

Running Head: AN ASSESSMENT ON REHABILITATION AND REINTEGRATION

Addis Ababa University
Graduate School of Social Work

An Assessment on Rehabilitation and Reintegration of Female Returnees: A Case of Kingdom of
Saudi Arabia Returnees

By
Betelhem Mengistu

A Thesis Submitted to Research and Graduate Programs
In Partial Fulfillment of the Requirements for the Degree of Master of Social Work (MSW)

Advisor: Dr. Meseret Kassahun

Addis Ababa, Ethiopia

June, 2015

Addis Ababa University
School of Graduate Studies

An Assessment on Rehabilitation and Reintegration of Female Returnees: A Case of Kingdom of
Saudi Arabia Returnees

By
Betelhem Mengistu

A thesis summated to Addis Ababa University
School of Social Work

Signed by the Examining Committee:

| | | |
|-------------------|-----------|-------|
| _____ | _____ | _____ |
| Advisor | Signature | Date |
| _____ | _____ | _____ |
| External Examiner | Signature | Date |
| _____ | _____ | _____ |
| Internal Examiner | Signature | Date |

Declaration Letter

I, Betelhem Mengistu confirm by my signature that this thesis is my original work and has not been presented for a degree in any other university, and that all sources of material used for the thesis have been duly acknowledged.

Name of Student: Betelhem Mengistu

Signature -----

Name of Advisor: Dr.Meseret Kassahun

Signature -----

Table of Content

| | |
|---|----|
| Acknowledgement | 2 |
| Abstract | 3 |
| Chapter One | 4 |
| Background | 4 |
| Problem Statement | 5 |
| Objective of the Study | 7 |
| Specific Objective | 7 |
| Research Questions | 7 |
| Significance of the Study | 7 |
| Scope of the Study | 8 |
| Chapter Two..... | 9 |
| Literature Review..... | 9 |
| Overview of Return Migration..... | 9 |
| Ethiopian Women Return Migration from Kingdom of Saudi Arabia | 10 |
| International and National Policies on Return Migration | 12 |
| International Policies/Laws..... | 12 |
| National Policies/Laws | 13 |
| Rehabilitation and Reintegration of Returnees | 14 |
| International Rehabilitation and Reintegration Support Schemes for Returnees..... | 17 |
| Chapter Three..... | 19 |
| Research Methods..... | 19 |
| Research Design..... | 19 |
| Sampling Technique | 20 |
| Data Collection Instrument | 20 |
| Data Analysis | 21 |
| Validity of the Study | 22 |
| Ethical Consideration..... | 23 |
| Limitation of the Study | 23 |
| Chapter Four | 24 |
| Findings | 24 |

Rehabilitation and Reintegration of Female Returnees ...

| | |
|---|----|
| Socio Demographic Characteristics of Participants..... | 24 |
| Female Returnees Experience before Deportation..... | 25 |
| Deportation Process of Female Returnees | 26 |
| Reception at Addis Ababa International Airport | 28 |
| Role of Actors in Rehabilitating and Reintegrating Returnees | 29 |
| Rehabilitation and Reintegration Supports Offered to Female Returnees | 29 |
| Opportunities and Challenges of Female Returnees | 32 |
| Strengths and Limitations of Service Providers..... | 35 |
| Family and Community Response | 38 |
| Returnees Current Socio-Economic Situation | 40 |
| Returnees Future Plan | 40 |
| Chapter Five..... | 43 |
| Discussion | 43 |
| Rehabilitation and Reintegration Support Schemes for Returnees | 43 |
| Achievements..... | 45 |
| Challenges..... | 45 |
| Chapter Six..... | 47 |
| Conclusion, Recommendation and Implication | 47 |
| Conclusion | 47 |
| Recommendation | 48 |
| Social Work Implication | 50 |
| Reference | 52 |

Acknowledgement

I would like to sincerely thank all study participants, in particular to female returnees who expressed openly about their return experiences. Further, I would like to thank the Bureau of Labor and Social Affairs for being so helpful in assigning key informants from government office and in organizing a visit to working places of returnees. I am also grateful to International Organization for Migration and Agar Ethiopia representatives for their willingness to participate in the study. I would like to extend my deepest gratitude to my Advisor Dr. Meseret Kassahun who has been providing critical comments and professional guidance throughout the research process.

Abstract

The study aimed to present the process of rehabilitation and reintegration supports provided to female returnees from Kingdom of Saudi Arabia. It provides an understanding on the opportunities and challenges of female returnees. Moreover, the study brings a discussion on how these experiences have affected the life of returnees. The study employed qualitative methods particularly, case study to get in-depth insight of the subject matter. Data were collected through purposive sampling. The data collection techniques used included in-depth interview, key informant interview, and observation. The data was analyzed thematically through following basic qualitative and case study procedures. The finding of the study demonstrate that various supports were offered to female returnees during return, upon arrival and while they are staying in Addis Ababa. The result showed that there was a gap in providing comprehensive rehabilitation and reintegration programs in effective and coordinated manner. The study revealed that there is a need for national policy and preparedness on rehabilitation and reintegration of returnees.

Chapter One

Background

Saudi Arabia is one of destination countries in Middle East for Ethiopian migrants. Ethiopian women have been migrating to Saudi Arabia for long time due to many pushing and pulling factors of migration. The migrant uses different means to reach their destination country including regular and irregular migration.

The major factors for the migration include looking for better job opportunities, poverty, peer pressure, and unemployment (Gudetu, 2014). False promises and misinformation are also contributing factors for migration.

Most of women migrants went to Saudi Arabia to work as house maid. Studies show that poor treatment of domestic workers in Saudi is very common. Women migrants are exposed to beatings, not receiving food and payment, sexual harassment, verbal abuse, and restricted movement (Kuschminder, 2014). The lack of skills & education and lack of understanding the language & culture have aggravated the poor treatment and abuse of Ethiopian women migrants when it is compared with domestic workers who came from other countries (Siegel, & Kuschminder, 2011).

Following the new Saudi Arabia Foreign Labor Legislation, around 163,000 (100,688 Male, 53,732 Female and 8,598 Children) Ethiopian migrants were deported from Saudi Arabia starting from November 2013 (Temesgen, 2014). The migrants were arrested and deported from Saudi Arabia after the expiry of grace period that was given by the Saudi Arabia government. Migrants who didn't have legal work permit were forced to leave the country immediately.

Saudi returnees were forced to leave the country on short notice, and had to abandon their property in Saudi Arabia. They found themselves back in Ethiopia with little money, few

Rehabilitation and Reintegration of Female Returnees ...

possessions, and with confusion about their future (International Rescue Committee, 2013). In addition, majority of women returnees were pregnant and have children. The origin of most female returnees is from rural and poor households. These situations further put them in serious and dire condition.

After arriving in Addis Ababa city, the government of Ethiopia and Humanitarian Agencies provided support including temporary shelter in seven transit centers, food, water, clothing, medical and cash for transportation of returnees (U.S. Association for International Migration, 2014).

The rehabilitation and reintegration of returnees was one of the issues for government and non-governmental organizations. Upon return from Saudi Arabia most of the returnees were very worried about their reintegration to the society. They were worried about being considered as a failure by others; not able to find employment opportunity; and find themselves in debt and without resources (Frouws, & Horwood, 2014).

The deportation caused both economic and social crisis for the returnees and their families. The women were returned to Ethiopia not as good as situation when they left their country. It also exposed them for further health and psychosocial problem (Frouws, & Horwood, 2014). In addition, it is a burden on the society when many young women are returned after a negative migration experience.

Problem Statement

Studies were conducted about migration of Ethiopian citizens to the Middle East. The focus of these studies differs from one another. For example, the studies conducted by Selamawit and Gudeta (2014) gives emphasis on the pushing and pulling factors of migrants and living

Rehabilitation and Reintegration of Female Returnees ...

condition on their destination place. A study conducted by Animaw also focuses on causes and consequences of human trafficking (Animaw, 2011).

The other study conducted by Naami assessed whether the migration process to Middle East countries contributed to empowerment of migrant women and whether it enabled them to have a decision making role within their family (Naami, 2014). The study conducted by Pearson also explores dimensions and trends of trafficking in women and girls; socio-political and economic framework; legal framework; socio-cultural aspects of trafficked women; and migration dynamics (Pearson, 2003).

These studies explored means of migration, human trafficking, factors, and effects of migration, and empowerment of migrant women upon return. None of the above mentioned studies focused on assessing rehabilitation and reintegration of deported female returnees from Kingdom of Saudi Arabia. In addition, the main focus of these studies was on ways of migration, living situation of migrant women at their destination place and impact of migration on migrants and their families.

A mini research was conducted by Desalegn on challenges of social reintegration of Saudi Arabian Returnees (Desalegn, 2014). As the study is a mini research, it didn't address adequately the drawbacks on reintegration of Saudi returnees. Moreover, the study didn't assess the rehabilitation aspect in reintegrating of women returnees.

The rehabilitation and reintegration process is difficult in providing effective and realistic support services and assistance for female returnees from Saudi Arabia when compared to the situation of the women, their vulnerability, and the magnitude of the problem. There is a high need for counseling, and training and employment opportunities. Thus, this study will attempt to fill the gaps by assessing the existing situation of rehabilitation and reintegration of female returnees from Saudi Arabia.

Objective of the Study

The major objective of the study is to assess the existing rehabilitation and reintegration structures and systems towards Saudi Arabia female returnees in Addis Ababa.

