

**CHALLENGES FACING LEVELS OF REFUGEE SERVICE SATISFACTION IN
UGANDA: A CASE OF KYANGWALI REFUGEE SETTLEMENT**

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**A DISSERTATION SUBMITTED TO THE SCHOOL OF SOCIAL SCIENCES IN
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**UGANDA CHRISTIAN
UNIVERSITY**

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DECLARATION

I, Asiimwe Wislyve, hereby declare that this research report entitled, "Challenges Facing Levels of Refugee Service Satisfaction in Uganda; a case of Kyangwali Refugee Settlement," is my original work and that it has never been submitted in any institution for any award. I have read the regulations of the university with regard to plagiarism and here declare that I abided by all of them.

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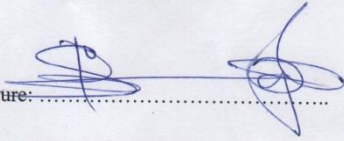
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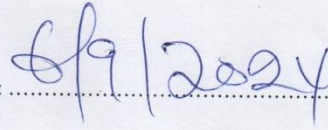
APPROVAL

This is to acknowledge that this research report entitled, "challenges facing levels of refugee service satisfaction in Uganda; a case of Kyangwali Refugee Settlement," has been done under my supervision and is now ready for submission to the School Social Sciences at Uganda Christian University.

Signature:



Date:



DR. ARTHUR BAINOMUGISHA

(Supervisor)

DEDICATION

With special regard, I wish to dedicate this piece of work to my parents, my guardians who have always been there to support me in my education. May the Almighty God richly bless you.

ACKNOWLEDGEMENT

I would like to thank the Almighty God for the gift of life and guiding me throughout my education; it has not been easy but it was possible.

My heartfelt gratitude goes to my supervisor, Dr. Arthur Bainomugisha for the tireless efforts and expertise he rendered to me during his supervision.

Additionally, I acknowledge the leaders and refugees from Kyangwali Refugee Settlement for providing me with the necessary information to complete my research.

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God bless you all.

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ABSTRACT

The study explored the challenges facing levels of refugee service satisfaction in Uganda; a case of Kyangwali Refugee Settlement. It specifically focused on; examining the resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement, establishing the logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement and assessing the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement.

The study was carried out using a cross sectional survey research design where both quantitative and qualitative research approaches were also used. The data was collected using questionnaires and interviews during the data collection, both purposive and simple random sampling methods were used. A sample size of 398 respondents who are refugees from Kyangwali Refugee Settlement was selected although 320 of them responded. The study also included key informants who were the settlement commandant and the management of selected NGOs.

The study found out that addressing resource constraints, logistical challenges, and socio-cultural barriers is imperative for improving refugee service satisfaction. Insufficient healthcare facilities, inadequate food supplies, and poor educational resources significantly impact refugees' well-being and satisfaction. Logistical issues, such as inadequate transportation and delays in the supply chain, further exacerbate these challenges. Socio-cultural barriers, including cultural misunderstandings, language barriers, and discrimination, also hinder effective service delivery. To enhance the living conditions and satisfaction of refugees, it is crucial to tackle these multifaceted issues comprehensively, ensuring adequate resources, efficient logistics, and culturally sensitive support.

Lastly, the study recommended the need for increased investment in healthcare infrastructure within Kyangwali Refugee Settlement. It also recommended the need for improved logistical management to overcome the existing challenges in resource

distribution plus the need for addressing socio-cultural barriers to improve service satisfaction among refugees.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

The study was about analyzing the challenges facing refugees regarding service satisfaction in Uganda taking Kyangwali Refugee settlement. This chapter presented the background of the study, problem statement, purpose, objectives, scope, research question, significance and the conceptual framework.

1.1 Background of the Study

The issue of refugee service satisfaction is critical to humanitarian efforts world over because it impacts directly the wellbeing and integration of the displaced population (Salim et al 2021). The refugees fleeing from persecution and natural disasters always expect help from host countries and international organisations regarding food, shelter, health care, education and legal assistance (Zikusooka et al 2022). The effective provision of these services play a crucial role in the wellbeing of the refugees. It should be noted that delivery of this support poses great challenges due to limited resources, poor road network, poor and insufficient health services, poor internet connectivity, large influx of refugees, language barriers to mention but a few.

Refugee settlements involving large numbers of refugees, present a several challenges. All these challenges are supposed to be handled by those offering helping hand like government, local and international NGOs and the United Nations high Commission for Refugees. These players try as much as possible to ensure service satisfaction for the refugees living in the camp

The challenges of refugees regarding service satisfaction is an issue for the entire world. Many countries struggle to ensure services needed that are of quality leading to satisfaction of the refugees are delivered with limited success. Even with these struggles, service satisfaction has remained a challenge even in the developed world most notable ones include USA, Germany and Sweden.

Even with these efforts towards improving the services, there is still struggle with policy changes, and resource allocation. In countries like Bangladesh and Thailand particularly Rohingya refugees and displaced people from Myanmar pose a big challenge. These countries face significant puzzles in a bid to provide adequate services due to limited resources and political issues.

In Africa, it is even worse considering the continent's various political conflict and economic challenges. Countries like Kenya, Ethiopia, and South Sudan host big numbers of refugees that they cannot support fully with basic needs. In Kenya, Dadaab and Kakuma camps are among the largest in the world, with hundreds of thousands of refugees facing issues related to overcrowding, insufficient resources, and limited economic opportunities (Salim et al., 2021).

Kyangwali Refugee Settlement in Uganda gives a case study of the broader challenges faced in refugee service satisfaction. Established in the 1960s, Kyangwali is home to tens of thousands of refugees, primarily from the Democratic Republic of Congo, South Sudan, and other neighboring countries (Bjørkhaug, 2020). Even if Uganda is commended for its open-door policy and integration efforts, there are still various challenges faced by refugees in Kyangwali refugee camp. Overcrowding, inadequate healthcare and educational facilities, and limited access to clean water and sanitation are persistent issues (Natwijuka, 2019). According to a recent report by UNHCR (2022), refugees in Kyangwali have expressed dissatisfaction with the quality and accessibility of services, highlighting the need for improved coordination, increased funding, and innovative solutions to meet the growing demands. The settlement's situation underscores the broader systemic issues within refugee management in Uganda and the need for sustained international support and collaboration.

1.2 Problem statement

Refugee settlements worldwide are supposed to provide user friendly, high-quality services to ensure that the refugees living in them live a life of respect. But this is not the case where in Uganda, particularly in the Kyangwali Refugee Settlement, there are several challenges that include increasing low levels of service satisfaction among

the refugees. One report by UNHCR in 2022 revealed that service accessibility is inadequate, with only 54% of refugees having reliable access to healthcare. In education, there is overcrowding in schools with a teacher-to-student ratio of 1:94. Equity in service provision is unheard of, with vulnerable people suffering most. All this is attributed to the limited available resources, high level corruption and the usual logistical challenges. If left unattended to, deteriorating service satisfaction could lead to worsened vulnerability and holistic poor living conditions of the refugees.

Worse still, earlier studies have revealed that support focused on individual aspects such as health or education services in isolation result into worse situations most of the time. This has meant no satisfaction in terms of service delivery. Moreover, while some scholars like Sekin & Çakir and Bjørkhaug (2020) have examined the role of international aid and government policies, there is limited research on how these factors interact with local logistical and socio-cultural barriers to affect overall service satisfaction in refugee settlements like Kyangwali.

1.3 Purpose of the study:

The purpose of the study was to identify and analyze the challenges faced by refugees regarding service satisfaction in Uganda; a case of Kyangwali Refugee Settlement.

1.4 Objectives of the study

- i. To examine the resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement.
- ii. To establish the logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement.
- iii. To assess the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement.

1.5 Research questions

- i. What are the resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement?
- ii. What are the logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement?
- iii. What are the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement?

1.6 Scope of the study

The scope of the study covered three dimensions that is; content, geographical and time and these were discussed in detail below;

1.6.1 Content scope

This study specifically focused on; examining the resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement, establishing the logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement and assessing the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement.

