service design and delivery.

This research provides important implication for IDPs includes; forming committees or representative groups to advocate for their needs, engage in small-scale livelihood activities (tailoring, vending, barber shop) and share knowledge and skills within the IDP community to support health, education, or vocational training; take part in needs assessments and community meetings; report service gaps and protection concerns through feedback channels and peer to peer support groups within the campsite.

The situation requires immediate intervention and response from all the responsible stakeholders working in the humanitarian field to take possible measures and action to provide immediate interventions through providing live-saving aid most importantly food and shelter before the situation gets worse and out of control.

5.3. Recommendations

Provision of basic services is mandatory, particularly for the displaced households; however, with some exceptional IDP campsites, accessing these services was impossible. This condition leads to extra cost to find schools in far places, and also students will be forced to drop their educations, which expose them to juvenile delinquency. Interruption of formal education, loss of services, and violation of civil and human rights are the other extremes of displacement (IDMC 2021). Most relocation sites are found very far from the former area, which requires high transport costs for their day-to-day activities, which is entirely different from the former area, where most of the services were found close by. Therefore, the concerned bodies (the government) had better afford basic infrastructures such as schools, health centers, and roads to the displaced households.

To this effect, the following recommendations are put forward:

- The federal government and regional authorities have to work in coordination for the smooth delivery of basic services to IDPs.
- Ensure consistent and timely food distributions, aiming for predictable delivery intervals to help households plan and manage their resources more effectively.
- In order to provide timely and adequate humanitarian assistance to IDPs, the government should allocate a separate budget that could administer the issue, and the government should give attention to prevention to minimize the humanitarian cost and suffering.
- Establishing clear lines of communication and coordination between different stakeholders, including government agencies, NGOs, and community organizations.
- Urgently repair and maintain existing shelter structures to prevent further deterioration and collapse.
- Establish one specific independent institution with relevant resources to safely and voluntarily return, resettle, or integrate IDPs in accordance with the international standards.
- Adopt a whole-of-government approach for coordinated and comprehensive responses to durable solutions for IDPs in accordance with the international standards.

- International organizations, humanitarian agencies, NGOs, donors, and other appropriate actors should assist the government in finding and implementing sustainable solutions for IDPs. This is one way to end the problems with regard to internal displacement.
- Government should create safe and secure passage of personnel and equipment of humanitarian actors by discharging its primary responsibility of ensuring peace and security

throughout the country so that IDPs can get immediate and adequate humanitarian assistance.

- Government should abide by international norms and principles of return, reintegration and relocation by providing effective legal remedies; conducting participatory peace building and sincere reconciliation within the lower level of the community; providing basic service and ensuring security of the areas prone to conflict as well.
- Programs specifically targeting IDPs can address the specific characteristics and vulnerabilities of IDPs, including programs that support to empower themselves through various economic activities and vocational trainings.
- Including IDPs in standard social protection programs may be an efficient mechanism to expand coverage and reach larger numbers of IDPs.

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Appendix

Consent Form

Dear respondent,

I would like to express gratitude for having your time for this interview. My name is Demeke Getahun and I am a postgraduate social work student in the Addis Ababa university extension programme school of 2025. I am conducting this study as my MA in social work requirement. This study is about exploring the quality of basic service challenges in Internally Displaced Persons (IDPs) in Debre Berhan town three selected IDP campsites. As a result I would like to talk to you about your experiences during your stay in this camp.

This is to ensure you that this interview will not proceed without your consent. Kindly be aware that all responses will be kept confidential. And your identity will remain anonymous. Please be aware that your responses will be recorded for data accuracy purpose however will be presented coded and will not contain your actual name. At any time of the interview please be informed that you have the full right to withdraw from the process and end the interview at any time. If you have questions, please let me know before I proceed?

Are you willing to participate in this interview? Yes _____ No _____

Instrument one: In Depth Interview participant

To be conducted with IDPs those have been receiving the services given by the camp administration, donors and other stakeholder's. With the section criteria below

1. Must be currently residing in one of the selected IDP camp in Debre Birhan town
2. Have lived in the camp for at least 1 year and above to ensure familiarity with services:
3. Aged 18 years and above and
4. Willing and able to provide informed consent

I. Socio-demographic Information

1. Family Size _____
3. Place of origin before displaced _____
4. Duration in month since settled to the site _____
5. How many household members you have under 18yrs _____
6. Educational status of the IDP family members?
7. What is the main source of your income before getting displaced?

II. Guiding questions related with the quality of basic service provisions, challenges and intervention in the campsite.

1. Could you please describe a typical day in the IDP camp?
2. What services do you expect to receive from the IDP camp?
3. Can you explain what services are actually available to you? And the services are enough to full fill your basic needs?
4. Reflecting on your expectations, which services do you feel are lacking in the IDP campsites?
5. What are the available responses of the government towards the basic services of the IDPs in the campsites?

6. Tell me about the stakeholders involved in supporting you?
7. Could you describe how your children education is affect?
8. Can you explain the effectiveness of the intervention made by stakeholders and its shortcomings? And what do you suggest for further improvement?
9. Can you tell me your general comment and suggestion on the overall services provide to the IPDs?

Instrument two: Key informant participant

A questionnaire to the selected Debre Birhan IDP camps committees, project coordinator and Disaster risk management office supervisors and stakeholders from UNHCR office who have been closely working on the area with IDPs.

Background information:

Name: -----

Position in the organization: -----

Year of service in the organization: -----

Educational Qualification-----

Working Sector: -----

1. Tell me about your role and engagement in relation to the IDP population in the Debre Birhan IPD campsites?
2. What are the services you and your office or organization providing to the IDPs population in the Debre Birhan IPD campsites?
3. Do you think the services provided to the IDP population are sufficient to fulfill their basic needs? If not.....why?

4. What are the major challenges in providing the basic services the IDP population?
5. In which priority areas of basic service provisions your organization operating?
6. Do you think the coordination among stakeholder is sufficient to provide the basic needs of IDPs? If notWhy?
7. 6. What kinds of solutions /support did the government give to the displaced people? And what are strategies for durable solutions for IDPs of this campsite? -*

Instrument Three: Checklist for Observation

1. Location of resettlement site in relation to accessibility to social services.
2. The housing structures of the resettlement site like rooms size, classes, sanitation, how it organized.
3. Infrastructures available in the resettlement site like water, electricity, sanitation, latrine, waste management...
4. Physical and social capital available in and around resettlement site.
5. Psychological condition and feelings of the IDPs when visited by outsider and speaking to third party about their status.