REFUGEE

INCLUSIVE

URBAN

PLANNING

A case study of Addis Ababa

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Refugee Inclusive Urban Planning: A case study of Addis Ababa

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Summary

The number of refugees that are living in Urban areas has increased over the past decade. Today, over half of the world's refugees reside in urban areas. The global refugee crisis has led to rapid increase in the number of displaced people around the world. Cities are in the front lines taking in large number of displaced people often beyond their capacity. The inflow of refugees to cities has spatially unique characteristics, it varies from place to place depending on the economic, social and political aspects.

Amidst the increase in the flow of refugees into urban centers, not all of them arrive in cities that are well developed. The global refugee crisis, as indicated from its name is not only European centered. Economically less developed continents like Africa and Asia hold a major role in hosting refugees. The countries that are neighboring the conflict-stricken countries hold the majority of the burden. Ethiopia, surrounded by four refugee of the major refugee producing countries: South Sudan, Eritrea, Somalia, and Sudan hosts refugees on a massive scale, with little assistance compared to the refugee hosting countries in the global north.

Refugees arrive in urban areas with needs such as housing, health care, education and employment opportunities. While these needs are easily fulfilled in the global north, it is challenging for countries in the global south as they lack the resources to fulfill the needs of their own citizens. Despite the challenges urban centers face, refugee flow continues to increase.

The challenges are faced by both parties: refugees and host nations. The host nations unable to fulfill the needs of refugees as resources are constrained and refugees find it inaccessible to fulfill basic needs. However, effective urban planning challenges of migrant inclusion can be effectively addressed. Application of the proper planning method considering the spatial implementation can by itself be participatory as well as inclusive of the needs of the refugees. Therefore, the participation of migrants in the planning departments will ensure the that the needs of the migrant communities are met.

For the purpose to understand the challenges and needs of the refugee population and the host nations, a detailed literature review has been conducted. By using a comparative method, lessons learned from the global north have been taken to understand the process of migrant inclusivity in Ethiopia. This has shown that planning differs in different socio-spatial locations. What is applicable in the global north is does not necessarily fit the situation in Addis Ababa. However, having discussed with different stakeholders, it has been clear that the consideration of the fulfillment of the basic infrastructural needs – health care, housing, education and access to the workforce - of refugees is at its infant level. Policies and legal documents are underway and have not yet put into practice. Specifically, in the urban area of Addis Ababa refugee needs are not considered separately in the planning process. This is due to many factors: economic factors, social factors and most of all due to the multicultural nature of the city it is, in fact, difficult to differentiate the refugee from the non-refugee population. With the drafting of the new pledges the Ethiopian government has promised in the United Nations Summit, significant change is expected to occur in the near future for the better fulfillment of the needs of refugees and the host nation.

To understand the situation, semi-structured interviews were conducted with refugee communities, municipality, the planning department, governmental actors and humanitarian agencies. They were analyzed in terms of their approaches as it is seen to fit with the services that they provide. By using the data obtained from the research to answer the main research question, there is a huge gap in the initial stages of identifying the refugee population from the locals; making it hard for urban planners and policy makers to draft and fulfill the needs of the urban refugees. There are possible policy recommendations for the government to consider using the bottom-up approach then implementation of studies that identify ways to fulfill needs by the conducting researches and opening spaces for the refugee community to voice their needs.

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Chapter 1: Introduction

Forced migration has rapidly increased over the past couple of years (UNHCR, 2017). It has been recorded that the number of displaced people has been higher in this decade as compared to the past couple of decades. The number of people who have been displaced globally is estimated to be more than 60 million, among which 35 percent are refugees and in which half live in urban areas (Brandt & Katz, 2017).

When refugees flee their countries, they do not necessarily arrive in Europe or the United States; the majority of them cross to their neighboring countries. In Continents like Africa and Asia, a majority of the countries played a major role in hosting refugees regardless of being economically low and middle-income countries (UNHCR, 2017).

