

**THE ROLE OF CRISIS MANAGEMENT AND CONFLICT RESOLUTION AMONG  
REFUGEES AND HOSTS IN UGANDA: A CASE OF ALERE ZONE IN  
ADJUMANI REFUGEE SETTLEMENT**

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**UGANDA CHRISTIAN  
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## DECLARATION

I ALWOCH NAROSE hereby declare to the best of my knowledge that this dissertation bears a true description of my experience during the study. This is my original document of work which has not been submitted to any higher institution of learning for any award.

SIGNATURE: Alwoch Narose

DATE: 6<sup>th</sup> SEPTEMBER 2024

## APPROVAL

This is to certify that this research was carried out by ALWOCH NAROSE under my supervision.

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SIGNATURE: 

DATE: 6th September, 2024.

## DEDICATION

I dedicate my dissertation with greatest joy to my father Mr. Amot Geoffrey, my lecturers, my supervisor Rev. Stanley Wareeba, my other family members and friends. This is a gesture of gratitude and acknowledgement for the moral support towards my struggle provided to me throughout the academic journey to achieve a brighter future. May the Almighty God bless you all.

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## Contents

CHAPTER ONE .....	1
1.1 Introduction .....	1
1.2 Background of the study .....	1
1.2.1 Historical Background .....	1
1.2 Research Problem .....	2
1.3 Purpose of the Study .....	2
1.4 Research Objectives .....	3
1.5 Research Questions .....	3
1.6 Scope of the Study .....	3
1.6.1 Content cope .....	3
1.6.2 Geographical scope .....	3
1.6.3 Time Scope .....	3
1.7 Justification/Rationale .....	4
1.8 Significance of the study .....	4
1.9 Limitations of the study .....	4
1.10 Theoretical and conceptual framework .....	4
CHAPTER TWO .....	6
LITERATURE REVIEW .....	6
2.1 Introduction .....	6
2.2 The crises and conflicts that are existent among refugees. ....	6
2.3 The limitations of crisis management and conflict resolution among the refugees ...	8
2.4 The solutions to crises and conflicts among refugees. ....	9
CHAPTER THREE .....	12
RESEARCH METHODOLOGY .....	12
3.1 Introduction .....	12
3.2 The Research Design .....	12
3.3 Study Population .....	12
3.4 Sampling Technique .....	12
3.5 Sample size .....	13
3.6 Data Sources .....	14
3.6.1 Primary data .....	14
3.6.2 Secondary data .....	14

3.7 Data Collection Tools .....	14
3.8 Quality/Error Control.....	14
3.9 Strategy for Data Processing and Analysis .....	15
3.10 Ethical Considerations Anticipated Methodological Constraints.....	15
3.11 Anticipated Methodological Constraints .....	15
3.12 Work Plan/Time Line .....	16
<b>CHAPTER FOUR.....</b>	<b>17</b>
<b>PRESENTATION, ANALYSIS AND DISCUSSION .....</b>	<b>17</b>
4.1 Introduction.....	17
4.2 Background Characteristics of Respondents .....	17
4.3 The crises and conflicts that are existent among refugees .....	19
4.4 The limitations of crisis management and conflict resolution among the refugees .	22
4.5 The solutions to crises and conflicts among refugees.....	25
<b>CHAPTER FIVE.....</b>	<b>28</b>
<b>SUMMARY, CONCLUSION AND RECOMMENDATIONS .....</b>	<b>28</b>
5.1 Summary of Findings .....	28
5.2 Conclusion.....	29
5.3 Recommendations .....	29
<b>References .....</b>	<b>30</b>
<b>Appendices.....</b>	<b>33</b>
<b>Appendix 1: The data collection tool.....</b>	<b>33</b>

## List of Tables

<a href="#"><u>Table 1: Average Gender Distribution of Participants</u></a> .....	18
<a href="#"><u>Table 2: The registration status of participants</u></a> .....	18
<a href="#"><u>Table 3: Area of residence of the respondents</u></a> .....	19
<a href="#"><u>Table 4: Ascertaining existence of conflicts between refugees and hosts</u></a> .....	19
<a href="#"><u>Table 5: Ascertaining the satisfactory levels of the peace initiatives in Alere zone</u></a> .....	23
<a href="#"><u>Table 6: Establishing the relevance of the burden sharing approach</u></a> .....	25

**List of Figures**

[Figure 1: Gender of Respondents](#) ..... 17

[Figure 2: Finding out peace building efforts to address refugee-host relations](#)..... 22

## CHAPTER ONE

### 1.1 Introduction

This chapter provides a brief overview of the entire research on the assessment of the effects of crisis management and conflict resolution among refugees in Uganda. Therefore, the chapter will mainly comprise; the background of the study, problem statement, purpose, research objectives, and research questions, scope of the study, justification, significance, and conceptual framework.

### 1.2 Background of the study

#### 1.2.1 Historical Background

Located in Africa, Uganda is home to the biggest number of refugees worldwide, ranking sixth. According to an EU report (2022), South Sudan accounts for about 60% of the world's 1.5 million refugees, while the Democratic Republic of the Congo accounts for over 30%. With nearly 260,000 refugees entering Uganda since January 2022, the country is always welcoming newcomers (Ibid, 2022). Neighbors in the vicinity of those locations, who are generally friendly with one another, have donated land to accommodate these refugees. Natural resources, livelihood, and land are the main points of contention between refugees and their hosts. Inappropriate handling of these tensions could lead to a wider conflict, as they have already caused a few violent occurrences (UNHCR, 2019).