1.6.2 Geographical scope

Geographically, the study was conducted in Kyangwali Refugee Settlement located in Kibuube District (formerly Hoima District) in western Uganda. Kyangwali Refugee Settlement was selected because of its significant refugee population diversity and the complex array of challenges it faces in providing satisfactory services to displaced individuals.

1.6.3 Time scope

The study focused on scholarly material from the period 2019 to 2024 and was conducted for four months (May to August, 2024).

1.7 Justification of the study

The aim of this study is rooted in the fact that there are gaps still existing particularly in understanding the interconnected challenges affecting levels of refugee service satisfaction in Uganda's Kyangwali Refugee Settlement. Existing studies by scholars have focused narrowly on specific service sectors of service satisfaction among the

refugees. By critically examining the impacts of resource constraints, logistical challenges, and socio-cultural barriers on service accessibility, quality, timeliness, equity, and sustainability, it is envisaged that this research will provide a foundation for improving humanitarian efforts and policy-making in refugee settlements.

1.8 Significance of the study

The study will be of paramount importance to policymakers and humanitarian organizations by providing evidence about the challenges affecting refugees regarding service satisfaction in Kyangwali Refugee Settlement. This knowledge will help policy makers and those organisations through which humanitarian support is conveyed to refugees improve service delivery and well-being of refugees.

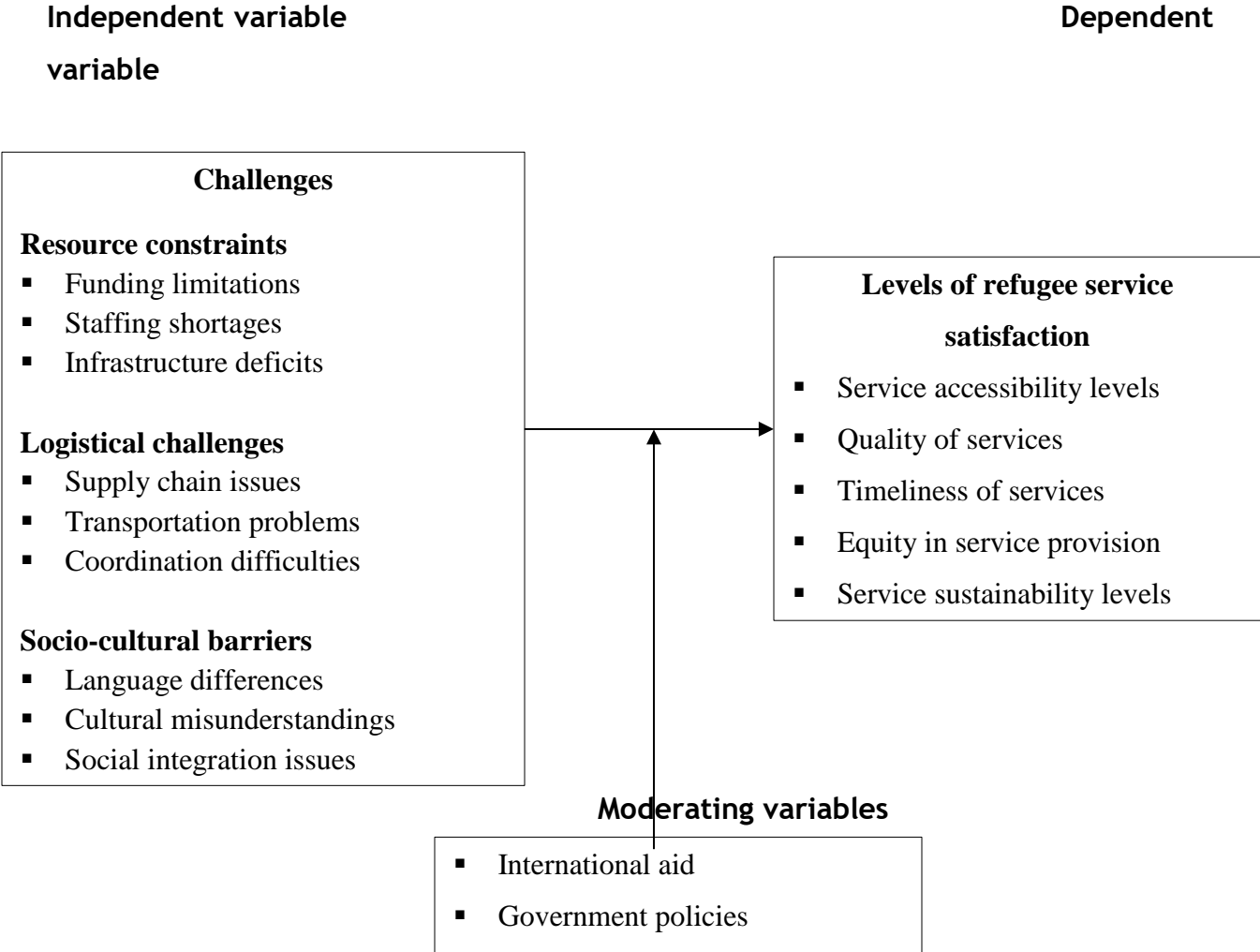
It is also envisaged that the results of his study will be an eye opener to the local authorities and service providers by highlighting specific areas that need improvement such as healthcare, education, and infrastructure. This will guide local efforts to address the identified gaps.

It will be of benefit to the academic community and future researchers by filling gaps in existing literature on refugee service satisfaction. This will provide a firm foundation to understand the dynamics at play in refugee settlements, attracting further scholarly inquiry and comparative studies in similar contexts.

The international donor agencies and development partners shall benefit from this study as they will get the necessary information to guide their work. It will help usher in great improvements offering insights into the effectiveness of international aid and support to the refugees hence service satisfaction. The United Nations High Commission for refugees, NGOs like Food for the Hungry, Hunger project, World Vision, Plan International, etc shall all benefit. All organizations and countries advocating for the good of the refugees, on reading the results to be provided by this study shall have all they need to plan for the refugees in terms of education, health, advocacy and all other support in a holistic manner.

1.9 Conceptual framework

Figure 1: Conceptual Framework



Source: *Adopted from, Zighan (2021) and modified by the researcher (2024)*

This study shall critically consider both the independent variables impact the dependent variable regarding service satisfaction about the service delivery for the refugees in Kyangwali refugee settlement. The independent variables include resource constraints (funding limitations, staffing shortages, infrastructure deficits), logistical challenges (supply chain issues, transportation problems, coordination difficulties), and socio-cultural barriers (language differences, cultural

misunderstandings, social integration issues). These factors collectively influence the dependent variables, namely service accessibility levels, quality of services, timeliness of services, equity in service provision, and service sustainability levels. Additionally, the relationship between these variables is moderated by international aid and government policies, which can either mitigate or exacerbate the impact of these challenges on refugee service satisfaction.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter deals with literature review. Different themes have been reviewed in order to synthesize what is known and not known about the topic. Service satisfaction for the refugees; a case of Kyangwali refugee settlement, to identify areas of challenges and formulate questions that would guide the research study.

2.1 Definition and concept of refugee service satisfaction

According to Albrecht & Lamm (2019), refugee service satisfaction is perceived as quality and effectiveness of services provided to refugees, it includes healthcare, education, and social support. They emphasize that satisfaction is influenced by the extent to which these services meet the specific needs and expectations of refugees. The two theorists contend that service satisfaction is critical for the overall well-being and integration of refugees into host communities. To them this is the basis of designing effective support programs.

For Turner & Ridley (2020), refugee service satisfaction is all about accessibility, timeliness, and equity of services. Accessibility involves not only the physical availability of services but also the ease with which refugees can utilize these services, including overcoming language barriers and navigating complex bureaucracies. The two theorists Turner and Ridley (2020) also stresses Equity which according to them is the fair distribution of services, ensuring that all refugees receive appropriate support regardless of their background or circumstances.

Hernandez & Park (2022) believe that refugee service satisfaction includes cultural competence and the sustainability of services. They argue that cultural competence—understanding and respecting the cultural backgrounds and practices of refugees—is essential for delivering services that refugees find acceptable and satisfactory. They assert that without sustainable services, refugees may experience fluctuating support levels, leading to dissatisfaction and instability.