Specific Objective

1. To assess the process of rehabilitation and reintegration of female returnees from Saudi Arabia;
2. To assess the role, strengths and limitations of service providers in addressing the need of female returnees;
3. To understand the opportunities and challenges of female returnees;
4. To assess the outcome of rehabilitation and reintegration efforts in the life of female returnees.

Research Questions

1. What was the process of rehabilitation and reintegration of female returnees?
2. What were the roles, strength, and limitation of service providers in rehabilitating and reintegrating the returnees?
3. What are the opportunities and challenges of returnees after they returned to Ethiopia?
4. What is the outcome of rehabilitation and reintegration efforts in the life of returnees?

Significance of the Study

This study will give insights to understand the major gaps related to rehabilitation and reintegration of female returnees from Saudi Arabia. The study will explore best practices of rehabilitation and reintegration of female returnees from different stakeholders and share

Rehabilitation and Reintegration of Female Returnees ...

experiences for government and non-governmental organizations. Thus, the information generated through the study will be useful to know the problem of female returnees in the study area. It will also help for development organizations to take corrective remedies and plan effectively to address the issues of women returnees by presenting the interconnected problems. Besides, the study will provide information to different development actors and policy makers.

The study has significance to promote social work practice by identifying interventions at macro, mezzo, and micro levels. The research also fills the identified literature and study gaps. Over all, it suggests possible recommendations for policy and framework gaps in rehabilitation and reintegration of returnees. This helps stakeholders to be proactive in planning future intervention programs thereby enhancing the probability of success.

Scope of the Study

The study will seek to assess the rehabilitation and reintegration of Saudi Arabia female returnees in Addis Ababa. It will also assess the outcome and challenges of efforts in integrating and rehabilitating female returnees. In addition, it will try to explore the social and economic status of returnees. The study is limited in addressing the issues of female returnees who reside out of Addis Ababa City.

Chapter Two

Literature Review

In this chapter, literature related to the rehabilitation and reintegration of female returnees from Kingdom of Saudi Arabia is reviewed in order to acquire an overview of Ethiopian female migration to Middle East. The section begins with describing major concepts related to the topic under study. In addition, it also provides an overview/trend of return migration at global, regional, and national level. International and national policies and efforts to rehabilitate and reintegrate migrants are discussed.

Overview of Return Migration

There is increasing evidence of frequent return migration globally (Wahba, 2005). There are few countries that have a registration system for return migrants. There is lack of data on the magnitude of return migration and the rate of re-migration, the characteristics of returnees, and the returnees living conditions after return (Go, 2012). The countries use the documentation to track the returnees and provide different services (Houte, 2014).

The return migration to home country could be temporary or permanent. The decision to return is related to structural or individual factors (Martin, 2003). The structural aspect might be linked to the situation of host or home country. Changes in the migration policy and laws or access and demand of labor market in host country may influence migrants' decision to return to their country. Country of origin rehabilitation and reintegration services may also attract migrants to return to their country. On the personal level, age, gender, duration of stay, saving, and family circumstances can be considered as contributing factors for a decision to return (Martin, 2003). In addition, return of migrants is influenced by educational level, and financial

capacity. The return migration is also related with returnees' future life in political, social, economic, and cultural aspects in country of origin (Houte, 2014).

The positive contribution of return migration in home countries development is gaining recognition worldwide (Willoughby, 2009). Return migration benefits the home country through remittances, increased productivity, and skills transfers by return migrants. However, return migration cannot automatically contribute to development or benefit home country. To bring the development potential of return migration, sustainable reintegration is essential (Willoughby, 2009). If the returnees couldn't reintegrate to the community successfully, this may lead to waste of potential and productivity (Wahba, 2005). The successfulness of rehabilitation and reintegration efforts might be influenced by the context of return, physical and psychological condition of returnee, and the migrant's experience abroad. Hence, return migration is complex; it is difficult to outline indicators that can be used to measure the sustainability of return.

Ethiopian Women Return Migration from Kingdom of Saudi Arabia

Labor migration of Ethiopian women and girls to Middle East, particularly to Saudi Arabia is common in recent years. The number of female migrants who travel to Saudi in order to earn good income shows high increase over the past decade (Silvey, 2004). Ethiopian migrant domestic workers major destination countries in Middle East are Saudi Arabia and Kuwait which constituted 61% and 33% respectively from 2008 – 2009 (Fernandez, 2010). In addition, 100,000 – 200,000 Ethiopian migrants entered to Saudi Arabia annually over the last three years (Frouws, & Horwood, 2014).

The recruiting system of migrants in Middle East is different from other places. They usually use short term contract to recruit particularly domestic workers migrants from abroad

Rehabilitation and Reintegration of Female Returnees ...

(Fernandez, 2010). Migrant workers eligibility is tied with their sponsors/employers. The sponsors hold passports of their domestic workers and in effect control their all movement (Fernandez, 2010). These put migrant workers at risk as they don't possess any legal immigration document. In addition, female domestic workers are not allowed to leave the house without accompany in their stay.

The problematic visa sponsorship policies and legal protection pose serious difficulties for domestic workers. Even though, there are reports on abuse of domestic workers published by different international human rights organizations and migration bans by migrant sending countries, the government has instituted insignificant immigration law reforms (Begum, 2014).

In Saudi Arabia, the payment for domestic workers depends on the migrants' nationality or from where they came from instead of their experience. Filipinos earn the highest wages when compared with other migrant domestic workers. This is due to their awareness of the law and regulation of the destination country and Philippine government effort to protect its citizen's rights (Wickramasekara, Taran, & Awad, 2010).

Female migrants with irregular migration status face more challenges and they are exposed to certain vulnerabilities. The challenges and vulnerabilities included discrimination based on gender, poor working conditions; and lack of access to basic social services (health and education) and social protection (United Nations Department of Economic and Social Affairs & International Labor Organization, 2013). They are often obliged to be engaged in informal sectors. In addition, they are exposed to sexual abuses and as a result to HIV/AIDS and sexually transmitted infections (GCIM, 2005).

In different places, states allowed regularization status for irregular migrants. Such programs legalize migrants with irregular status. Regularization programs are very complex and may promote further irregular migration if not enrolled on case by case basis (GCIM, 2005).

In 2013, Saudi Arabia announced a new immigration regulation to deport irregular migrants from the country. Amnesty period was given for migrants either to regularize their migration status or to leave the country. The granted period was ended first week of November, 2013. Soon after, immigration authorities started to deport irregular labor migrants. The deportation was enforced to create more jobs for Saudi Arabia citizens and to reduce unemployment in the country (Ethiopian Red Cross Society, 2013). The crackdown of Ethiopians was followed by inhuman treatment by police and vigilante groups including beatings, robbery, rape, and torture (Ethiopian Red Cross Society, 2013). Even though migration to Saudi expose for a higher risk after the government ban, many people are still interested to pursue migration (Frouws, 2014). This factor has its own implication on the effectiveness of reintegration efforts for returnees.

International and National Policies on Return Migration

International Policies/Laws

International migration and return migration are major global issues that affect international policy agenda. The rise of migration over the years has an implication for international community to regulate labor migration and protect migrant's rights. There is no international regulatory framework that protects economic migrants. A widely known framework was formulated only to regulate the status of refugees in 1951 (Convention Relating to the Status of Refugees). The other agreement indirectly related to migration is Protocol on the Trafficking

Rehabilitation and Reintegration of Female Returnees ...

of People. It was ratified in 2000 and signed by 129 countries. There is one convention that standardizes the rights of economic migrants and their families (Antonio, 2011). The agreement is called International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families. It was enacted in 2003 and signed by 33 countries.

National Policies/Laws

The key laws that are relevant to migrant workers included international conventions ratified by Ethiopia, FDRE constitution, Criminal Code, and Employment Exchange Services Proclamation.

Ethiopia has ratified international instruments that guarantee the rights of employees and migrants which included International Covenant on Economic, Social, and Cultural Rights, International Covenant on Civil and Political Rights, Convention for the Suppression of the Traffic in Persons and of the Exploitation of the Prostitution of Others, and Convention on the Elimination of all Forms of Discrimination against Women. According to FDRE Constitution, any international instrument ratified by Ethiopia will be part of national law. Even though, these conventions were signed by Ethiopia, they were not directly implemented due to adaptation procedures (Kebede, 2001). However, the instruments influenced the existing national laws including FDRE constitution and criminal law.

The Federal Democratic Republic of Ethiopia (FDRE) constitution under Article 18 states that trafficking in persons and inhuman treatment is forbidden (FDRE Constitution, 1994). In addition, Article 32 stipulates that any Ethiopian has a right to leave the country, a right to reside in other country and a right to return to his country (FDRE Constitution, 1994). The Criminal Code also addresses issues related to unlawful sending of Ethiopians for work abroad, trafficking in women and children, and enslavement (FDRE Criminal Code, 2005).

Rehabilitation and Reintegration of Female Returnees ...

The other national law which directly addresses migrant workers is Employment Exchange Services Proclamation 632/2009. The proclamation deals about obligation of private employment agencies (PEA) and establishment of national committee. It lists out the responsibilities and duties of PEAs in sending workers abroad. This proclamation is a good ground to make accountable PEAs as many migrant workers are exposed to abuses by their sponsors and employers. On the other hand, the national committee responsibility is to protect the rights, safety, and dignity of citizens. In addition, the committee is responsible to ensure the proper implementation of the proclamation; to carry out resettlement programs to returnees; to conduct studies in order to conclude bilateral agreement; to ensure legal action is taken against perpetrators in destination countries; and to ensure persons engaged in unlawful employment exchange are brought to justice (Employment Exchange Proclamation, 2009).