While Uganda is praised for its open-door policy the large number of recent arrivals has put its progressive refugee policy under pressure (Uganda Red Cross, 2022). European support is crucial to providing life-saving humanitarian assistance to refugees, as well as to host communities. The country is also vulnerable to national hazards and epidemics, and the Europeans are supporting Uganda's efforts to better anticipate and respond to those events. Inflation, the recovery following COVID-19, and reduced humanitarian funding have resulted in a deteriorating situation for refugees and host families (Ibid, 2022)

However, in exchange for their kindness, the hosts over anticipated abnormal benefits especially; relief aid, employment opportunities, and financial compensation which were not fulfilled. (IRRI, 2019). Additionally, the presence of refugees has made land

conflicts between Ugandan communities and refugees inevitable. Rivalries over natural resources, particularly grass for thatched roofs and firewood for cooking, are frequently the cause of most conflicts (UNHCR, 2019). The host community, according to the refugees, blocked their access to these resources and occasionally attacked people, especially women who ventured outside of the settlements to collect them. Retaliating against migrants, host communities claim that environmental deterioration is out of control and that refugees do not ask for permission. Concerns regarding crisis management and dispute resolution have been raised by this competition (OPM, 2019).

### **1.2 Research Problem**

There is poor crisis management and conflict resolution in Uganda's refugee settlements (Vancluysen, 2020). This is mainly attributed to the lack of a properly proactive system of mindset change through which host communities and refugees are integrated. Thus, it has brought about unrealistic expectations from host communities who consider refugees as a source of numerous opportunities. This demonstrates the presence of a knowledge gap about pertinent issues that culminate into rifts between refugees and host communities in Uganda (World, Bank, 2023).

Some efforts have been put in place such as awareness in host communities about the presence of refugees in their communities (ACCORD, 2019). However, this has yielded scanty results because there is no grassroots approach to offer a practical modality through which peaceful rapport can be established between refugees and host communities. If a proactive approach is not established, conflicts in Uganda's refugee settlements will remain rampant (World Vision Uganda, 2017). Therefore, this research seeks to tackle the knowledge gap involved in crisis management and conflict resolution in Uganda's refugee settlements.

### **1.3 Purpose of the Study**

The purpose of this research is to assess how effective crisis management and conflict resolution are at resolving tensions between host communities and Adjumani refugees. The study also looks at how well crises and disputes between the host communities

and the refugees have been handled in order to develop stronger long-term strategies for maintaining harmony and peace among Adjumani refugees.

#### **1.4 Research Objectives**

1. To find out the crises and conflicts that are existent among Adjumani refugees.
2. To identify the limitations involved in crisis management and conflict resolution among Adjumani refugees
3. To find out solutions to crises and conflicts among Adjumani refugees.

#### **1.5 Research Questions**

1. What crises and conflicts that are existent among Adjumani refugees?
2. What are the limitations involved in crisis management and conflict resolution among refugees?
3. What are the solutions to crises and conflict among refugees?

#### **1.6 Scope of the Study**

The scope of the study will be exclusively characterized by the content scope, geographical scope, and time scope.

##### **1.6.1 Content cope**

This research will mainly focus on two areas; crisis management and conflict resolution among refugees and hosts. That is to mean, it will mainly comprise literature on crisis management and conflict resolution in the domain of refugees and host communities.

##### **1.6.2 Geographical scope**

Adjumani refugee settlement is located within the West Nile sub- region of North-Western Uganda. It covers a total of 572 hectares (1,410 acres) of land.

##### **1.6.3 Time Scope**

The study is designed to last for eight months and will be conducted in phases; proposal, research report, and dissertation stages which will be followed successively, one after the other during the eight months of research.

### **1.7 Justification/Rationale**

The inadequate assessment and attention to the root causes of conflicts between refugees and host communities have warranted this research. Thus, given that the dispute appears to be predominantly about resources like land ownership and access to firewood collection, there is a need for a clear framework for conflict transformation, such as discourse centered on common interests and resources.

### **1.8 Significance of the study**

The findings of this research will help me as the researcher to gain a deeper understanding of the effects of crisis management and conflict resolution among refugees and hosts. The engagement in this evaluation will help me to have detailed insights into the various dynamics involved in the building of practical cohesion between refugees and their host communities.

The study will offer an epistemological contribution to the thematic area of refugee crisis management and conflict resolution. It will provide literature that will be used for further use by future researchers, especially in a similar problem of study. Reference will be made to these findings especially in academia to further the discussions on the same

It will be resourceful to policymakers especially by guiding them in making informed decisions, about the best approaches to use in crisis management and conflict resolution among refugees and their hosts. That is, government and private actors like NGOs dealing in refugee matters will be provided with a researched foundation upon which they can ground their strategies in the management of crises and conflicts among refugees and hosts.

### **1.9 Limitations of the study**

The research is limited in terms of scope of coverage to a particular case and thus the generalization of findings to reflect the general situation may not be accurate. This may limit the applicability aspect of the research findings.

### **1.10 Theoretical and conceptual framework**

The research is guided by some fundamental theories of crisis management and conflict resolution and these may include;

The Reactive theory: This theory is contingent upon the execution of intermediate- or long-term tactical decisions. Due to its efficiency, rules and parameters must always be adjusted to account for changes in the environment. It requires the deployment of a proactive and reactive management system. Moreover, a system for making decisions needs to be present (Campagne, 1995).

The Proactive theory: The "proactive mechanism" is capable of modifying directives, guidelines, and/or specifications set out in the operational management system by environmental assessments and manufacturing model compatibility. To put such a management system into practice, models for cause-and-effect analysis, parameter fitting, and learning systems must be created (Ibid, 1995).

## CHAPTER TWO

### LITERATURE REVIEW

#### 2.1 Introduction

The researcher will be guided by the specific research objectives while reviewing the relevant sources. That is to mean, that findings by previous researchers about the Effect of Crisis Management and Conflict Resolution among Refugees will be examined for me to get a deeper understanding of the problem of inquiry.