2.2 Resource constraints hindering the levels of refugee service satisfaction

Kamara & Johnson (2020) examined the impact of financial limitations on healthcare services in refugee settlements in East Africa, funding shortages significantly reduce access to essential medical care. They noted that limited resources lead to insufficient medical supplies and understaffed health centres, adversely affecting service quality.

For Ouma & Thompson (2019), the effects of staffing shortages in refugee camps in sub-Saharan Africa impacts availability of healthcare professionals leading to long wait times and poor patient outcomes. Their findings align with those of Williams & Carter (2022), who reported that insufficient staff in refugee settlements in Southeast Asia worsened the service delivery challenges, as the few staff are overworked hence becoming unable to meet the high demand for healthcare services, resulting in decreased satisfaction among refugees.

Patel & Kumar (2020) examined the logistical challenges in delivering aid to refugee settlements in South Asia, identifying supply chain issues as a major hindrance to effective service delivery. They reported that delays and disruptions in the supply chain leads to shortages of essential supplies, such as food and medical supplies, negatively impacting service accessibility and quality.

On the other hand. Arinaitwe & Corbett (2022) analysed the impact of funding limitations on service sustainability in Ugandan refugee settlements indicating that inconsistent and inadequate funding undermines the long-term sustainability of essential services. They argued that without reliable financial support, it is challenging to maintain and improve service provision, leading to declining satisfaction levels among refugees.

2.3 Logistical challenges hindering the levels of refugee service satisfaction

In many refugee settlements including Kyangwali logistical challenges are evident. Many times there are interruptions in the supply chain that affects the availability of important items like food, medicines and consumables, education services and

security. This is normally caused by the poor infrastructure and lack of effective transport network in the host countries. Kyangwali Refugee settlement is no exception. Rahman & Ahmad (2022) conducted research in Middle Eastern refugee camps and highlighted that transportation issues due to security concerns and poor road conditions result in delayed deliveries of critical supplies. These logistical hurdles exacerbate the difficulties faced by refugees, leading to decreased satisfaction with the services provided.

Smith & Jones (2021) focused on the healthcare sector in East African refugee camps and revealed that inconsistent supply chains lead to frequent stockouts of medical supplies and medications. This significantly affects the quality and accessibility of healthcare services. Williams & Carter (2022) conducted a study in Southeast Asia and reported that logistical constraints, such as inadequate storage facilities, contribute to the spoilage and wastage of perishable goods, further diminishing the quality of services provided to refugees. These findings underscore the critical role of effective logistics in maintaining the quality of refugee services.

Mburu & Achieng (2023) concluded that transportation problems hinder the distribution of educational materials and the mobility of teachers, leading to interrupted learning processes and decreased educational quality. In Kyangwali, the quality of education is very poor due to congestion at schools, limited number of teachers and classrooms/latrine stances. This automatically affects negatively the learning of the pupils in the different schools in the settlement.

2.4 Socio-cultural barriers hindering the levels of refugee service satisfaction

The cultural issues also hinder service satisfaction in the refugee settlement of Kyangwali where key among them is the language barrier that hinders the refugees from accessing health services, education. Communication between the refugees and the service providers is impossible in many instances leading to failure to get what they want in a timely manner hence affecting the quality and quantity leading to poor or no service satisfaction among the refugees living in Kyangwali. According to Garvey & Roberts (2020), socio-cultural barriers in refugee settlements like language

barriers significantly hinder service satisfaction among the refugees with poor access to the badly needed services.

Smith & Jones (2021) examined the effects of socio-cultural barriers on healthcare services in East African refugee settlements. They discovered that cultural misunderstandings between healthcare providers and refugees frequently result in mistrust and reluctance to seek medical help, thereby decreasing service satisfaction. Johnson & Lee (2022) conducted a similar study in Southeast Asia and found that traditional beliefs and practices often clash with modern medical procedures, causing refugees to reject or question the provided healthcare services, which negatively impacts their overall satisfaction.

Mburu & Achieng (2023) explored socio-cultural barriers in East African refugee camps, particularly focusing on gender norms and their impact on service satisfaction. They revealed that restrictive cultural practices often limit women's access to essential services such as healthcare and education, leading to significant dissatisfaction. Garvis & Carter (2022) also studied gender-related socio-cultural barriers in West African refugee camps and found that cultural taboos and gender discrimination hinder women's participation in vocational training programs, thereby reducing their satisfaction with the services provided. This also happens in Kyangwali. There are a number of research who have executed studies about this topic and all confirmed existence of the vice among refugees.

2.5 Summary of literature review

This literature review helped unearth various factors affecting refugee regarding service satisfaction of the services delivered by many humanitarian support organisations both local and international. While numerous studies have examined these obstacles and their impacts on refugee service delivery, there is a notable gap in comprehensive, region-specific analyses that integrate these factors to develop holistic strategies for improving refugee service satisfaction. Future research should focus on creating and evaluating integrated approaches tailored to the unique needs of refugee populations in specific regions to enhance service delivery and overall satisfaction.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

In this chapter, the researcher describes how the study was conducted. Inclusive is the research design, the study area and the population, sampling procedures, sample size and composition, data collection methods, data processing, data analysis methods, data quality control, reliability and ethical considerations.

3.1 Research design

According to Robson, (2002), research design is defined as planning the strategy of conducting research. This study used a cross-sectional research design where data from respondents was collected at a single point in time without repetition from the representative population. The design was chosen because of being economical to conduct in terms of time (Barley, 2007). It was also used because it helped the researcher to capture information based on data gathered for a specific point in time. The data gathered was from a pool of participants with varied characteristics and demographics known as variables. Age, gender and education are all examples of variables. More so, through the use of the cross-sectional research design, the research findings helped in removing assumptions and replaced them with actual data on the specific variables studied during the time period accounted for.

The mixed-method research combining quantitative and qualitative research approaches were also used during the study (Creswell, 2012). The quantitative study was conducted using questionnaires among the selected refugees in Kyangwali Refugee Settlement since they are the ones facing the challenges of conflicts. Qualitative study was conducted using interviews where the settlement commandant from the Office of the Prime Minister (OPM)-Department of Refugees and the management of NGOs working within the refugee settlement were used as key informants in order to get an in-depth analysis about the topic and these were also considered as K.Is since they had the relevant knowledge about the challenges facing levels of refugee service satisfaction in Kyangwali Refugee Settlement.

3.2 Study area

This study was conducted in Kyangwali Refugee Settlement located in Kibuube District (formerly Hoima District) in western Uganda. Kyangwali Refugee Settlement was selected because of its significant refugee population diversity and the complex array of challenges it faces in providing satisfactory services to displaced individuals.

3.3 Study population

A population refers to all people or items with the characteristic one wish to understand which may be tangible or intangible. According to the records from the refugee settlement commandant, there are a total of 137,183 refugees of different nationalities i.e.; South Sudanese, Congolese (DRC), Rwandans, Burundians and Kenyans living in the five zone of the refugee settlement and these were included in the study as the target population. The study population also included; the settlement commandant from the Office of the Prime Minister (OPM)-Department of Refugees and the management of NGOs working within the refugee settlement totaling to 5 who were involved in the study as the key informants.

3.4 Sampling procedure and sample size

The sample size was computed basing on the Slovin's (1970) method of calculation of sample size. The formula and computation are presented below;

$$n = \frac{N}{1 + N(e^2)}$$

Where n= sample size, N= population and e = margin of error/0.05

$$n = \frac{137,183}{1 + 137,183(0.05)^2}$$

$$n = \frac{137,183}{1 + 137,183(0.0025)}$$

$$n = \frac{137,183}{1 + 342.9575}$$

$$n = \frac{137,183}{343.9575}$$

$$\underline{n=398}$$

Therefore from the table above, the sample size was 398 respondents got from a total population of 137,183 refugees from the five zones in Kyangwali Refugee Settlement.

Furthermore, the settlement commandant from the Office of the Prime Minister (OPM)-Department of Refugees and the management of NGOs working within the refugee settlement totaling to 5 were included in the study as the key informants for qualitative data.