Rehabilitation and Reintegration of Returnees

The rehabilitation and reintegration of migrant returnees incorporates psychological, physical, social, and economical aspects. Effective reintegration needs collaboration and cooperation of government institutions, international organizations, non-governmental organizations, and communities (Wickham, 2009). The human rights of migrants should be also considered, respected, and protected at all times in return migration program (IOM, 2010).

The types of rehabilitation and reintegration efforts range from micro level to macro level. The micro level assistance includes transportation services and provision of allowance. On the other hand, the macro level effort incorporates a variety of social, educational, and economic support (IOM, 2011).

Rehabilitation and Reintegration of Female Returnees ...

The rehabilitation programs include qualified psychological, medical, and social supports (Tukhashvili, 2013). The rehabilitation focuses on both physical and mental health supports through provision of counseling and medical treatments. It is also related with supporting returnees' in their interactions and social relations with peers and community. The programs can be implemented in shelter based services or in returnees' living places.

Reintegration of returnees is a major issue of international migration. The process of return concerns both countries of origin and destination as reintegration efforts are critical to facilitate sustainable and effective return of migrants. In addition, if the root cause for irregular migration is not addressed, returnees may not stay in their country rather they will continue to migrate again (IOM, 2011).

One of the major issues in return migration is to measure in what extent the return program is sustainable or successful. The contributing factors for effective reintegration program included number returnees, collaboration with the country of origin, community perception towards returnees, the budget allocated for the program, and participation level of returnees in planning and implementation the program. In addition, the role of returnees as a productive member of the community matters in successfulness of reintegration effort (IOM, 2011).

The means of return to country of origin also matter to successfully reintegrate migrants. Detention and deportation/involuntary return are one of the ways of return. These practices have become increasing and common in most destination countries (Kleist & Milliar, 2013). Deported migrants are more likely return with empty handed or lost saving and belongings (Kleist & Milliar, 2013). The migrants might or might not have acquired education and skills while they live in destination country. This factor highly contributes to their economic reintegration in their country of origin. The assessment conducted on Ethiopian returnees from Kingdom of Saudi

Rehabilitation and Reintegration of Female Returnees ...

Arabia (KSA) highlighted that most of the returnees have lower educational level with only 3.4% reached preparatory level or above (Temesgen, 2014). The survey also indicated that only 32% of the returnees have skills that can be used to generate income. In addition, the socio-economic situation of the returnees deteriorated when compared to pre-migration (Temesgen, 2014).

The other major factor in reintegration of returnees is the livelihood challenge. The unplanned return of migrants may create a problem in the financial system of their family. The problem will be aggravated if the families entered into debt to finance the migration (Kleist & Milliar, 2013). In addition, the involuntary return constitutes the end of remittances. Families who have relayed their major income on the remittances will be more affected. Inclusion of these households in reintegration program is vital to avoid livelihood problems (Kleist & Milliar, 2013).

The social aspect of reintegration is also a major concern especially for involuntary returnees. The community might be suspicious about the deportation by giving different assumptions and gossip such as criminal or immoral behavior abroad (Kleist & Milliar, 2013). Due to these negative feedbacks from the community, returnees may isolate themselves from engaging in social life.

The health condition of involuntary returnees is another matter that should be considered in reintegration process. Returnees may have different health problems including physical and psychological due to their experience of irregular migration and deportation. Some of Ethiopian returnees from KSA have psychological trauma, physical disability and other chronic problems (Temesgen, 2014).

International Rehabilitation and Reintegration Support Schemes for Returnees

Voluntary and forcible return has positive and negative implications on the life of returnees respectively. Voluntary return by itself is an empowering process for migrants as the decision doesn't come from outsiders. Moreover, migrants will have ample time to prepare emotionally and financially. On the other hand, compulsory return puts migrants in a difficult situation especially in economic and social reintegration. Economic reintegration would be difficult for deported returnees as they might not have good preparation financially to fulfill basic needs upon return. Social reintegration is also difficult since there is long separation with family members, friends, and community members. In addition, female returnees may have additional burden in taking care of children and supporting families.

There are various rehabilitation and reintegration support schemes for returnees implemented around the world. In Philippines, the reintegration program has two major elements that are psychosocial and economic support (Go, 2012). The psychosocial component includes family counseling and stress debriefing. The economic element incorporates community based income-generating projects, skills training and credit lending.

In Sri Lanka, the reintegration and return scheme includes providing a migrant worker card to returnees to enable priority access to services; providing assistance services at airport; guidance and skills for reintegration; exemption of tax for certain period for returnees' involved in small business enterprises; developing an ward scheme for outstanding migrants; and providing special benefits to children of migrants workers, such as admission to school and education benefits (Rambukwella, 2008). These schemes were developed in consultation with stakeholders.

In Pakistan, the strategy for re-integration of return migrants involves provision of information about different opportunities upon return; and investment, employment, and skill enhancement schemes (Ahmed, 2010). The special financing programs include supporting returnees and their family members for undertaking business or self-employment activities. The program also encourages returnees to establish associations to advance the cause of return migrants and their families for developing mechanisms for their re-integration.

Indonesia government implements comprehensive reintegration programs. The program encompasses social, economic, and cultural aspects that are designed to address the specific needs of returnees (Permata & Dwi, 2014). The economic program consists returnees' access to self employment and wage employment. The social and cultural aspects incorporate counseling and mediation with family members to support migrants to reconcile and get solution to social and cultural issues.

International Organization for Migration has three major approaches for rehabilitation and reintegration of returnees. The approaches are economic, social, and psychological reintegration (Fonseca, Hart, & Klink, 2015). The economic approach involves assistance to returnees upon arrival such as reception and inland transportation assistance. It also focuses on addressing the root causes of irregular migration and incorporates reconstruction needs. The social aspect refers to group reintegration projects and building returnees' social networks. Psychosocial reintegration relates to counseling of returnees to help them recover.

Chapter Three

Research Methods

In this chapter the research design, sampling technique, data collection methods, and data analysis will be discussed in detail. The entire methodology techniques are selected by taking into consideration the objectives of this study and target groups.

Research Design

Qualitative research is useful to understand in detail about study issues involving people to tell their own story and to be aware the real context and settings on the ground (Creswell, 2002). It empowers participants by creating opportunity to share their perception and experience about the issue. It is also helpful to reveal people's attitudes and perceptions towards the study matter. Since the research questions of this study could not be answered through applying quantitative methods. Qualitative is used to get in depth insight from study groups and stakeholders.

Case study approach is applied for this study from qualitative research methods. According to Creswell (2002), this approach involves "the study of an issue explored through one or more cases within a bounded system (a setting, context)". It facilitates exploration of a situation by using variety of sources. Case study approach also answers "how" and "why" questions (Baxter and Jack, 2008). This is because such questions deal with operational links needing to be traced over time rather than frequencies (Yin, 2003). In addition, these questions do not lead the researcher to control over findings. The researcher can explore a bound system (a case) or multiple bounded systems (cases) through observations, interviews, audiovisual materials, documents, and reports (Creswell, 2002). For the purpose of this study, one bound

system or issue is applied to explore in detail. As described in Chapter One, this study focuses on exploring the case of rehabilitation and reintegration of female returnees from Saudi Arabia. The detail information and perceptions about the case were gathered through interviews, discussions, and observation.

Sampling Technique

Purposive sampling is used in this study. This technique is widely used in qualitative research to identify and select individuals or group of individuals who are knowledgeable about study interest (Creswell, 2002). There are numerous designs of purposeful sampling that ranges from criterion based to convenience (Palnikas, Hortwitz, & Green, 2013). Convenience sampling is employed for this study to identify readily available participants. Thus, two groups of participants were selected because they are the main actors in the rehabilitation and reintegration process. The two groups included female returnees from KSA and institution representatives.

Data Collection Instrument

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

In-depth Interview

In-depth interview was employed with female returnees to identify how the rehabilitation and reintegration helps to improve the lives of returnees and to identify major challenges in support services and assistance. In addition, the interview has helped to get a detail insight on the situation of female returnees. It also enabled the researcher to get as much information as

Rehabilitation and Reintegration of Female Returnees ...

possible from the informants' experiences. It was held by using semi-structured interview to generate the data needed for this study. Seven in depth interviews were held to understand deeply the situation of female returnees after rehabilitation and reintegration to the community (See Appendix D).

Key Informant Interview

Key informant interviews with Addis Ababa City Administration Bureau of Labor and Social Affairs, Addis Ketema Sub City Labor and Social Affairs Office, International Organization for Migration and Agar Ethiopia were conducted. These four key informant interviews were employed to assess the roles and responsibilities of organizations in responding to the needs of Saudi female returnees. It was also used to understand the rehabilitation and reintegration process and the outcomes (See Appendix F).

Observation

The researcher tried to observe the situation of Saudi female returnees at working place and in rehabilitation shelters. A close study of the livelihood of the returnee migrant women was conducted. Also the physical condition, their health status, and the interest towards the occupation were observed (See Appendix G).

Data Analysis

There are various techniques for analyzing qualitative data. The process of analysis involves making the data collected meaningful. The general steps in qualitative data analysis incorporates prepare data for analysis; reading through all the data; organizing related segments of data into categories; generate a description of the context; identify key themes; create connection between different themes; and interpret the larger meaning of the data (Creswell, 2009).