#### 2.2 The crises and conflicts that are existent among refugees.

According to (IRRI, 2019), the rivalry for natural resources, particularly fuel for cooking and grass for thatched roofs, was the problem that refugees most frequently brought up. The host community, according to the refugees, limited their access to these resources and occasionally attacked people especially women who ventured outside of the settlements to retrieve them. Conversely, host communities lament that environmental deterioration is out of control and that refugees did not ask for their permission. The battle for natural resources intensified as refugees produced charcoal and bricks to supplement the aid they received.

In contrast with the above argument, firewood is the primary source of tension between the host community and the refugee population. Undefined access rights to both villages lead to ad hoc firewood collection around Bidibidi (ACCORD, 2019). Hostility, conflicts, and feelings of insecurity are brought on by the everyday negotiations. The ability to collect biomass and fuel from the nearby area is a daily struggle for the refugees. A population already traumatized by violence, assault, and extortion is constantly a possibility because the refugees are not officially awarded land rights.

In another perspective, the ACCOR Report, (2019) suggests that reactions against the presence of refugees in the host villages have been sparked by unresolved land usage disputes between the host communities and the OPM, according to host representatives. Programs for livelihood were promised to host villages, but they haven't materialized yet. This worsens host-refugee relations by escalating animosity

toward Ugandan officials. Particularly, local authorities point out that even before the colonies were founded, the region's infrastructure was woefully undeveloped.

From another angle, World Vision (2018) claims that the most significant aspect of the crisis in refugee settlements has been the politicization of ethnicity; the settlement reflects this conflict between ethnic groups. Perceived as being on the same "side" of the conflict against the South Sudanese government, the majority of settlement inhabitants envision their communities. Personal issues frequently arise because a large number of women in the settlement do not have husbands. The dynamics of families are impacted by adultery and it also causes disputes between women.

Conflicts with resource sharing give rise to sentiments of instability and rage, and land is a critical and controversial subject (Barigaba, 2017). In addition to the resource issue, the host populations have strong emotional and cultural links to their homeland. They discuss Ugandan actors primarily. Conversation partners and the government don't appear very concerned about the migrants and the land they were granted. The refugees who were interviewed, however, were more worried about sharing the land with the host areas (UNHCR, 2019). Due to its extremely rocky terrain, proximity to livestock, or distance from their home, refugees contend that the area is unsuitable for cultivation. Relations between hosts and refugees deteriorate as a result, and antagonism grows.

According to Kumssa, Jones, and Herbert (2009), a significant portion of the tensions and conflicts that exist between the host society and the refugees are brought on by shared, finite natural resources. Furthermore, the friction arises from the government and relief organizations treating the host community and the refugees equally. There are reports that the host population does not receive the same level of assistance or support from UNHCR-led refugee agencies as do refugees. This suggests that refugees have greater access to basic necessities like food, health care, and education than do the host community (Betts, 2009).

Atim (2013, PP.4-9) claims that difficulties in the areas of economy, environment, society and culture, and security arise when refugees arrive in their new nation. Bad

connections between hosts and refugees make it more difficult for refugee relief agencies like UNHCR to preserve and find long-term solutions for the peaceful coexistence of refugees and hosts (Aukot, 2003). As a result, this study concluded that it is imperative to find out directly from the victims in this case, the refugees and the host community what exactly sparks tensions and confrontations around the refugee camps.

### **2.3 The limitations of crisis management and conflict resolution among the refugees**

One approach to appreciate the difficulties impoverished refugee-hosting nations confront is to consider these problems (Betts et al, 2017). Political, diplomatic, environmental, economic, and security issues are brought about by the presence of refugees and have an impact on refugee policies and decisions. In an effort to lessen these costs, authorities may, for instance, implement stringent refugee restrictions. The extent of the issues can also be understood by humanitarian organizations and donor nations, who then search for methods to assist the host nations. State support for each other's needs in providing for refugees is required by the burden-sharing concept.

In addition, the government's policy of providing land to refugees is under jeopardy due to the rise in refugee numbers. This land allocation strategy is unlikely to survive in the long run given that land is a finite resource and Uganda's already rapid population increase (Ahaibwe and Ntale 2018). The amount of land granted to newly arrived South Sudanese refugees has already been decreased by the government. In order to accommodate fresh arrivals, Ahaibwe and Ntale (2018) state that the average land size per refugee home has already decreased from 50 × 50 m to approximately 30 × 30 m. The ongoing flood of people escaping violence in other nations exacerbates this problem. Given the increasing competition for land and social services, the growing number of refugees may lead to conflicts between host communities and refugees (Relief web, 2018; Refugee Law Project, 2014).

Extended refugee circumstances: According to UNHCR, a prolonged refugee scenario is “one where refugees are stuck in an unending and unmanageable condition of

uncertainty. Despite years of exile, their basic rights and basic economic, social, and psychological needs are still unmet, even though their lives may not be in danger. It is frequently impossible for a refugee in this circumstance to escape their forced dependence on outside help (UNHCR, 2004: 1). Additionally, according to UNHCR, a prolonged refugee situation occurs when 25,000 or more refugees of the same country have been living in exile in developing nations for five years or longer (Ibid, 2004).

Providing for the needs of refugees presents a challenge for host nations in an environment where international support is scarce. In response, they have limited employment opportunities, allowed fewer refugees to live in camps, and limited migration (UNHCR, 2006: 114-115; Milner, 2009). By using this strategy, states are abdicating their international commitments and violating the rights of refugees (Milner, 2009; UNHCR, 2006). However, states, particularly those in the affluent North, have disregarded this idea of sharing responsibilities. Amnesty International (2017, P.7) contends that "repeated failures of the international community to support countries hosting large numbers of refugees in recent years have undermined this principle."