Cities have evolved from over time, today cities are places of various identities, culture and nationalities and hotspots of multiculturalism (Fincher, Iveson, Leitner and Preston, 2014). Among the contributors to the diversity of cites are refugees. Refugees, being part of the inhabitants of a city, have the right to access the socio-economic, cultural, spatial and the provision of basic services. However, the inclusion of migrants in this sphere is challenging especially for low and middle-income countries. Countries, specifically cities face challenges due to the increase of urban refugees, causing more stress on existing facilities and services; the tensions socially impact both refugees and the locals (The Urban Refugee Crisis, 2017). Effective urban planning measures are essential to overcome the challenges cities face. The challenges cities face with the inclusion of migrants can be addressed through planning. It is through planning that the policy of inclusion can be framed to allow the migrants to freely own business' and the representation of migrants in the planning tables. Moreover, planning helps for the fulfillment of the needs of migrants in the communities they are living in such as, the provision of basic infrastructure, services that include healthcare, education, social services and rights.

Urban refugees encounter challenges that are unique from those in refugee camps, argue Ndege, Kagwanja and Odiyo (2002). This is mostly because refugees are required to live in camps rather than urban centers, the move from camps to cities is mostly done secretly. Regardless of the reason refugees have moved to urban areas, they face considerable challenges. Discrimination, unemployment, lack of housing, and limited access to health services, along with exposure to violence are the main challenges urban refugees encounter (Spiegel, 2010; Campbel, 2006). According to Brandt and Earle (2018), the urban planning process, through engaging urban actors and sharing practices plays a major role in meeting the needs of refugees.

Ethiopia is the second and sixth largest country in Africa and worldwide respectively to host refugees (Jeffrey, 2017). Ethiopia has an open-door policy for asylum seekers that has been ratified by the 1951 Refugee Convention (UNHCR, 2017). Given its location at the horn of Africa, more than half a million refugees mainly from neighboring countries Eritrea, Sudan, South Sudan, Somalia and Yemen seek refuge (UNHCR, 2017). The country welcomes refugees from all fronts, its policy to welcome refugees is similar to the policy adopted in the global north (Jeffrey, 2017).

Given the situation of a large number of refugees settling in urban areas, the Ethiopian government together with United Nations Higher Commissioner for Refugees (UNHCR) is working on an ambitious reformation towards fostering refugee inclusion (UNHCR, 2017). The Ethiopian government has provided the Comprehensive Refugee Reform Framework (CRRF) with the aim of providing a response to the refugee situation and ensuring access to inclusion in their host countries (UNHCR, 2017). The government has set targets during the United Nations' Leaders' summit in 2016 (WH, 2016). The objective of the CRRF includes: to ease the pressure host countries face, to decrease the dependency of refugees and enhance their self-reliance, expand resettlement to third countries, and support the voluntary repatriation to the country of origin with safety and dignity (ARRA, 2017). Following this, the national government has launched policies to foster the socio-economic inclusion of refugees (UNHCR, 2018). In order to enhance the implementation of the pledges, the government of Ethiopia will broaden its partnership with a number of stakeholders. This will mainly be through the governments' responsible organ - the Administration for Refugee and Returnee Affairs (ARRA) and United Nations offices including other non-governmental organizations (NGO), civil societies, media, academia, refugees, host communities and other stakeholders (ARRA, 2017). This information will provide a basic understanding of the aim of this research and as a base for answering the research question.

1.1. Research Problem

The focus on migration is largely concentrated on immigration policies and comparatively gives little attention to the needs of migrants that have settled in host countries. In the settlement scheme, there is a difference in priority of attention; refugees that are located in camps are given more attention than refugees that reside in urban areas (Sanyal, 2014). This is due to the varying degrees of challenges relevant actors face in addressing the needs of refugees in urban areas. However, according to a study conducted by the UNHCR (2017), more than half of the world's refugees live in urban areas. The lives of Migrants in cities are often invisible due to the lack of proper attention on refugee protection policies in urban areas. This is especially true for most low-income countries.

In Ethiopia, a majority of the refugees are hosted in camps along the borders and the rest are living in urban areas. Refugees are granted the general refugee status by the government's refugee agency, ARRA and are placed in camps given their situation. Nevertheless, when it comes to urban refugees they are primarily required to be self-sufficient and as compared to refugees that are in camps they receive less assistance (UNHCR, 2017). However, given the situation, the country's policy does not allow work permits for refugees. This has its own set of challenges and forces refugees to engage in the informal sector of the economy and competing with the low-income earners in Addis Ababa.

In addition to this, refugees in urban areas reside in neighborhoods along the peripheries of the city or in the poor areas, lack access to health care, education and other facilities. In most instances, refugees also face discrimination and harassment by the local population hindering their integration. This research will go through the planning process and figure out what is being done and what is not being done then further including them in them in the society.

