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**Addis Ababa University**  
**College of Education and Behavioural Studies**  
**School of Psychology**

**Assessing Protection Support and Access to Public Services of the Eritrean  
Refugees in Alemwach Settlement, Dabat Woreda, Amhara Region**

**By: Tamirat Mezgebu**

**June 2024**

**Addis Ababa, Ethiopia**

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**A Thesis Submitted to School of Psychology, College of Education and  
Behavioural Studies, Addis Ababa University in Partial Fulfilment of the  
Requirements for the Master of Arts Degree in Social Psychology**

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**Advisor: Abebaw Minaye (PHD)**

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## DECLARATION

This research paper report is my original work and has not been submitted for an award of a degree in any university.

Signed \_\_\_\_\_ Date \_\_\_\_\_

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This research document report has been submitted for an examination with my approval as Thesis Advisor.

Signed \_\_\_\_\_ Date.....

Abebaw Minaye (PHD)

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## Table of Contents

<b>Titles</b>	<b>Page No</b>
ACKNOWLEDGMENT.....	i
List of Acronyms .....	iv
Abstract.....	v
Chapter One .....	1
Introduction.....	1
1.1. Background of the study .....	1
1.2. Statement of the Problem.....	5
1.3.Research questions .....	7
1.4.General Objective of the Study .....	8
1.5. Rational of the study .....	8
1.6. Delimitation of the Study .....	8
1.7. Operational Definitions .....	8
Chapter Two.....	11
Literature Review.....	11
2.1 Theoretical Models and Approaches for Refugee Protection and Response .....	11
2.1.1 Basic Need Approach.....	12
2.1.2 KUNZs Refugee Theory.....	13
2.1.3 Assimilation or Acculturation Model .....	13
2.2 Refugees in Ethiopia: Support and Protection .....	14
2.3. Refugee protection .....	16
2.4 Psycho-social challenges of refugees.....	20
2.4.1 Psychological wellbeing of Refugees.....	23
2.4.2 Indicators of Psychological wellbeing.....	24
2.5 Social challenges of refugees .....	26
2.6. Social relation challenges of refugees with the host country communities .....	28
2.7 Access to services for Refugees .....	31
2.8 Access to public services for Eritrean refugees .....	33

Chapter Three.....	35
Research Methodology .....	35
3.1 Design of the study.....	35
3.2 Target Population .....	35
3.3. Sampling Technique.....	36
3.4. Tools of data collection .....	37
3.5. Method of Data Analysis.....	39
3.6 Significance of the Study .....	41
3.7 Problems encountered during data collection .....	41
3.8 Ethical Consideration .....	42
Chapter Four .....	43
Data Presentation, Analysis and Interpretation.....	43
4.1 Demographic background of respondents.....	44
4.2 Protection services for Eritrean Refugees.....	45
4.3 Access to Public Services for Refugees with the host communities in Alemwach .....	47
4.4 Psychological challenges of Eritrean refugees in Alemwach .....	50
4.5 The Eritrean Refugees and their relationship with the host community in terms of accessing public services.....	56
Chapter Five.....	63
Discussion, Conclusion and Recommendation.....	63
5.1 Discussion .....	63
5.2 Conclusion .....	65
5.3 Recommendations.....	68
References.....	71
Appendix.....	75

## **List of Acronyms**

<b>ANE</b>	Action for the Needy Ethiopia
<b>CRRF</b>	Comprehensive Refugee Response Framework
<b>CVT</b>	Centre for Victims of Torture
<b>DICAC</b>	Development and Inter-Church Aid Commission
<b>EECMY</b>	Ethiopian Evangelical Church Mekane Yesus
<b>FGD</b>	Focus Group Discussion
<b>GCR</b>	Global Compact for Refugees
<b>GO</b>	Governmental Organizations
<b>HIS</b>	Innovative Humanitarian Solutions
<b>HRW</b>	Human Rights Watch
<b>KII</b>	Key Informant Interview
<b>MTI</b>	Medical Teams International
<b>NGO</b>	Non-Governmental Organizations
<b>PIE</b>	Plan International Ethiopia
<b>RaDO</b>	Rehabilitation and Development Organization
<b>RCC</b>	Refugee Central committee
<b>RCM</b>	Refugee Coordination Model
<b>RRS</b>	Refugee and Returnee Service
<b>TPLF</b>	Tigray Peoples Liberation Front
<b>UNHCR</b>	United Nations High commissioner for Refugees
<b>WFP</b>	World Food Program
<b>WV</b>	World Vision
<b>OSC</b>	One Stop Centre
<b>SOP</b>	Standard Operating Procedures
<b>MoWSA</b>	Ministry of Women and Social Affairs
<b>NSPP</b>	National Social Protection Policy
<b>NSPS</b>	National Social Protection Strategy
<b>OAU</b>	Organization of African Union
<b>VAWC</b>	Violence Against Women and Children

## Abstract

*The primary aim of this study was to assess the protection support and access to public services for Eritrean refugees in the Alemwach Settlement, situated in the Dabat woreda, Amhara Region. For this study 216 refugee community members were participated and also including refugee committee, different stalk holders from GO and NGO participated for FGD and KII. The participants included Eritrean refugees living in the Alemwach settlement in Dabat, Amhara. The study addressed three main research questions. A mixed-methods approach was utilized, combining both quantitative and qualitative data collection methods. The qualitative methods included: Focus Group Discussions (FGDs) with refugee community members and stakeholders from both government organizations (GOs) and non-governmental organizations (NGOs).34 participants were part of the FGD with different sessions. Key Informant Interviews (KIIs) with service providers, humanitarian organizations, and government officials based in Dabat. For quantitative method two Standardized questionnaires for social and psychological wellbeing of refugees were employed. The research also used secondary documents. The study examined how Eritrean refugees receive support and protection services from government and non-governmental organizations in the Alemwach settlement. The findings revealed that access to basic public services for Eritrean refugees is inadequate due to various challenges, including logistical issues and insufficient infrastructure. The study explored the psychological challenges faced by refugees, who were secondarily displaced from former camps in the Tigray region to Alemwach in the Amhara region. Using a standardized psychological and social wellbeing scale, the study found that while most refugees have adjusted to their new environment, some still need additional psychosocial support due to past traumatic experiences. Despite these challenges, both the refugee and host communities generally maintained a positive outlook. The study assessed how refugees access and share public services with the host community, following the UNHCR's integrated area based approach. The results identified gaps and challenges in accessing shared services, such as healthcare and education. Several unmet needs were highlighted, including camp security, opportunities for social interaction and participation, movement restrictions, and access to education and health services. The study also identified significant unmet psychosocial needs and gaps between the services required by refugees and those provided by agencies and humanitarian organizations, largely due to budget constraints. Key unmet needs include: Security within the camp; Opportunities for social interaction and participation; Freedom of movement.; Access to education and health services; Legal needs, such as documentation for new births and ID cards and Proof of registration for refugees. A simple descriptive analysis was conducted to understand the support provided to the Eritrean refugee community and their access to basic public services in the Alemwach settlement. The findings underscore the need for improved support mechanisms and better service provision to meet the needs of Eritrean refugees in the region.*

**Key words:** protection support; Eritrean refugees; access to public services; psychosocial support, unmet needs

# Chapter One

## Introduction

### 1.1. Background of the study

A refugee is a person who has been forced to flee their country because of persecution, war, or violence. A refugee has a well-founded fear of persecution for reasons of race, religion, nationality, political opinion, or membership in a particular social group. Most likely, they cannot return home or are afraid to do so. War and ethnic, tribal, and religious violence are leading causes of refugees fleeing their countries. (Goodwin-Gill, G. S., & McAdam, J. (2007).

On the other hand, the United Nations High Commissioner for Refugees (UNHCR), which is the UN refugee agency stated that, the refugee definition is declaratory, i.e., a person is a refugee as soon as s/he fulfils the criteria contained in the definition. This would necessarily occur prior to a formal determination of her/his refugee status. Until such determination is made it must be assumed that those who have crossed an international border to escape a risk of serious harm in their country of origin are refugees and should be treated as such (Hathaway, J. C. (2005).

The refugee agency also stated that the term refugee can be used and applied both in emergency and non-emergency situations and can under no circumstances be changed, restricted or suspended. According to UNHCR, emergency situations, do not allow for time and resource intensive individual status determination. Group determination on the basis of a *prima facie* recognition of refugee status may be more suitable in emergency situations.

The primary and universal definition of a refugee is contained in the 1951 Refugee Convention. Extended definitions are contained in regional instruments in Africa and Latin America. It is vital to clarify which refugee definition applies in a given host country taking into account national and international laws.

Overall refugees are people who have fled war, violence, conflict or persecution and have crossed an international border to find safety in another country. They often have had to flee with little more than the clothes on their back, leaving behind homes, possessions, jobs and loved ones. On the other hand, refugees are defined and protected in international law. The 1951

Refugee Convention is a key legal document and defines a refugee as follows: *“Someone, who is unable or unwilling to return to his/her country of origin owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion.”*

Based on the 2024 displaced population planning figure, currently in the world based on more comprehensive statistics compiled, an estimated 130.8 million people have been forcibly displaced by persecution, conflict, violence, human rights violations and events seriously disturbing public order. Among this 30,731,428 million are refugees whereas the rest peoples are internally displaced persons, returnees, Persons under UNHCR's statelessness mandate, persons and Other people in need of international protection who are waiting the result of their status claim. As per UNHCR, among this most of them are hosted in low- and middle-income countries like Ethiopia. <https://reporting.unhcr.org/global-appeal-2024-6383>

Providing emergency help to those forced to flee is often the first step towards long-term protection and rehabilitation. To meet these and other operational needs, UNHCR has developed a global network of suppliers, specialist agencies and partners. Projects can range from dispatching emergency teams to the scene of a crisis, providing emergency food, shelter, water and medical supplies, and arranging major airlifts for a large exodus of refugees using buses or a flotilla of small boats for smaller numbers of fleeing civilians. Among a host of other programmes, there are projects to help protect the environment, build schools and raise awareness of such problems as HIV/AIDS (<https://www.unhcr.org/2023>). The fact is establishing such kind of projects and/or programs can support both host and refugee communities as well.

Regarding the refugee population in Ethiopia, there are a large number of refugees specifically and mainly from South Sudan, Somalia and Eritrea. With a representation office in Addis Ababa, UNHCR has a robust field presence in Afar 57,698 (6.5%), Amhara 22,046 (2.5%), Benishangul-Gumuz 76,770 (8.6%), Gambella 381,720 (42.9%), Oromia 4,037 (0.5%), Somali 252,503 (28.4%) and Tigray 2,029 (0.2%), Addis Ababa 74,353 (8.4%), SNNPR 4,938 (0.6%) and dispersed locations 14,215 (1.6%) of regions as well with a total of 930,000 persons of concerns in the country. At the Leaders’ Summit in September 2016 Ethiopia made nine pledges on Education, Out of Camp Policy, Documentation, Local Integration, Basic Social Services and Work and Livelihoods (four pledges) to respond to the needs of refugees in a more

comprehensive and sustainable manner. Ethiopia was an early leader in pursuing the Comprehensive Refugee Response Framework (CRRF), (Shell-Duncan, B., & Mekonnen, G. (2019)

The UNHCR Ethiopia operation focuses on emergency response to the different refugee situations, addressing protection needs of refugees and promoting their self-reliance in line with the Global Compact on Refugees (GCR, 2016). After the Northern war in Ethiopia, Eritrean refugees fled from their former camp in Tigray region of different camps (Mai Aini, Shimelba, Hitsats and Adi Harush) to Alemwach refugee settlement in Amhara region.

According to the UN refugee agency (UNHCR), Working together with the Ethiopian Government's Refugees and Returnees Service (RRS) and partners, we have also been able to assist more than 7,000 Eritrean refugees who had been stranded in the Mai Aini and Adi Harush camps in western Tigray. They have been relocated to the recently established Alemwach site in Amhara region, where more than 22,000 Eritrean refugees and asylum-seekers are now living. In Alemwach, people are supported with assistance and essential services. (UNHCR:2022).



Figure: refugee population figure per region in Ethiopia/ source=UNHCR data portal

As stated by Solomon et al (2022), in Ethiopia, the refugee communities have been documented to affect the local host in several ways (Vemuru et al. 2020; Watol & Assefa 2018).

Economically, the arrival of the refugee communities and the accompanying relief activities create a market for local agricultural products and services, increase commercial activity and trade, and provide a unique set of skills and knowledge to the local economy. Socially, refugees and host communities interact with each other at markets, religious ceremonies, wedding and funeral services, sport places, and public infrastructure while using services (e.g., health, education). Intermarriages, which create social connections between host and refugee communities, are also common. On the other hand, the arrival of refugees also raise the price of basic goods and services, create competition for employment opportunities, and increased pressure on the local environment. Refugee presence can also breed local insecurity, including petty thefts and violent robbery, where economic precarity and ethnic differences (between refugee and host communities) were prevalent. In host communities, where adolescents are the largest demographic group, refugee presence could also increase Gender-Based Violence, leading to a high prevalence of sexual violence, unintended pregnancies, and sexually transmitted diseases, such as HIV (Gebrehiwet et al. 2020). In terms of public services, such as water, education, and health, refugee presence has been associated with increased access to those services (Vemuru et al. 2020).

Eritrean refugees who were previously settled in Tigray region faced difficulties after the Northern war between Tigrayan forces and the Ethiopian government broke out. They faced different challenges which forced them to escape and seek for better protection and other support to nearby regions i.e. in Amhara, and Afar regions and even fled far to the capital Addis Ababa. Those who fled to Amhara region, initially about thousands of Eritreans travelled to the region by their own means and later many of them were supported by UNHCR, IOM and RRS to be resettled in the Alemwach settlement.

There are organizations who work for the well-being of Eritrean refugees in Amhara region like for instance UNHCR, Refugee and Returnee Service (RRS), Innovative Humanitarian Solutions (HIS), DICAC (Development and Inter-Church Aid Commission), Plan International Ethiopia, Action for the Needy in Ethiopia (ANE), EECMY (Ethiopian Evangelical Church Mekane Yesus), RaDO (Rehabilitation and Development Organization), MTI (Medical Teams International), CVT (Centre for Victims of Torture) and WFP (World Food Program) are operational and implementing partners or humanitarian organizations who are jointly working

with the UN refugee agency which particularly provides assistance including education service, GBV prevention and response, food service, non-food item support, child protection and other related packages for Eritrean refugees in Alemwach refugee settlement in Dabat, Amhara region.

## **1.2. Statement of the Problem**

Ethiopia has a long-standing history of hosting refugees. The country maintains an open-door policy for refugee inflows and allows humanitarian access and protection to those seeking asylum on its territory. In 2004, a national Refugee Proclamation was enacted based on the international and regional refugee conventions to which Ethiopia is a party (the 1951 Convention relating to the Status of Refugees, and its 1967 Protocol and the 1969 Convention Governing the Specific Aspects of Refugee Problems in Africa “OAU Convention”). Ethiopia’s parliament adopted revisions to its existing national refugee law on 17 January 2019, which introduced extremely helpful provisions making it one of the most progressive refugee proclamations in Africa.

As of February 2023, there are over 924,000 refugees and asylum seekers residing in Ethiopia. The overwhelming majority originated from South Sudan, Somalia and Eritrea. ([unrefugees.org/emergencies/ethiopia/](https://www.unrefugees.org/emergencies/ethiopia/)). The majority live in 24 refugee camps established across five regional states. Over 70,000 others also reside in the capital Addis Ababa as urban refugees. From the total 47% of the refugees are women and girls, while 59% are children. Ethiopia also has 4.2 million internally displaced persons (IDPs) and over 1.5 million IDP returnees, largely resulting from the ongoing conflict in northern Ethiopia and localized conflicts and tensions in different parts of the country, [unhcr.org](https://www.unhcr.org/) (2023). Thus, there are close to seven million people of concern in the country.

It is a fact that, international support and solidarity is vital to ensure the implementation of the wide range of rights granted to refugees by Ethiopia during the last three years. The country’s revised laws grant refugees the right to work and access social services, facilitating their inclusion among the communities where they live in Ethiopia. Resources are needed to expand existing social services and infrastructure in health, education, water and sanitation, environmental protection, social protection and employment as part of the broad refugee response.

As stated by Mulu Getachew (2018), unfortunately, the moment of departure to en route flight- is characterized by the presence of security forces, unpredictable outcome of crossing the militarized border and the subsequent camp life – anticipated with varying degrees of unease as a result of unpredictable future and protracted situation, all make the social environment of the refugees uncertain.

Eritreans are among the refugees in Ethiopia who fled from their country of origin due to different factors and reasons. These Eritrean origin refugees were living in four camps in Tigray region of Ethiopia until November 2020 with respect and dignity, before the war between the Tigray Peoples Liberation Front (TPLF) and the Ethiopian government broke out.

Due to the Northern war, the Eritrean refugees in all four refugee camps in Tigray region are highly impacted. The main impact is related to their safety and well-being. Thousands of Eritrean refugees were caught up in the conflict, which forced them to secondarily flee to neighbouring regions like Amhara and Afar.

The thousands of Eritrean refugees from Mai Aini, Adi Harush, Hitsats and Shimelba refugee camps in the Tigray region of Ethiopia were highly affected by the war. Of which Eritrean refugees were scared and struggling to get enough to eat, lacking medicine and with little or no access to clean water. In addition, their second fleeing to another region is also a challenge which exposed them to other protection concerns and absence of basic services, unable to get public services as a right holder.(HRW:2021)

The Eritrean refugees who relocated to Amhara region in Alemwach are exposed to live with the new culture, with the new society, and also with new social settings. As a result of war between the Tigrayan forces and the federal government of Ethiopia which started in November 2020. Thus, Eritrean refugees are among the most vulnerable populations affected by the atrocities. They faced displacement and deteriorating humanitarian situation as a result of the northern war in Ethiopia. Hundreds of thousands of Eritreans have sought refuge in Ethiopia in recent decades, and the country currently has more than 100,000 Eritrean refugees. They have fled some of the worst human rights conditions in the world (Gebrehiwet,T:2020).