According to Milner's interpretation, armed exiles and refugee warriors who engage in military and insurgent actions within the borders of their host state pose a direct threat to national security. Conflicts may become more localized as a result. In terms of security, refugees present both direct and indirect risks to the receiving nations. James Milner makes a distinction between these dangers direct and indirect. "Refugee warriors" and armed exiles pose direct threats, which can lead to a "spill-over" of warfare. The strongest connection between forced migration and violence is by far the direct threat posed by the spillover of conflict and refugee warriors. Furthermore, migrants represent an indirect danger by changing the "opportunity structure" or the "grievance levels" in the nation where they seek asylum (Milner, 2000: 17).

#### **2.4 The solutions to crises and conflicts among refugees.**

Burden sharing, in which the international community collaborates closely with host states, is one of the strategies (Ahimbisibwe, 2019). Cooperation areas include helping states provide security to refugees by training police, facilitating police

allowances, bolstering the rule of law in areas that host refugees, disarming and separating armed elements from legitimate civilian refugees, and preserving the humanitarian and civilian nature of asylum. By encouraging coexistence, concord, and positive relationships between refugees and local hosts, it is necessary to reduce the indirect security risks related to refugees. Working with nations to increase the acceptance of refugees in host communities should be a priority, given the rise in xenophobia towards migrants worldwide.

Given Lange (2023), each intervention should be based on a thorough examination of the local dynamics of conflict, the need for humanitarian assistance, and the interactions between these dynamics and the returns of IDPs and refugees. Employ expert support to perform conflict assessments and to organize and carry out interventions that address the root causes of tensions within the community. Enhance communication about refugee return across communities and between refugees and residents of return areas (with the participation of pertinent NGOs, UN agencies, and national and local authorities).

On another note, the creation and enhancement of the permanent conciliation committees' ability to promote conflict resolution in society. Beyond mediating particular local property disputes, this conversation has to address and resolve other conflict-related concerns. To prevent these panels from being politicized, the authorities that established them must use extreme caution (UNHCR, 2019).

Barigaba (2017) suggests that by using the "Do No Harm" conflict-sensitive strategy, implementing partners can minimize the causes of conflict and concentrate on peace-building factors by minimizing the detrimental effects of aid on war and conflict<sup>17</sup>. Chiefs and members of sub-clans should not be the proprietors of communal land. For access to any community resources, the government must cooperate with these elders, who have been chosen by their peers to act as guardians of the community's assets. The provision of arable land and educational materials regarding land utilization is crucial for refugees.

On another hand, the most important step is to deal with the underlying causes of exile and collaborate closely with the nations of origin. More work needs to be done on resolving disputes peacefully, advancing human rights, democratization, the rule of law, aiding civil society, establishing governmental institutions, fostering development, and developing policies to combat poverty and economic inequality. The greatest long-lasting solution to forced relocation can be supported by these actions, which also assist and can maintain reforms in the refugees' home countries (Ahimbisibwe, 2019).

The Self-reliance Strategy (SRS) is one tactic used in the management of refugees. According to UNHCR, self-reliance is the capacity of an individual, family, or group to meet basic needs with the least amount of outside help by relying on their own resources (natural, social, and physical capital or assets), judgment, and abilities. It is understood to mean that refugees are self-sufficient and can support their family, community, and themselves in terms of food and other necessities, such as shelter, water, sanitation, health care, and education. They are also expected to be able to deal with unforeseen events and no longer rely on outside help under regular circumstances (2004e: 64).

## CHAPTER THREE

### RESEARCH METHODOLOGY

#### 3.1 Introduction

This chapter will provide an overview of the research strategy that will guide the entire study process. The research design, an overview of the research problem, the targeted demography, sample size, data sources, data collection techniques, and the data analysis methodology shall all be included, in essence. The pros and cons of the research will be discussed, as well as ethical concerns.

#### 3.2 The Research Design

This project will use observational techniques and a descriptive study methodology to fill a research gap by focusing on a particular scenario. This will try to provide me with thorough answers to the problem statement regarding approaches to handle refugee conflict and crisis management. Therefore, the researcher will design a reliable data collection that is most appropriate for the study by employing solely a qualitative research approach. This will centre on the main, more specific themes in managing refugee crises and resolving conflicts that will provide me with the necessary data, which will be collected through the random sample approach. Thus, the sample region will consist of a randomly chosen selection of multiple case scenarios from the Adjumani refugee location.

#### 3.3 Study Population

The study population will consist only of the refugees, asylum seekers, and refugee host communities residing in the Adjumani refugee settlement. As a result, the majority of the population elements will basically consist of those as highlighted.

#### 3.4 Sampling Technique

I will use the basic random sampling approach. In other words, a random enumeration technique will be used to specifically choose the sample population. Based on its ability to remove bias and ensure accurate results about the tactics used by refugees

for crisis management and conflict resolution, this sampling technique is the most appropriate for the study. Therefore, using random sample selection, the representatives of the host community, asylum seekers, and refugees will be chosen from the total population.

### 3.5 Sample size

The Slovin method will be used to calculate the research's sample size. This is because the target population is very large, which makes the Slovin formula the best method for figuring out the sample size for the study.

According to the recent data from UNHCR (2024), there are 804 refugees in Alere zone of Adjumani refugees settlement.

$$n = N / (1 + Ne^2)$$

where;

n = sample population

N = target population

1 = constant

e = margin of error

N= 804 (the number of people in Alere zone)

e= 0.05

$e^2 = 0.0025$

$n = 804 \times 0.002 = 2.01$

$n = 1 + 2.01 = 3.01$

$n = 804 \div 3.01 = 268$

n= 268

Therefore, the study will comprise a sample size of 268 sample elements who will be obtained from Alere zone, Adjumani refugee settlement.