Table 1: Population and Sample Size

Category	Total population	Sample size	Sampling method
Refugees	137,183	398	Simple random sampling
Settlement commandant	1	1	Purposive sampling
Management of NGOs	4	4	Purposive sampling
TOTAL	137,188	403	

Source: Kyangwali Refugee Settlement (2024)

3.5 Sampling technique and method

The researcher used both purposive and simple random sampling methods. Purposive sampling was used to select the key informants who were the settlement commandant from the Office of the Prime Minister (OPM)-Department of Refugees and the management of NGOs working within the refugee settlement since they are the ones responsible for providing services and assistance to these refugees. The reason why purposive sampling was used for this category of respondents was because of their knowledge on the challenges facing levels of refugee service satisfaction in Kyangwali Refugee Settlement, these individuals also had special qualification and therefore these categories of respondents were expected to provide in-depth information about the topic under study.

The refugees in Kyangwali Refugee Settlement were selected using simple random sampling given that these were big in number and using this method eased their selection and gave each person a chance to participate in the study, simple random sampling was preferred because its procedure is unbiased and prevent bias in their work and makes research on large populations more practical.

3.6 Sources of data

Primary source: Primary data are important for all areas of research because they are accurate information about the results of an experiment or observation. Primary data from the field was obtained through personal interviews and self-administered questionnaires to selected respondents in order to get their opinions. Primary data helped the researcher in collecting information for the specific purposes of their study. The researcher collected the data herself, using questionnaires and interviews.

Secondary source: Secondary data refers to handling, collecting and possibly processing data by people other than the researcher in question. For the purposes of a historical research project, secondary sources are generally scholarly books and articles. This source was used to collect data from already written literature for example e-books, journals, published articles and periodicals. And documentary resources were classified in order to facilitate the data collection and textual analysis (Mubazi 2008).

3.7 Data collection instruments

Two types of data collection instruments were used in the study. These included questionnaires, and interview guides which were briefly explained in the following subsection.

Questionnaires: Self-administered questionnaires were used to collect quantitative data from the refugees in Kyangwali Refugee Settlement. Self-administered questionnaires were used for this category of respondents to save on time because their number was big to interview. According to Mugenda and Mugenda (2003), the self-administered questionnaires have self-administered questions in form of

structured or closed ended questions. The standard questionnaire contains a list of possible alternatives from which respondents selected the answer that best suits the situation. The questionnaire was used to collect numerical data on the assessment of the challenges facing levels of refugee service satisfaction in Kyangwali Refugee Settlement to generalize the findings of the sample to the population. The researcher used close-ended questionnaires, which enabled coding data during analysis. The questionnaires were measured using a Likert scale where 5 (Strongly Agree), 4 (Agree), 3 (Not sure), 2 (Disagree) and 1 (Strongly Disagree).

Interview guide: According to Ahuja (2009), an interview is a two-person conversation initiated by the interviewer for the specific purpose of obtaining research-related information. The tool of data collection here was an interview guide which refers to a set of structured questions in which answers were recorded by the interviewer herself. This tool was used to collect information that could not be directly observed and that was good for the research problem which only depended on documented data and respondents' opinions. It was also good because it gave the researcher control over the line of questioning hence saving time. Data obtained during the interview supplemented that obtained through the questionnaire. Interviews were conducted with the settlement commandant from the Office of the Prime Minister (OPM)-Department of Refugees and the management of NGOs working within the refugee settlement since they are the ones responsible for providing services and assistance to the refugees.

3.8 Data collection procedure

The researcher obtained a recommendation and an introductory letter from the faculty of Social Sciences in Uganda Christian University, after which she sought permission from the different respondents in Kyangwali Refugee Settlement to use as a case study. The researcher approached various respondents to administer interviews and distribute the questionnaire guides.

3.9 Quality and error control

According to Oso and Onen (2009), controlling quality is about ensuring acceptable levels of validity and reliability of the study through proper control of extraneous variables.

3.9.1 Validity of the research instrument

Instruments are supposed to measure what they are supposed to measure, the researcher ensured the validity of the tools used in data collection first by carrying out pre-test of questionnaires, and the researcher tried by all means to be highly involved in data collection and analysis so as to avoid a number of errors in her research.

When determining the validity of the test, it is important to study the test results in the setting in which they are used. Therefore, validity was measured by addressing how accurate the instruments measured the outcomes or how they constructed an intervention that it attempted to affect. In context, an instrument was valid if it happened to measure what the researcher intended to measure.

3.9.2 Reliability of the research instrument

An instrument is reliable if it measure consistently what it is supposed to measure even if other researchers administer it, it should be able to produce the same results to ensure reliability. And a pilot study was carried out on the some of the few respondents on this research topic before the questionnaires were sent to different respondents. Therefore, reliability was ensured by first conducting a pre-test and then followed by a post-test of the research.

Reliability of the empirical measurements was done by using the retest method in which the same test was given to the some of the people after a period of time. The reliability of the test was therefore estimated by examining the consistency of the responses between the two variables/sets.

3.10 Data analysis

3.10.1 Quantitative data analysis

Data analysis was done with the aid of Statistical Package of Social Sciences (SPSS) version 20 which besides being user friendly, is appropriate for handling the correlations between the variables plus regressions in the study. All variables were assigned with names and coded for computer entry. Secondly all the responses were coded to facilitate computer data in-put. Thirdly, after data entry was completed, negatively worded scales were recorded and assigned with new values. Fourthly, in order to get composite scores for items on a scale, target variables were computed. Fifthly, data were screened in order to minimize data entry errors. Quantitative data was analyzed using descriptive statistics and Pearson Correlation to examine the relationship between the independent and the dependent variable in the study.

3.10.2 Analysis of qualitative data

This involved content analysis. Thus, qualitative data was edited and reorganized into meaningful phrases. In other words, a thematic approach was used to analyze qualitative data where themes, categories and patterns were identified. The recurrent themes, which emerged in relation to each guiding question from the interviews, were presented in the results, with selected direct quotations from participants presented as illustrations.

3.11 Ethical Considerations

According to Nsubuga & Katamba (2013) ethical issues include setting clearances from the ethical body and consent of the respondent. It refers to the moral justification of the investigation or intervention; as regards the minimal about disregard, safety and psychological wellbeing of the person and or community. The researcher exhibited a high level of ethical behaviour in the course of implementing the study; confidentiality where the information gotten from the field was only used for academic purposes. There was also anonymity of the respondents exhibited so that they got the freedom to express themselves. More so, informed consent was obtained from all respondents before including them in the study.

3.12 Limitations of the study

Inadequate finances. The researcher faced a challenge of lacking enough funds to meet the transport costs, printing, binding and facilitation which needed a large sum of money to be satisfied.

The researcher faced the challenge of meeting the reactant respondents who were tough when consulted for information and this affected the accuracy of the data to be collected

In most cases the researcher failed to gather information from the respondents since at time they were not cooperating at all. They usually lacked interest because they found no justifications in giving out the information they thought that it would be misused by the researcher.

The other challenge was on designing a questionnaire that attracted respondents to give in their information.

CHAPTER FOUR

PRESENTATION AND INTERPRETATION OF RESULTS

4.0 Introduction

This chapter presents and interprets findings of analysis that has been done to look at the specific objectives of the study and in relation to the reviewed literature. The study was carried out using questionnaires with selected refugees from the five zones in Kyangwali Refugee Settlement and interviews with key informants who are settlement commandant and the management of NGOs. The findings are presented with the help of tables and figures for purposes of clarity and interpretation. The chapter begins with the response rate, then the background information of the respondents, followed by presentation of the objectives.

4.1 Response rate

Table 2: Response rate for questionnaires

Response Rate	Sample Size	
	Frequency	Percentage (%)
Received	320	80.4%
Non Response	78	19.6%
Expected Response	398	100.0%

Source: *Primary data*

According to table 2 above a total of 398 (100%) respondents who are selected refugees from the five zones in Kyangwali Refugee Settlement were expected to respond to the questionnaires, however, 320 (80.4%) responded to the questionnaires leaving out 78 (19.6%). According to Ahuja (2009), a response rate of 70% is excellent, 60% is good and 50% is adequate for analysis. Thus the response rate of 84% was considered reliable and appropriate for the study. The reason as to why the researcher was unable to collect from the one of the respondents was because there was limited time to collect data since the researcher had to beat the deadline of dissertation submission yet some of these respondents were delaying to give response.