1.2. Research Question

The aim of this research is to understand the multicultural urban planning processes and approaches used in the urban centers in the global north contribute to the situation of migrant inclusivity in urban

planning in Ethiopia, with a specific case study of the Addis Ababa region. This study offers an insight into the how minority – refugees needs are included in the planning process as well as how several stakeholders contribute to the development of multicultural planning scheme. In addition to this, this research will contribute to the gap in literature within the field of including urban refugees in communities and in the broader sense cities in the global south.

In order to reach the purpose of this research, the following main question has been set.

> In what way are the urban planning policies of Addis Ababa, Ethiopia, catered to the needs of refugees residing in the urban region?

To achieve the research objective and help answer the main research question, the following three sub-questions have been formulated to facilitate answering the question:

1. In what way can the multicultural urban planning approach mostly used in the context of the global north be useful to understand the situation of migrant inclusivity in urban planning in the context of Ethiopia?

2. What are the specific needs of refugees residing in the urban region of Addis Ababa?

3. What are the features of urban planning policies of Addis Ababa and do they foster migrant inclusivity?

1.3. Relevance

1.3.1. Scientific Relevance

The planning process for refugee integration in the urban area is not a well-researched topic in the global south. Refugee needs in host nations that are middle- or lower-income host countries are often marginalized and there is a large research gap in this area. There is scant literature that is available on planning, multiculturalism and diversity for refugees and their needs that links to the legal frameworks, protection and needs (Brown et al., 2018). The process of planning is spatially unique to every place (Qadeer, 2011), this research aims to contribute to the academic field by providing a view of a host country that is in the global south. It will add to the understanding of the planning challenges and the approaches/ measures that are taken in inclusive urban spaces. The city of Addis Ababa was chosen due to a large number of refugees that Ethiopia hosts and the increasing number of refugees that are settling in the nation's capital. In addition, the city is a multicultural city home to a diverse range of ethnic groups.

1.3.2. Societal Relevance

This research will focus on exploring and identifying the needs of urban refugees. Understanding the conditions of refugees, city officials, relevant stakeholders and policy. When this is fulfilled, there can be a significant difference in the inclusive planning process that will include the needs of refugees. Therefore, this research will dig deep into what is being and needs to be done in order to include their needs in the planning process of Addis Ababa and integration into the socio-economic sector. In Ethiopia, there are close to a million refugees, making it one of the worlds largest refugee hosting nation (UNHCR, 2018). One of the reasons for the influx of refugees to this region is the location, located in the Horn of Africa, source of the main contributors of displaced people. Most of the refugees

are located in camps, some reside in Addis Ababa. With the new policy change that aims to end the encampment policy, Addis Ababa will receive refugees at a high rate. Urban planning and cultural diversity are among the important factors that are not explored. For the successful protection of refugees, these are areas that need attention. In addition, the findings from this research will be useful for governmental and non-governmental agencies in developing and designing policies for a sustainable solution for refugee inclusion in Ethiopia.

1.4. Research Model

The following figure will represent the research model depicting the steps that the research follows.
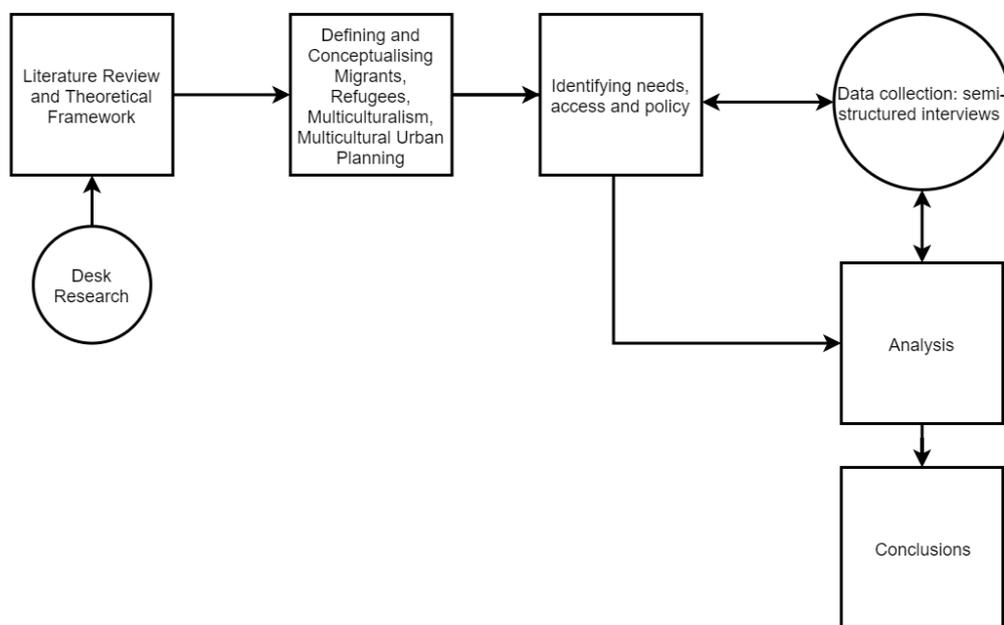