### **3.6 Data Sources**

In particular, the study will make use of primary data, which will come from the first-hand recollections of the respondents, as well as secondary data, which will come from information gained from earlier research projects and project reports on crisis management and conflict resolution techniques.

#### **3.6.1 Primary data**

In order to collect primary data from respondents in the Adjumani refugee camp, carefully scheduled interviews will be conducted. Consequently, the responses pertaining to crisis management and conflict resolution tactics will essentially consist of the original primary data for the research.

#### **3.6.2 Secondary data**

Secondary data regarding the best techniques to be implemented in Uganda for crisis management and conflict resolution among refugees can be found in a number of studies, including those that deal with crisis management and conflict resolution mechanisms issues from Adjumani refugee settlement.

### **3.7 Data Collection Tools**

A well-crafted interview template with both closed- and open-ended questions will be used for the study. Because of this, the interview template will be created in a way that will enable an extensive collection of narrative data regarding the reasons behind, difficulties with, and approaches to handling crises and resolving conflicts.

### **3.8 Quality/Error Control**

To handle cases of inconsistent and mismatched responses, the researcher will meticulously go over each component of the field responses that will be collected, classify them, and run a filter over them. The interview form will be reviewed, and the necessary actions will be systematically completed in order to match the field responses to the particular study objectives.

### **3.9 Strategy for Data Processing and Analysis**

Employing the SPSS statistical programme along with Excel, the qualitative technique will be the main approach utilised for data analysis. Therefore, using the acquired qualitative data and highlighting significant responses, it will entail looking at recurrent themes. Qualitative data will be analysed in light of the field replies addressing the subject.

More specifically, the data analysis will respond to the study questions and rely on findings from the fieldwork. As such, the procedure will entail examining, categorising, adding up, and combining the qualitative aspects of the data to challenge the study's initial hypothesis. Subsequently, the material gathered from primary and secondary sources will be scrutinised and juxtaposed to discover correlations with the research inquiries. SPSS will be used for this analysis, and it will eventually be followed by an explanation.

### **3.10 Ethical Considerations Anticipated Methodological Constraints**

The guiding principle of the study methodology will be the strict observance of the ethical standards for rigour and academic research. After receiving a clearance letter from the university faculty, the researcher will perform the interviews. By doing this, the soundness of the study's findings and the university's standing as a learning institution will be protected.

In addition to upholding ethical integrity, there will be a strong sense of confidentiality among the responding responders. To further safeguard the participants' identities, the researcher will use a special method. Put differently, it will ensure that the identities of the responders are protected and their names remain anonymous. In its stead, pseudonyms especially initials such as respondent A, Z, N, and so forth—will be used.

### **3.11 Anticipated Methodological Constraints**

Methodological challenges will inevitably arise for the researcher, especially in light of the possibility of inaccurate responses from the selected respondents. The study's quantitative needs might be outside the scope of the descriptive research methodology, which would impair the study's conclusions.

The language barrier issue may restrict the data collection methods, particularly the interviewing procedure. This is mostly due to the possibility that some of the sample population's respondents do not speak English fluently, which will limit the availability of relevant responses to the questions and lower accuracy levels.

### **3.12 Work Plan/Time Line**

Additionally, we will estimate that the study will take about four months, or one semester. In terms of efficacy and efficiency, the study intends to resolve the identified problem in the allotted four months. Through the academic supervisor, it will be submitted to the faculty of social sciences for approval. Because of this, the research will be planned in accordance with a methodical schedule and completed, either step-by-step or chapter-by-chapter, under the close supervision and examination of an academic supervisor.

## CHAPTER FOUR

### PRESENTATION, ANALYSIS AND DISCUSSION

#### 4.1 Introduction

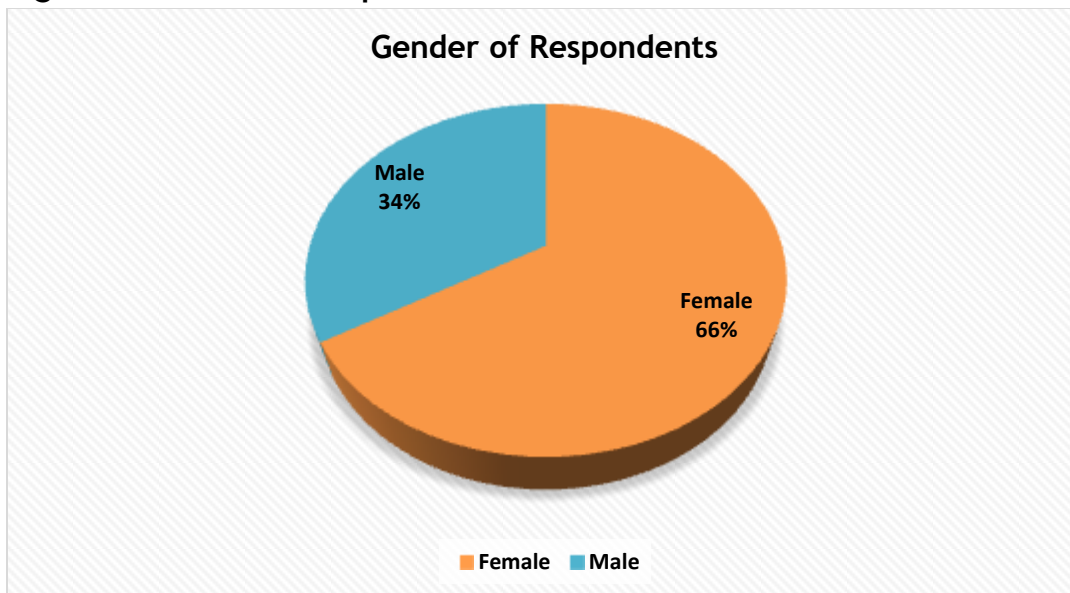
The results from the field have been presented, analysed and discussed in details. That is, the responses of the participants have been qualitatively examined to answer the research questions in a narrative approach with direct responses from the participants.