After the deadly northern war, Eritrean refugees run away to safe places like Amhara region, Afar region and Addis Ababa. Whereas some others are also spontaneously returned to their

country of origin. Currently according to the RRS and UNHCR there are 22,046 registered Eritrean refugees in Alemwach settlement in Dabat of the Amhara region.

According to Human Rights Watch between November 2020 and January 2021, belligerent Eritrean and Tigrayan forces alternatively occupied the Hitsats and Shimelba refugee camps that housed thousands of Eritrean refugees, and committed numerous abuses. Eritrean forces also targeted Tigrayans living in communities surrounding the camps. Fighting that broke out in mid-July in Mai Aini and Adi Harush, the two other functioning refugee camps, again left refugees in urgent need of protection and assistance (hrw.org-2021). The assessment focusing on the Eritrean refugee experiences related with protection support and access to services, their secondary movement, psychological challenges as well as the impact of their interaction with the host community in Alemwach settlement of Amhara region is not done so far.

The assessment focused on the protection support and their relation to the new host community regarding public services in Dabat town due to their secondary movement from Tigray region camps to Alemwach settlement in Amhara region is not done so far.

Thus, this particular research examined the Eritrean refugee protection and response by host government and partner organizations, psychosocial challenges and their interaction with the surrounding host community in Dabat city Alemwach settlement.

### **1.3. Research questions**

This study is expected to answer the following research questions.

1. How are Eritrean refugees are getting protection support from Governmental and Non-Governmental Organizations in Alemwach settlement?
2. How do Eritrean refugees in Alemwach settlement adjust with the social and psychological challenges they face with in Alemwach settlement and with the surrounding host community?
3. To what extent have the Eritrean refugees' access and share public services within the host community in Alemwach settlement, Dabat wordeda?

#### **1.4. General Objective of the Study**

The general objective of this study is assess the protection support and access to public services of Eritrean refugees in Alemwach refugee Settlement of Dabat woreda, Amhara region.

#### **1.5. Rational of the study**

The current researcher is interested in this specific title or area because of different reasons. The first is as a staff member in the refugee area, he worked in Gambella refugee operations, in Semera refugee and IDP operations. These experiences awoke in him a social psychological and personal interest in refugees and their lives. The other is observing different psycho-social challenges of the Eritreans in Alemwach settlement, his exposure to different claims of those displaced people during field visit, partner monitoring, different opinions of host community members and government officials during meetings related to Eritrean refugees in Alemwach, Dabat and anywhere else. In addition, the Eritrean refugees' protection and other service support experiences and consequences related with their secondary movement due to the northern war has got less attention. Thus, it is this observation and the absence of research by academicians or humanitarian organizations on this specific issue that led me to do my exploration.

#### **1.6. Delimitation of the Study**

This research's primary aim is to assess the protection support and access to public services of the Eritrean refugees in Alemwach refugee settlement in Amhara region. In addition, the study focused on assessing the psychological and social wellbeing of Eritrean refugees who are relocated since November 2020 from their former camp in Tigray region to Amhara region of Alemwach refugee settlement of Dabat due to the northern war between the Ethiopian government and Tigrayan forces. Therefore, the study is delimited to cover registered Eritrean refugees who are living in Alemwach, Amhara Region, Ethiopia.

#### **1.7. Operational Definitions**

- **Access to services for refugees-** The physical accessibility of services, unambiguous referral and registration procedures, affordability, alignment with the values and

expectations of service users, and availability of interpreters and translations when required are all necessary for migrants, refugees, and asylum seekers to effectively access assistance.

- **Asylum seeker**-An asylum seeker is a person who has left their country and is seeking protection from persecution and serious human rights violations in another country, but who hasn't yet been legally recognized as a refugee and is waiting to receive a decision on their asylum claim.
- **Host community**- A community that hosts large populations of refugees or internally displaced persons, whether in camps, integrated into households, or independently.
- **Host country**- the country that takes in and provides support for refugees and asylum seekers, typically for an extended length of time.
- **Integrated area based approach**- approach in which the host community and refugees share resources like health, education, and WASH. UNHCR intends to upgrade current facilities rather than construct new ones.
- **Protection of refugees**- all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and spirit of the relevant bodies of law, namely human rights law, international humanitarian law and refugee law.
- **Psychological problems**: In the present study the psychological problems include the problems such as anxiety, depression, loneliness, and stress experienced by the refugees.
- **Psychological wellbeing**- Psychological well-being can be defined as the presence of positive feelings (e.g., good self-esteem) or the absence of negative feelings (e.g., symptoms of depression or anxiety).
- **Refugees**-According to the revised Ethiopian refugee law, Refugees are people who have fled their countries to escape conflict, violence, or persecution and have sought safety in another country.
- **Social adjustment**- Social adjustment refers to an individual's actual attainment of those goals, including the ability to function in different social roles (e.g., worker, parent, spouse,

student), to enjoy leisure and recreational activities, and to care for oneself (Mueser, Bellack, Morrison, & Wixted, 1990).

- **Social challenge-** Most commonly the impact of an individual's ability to initiate and maintain close relationships. When people don't develop meaningful connections with others, this can lead to loneliness, isolation, and a lack of social support.

## Chapter Two

### Literature Review

#### 2.1 Theoretical Models and Approaches for Refugee Protection and Response

Based on the United Nations High Commissioner for Refugees (UNHCR) application of the model called the Refugee Coordination Model (RCM) issued in December 2013 provides a framework for leading, coordinating and delivering refugee operations. It articulates and consolidates coordination practices with the goal of achieving the best possible protection of and assistance to refugees and addresses situations where large-scale responses require UNHCR's support and that of international humanitarian actors. (Loescher, G.:2001).

Accordingly, the RCM:

- Outlines UNHCR's roles and responsibilities in refugee operations and mixed displacement situations.
- Provides an inclusive platform for planning and coordinating refugee operations.
- Clarifies modes of coordination in relation to broader humanitarian coordination structures, including the IASC cluster system. Under the overall leadership of the host government, partnership based and inclusive coordination is a pre-condition of an effective refugee emergency response operation. Effective coordination and leadership has a direct impact on the delivery of protection and assistance to refugees. By re-articulating UNHCR's role in the context of a changed inter-agency and operating environment, it reaffirms the integrity of the mandate and accountability of the High Commissioner for Refugee to the General Assembly and UNHCR's authorized refugee leadership (Ibid).

In addition, it is well known that UNHCR has effectively led and managed refugee operations for decades. On the other hand there are different approaches and theories which strengthen refugee protection and response as well.

### **2.1.1 Basic Need Approach**

The United Nations High Commissioner for Refugees (UNHCR) Basic Needs Approach is a comprehensive framework aimed at ensuring that the essential needs of refugees and displaced persons are met. This approach is part of UNHCR's efforts to provide humanitarian aid and protection to individuals forced to flee their homes due to conflict, persecution, or natural disasters. (UNHCR:2021). The Basic Needs Approach encompasses several key components:

**Shelter:** Ensuring that refugees have access to safe, adequate, and appropriate living conditions. This includes the provision of emergency shelters, tents, and eventually more durable housing solutions.

**Food Security and Nutrition:** Providing access to sufficient, safe, and nutritious food to meet dietary needs and preferences for an active and healthy life. This may involve direct food distribution, food vouchers, or cash assistance to purchase food.

**Water, Sanitation, and Hygiene (WASH):** Ensuring access to safe drinking water, adequate sanitation facilities, and promoting hygiene practices to prevent waterborne diseases and maintain health.

**Health:** Providing access to essential healthcare services, including primary healthcare, maternal and child health, vaccination programs, and mental health support.

**Education:** Ensuring access to educational opportunities for children and adults, including primary, secondary, and tertiary education, as well as vocational training.

**Protection:** Safeguarding the rights and dignity of refugees, including legal protection, prevention of gender-based violence, and support for vulnerable groups such as children and the elderly.

**Livelihoods:** Supporting refugees in gaining access to income-generating activities and employment opportunities to enhance self-reliance and reduce dependency on humanitarian aid.

**Non-Food Items (NFIs):** Providing essential household items such as blankets, cooking utensils, clothing, and other basic supplies necessary for daily living.

**Community Empowerment and Participation:** Encouraging the active participation of refugees in decision-making processes and community initiatives to enhance social cohesion and resilience.

The UNHCR Basic Needs Approach aims to address these critical areas through coordinated and multi-sectoral interventions, ensuring that refugees can live with dignity and have their fundamental human rights respected. This approach also emphasizes the importance of sustainability and long-term solutions, promoting the integration of refugees into host communities or preparing for eventual return to their home countries when conditions allow.

### **2.1.2 KUNZs Refugee Theory**

Kunz (1981) argues that refugees have three categories of identification with the country they are leaving and that this is regardless of whether they are anticipatory refugees or acute refugees. The three categories are: majority-identified refugees, events-alienated refugees and self-alienated refugees.

In order to explain how refugees can be classified, Kunz (1981:44) divided them into three distinct groups, derived from refugees' attitudes towards their displacement. Those refugees whose opposition to political and social events at home is shared by their compatriots, both refugees and those who remain in home areas, are called majority identified refugees. Refugees who have left their home areas because of active or latent discrimination against the group to which they belong, frequently retain little interest in what occurs in their former homes once they have left. These refugees, who feel irreconcilably alienated from their fellow citizens, Kunz calls events related refugees. A third type of refugee includes people who decided to leave their home country for a variety of individual reasons. These self-alienated refugees feel alienated from their society not by any active policy of that society, but rather by some personal philosophy. (Ibid)

### **2.1.3 Assimilation or Acculturation Model**

This model relates with this specific study through because as the study aims to assess the refugees relation with the surrounding host community it helps to understand and as Berry (2005) stated, to discover if there is a relationship between acculturation and adaptation to life in the new culture. He added that, acculturation is experienced by immigrants, refugees or anybody

taking an extended stay in a foreign country. Thus, the model helps to understand the idea of Eritrean refugee interaction and social adjustment to the new environment as well.

This model involves the complete adoption of the ways of life of the new cultural group, resulting in the assimilated group losing nearly all of its original or native culture. One model that focuses more on the population (i.e., immigrants and refugees) than on the problem (i.e., substance abuse) is the assimilation (or acculturation) model. This model describes new comers (i.e., immigrants and refugees) as adopting the host country's customs and patterns of substance use. This means that immigrants and refugees may likely adopt substance use habits that are more reflective of their current surroundings rather than their country of origin. This is not definitive however, and the literature is mixed. Both D'Avanzo (1997) and Rebhun (1998) reported that people might simply continue the substance abuse patterns that they participated in while living in their country of origin. This may explain the immigrant paradox discussed previously; the longer that immigrants and refugees and their families stay in the United States, the higher their risk for substance abuse. This would make sense as first-generation migrant peoples would have a foreign country of origin, but second-generation would be living in their country of origin and thus only have their current location (with all of its influences, culture, etc.) as a frame of reference.

## **2.2 Refugees in Ethiopia: Support and Protection**

Governments normally guarantee the basic human rights and physical security of their citizens. But when people become refugees this safety net disappears and they become vulnerable. (Hathaway, J. C. (2005).

Accordingly, as per the United Nations High Commissioner for Refugees (UNHCR), refugees fleeing war or persecution can be very vulnerable. They have no protection from their own state and it is often their own government that is persecuting them. If other countries do not let them in or protect them, they may be condemned to an intolerable situation where their basic rights, security and even their lives are in danger (Edwards, A., & Ferstman, C. (2010).

Ethiopia has open door policy for refugees and asylum seekers. As of March 31/2023, there are a total number of 890,309 registered refugees and asylum seekers in Ethiopia in nine locations from different origins that include Somalia, Sudan, Eritrea, Rwanda, Burundi, Angola, Liberia,

Djibouti, Uganda, Congo, and Yemen (Kassa, T. (2022). Among this most of them are mainly owing to their being a country that is bordered by the most volatile and conflict-ridden countries (Sudan, Somalia, Eritrea) in the region, Horn of Africa.

Recently due to the new influx of Somalia refugees and asylum seekers which appropriately estimated 98,000 (registration on going) number of newly arrived asylum seekers and refugees from Somalia to Somalia who are hosted in Ethiopian Somalia region a place called of Bokh and surrounding areas.

In addition, the new influx due to violence in Sudan peoples are fleeing to Ethiopia via Benishangul gumuz and Amhara regions. The armed conflict in Sudan that escalated on 15 April 2023, is leading to the forceful displacements of persons from Sudan to neighbouring countries, including Ethiopia. UNHCR has been actively involved in the response in Metema, through multi sector support, to ensure the protection of refugees and asylum seekers. The operational response put in place is principally focused on the screening and recording of persons seeking international protection, responding to life saving protection needs such as feeding, access to health, operationalization of the protection desk to address varied protection concerns and doing referrals to appropriate services. UNHCR's intervention in the crisis is ongoing in 3 sites, at the Kumer settlement, the transit site and at the Metema border entry point, in Amhara region. The new site in Awlala is currently being developed to host the refugee population.

With the progressive advance of RSF across strategic Sudanese cities many people are moving to safer cities closer to the borders. The estimated number of persons fleeing through the Matema border into Ethiopia, given by the Ethiopian immigration services and IOM speaks of around 300 and 400 people per day. This population fleeing the war is made up largely of Sudanese and Ethiopians returnees as well as other nationalities. Most of the new arrivals (especially Sudanese) obtain entry visas in Metema Immigration Office to transit to Addis via Gondar and continue outside of Ethiopia without seeking international protection. (UNHCR.org/data/2024/. As of April 2024 more than 23,000 asylum seekers are registered via west Gondor of Metema entry point, and settled in Both Awulala and kumer refugee settlement sites.

On the other hand, in 2023 an uptick in violence in northern Somalia's Lascanood city has pushed close to 100,000 people to flee to a remote area of Ethiopia's Somali region.

As indicated from UNHCR data index, out of such huge refugee population Eritreans represent 18.5% or 164,271 in number, who are mostly living in Afar, Tigray, Amhara regions and Addis Ababa city administrations. (Ibid)

Before the war in Tigray, Eritrean refugees were enjoying their right in Tigray region like any other asylum seekers in the country. Since, then an armed conflict erupted in Ethiopia on 4 November 2020 between the Tigray People's Liberation Front (TPLF) regional government in Tigray and the central government in Addis Ababa. Since then, the situation has been extremely volatile. Later on after the Eritrean government participated in the war, it becomes complex and affected the Eritrean refugees in Tigray region of Ethiopia.

Such incident made many Eritrean refugees to run away to nearby areas and regions where they think is safe like Afar and Amhara. As a particularly exposed and vulnerable group, Eritreans sheltered in camps close to the border were caught between all fronts. Even before the conflict in Tigray erupted, refugees had become a bargaining chip in the political fighting between the central and regional governments. The central government refugee agency encountered more and more difficulties in cooperating with the authorities in Tigray. In 2020, the regional government finally resisted plans for the closure and the merging of camps. (Campbell, J. R. :2021)

Before the Northern war incident, there were four camps namely Shire, Embamadre, Adi Harush and hitsats refugee camps which hosted Eritrean origin refugees in Tigray region.

### **2.3. Refugee protection**

Refugee protection refers to the legal, social, and humanitarian measures implemented by states, international organizations, and civil society to safeguard the rights and well-being of refugees. It encompasses a range of actions aimed at ensuring refugees are able to live in safety and dignity, free from persecution, violence, and discrimination. (Goodwin-Gill, G. S., & McAdam, J. (2007).

In fact, protection is primarily the responsibility of states and its agents. In the case of a state or government that is unwilling or unable to protect its own citizens for any given reason, these individuals have the right to seek asylum elsewhere, which is stipulated in the 1951 Geneva Convention's definition of a refugee. The 1951 Refugee Convention and the 1967 Protocol are at

the cornerstone of the international legal framework for refugee protection as they establish the main principles on which refugee protection is based – such as the Principle of non-refoulement and the principle of Non-discrimination.

In general, in developing countries like Ethiopia, the provision of protection and services for refugees often aligns with reference to international standards set by the 1951 Refugee Convention and other relevant national and international legal frameworks. However, the capacity to deliver these services can be influenced by the host country's resources and infrastructure. Despite these challenges, developing countries strive to offer the following basic services to refugees: (Arar, R., & FitzGerald, D. S. (2021).

- ✓ Non-Refoulement Principle: Refugees are protected from being returned to countries where they may face persecution or serious harm.
- ✓ Registration and Documentation /Legal Recognition: Refugees are registered and provided with identity documents, which are crucial for accessing various services and legal protection.
- ✓ Shelter and Housing-Accommodation: Refugees are provided with temporary shelters, camps, or housing in host communities. Efforts are made to ensure these accommodations are safe and meet basic living standards.
- ✓ Food Assistance: Refugees receive food aid either through direct food distributions or cash-based transfers, often supported by international organizations like the World Food Programme (WFP).
- ✓ Access to Medical Services: Refugees have access to primary healthcare, including maternal and child health services, vaccinations, and emergency medical care. Services are often provided through public health facilities or dedicated refugee health centers.
- ✓ Water, Sanitation, and Hygiene (WASH) Facilities: Provision of clean drinking water, sanitation facilities, and hygiene supplies to prevent disease and maintain health standards.
- ✓ Primary Education: Refugee children are provided access to primary education, often through integration into local schools or in dedicated refugee schools.

- ✓ Secondary and Higher Education: Opportunities for secondary and higher education are available, though these are more limited and often supported by international scholarships and programs.
- ✓ Livelihoods and Employment/ Income-Generating Activities: Refugees are encouraged to participate in income-generating activities, vocational training, and sometimes access to employment, depending on host country policies.
- ✓ Legal Assistance: Refugees receive legal assistance to navigate asylum processes and protect their rights.
- ✓ Social Services: Psychosocial support, counseling, and social integration programs are provided to help refugees adapt to their new environment.
- ✓ Protection of Vulnerable Groups/ Special Support: Targeted support for vulnerable groups such as women, children, the elderly, and individuals with disabilities. This includes protection from gender-based violence and trafficking.
- ✓ Community Centers: Establishment of community centers where refugees can access various services, receive information, and participate in community activities.
- ✓ Access to Justice/ Legal Redress: Mechanisms for refugees to report and seek redress for rights violations and to ensure access to justice. (Ibid)

In accordance with international and national refugee law, refugee protection encompasses measures aimed at ensuring the fundamental human rights of refugees. The Refugee Resettlement Service (RRS), as a governmental entity, bears primary responsibility for ensuring the physical safety and human rights of refugees. The United Nations High Commissioner for Refugees (UNHCR) and its collaborating organizations collaborate closely to uphold the rights of refugees and asylum seekers. Throughout the refugee program lifecycle—from inception and implementation to camp closure—partners systematically incorporate a protection framework. This approach mandates collective responsibility, involving local governmental structures, camp partners, administrators, and refugees themselves (Goodwin-Gill & McAdam, 2007; UNHCR, 2021).