4.2 Findings on demographic characteristics of respondents

The background information of respondents solicited data on the samples and this has been presented below categorized into; gender, age, highest level of education, nationality and period spent living in Kyangwali Refugee Settlement.

Table 3: Descriptive statistics on the bio data of respondents

Item	Description	Frequency	Percentage (%)
Gender	Male	141	44.1
	Female	179	55.9
	Total	320	100.0
Age	Below 20 years	39	12.2
	21-30 years	109	34.1
	31-40 years	90	28.1
	Above 40 years	82	25.6
	Total	320	100.0
Education level	Primary	98	30.6
	Secondary	72	22.5
	Tertiary	58	18.1
	Others (no education)	92	28.8
	Total	320	100.0
Refugees' nationalities	Congolese	165	51.6
	South Sudanese	97	30.3
	Rwandese	45	14.0
	Kenyans	8	2.5
	Burundians	5	1.6
	Total	320	100.0
Period spent living in the refugee settlement	Less than 5 years	55	17.2
	6-10 years	82	25.6
	11-15 years	112	35.0
	Above 15 years	71	22.2
	Total	320	100.0

Source: *Primary data*

From table 3 above, the gender distribution of the respondents in Kyangwali Refugee Settlement shows that the majority were female, comprising 55.9% of the total respondents. In contrast, male respondents accounted for 44.1%. This indicates a higher representation of females in the study compared to males, suggesting that women might have been more accessible or willing to participate in the survey.

When analyzing the age distribution of the respondents, it is evident that the largest group was those aged 21-30 years, who represented 34.1% of the total sample. This was followed by respondents aged 31-40 years, making up 28.1%, and those above 40 years, who constituted 25.6%. The smallest group was respondents below 20 years accounting for 12.2% of the total. This distribution shows that the majority of the respondents were those in their twenties and thirties.

On level of educational of the respondents, the largest percentage had attained primary education, representing 30.6% of the total respondents, followed by those with no formal education, making 28.8%. Secondary education represented 22.5%, tertiary education level was the smallest with 18.1%. This distribution suggests that the majority of the respondents had limited formal education, with a significant portion having only primary.

The analysis of the nationalities of the respondents revealed that the majority were Congolese (51.6%), South Sudanese refugees (30.3%), Rwandese refugees accounted for 14.0%, while Kenyans and Burundians made up 2.5% and 1.6% respectively. This indicates a diverse refugee population in Kyangwali, with a predominance of Congolese and South Sudanese nationals.

In terms of the duration spent living in Kyangwali Refugee Settlement, 35.0%, had been residing there for 11-15 years. This was followed by 25.6% who had lived in the settlement for 6-10 years, and 22.2% who had been there for over 15 years. The smallest group, 17.2%, had spent less than 5 years in the settlement. This suggests that a significant portion of the refugee population has been living in Kyangwali for a considerable period, with over half of the respondents having been there for more than 10 years.

4.3 Resource constraints hindering the levels of refugee service satisfaction

Table 4 summarizes respondents' responses on the resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement by using a Likert scale where SA (Strongly Agree), A (Agree), NS (Not sure), D (Disagree) and SD (Strongly Disagree).

Table 4: Resource constraints hindering the levels of refugee service satisfaction

Statements	Extent of agreement and disagreement				
	SA	A	NS	D	SDA
	F (%)	F (%)	F (%)	F (%)	F (%)
There are insufficient healthcare facilities available to meet my needs in the settlement.	139 43.4%	112 35.0%	00	69 21.6%	00
The availability of food supplies is inadequate to sustain my household.	100 31.3%	139 43.4%	00	19 5.9%	62 19.4%
Educational resources for my children are lacking in quality and quantity.	201 62.8%	81 25.3%	00	19 5.9%	19 5.9%
I face difficulties accessing clean water due to limited resources.	170 53.1%	38 11.9%	00	112 35.0%	00
The shelter provided is not adequate for the number of people in my household.	158 49.4%	100 31.3%	00	62 19.4%	00
I do not receive enough financial or material assistance to cover my basic needs.	139 43.4%	119 37.2%	00	62 19.4%	00

Source: *Primary data*

Table 4 represents the descriptive statistics on the resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement. The study findings revealed that the majority of respondents represented by 78.4% agreed that there are insufficient healthcare facilities available to meet their needs in the settlement, whereas 21.6% of the respondents disagreed with the statements. This

high level of agreement indicates a significant dissatisfaction among refugees regarding the availability of healthcare facilities, implying that the current healthcare infrastructure is inadequate to serve the needs of the refugee population effectively.

The study findings also revealed that 74.7% of the respondents agreed that food supplies is inadequate to sustain their households, while 25.3% of the respondents disagreed with the statement. This suggests that a substantial proportion of the refugee population struggles with food insecurity, highlighting a critical challenge in meeting the basic nutritional needs of the refugees, which could have serious implications for their overall health and well-being.

The findings established that 88.1% of the respondents agreed that educational resources for their children are lacking in both quality and quantity, whereas 11.8% of the respondents disagreed with the statement. The overwhelming agreement on this issue clearly shows the gap in the education sector within the settlement, suggesting that the educational infrastructure and resources provided are insufficient to meet the educational needs of refugee children, potentially hindering their development.

More so, the findings indicated that 65.0% of the respondents agreed that they face difficulties due to limited resources, while 35.0% of the respondents disagreed with the statement. This indicates that access to clean water is a significant issue for many refugees, reflecting the resource constraints that impede their ability to obtain safe and sufficient water supplies, which is essential for their health and hygiene.

The findings also showed that 80.7% of the respondents agreed that the shelter provided is not adequate for the number of people in their households, whereas 19.4% of the respondents disagreed with the statement. This high level of agreement suggests that overcrowding and inadequate shelter is a common problems in the settlement, leading to uncomfortable and potentially unsafe living conditions for many refugees.

Lastly, the findings revealed that 80.6% of the respondents agreed that they do not receive enough financial or material assistance to cover their basic needs, while 19.4% of the respondents disagreed with the statement. This reflects a widespread perception of inadequate support, indicating that the financial and material aid provided to refugees falls short of their essential needs, potentially putting them in a situation of vulnerability and dependence on external assistance.

Overall, these findings highlight significant resource constraints in healthcare, food, education, water access, shelter, and financial/material assistance within the Kyangwali Refugee Settlement, which are major barriers to achieving satisfactory living conditions for the refugees.

4.3.1 Primary resource challenges faced in meeting the basic needs of refugees

A discussion with the settlement commandant of Kyangwali refugee settlement and the management of NGOs operating in the settlement as the key informants revealed the following:

The key informants highlighted a number of primary resource challenges that included insufficient funding which directly impacts on the provision of essential services such as healthcare, education, and food provision, logistical difficulties in accessing and distributing resources throughout the settlement blocking the even distribution of services, the vast size of the settlement, coupled with inadequate infrastructure such as poor roads and limited transportation alternatives, socio-cultural barriers - language differences, cultural practices, and varying expectations among the diverse refugee population often create misunderstandings and mistrust between service providers and the beneficiaries. All this results into dissatisfaction among the refugees regarding service delivery in Kyangwali refugee settlement.

“....Our biggest challenge is definitely the funding. We simply don't have enough to cover all the essential services, so we have to make difficult decisions about what to prioritize....” **Settlement Commandant**

“.....Logistics is a nightmare here. The roads are in terrible condition, and transporting supplies to the more remote areas of the settlement is both costly and time-consuming.....” NGO Manager

“.....Cultural differences and language barriers create a lot of confusion. Sometimes, even when the resources are available, they’re not used effectively because of misunderstandings or mistrust.....” NGO Director

4.4 Logistical challenges hindering the levels of refugee service satisfaction

Table 5 summarizes respondents’ responses on the logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement by using a Likert scale where SA (Strongly Agree), A (Agree), NS (Not sure), D (Disagree) and SD (Strongly Disagree).