Figure 1: Research Model

Chapter 2: Literature Review and Theoretical Framework

In this chapter, a comprehensive review of the relevant literature has been conducted on themes that are directly related to the Urban Refugees and Multicultural planning. It digs deep on existing literature ad policy documents and has been organized along the themes. The first sections conceptualize and defines migrants, refugees and urban refugees. After this section the focus will shift to the Multiculturalism and how it is linked to refugees and urban planning. It will draw its attention towards how today's growing multicultural world experiences the inclusion and integration of refugees while fulfilling the basic infrastructural needs of refugees in the global north and south.

For this research, the post-modernist approach of the theory of multicultural urban planning is used as the main theoretical framework. This approach will help understand and explain the current situation - which is characterized as culturally diverse, flexibility and the different comprehension of a city - specifically the relationship between socio-cultural aspects and urban space (Kitchin and Tate, 2013). The theory will be used to further understand the urban space, how the needs of refugees in host countries are considered and integrated. Furthermore, it gives more emphasis to the basic needs of housing, health care, education and other facilities and services that are essential.

2.1. Defining and conceptualization of Migrants, Refugees, and Urban refugees

With the start of this research, it is important to identify and conceptualize the meaning of migrants, refugees and asylum seekers. Migrant, refugees and asylum seekers are terms that are being used frequently these days, therefore, it is important to conceptualize the meaning as it has a deep and significant indication on how society views the terms.

Human migration draws down from history. Migration has evolved over the years and has increased now more than ever (Lassetter & Callister, 2018). In the past decade, the world has witnessed a significantly large wave of displaced people. Migration is has increased due to conflict, civil war, violence, poverty, and climate change, to mention a few (Sisk, 2017). The increase in the number of displaced people around the world has surpassed millions and is the highest number recorded by the UNHCR since the aftermath of the second world war (UNHCR, 2017). In 2017, refugees and internally displaced persons globally accounted for 68.5 million people (UNCHR, 2018). A study conducted by the UNHCR shows that countries such as Syria, the Democratic Republic of Congo and South Sudan are accounts for the largest number of refugees and internally displaced people with the majority of its population displaced (UNHCR, 2018). Events such as the unsuccessful peace breakoff in 2016 led to the outflow of close to 800,000 South Sudanese and the crisis in the Democratic Republic of the Congo largely contribute to the already rising number of displaced people globally (UNHCR, 2017).

Migrants, however, can be grouped into two broad concepts: voluntary and forced migrants (Turton, 2003). Voluntary migrants are migrants who are willingly cross-cultural, geographic and/or political boundary with the intention of a long-term stay (Lassetter & Callister, 2018). Voluntary migrants in usual cases migrate for the purpose of education, family reunification and economic migrants. While forced migrants are people who have been displaced within their home countries or across borders in

fear of persecution, conflict, natural or human-made disasters that endanger their lives, freedom and livelihoods (White, 2017).

Under the term migrant, used to describe a person who has left his or her home country, there are two main terms that have been enclosed and need to be described: refugees and asylum seekers. According to the 1951 Refugee Convention, a refugee is someone who is forced to leave their home country due to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion and in most cases are unable or unwilling to return to their home county (UNHCR, 2015). A refugee moves away from their country of origin in order to seek protection escaping persecution for several reasons. The convention relating to the status of refugees grants the right of permanent settlement of refugees in host countries (Fasani, Frattini, & Minale, 2018). The socio-spatial conditions lead host countries to create spaces for the settlement of refugees after negotiating with humanitarian agencies – camps usually created as temporary settlement spaces (Sanyal, 2014). However, a major shift has occurred from a decade ago, more and more refugees are moving to urban areas. Now with half of the world's refugees living in urban areas (UNHCR, 2015). Refugees that live in urban spaces as opposed to those that are located in settlement camps are called urban refugees (Hoffstaedter, 2015). The global movement of refugees to urban spaces is quite striking for host nations in Africa, where urban growth rates have been recorded to be the highest in the world (Crea, Loughry, O'Halloran, & Flanery, 2017).