The specific data analysis of case study involves a detail description of the issue in which the researcher points out history of the case, and the chronology of events (Creswell, 2002).

After description, the researcher focuses on key themes to understand the complexity of the case (Creswell, 2002). The next step is searching for common themes and interpretation the meaning of information (Yin, 2003).

In this study, the in depth and key informant interviews were translated from Amharic to English and transcribed. The data collected from interviews, and observation was read thoroughly to get a holistic view of the data. After that, the researcher identified major themes and organized the data in categories from multiple data sources. Description of themes was made to present the common subject matter and interpretation of the information. The data was interpreted by addressing all rival interpretations. Then, the whole data collected through interviews and observation is incorporated into meaningful manner.

Validity of the Study

Qualitative research focuses on interpretative and contextual data whereas quantitative research attempts to control/exclude these elements (Thomson, 2011). Validation in qualitative study is an attempt to examine the accuracy of results (Creswell, 2002). It is also related to a detail description and explanation of the study matter. Creswell emphasized that validation is a process rather than verification of end result (Creswell, 2002). He also mentioned eight verification procedures that are often used in qualitative research.

For this study, two of the eight strategies were used: triangulation, and rich tick description. Triangulation was employed through the use of multiple sources of evidence including observation, interviews, and review of literatures and organizational reports. Rich tick description was accomplished by describing in detail about the study matter.

Ethical Consideration

The researcher well-informed the study participants about the purpose of the research they are being asked to participate. Their informed consent was also acquired before starting the in-depth and key informant interviews. In addition, to ensure the degree of confidentiality names of the participants were changed by code numbers. The code was used to conceal the identity of participants and to protect their privacy, as it is an important part of protecting research participants' anonymity (Marvasit, 2004).

The researcher respected professional integrity through exclusively including study participants views and experience as they expressed in the interviews. Factual accuracy was also ensured by avoiding suppression or misinterpretation of data. The interpretation of the data was made carefully to respect the validity of the findings.

Limitation of the Study

The limitation of the study was the time allocated for the research is short in trying to understand the whole process of rehabilitation and reintegration efforts towards female returnees. Moreover, the in-depth interview participants showed anxiety or distress when sharing their return experience and current living conditions. The available literatures on the areas of return migration, rehabilitation, and reintegration were limited. As a result, literature was taken from the organizations resources that serve the purpose of social work.

Chapter Four

Findings

The study findings are presented in this Chapter. The data was gathered through in-depth interviews, key informant interviews, and observation. Overall, this Chapter provides data presentation which included background information and description of major themes.

Socio Demographic Characteristics of Participants

All of in-depth interview participants' sex was female as this study focuses on the rehabilitation and reintegration of women returnees. There were four key informant interview participants from Bureau of Labor and Social Affairs (BoLSA), Agar Ethiopia, Addis Ketema Labor and Social Affairs Office, and International Organization for Migration (IOM). The detail socio demographic characteristics of participants are presented as follows. The code is provided for each in-depth and key informant interview participants.

The participants' age at migration ranges from 16 – 28. This shows the participants migrated to Saudi Arabia at young age. The current age of the study participants ranges from 21 – 34. Even after migration, the participants are young and in productive age group. The highest duration of stay in Saudi Arabia was 12 years and the lowest was 1 year and 7 months (See Appendix B).

In regards to religion characteristics, five of the participants are Orthodox Christians and two of the participants are Muslims. This indicates that study participants religion didn't limit them from migration experience to Muslim dominated country.

The relationship status before return indicated that four participants were single, two participants were divorced and one participant was single. Currently, all of the participants' marital status is single or divorced. Migration partially affects family cohesion especially for women.

Assessing the current occupation of returnees, four of the participants are self-employed, and the rest are unemployed. All of the study participants were enrolled within formal education system. Accordingly, three of the participants are in primary education level (1-8), three participants are in secondary education level (9 - 10) whereas one respondent completed grade 12th. This shows that the study participants have low educational levels. Migrants with lower qualifications are more likely to engage in jobs that requires low skills. It also hinders migrants from easily adopting destination country work and social environment. Moreover, this may challenge the reintegration interventions as skill trainings and small businesses require returnees' knowledge and skills.

Female Returnees Experience before Deportation

Six of the study participants had legal status before travelling to Saudi Arabia. Only one participant migrated to Saudi without having legal documents. She said that "I went to Saudi Arabia to celebrate *Haji* and *Umra* holiday and stayed there for 12 years without having legal documents". Migrants lost their legal status after quitting job with first employer. This is due to employers usually held their employees passports and refuse to give back when requested. One of the study participants noted:

After working for few months in Saudi Arabia as domestic worker, my new employer pushed and threw me from 2nd floor. I have severe spinal cord problem which hinders me from using stairs and walking normally. I was severely sick for one year and three

months in KSA. I stayed in hospital bed for more than a year. My employer helped me to get medical treatment. But when the deportation started they returned me back to Ethiopia. I wanted to stay in the hospital at least until I recover from my physical health problem, but they refused and deported me. I tried to work in Kuwait and Saudi, but in both places I was beaten by my employers. I am not very lucky with my experience abroad and because of that I became physically disable.

Another study participant explained that “she ran away from first employer because of repetitive assignment to extend work for their relatives and friends”. In addition, study participants suffered from psychological abuse, physical violence, long working hours, confining in a room, refusing to pay salary, withholding foods, and attempt to kill.

Deportation Process of Female Returnees

The study participants explained that deportation of migrants started immediate after Saudi Arabia government grant period for regularization of migration status elapsed. Saudi Arabia government used to announce a simple warning on expulsion of illegal migrants from the country in previous time. A study participant described that “in November 2013, when the government informed illegal migrants’ to leave the country, we thought it was a simple warning and didn’t prepare for it”. The deportation process involved taking illegal migrants from houses and streets to detention centers. Returnees were not able to collect their salary and belongings due to the immediate action taken by police officers.

Returnees were detained from fifteen days to one month before returning to Ethiopia. In detention centers access to food, water, and latrine was limited. Study participants explained that they were detained in open field in harsh weather and uncomfortable situation. While residing in open field, they get robbed by strangers’/gangs at night. As the informants indicated bad

treatment by police officers and not knowing the exact return date had negatively affected returnees' psychological wellbeing. There were migrants with severe physical and mental problems

One participant said "there was rape against female migrants by strangers/gangs, and we have gone through harsh experience during the deportation process". The other participant explained her experience as follows:

I didn't know when the illegal migrants' deportation started in Saudi Arabia. My employer was a very good person. Her behavior was changed after the start of deportation. She told me that she is going to kill me. She prepared ahead of time to murder me and bought a long black cloth to cover my body. The reason she want to kill me was to take my body parts and to get away from the crime as the government focus was in deporting migrants. She took me to rural place. Then she beaten me and locked me in a small room for three days. I begged her in Allah name to let me go, but she was not interested to listen. While I was locked, she gave me poisoned food. However, I rejected to eat anything. I was quite and patient the whole time and able to survive that horrible experience. My employer husband and other family members convinced her to let me go. She refused to pay my eight months salary and give me my belongings. Her family members gave me 1,800 Riyadh as compensation.

In addition, another participant mentioned her experience as follows:

I used to send money to my family by using informal financial system. There was a shop owner around a place where I had been working. I used this system to save and send money since the beginning. When the deportation began, the shop owner denied taking around 20,000 ETB from me. Moreover, I was not able to bring my cloths and belongings.

Rehabilitation and Reintegration of Female Returnees ...

Data from key informant interview with IOM official confirms that women returnees were empty handed when they came to Ethiopia. He/she further explained that “there were returnees with physical and mental health problem”. The returnees’ hygiene condition was pointed out as a problem. There were pregnant women and women with more than two children. Victims of trafficking were also one of the segments from the returnees. In addition, a nurse from Agar Ethiopia explained returnees’ situation as follows:

The returnees came to Agar shelter empty handed. Most of them had mental health problem. They were aggressive and violent when they live in the shelter. They start dispute and conflict with other beneficiaries. Some of them didn’t get their salary. Others were raped by their employers. Some others were raped by strangers when they were living in streets due to lose of job in Saudi. Even there were returnees who didn’t bring their cloths. The money they brought with them ranged from 10 – 500 Riyadh. Before they came to Ethiopia they were in detention centers, this deteriorated their psychological and health condition. They didn’t get adequate medical treatment while they live abroad. One of our clients was pregnant due to a rape committed against her.

Reception at Addis Ababa International Airport

Governmental and non-governmental organizations were involved in providing first assistance at Addis Ababa International Airport. The assistance included provision of 900 Ethiopian birr transportation allowance, non food items, and sim card on arrival at the airport. IOM official also mentioned that “Medecins Sans Frontieres (MSF), Agar Ethiopia, and Association for Women Sanctuary and Development (AWSAD) provided on spot psychosocial service for returnees with severe mental health”.

Role of Actors in Rehabilitating and Reintegrating Returnees

At federal level, taskforce was established by government to manage the emergency situation. The taskforce included Ministry of Foreign Affairs, National Intelligence and Security Service (NISS), Ministry of Labor and Social Affairs, Ministry of Agriculture, Ministry of Youth, Women and Children (MOYCA), Civil Aviation and the Prime Minister Office, IOM and other CSOs.