Table 5: Logistical challenges hindering the levels of refugee service satisfaction

Statements	Extent of agreement and disagreement				
	SA	A	NS	D	SDA
	F (%)	F (%)	F (%)	F (%)	F (%)
Transportation within the settlement is inadequate, making it difficult to access services.	170 53.1%	100 31.3%	00	50 15.6%	00
The distribution of food and other necessities is often delayed.	158 49.4%	131 40.9%	00	31 9.7%	00
Medical supplies and medications are not delivered on time when needed.	139 43.4%	131 40.9%	00	50 15.6%	00
There are long waiting times when accessing essential services like healthcare or food distribution.	158 49.4%	62 19.4%	00	100 31.3%	00
Communication about the availability of services is often unclear or inconsistent.	170 53.1%	81 25.3%	00	38 11.9%	31 9.7%
Security concerns hinder my ability to move freely within the settlement.	139 43.4%	81 25.3%	00	38 11.9%	62 19.4%

Source: Primary data

Table 5 represents the descriptive statistics on the logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement. According to the study, the findings revealed that the majority of the respondents represented by 84.4% of the respondents agreed that transportation within the settlement is inadequate, making it difficult to access services, while 15.6% of the respondents disagreed with this statement. This indicates that the majority of the respondents perceive transportation within the settlement as a significant logistical challenge, hindering their ability to access essential services efficiently. The lack of adequate transportation infrastructure likely contributes to delays and difficulties in reaching necessary services, thereby affecting overall satisfaction levels among the refugees.

The findings also showed that 90.3% of the respondents agreed that the distribution of food and other necessities is often delayed, whereas 9.7% of the respondents disagreed with the statement. This high percentage suggests that delays in the distribution of vital resources are a common concern among the refugees, which could lead to frustration and dissatisfaction. Delays in food and essential supplies can have serious implications on the well-being of the refugees, potentially exacerbating their already vulnerable situation.

Furthermore, the findings established that 84.3% of the respondents agreed that medical supplies and medications are not delivered on time when needed, while 15.6% of the respondents disagreed with the statement. This finding indicates that the timely delivery of medical supplies is another critical logistical challenge, which could have adverse effects on the health outcomes of the refugee population.

The findings also revealed that 68.8% of the respondents agreed that there are long waiting times when accessing essential services like healthcare or food distribution, whereas 31.3% of the respondents disagreed with the statement. This suggests that long waiting times are a noticeable issue for many refugees, contributing to dissatisfaction with service provision in the settlement. Extended waiting periods may discourage refugees from seeking necessary services and can be seen as a barrier to timely and effective support.

The findings indicated that 78.4% of the respondents strongly agreed and agreed that communication about the availability of services is often unclear or inconsistent, whereas 21.6% of the respondents disagreed with the statement. This indicates that there is a significant perception among the respondents that communication issues are a logistical challenge.

Lastly, the study found that 68.7% of the respondents agreed that security concerns hinder their ability to move freely within the settlement, while 31.3% of the respondents disagreed with the statement. This suggests that security issues are a substantial concern for a significant portion of the respondents, limiting their mobility and access to services within the settlement.

Overall, these findings indicate that logistical challenges, including inadequate transportation, delays in resource distribution, untimely delivery of medical supplies, long waiting times, unclear communication, and security concerns, significantly impact refugee service satisfaction in the Kyangwali Refugee Settlement. Addressing these issues is crucial for improving the overall well-being and satisfaction of the refugees living in the settlement.

4.4.1 Logistical issues that have greatest impact on service delivery in the settlement

From the interviews conducted with the key informants (settlement commandant and the management of the NGOs operating in Kyangwali Refugee Settlement), the following was discovered:

Key informants in Kyangwali Refugee Settlement highlighted several logistical issues that significantly impact service delivery. One of the primary concerns raised was the poor transport within the settlement hindering distribution of resources such as food, medical supplies, and other essential items, the rough terrain and the vast size of the settlement, impassable road during the rain seasons hinder timely delivery of services, shortages in supply of the necessary services, poor communication within the settlement which makes some refugees to miss the services,

“...transport systems within the settlement is one of the biggest challenges we face; it severely limits our ability to deliver services on time, especially during the rainy season when some areas become inaccessible.....” **Settlement Commandant**

“...impassable roads cause delays, create uncertainty and can have dire consequences for the refugees who depend on these resources.....” **NGO Manager**

“.....Communication is key, but unfortunately, it is often lacking. When there is no clear information about when and where services will be available, it leads to frustration and missed opportunities for those in need.....” **NGO Director**

4.5 Socio-cultural barriers hindering the levels of refugee service satisfaction

Table 6 summarizes respondents' responses on the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement by using a Likert scale where SA (Strongly Agree), A (Agree), NS (Not sure), D (Disagree) and SD (Strongly Disagree).

Table 6: Socio-cultural barriers hindering the levels of refugee service satisfaction

Statements	Extent of agreement and disagreement				
	SA	A	NS	D	SDA
	F (%)	F (%)	F (%)	F (%)	F (%)
Cultural differences between refugees and service providers create misunderstandings.	139 43.4%	112 35.0%	00	69 21.6%	00
Language barriers prevent me from effectively communicating my needs to service providers.	100 31.3%	139 43.4%	00	19 5.9%	62 19.4%
Discrimination based on ethnicity or nationality affects the quality of services I receive.	201 62.8%	19 5.9%	00	81 25.3%	19 5.9%
My religious practices are not accommodated by the services provided in the settlement.	170 53.1%	38 11.9%	00	112 35.0%	00
Gender roles and expectations affect my access to services within the settlement.	158 49.4%	100 31.3%	00	62 19.4%	00
Community conflicts within the settlement hinder access to essential services.	139 43.4%	57 17.8%	00	62 19.4%	62 19.4%

Source: *Primary data*

Table 6 represents the descriptive statistics on the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement. The findings revealed that a majority of the respondents represented by 78.4% agreed that cultural differences between refugees and service providers create misunderstandings, whereas 21.6% of the respondents disagreed with this statement. This suggests that cultural differences are a significant barrier in the service delivery process within Kyangwali Refugee Settlement. It also shows that these cultural misunderstandings may lead to miscommunication, affecting the quality of services provided to refugees, and ultimately reducing their satisfaction with these services.

The findings also revealed that 74.7% of the respondents agreed that language barriers prevent them from effectively communicating their needs to service

providers, whereas 25.3% of the respondents disagreed with this statement. The high percentage of agreement indicates that language barriers are a prevalent issue in Kyangwali Refugee Settlement, which hinders effective communication between refugees and service providers. This also suggests that the inability to communicate effectively can result in unmet needs and dissatisfaction with the services offered.

Furthermore, the study findings established that a significant majority, 68.7% of the respondents agreed that discrimination based on ethnicity or nationality affects the quality of services they receive, while 31.4% of the respondents disagreed with the statement. None of the respondents were unsure. This indicates that ethnic and national discrimination is a critical issue impacting service delivery in the settlement. This also shows that such discrimination may lead to unequal access to services, exacerbating the vulnerability of certain refugee groups and lowering overall service satisfaction.

The findings showed that 65.0% of the respondents agreed that their religious practices are not accommodated by the services provided in the settlement, whereas 35.0% of the respondents disagreed with the statement. This suggests that a considerable number of refugees feel that their religious needs are not being met by the service providers. It also shows that the lack of accommodation for religious practices can lead to dissatisfaction with services, particularly in a setting where religious practices are integral to the daily lives of many refugees.

In addition, the study findings revealed that 80.7% of the respondents agreed that gender roles and expectations affect their access to services within the settlement, while 19.4% of the respondents disagreed with this statement. The high percentage of agreement highlights the impact of gender norms on service accessibility in Kyangwali Refugee Settlement. This also suggests that traditional gender roles may restrict certain groups, particularly women and girls, from fully accessing the services they need, thereby affecting their satisfaction levels.