#### 4.2 Background Characteristics of Respondents

The sample size of the study comprised 268 participants from Alere Zone of Adjumani refugee settlement. In order to conveniently collect data with ease, the researcher divided the respondents into focus groups. That is to say, the participants were divided into 11 groups which at least constituted 25 members each.

In order to deeply understand the background characteristics of the respondents, the researcher focused on appropriate demographic variables that included gender, registration status, and area of residence of the participants.

**Figure 1: Gender of Respondents**



The data in figure 1 above shows that out of the 268 participants, 34% were males while 66% were females.





between refugees and their host communities whereas only 5 members in each of the 11 groups said no.

On the same note, the most recurring theme was that the conflicts were internal in nature especially brought about by the scramble for resources in Alere Zone and its surrounding host environment.

More details about the refugee and host community relationship was critically examined and some of the commonest themes included;

*“Here in Alere we have a problem of the refugees coming to steal from our gardens because they say that the food rations provided to them by WFP are not enough to sustain them and their families. For us as host communities or as the immediate neighbours of these refugee settlements we are always experiencing interference from these refugees and it is really too much.”*

On the side of the refugees, most of them complained about the bitterness of the host communities against them.

*“The host communities do not like us, they have a very negative attitude towards us especially when it comes to sharing common resources like health facilities, land and many more others.”*

Another group said that;

*“Being a refugee is like being a criminal, rejected and meant to suffer because we feel not welcomed by the host communities, we are always rejected because we are not bad, but because we are refugees and in a foreign land without anything we can do. Everything bad that happens in the community is attributed to the refugees, so it makes us feel very bad about our status which we cannot change now other than accept it.”*

Given the fact that there are conflicts between refugees and host communities, the study further examined the extent to which the competition for the available resources has contributed to the crisis between these two population categories in Alere. It was confirmed that, the scramble for the scarce resources especially land and firewood for their daily survival, has largely contributed to the rise in crisis between the refugees and hosts.

The concern of limited resources is a very serious matter and is deepening the bitterness between refugees and hosts. From the observation of the 11 group discussions, the topic of natural resources sparked off a very hot exchange between these two categories.

*“We always struggle for firewood because it is known that we all have to depend on it to cook our food, if WFP provides the food ratios to us as refugees, we don’t expect them to give us what to use for cooking that free food other than moving around to collect some firewood which our hosts do not like. So, we have failed to agree on this problem of firewood.”*

On the side of the hosts,

*“Why doesn’t WFP or UN look for ways of giving these people what to use for cooking their food because we are tired of the refugees encroaching and trespassing into our land and forests that they are looking for firewood. These trees are too few to cater for our families, and then the refugees too come to encroach on them. We also know that when the war gets over in South Sudan, these refugees will run back to their original homes and leave us here in our villages with nothing, so we cannot allow them to exhaust the little we have because our future generation will have nothing to depend on”*

Further more, the problem of land has not been fully resolved and has continued to cause sharp divisions between refugees and hosts. This is because the refugees claim that the land was apportioned to them by government whereas the host argue that government does not own any piece of land, and so it is their land.

Other aspects of the investigation focused on the politicization of ethnicity and criminal tendencies of especially the refugees. Some of the outstanding responses about the matter were recorded as below

*“It is known by everyone that most of us here are refugees and forced out of our country by the Dinkas who want South Sudan to be for them alone. We are not happy at all and we shall never like those people even when we meet with them we feel that we cannot be in the same place. They have finished our country and so we shall remain enemies forever because we cannot forgive them for causing us this suffering we are going through in the refugee settlement.”*

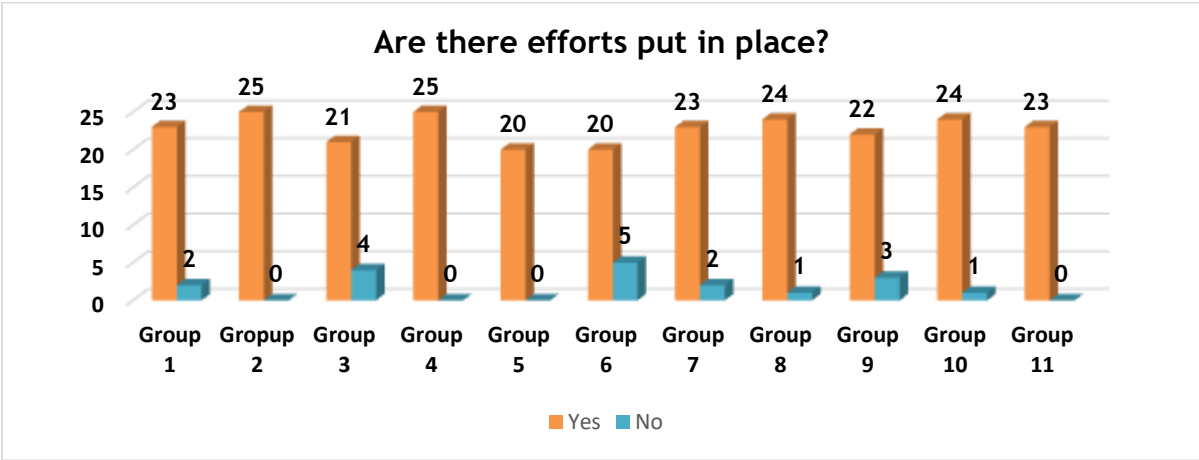
According to some key information from the Alere Zone leaders and host community representatives, some of the issues affecting the relationship between refugees and hosts are about the criminal history of some refugees who at times continue with the same misbehavior and thus, cause bad perception about refugees being former criminals and not good people at all to associate with.