With around 946,000 refugees and asylum seekers living there, mostly from South Sudan, Somalia, and Eritrea, Ethiopia is the third-largest host country in Africa. Ethiopia is taking in thousands of forcibly displaced persons at multiple points of entry in the wake of the recent

outbreaks of armed violence in Sudan (April 2023) and Lascaanood Somalia (February 2023). Together with other UN agencies, NGOs, and regional authorities, UNHCR and the Ethiopian government, through the Refugees and Returnees Service (RRS), are striving to offer secure access to asylum, documentation, protection, and solutions to individuals in need of humanitarian assistance.

Refugees are right holders, thus in the host country they are entitled to have to get different support and protection services from the host government and other humanitarian organizations. The Government of Ethiopia is currently providing Refugee Protection services to refugees of more than 21 nationalities based on the 1951 UN Refugee Convention and its 1967 Protocol, the 1969 OAU convention as well as its own refugee law enacted in 2004. Prima facie as well as individual screening and registration/recognition is given to refugees mainly originating from South Sudan, Somalia, Eritrea, the Sudan, Yemen, and the Great Lakes Region where UNHCR has an observer status. (Kassa, T. (2022)

The Ethiopian Refugees Proclamation, coupled with the National Social Protection Policy (NSPP) and National Social Protection Strategy (NSPS), provide the overarching policy directions for the provision of social protection to refugees. No further policy framework was introduced during this period, however, which expounds on the extent to which refugees and nationals have access to basic levels of assistance. The social protection system in Ethiopia has continued to face several gaps and challenges. The policy framework lacks a comprehensive and integrated framework, with weak budget allocation and limited partnership forums hindering a coordinated response at the national level. Program planning and implementation suffer from a lack of comprehensive standards and equitable implementation, along with limited public participation in program design. (Ibid)

The institutional arrangement and capacity of the social protection system also has weaknesses. The social welfare system lacks specialized social workers, inadequate oversight, and service delivery for vulnerable groups. In practice, UNHCR and other international humanitarian partners have continued to provide basic level of assistance to refugees, including to those with specific needs such as persons with disabilities and older persons. During the prescribed period, there has not been any attempt at creating an overarching framework for a dialogue between the Government and international partners with a view to gradually aligning aid, social protection

systems and support for refugees and host community members with specific needs, in terms of coverage, targeting and levels of benefits.

On the other hand, in terms of protection for vulnerable groups i.e women and girls, persons with disabilities, children and older persons; progressive steps have been taken to further implement the provision of the Refugees Proclamation that entitles refugee groups with specific needs to access government-provided care and protection systems in a manner comparable to nationals in the same situation during this period. Refugee children have been included in the National Strategy and Action Plan on Violence Against Women and Children (VAWC), 2021- 2026. Moreover, the One Stop Centre (OSC) Standard Operating Procedures (SOPs), which were introduced in 2022, have included refugees and asylum-seekers as equal beneficiaries of services provided in the Centres. The OSCs provide holistic response service to GBV survivors, including health, psychosocial, legal and safety and security. In addition, MoWSA introduced the Child Protection National Case Management Framework in 2019 which also benefits refugees.

The government counterpart for refugees also indicated that in collaboration with federal and regional law enforcement bodies in Ethiopia assume that their primary responsibility is to guarantee the refugee population's safety and protection. The responsibility of maintaining a civilian and humanitarian character in a refugee camp lies with RRS, with the support from relevant organizations which include UNHCR and other partners. Special services are also put in place for refugee with special needs including people with disabilities, unaccompanied and separated children, victims of sexual abuse, the elderly despite limited resources to cater the best to such vulnerable refugees. Moreover, Eritrean refugees in Amhara region as a right holders supposed to get proper physical protection, legal protection and other entitlements while there settling in Alemwach site as well.

## **2.4 Psycho-social challenges of refugees**

Globally, refugees are often exposed to highly traumatic events in their home country and during their migration journey. This results in higher rates of poor mental health than in the general population. The impact of refugee trauma often extends beyond the symptoms of individuals to have a broader impact on families and communities (Silove, Ventevogel, & Rees, 2017).

According to G. Zucca, refugees' mental well-being should be considered as constantly interacting with the various aspects in context. Going well beyond the mere intrapsychic level, the well-being of each refugee includes the fit, or lack of fit, between the individual and the meaningful context around him/her, (G. Zucca, 2015:33).

G. Zucca added that, the term mental well-being is meant differently from the term mental health. While the latter emphasises the absence of mental disorders, the term mental well-being focuses on the presence of a full and creative life, where the cognitive, emotional and behavioural dimensions appear harmonically integrate. Being a refugee, as seen already, is located primarily within a legal framework, not a psychological one. This means that even when refugees show psychological or psychiatric signs of distress, these are not primarily related to the legal and political dimensions involved.

In addition, Mental health is regarded as one of several aspects of the wider concept of health, which implies that health cannot be achieved without mental health. The World Health Organization (WHO) views mental health as “a state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community” (World Health Organization, 2018).

With experiences of armed conflict and human rights violations from their countries of origin (COO), refugees typically have been exposed to several types of potentially traumatic events before resettlement in the host country. The association between traumatic experiences and PTSD is well established, but factors contributing to mental ill health among refugees go 11 beyond war related PTEs. Rather than looking solely at the impact of traumatic experiences, living conditions for refugees could be seen as a continuum of stress (Silove, Tarn, Bowles, & Reid, 1991) cited in Andreas Malm (2022), including experiences of war and human rights violations in the country of origin, via harsh living conditions in post-conflict zones or during transition, to experiences of daily stress in the country of resettlement.

As stated from the article by Fegert JM, Diehl C, et al, (2018/12:5), Refugees who have fled from war zones are at significantly increased risk for post-traumatic stress syndrome (PTSD) and other trauma-related disorders, which may lead to dysfunctional behaviors that impair their ability to cope with social and/or family life. They stressed that, these behaviors burden the

entire family system of those affected and complicate the already great challenges of integration into a new society. Hence, it is important that treatment be provided as early as possible.

The modern and holistic perspective of psycho social theory puts the term psychosocial as an ex-post concept, used to basically stress the interconnectedness between the psychological and wider social dimensions of human experiences. As indicated in Jong (2011:29-30) cited by Senait M (2016:21), the conceptual construct of psychosocial projects distinguish two components of the term, namely, the psychological component and the sociological component. While the former provides support that facilitates the reconnection of the affected individual to his or her environment, community and culture, by providing the support services at the individual level, the latter aims to re-integrate the individual or groups of affected individuals by creating an environment that facilitates the re-integration. Inherently, thus, the package needs to start from an early introduction of structured and contextualized diagnostic intervention approaches aimed at identifying the real psycho-social problems, along with the needs therein.

From UNHCR's approach to mental health and psycho-social support in displacement, addressing mental health and psycho-social support (MHPSS) needs is an integral part of UNHCR's approach to the protection of refugees and other displaced people. Experiences of displacement due to armed conflict, persecution, or disasters put significant psychological and social stress on individuals, families and communities. People not only experience atrocities prior to or during flight, their living conditions once they have reached safety can also impose significant stress and hardship. Moreover, people with preexisting mental health conditions often face major protection risks during forced displacement.” (unhcr.org/2019).

Besides, in perspective of such approaches, this research conceives psycho-social defined as a person's overall well being. This includes all aspects of a person's life which affects their well being including emotional, psychological, social, and legal or environment dimensions. Clearly then, such a conception of psycho-social support will provide the basis for developing well tailored, cohesive plan of action. Proper implementation of humanitarian intervention would be able to meet psycho-social needs of the refugees thereby enabling them to live normal and productive lives as well.

### 2.4.1 Psychological wellbeing of Refugees

The phrase “psychological well-being” is used to describe an individual's emotional health and overall functioning. The author of a study published in *Applied Psychology: Health and Well-Being* describes psychological well-being as “the combination of feeling good and functioning effectively.” Gallagher, M. W., & Lopez, S. J. (Eds.) (2018)

According to Carruthers and Hood, psychological wellbeing comprises of two components, an affective component (high positive affect and low negative affect) and a cognitive component (satisfaction with life). It is proposed that an individual experiences happiness when positive affect and satisfaction with life are both high (2004).

Moreover, migration is often not a simple and direct move from one country to another: country of origin to a country of destination or host country. They frequently access and reside in a number of countries (so-called countries of transit) before arriving in the country of their final destination. Whether they reside in a country of transit in the longer term may depend on several factors such as their economic resources, the success of temporary settlement in the country of transit and their entitlements to move on to other countries. Whether influenced by stressful events during migration or independent of these stressful events, refugees and migrants can suffer from mental disorders and might benefit from treatment in professional health services. Yet opening care is often hard for the givers, and some problems in access are common by all refugees. Depending on the educational level and background of an individual refugee or migrant, language barriers, the ability to interact with health care professionals and skills to express mental health problems can vary greatly (Giacco D, Priebe S. 2018).

For refugees, psychological wellbeing is profoundly affected by their experiences and circumstances (Silove et al., 2017 & Beiser, 2009).

- ❖ **Trauma and Mental Health:** Refugees often experience traumatic events such as war, violence, and persecution. These experiences can lead to mental health issues like PTSD, depression, and anxiety, which directly impact their psychological wellbeing.
- ❖ **Loss and Grief:** The loss of home, community, and loved ones can lead to profound grief and sadness, affecting emotional stability and life satisfaction.

- ❖ **Uncertainty and Stress:** The uncertainty of the asylum process, concerns about the future, and daily struggles to meet basic needs contribute to chronic stress, undermining psychological wellbeing.
- ❖ **Social Isolation:** Language barriers, cultural differences, and lack of social networks can lead to isolation and loneliness, which negatively impact psychological wellbeing.
- ❖ **Economic Hardship:** Financial instability and unemployment can lead to stress and a diminished sense of purpose and autonomy, affecting overall wellbeing.
- ❖ **Discrimination:** Experiencing discrimination and xenophobia can harm refugees' self-esteem, sense of belonging, and overall mental health.
- ❖ **Access to Support Services:** Limited access to mental health services, social support, and community resources in host countries can impede refugees' ability to improve their psychological wellbeing.

Promoting the psychological wellbeing of refugees requires comprehensive support, including mental health services, social integration programs, and efforts to reduce discrimination and provide economic opportunities. By addressing these factors, it is possible to enhance the overall mental health and quality of life for refugees.

#### **2.4.2 Indicators of Psychological wellbeing**

Psychological wellbeing has been defined in collaborating with six dimensions of psychological wellbeing, Self-acceptance, Purpose in life, Autonomy, Positive relationships, Personal growth Environmental mastery.

Psychosocial well-being is a superordinate construct that includes emotional or psychological well-being, as well as social and collective well-being. The term “quality of life” is similar to psychosocial well-being in that it involves emotional, social and physical components. (Giacco, D., Laxhman, N., Priebe, S. (2013))

A sense of purpose and meaning in life, positive relationships with others, autonomy, environmental mastery, self-acceptance, and personal development are all components of psychological well-being.

**Autonomy**-Some literature linked it with qualities as self-determination, independence, and the regulation of behavior from within. Self-actualizers are described as showing autonomous functioning and resistance to enculturation. The fully functioning person is described as having an internal locus of evaluation, whereby one does not look to others for approval, but evaluates oneself by personal standards. Individuation is seen to involve a deliverance from convention, in which the person no longer clings to the collective fears, beliefs, and laws of the masses. The process of turning inward in the later years is also seen by life-span developmentalists to give the person a sense of freedom from the norms governing everyday life (Ryff, 1996).

**Environmental mastery** - High scores show that the respondent is resourceful and masterful in handling environmental elements and activities, such as handling daily tasks and setting up circumstances to support personal needs.

**Personal Growth**- under this indicator, getting high scores indicate that the respondent continues to develop, is welcoming to new experiences, and recognizes improvement in behavior and self over time.

**Positive Relations**; in this case high scores reflect the respondent's engagement in meaningful relationships with others that include reciprocal empathy, intimacy, and affection.

**Purpose in life**-Mental health is defined to include beliefs that give one the feeling that there is purpose and meaning to life. The definition of maturity also emphasizes clear comprehension of life's purpose, a sense of directedness, and intentionality. The life-span development theories refer to a variety of changing purposes or goals in life, such as being productive and creative or achieving emotional integration in later life. Thus, one who functions positively has goals, intentions, and a sense of direction, all of which contribute to the feeling that life is meaningful (Ibid).

**Self-acceptance**- in this case is defined as a central feature of mental health as well as characteristic of Self-actualization, optimal functioning and maturity. Life span theories also emphasize acceptance of one's self and one's past life. Thus, holding positive attitudes toward oneself emerges as a central characteristic of positive psychological functioning (Ibid).

## 2.5 Social challenges of refugees

The study of social challenges in refugee research is crucial for understanding the holistic experiences of refugees, addressing their needs comprehensively, and promoting policies and practices that foster their integration and well-being in host countries.

According to Andreas Malm (2021:26), forced migration leads to the shattering of families, with children being separated from parents and siblings, and spouses being separated from each other. Refugees often have family members and relatives in their country of origin, where conflicts may still be ongoing, and where living conditions often are harsh.

As refugees reach their destination to a new place, there will be other challenges waiting for them to face. With the hope of better days ahead, they come to their new home with open arms, encouraged to walk that extra mile to achieve something big and to finally settle down and live a safe and stable life. Nevertheless, challenges keep arising, keeping this sense of belonging hard to reach – in the real meaning of being home. In addition, with all challenges refugee families find themselves against many challenges like for instance;

- The language barrier.
- The cultural differences.
- The hardships of obtaining medical and healthcare services.
- The house and accommodation procedure challenges.
- And at the top of all these problems comes the problem of raising children that refugee families face all at once and in a short time.

Keeping in mind the above challenges, prejudice and racism are the normal outcomes of the language barrier and the cultural differences between the local population and the refugee families in the hosting countries. In some refugee-hosting countries, the government provides educational and cultural courses for both sides – the local population and the refugees – to create and enhance the humanitarian bonding between them all in order to keep harmony in the country and keep chaos out of it.

However, some others didn't provide such educational programs, leaving each family in the hosting country to practice what they feel right; some found peace in reaching out to refugees

and helping them, and some families treated refugee families like dangerous diseases that need to be vanished out of their lives and their children's lives. The worst prejudice and racism practices happen in schools, universities, medical facilities, healthcare centers, and social services centers, not to mention the prejudice we see when a refugee applies to work even when they have all experiences, abilities, and certificates required for the job.

Accordingly, social inclusion requires solidarity - the belief that we have more in common than that which divides us. But social inclusion can be a challenge in societies that reject groups that come from a different culture, religion or ethnicity than theirs. As a result, refugees face obstacles that hinder their participation in the social, economic and political life of the host communities where they live. (Aleinikoff, T. A., & Chung, E. B. (Eds.). (2020)

As stated by UNHCR, there are different social inclusion challenges for refugees like fear, tension over limited resources, inclusion in the economic activities, access to public services like health, education and the like. In the nations where they have sought safety, refugees frequently face prejudice. This frequently manifests as stories that focus on an outsider's phobia, which can be based on anything from race and ethnicity to religion, language, wealth, and any other distinguishing characteristic. As a result, people may believe that immigrants and refugees pose a threat to the safety, economy, and culture of the area. Violence and social exclusion may result from this.

Sometimes, tensions between host communities and refugees result from concern over the use of local resources. In low to middle-income countries, some communities are already struggling to meet their needs and are concerned about refugee arrivals. Yet, tensions arose over issues such as how humanitarian aid would be distributed. This is why UNHCR makes sure to help both refugees and host communities.

The inability to find work is also a significant barrier for refugees' successful integration into society. While the right of refugees to work is embedded in the 1951 Refugee Convention, half of the member States do not recognize the rights of refugees to work legally or benefit from labor protections. Even States that grant the right to work usually impose conditions. (IBID)

When we refer the health and education services access, Refugees often come from countries facing war or poverty and they embark on long and exhausting journeys to seek international

protection. This often increases their vulnerability to diseases and mental health issues. Most refugee populations have limited access to health services and do not have the funds to get adequate treatment if needed. In order for refugees to be healthy and contribute actively to the development of their host community, they need to have access to quality health services.

Whereas regarding education, Refugee children in many parts of the world face discrimination when it comes to education. According to UNHCR, 3.7 million refugee children are out of school. Education allows refugees to recover a sense of purpose and dignity after the trauma of displacement, violence and persecution. Education also allows refugees to enter the labor market and become economically self-sufficient, breaking the dependency cycle. Thus, the lack of access to education puts refugees at risk of economic dependence and social exclusion.

## **2.6. Social relation challenges of refugees with the host country communities**

Developing countries that host refugees experience long-term economic, social, political and environmental impacts. From the moment of arrival, refugees may compete with local citizens for scarce resources such as water, food, housing and medical services.

As indicated from Schneiderheinze, et al (2020), an inflow of a large number of refugees represents a large challenge to any host community. This is especially true in developing countries with their limited financial and administrative capacities. Immediately, refugees require accommodation, housing, and key public services such as health care and education. Sooner or later, refugees will seek to provide for their own livelihood, look for work in the informal or formal labor market, and interact economically with the host economy in multiple ways. It can be difficult to distinguish between refugee and host in Ethiopia due to cross-border cultural and economic connections; common ties of kinship, language, and ethnicity; and relatively fluid attachments to national identity. This is true for almost all of its refugee-hosting regions, which are, other than Addis Ababa, situated at or near the country's border, Varalakshmi V, et al (2020).