Lastly, the findings indicated that 61.2% of the respondents agreed that community conflicts within the settlement hinder access to essential services, whereas 38.8% of

the respondents disagreed with the statement. This suggests that internal conflicts among the refugee population can be a barrier to service access, affecting the overall efficiency and satisfaction with service delivery in the settlement. This also shows that such conflicts may create an environment of instability and insecurity, further complicating service provision.

Overall, the findings suggest that various socio-cultural barriers significantly hinder refugee service satisfaction in Kyangwali Refugee Settlement. Cultural differences between refugees and service providers often lead to misunderstandings, which negatively impact service delivery.

4.5.1 Socio-cultural barriers hindering the levels of refugee service satisfaction

From the interviews conducted with the key informants (settlement commandant and the management of NGOs operating in Kyangwali Refugee Settlement), they were asked for their views regarding the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement and their responses were as follows;

In Kyangwali Refugee Settlement, socio-cultural barriers significantly impact the levels of refugee service satisfaction. The key informants highlighted the cultural differences between refugees and service providers that often result in misunderstandings and miscommunications, Language barriers where many refugees struggle to communicate with service providers with limited success, discrimination and community conflicts. All this impact the quality of services received. Furthermore, internal conflicts within the refugee community can disrupt service delivery and hinder access to essential resources. Addressing these socio-cultural challenges is crucial for improving service satisfaction and ensuring equitable support for all refugees in the settlement. Some of the selected respondents reported that;

“.....Cultural differences between the refugees and our staff often lead to misunderstandings, which affect the effectiveness of the services we provide.....” **Settlement Commandant**

“.....Language barriers are a major issue; refugees sometimes can't express their needs properly, which results in inadequate support.....” **NGO Manager**

“.....Discrimination based on ethnicity is a real problem here. It affects how services are distributed and can lead to dissatisfaction among the refugees.....” **NGO Director**

CHAPTER FIVE

DISCUSSION, SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This chapter includes the discussion of findings in relation to the literature. It also summarizes all findings reported in chapter four according to questions of the study, draws conclusions, suggests recommendations and also proposes some areas for further study.

5.1 Discussion of findings

5.1.1 Resource constraints hindering the levels of refugee service satisfaction

The study findings revealed that resource constraints are significantly hindering refugee service satisfaction in Kyangwali Refugee Settlement. Key issues identified include insufficient healthcare facilities, inadequate food supplies, and a lack of quality educational resources. These findings are consistent with the literature, which emphasizes the critical role of resource allocation in refugee satisfaction. Ambrosetti et al. (2021) and Musasizi et al. (2024) both agree that inadequate healthcare and essential services negatively impact refugees' health and life satisfaction, aligning with the observed deficiencies in Kyangwali. They also contend that limited resources directly affect the well-being and satisfaction of refugees, echoing the study's findings on healthcare and food inadequacies.

The findings also revealed challenges related to access to clean water and shelter, shortfall in financial and material assistance which negatively impacts the quality of services delivered regarding health, education, food etc. All these issues hinder the refugee service satisfaction in Kyangwali refugee settlement. It also points to the fact that a lot need to be done to make improvements in the services offered to the refugees in order for them to achieve service satisfaction.

5.1.2 Logistical challenges hindering the levels of refugee service satisfaction

The study findings revealed that logistical challenges, such as inadequate transportation infrastructure and delays in the supply chain, significantly affect refugee service satisfaction in Kyangwali Refugee Settlement. These issues block

efficient resource distribution and creates delays, particularly during bad weather conditions. The findings relate with the literature by Salim et al. (2021), who emphasize that logistical inefficiencies, including transportation and supply chain delays as major barriers to effective service delivery in refugee settings. Their study shows clearly how such logistical challenges can lead to service shortages and inconsistencies, mirroring the study's findings on the impact of infrastructure deficiencies on refugee satisfaction.

The study findings also indicated that communication problems, such as unclear or inconsistent information, contribute to confusion and frustration among refugees. This observation is in line with Khawaja and Hebbani (2019), who note that poor communication between refugees and service providers can significantly affect life satisfaction. Their study clearly shows the importance of clear and consistent communication in mitigating refugee dissatisfaction, supporting the study's findings that communication issues impact service delivery problems and contribute to overall dissatisfaction.

The findings also revealed that security concerns restrict mobility within the settlement, limiting access to services. This issue is consistent with the research by Musasizi et al. (2024), who shows how security concerns and restricted mobility impact refugees' ability to access essential services. Their study highlights how security-related restrictions can hinder refugees' access to necessary resources, reflecting the study's findings on the role of security in limiting service access and satisfaction. The study also identified that delay in the supply chain for food and medical supplies further impact service delivery, leading to shortages and inconsistencies. This issue is corroborated with Zikusooka et al. (2022), who report that delays in medical supply chains can significantly affect patient satisfaction in refugee health centers. Their findings emphasize the critical need for efficient supply chain management to improve service delivery and satisfaction, which aligns with the study's observations on the detrimental effects of supply chain delays on refugee service satisfaction.

5.1.3 Socio-cultural barriers hindering the levels of refugee service satisfaction

The study findings revealed that socio-cultural barriers, including cultural differences and misunderstandings between refugees and service providers, significantly impact refugee service satisfaction in Kyangwali Refugee Settlement. There can't be service satisfaction where misunderstandings thrive. Khawaja and Hebbani (2019) confirms that cultural misunderstandings between refugees and service providers can adversely affect life satisfaction. Their research underscores how such barriers create obstacles in accessing services, leading to increased dissatisfaction, which aligns with the study's observations on the impact of cultural differences on service quality.

Language barriers, is another area discovered y this study that hinders effective communication, leading to unmet needs and dissatisfaction among refugees. This finding is consistent with the research by Haindorfer et al. (2024), who identifies language barriers as a significant challenge in refugee integration and service satisfaction. Their study shows that effective communication is crucial for meeting needs for refugees and ensuring service quality, echoing the study's concerns about how language barriers contribute to service delivery issues.

The study also found that discrimination based on ethnicity or nationality degrades service quality, and inadequate accommodation of religious practices and gender roles further complicates access to services. This issue matches with the findings of Bjørkhaug (2020), who discusses how discrimination and inadequate cultural accommodation can undermine the effectiveness of refugee services, community conflicts within the settlement were found to disrupt service delivery and access, worsening dissatisfaction among refugees. This observation aligns with Atukwatse (2023), who explores how conflicts between refugees and host communities can impact resource allocation and service delivery. There is need to address such conflicts to improve service provision as highlighted by Atukwatse's study in which it was confirmed that the need to address conflicts to improve service provision and satisfaction, supporting the study's conclusion that resolving community conflicts is crucial for enhancing refugee service satisfaction.

5.2 Summary of findings

The findings of the study revealed the following issues:

The resource constraints are significantly hindering refugee service satisfaction in Kyangwali Refugee Settlement. Key issues include insufficient healthcare facilities, inadequate food supplies, and a lack of quality educational resources, logistical challenges are significantly affecting refugee service satisfaction in Kyangwali Refugee Settlement. Key issues include inadequate transportation infrastructure, which hampers efficient resource distribution and causes delays, particularly during bad weather conditions, delays in the supply chain for food and medical supplies further impact service delivery, causing shortages and inconsistencies that affect refugees' well-being, socio-cultural barriers significantly impact refugee service satisfaction in Kyangwali Refugee Settlement. Key issues include cultural differences and misunderstandings between refugees and service providers, Communication problems also play a critical role, with unclear or inconsistent information leading to confusion and frustration among refugees, Security concerns restrict mobility within the settlement, inadequate funding, logistical difficulties, and socio-cultural barriers are major obstacles. Limited budgets restrict the scope of service delivery, poor infrastructure impedes efficient aid distribution, and cultural misunderstandings affect the effectiveness of services, Inadequacy clean water and shelter further worsens these challenges. Addressing these issues shall be essential to settle the lives of the refugees as they will enjoy service satisfaction in the camp and live peacefully.