In brief, the findings and discussions with the 11 focus groups, clearly showed that there are conflicts between refugees and hosts. It also directly implied that the relationship between these two said population categories in Alere Zone is not only bad, but also continuing to worsen everyday. The situation is not void of causes and thus, the competition for the scarce resources, ethnic wrangles, criminal behavior and bad perception of the refugees especially by the host communities were the dominant forces behind the crisis between refugees and hosts in Alere Zone of Adjumani refugee settlement.

**4.4 The limitations of crisis management and conflict resolution among the refugees**

The researcher started by finding out if there were efforts put in place to handle crisis/conflicts among the refugees and hosts or the situation has been left unaddressed. It was also further important to establish whether or not the efforts were satisfactory in case any had been put in, place especially by the Ugandan government and or the humanitarian actors.

Figure 2: Finding out peace building efforts to address refugee-host relations



Source: Primary Data



In other words, the majority of the respondents in the 11 focus groups were not satisfied with the current peace initiative in Alere Zone, thus implying that they had very limited results in securing peaceful coexistence between the refugees and the hosts.

Furthermore, detailed insights for failure of the current peace building initiatives to deliver the intended results were examined using various baseline indicators which included the diplomatic environment, security management, government policies and integration strategies. Some of the commonest data themes that emerged out of the 11 group discussions included.

*“Being refugees there is limited involvement given to us in important decisions even in matters that affect both refugees and hosts. The leadership of the local area leadership is not so inclusive. This has left refugees less represented and making diplomatic engagements with hosts and stakeholders less effective in bringing about peaceful relations between refugees and host communities.”*

Another observation was that;

*“The insecurity especially in the refugee settlements is high because of limited interest from the government and local authorities. This has continued to undermine all peaceful initiatives in the area.”*

The findings about the government policies and integration frameworks were also highly considered and it was found out that the policies to enforce and implement peaceful interactions between refugees and hosts are really very weak.

*“The hosts communities are not adequately prepared to receive the refugees, these people come with totally different cultural, ethnical and lifestyle dynamics which are too foreign to us the locals of Alere. Even after bringing them no clear procedures or guidelines are given on how we should live with refugees and thus, it is one of the reasons why the refugee-host relations in our zone are not good enough.”*



The information as illustrated in table 6 shows that out of the 11 focus groups, on average at least 6 participants in each group said that the burden sharing approach was relevant, 7 said it was very relevant, 4 respondents were neutral, 3 said it was less relevant and 2 said it was not relevant at all.

Therefore, the majority of the respondents from the 11 focus groups acknowledged that the burden sharing approach would be one of the most ideal remedies to the conflicts between refugees and hosts.

In a detailed investigation during the focus group discussion, the participants were asked to briefly explain or demonstrate by way of explanation and example how the potential solutions can be used or implemented to address conflict management between refugees and host communities in Adjumani district.

Some of the responses included;

*“The government and NGOs should use mediation programmes and platforms that include representatives of both refugees and hosts. It must be very neutral engagement, nonpartisan and free from all sorts of political influences and social biases.”*

Another approach was;

“Let there be continuous civic education and peaceful initiatives between the refugees and hosts. These values of togetherness will help to inform both the refugees and hosts communities on the need for socioeconomic cohesion to better our places of residence and neighbourhoods.”

Another group strongly proposed that;

*“UN and other NGOs that are extending humanitarian support to refugees and host communities need to prioritize adequate preparation of both the refugees and hosts. For example the holding centers for refugees mostly carry out refugee registration and reception but less attention is given to providing basic guidance to the refugees on how they should behave and conduct themselves while in refugee settlement and in the neighbourhood of the host communities.”*

The last major remedy that was witnessed from all the 11 focus groups was the need for government and UNHCR, WFP and other humanitarian entities to combine efforts, pool resources together and ensure that there are sufficient resources especially, land, health services and other crucial amenities that are required for the daily survival of the refugees and hosts.

In a nutshell, the results strongly show that adequate preparation of the areas of refuge settlement, the refugees themselves and the host communities need to be scaled up in order to deal away with the prejudices about refugees and bring about a common identity and understanding between these two broad population categories. Empowerment alone is not enough without mindset change.

## CHAPTER FIVE

### SUMMARY, CONCLUSION AND RECOMMENDATIONS

#### 5.1 Summary of Findings

In general, the results and conversations with the eleven focus groups made it quite evident that there are disputes between hosts and migrants. Additionally, it was explicitly emphasised that there is not only a poor relationship between these two population groups in Alere Zone, but that it is getting worse every day. The conflict between refugees and hosts in Alere Zone of Adjumani refugee settlement has several root causes, including competition for limited resources, ethnic disputes, criminal activity, and unfavourable perceptions about the refugees, particularly by host communities.

The research investigated the degree to which the rivalry for scarce resources has exacerbated the crises between the refugee and host populations in Alere, given the existing disputes between them. It was established that a major factor in the escalation of host-refugee conflicts has been the competition for limited resources, particularly land and firewood for daily life. The very major issue that is escalating hostility towards refugees is the fear of scarce resources. The subject of natural resources ignited a heated debate between these two groups, based on the observations made throughout the eleven group conversations.