According to Davis; cited by Eyael T (2016:15) there is high vulnerability within the community that host refugees in terms of access to the provision of basic services, their presence could have a negative impact. Such impact could be more pronounced within host communities facing socio-economic vulnerability. Hence, the presence of refugees becomes a burden on their

resource that is already overstretched. This becomes even more problematic when the duration within which refugees' settlement is extended or in other words when it becomes protracted (Davies, 2012).

Social adjustment in this case is the ability of refugees to fit or negotiate interactive aspect of the host culture, i.e, the community in which the refugees live with (WFP:2020). For current and future programmes targeting refugees and social cohesion is recommended to include more one on- one activities between refugees and the host community members to encourage closer interaction.

Different literatures and authors attempted to provide their own views about the challenges and opportunities of refugees on host community. Some views the presence of refugees as a challenge to the host community while others view refugees' presence as an opportunity to the host community. Still others view the presence of refugees as both challenges and opportunities to the host community.

The influx of refugees has one of the major cases for socio-economic problems. With the initial mass deforestation of forests for the camps deeply resent by local communities, after the established of camps, use the host land for cattle grazing or cutting down trees for construction or charcoal (UNHCR, 2015).

The presence of refugees in the host communities have seen their own opportunities particularly in the form of local market expansion, provision of cheap labor, medical, educational, and water facilities especially for those host community living close to camps (Whitaker, 2002). Moreover, Harrell-Bond (1986), viewed that refugees represent a problem or a burden, rather than an opportunity to host community. From the views of World Bank, (2011) the presences of refugees in the hosting country have both opportunities and challenges but the factors are complex and vary depending on the context, including the political economy of hosting countries, urban-rural interactions, and the nature of host-refugee relations (World Bank, 2011).

In Ethiopia, the categorization of an individual as a refugee or a host is complicated due to cross-border cultural and economic connections; common ties of kinship, language, and ethnicity; and relatively fluid attachments to national identity. In many places, the actual emergence of "host"

communities was in fact, due to the arrival of refugees in prior years and related humanitarian operations, which created new opportunities for commerce and trade.

Conflict in refugee-hosting areas is often related to pre-existing tensions among various ethnic groups and/or among residents treated as “indigenous” and those perceived as migrants from the highlands. Refugees and hosts have generally positive relationships, but compete for basic services, natural resources, and economic opportunities, with most refugees being poorer than hosts ( Hovil, L. (2020).

Accordingly, *based on research carried out in Benishangul-Gumuz, Gambella, and the Somali Regions and Addis Ababa*, the World bank shared the following list of the social dynamics between refugees and their Ethiopian hosts:

**Economic and Material Impacts:** While the arrival of refugees (and associated relief operations) has generally been associated with the expansion of commercial activity and trade, there is still a paucity of reliable income-earning opportunities for both refugees and hosts. Refugees mainly rely on aid, petty trade, alcohol sale, and collection and sale of firewood to make a living. On the other hand, host communities depend on agriculture and wage employment.

While remittances, especially for urban refugees, have created demand for local businesses, some hosts argue that this has also caused increase in prices for goods, and increased consumption of alcohol and khat (a mild natural stimulant). The most visible impact of the refugee presence is on forests and natural habitats, since refugees have relied on wood for cooking and heating, in particular. Constrained refugee livelihoods have also led to competition over resources, localized insecurity and theft. World bank shared the following list of the social dynamics between refugees and their Ethiopian hosts:

**Social Impacts:** Refugees and hosts share a positive relationship overall but with significant differences between groups. Repeated social and material exchanges foster relationships of trust: these include interactions while trading, at religious ceremonies or social occasions like weddings and funerals, sports events and while accessing shared social services. Inter-marriage plays an important role in creating social connections between communities and can materially improve individuals’ access to livelihoods and services.

**Gendered Impacts:** Almost all the impacts of displacement, including access to services and livelihood strategies, vary by gender. Women are disproportionately affected by violence and insecurity, although gender-based violence affects women from host and refugee communities alike. Sometimes, the presence of refugees and relief operations is associated with improvement in access to services for women. In these areas, the activities of non-governmental and international organizations have helped increase community awareness about women’s rights, child marriage and early pregnancy.

**Access to services:** The presence of refugees is associated with overall improved access to services—especially education and health. Although none of the services provided to refugees—water, education and health—are fully integrated, hosts and refugees can, to varying degrees, access all three. However, perceived inequities in access to and quality of services can lead to localized tensions between groups.

As Ethiopia seeks to implement its key refugee pledges related to work and livelihoods (which includes access to land), increased provision of social and basic services, and local integration for long-term refugees, a tailored approach in the different refugee hosting areas is critical. Clear communication and consultations are vital in shaping inter-group dynamics between refugees and hosts and could inform a development program driven by community-based needs assessments.

By better understanding the evolution of the relationship between host and refugee communities in Ethiopia, the World Bank hopes that it can support hosting governments in enabling these groups to live empowered and dignified lives and also draw lessons for other parts of the world contending with similar challenges.

## **2.7 Access to services for Refugees**

All human beings – irrespective of migration status – are equally entitled to the enjoyment of their human rights without discrimination. This includes all economic, social and cultural rights such as the rights to work, social security, and adequate standard of living, housing, health and education. While States can make legitimate distinctions in the delivery of services in order to ensure access to these rights, such distinctions may never be discriminatory. (Moeckli, D., Shah, S., Sivakumaran, S., & Harris, D. (2020).

Migration contributes to positive development outcomes and to realizing the goals of the 2030 Agenda for Sustainable Development. But migrants cannot contribute to society at their full potential unless their universal human rights, including access to basic services, are respected, protected and fulfilled at all times. (Skeldon, R. (Ed.). (2020)

Refugees are entitled to a range of basic services under international and regional legal instruments. The core legal instruments providing these protections include the 1951 Refugee Convention and its 1967 Protocol, regional agreements like the 1969 OAU Convention in Africa, the 1984 Cartagena Declaration in Latin America, Ethiopia revised refugee law and various human rights treaties.

According to UNHCR (2019) the reception of persons who may be refugees and their living conditions are of direct interest to UNHCR. A fair and effective reception policy should have, as its principal objective, humane, rights-respecting treatment that ensures that the life of an asylum-seeker is in all circumstances one of viability and dignity. Such a policy should be premised on an understanding that asylum-seekers are capable – if provided with the tools of language, skills development and employment opportunities – of assuming responsibility for their own affairs and contributing towards the financial cost of their reception. UNHCR also considers that the effectiveness of the government’s reception policy should be judged not only in relation to the immediate material needs of the asylum-seekers, but also in terms of the real prospects it offers for the future – whether for the integration of those who will be recognized as refugees, or the return and reintegration of the unsuccessful ones. (UNHCR: 2019:57).

Accordingly, the right to get health, education and other basic services is an internationally recognized and established human right with a long history of appreciation, indicating that governments should guarantee the highest possible level of access to health and provide health-care service with no discrimination based on nationality, race, gender, language or religion of all affected populations.

The UN refugee agency is using basic need approach for all operations across the world to deliver services for affected populations and refugees. (UNHCR:2018) The UNHCR results framework defines basic needs interms of access to basic services and assistance in health,

nutrition, WASH, food, shelter, energy, education as well as domestic items and specialized services for people with specific needs.

Accordingly, the basic needs consists of such elements as: identity management, multi-sectoral needs assessment, response analysis, delivery of assistance and services, referrals, accountability to affected people and monitoring. The approach facilitates the delivery of an immediate services to be implemented by specific protection and sector interventions through in-kind or cash or ensuring access to services. The refugee agency indicated that the approach puts refugees at the centre of assistance design, encouraging sectors to combine their efforts into one coordinated and standardized package multi partners to access to services with referrals to appropriate service providers.

In addition, the basic need approach also considers long term wellbeing, including needs related to protection, sustainable livelihoods and solutions. (Ibid)

In the case of Alemwach settlement, as indicated earlier basic services mainly education, health are integrated with the host community, except food of which WFP is providing monthly basis. Thus for refugees whatever the program is access to education, health and WASH is essential with dignity and without discrimination. By FDRE refugee law children are entitled to education and healthcare irrespective of their legal status. Nevertheless, challenges in accessing these services remain. This is of particular concern, as basic services must respond to the needs of a refugee communities. Whether children are alone or with their families, their particular situations with regards to safety, health and livelihoods, and their different aspirations for the future, are all key elements to be considered when providing services to refugees.

## **2.8 Access to public services for Eritrean refugees**

The Ethiopian government has been at the forefront of integration process as one of the CRRF pilot countries, and as one of the co-hosts of the New York Leaders' Summit on Refugees in New York in 2016. The government's Nine Refugee Pledges, announced at this event, were later formally launched domestically through the 2017 Roadmap document. The pledges cover a range of reforms designed to give more rights and services to refugees, with commitments by international donors to provide additional funding that bridges traditional humanitarian/development divides (UNHCR, 2016).

The willingness of committed host country officials in all levels is to be creative and pragmatic. Although the policies and programmes that will underpin the CRRF remain unclear, at all levels the research teams found individuals within the government committed to focusing on achieving the best outcomes for refugees and residents. Despite the formally parallel service delivery systems, there is a wealth of practice to draw on where pragmatic solutions have been found to shared problems. Though to make more effective relationships between the refugees and host communities cooperation between different stake holders has to be in place.

For Eritrean refugees in Alemwach access to facilities like schools, health centres, and clinics are not yet built for refugees. However, such services are available to them in local institutions in the host community surrounding the site.

UNHCR's response strategy in Alemwach is an integrated area-based approach with refugees and the host community sharing services such as WASH, education, and health. UNHCR plans to strengthen existing facilities and services. (Alemwach site profile Jan 2024)

An integration approach is being pursued, where refugees and host community share the existing facilities. Refugees have access to primary, secondary, and tertiary health care services in the existing government health facilities. Secondary and tertiary level health care is through referral to Debarq and Gondar. Dabat Health Centre was expanded by operational partner MTI to increase capacity for both refugees and the host population.

The other public service based on the integrated approach is Education. According to UNHCR profile, in terms education access for refugees, 4,891 (2061F) refugee children enrolled in the Alemwach primary school, and the host community schools for 2023/24 academic year. Of this total enrolment, 893 are attending host community schools. The school within the settlement is composed of 16 classrooms, three temporary latrines with 12 pits and two handwashing facilities. 3 permanent classroom blocks with a total of 12 classrooms is under construction for more conducive learning condition. 39 (29 male – 10 female) incentive teachers have been recruited to run the school through double shifts. 2,400 children from vulnerable families were assisted with learning materials in 7 schools around Dabat Woreda.( unhcr:2024; unhcr.org/data/alemwach).

## Chapter Three

### Research Methodology

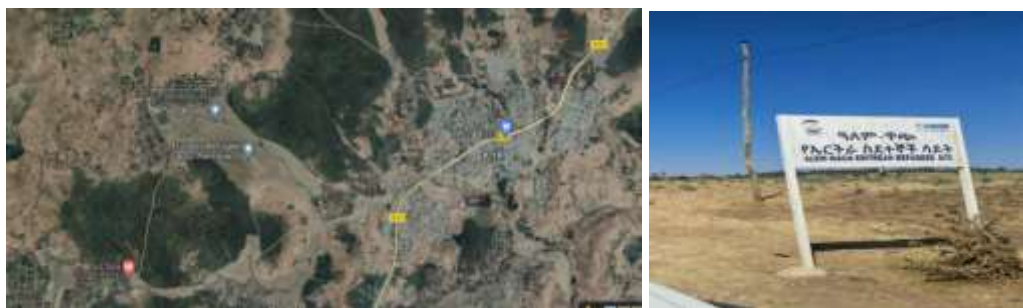
This study's research methodology included the design of the study, an explanation of the study site, information about the target population and participants, sampling strategies, information about the instruments and procedures used to collect data, an analysis of the study's significance and limitations, and information about ethical considerations.

#### 3.1 Design of the study

It is well known that, social psychologists are interested in the ways that other people affect thought, emotion, and behavior. To explore these concepts this study is integrating both quantitative and qualitative approaches. It is used the quantitative approach because employed standardized psychological scales. Qualitative approach is used as the thoughts, reflections and opinions of the refugees are needed. The quantitative approach used questionnaire while the qualitative used FGD and interviews. Thus, this study used mixed approach to assess the target populations, i.e., Eritrean refugees experiences of access to public services and situation of protection support they are receiving at the Alemwach settlement.

#### 3.2 Target Population

Alemwach refugee settlement is found in Dabat city of Amhara region. Dabat is a town in northern Ethiopia, located about 796 kilometers from Addis Ababa and 53.5 kilometers north of Gondar city in the Semien Mountains along the Gondar-Debarq highway. Dabat is in the Semien Gondar Zone of the Amhara Region, and is one of the two towns in Dabat woreda.



Figure= *Google map of Dabat town and Alemwach settlement use the following link:*  
(<https://www.google.com/maps/@12.9832352,37.7425805,5785m/data=!3m1!1e3?entry=ttu>)

Alemwach refugee settlement is Managed under the RRS Debarik Liaison office. The date of establishment: on 26 June 2021 following the attack on Mai-Ayni and Adi-Harush refugee camps (Mai-Tsebri operation) by TPLF militant group. Alemwach area Area coverage: 0.91 km<sup>2</sup>. The Site is situated in Amhara Regional State, Semien Gonder Zone, Dabat wereda, Chilla kebele, at a place called Alemwach. As of January 2023, the camp is hosting 276 asylum seekers and 20,949 refugees (relocated from Mai-Ayni and Adi-Harush Refugee camps) all of whom are Eritreans. The number of the host community at the woreda level is 165,929 (M: 83,780; F: 82,149). (<https://rrs.et/alem-wach-refugee-site/>)

Due to the Northern Ethiopia war between the Ethiopian federal government and the Tigrayan forces, the Eritrean refugee camps in Tigray region were highly affected. The war led to difficult humanitarian conditions including limited access to basic social and life-saving services for refugees in the Mai Tsebri and other camps. Coupled with the security breakdown, many refugees opted to move from the Mai Aini and Adi Harush camps to Alemwach, Dabat in the Amhara region (UNHCR:2023). Thus, the target population of this research is the Eritrean refugees who are currently settled in Alemwach refugee settlement of Dabat city in Amhara region.

The UN refugee agency complimented that, prior to spontaneous movements, UNHCR had conducted an intention survey whereby, 90% of refugees concerned about their security situation indicated their willingness to be relocated elsewhere. Over 15,000 refugees were spontaneously relocated from the Tigray camps to Alemwach between February and July 2022, going through difficult transit. Following the cessation of hostilities in November 2022 with improved access to Mai Tseberi, UNHCR, RRS, and IOM relocated 7,080 refugees to Alemwach.

### **3.3. Sampling Technique**

The study used probability sampling technique to select the study participants. Unlike non probability sampling method, probability sampling technique uses randomized methods to draw the sample. So, in order to incorporate the views of representatives of different Eritrean refugees living in Alemwach settlement of Amhara region purposive sampling technique is used to select sample of refugees in the study.

Among the refugees in Alemwach settlement 300 Eritrean refugee community members, service providers of both GOs and NGOs, host community members and host government officials were involved in the assessment as well. These community members are selected randomly from community structures during their weekly regular meetings, of which the researcher believes they can represent the large diverse community of age, sex etc. like from RCC /refugee central committee/, women associations, youth associations, religious leaders, child protection committee, refugee social workers, incentive refugee teachers from elementary school, and also from service delivery centers like registration and protection help desk centers, resettlement reception center, food collection center, hygiene and nutrition center and host community health centers.

The samples for quantitative participants were selected using simple random sampling. For the standardized questionnaire scale in which 216 refugee community members were participated. In such cases the sampling method has to be sound in terms of identifying and selecting the individuals, cases, or events that can provide the best information to achieve the study's objectives. Whereas refugees psychological wellbeing was assessed using an adopted Ryff's psychological wellbeing scale (15 items). In addition, in order to examine the refugees' social adjustment and their relation with the host community the study employed standardized psychosocial adjustment scale. This study employed such standardized scales to assess the Eritreans psychological well-being, psychosocial adjustment to assess psychological challenges as well as the impact of their relation with the host community in Alemwach refugee settlement.

### **3.4. Tools of data collection**

This study is descriptive, narrative and analytical. Here the researcher used voice recorder to record the participants' responses as well as took notes for later transcriptions and analysis after he got permission from participants.

For the quantitative part recording via KoBo toolbox is used. In addition, paper-based recording was used for FGD discussions as well jointly with the toolbox. KoBo Toolbox allows to collect data in the field using mobile devices such as mobile phones or tablets, as well as with paper or computers. The questions were prepared in three languages English, Amharic and Tigreña. i.e, the instrument was presented in three languages to make it more accessible: (the English,

Amharic and Tigregna version of questionnaire). The English version was adopted from standardized questionnaires by the researcher, and then it was translated by the help of professionals into Amharic and Tigrigna languages.

On the other hand, for the quantitative part of the study Ryffs standardised questionnaire scales administered for the sample of 216 Eritrean refugee community participants regarding their social wellbeing and psychological wellbeing responds was analysed with the help of SPSS software and other mechanisms. Due to security incidents and demonstration by refugees related with the delay of resettlement and other basic services, the researcher was unable to reach 300 participants as per the initial research plan. The findings are analysed linking with the above stated research objectives.

However, this research used the following data collection methods namely: standardized questionnaires, systematic review of secondary data sources, key informant interview (KII) and focus Group discussions (FGD).

**a) Questionnaire:** a structured questionnaire was used to gather definite and tangible quantitative data through close ended questions. The structured questionnaires contain fixed alternative questions in which responses of the informants are limited to the stated alternatives (Nigel Mathers, 2009). The reasons to use a structured questionnaire is that, it is easy to understand and manage as well as it is not that much costly and time taking. The questionnaire has demographic characteristics of the participants as well as social adjustment scale and well-being scale are also part of this tool.

**b) Key informant interview (KII):** KIIs provide insights from individuals who have specialized knowledge and experience in refugee support and public services, such as government officials, NGO workers, and community leaders. Semi-structured interview was employed as the main method of data collection in the study. A semi-structured interview is a qualitative research method that combines a predetermined set of open questions (questions that prompt discussion) with the opportunity for the interviewer to explore particular responses. Whereas, regarding the key informant interview participants were nine i.e, one from RRS, one from UNHCR, two from government offices (Education bureau & Dabat city Administration office), one from Refugee central committee and two participants from implementing partners.