At Addis Ababa level BoLSA is directly in charge for overall rehabilitation and reintegration support of returnees. During the emergency, the Bureau recruited youth volunteers; established temporary reception centers; and provided accommodation, food and medical treatment. The Bureau is also responsible to arrange vocational trainings, business start up loan and shed/working place for returnees.

International Organization for Migration (IOM) is responsible to assist the return of migrants to country of origin. The organization assisted migrants with providing transportation allowance, food, shelter, and non food items including blankets and soaps. In addition, post arrival health assistance was provided in collaboration with government health team.

Agar Ethiopia had a role of rehabilitation and reunification of female returnees with severe mental health problem. The organization provided shelter, food, clothing, counseling, medical treatment and skill training. Moreover, the agency reunified returnees with families after they gained their mental health.

Rehabilitation and Reintegration Supports Offered to Female Returnees

BoLSA official indicated that around 3,500 returnees were from Addis Ababa City. The information gathered from participants indicated that the rehabilitation and reintegration support

Rehabilitation and Reintegration of Female Returnees ...

provided for female returnees included food, water, shelter, non-food items, counseling, skill training, shed/working place and start-up capital as form of loan.

Agar Ethiopia nurse highlighted that the organization provided a rehabilitation service for 100 female returnees and reintegrated them to the community. The returnees had mental and physical health problems. Their mental problem ranges from simple to severe. The severe mental illness included strong feelings of tension, sadness, and anxiety. Returnees with this problem had difficulty in doing daily basic activities and in communicating with other people. Most of returnees with simple mental health problem were rehabilitated in short period of time. The returnees with severe mental health problem got medical support from Amanuel Hospital. Moreover, professional psychiatrists treated returnees with severe mental health. There were also social workers who provide basic counseling service for returnees in the shelter. One participant indicated that returnees with physical health problem such as spinal cord injury, broken arms, broken legs, and half paralyzed have got medical treatment and follow up. They were treated with physiotherapy treatment and medications.

In addition to medical support, returnees were provided with food, shelter, clothing, and hygiene materials. They informed staff members when they remembered phone number of their family. Then they were reunified with their family. The shelter provided information on current psychological situation of returnees to their families. The agency staff had discussions with returnees' family before reunification.

One of the study participant who were admitted to Agar Ethiopia shelter mentioned that

In the shelter, I was provided with food, medication, and skill training on food preparation. In addition, I received physiotherapy treatment. I had mental problem as

Rehabilitation and Reintegration of Female Returnees ...

a result I didn't remember many things particularly the deportation process. Agar shelter supported me to get psychiatry support from Hulueshet Private Hospital. Government hospitals and Red Cross supported me to recover from my physical health situation. IOM supported me to get materials that can be used to start a small restaurant.

Study participants took psychosocial training for five days. The training was conducted for 2000 returnees at the same time. The training content incorporated topic related to how returnees can change their life in Ethiopia. During the training, there was a discussion between government officials and returnees on reintegration efforts.

Except one participant who was admitted to Agar shelter, all respondents didn't receive individual or group counseling. In contrary, IOM official raised that female returnees received on spot counseling support at Addis Ababa International Airport. He said that "non-governmental organizations had provided psychosocial service for female returnees".

All of the study participants were enrolled in different government Technical, Vocational, Education, and Training (TEVT) colleges immediately after the psychosocial training. The skill trainings were on sewing, business skill, shoes making, food preparation, hair dressing, wood work, poultry, fattening cattle, marketing, and others. The trainings were conducted based on returnees interest. The average time for the training was from one and half to two months. During the training, Social and Labor Affairs Office officials were following up returnees' progress. For instance, the government official described that in Addis Ketema Sub City, 400 returnees were trained in different skill trainings. The trainees took Certification of Competition (COC) exam after they completed the skill training.

Rehabilitation and Reintegration of Female Returnees ...

After completion of training, Small and Micro Finance Enterprise supported returnees to form small business cooperatives and provided loan for business start up. The average loan provided for one business cooperative ranges from 20,000 to 50,000 ETB. Shed/working place was provided for returnees who completed the skill trainings. Half of study respondents started a small restaurant business in the shed provided by the enterprise. The rest of participants didn't start a business due to the poor infrastructures of working places.



Figure 1. Female returnees' small restaurant



Figure 2. Working place/shed provided for female returnees

Opportunities and Challenges of Female Returnees

The opportunities of returnees included shelter, skill training, start up loan and shed/working place. The availability of shelter to rehabilitate female returnees with physical and mental health problem was mentioned as very important opportunity. A study participant

highlighted that “returning to Ethiopia by itself was an opportunity”. However, another participants mentioned that “ I didn’t get any satisfactory opportunity in Ethiopia. I had better income while living abroad and now it is even difficult to fulfill basic needs”.

According to shelter nurse, the main challenge associated with rehabilitation of returnees is high expectations of family members about daughters’ situations. The shelter staff provided information about the situations of returnees for their families. However, there is no counseling scheme for family members. There were families who wanted to take their daughters without finishing medical follow up. Some of the beneficiaries got better after they reunified with their family and some others condition got worst due to the negative response and lack of good treatment from their family and community.

The data collected shows that the major challenge in regards to reintegration is housing. On top of this, the emergency situation put returnees for further financial crisis. There were returnees who took loan from their family before traveling to Saudi. This created an economic and social crisis not only in returnees’ life but also in their families living conditions.

Appropriate shed/working place is also one of the main problems. The working place lacks basic infrastructure facilities such as electricity and water. For instance, two study participants were provided with shed, but didn’t start their business due to electricity. They mentioned that “the building doesn’t have electric power at all and it is impossible to start hair dressing and internet center without it. We are utilizing the loan for our day to day living costs as we are unable to open the business”. One participant with physically disability was provided with shed in the fourth floor of building. She is not capable of using stairs due to the spinal cord and leg injury incurred while living abroad. For her, it is physically impossible to access the shed and start the business. Moreover, the government official indicated that “the sheds provided to

returnees varies from place to place”. The sheds that are not in market locations are not good for business.

Depression and stress is the other challenge of returnees. Their previous experience and current financial status contributed for the psychological problem. Returnees are financially dependent on families as their income from the business is not adequate to cover housing and living costs. This put financial pressure on their families and relatives. Furthermore, the government official expressed that “establishing small business cooperatives and providing shed took more than four months”. Returnees who didn’t have families to support them faced financial problem during the transition period.

The other challenge raised by study participants was conflict between business cooperative members. Some of returnees quit from the business group due to the disagreement among members. The reason mentioned was the current living situation of returnees. Hopelessness feeling and desperation also led to intolerance when handling issues.

IOM Official stressed that challenge of female returnees’ included discrimination and stigma from the community. Ethiopian men may not be interested to marry female returnees as they are seen as example of bad character. There is also cultural difference on way of living particularly dressing, food, communication, and socialization. This difference created a problem for female returnees in effective reintegration to the community. On the other hand, the community attitude towards migration is positive in regards to earning good income. This attitude influenced some returnees’ to consider migration as an option again.

Study participants are worried and feel insecure when thinking about their future life. One participant explained her challenges as follows:

I have received many benefits especially shelter and medical treatment. However, Agar shelter staff requested me to go out. They said they don't have budget anymore and would not be able to accommodate me. Even though, the Small and Micro Finance Enterprise gave us a shed, it is physically impossible for me to work on the 4th floor. I couldn't sleep these days. I don't know what would be my fate in the future. I need appropriate working place/shed and house. I don't know how I will be reintegrated to the community. If I get out from here without having house, I have a plan to go to church to stay there. I don't see any hope for me. My only hope to sustain my life would be begging. I don't have three basics things in my life: a place to live, job and health.

BoLSA official pointed out returnees challenges in regards to accepting their current situation. There is high expectation from service providers. Low economic capacity as most of them was not able to get the money they saved with family. Furthermore, attitudinal problem to engage in small businesses; lack of commitment to finish skill trainings; and lack of interest to engage with business cooperatives were mentioned as challenges encountered. Female returnees who had been engaged in sex work abroad were not interested to formal jobs. The other issue was with women who lost their body parts abroad. They have difficulty to be fully part of reintegration efforts as there was no particular scheme for peoples with disability. Pregnant women and women with more than two children also faced challenge to attend the skill trainings and to involve in small business cooperatives.

Strengths and Limitations of Service Providers

The main strength of service providers is the provision of skill training, loan arrangement, and shed/working place. It was stated as the most valuable aspect of reintegration effort. BoLSA official expressed that "the major strength was the government commitment to

Rehabilitation and Reintegration of Female Returnees ...

effectively reintegrate the returnees”. He further elaborated that “the government has tried its best to support the returnees in every aspect”.

Government official from Addis Ketma Sub City Labor and Social Affairs Office stated that “there was high motivation and interest from service providers to support returnees when they came to Ethiopia”. There was also an attempt by service providers to stop secondary movement through awareness raising and community conversation activities.

IOM official mentioned that “the existence of government structures and NGOs to support returnees was strength”. There is full package of services in shelters. Local community based organizations provided a good support for returnees. There was collaboration with UN, government and local NGOs. There were a lot of efforts coming from various actors to respond to the emergency situation.