On the other hand, an asylum seeker is a person who has fled to another country and seek asylum on well-grounded fear of persecution to be granted recognition as a refugee and receive legal protection and has formally applied for the process (IOM, 2016). For an asylum seeker to claim refugee status there is a certain requirement that needs to be fulfilled and definitively evaluated (IOM, 2016). In order to be recognized as a refugee, it should go in accordance with the internationally accepted definition of an asylum seeker 'is a person who is unable or unwilling to return to their country of origin owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion' as it is defined in the United Nations General Assembly's 1951 Convention relating to the status of refugees (United Nation General Assembly, 2015, p.137) . If the claims to seek refuge are in accordance with this universally accepted definition, the following step is the approval and recognition by the state to provide protection (Bloom & Udahemuka, 2014). However, the concept of a refugee as defined above has a strict connotation and it is hard to fit many refugees in this restricted definition. Therefore, the term refugee will be used for refugees who fit with this definition, unregisters refugees and asylum seekers. Technically, the difference between a refugee and an asylum seeker is the legal recognition that refugees are granted. This research will center its focus on refugees that are residing in urban spaces – urban refugees.

Academicians and policymakers are and continue to study the increase, reasons and impact of migration. As Nijenhuis and Leung (2017) argue, migration is a result of globalization and development; the global economic, social, political and cultural integration has changed the proximity of distance making migration common act. While there are different viewpoints on the existence of migration, one cannot be identified to be greater than the other. However, it is undeniable that refugees migrate to escape persecution or conflict (UNHCR, 2016).

2.1.1. Urban Refugees

During the past couple of years, there has been an increase in the number of refugees living in urban areas (Beversluis et al., 2016). The United Nations Higher Commissioner for Refugees (UNHCR) estimates that half of the world's refugees are located in urban areas among which majority of them are concentrated in large cities (UNHCR,2017). The refugee problem today is one of the most complicated challenges that the world and the international community faces. In Africa alone, there are millions of refugees in need of protection to ensure that their rights and freedoms are not violated (Addaney, 2017). With regards to the increase in the number of refugees that are living in urban areas, host nations and humanitarian assistance face there are several challenges that replace the already existing practices of refugee protection and the provision of services (Sanyal, 2014). A study conducted by Addaney (2017), on urban protection states that urban refugees need special attention as compared to refugees that are in camps due to the socio-spatial conditions.

Among the reasons for the movement of refugees to cities, Beversluis et al. (2016), state that refugees' choice to move to cities stem from seeking a better life and opportunity in cities. The Refugee Act of 2006 limits the protection and human rights that are provided by the government and UNHCR. Practically, refugees are pushed to live in settlements to their advantage while in the interest of the national security. This inherently forces refugees to reside in rural settlements. However, urban refugees choose not to live in settlement areas and reside in the informal settlements in urban areas. Consequently, this situation makes it difficult to enforce protection and implementation of their rights.

Refugees are entitled to basic rights that are protected by International Refugee Law, including right to housing, right to work, right to education, and the right to access basic services (Zetter & Ruaudel, 2016). Equally, urban refugees are entitled to protection by host nations under the international law, international human rights law and international refugee law. Under these laws, the implementation of refugee protection should take place. However, in low and middle-income countries, countries struggle to provide adequate services to their citizens and as a result face challenges in meeting the needs and protection of refugees (Crea, Loughry, O'Halloran & Flannery).

Adding to the already existing problems, information regarding urban refugees is not accessible as compared to encamped refugees for low and middle-income host nations. For encamped refugees, identity and location of refugees are easily known while it is the opposite for urban refugees (Addaney, 2017). Marfleet (2007) argues that the minimal information for urban refugees is due to the scattered settlement patterns, poor management and highly challenging for different stakeholders such as governments and international organizations to provide them with protection and basic services. As compared to encamped refugees, urban refugees face immense challenges in accessing basic services. The basic services such as housing, food and healthcare are available to encamped refugees while these services are not provided to urban refugees who are expected to be self-reliant. As mentioned previously, protection for urban refugees is limited and in most African country cases they have no legal recognition (Addaney, 2017). The limited resources urban refugees possess forces them to live in the slums of the city fighting for livelihoods with the urban poor, exposing them to abuse (IRC,2017). The challenges urban refugees experience is similar to those who are part of the urban poor in the host communities; they include: insecure housing, limited access to resources, and informal employment which leads to risks (Brown et al., 2018). The challenges urban refugees face is in most common sense attributed to laws, policies and their implementation strategies. In the global south,

it is most common to come across restrictions on public services such as education, health care, employment and housing (Addaney, 2017). These factors have contributed to the misconception of where refugees are perceived as illegal to the host community and are especially prevalent in African countries.