To put it another way, the vast majority of participants in the 11 focus groups expressed dissatisfaction with the existing peace project in the Alere Zone, suggesting that it has had little success in achieving peaceful coexistence between the hosts and the refugees. Additionally, a variety of baseline indicators, such as the diplomatic climate, security management, governmental policies, and integration methods, were used to analyse in-depth reasons why the current peacebuilding measures have not produced the desired outcomes.

Finding the most effective strategies to deal with the actual issue of disputes between hosts and migrants in Alere Zone was the main goal of the study. It is important to remember that the burden-sharing strategy was one of the fundamental solutions used to resolve disputes and crises between the hosts and Alere refugees.

Consequently, the burden sharing strategy would be among the best ways to resolve disputes between hosts and refugees, according to the majority of respondents from the 11 focus groups.

To put it briefly, the findings clearly demonstrate that in order to eradicate prejudice towards refugees and foster mutual understanding and a sense of identity between these two sizable population groups, sufficient preparation of the areas designated for refuge settlement, the refugees themselves, and the host communities must be increased. Without a mental shift, empowerment on its own is insufficient.

## **5.2 Conclusion**

The results of this study revealed that the problem of crisis management among refugees and host is a serious issue of concern that need critical attention. This is because most of the interventions in reugee settlements and host communities are so limited to economic empowerment, health and clean water. Thus, neglecting the need to ensure that both the refugees and hosts communities enjoy their peaceful coexistence. The prolem of criss/conflicts in the refugee settlements and host communities has been exacerbated by the laxity of government, UNHCR and other humanitarian actors to prioritise the rigorous preparation of both the refugees and hosts for a harmonious living while sharing the same spaces and resources.

## **5.3 Recommendations**

There is need for research to e done about the proactive mechanisms to be used in preparing the integration between refugees and hosts. Tis will help to generate a harmonious living and get rid of all sorts of discriminatory prejudices between refugees and hosts.

Social research on the anthropological dynamics of the refugee ethnicities should be done so as to identify particular areas into which they can easily cope with. The study will also further address cultural mismatches between refugees and host communities and consequently avoid conflicts arising from cultural differences.

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## Appendices

### Appendix 1: The data collection tool



**UGANDA CHRISTIAN  
UNIVERSITY**

A Centre of Excellence in the Heart of Africa

#### THE INTERVIEW TEMPLATE

##### RESEARCH TOPIC

The Role of Crisis Management and Conflict Resolution Among Refugees and Hosts in Uganda, A Case of ALERE ZONE IN ADJUMANI Refugee Settlement

##### RESEARCH OBJECTIVES

1. To find out the crisis and conflicts that are existent among Adjumani refugees.
2. To identify the limitations involved in crisis management and conflict resolution among Adjumani refugees
3. To find out recommendations to address crisis and conflicts among Adjumani refugees.

##### BACKGROUND CHARACTERISTICS

Gender: Male

Female

Legal status: National

Refugee

Area of Residence: Settlement

Host community

##### SECTION A: (The crisis and conflicts that are existent among Adjumani refugees)

1. Are there conflicts among refugees and host?

.....

2. IF yes, are the crisis/conflicts internal or external?

.....

3. How do you do describe the relationship between refugees and host communities?

.....

4. To what extent has competition for resources been a cause of crisis/conflicts between refugees and host communities?.....

5. How have the unresolved land issues influenced the relations between refugees and hosts?

.....

6. Explain how politicization of ethnicity has influenced crisis amongst refugees in Kyangwaali.

.....

7. Is the criminal behaviour of some refugees still a threat?.....

8. Briefly explain how threatening the criminal record of some refugees are?

.....

**SECTION B: (The limitations involved in crisis management and conflict resolution among Adjumani refugees)**

1. Are there efforts put in place to handle crisis/conflicts among the refugees and hosts?.....

2. How satisfactory are the approaches?

.....

3. How has the diplomatic environment limited crisis management and conflict resolution among Adjumani refugees?

.....

4. How have security concerns limited crisis management and conflict resolution among Adjumani refugees?

.....

5. How have the weak government policies limited crisis management and conflict resolution among Adjumani refugees?

.....

6. How has the poor integration strategy limited crisis management and conflict resolution among Adjumani refugees?

.....

7. What are some of the evident limitations affecting crisis management and conflict resolution among Adjumani refugees?

.....

**SECTION C: (Recommendations to address crisis and conflicts among Adjumani refugees).**

1. How relevant is burden sharing in addressing crisis and conflicts among Adjumani refugees and hosts?.....
2. How can mediation be used to address crisis and conflicts among Adjumani refugees and hosts?.....
3. How can the self-reliance strategy be used to address crisis and conflicts among Adjumani refugees and hosts?.....
4. How can case management of individual refugees be used to address crisis and conflicts among Adjumani refugees and hosts?.....
5. Briefly explain how thorough examination of the local area network can be incorporated in crisis and conflict resolution among Adjumani refugees  
.....
6. How can humanitarian assistance be tailored to address crisis and conflicts among Adjumani refugees and hosts?  
.....
7. What other method/approach can be used to address crisis and conflicts among Adjumani refugees and hosts?  
.....



July 19<sup>th</sup>, 2024

**TO WHOM IT MAY CONCERN**

Dear Sir/Madam

**Re: INTRODUCTORY LETTER FOR RESEARCH**

This is to introduce to you ALWOCH Narose Registration number <sup>S21B15/139</sup> ~~S21B15/126~~, a student of Uganda Christian University, pursuing Bachelor's degree in Social Work. 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: The Role of Crisis Management and Conflict Resolution among Refugees and Host in Uganda: A Case of Alere Zone in Adjumani 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.



**Doreen Kukugiza**  
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