**c) Focus Group Discussions (FDGs):** FDGs provide rich qualitative data through open-ended questions and interactive dialogue, which can uncover deeper insights into the refugees' experiences with protection support and public services. A Focus Group Discussion (FGD) is a qualitative research data collection technique in which a selected group of people discuss a given topic or issue in-depth, facilitated by a researcher. Three FGD sessions were organized and arranged with Alemwach settlement Eritrean refugee representatives/leaders, from education committee which is formed from the host community, local authorities and refugee community representatives composed of RCC, women association, disability association, youth association and child protection committee during their biweekly meetings, and the third session is held with humanitarian organizations who are operating in Alemwach during their weekly regular meetings in Dabat city. Thus FGD IP which composed seven humanitarian organization staff, FGD admin composed of nine government officials in Dabat town (i.e health bureau, security office, education office), refugee, host community members & RRS. And finally FDG refugee only comprising RCC, women associations, child protection committee, camp security as well. The conversation for the refugee FGD took place at the Alemwach site and lasted for forty-five minutes. On the other hand, it took 50 minutes for the administrators and was held at the Dabat City Administration Office. On the other hand, the FDG took place at the UNHCR Dabat office and took fifty minutes to complete for Ips and other stalk holders.

**d) Review of secondary data sources**

Various qualitative and quantitative secondary data on refugee issues in Ethiopia are identified, examined and analysed. These include the new Ethiopian Proclamation document, UNHCR briefing notes and regular data updates, Reports from Gonder RRS (refugee and returnee services), UNHCR Addis Ababa, Gondar data portal documents, weekly reports and related documents.

### **3.5. Method of Data Analysis**

This study used both quantitative and qualitative analysis methods. Using descriptive statistics, demographic informations are analyzed. In addition to this, to see how the research respondents adjusted socially and understand psychological challenges and the refugee's adjustment with the

host community, the data were analysed using both simple descriptive statistics and inferential statistics. On the other hand, data collected using qualitative method is analyzed by grouping it in terms of meaningful categories based on their specific objectives.

In doing so, ethical considerations were given due emphasis. Since the data collected in FGDs included more than words; attitudes, feelings and facial expressions were considered. The compositions of the three session FGDs were 34 participants. Issues raised in FGDs as well as KII include the status of protection support for refugees and access to public services with host communities regarding Eritrean refugees of Alemwach settlement. Whereas, regarding the key informant interview participants were nine i.e, one from RRS, one from UNHCR, two from government offices (Education bureau & Dabat city Administration office), one from Refugee central committee and two participants from implementing partners.

For the qualitative part of the present study, the FGD data on protection services and access to public services were transcribed via mobile and also took notes and then major themes were identified from each of the transcripts. With the help of the FGD and key informants Interview data discussed with the indicated research questions was answered. Generally, the approach used in presenting the FGD data analysis based on research objectives was that firstly summary of the findings that the majority of the FGD participants showed their agreements or diversified views on were presented followed by citations of some quotes from the transcripts as supportive evidences.

The study used different stakeholders of Alemwach refugee operations like from Refugee central committee (RCC), Refugee and Returnee services (RRS), United Nations High Commissioner for Refugees (UNHCR), Dabat city administration, refugee community members, and other participants of operational and implementing humanitarian partners who are currently working in Alemwach settlement. Thus, such respondents participated in FGD, KII part of the study as well and the findings included based on their appropriate and thematic areas like protection, health service, food, Wash & sanitation, shelter, education, psychosocial support, resettlement and the like.

### **3.6 Significance of the Study**

Due to the Northern war, Eritrean refugees fled to neighbouring regions seeking safety and protection but there have been only few or no researches which address the issue particularly those refugees experiences after the secondary movement in terms of psycho social adjustment. Thus, studying the experiences and psycho social challenges of the Eritrean refugee's secondary movement from their former camps Mai Aini, Adi Harush and Hitsas refugee camps in Tigray region to Alemwach resettlement of Dabat in Amhara region has vital importance to researchers, humanitarian actors, government offices, policy developers and practitioners who work on the refugee areas. The findings may also provide information to other future researchers to study different aspects of Eritrean refugees' experience in the new refugee settlement in Amhara region like how they are accessing protection services and sharing public services with the host community. Issues include the tendency of the host community and their administration towards refugees and the vice versa, how they cope up with the supposed challenges if any and other elements which affect their relationship during sharing services in Dabat.

### **3.7 Problems encountered during data collection**

During data collection different reasons encountered and delayed the data collection not to happen as per the schedule. There were Security incidents that happened in Dabat town frequently, most of them in 2022 and 2023 that some unknown armed groups fired and stolen their belongings and go away. During such incidents humanitarian organizations and their staffs are not allowed to enter except government securities and RRS. Most of the time such incidents which affected the data collection including through limiting the movement of refugees to service centres. The other reason is security incidents in the region, i.e the disarmament of armed groups i.e, Fano and the regional special force by Ethiopian defence force and/or Federal government in Amhara region affected the research process by limiting the movement and access to the site.

The new refugee influx of Sudan crises in Metema, North Gonder also affected the research, because most of the staffs from both UNHCR and RRS colleagues including the researcher left Alemwach to support the Emergency Sudan crises, which minimised the guidance and meeting of different stakeholders to some extent. However, due to different unforeseen reasons the

limited number of refugees came to the meeting; the researcher was obligated to go door to door, stay at service provision centres long time to meet more refugees for collecting the data. This was done with the help of RCC chairperson and UNHCR/ RRS colleagues in Alemwach settlement.

### **3.8 Ethical Consideration**

The researcher properly provided the letters of cooperation which was issued from Addis Ababa University, School of Psychology to Refugee and Returnee Services (RRS) Alemwach settlement sub office in Dabat. RRS officials were informed about the objective and nature of the study very well. In addition, how research participants were informed about the purpose of the study was also clearly stated to the officials.

Then after, I got green light from officials, I selected/ recruited refugee members who are willing to take part in the data collection and translation. First and foremost, the researcher provided full information to the participants of the research regarding the objective and nature of the study with their preference languages. Also participants' were asked for their consent and in addition informed about their right to withdraw from the study. Finally, the research participants were told about the confidentiality of their responses and briefed them that the responses will be managed anonymously i.e. the name of the respondents will not appear in the research document as well.

## **Chapter Four**

### **Data Presentation, Analysis and Interpretation**

This chapter mainly focuses on the results of the responses of the research respondents. The quantitative data was analysed based on the research objectives and questionnaire items using a statistical tool, to generate frequency and percentages of statistical figures. The findings are presented in accordance with the major sub-topics as stated below. In addition, the findings are discussed in sequence with the research questions indicated under the main research objectives. The finding deals with the three research objectives of “How are Eritrean refugees accessing protection services from GO and NGO’s in Alemwach? How do Eritrean refugees in Alemwach settlement adjust with the psychological challenges they face? And finally, to what extent has the Eritrean refugees’ access public services with the host community impacted their social adjustment in Alemwach settlement in Dabat town. This section organized with five sub sections including; Demographic background of respondents, protection services of Eritrean refugees, access to Public Services for Refugees with the host communities in Alemwach, Psychological challenges of Eritrean refugees in Alemwach and the Eritrean Refugees and their relationship with the host community in terms of accessing public services.

## 4.1 Demographic background of respondents

The demographic information for quantitative data of the participants includes gender, age, duration of stay and level of education and country of origin included.

Demographic characters	categories	Frequency	%	Max	Min	Total pop
Sex	Male	89	41.2			216
	Female	127	58.8			
Age	18-29	100	46.3	29	18	62
	30-39	60	27.8			
	40-49	39	16.7			
	50-59	17	7.9			
	>=60	3	1.4			
	illiterate	24	11.1	illiterate		24
Education	1-grade 4	10	4.6	degree		28
	5 -grade 8	49	22.7			
	9-grade 12	58	26.9			
	Certificate	47	21.8			
	Degree/above	28	13			
Country of origin	Eritrea	215	99.5			216
	Ethiopia	1	0.5			
Number of years in Alemwach	Alemwach	11 month		11 mo		216
		1.5 year				
		1.6 year		1.6 year		

Table 4.1 Demographic information of the participants

The demographic variables are summarized in the above table. As per the age of respondents indicated from the above table around 46% of the respondents were between 18-29; 27% of the respondents were between 30-39; around 17% of the respondents were between 40-49; 8% and 1% of the respondents were between the age ranges of 50-59 and 60 and plus respectively.

Under the sex classification among the respondents 59% of them are female and the rest 41% are male refugee community members. Regarding the respondents education status, 11.1% them are illiterate; 4.6% of the respondents under the category of from grade 1 to grade 4; 22.7% of the respondents are from grade 5 to 8; 26.9% of the respondents are from grade 9 to 12; and 21.8 and 1% of the research respondents are certificate holders and degree holders respectively.

Thus, since their secondary movement from Tigray region to Amhara region of Alemwach, 1.6 years and 11 month were the maximum and minimum length of stay in Alemwach settlement

respectively. Finally, the above table shows that the majorities almost all i.e, 99.5% of the refugee respondents were from Eritrea in terms of country of origin (COO) information.

On the other hand, three session FGD which incorporated 34 different participants (M=20; F=14) was organized and arranged with Alemwach settlement Eritrean refugee representatives/leaders, from education committee which is formed from the host community, local authorities and refugee community representatives composed of RCC, women association, disability association, youth association and child protection committee during their biweekly meetings, and the third session is held with humanitarian organizations who are operating in Alemwach during their weekly regular meetings in Dabat city. Thus FGD IP which composed humanitarian organization staff, FGD admin composed of government officials in Dabat town (i.e health bureau, security office, education office), refugee, host community members & RRS. And finally, the FDG with refugee only comprising RCC, women associations, child protection committee, camp security as well.

Refugee committee members are trusted by their peers, which encourages open and honest dialogue in FGDs, as community members feel accurately represented. These committees facilitate communication between refugees and external organizations, streamlining information collection and intervention implementation. Additionally, committee members play a key role in identifying problems and developing solutions within the refugee community.

#### **4.2 Protection services for Eritrean Refuges**

Refugee Protection services are being provided by the Ethiopian government to refugees of over twenty-one nationalities on the basis of the 1951 UN Refugee Convention and its 1967 Protocol, the 1969 OAU convention, as well as its own 2004 refugee proclamation.

*Protection becomes essential when choosing a camp location since a camp site needs to be set back from border and conflict zones. Every one of our camps for refugees is situated a safe and appropriate distance away from border regions. (UNHCR KII,)*

Alemwach, a sizable camp in Dabat administered by RRS and UNHCR, now houses over 22,000 refugees. Contractors are hard at work expanding the site by building new transitional shelters on an 80-hectare rolling plain with a little stream running through it. There are currently a few camp

dwellers who appear to have made their home, as they are seen walking, riding horse carts, and walking less than two-kilometer dirt route that leads into Dabat town.

*The number of refugees are increasing from time to time. Therefore, the services has to be developed. But even our food is cut and is small compared to the previous time. So, since we are refugees and right holders UNHCR and RRS must address this. The living place is also challenging especially in winter season it is muddy and challenging, tents cannot resist it. Therefore, UNHCR and ANE already constructed some brick houses for some refugee family members but all tents must be replaced with bricks to minimize the challenge. (FDG Implementing Partner)*

In addition, those refugees who are in Alemwach faced different protection risks which let them traumatised. Despite the protection risks Eritrean refugees faced different safety and security challenges during their secondary movement from Tigray region to Alemwach of Dabat. Accordingly, informants from RCC members are also shared complimentary ideas regarding this.

I lost my father in Tiray region, He got shot while he was sat at home. Me and other family members escaped to Amhara region from such horrible northern war. Through paying large amount of money to dealers or brokers who showed and guide us the road we arrived Dabat after a week. We went on foot. The journey was horrible, I watched girls being raped by armed personnels. It was a miracle even to arrive alive here. We saw people dying while walking and so many other security and protection challenges traumatised the refugee community during escape. (RCC chair)

Considering the overall psychological impact of their secondary movement humanitarian partners should work more on the stabilization, health and psychological wellbeing of those affected populations.

*Here in Alemwach settlement many refugee community members are not getting all public services. The living conditions in Alemwach settlement is also not good. I am living with tent still with my family which is not healthy and safe for us. I just reported this issue several times to RCC and UNHCR colleagues. (FGD Refugee)*

In addition to the above claim, in terms of protection and safety support the key informant from RSS also shared the challenges that Eritrean refugees encountered in Alemwach.

Even if there is progress compared to last year, I personally can say the protection support is not enough. For instance the food assistance is already cut to half due to the general global budget implication. Due to these refugees are not getting proper service as per the standard due to different reasons. (RRS KII)

Overall based on the findings revealed from this study, all humanitarian stake holders has to give proper attention and consideration for those refugees in Amhara region. Due to protracted funding shortfalls, WFP has already been forced to cut rations for 750,000 registered refugees living in 22 camps and five sites in hosting communities in Afar, Amhara, Benishangul-Gumuz, Gambella, Somali and Tigray regions of Ethiopia. (Forsythe, D. P., & Rieffer-Flanagan, B. A. J. (2021)

Apart from the budget challenges still frequent unusual gun shootings around Alemwach settlement at night, crimes, routine registration challenges, inaccessible protection help desks, minimising of protection partners, and other related challenges are still common as well as identified, as observed during camp monitoring and added by RRS informant.

#### **4.3 Access to Public Services for Refugees with the host communities in Alemwach**

According to the UN refugee agency, Alemwach is the focus of UNHCR's integrated area-based response strategy, wherein refugees and the host community share services like health, education, and WASH. UNHCR intends to upgrade current facilities rather than construct new ones.

Currently the UN refugee agency has many humanitarian organization partners providing public services in Alemwach. These are Refugee and returnee Services (RRS), Action for the Needy in Ethiopia (ANE), EECMY (Ethiopian Evangelical Church Mekane Yesus), Development and Inter-Church Aid Commission (DICAC, Innovative Humanitarian Solutions (IHS), RaDO (Rehabilitation and Development Organization), World Food Program (WFP), Plan International Ethiopia(PIE), CVT (Centre for Victims of Torture) and Medical Teams International (MTI). As per the UNHCR fact sheet those organizations are providing different sector services like protection/ resettlement, wash, food, MHPSS, shelter, education, health, core relief items (CRI)

and energy as well as environment protection. Despite the fact that the infrastructure in Dabat, Alemwach is still challenging and needs more attention, thus the following FGD complemented as follow:

*There are public services for refugees but it is not enough. Even those available services are below standard. For example, health, education, market, nutrition services for infants and the like. There is progress but since we are sharing services with the host community it is not satisfactory for us. We need more attention from government as well as UNHCR. In terms of accessibility, currently public services like health is not enough because many of the institutions are far from our camp.(FGD mixed)*

Different humanitarian organizations like RRS, DICAC, EECMY, IHS and PLAN are supposed to provide different public services for the refugees of protection and solutions; RRS and ANE for shelter and NFI; IHS for WASH; MTI and RRS for Health and finally WFP and RRS for food service are in place and providing support for Eritreans. However, the service provision is not consistent and standardized. As stated by the UN refugee agency, there are challenges in Alemwach which includes Health Centres running with limited capacity, lack of medicines and ambulance. Related to WASH absence of a treatment plant and landfill for solid waste and sludge management. Early Childhood Care and Development is not also functioning. Women Safe Spaces are not also available Related to documentation non-registration of new born and ID renewals is on hold. The registration process is not fully accessible and not fully functional. The above mentioned challenges are shared by refugees as follows:

*We cannot say all public services are accessible as we are refugees. For example, we have a family member with a disability who needs a wheelchair, but we have been requesting and waiting for a long time. We, along with our three children, escaped and self-relocated during the northern war from our former camps in the Tigray region and arrived here after a challenging and risky journey. However, here, public services are not accessible. Health, education, and other basic services are insufficient and not accessible for all refugees..(FGD-Refugee)*

Besides since the refugee operation in Amhara region is very new as well as the on-going northern war between federal forces and Tigrayan forces at the time of fleeing made it difficult to

access all the public services for refugees. This fact was shared by local government officials as follows:

*At the beginning there were a lot of challenges like infrastructures, services, in and around Alemwach settlement. Services were not consistent, standardized. In addition, the budget issue was also a big challenge to run the refugee businesses in the camp. However, the refugee commissioner was working with federal and regional governments with the area based integrated approach; which aims to access service for refugees from the surrounding host community public services. With the existing limited resources the host community was not happy initially until resolved partially.(KII Gov Admin)*

The above claim is also supported by refugee informant findings extracted as follows:

*“Compared to our previous camps in Tigray, in Alemwach not all refugee needs are adequately addressed...there is insufficiency of ... assistance. As a fact we already reported it frequently but no single organization or partner is taking attention for our basic service improvement.” (Refugee Chair)*

Overall, based on the findings from the FGD and key informants, the main protection and safety challenges are as follows. Food inconsistency and/or pause, long distance for public services—which allows many adolescent fear of abduction and rape, security threats from outsiders, lack of enough space in some cooking and latrines places, lack of scholastic materials for school aged children, trauma and lack of standardized psychological services due to secondary movement from their former camps in Tigray camps, sanitation problem due to congestion and poor standard shelters are some of the gaps in service. In addition, key informants strongly mentioned that, the absence of energy like, fire wood is main challenge which has significant impact in the environment. This also leads to degradation and desertification of the surrounding environment and cause of conflict. Such energy resource competition over the scarce natural resources can increase tension between host and refugee communities and can create serious conflict among community members. On the other hand, FGD respondents also added that, Improper waste disposal is irritating odour initially, human excretion and other polluted the Dabat surrounding which also caused transmission of communicable diseases to both refugees and host community members in Dabat. Key informants also flagged that high tendency of violence due to the

provoking factors like long distance of schools, due to congestion of shelters and the like. In additions there are also potential risk situations like theft, physical harassment, sexual exploitation, human trafficking, drug and alcohol abuse, labour exploitations, etc.

Regarding the current protection and safety support for refugees the key informants from implementing partner organizations shared the view below.