5.3 Conclusions

In conclusion, the findings from the Kyangwali Refugee Settlement reveal that addressing resource constraints, logistical challenges, and socio-cultural barriers is imperative for improving refugee service satisfaction. Insufficient healthcare facilities, inadequate food supplies, and poor educational resources significantly impact refugees' well-being and satisfaction. Logistical issues, such as inadequate transportation and delays in the supply chain, further exacerbate these challenges. Socio-cultural barriers, including cultural misunderstandings, language barriers, and

discrimination, also hinder effective service delivery. To enhance the living conditions and satisfaction of refugees, it is crucial to tackle these issues comprehensively, ensuring adequate resources, efficient logistics, and culturally sensitive support.

5.4 Recommendations

Based on the findings of the study, the following recommendations have been found necessary to address the challenges facing levels of refugee service satisfaction in Kyangwali Refugee Settlement:

The study recommends the need for increased investment in food supply, healthcare, roads and education infrastructure within Kyangwali Refugee Settlement. To address the significant deficiencies in healthcare and education facilities, communication and road network. This will mean providing more medicines and establish more health facilities, constructing and repairing roads, provision of more education facilities.

The study also recommends the need for improved logistical management to overcome the existing challenges in resource distribution, streamlining supply chain processes, provide better communication channels to provide clear and timely information, address security concerns to ensure safe mobility within the settlement, address socio-cultural barriers to improve service satisfaction among refugees.

Training for service providers to better understand and accommodate the diverse backgrounds of refugees, to overcome language barriers through translation services and providing adult education for example in some international languages like English and others to ease communication,

In addition, the study recommends the need for enhanced community engagement and involvement in service delivery. Engaging refugees in the planning and implementation of services can help tailor support to their specific needs and preferences and establish feedback mechanisms,

Lastly, the study recommends the need for increased financial support and resource allocation to the Kyangwali Refugee Settlement. Addressing the overall resource

deficit requires securing additional funding from both governmental and non-governmental sources for refugees.

5.5 Areas for further research

Since this study aimed at exploring the challenges facing levels of refugee service satisfaction in Uganda; a case of Kyangwali Refugee Settlement, the study recommends that; similar study should be done on other areas concerning this topic and these areas of further research needed include the following:

Future research should focus on exploring the impact of specific interventions on refugee satisfaction levels, such as targeted improvements in healthcare, education, and infrastructure within the Kyangwali Refugee Settlement.

Additionally, further research should focus on investigating the role of socio-cultural training for service providers in enhancing service delivery and reducing misunderstandings could offer valuable insights.

Finally, further research should focus on examining the long-term effects of community engagement initiatives on refugee satisfaction and integration, as well as evaluate the effectiveness of different funding models and resource allocation strategies in addressing the identified resource constraints and logistical challenges.

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APPENDICES

Appendix 1: Questionnaire

For selected refugees from the five zones in Kyangwali Refugee Settlement

Dear sir/madam

I am Asiimwe Wislyve a student at Uganda Christian University conducting research on “exploring the challenges facing levels of refugee service satisfaction in Uganda; a case of Kyangwali Refugee Settlement”. I will ensure total confidentiality of the information given to me during this research. This research will contribute to the award of my bachelor’s degree in Social Work and Social Administration so I humbly ask you for your cooperation. Thank you very much.

Section A: Background data

Please tick the most appropriate answer

1. What’s your gender?

Sex	Male	Female
Code	1	2

2. What’s your age bracket?

Age	Below 20 years	21-30 years	31-40 years	Above 40 years
Code	1	2	3	4

3. What’s your highest level of education?

Education	Primary	Secondary	Tertiary	Others
Code	1	2	3	4

e) Others specify:.....

4. Nationality of respondent?

Age	Congolese	South Sudanese	Rwandese	Kenyans	Burundians
Code	1	2	3	4	5

e) Others specify:.....

5. What period have you spent living in Kyangwali Refugee Settlement?

Period	Less than 5 year	6-10 years	11-15 years	Above 15 years
Code	1	2	3	4

Guide for Completing the Questionnaire:

Please answer questions by making a tick (✓) and explain where necessary.

Section B: The resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement

Rate your degree of agreement on the resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement using a scale of 5(Strongly Agree), 4(Agree), 3(Not sure), 2(Disagree) and 1(Strongly Disagree).

s. no	Statements	5	4	3	2	1
1	There are insufficient healthcare facilities available to meet my needs in the settlement.					
2	The availability of food supplies is inadequate to sustain my household.					
3	Educational resources for my children are lacking in quality and quantity.					
4	I face difficulties accessing clean water due to limited resources.					
5	The shelter provided is not adequate for the number of people in my household.					
6	I do not receive enough financial or material assistance to cover my basic needs.					

Suggest any other resource constraints hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement other than the ones mentioned above?

.....

Section C: The logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement

Rate your degree of agreement on the logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement using a scale of 5(Strongly Agree), 4(Agree), 3(Not sure), 2(Disagree) and 1(Strongly Disagree).

s. no	Statements	5	4	3	2	1
1	Transportation within the settlement is inadequate, making it difficult to access services.					
2	The distribution of food and other necessities is often delayed.					
3	Medical supplies and medications are not delivered on time when needed.					
4	There are long waiting times when accessing essential services like healthcare or food distribution.					
5	Communication about the availability of services is often unclear or inconsistent.					
6	Security concerns hinder my ability to move freely within the settlement.					

Suggest any other logistical challenges hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement other than the ones mentioned above?

.....

Section D: The socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement

Rate your degree of agreement on the socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement using a scale of 5(Strongly Agree), 4(Agree), 3(Not sure), 2(Disagree) and 1(Strongly Disagree).

s. no	Statements	5	4	3	2	1
1	Cultural differences between refugees and service providers create misunderstandings.					
2	Language barriers prevent me from effectively communicating my needs to service providers.					
3	Discrimination based on ethnicity or nationality affects the quality of services I receive.					
4	My religious practices are not accommodated by the services provided in the settlement.					
5	Gender roles and expectations affect my access to services within the settlement.					
6	Community conflicts within the settlement hinder access to essential services.					

Suggest any other socio-cultural barriers hindering the levels of refugee service satisfaction in Kyangwali Refugee Settlement other than the ones mentioned above?

.....

Thank you very much for your cooperation

Appendix 2: Interview Guide

For the key informants (settlement commandant and the management of NGOs)

Dear respondent,

I am Asiimwe Wislyve a student at Uganda Christian University conducting research on “exploring the challenges facing levels of refugee service satisfaction in Uganda; a case of Kyangwali Refugee Settlement”. I will ensure total confidentiality of the information given to me during this research. This research will contribute to the award of my bachelor’s degree in Social Work and Social Administration so I humbly ask you for your cooperation. Thank you very much.

Section A: Introductions

1. Tell me about yourself
2. What is your profession?
3. How long have you worked in that profession?

Section B: Questions on the research objectives

4. What are the primary resource challenges you face in meeting the basic needs of refugees in the settlement?
5. How do you prioritize resource allocation to ensure adequate service delivery to refugees?
6. What logistical issues have the greatest impact on service delivery in the settlement?
7. How do you address delays and inefficiencies in the distribution of services and supplies?
8. What socio-cultural factors do you consider when planning and implementing services for refugees?
9. How do you ensure that services provided are culturally sensitive and inclusive?

Thank you for your cooperation



**UGANDA CHRISTIAN
UNIVERSITY**

A Centre of Excellence in the Heart of Africa

August 2nd, 2024

TO WHOM IT MAY CONCERN

Dear Sir/Madam

Re: **INTRODUCTORY LETTER FOR RESEARCH**

This is to introduce to you **ASIIMWE Wislyve** Registration number **S21B56/060**, a student of Uganda Christian University, pursuing Bachelor's degree in Governance and International Relations. She is expected to carry out research in the final year under the guidance of a university supervisor in partial fulfillment for the requirements of the above mentioned award.

Topic: **Challenges Facing Levels of Refugee Service Satisfaction in Uganda: A Case Study of Kyangwali Refugee Settlement."**

The purpose of this communication is to request your office to allow her collect data from your organization. Any assistance rendered to her will be highly appreciated.

Yours faithfully,



Doreen Kukugiza
Coordinator, Research & Fieldwork Programmes
Tel: 0773395349
Email: dkukugiza@ucu.ac.ug