Agar shelter nurse expressed that “allowing returnees to stay in the shelter until they rehabilitated and family members found was an important aspect of service provision”. Strong support for the reunification of returnees with their family members was mentioned as one of the strengths. She said:

Even though it is very difficult to handle people with mental health, staff is very committed to provide regular support for the returnees. Most of the rape survivors didn't want to share their experience with counselors and they were very depressed. For instance, one of the shelter beneficiaries didn't remember what happened to her. But she said she saw her employer naked at night and couldn't recall the things happen after that. Five women returnees' came with rape cases and they suffered from post traumatic stress. They became sad, anxious, aggressive, and intolerant when they remember about the

sexual violence. However, Agar was able to handle all unique issues and provided a compassionate rehabilitation services.

The other limitation of service providers is delay in responding to returnees' needs and concerns. A study participant expressed that

The rehabilitation and reintegration process would have been effective if it was provided timely. We had high expectation when we first aware about government and other actors plan to support us. However, the support we got is not as we expected. For instance, to get the shed/working place it took me one year. Within that period there was so many back and forth. I didn't have money for transportation. I am dependent on my family. Even to go to training centers, I was asking my family everyday for transport. I am very lucky to have a supportive family.

The study finding also indicated that there was a gap in actual service provision.

Returnees were not able to begin the business and they are finishing the money borrowed from Small and Micro Finance Enterprises. In addition, the government requested returnees to pay tax and to have business license. There is limitation in understanding returnees' current financial capability from government side. It is difficult to start paying tax at the beginning of business. For instance, returnees take salary every month from the business profit. The average salary is 500 birr per month. Let alone getting enough income to pay tax, they are unable to cover for daily living costs.

The data collected indicated that there is lack of regular visit and support from service providers. Returnees need to get encouraging words and visit from government officials. In the

contrary, government official stressed that service providers conduct regular visit and follow up on returnees' progress in business.

BoLSA official mentioned that “the limitations of service providers included budget and resource limitation; low commitment from different stakeholders at later stage; and redundancy/duplication of efforts by stakeholders”. Agar shelter nurse also identified budget shortage as limitation. Addis Ketma Sub City Labor and Social Affairs official indicated that there is delay in service provision; this in turn has led to hopelessness among returnees. He stated that “lack of commitment by service providers as promised in the beginning; lack of coordination; and lack of communication and consultation with the community in the rehabilitation and reintegration process of returnees were major limitations”. Lack of effective technical support and lack of meaningful participation of returnees in the process were also identified as limitation.

It was difficult to mobilize resource within short period of time because the situation was an emergency. It was also hard to rehabilitate and reintegrate a huge number of returnees at the same time. The resources of different actors were stretched all over the place. The other limitation identified was research gap at national level on the regular and irregular migration. IOM Official indicated that “there is a need for a comprehensive and detailed study on migrants' situation abroad and their living condition after they returned to Ethiopia”. This kind of research is very helpful for service providers to understand the real problem and design future programs.

Family and Community Response

The study finding indicated that there were both positive and negative responses from family and community. Labor and Social Affair official described that

Rehabilitation and Reintegration of Female Returnees ...

The main reason for migration was poverty, peer pressure, and negative attitude.

Returnees were pushed by family members and friends to migrate. This is the result of deep rooted attitude from the community towards migration. It needs an intervention beyond training and awareness raising activities to change the community attitude. However, the community was very sad about the things happened on the returnees deported from Saudi Arabia.

Agar nurse highlighted that “some families had difficulty to accept their daughter situation”. Agar beneficiaries migrated to Saudi Arabia with good physical and mental health. However, when they returned back, the situation was completely different. Their families were in denial state of mind to accept the health problem particularly the mental problem of their daughters. In regards to returnees, they didn’t get the money they save with family. In most cases, the family already spent the money for different purposes without the consent of returnees. This situation made them angry and further deteriorated their psychological wellbeing.

A study participant shared her experience in living with family again as follows:

When I was in Saudi Arabia my family respected me since I was the one who supports them. But now things are changed. I am dependent on my brother, and this is a depressing me. I don’t earn income and I don’t have moral and financial support from my family.

On the other hand, another participant described that “the community welcomed us by welcoming, carrying belongings, and providing information. However, sometimes there are negative comments and feedbacks from the community”. BoLSA official mentioned that

“returnees’ culture is somehow changed because of their experience abroad”. This has an implication in their interaction with other community members.

Returnees Current Socio-Economic Situation

IOM official highlighted that “most women migrants travelled in irregular migration and engaged in low professional activity which contributed to returnees’ health situation. Female returnees’ health condition is restored after the rehabilitation and reintegration activities”. These efforts enabled returnees to generate income and have a good relationship with other people. Moreover, returnees’ economic situation is improved when it is compared to their situation before one and half years ago.

On the other hand, returnees’ socio-economic situation is declined compared to migration period. Returnees were engaged in full and part time job with satisfactory payment while living abroad. They were able to support others and were not financially dependent on family. Even though, some of the returnees engaged in income generating activity after return, the earning is not adequate to cover living costs. However, spending their day at work is somehow a relief for mind. Half of the respondents are not engaged in business activities yet and they are fully dependent on family.

Returnees Future Plan

Addis Ketma Sub City Labor and Social Affairs official indicated that “there are some returnees who want to be returned to Saudi Arabia if the migration is legalized by Saudi Arabia and Ethiopian government”. Prior education, current socio-economic status, and skills acquired after return contributed to their decision to migrate again.

Rehabilitation and Reintegration of Female Returnees ...

There is a motivation from study participants to work hard and change their life in Ethiopia. Except two of participants who don't want to migrate again, other participants want to consider re-migration. They are interested to travel to Saudi if the ban is lifted by Saudi Arabia government. The main reasons to migrate again included unable to engage in livelihood opportunities, lack of adequate income, and lack of attractive employment. The returnees prefer to stay in their country if their economic problem is resolved.

Chapter Five

Discussion

Major results are discussed in line with reviewed literature and findings. The section includes discussion on female returnees' rehabilitation and reintegration process in the study area.

Rehabilitation and Reintegration Support Schemes for Returnees

The rehabilitation and reintegration programs encompass psychological, social, and economic schemes. In international reintegration programs, skills trainings, savings, counseling, health care, and mental health treatment are included. In Ethiopia, the rehabilitation and reintegration of female returnees involved these supports except the provision of individual and group counseling. The individual and group counseling was provided only for returnees who were admitted to rehabilitation shelters. Female returnees suffer from stress and depression due to their past experience and their current situation. Lack of psychological support negatively affected returnees' mental health and wellbeing. The psychosocial/counseling aspect is essential to effectively rehabilitate returnees' from their experience and to successfully reintegrate them to the community.

The social aspect is the major part of rehabilitation and reintegration programs. As outlined in literature review section, the international social reintegration programs are implemented parallel with psychological and economic supports. IOM social reintegration scheme included group reintegration projects and building returnee networks. In Indonesia, the social program encompasses counseling and conciliation with family members. In Pakistan, returnees are assisted to found associations to strengthen their social networks and support

systems. Assessing supports provided to Ethiopian returnees, there was no specific activity in regards to social reintegration. There was awareness raising activities conducted in Addis Ababa Sub Cities with community members on prevention of irregular migration. However, this effort is not directly related to social reintegration. Overall, the female returnees didn't get social reintegration assistance upon return and after reintegrated to the community.

In regards to the economic aspect of reintegration, the international schemes involve wage employment opportunities, skill training, community based income generating activities, loan arrangement, and tax exemption for certain period. In Ethiopia, female returnees were provided with skills training, shed/working place and loan as form of start-up capital. The returnees who started the small business were exempted from paying tax for six months. In addition, returnees who had job in government offices before migration were able to return back to their work. Therefore, the implementation of economic aspect included the major elements of international economic reintegration schemes.

In general, international reintegration schemes take into consideration returnees' children and their families. The programs included family members in saving, loan arrangement, and small business enterprises. Children educational and material supports are also part of the schemes. For instance, in Sri Lanka, returnees' children and family members are part of reintegration programs. Returnees' children and family members actively engage in the rehabilitation and reintegration programs. In Ethiopian context, female returnees are responsible to raise children and to take care of elder family members. There was a gap in reintegrating female returnees who have children as they were not be able to attend skill trainings regularly. They also had difficulty in actively engaging in small businesses. There were no special programs for women returnees with children.

Achievements

The reintegration assistance started from assisting migrants to return to Ethiopia. At the airport, information assistance, transportation allowance, non food items, and phone sim cards were provided for returnees. Five days psychosocial training, vocational trainings, loan arrangements, and shed/working place provision were also part of the reintegration programs. Female returnees with severe mental health problems were admitted to shelters. In the shelters, they were provided with holistic services including physical and mental health treatments. The female returnees were able to rehabilitate and reintegrate to their family and community. As pointed out by participants, the government and non government organizations were able to achieve the mentioned results despite the huge number of migrants returned with limited period of time.

Challenges

The major challenges raised by study participants were housing. As they came to Ethiopia empty handed and with urgent situation, it was very difficult to get money for payment of house rent. They became dependent on their families and yet some of them came with their children. Delay in service provision in particular to loan arrangement and shed/working place provision was a challenge. Lack of basic infrastructure such as water and electricity for shed/working place was also a problem encountered by returnees. As a result, some of the returnees were not able to start the business. One participant with physical disability couldn't access the shed located in the 4th floor of building. She was not able to begin her business with other cooperative members. In addition, sheds provided outside market places poses a difficulty

for good marketing. Hence, these challenges are an obstacle for effective implementation of economic reintegration scheme.