*Refugees as having an international protection, initially the activities, the service and protection support was not enough. We (our organization) for example resumed its full scale operational support after our donor (UNHCR) resolved the budget and administrative issue. Besides everything was not as per our expectation. The number of refugees were increasing from time to time while there was insufficient funding and limited resources from the area. (KII IP)).*

As per the findings from FGDs and KIIs the overall public services support for Eritrean refugees in Alemwach settlement of Amhara region is below standard. Both FGD and KII respondents shared that as part of durable solution many refugees are claiming for resettlement abroad to advanced countries like America and Europe for their better life. The implementation is poor as many refugees are waiting long time for this opportunity like their family members. This needs serious consideration for both the host government and the refugee agency and other humanitarian organizations.

#### **4.4 Psychological challenges of Eritrean refugees in Alemwach**

Following arrival in the host country, refugees have to cope with the need to adapt to a new environment, often with a new language and a different culture. This can be linked with concerns about the fate of their families, no matter whether the families fled with them or stayed in the country of origin. Other tasks may include lecturing the administrative necessities for gaining consent to stay in a nation. Mainly for refuge seekers, there is the additional demanding doubt about how long they can stay in the new nation. They face the potential threat of being deported and/or detained and long waiting times until their status is determined.

The Eritrean refugees in Alemwach settlement who were forced to have secondary movement from Tigray region to Amhara, Dabat due to the deadliest northern Ethiopia war. Such secondary

relocation leads to increased psychological vulnerability like stress, mental disorder and any other related psychological challenges.

Based on the findings of the psychological wellbeing scale Psychological wellbeing of Eritrean refugees has been defined in collaborating with six dimensions of psychological wellbeing, Self-acceptance, Purpose in life, Autonomy, Positive relationships, Personal growth Environmental mastery( Ryff -1996).

The customized employed instruments were designed in such a way that they reveal the respondent's demographic characteristics, length of stay in Alemwach (after secondary movement), host community language ability, depression, psychological wellbeing, acculturation, and their relation with the host community in dabat. The standardized instruments were adopted in a fair and contextual way to assess the refugee's psychosocial adjustment. As such predictions of psychological wellbeing is analysed and discussed below based on autonomy, environmental mastery, personal growth, positive relations, purpose in life and self-acceptance specifications.

No.	Item	Strongly agree	Agree	Undecided	Disagree	Strongly Disagree
1	I am not afraid to speech my opinions, even when they are in opposition to the opinions of most people.	31 (14.4%)	179 (82.8%)	3 (1.4%)	3 (1.4%)	0
2	I tend to worry about what other people think of me.	2 (0.9%)	6 (2.8%)	9 (4.2%)	187 (86.6%)	12 (5.5%)
3	I judge myself by what I think is important, not by others value.	13 (6%)	181 (83.7%)	7 (3.4%)	15 (6.9%)	0
4	I have confidence in my opinions, even if they are opposite to the general consensus.	25 (11.5%)	176 (81.3%)	7 (3.4%)	8 (3.8%)	0
5	My decisions are not influenced by others belief.	13 (6%)	180 (83.4%)	3 (1.4%)	20 (9.2%)	0
6	I feel confident and positive about myself.	10 (4.6%)	173 (80.1%)	28 (12.9%)	5(2.4%)	0
7	I like most aspects of my personality.	5 (2.4%)	184 (85.2)	12 (5.5%)	15 (6.9%)	0
8	In many ways, I feel disappointed about my achievements in life.	0	104 (48.2%)	46 (21.3%)	66 (30.5%)	0
9	I am satisfied with how things have changed in my life.	1 (0.6%)	105 (48.6%)	52 (24%)	58 (26.8%)	0
10	When I compare myself to friends, I feel good about who I am.	4 (1.8%)	139 (64.4%)	8 (3.8%)	65 (30%)	0
11	I have a sense of direction and purpose in life.	5 (2.4%)	186 (86.1%)	12 (5.5%)	13 (6%)	0
12	I don't really think about the future	0	27	17	165	7

			(12.5%)	(7.8%)	(76.3%)	(3.4%)
13	Some people wander aimlessly through life, but I am not one of them.	5 (2.4%)	182 (84.2%)	15 (6.9%)	14 (6.5%)	0
14	My daily activities often seem trivial and unimportant to me.	1 (0.6%)	107 (49.5%)	52 (24%)	56 (25.9%)	0
15	I sometimes feel as I have done all the tasks in life.	0	25 (11.5)	17 (7.8%)	167 (77.3%)	7 (3.4%)

Table 4.2 Summary of refugee respondents' data for psychological wellbeing scale

As indicated from the above table, the data suggests that the individual tends to have a strong sense of self-confidence, independence, and purpose, with relatively low levels of worry about others' opinions and a generally positive self-perception. However, there are some areas where they express uncertainty or dissatisfaction, particularly regarding future orientation and the significance of daily activities.

Analyzing the psychological well-being of respondents using the first five items provides insights into various aspects of their self-confidence, independence, and concern about others' opinions.

The first item assesses the individual's confidence in expressing their opinions, even when they differ from the majority. The majority of respondents (over 89.5%) either agree or strongly agree with this statement, indicating a high level of self-assurance and willingness to express themselves, even in the face of opposition.

The second item evaluates the extent to which individuals are concerned about others' opinions of them. The majority of respondents (over 93.5%) either disagree or strongly disagree with this statement, suggesting a low level of preoccupation with external judgment and a higher degree of self-assurance.

The third item examines the tendency of individuals to base their self-worth on their own values rather than external validation. The vast majority of respondents (over 90.5%) either agree or strongly agree with this statement, indicating a strong sense of self-awareness and autonomy in defining their worth.

The fourth item assesses individuals' confidence in their opinions, even when they differ from the majority viewpoint. The majority of respondents (over 88%) either agree or strongly agree

with this statement, suggesting a high level of self-assurance and conviction in their beliefs, regardless of popular opinion.

Item 5: "My decisions are not influenced by others' beliefs." This item examines the extent to which individuals' decisions are influenced by the beliefs of others. The majority of respondents (over 90%) either agree or strongly agree with this statement, indicating a high level of independence and autonomy in decision-making, relatively unaffected by external influences.

Overall, the analysis of the first five items suggests that the respondents generally exhibit positive psychological well-being characterized by high levels of self-confidence, independence, and autonomy in expressing their opinions, making decisions, and evaluating their self-worth independently of external validation. These findings are indicative of a healthy sense of self-esteem and psychological resilience among the respondents.

Analyzing the psychological well-being of respondents using items 6 to 10 provides insights into their self-perception, satisfaction with life, and comparison with others. Here's a breakdown of the analysis:

The item six "I feel confident and positive about myself." This assesses individuals' self-esteem and overall positive self-regard. The majority of respondents (over 86.5%) either agree or strongly agree with this statement, indicating a high level of self-confidence and positive self-image. In the Item "I like most aspects of my personality." This evaluates individuals' acceptance and appreciation of their own personality traits. The vast majority of respondents (over 92%) either agree or strongly agree with this statement, suggesting a positive self-concept and self-acceptance.

Regarding item 8 it assesses individuals' satisfaction with their achievements and life progress in Alemwach. A substantial portion of respondents (52%) agree with this statement, indicating feelings of disappointment or dissatisfaction with their accomplishments.

The ninth item evaluates individuals' satisfaction with the changes that have occurred in their lives over time. While a significant portion of respondents (52.5%) agree with this statement, indicating satisfaction with life changes, a sizable proportion (26%) remain undecided,

suggesting some ambivalence or uncertainty about life changes due to their second relocation to Amhara region.

On the other hand, "When I compare myself to friends, I feel good about who I am." This item examines refugees' self-comparison with peers and their resultant feelings about themselves. While a majority of respondents (over 69.5%) agree with this statement, indicating positive self-comparison, a notable portion (32.5%) disagree, suggesting feelings of inadequacy or dissatisfaction when comparing themselves to others.

Overall, the analysis of the second five items reveals a mixed picture of psychological well-being among refugee respondents in Alemwach settlement. While many exhibit high levels of self-confidence, positive self-regard, and satisfaction with life changes, there are also indications of feelings of disappointment with achievements and ambivalence about life changes. Additionally, a significant portion of respondents experience negative feelings when comparing themselves to their peers. These findings highlight the complexity of psychological well-being and the diverse experiences refugees may have in terms of self-esteem, self-acceptance, and satisfaction with life.

The relatively low agreement rate with Item 8 may indicate areas of dissatisfaction or unfulfilled expectations regarding life achievements among respondents. This could potentially impact their overall sense of well-being, leading to feelings of disappointment or inadequacy.

On the other hand in terms of Self-Worth, Confidence, and Autonomy (Items 3, 4, and 5): Conversely, the high agreement rates with Items 3, 4, and 5 suggest positive aspects of psychological well-being. These findings indicate a strong sense of self-worth, confidence in expressing opinions, and autonomy in decision-making among respondents. Such traits are typically associated with higher levels of psychological resilience and overall well-being.

In summary, while some refugee respondents may experience feelings of disappointment about their achievements, the majority exhibit positive traits such as self-worth, confidence, and autonomy, which contribute to a healthier psychological well-being. However, addressing feelings of disappointment and fostering a greater sense of accomplishment and fulfillment in life achievements could further enhance overall psychological well-being among respondents in Alemwach settlement.

In addition to the employed psychological wellbeing scale FGD and KII participants also shared their concerns related to the psychological challenges linking the Eritrean refugee secondary movement experiences. Both FGD participants mainly youths are exposing themselves with substances like Khat, alcohol and the like.

The Eritreans especially the youth were mostly smokers, waste their time drinking alcohol. Such first impressions were not likable by the community because later on it was observed that the security situation in the camp was not good. In addition, the criminality rate was also increased dramatically after their arrivals in both settlement areas and surrounding community members. (Gov Admin-FGD)

Based on the revealed findings more psycho-social support work for those affected populations has to be in place in order to minimise further psychological challenges and protection concerns of those refugees.

On the other hand, the results obtained from the first three psychological wellbeing scales namely; I am not afraid to speak my opinions, even when they are in opposition to the opinions of most people.

I tend to worry about what other people think of me. And finally, I judge myself by what I think is important, not by others value. Those scales dealt about autonomous and the respondents scored above the average score which indicates that most of the participants are autonomous. This result shows that the majority of Eritrean refugees in Alemwach settlement are autonomous. Which is to mean that they need to give priority for what they think rather to be influenced by others belief, they have confidence to speak their opinion and also they had personal value to judge themselves. Based on the scored data 89.8% of respondents stated that they underscore the importance of judging themselves by what they think not by others value. In addition, 97.2% of respondents also confirmed that they are not afraid to speak their opinion.

Based on the analyzed result for self-acceptance, we can conclude that 87.5% of respondents or majority of them agreed and had better self-acceptance. This means that they feel positive about themselves and like most aspect of their personality, and generally they feel good about who they are and how things have been changed through their life.

Based on the statistics result for purpose in life psychological indicator, more than 88% of respondents response indicated that they have purpose in life and sense of direction, they have planning for their future as well. In addition, based on the analysed result for personal growth, almost all respondents i.e more than 93% of them have confidence and they are working on their personal growth.

#### **4.5 The Eritrean Refugees and their relationship with the host community in terms of accessing public services**

The presence of Eritrean refugees in Amhara region brought a mixed social impact upon the host community of Alemwach and its surrounding. On the one hand, it has improved access to social services such as education and health, and on the other, it has led to a hostile relation between the host community of Dabat and Eritrean refugees. With regard to some of the benefits and opportunities brought in the region following the Eritrean refugee influx particularly from their arrival onwards, the key informants explained that the refugee influx has brought certain improvements particularly with regard to health services, employment opportunities and so on.

As it is already observed during in Alemwach Eritrean refugee settlement as well as informants also shared their views on this. There are only few health centres in Dabat town so the refugees had to travel a long distance to get medical treatments like or get further referral to Gonder, Debark and the like to access advanced medical support depending on their case. In addition, since there was a shortage of medical staff, people were not getting proper treatment and as a result many suffered from health problems. However, after the refugee influx, although there is still problem regarding its efficiency, there is a slight improvement in terms of having better access to health services for both refugees and host communities.

As indicated before in Alemwach settlement, there is no installed public services like health, secondary education and the like specifically focussing for refugees. Below key informant information complemented as follow:

*The UN refugee agency is applying the integrated area based approach here i.e capacitating the already existing public facilities in the host community rather than installing new public services inside the camp like in other country operations. As such here for Eritrean refugees in Alemwach settlement the implementation is not going as planned due to different constraints like budget, which allows both communities face different problems in terms of accessing basic services like health. In fact, such constraint may affect the relationship between the two communities. (UNHCR KI)*

Regarding the economic impact and employment opportunity, the positive changes brought on the lives of the host community of Dabat following the Eritrean refugee influx are primarily indicated as job opportunities. Most of the informants described these opportunities as benefiting particularly the youth in terms of providing them with employment opportunities. On the other end the cost of living is increasing due to the arrival of refugees and its linked services in Dabat and the surrounding. Refugee informants claim that basic services like health, education, market and etc are with the host community.

*The environment is not conducive and suitable to live, even if we self relocated for safety during northern conflict between federal government and TPLF forces. Refugees has to go to a far distance to get medical service, market access and other public services. The UNHCR integration approach is different from our previous time camp services in Tigray region. We are sharing with the host community such arrangement initially was challenging. Infact currently the community id fine but the services has to be strengthened. (Refugee Chair)*

Some of the negative environmental impacts brought into Dabat according to informants are emanated from the construction of refugee camp settlements. In the process, forests were destroyed. Deforestation and environmental degradation are caused by the Eritrean refugee arrivals. As a result of the refugee influx and refugee camp construction, some section of the host community particularly the grazing land and the farming community incurred negative costs which affected the livelihood of many family members. On the other hand, regarding the first perception participants from the government administration shared below information.

The Eritrean refugees at the beginning face challenge with the host as well as with the zonal government. Due to the northern war, there were a tendency by the host community members and others to level all the new arrivals of Eritrean refugees as Tigrayan, that thinking creates tension. It took sometime to understand the general refugee situation in Alemwach. (KI Gov admin).

As per the informants, currently the relationship of host community and Eritrean refugees is progressively improving. In terms of security, the finding with regard to the impact of Eritrean refugee presence indicates that such impacts are not solely dependent upon the refugee presence. It is also shaped by social and historical changes that has occurred in the region as well as the response by government and humanitarian actors. The finding indicates the role played by humanitarian actors which is compassionate towards addressing the needs of refugees play a role in terms of affecting the region's security. As explained by the humanitarian partner informants,

*As known the Eritrean refugees that resides in Alemwach are survivor of consecutive traumas due to the Northern conflict, the host community need to understand the extent of the problem and need to minimize the triggering situations (frequent gun shoot at night, assault and the like). As an advantage their background like social, religious and cultural similarity between the two communities to some extent can be taken as a good component for the relationship. (IP KII)*

The above idea is also complimented by informants for example from the Refugee committee chair who indicated that since their arrival the relationship between the host and Eritrean refugees is currently fine.

*Initially the host community were not happy, now there is progress. Public services were nor properly in place and we were sharing same resources which affected everything. Due to this there were conflicts, crimes, and sometimes shootings in the camp. Partners including the government were not in a good position to protect and support us. The community labelled us as Tigrayans due to the northern war and there was discrimination due to information gap. But now there is change and improvement (Refugee chair).*

Such information as the above informant indicates that, the incompatibility of livelihood is what determines the degree and intensity of resource depletion that leads to environmental conflict between the Dabat surrounding host community and the Alemwach Eritrean refugees. The issue

of livelihood and self-reliance for both communities has been take in to consideration to minimize further conflicts and related concerns in advance.

No.	Items	Strongly Agree	Agree	Undecided	Disagree	SD
1	I am equally good at listening in both my own language, Tigregna and Amharic	29 (13.42%)	165 (76.38%)	3 (1.38%)	0	5 (2.32%)
2	I feel very comfortable around both Ethiopians and Eritreans	5 (2.32%)	201 (93%)	2 (0.98%)	8 (3.7%)	0
3	I have both Ethiopians and Eritrean friends in Alemwach settlement.	13 (6%)	23 (10.65%)	6 (2.78%)	174 (80.55%)	0
4	I have good achievements both in my country and here in Alemwach settlement, Dabat.	2 (0.98%)	28 (12.96%)	17 (7.87%)	169 (78.25%)	0
5	I prefer to eat both Ethiopians and Eritreans food	9 (4.16%)	195 (90.27%)	1 (0.46%)	11 (5.09%)	0
6	I find myself thinking more like an Ethiopian	11 (5.09%)	187 (86.57%)	9 (4.16%)	9 (4.16%)	0
7	I prefer Ethiopian values more than Eritrean values	0	6 (2.78%)	5 (2.32%)	193 (89.35%)	12 (5.55%)
8	I want to be like Ethiopian in the way I think, talk, and act	0	99 (48.83%)	42 (19.44%)	75 (34.72%)	0
9	I want to be treated as an Ethiopian.	1 (0.46%)	125 (57.87%)	51 (23.61%)	39 (18.05%)	0
10	I am happier now that I am in Alemwach settlement Ethiopia.	5 (2.32%)	117 (54.16%)	23 (10.64%)	71 (32.87%)	0
11	I pursue support from Eritrean people rather than rely on Ethiopians peer	0	99 (48.8%)	44 (20.37%)	73 (33.7%)	0
12	I am a very traditional Eritrean person despite living in Ethiopia	3 (1.38%)	79 (36.5%)	36 (16.6%)	97 (44.9%)	0
13	I prefer Eritrean living style than Ethiopians.	0	33 (15.27%)	23 (10.64%)	159 (73.6%)	1(0.46%)
14	I would raise my children in traditional Eritrean ways if I were a parent	1 (0.46%)	172 (79.6%)	11 (5.09%)	29 (13.4%)	3 (1.38%)
15	I wish I was living in my own country.	0	163 (75.46%)	16 (7.4%)	37 (17.12%)	0
16	I feel that I do not belong to either Eritrean or Ethiopians culture.	0	0	1 (0.46%)	203 (93.98%)	12 (5.5%)
17	Generally I found it difficult to socialize with anybody, Eritrean or Ethiopians.	0	3 (1.38%)	0	193 (89.35%)	20 (9.2%)
18	I am not understood both by Eritrean or Ethiopians.	1 (0.46%)	1(0.46%)	2 (0.92%)	197 (91.2%)	15 (6.94%)
19	I feel like I am rejected by both Eritrean and Ethiopians.	2 (0.92%)	3 (1.38%)	3 (1.38%)	195 (90.27%)	11 (5.09%)

Table 4.3 summary respondents of refugee social wellbeing scale

As indicated from the above table, a majority of respondents agree or strongly agree that they are equally proficient in both Tigreña and Amharic languages (89.8%). This indicates a level of cultural adaptation and linguistic integration within the host Ethiopian community context. Similarly, a high percentage of respondents feel comfortable around both Ethiopians and Eritreans (95.32%), suggesting a degree of social openness and acceptance of cultural diversity.

With reference to social Integration and Relationships, as indicated from the above response figure, regarding friendships with both Ethiopians and Eritreans show a lower agreement percentage (16.65%). This suggests that while there is some level of interaction between the two communities, forming meaningful friendships across cultural boundaries might be less common. On the other hand, there's a relatively low percentage of respondents who pursue support from Eritreans rather than relying on Ethiopian peers (20.37%). This indicates a potential preference for support networks within their own cultural group.

Regarding cultural Identity and Preference, the preference for Ethiopian values over Eritrean values is high (89.35%), suggesting a stronger identification with Ethiopian cultural norms and practices among the respondents. Similarly, a significant percentage prefer Ethiopian living style over Eritrean (73.6%), indicating a cultural preference for the host country's lifestyle.

On the other hand, the percentage of respondents who feel rejected by both Eritrean and Ethiopian communities is noteworthy (11.47%), indicating potential challenges in integration and feelings of exclusion. A small percentage of respondents feel that they do not belong to either Eritrean or Ethiopian culture (0.46%), highlighting potential struggles with identity and belonging.

Overall, the analysis suggests a mixed picture of social well-being among the refugee respondents. While there are indicators of cultural adaptation and acceptance, there are also challenges related to forming cross-cultural friendships, navigating identity issues, and addressing feelings of rejection or exclusion. Efforts to improve social well-being could focus on promoting intercultural understanding, facilitating community integration initiatives, and providing support services to address the diverse needs of the refugee population.

The analysis of the response percentage rates from the 19-item questionnaire provides valuable insights into the general social well-being of refugee respondents in the Alemwach settlement.

Overall, the findings suggest a mixed picture of social integration, cultural adaptation, and psychological adjustment among the refugee population.

The majority of respondents demonstrate proficiency in both Tigregna and Amharic languages, indicating a level of linguistic integration. However, there is a clear preference for Ethiopian values and living styles over Eritrean counterparts, suggesting a stronger identification with the host country's culture.

Consequently, due attention must be given for the refugee operation in Amhara because the operation is new to the region. Thus, different GOs/NGOs and other stakeholders must work closely with the regional government in general and the zonal and woreda administrations in particular to establish good relations between the host and refugees in Dabat, Amhara. This issue is complimented by informants from the government office as well:

*Initially after their arrival, since the region is new for refugees there was a challenge for the regional government because the security situation at the time was tough due to the northern war with TPLF forces. There was poor coordination from UNHCR and RRS side with zonal and Woreda administrations in terms of information sharing and service access for the new arrivals. While arriving in Dabat, those Eritreans were trying to go to Addis Ababa Illegally by their own without pass permit, which also caused conflicts with government security forces and detention too. (Dabat city admin KI).*

Though it is clearly stated earlier that the UN refugee agency currently is capacitating public infrastructures which aims to support both the Eritrean refugees in Alemwach and the surrounding host community members who are in Dabat and its surrounding administrations.

For instance, among the public services which both host community and refugees are attending their education in the surrounding government schools but different challenges are shared by the informant from UNHCR.

*Host community schools in Dabat town where refugee children are attending their schooling have encountered scarcity of combined desks and suffer with congested classrooms. School feeding at Alemwach refugee site and host community schools have not started yet which is impacting the education activities (UNHCR KI).*

Based on the fact that, study participants from humanitarian implementing partners and the government administration, in order to strengthen the relationships between the host community and Eritrean refugees the following has to be done.

*In order to adjust and improve the relationships of Eritrean refugees in Alemwach settlement and the surrounding host community members; first, the public services has to be properly capacitated, renovated and strengthened. Resource sharing might be source of conflict because refugees are sharing public services with the community. Thus, it is important to address the gaps and challenges of those main public services like health centres, education centres, markets and the like (FGD IP).*

## Chapter Five

### Discussion, Conclusion and Recommendation

#### 5.1 Discussion

The Basic Needs Approach (BNA) by UNHCR is designed to ensure that refugees' fundamental requirements for survival and dignity are met. This framework includes several key components such as shelter, food security, WASH (water, sanitation, and hygiene), health, education, protection, livelihoods, NFIs (non-food items), and community empowerment. In the context of the Eritrean refugees in Alemwach Settlement, the study found several gaps in the provision of these basic needs:

**Shelter:** The provision of adequate and durable housing is lacking, with many refugees still living in tents. This situation exposes them to various risks, including trafficking, abuse, and gender-based violence.

**Security and Nutrition:** Food distribution is not timely, and special nutritional needs for vulnerable populations are not adequately met. This gap highlights the need for better logistical planning and resource allocation.

**WASH:** The study does not provide detailed insights into WASH services, but given the general challenges in basic service provision, it is likely that improvements are needed in this area as well.

**Health:** Access to healthcare services, including mental health support, is critical. While some services are provided, the psychological well-being of refugees indicates the need for enhanced psychosocial support due to their traumatic past and secondary displacement.

**Education:** Access to education is a significant component, but the study does not elaborate much on this. Ensuring that children and adults have educational opportunities is essential for long-term integration and self-reliance.

**Protection:** Legal protection and security within the camp are major concerns. The study indicates that some refugees face significant protection issues, suggesting the need for stronger measures to safeguard their rights and dignity.

**Livelihoods:** The integration of refugees into income-generating activities is essential. The study suggests that economic opportunities are limited, necessitating targeted support to enhance self-reliance.

**Community Empowerment:** While the study mentions positive relations between refugees and the host community, there are still challenges in social integration and participation. Encouraging active participation in community initiatives can enhance social cohesion and resilience.

The BNA's focus on sustainability and long-term solutions aligns with the study's findings that more collaborative efforts are needed to address gaps and challenges in service provision and psychosocial support.

**Kunz's Refugee Theory** categorizes refugees based on their identification with their home country: **Majority-Identified Refugees:** These refugees share opposition to political and social events at home with their compatriots. In the study, Eritrean refugees demonstrate linguistic integration and preference for Ethiopian values, suggesting a majority-identified attitude where they align with the host community's culture.

**Events-Alienated Refugees:** These refugees feel irreconcilably alienated from their home country due to discrimination. The study indicates some refugees experience feelings of rejection and identity struggles, aligning with this category.

**Self-Alienated Refugees:** Individuals leave their country for personal reasons unrelated to active policies of their society. The study does not explicitly categorize refugees this way but indicates a minority feel disconnected from both Eritrean and Ethiopian cultures, potentially fitting this category. Kunz's theory helps understand the varied motivations and attitudes of Eritrean refugees, which can inform targeted interventions to support their integration and well-being.

However, with regard to the Assimilation or Acculturation Model examines how refugees adapt to a new cultural environment. According to Berry (2005), acculturation involves adapting to the new culture while maintaining aspects of the original culture. The study highlights several aspects of acculturation among Eritrean refugees:

**Linguistic Integration:** Many refugees are proficient in both Tigrigna and Amharic, indicating linguistic adaptation to the host community.  
**Cultural Preferences:** There is a preference for Ethiopian values and lifestyles, suggesting a significant level of cultural assimilation.  
**Social Integration-**While refugees are comfortable around both Ethiopians and Eritreans, forming deep cross-cultural friendships is less common. This indicates partial social integration and highlights the need for initiatives to foster meaningful intercultural relationships.

**Identity and Belonging:** Some refugees struggle with their identity and sense of belonging, feeling disconnected from both cultures. Addressing these identity issues is crucial for their social and psychological well-being. The acculturation model helps understand the interaction between Eritrean refugees and the host community, emphasizing the need for policies and programs that support cultural diversity, intercultural dialogue, and social integration.

## **5.2 Conclusion**

Based on this study which is conducted with a particular objective of assessing protection support and their access to public services with the host community of the Eritrean Refugees in Alemwach Settlement of the Amhara Region, the following conclusions are drawn.

The study provided detailed description regarding how the Eritrean refugees are accessing basic support and protection services from GO and NGO's in Alemwach settlement, how those refugees have adjusted to the psychological challenges they face in the camp, as well as how those Eritrean refugees in Amhara region are impacted by the surrounding host community in their social adjustment in Dabat, Alemwach. The study employed mixed research design. The collection and analysis of both quantitative and qualitative data were done simultaneously, both forms of data were given equal priority, data analysis was conducted separately, and integration was occurred at the data interpretation stage of the study.

The study provided the gaps and challenges in terms of service in general and psycho-social support in particular, which needs more collaboration and joint work to address the issue as well as to prevent future mental health challenges.

Though based on the findings Eritrean refugees are facing challenges to get standardized and consistent support on basic public services in Alemwach settlement, they were getting some services like food and nutrition, non-food items, shelter, health services access to education, wash services, enough protection and security as well as other related support which are essential in their day-to-day life as a right holder.

The majority of refugee respondents' demonstrate proficiency in both Tigre and Amharic languages, indicating a level of linguistic integration. However, there is a clear preference for Ethiopian values and living styles over Eritrean counterparts, suggesting a stronger identification with the host country's culture.

While there is a significant level of comfort around both Ethiopians and Eritreans, forming meaningful cross-cultural friendships appears to be less common. A minority of respondents express feelings of rejection or a lack of belonging within both the Ethiopian and Eritrean communities, indicating challenges in social integration and acceptance. Some respondents struggle with a sense of identity, feeling disconnected from both Eritrean and Ethiopian cultures. There is a need to address feelings of isolation and exclusion, as indicated by the minority of respondents who express rejection by both host and refugee communities.

The study revealed that basic public services like food is not delivered on time and distribution system is not properly addressed by persons with specific needs as they need extra support on this. In addition, nutrition food items for those refugees who needs special care is not enough. In addition, Non-food items and others emergency supplies like clothes, sleeping mat, basic household items i.e kitchen set cooking materials and other basic household materials, that is buckets, blankets, solar lamp, mosquito net is not distributed for all or not adequate since those affected populations left those previously distributed items above in their previous camps in Tigray region.

In terms of shelter many of the refugees are not satisfied because only some are living with brick houses and many others are living in tents that expose them to trafficking, abuse, gender based violence and related protection concerns.

As the psychological wellbeing scale revealed, the analysis suggests a generally positive psychological well-being among respondents, characterized by high levels of self-confidence, positive self-perception, and a sense of purpose and direction in life. However, there are also indications of areas of concern, such as feelings of disappointment about achievements, uncertainty about the future, and perceptions of daily activities as trivial. These findings provide valuable insights into the diverse experiences and psychological well-being of the respondents.

In terms of the Eritrean refugees psychological wellbeing, the study revealed that currently Eritrean refugees had better psychological wellbeing in relations with self-acceptance, personal growth, purpose in life and autonomy. The study also showed that refugees positive relation with the host community in Dabat and the surrounding has increased through time. Overall, consideration has to be in place for more work on Psychosocial support due to their secondary movement. Thus, MHPSS partner Psychologists and counsellors have to get deep understanding of those Eritrean refugees' behavior, thinking and attitude. This helps to support refugees to better cope with their challenges in alemwach settlement.

Regarding refugees social wellbeing, the findings highlight the multifaceted nature of social well-being among refugee respondents in Alemwach, dabat. While many demonstrate adaptability and acceptance of Ethiopian culture, challenges such as forming meaningful cross-cultural relationships, navigating identity issues, and addressing feelings of rejection or exclusion persist. These challenges can have implications for the psychological well-being and social integration of refugees in the settlement. Since UNHCR is applying integrated area based approach to manage the refugee operations in Amhara region, it is good to add more efforts to support their social well-being in-terms of promoting cultural diversity, facilitating intercultural dialogue, addressing social isolation, and providing mental health support to cope with the challenges of displacement and adaptation.

Above all, improving the economic, social integration of Eritrean refugees in Amhara region requires a multi-faceted approach that addresses legal barriers, provides targeted support for

employment and entrepreneurship, and promotes social cohesion. By enhancing economic opportunities and fostering a supportive environment, Eritrean refugees can contribute positively to the local economy and achieve greater self-reliance.

### **5.3 Recommendations**

The study revealed that UNHCR is applying area based integrated area based approach to support both refugees and the surrounding host community members through capacitating government public service providers but its implementation is not in accordance with the standard. Thus, it must be seriously reconsidered and implemented in accordance with the plan as well to minimize further consequences.

The following reflections are made for Governmental and Non-Governmental Organizations (GOs and NGOs) of refugee operation actors based on the research findings in order to improve protection support and public service accessibility for Eritrean refugees in Alemwach settlement, Dabat woreda in the Amhara region. Host Government and Local Authorities:

- ✓ Implementation of Integrated Area-Based Approach: Ensure the proper execution of UNHCR's integrated area-based approach to support both refugees and host communities.
- ✓ Provision of Public Services: Enhance capacity building for local public service providers in health, education, water, sanitation, land, and security sectors to support refugee operations inclusively.
- ✓ Regular Monitoring and Protection: Implement consistent protection monitoring in refugee settlements and surrounding areas to identify and address gaps and challenges in real-time.
- ✓ Registration and Entitlement Services: Re-establish and maintain registration services for new family members to ensure refugees receive all entitlements, such as food provisions.
- ✓ Balancing Aid Distribution: Ensure equitable distribution of aid to both refugees and host communities to prevent feelings of neglect and promote harmony.
- ✓ Regional and Local Administrations (Amhara Region, North Gondor Zonal Administration, Dabat Town Administration):

- ✓ Supporting Inclusive Refugee Operations: Prioritize and address identified challenges in sectors such as health, education, water, and sanitation through collaborative efforts with humanitarian actors.
- ✓ Community Integration and Support: Foster integration through local governance, enhancing relationships between refugees and host communities, and supporting income-generating projects.

UNHCR (United Nations High Commissioner for Refugees):

- Support and Capacity Building: Work with local government to implement an area-based approach effectively, ensuring it meets the required standards.
- Protection Services: Collaborate with protection partners to provide proper protection services for refugees, including regular monitoring and addressing gaps.
- Registration Processes: Facilitate the resumption of registration processes for new family members to ensure access to entitlements.
- Confidential Psycho-Social Support: Provide advanced psycho-social support to address trauma and sexual assault experienced by refugees during secondary movements.

WFP (World Food Programme):

- Food and Nutrition Services: Ensure the timely and adequate provision of food and nutrition services to refugees as per the required standards.

RRS (Refugee and Returnee Service):

- Service Provision Improvement: Collaborate with UNHCR, WFP, and other actors to enhance the timely delivery of services to refugees.

Other Implementing and operational Humanitarian Actors in Alemwach settlement:

- ❖ Income-Generating Activities: Develop and implement projects that generate income for both refugees and host communities to improve relationships and support integration.
- ❖ Trauma and Emotional Support Training: Train community and refugee committee members on trauma handling and emotional support, facilitating platforms for discussions and forums to address social and psychological crises.

- ❖ Addressing Isolation and Integration Issues: Develop programs that help refugees and host communities build meaningful relationships, addressing feelings of rejection and isolation.

Joint Efforts by GOs and NGOs:

- ✓ Capacity Building and Support Services: Both governmental and non-governmental organizations should work together to provide comprehensive support services, balancing aid between refugees and host communities, and improving social integration and psychological well-being.
- ✓ Regular Coordination: Maintain ongoing coordination among all actors to ensure the effective implementation of integrated approaches and the timely provision of necessary services to both refugees and host communities.
- ✓ Community Engagement: Actively engage with host community leaders and local government to foster better relationships, mitigate conflicts, and ensure refugees' social and psychological adjustment within their new environments.

By collaboratively addressing these roles, GOs and NGOs can create a more supportive, inclusive, and equitable environment for Eritrean refugees in Alemwach and their surrounding host communities.

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# Appendix-Data collection instruments

Addis Ababa University

College of Education and Behavioral studies

School of Psychology Questionnaire

Dear All,

The purpose of this paper is assessing protection support and their relation with the host community of the Eritrean Refugees in Alemwach Settlement of the Amhara Region. The response you provide in this questionnaire is confidential and essential for the effectiveness of the study so please provide genuine information.

## 1. Guiding Questions for FGD/refugees 3\* / men, women, mixed refugee community members

- ✓ Do you think you feel safe and protected in Alemwach settlement?
- ✓ በአለምዎች ሰፈር ደህንነት እና ጥበቃ የሚሰግዎት ይመስልዎታል?
- ✓ አብ ከባቢ ዓለም ውሑስን ውሑስን ዲኻ ትመስለካ?
- ✓ Do you get all public services in Alemwach refugee settlement properly?
- ✓ በአለምዎች የሰደተኞች መጠለያ ውስጥ ሁሉንም የህዝብ አገልግሎቶች በትክክል ያገኛሉ?
- ✓ ኩሉ ህዝባዊ አገልግሎታት አብ ምፍታሕ ሰደተኞቻት አለምዎክ ብግቡእ ትረኽቦ ዲኻ?
- ✓ Is all services accessible for Eritrean refugees in Alemwach settlement?
- ✓ ሁሉም አገልግሎቶች በአለምዎች ሰፈር ውስጥ ለኤርትራዊ ሰደተኞች ተደራሽ ናቸው?
- ✓ What are the challenges in Alemwach refugee settlement in terms of service and relationships with the host community in Dabat wereda and the surroundings?
- ✓ በአለምዎች የሰደተኞች ሰፈር በዳባት ወረዳ እና አካባቢው ከሚገኙ አስተናጋጅ ማህበረሰብ ጋር ካለው አገልግሎት እና ግንኙነት አንፃር ምን ተግዳሮቶች አሉ?
- ✓ አብ ሰፈራ ሰደተኞቻት አለምዎች ብመንጽር አገልግሎትን ዝምድናን ምስ አአንጋዲ ማሕበረሰብ አብ ዳባት ወረዳን ከባቢአን እንታይ ዓይነት ብድሆታት አለው?
- ✓ Are the host community welcoming to you?
- ✓ አስተናጋጁ ማህበረሰብ ለእርስዎ አቀባበል እያደረገዎት ነው?
- ✓ እቲ አአንጋዲ ማሕበረሰብ ጽቡቕ ዕድል ይቆጠሉልካ ድዩ?
- ✓ Do the local government of Dabat city and Refugee and returnee services of the government organization supportive to you and your families?
- ✓ የዳባት ከተማ አስተዳደር እና የመንግስት ድርጅቱ የሰደተኞች እና ከሰደት ተመለሾች አገልግሎት ለእርስዎ እና ለቤተሰብዎ ድጋፍ ያደርጋሉ?