In regards to psychological challenges, study participants highlighted that they are still suffering from stress and depression due to previous deportation experience and current socio-economic situation. The study identified that there is continuous disagreement and conflict between business cooperative members. The hopelessness and desperation feeling has a factor in the relationship and interaction with other group members. The provision of direct counseling support was limited to female returnees who were admitted to shelter. The other female returnees were directly reintegrated to community without counseling or psychosocial support. The five days psychosocial training provided by BoLSA can be regarded as a beginning of support but cannot be considered as adequate intervention as per international psychosocial schemes of rehabilitation and reintegration.

The other challenge identified can be categorized as social reintegration problem. Participants indicated that overall there is a good feedback from the community. However, there are also negative feedbacks from community towards returnees. Cultural and way of living difference contributed to this gap. The cultural difference existed between their country of origin and destination country. Distance has also affected family cohesion and community relations. In addition, attitudes that illustrate female returnees with bad character aggravated the social problem.

Chapter Six

Conclusion, Recommendation and Implication

Conclusion

The study illustrated the rehabilitation and reintegration process and efforts implemented for female returnees from Saudi Arabia. The sudden influx of large numbers of returning migrants brought the attention of many stakeholders including governmental and non-governmental institutions.

In response to the emergency, the government and non-governmental organizations managed to mobilize resources in short period of time and offered supports to returnees. The support ranged from return and upon arrival assistance to rehabilitation and reintegration to family and community. However, lack of resources and low commitment from different stakeholders at later stage poses a significant challenge to adequately provide all rehabilitation and reintegration needs.

Most of economic reintegration programs such as skill trainings, loan arrangement, and shed/working place provision were provided by government. These efforts were linked with existing government structures such as TVET Colleges, Sub Cities Labor, and Social Affairs Offices and Small and Micro Finance Enterprises. This allowed in offering the support for many returnees at the same time.

Rehabilitation and Reintegration of Female Returnees ...

Even though the female returnees were provided with all packages of economic supports, the continuation of the small business cooperatives is in question as it requires appropriate shed, strong technical support, and team work among cooperative members. The economic reintegration of women with physical disabilities and women who have children is also an issue. The direct counseling services were mainly offered by women shelters which left out other female returnees from getting the service. In addition, the social reintegration aspect didn't get adequate attention of service providers. Overall, the sustainability of reintegration depends on the effectiveness of psychological, social, and economic efforts on female returnees' life.

Lack of effective coordination, duplication of efforts, lack of clarity on mandate, lack of comprehensive guideline, and lack of reliable monitoring and evaluation are the major challenges of service providers. The needs of the female returnees are diverse and multiple. This matter requires well planned and coordinated efforts from all stakeholders concerned.

Recommendation

Based on the findings of this study, possible recommendations are outlined as follows:

The Government

- The issues identified above need to be addressed within particular framework dealing with rehabilitation and reintegration. There should be a clear national policy and guideline on the rehabilitation and reintegration of returnees which encompasses the detail strategies and programmers for addressing the needs of migrants. The formulation of the policy and guideline should involve all stakeholders including returnees and community members. The role and

responsibilities of stakeholders should be outlined to avoid duplication of efforts and to establish effective coordination.

- Technical support should be offered for returnees engaged in income generating activities. There should be strong follow up and assistance to effectively address returnees' concerns and to monitor the progress of the business.
- Female returnees faced many challenges while living abroad, during deportation and after return due to the low status they have in communities. The programs should be inclusive of women with disabilities and women with children to effectively rehabilitate and reintegrate all segments of returnees.

Stakeholders

- The full implementation of comprehensive programs such as psychological, social, and economic schemes on migrant workers highly contributes towards effective rehabilitation and reintegration. Female returnees face difficulties in social and cultural adjustments and suffer from stress and depression. Continuing support in the form counseling and therapies are very essential.
- There are very few organizations working on rehabilitation through providing holistic services in shelters. Supporting and strengthening these centers would be very helpful to extend this opportunity for other returnees.
- Facilitating sustainability is a crucial element of migration related assistance to returnees. The issue of sustainability needs special attentions by stakeholders as female returnees continues to keep the option to return back. In addition, active

Rehabilitation and Reintegration of Female Returnees ...

participation of the returnees throughout the whole rehabilitation and reintegration process is vital in ensuring long-term commitment.

- Engaging the community based associations/organizations would help to easily address the community on the issues of social reintegration.

Female Returnees

- It would be very helpful if female returnees establish a network to strengthen their support system and to create a space where they can share experiences. This can benefit returnees in learning from each other.

Social Work Implication

Social work practice is one of the professional practices that address the concerns of individuals and groups in society. It works to create favorable environment within the societal settings. The rehabilitation and reintegration programs demand various social work professionals' interventions ranging from participation in formulation of national framework to direct service provision including counseling support for returnees.

The finding of the study indicated that there were rehabilitation and reintegration supports offered to female returnees. Even though the finding showed that the supports offered able to address some of the issues of female returnees, there are challenges that are affecting both service providers and female returnees. Challenges related to shortage of resource; lack of coordination among service providers and duplication of efforts showed that there was limitation in early preparedness for such kind of emergencies. This implies that there is a need for early

warning system and planning since emergency response is the most challenging to address the needs of returnees in a strategic and effective manner.

The absence of clear planning directly affected the capacities, resources, and expertise of the service providers. Social workers need to actively engage in national coordination networks to effectively integrate social work practice. It also has an implication for social work intervention in participating in policymaking, and research.

The counseling and social aspects of rehabilitation and reintegration programs were not fully applied. The female returnees passed through serious psychological and social situations after returned to Ethiopia. This implies that for sustainability reintegration all social, psychological, and economic interventions are needed. Thus, social work practitioners should work towards psychological and social support schemes.

Reference

- Ahmed, M. (2010). Pakistan's National Emigration Policy review. Islamabad: Sustainable Development Policy Institute.
- Animaw, A. (2011). Trafficking in persons overseas for labor purpose: the case of Ethiopian domestic workers. Addis Ababa: ILO.
- Antonio, J. (2011). International Migration and Development: A review in light of the crisis. New York: UN.
- Baxter, P. & Jack, S. (2008). Qualitative case study methodology: study design and implementation for novice researchers. Retrieved April 20, 2015, from <http://www.nova.edu/ssss/QR/QR13-4/baxter.pdf>
- Begum, R. (2014). Abuse and exploitation of female migrant domestic workers in the United Arab Emirates. Report.
- Convention Relating to the Status of Refugees 1951 [CRSR]
- Creswell, W. J. (2002). Qualitative inquiry and research design: Choosing among five approaches. Second edition. London: Sage Publication, Inc.

Rehabilitation and Reintegration of Female Returnees ...

Creswell, W. J. (2009). *Research design: qualitative, quantitative, and mixed methods approaches*. Third edition. Los Angeles: Sage Publications, Inc.

Desalegn, B. (2014). *The challenges of social reintegration of Saudi Arabian returnees in Addis Ababa*.

Ethiopian Red Cross Society. (2013). *An appeal to Ethiopians worldwide*. Retrieved March 2, 2015, from <http://www.africanafrikan.com/folder15/alot%20more%20of%20african%20&%20african%20american%20history15/ethiopia/An-Appeal-to-Ethiopians-Worldwide>

Federal Democratic Republic of Ethiopia. (2009). *Employment Exchange Proclamation*.

Federal Democratic Republic of Ethiopia. (1994). *Constitution*.

Federal Democratic Republic of Ethiopia. (2005). *Criminal Code*.

Fernandez, B. (2010). *Cheap and disposable? The impact of the global economic crisis on the migration of Ethiopian women domestic workers to the Gulf, gender & development*. London: Routledge.

Fonseca, A., Hart, L., & Klink, S. (2015). *Reintegration effective approaches*. Geneva: International Organization for Migration.

Frouws, B. & Horwood, C. (2014). *Regular and irregular migration in Saudi Arabia in a context of rapid change*. Nairobi: RMMS.

Global Commission on International Migration. (2005). *Migration in an interconnected world: new direction for action*. Switzerland: SRO-Kundig.

Go, S.P. (2012). *The Philippines and return migration: rapid appraisal of the return and reintegration policies and service delivery*. Manila: International Labor Organization.

Rehabilitation and Reintegration of Female Returnees ...

Gudetu, W. (2014). Causes and consequences of human trafficking in Ethiopia: the case of women in the Middle East. New York: American Research Institute for Policy Development.

International Organization for Migration. (2010). Impact of the economic crisis on return migration. Retrieved March 3, 2015 from <http://www.globalmigrationgroup.org/sites/default/files/uploads/documents/>

International Organization for Migration. (2011). Assisted voluntary return and reintegration. Leaflet.

International Rescue Committee. (2013). Ethiopian migrants deported from Saudi Arabia.

Kebede, E. (2001). An assessment of the international labor migration situation: The case of female labor migrants. Geneva.

Kleist, N. & Milliar, G.B. (2013). Life after deportation and migration crisis: the challenges of involuntary return. Policy Brief.

Kuschminder, K. (2014). *Challenges of Ethiopian female migration to the Middle East*. Maastricht.

Martin, S. F. (2003). Women and migration. Malmö.

Marvasti, B. A. (2004). Qualitative research in sociology. London: Sage Publications Inc.

Naami, B. (2014). Female Ethiopian migrant domestic workers: an analysis of migration, return-migration, and reintegration.

Palnikas, L. A., Hortwitz, S.M., & Green, C.A. (2013). Purposeful sampling for qualitative data collection and analysis in mixed method implementation research. New York: Springer Science Business Media.