- ✓ ምምሕዳር ከባቢ ከተማ ዳባትን አገልግሎት ስደተኞችን ተመለስቲን ናይቲ መንግስታዊ ትኩረት ገዳኝን ገሰድራቤትካን ደጋፊ ድዩ?
- ✓ What is your opinion to improve protection and support for refugees?
- ✓ ለስደተኞች ጥበቃን እና ድጋፍን ለማሻሻል ያለዎት አስተያየት ምንድነው?
- ✓ ገሰድተኞች ገጣብር ሐላዋን ደገፍን ገምምሕያሽ ናትኩም ርእይቶ እንታይ እዩ?
- ✓ How do you explain the conditions of your living place in general in alemwach settlement?  
(Probe: - related with the level of satisfaction with the conditions of your living place?)  
በአጠቃላይ በአለምዎች ሰፋሪ ውስጥ የመኖሪያ ቦታዎን ሁኔታ እንዴት ያብራራሉ?  
(Probe: - የመኖሪያ ቦታዎ ሁኔታ ጋር ካለው እርካታ ደረጃ ጋር የተዛመደ?)
- ✓ ኩነታት መነባብሮኝ ብሐፈሻ አብ ሰፈራ አለምዎች ብኸመይ ትገልጹ?  
(መርመራ: - ምስ ደረጃ ዕግብት ምስ ኩነታት መነባብሮኝ ዝተአሳሰር?)

**2. Guiding Questions for FGD /host community and local government officials/ humanitarian partners in Alemwach**

**3\* /host men & women mixed community members, & humanitarian partners mixed, local government officials**

- ✓ What is the challenge after Eritrean refugees are arrived in Alemwach?
- ✓ የኤርትራ ስደተኞች ወደ አለምዎች ከደረሱ በኋላ ተግዳሮት ምንድነው?
- ✓ Do you get timely information from humanitarian organizations properly?
- ✓ ከሰብአዊ ድርጅቶች ወቅታዊ መረጃ ያገኛሉ?
- ✓ Do you think refugees need protection and support from Governmental Organizations and Non Governmental Organizations?
- ✓ ስደተኞች ከመንግስት ድርጅቶች እና መንግስታዊ ካልሆኑ ድርጅቶች ጥበቃ እና ድጋፍ ይፈልጋሉ ብለው ያስባሉ?
- ✓ Do you think refugees are getting enough support from humanitarian partners or Ethiopian government?
- ✓ ስደተኞች ከሰብአዊ አጋሮች ወይም ከኢትዮጵያ መንግስት በቂ ድጋፍ እያገኙ ያለ ይመስልዎታል?
- ✓ What is your opinion to improve and upgrade the current protection and services for Eritreans in Alemwach?
- ✓ በአለምዎች ውስጥ ለኤርትራውያን የአሁኑን ጥበቃ እና አገልግሎት ለማሻሻል የእርስዎ አስተያየት ምንድነው?
- ✓ What are the current challenges in terms of social and psychological adjustment with host community?
- ✓ ከአስተናጋጅ ማህበረሰብ ጋር ከማህበራዊ እና ሥነ ልቦናዊ ማስተካከያ አንጻር አሁን ያሉት ተግዳሮቶች ምንድን ናቸው?

- ✓ What is the advantage and disadvantage of hosting refugees in Alemwach?
- ✓ በአለምቀኝ ስደተኞችን ማስተናገድ ያለው ጥቅምና ጉዳት ምንድን ነው?

**Key informant interview (KII) guiding questions**

**UNHCR, WFP, IHS, PIE, DICAC, RRS, / main service providers/ some questions but not limited to are the following below:**

- ✓ Do you think Eritrean refugees are getting protection support as per the standard of their entitlement?
- ✓ የኤርትራ ስደተኞች በሙብት ደረጃቸው መሰረት የጥበቃ ድጋፍ እያገኙ ይመስላችኋል?
- ✓ Do you think public services are enough and fair for Eritrean refugees as per the standard?
- ✓ እንደ መደበኛ የኤርትራ ስደተኞች የህዝብ አገልግሎቶች በቂ እና ፍትሃዊ ናቸው ብለው ያስባሉ?
- ✓ Is there any unresolved challenge of refugees in relation with host community?
- ✓ ከአስተናጋጅ ማህበረሰብ ጋር በተያያዘ ያልተፈታ የስደተኞች ተግዳሮት አለ?
- ✓ What are the challenges in accessing services in Alemwach?
- ✓ በአለምቀኝ አገልግሎቶችን ለማግኘት ምን ተግዳሮቶች አሉ?
- ✓ What is your opinion to improve services in Alemwach?
- ✓ በአለምቀኝ ውስጥ አገልግሎቶችን ለማሻሻል ምን አስተያየት አለዎት?
- ✓ What is the challenge in terms of relationship between host and refugee community?
- ✓ በአስተናጋጅ እና በስደተኛ ማህበረሰብ መካከል ካለው ግንኙነት አንፃር ያለው ፈተና ምንድን ነው?
- ✓ Is there security problem for refugees in Alemwach settlement?
- ✓ በአለምቀኝ የስደተኞች ሰፈር የፀጥታ ችግር አለ?
- ✓ Is there specific marginalized group which is challenging living in alemwach settlement?
- ✓ በአለምቀኝ ሰፈር መኖርን የሚፈታተን የተለየ የተገለለ ቡድን አለ?

**Addis Ababa University**  
**College of Education and Behavioral studies**  
**School of Psychology Questionnaire**

Dear All,

The purpose of this paper is assessing protection support and their relation with the host community of the Eritrean Refugees in Alemwach Settlement of the Amhara Region. The response you provide in this questionnaire is confidential and essential for the effectiveness of the study so please provide genuine information.

Part II Psychological wellbeing scale

**Instructions:** Circle one response below each statement to indicate how much you agree or disagree.

**5= SA =strongly agree, 4= A=agree, 3= UN=undecided, 2= D=disagree, 1= SD=strongly disagree**

No	Item	SA	A	UN	D	SD
1	I am not afraid to speech my opinions, even when they are in opposition to the opinions of most people.	5	4	3	2	1
2	I tend to worry about what other people think of me.	5	4	3	2	1
3	I judge myself by what I think is important, not by others value.	5	4	3	2	1
4	I have confidence in my opinions, even if they are opposite to the general consensus.	5	4	3	2	1
5	My decisions are not influenced by others belief.	5	4	3	2	1
6	I feel confident and positive about myself.	5	4	3	2	1
7	I like most aspects of my personality.	5	4	3	2	1
8	In many ways, I feel disappointed about my achievements in life.	5	4	3	2	1
9	I am satisfied with how things have changed in my life.	5	4	3	2	1
10	When I compare myself to friends, I feel good about who I am.	5	4	3	2	1
11	I have a sense of direction and purpose in life.	5	4	3	2	1
12	I don't really think about the future	5	4	3	2	1
13	Some people wander aimlessly through life, but I am not one of them.	5	4	3	2	1
14	My daily activities often seem trivial and unimportant to me.	5	4	3	2	1
15	I sometimes feel as I have done all the tasks in life.	5	4	3	2	1

**Amharic version**

**አዲስ አበባ ዩኒቨርሲቲ  
የትምህርት እና የባህሪ ጥናቶች ኮሌጅ  
የሰነ-ልቦና ትምህርት ቤት መጠይቅ**

**ውድ የጥናት ተሳታፊዎች**

የዚህ ጥናታዊ ጽሁፍ ዓላማ በአማራ ክልል በአለምዎች ሰፈር ከሚገኙ የኤርትራ ስደተኞች አስተናጋጅ ማህበረሰብ ጋር ያለውን የጥበቃ ድጋፍ እና ያላቸውን ግንኙነት መገምገም ነው። በዚህ መጠይቅ ውስጥ የሰጡት ምላሽ ሚስጥራዊ እና ለጥናቱ ውጤታማነት አስፈላጊ ነው ስለዚህ እባክዎን እውነተኛ መረጃ ያቅርቡ።

- ስማችሁን መጻፍ አያስፈልግም
- የሚሰጡት መልስ ሁሉ ሚስጥራዊ ነው።
- እባክዎን ለእያንዳንዱ ጥያቄ መልስ ይስጡ
- እባክዎን ለእያንዳንዱ ጥያቄ አንድ መልስ ይስጡ

በዚህ ላይ ለምታደርጉት ትብብር በቅድሚያ እናመሰግናለን

**ክፍል አንድ የጀርባ መረጃ**

- 1, ጾታ ሴት ወንድ
- 2, ዕድሜ \_\_\_\_\_
- 3, የትምህርት ደረጃ.....
- 4, ከየት ሀገር ነዉ የመጡት፣ ኤርትራ .....ኢትዮጵያ..... ሌላ

**ክፍል II የሰነ-ልቦና ደህንነት ሚዛን ልኬት**

መመሪያዎች- ከዚህ በታች የሰነ-ልቦና ደህንነት መለኪያዎች 15 መግለጫዎችን ያቀፈ ሲሆን በአዎንታዊ እና በአሉታዊ ቃል የተጻፉ መግለጫዎችን ጥምረት ያካትታል። ምን ያህል እንደተሰማሙ ወይም የማይሰማሙበትን ሁኔታ ለማመልከት ከእያንዳንዱ መግለጫ በታች አንድ ምላሽ አክቡ።

5 = SA = በጥብቅ እስማማለሁ, 4 = A = እስማማለሁ 3 = UN = ያልተመረጠ, 2 = D = አልሰማማም 1 = SD = በጥብቅ አልሰማማም

No.	መግለጫ	በጥእስ	እስ	ያ	በጥአል
1.	የብዙ ሰዎችን አስተያየት በሚቃወሙበት ጊዜም እንኳ የእኔን አስተያየት ለመናገር አልፈራም.	5	4	3	2 1
2.	ሌሎች ሰዎች ስለ እኔ ምን እንደሚያስቡ እጩነቃለሁ.	5	4	3	2 1
3.	በሌሎች ዋጋዎች ሳይሆን አስፈላጊ ነው ብዬ ባሰብኩበት ነገር እራሴን እፈርድባለሁ.	5	4	3	2 1
4.	ምንም እንኳን ከአጠቃላይ መግባባት ጋር ተቃራኒ ቢሆኑም በአስተያየቶቼ ላይ እምነት አለኝ.	5	4	3	2 1
5.	የእኔ ውሳኔዎች በሌሎች እምነት ላይ ተጽዕኖ አያሳድሩም.	5	4	3	2 1
6.	ስለራሴ በራስ የመተማመን እና አዎንታዊ ስሜት ይሰማኛል.	5	4	3	2 1
7.	የእኔን ስብዕና አብዛኛዎቹ ገጽታዎች እወዳለሁ.	5	4	3	2 1
8.	በብዙ መንገዶች ፣ በሕይወቴ ውስጥ ስላከናወናቸው ስኬቶች ቅር ተሰኝቼ ይሰማኛል.	5	4	3	2 1
9.	በሕይወቴ ውስጥ ነገሮች እንዴት እንደተለወጡ ረክቻለሁ.	5	4	3	2 1
10.	ራሴን ከጓደኞቼ ጋር በምወዳደርበት ጊዜ እኔ ማን እንደሆንኩ ጥሩ ስሜት ይሰማኛል.	5	4	3	2 1
11.	በህይወት ውስጥ የአቅጣጫ እና ዓላማ ስሜት አለኝ.	5	4	3	2 1
12.	ስለ የወደፊቱ ጊዜ በእውነቱ አላስብም	5	4	3	2 1

- 13. አንዳንድ ሰዎች በህይወት ውስጥ ሆን ብለው ይንከራተታሉ ፣ ግን እኔ ከእነሱ አንዱ አይደለሁም. 5 4 3 2 1
- 14. የዕለት ተዕለት እንቅስቃሴዎቼ ብዙውን ጊዜ ለእኔ ቀላል እና ለእኔ አስፈላጊ ያልሆኑ ይመስላሉ. 5 4 3 2 1
- 15. አንዳንድ ጊዜ በህይወት ውስጥ ሁሉን 5 4 3 2 1

**Tigregna Version Instruments**

**የኒቨርሲቲ ኣድዲስ ኣቤባ  
ኮለጅ ትምህርትን ጠባይን  
ቤት ትምህርቲ ስነ-አእምሮ ሕቶታት**

**ፍቅራት ተሳተፍቲ መጽናዕቲ**

ዕላማ እዛ ጋዜጣ እዚኣ ነቲ ዕቕባ ዚግበረሉ ደገፍን ምስቶም ኣብ ኣለምዋኽ ሰፊራት ኣውራጃ ኣምሃራ ዚርከቡ ተቐበልቲ ማሕበረሰብ ስደተኛታት ኤርትራዊ ዘለዎም ርክብን ንምግምጋም እዩ ። እቲ ኣብዛ ሕቶ እዚኣ እትህቦ መልሲ ምስጢራውን ውጽኢታውን ስለ ዝኹን በጃኻ ናይ ሓቂ ሓበሬታ ሃብ ።

**መምርሒታት፡** እዚ ዝሰዕብ ሕቶታት ንማሕበራዊ ድሕንነትካን ምትዕርራይካን ንምዕቃን ተባሂሉ ኢዩ ተዳልዩ ። ስለዚ ናብቲ ደረጃኹም ብምምላስ ሓፈሻዊ ማሕበራዊ ድሕንነትኩም ክትምርምሩ እሓተኩም ።

- ✓ ስምካ ኸትጽሕፍ ኣየድልየካን እዩ
- ✓ ኩሉ መልስታትካ ምስጢር እዩ ።
- ✓ በጃኻ ንነፍሲ ወከፍ ሕቶ መልሲ ሃብ ።
- ✓ በጃኻ ንነፍሲ ወከፍ ሕቶ መልሲ ሃብ ።

**ስለቲ ኣብዚ ዝገበርኩምዎ ምትሕብባር ኣመስግነኩም!!**

**ቀዳማይ ክፋል፡- ዳሕረዋይ ሓበሬታ**

- 1 ጸታዊ ርክብ ሰብኣይ ፡-..... ሰበይቲ.....
- 2 ዓመት . . . . .
- 3 ደረጃ ትምህርቲ.....
- 4 ካበይ ከም ዝመጹ ኤርትራ... ኢትዮጵያ..... ካልእ

**ስፍሓት ስነ-አእምሮኣዊ**

መምርሒታት፡- ክሳብ ክንደይ ከም እትሰማምዱሉ ወይ ከም ዘይትሰማምዱሉ ንምሕባር ኣብ ታሕቲ ኣብ ዘሎ ነፍሲ ወከፍ መግለጺ ሓደ ምላሽ ዓምብ።

No	Item	SA	A	UN	D	SD
1	ዋላ እውን ምስ ርእይቶ መብዛሕትኣም ሰባት ዚጸረር እንተ ኹን ርእይቶይ ምዘራብ ኣይፈርህን እዩ።	5	4	3	2	1

2	ካልአት ሰባት ብዛዕባይ እንታይ ከም ዚሓሰቡ እጭነቕ እዩ።	5	4	3	2	1
3	ንርእሰይ ቦቲ ኣገዳሲ ገይረ ዝሓሰበ ነገራት ደኣ እምበር ቦቲ ኻልአት ኣኸቢሮም ዚርእይዎ ኣይኮንኩን ዝፈርዳ።	5	4	3	2	1
4	ዋላ እውን ምስ ሓፈሻዊ ውሳኔ ዚጻረር እንተ ኹነ ኣብ ኣረኣእያይ እምንቶ ኣሎኒ።	5	4	3	2	1
5	ውሳኔታተይ ብኻልአት ሰባት ኣይጽሎን እዩ።	5	4	3	2	1
6	ብዛዕባ ገዛእ ርእሰይ ርእሰ ምትእምማንን ኣወንታውን ስምዒት እዩ ዚስምዓኒ።	5	4	3	2	1
7	ሙብዛሕትኡ ሙዳያት ባህርያተይ እፈትዎ እዩ።	5	4	3	2	1
8	ብብዙሕ ሙገድታት ቦቲ ኣብ ህይወተይ ዝረኸበ ኣሳልጦ እጉሂ እዩ።	5	4	3	2	1
9	ኩነታት ኣብ ህይወተይ ብኸመይ ከም እተቐየረ ብምግባረይ ዕጉብ እዩ።	5	4	3	2	1
10	ንርእሰይ ምስ ኣዕሩኸይ ከወዳድር ከለኹ ብዛዕባ ሙንነተይ ጽቡቕ እዩ ዚስምዓኒ።	5	4	3	2	1
11	ኣንፈትን ዕላማን ህይወት ኣሎኒ።	5	4	3	2	1
12	ብዛዕባ ሙጻኢ ኣይሓሰብን "	5	4	3	2	1
13	ገሊጹም ሰባት ብዘይ ዕላማ ኣብ ምሉእ ህይወቶም ኩለል ይብሉ፣ ኣነ ግና ካባታቶም ኣይኮንኩን።	5	4	3	2	1
14	ሙብዛሕትኡ ግዜ ሙዳልታዊ ንጥፈታተይ ዘይረብሕን ኣገዳስነት ዘይብሉን ኩይኑ እዩ ዚስምዓኒ።	5	4	3	2	1
15	ሓድሓድ ግዜ ንኸሉ ዕዮ ህይወተይ ከም ዝፈጸምኩዎ ኹይኑ ይስምዓኒ እዩ።	5	4	3	2	1