Pearson, E. (2003). Trafficking of Women in East Africa. Eschborn: GTZ.

Rehabilitation and Reintegration of Female Returnees ...

Permata, P. & Dwi, D. (2014). The return migration and various reintegration programs for low skilled migrant workers in Indonesia. Jakarta: The SMERU Research Institute.

Rambukwella, K. (2008). National labor migration policy for Sri Lanka. Colombo: Ministry for Foreign Employment, Promotion, and Welfare.

Selamawit, B. (2013). The vulnerability of Ethiopian rural women and girls: the case of domestic workers in Saudi Arabia and Kuwait.

Siegel, M. & Kuschminder, K. (2011). A who's who in Ethiopian migration? Policy Brief.

Silvey, R. (2004). Transnational domestication: state power and Indonesian migrant women in Saudi Arabia. Colorado: Elsevier Ltd.

Temesgen, S. (2014). Situations and needs assessment of Ethiopian returnees from the Kingdom of Saudi. Addis Ababa: IOM

Thomson, S. B. (2011). Qualitative Research: Validity. Retrieved May 4, 2015, from http://joaag.com/uploads/6_1_-7_Research_Method_Thomson

Tukhashvili, M. (2013). Socio-economic problems of returning migrants' reintegration in Georgia. San Domenico: European University Institute.

United Nations Department of Economic and Social Affairs & International Labor Organization. (2013). Youth and Migration. Fact Sheet.

Wahba, J. (2015). Who benefits from return migration to developing countries? Cheltenham: IZA.

Wickham, L. (2009). The Rehabilitation and Reintegration Process for Women and Children Recovering from the Sex Trade.

Wickramasekara, P., Taran, P., & Awad, I. (2010). A rights-based approach. Geneva: ILO

Rehabilitation and Reintegration of Female Returnees ...

Willoughby, J. (2009). Preparing contract workers for return and reintegration: relevant for development. Athens.

Yin, R. K. (2003). Case study research design and research: Design and methods. Second edition. London: Sage Publication, Inc.

Appendix A

Description of Key Terms

Migration

Migration is defined by International Organization for Migration as population movement, encompassing any kind of movement of people, whatever its length, composition, and causes; it includes migration of refugees, displaced persons, economic migrants, and persons moving for other purposes, including family reunification.

Regular Migration

Regular migration refers to entry to another country through recognized and legal channels. It also involves staying in a country without violating any immigration limits and restrictions.

Irregular Migration

Irregular migration involves violation of immigration laws and regulations. Irregular migration takes place in three ways. The first one is when a person illegally enters or cross border into another country without having legal immigration documents. This may include various illegal practices ranging from forged documents to fraud about reason of stay. The second way of irregular migration arises from legal entry to a country and staying more than the time limit granted by immigration authority. The third way of irregular migration encompasses violation of restrictions related to a legal immigration documents. This could involve employment restrictions, working hour's limits, and welfare benefits.

Regularization

Regularization is a process of changing migrant status from irregular/illegal to regular/legal. The regularization could be granted for different reasons based on states immigration laws. To mention few, regularization could be granted for migrants who resided in a country for a given length of time or for migrants who entered legally but have expired immigration documents. This process enables irregular migrants to get a legal status in a foreign country.

Appendix B

Table 1 Demographic Data of Participants for in depth Interview

| Female Returnees code | Age at time of migration | Education | Religion | Region and town of origin | Relationship status before return | Place and time of migration | Duration of stay in Saudi Arabia | Duration after return | Relationship status after return | Employment status after return |
|-----------------------|--------------------------|------------------------|----------|---------------------------|-----------------------------------|-----------------------------|----------------------------------|-----------------------|----------------------------------|--------------------------------|
| 1 | 19 | 10 th Grade | Orthodox | Addis Ababa | Single | Saudi Arabia, 2012 | 1 year and 7 months | 1 and ½ year | Single | Unemployed |
| 2 | 22 | 10 th Grade | Orthodox | Addis Ababa | Single | Saudi Arabia, 2011 | 2 and ½ years | 1 year and 5 months | Single | Unemployed |
| 3 | 24 | 9 th Grade | Orthodox | Addis Ababa | Single | Saudi Arabia, 2008 | 6 years | 1 year and 5 months | Divorced | Unemployed |
| 4 | 28 | 8 th Grade | Muslim | Addis Ababa | Married | Saudi Arabia, 2012 | 2 years | 1 and ½ months | Divorced | Self employed |
| 5 | 18 | 6 th Grade | Muslim | Addis Ababa | Divorced | Saudi Arabia, 2006 | 8 years | 1 and ½ year | Divorced | Self employed |
| 6 | 16 | 4 th Grade | Orthodox | Addis Ababa | Single | Saudi Arabia, 2002 | 12 years | 1 and ½ year | Single | Self employed |
| 7 | 28 | 12 th Grade | Orthodox | Addis Ababa | Divorced | Saudi Arabia, 2008 | 6 years | 1 and ½ year | Divorced | Self employed |

Appendix C

Table 2 Demographic Data of Participants for in key Informant Interview

| Key Informants Code | Organization | Work experience in the position |
|--------------------------------|---|--|
| 8 | Addis Ababa City Administration Bureau of Labor and Social Affairs | 3 years |
| 9 | Agar Ethiopia | 4 years |
| 10 | Addis Ketema Sub City Social and Labor Affairs Office | 2 years |
| 11 | International Organization for Migration | 2 years |

Appendix D

In-Depth Interview

I. Introduction

The overall objective of this research is to assess the existing rehabilitation and reintegration structures, systems and efforts towards Saudi Arabia female returnees in Addis Ababa. For the purpose of this research, this guiding question is designed to solicit key information from female returnees from Saudi Arabia.

II. Returnee Profile

Name: _____

Age at time of migration: _____

Education: _____

Religion: _____

Region and Town of origin: _____

Relationship status before return: _____

Place and time of migration: _____

Duration after return: _____

Relationship status after return: _____

Employment status after return: _____

III. Guiding Questions

1. How long did you stay in Saudi Arabia? When did you come back? Why did you come back?
2. Would you please share with me your experience of returning to Ethiopia? How was the deportation process, the process of return, transportation, and experience at Bole International Air Port?
3. Can you describe a context or situation that have typically influenced or affected your experiences?
4. Were there any rehabilitation and reintegration support offered to you? If yes, how was the rehabilitation and reintegration process involved when you returned from KSA? Who has provided support? What type of rehabilitation and reintegration activities (shelter, psychological, medical, social, training, technical, and financial support) were carried out? How long?
5. What were the specific roles of different actors in reintegrating and rehabilitating the returnees?
6. What specific skills did you have before you travel to KSA? What specific skills did you acquire in the reintegration process?
7. What is your view towards the overall process of rehabilitation and reintegration?
8. What were the strengths and limitation of service providers in rehabilitating and reintegrating the returnees?
9. What were your opportunities and challenges after you returned to Ethiopia?

10. How is the social support in regards to your reintegration to the community? How is your relationship with the community?
11. How is your economic status and social life now?
12. Can you describe the actual benefit you received from the process? What is the outcome of the rehabilitation and reintegration process in your life? What is your plan for the future?
13. In your opinion, what measures should be taken to avoid problems faced by returnees and to effectively rehabilitate and reintegrate them to the community?

Appendix F

Key Informant Interview

I. Introduction

The overall objective of this research is to assess the existing rehabilitation and reintegration structures, systems and efforts towards Saudi Arabia female returnees in Addis Ababa. For the purpose of this research, this guiding question is designed to solicit key information from institutional stakeholders engaged in provision of assistance to returnees, as well as networking and coordination.

II. Agency Representative Profile

Name: _____

Organization: _____

Position: _____

Work experience in this position: _____

III. Guiding Questions

1. How was the situation of female returnees when they returned from KSA?

2. Please tell me how female Saudi Arabia returnees rehabilitated and reintegrated? What type of rehabilitation and reintegration activities (shelter, psychological, medical, social, training, technical, and financial support) were carried out? How long?
3. What were the roles of different actors in rehabilitating and reintegrating returnees?
4. Are there any guidelines for effective rehabilitation and reintegration of returnees? What kind of guideline do you use?
5. How were the returnees participated in the process of rehabilitation and reintegration?
6. What specific skills did returnees acquire in the reintegration process?
7. What were the strengths and limitation of service providers in the process?
8. What are the most needed supports your organization believes should be done to the returnees? What and by whom? (Strategic supports, short term supports)
9. How better the reintegration efforts be coordinated to sustainably mitigate the problems of the returnees (economic, psychosocial, social, health needs and problems of the most vulnerable returnees)?
10. What do you think be the social implications on returnees in their effort to reintegrate in their respective communities?
11. How is returnee's economic status and social life now?
12. What were the opportunities and challenges of returnees after they returned to Ethiopia?
What should be done to curb those challenges? License
13. What is the outcome of rehabilitation and reintegration efforts in the life of returnees?

Appendix G

Observation Checklist

1. Identification of particular vulnerabilities and disabilities of returnees that may hinder reintegration.
2. Overall observation of existing institutions resources and capabilities to manage the rehabilitation and reintegration process.
3. Observation of shelter services such as shelter, food, counseling session, training, and medical treatment.
4. Are the returnees engaged in income generating activities? If yes, observe what kind of business activity they do, their working condition, and financial capabilities.
5. Is there any evidence visible on healthy social relationship of returnees?