2.2. Multiculturalism

Globally, multiculturalism has gained the attention of countries and it an issue that is causing an uproar of discussion (Fincher, Iveson, Leitner, & Preston, 2014). Multiculturalism can be defined in both descriptive as well as normative forms, depending on the type: cultural difference in society, national groups and immigrants (Colombo, 2015). Harper and Stein (2015), define multiculturalism as a collection of ideas that accommodate legal and political ethnic diversity that emerged in western societies replacing former ethnic and racial identities. Bloemraad (2007), state that multiculturalism has three main dimensions: it is a political philosophy that aims to recognize and accommodate demographic diversity, a representation of a country's ethnocultural diversity and a policy instruments that aims to achieve political objectives. In countries such as the United States, Canada and the Netherlands, multiculturalism is not only limited to policy but is also a demographic fact and an ideology (Fincher et al., 2014; Leung, 2015).

In Canada, multiculturalism is the foundation of national identity and a social reality (Winter, 2015). Multiculturalism in Canada has long been rooted in the nation by the provision of the 1971 multiculturalism policy, the Charter of Rights and Freedoms in 1982 and the Multiculturalism Act in 1988. The success of Canadian multiculturalism policy can be pinned to the ideological dimension of multiculturalism and is seen as a national identity (Mookerjea, 2015; Winter, 2015; Wood & Gilbert, 2005). In Canada, immigration is the main source of the increase in population creating a multicultural society; where incoming immigrants are adding to the diverse cultures into the communities (Hiebert, 2011; (Qadeer, 2008). While immigration is claimed to be as old as the nation itself, the increase in immigrants has changed the status of the nation into a multicultural nation; adopting multicultural policies. Moreover, a recent study conducted on the diversity in Canada shows that 20 percent of the population is born outside of Canada, where migrants come from different parts of the world (Statistics Canada, 2017). All in all, these countries are set to be pioneers in naming and practicing multiculturalism.

However, despite its popular acknowledgment, it is not globally accepted as a political philosophy or policy (Fincher et al., 2014). The term multiculturalism, however lacks clarity and is widely open to critics. Among the critiques of multiculturalism, according to Blormraad (2007), is its failure to integrate immigrants into the host societies' political, economic, and social structures. Similarly, Heath and Demireva (2013) state that the failure of multiculturalism has led to the segregation of communities resulting in negative results on trust and unity. Multicultural policies have been engineered to enhance the social and cultural differences of immigrants, middle classes and the political elites which in turn has led to the social segmentation (Pakulski, 2014).

Diversity has long been associated with the development of the city. The incorporation of the various ethnic groups in the city has been studied theoretically as well as practically (van der Horst &

Ouwehand, 2012). Fincher et al. (2014) argue that the transformation of the city life brings back the debate of the multiculturalism; bringing failure as one standpoint in which the conflict between inhabitants and migrants from different cultural backgrounds in the everyday life of urban neighborhoods, condemning the lack of integration of the migrants with the locals. However, studies show that the increase in diversity has proven to be filled with challenges in most western societies as it is difficult to address the needs of the diverse population while ensuring collective rights (Raco & Kesten, 2018). Despite the criticism multiculturalism faces, a number of inhabitants' live side by side in a culturally diverse space (Kymlicka, 2010).

According to Qadeer (2007), multiculturalism has two defining principals: one is the right to practice cultural heritage individually as well as collectively, and the other one is the right of equality and freedom for all protected under the umbrella of the law. For the effectiveness of urban planning, the needs of [occupants/ citizens and immigrants] should be considered as well as needs to be responsive. The degree of needs is diverse in the sense that preferences vary in terms of gender, social class, race and cultural background (Qadeer, 2007).

The conceptualization of multiculturalism has varied notations; it is seen as a demographic element, policy, and philosophy/ ideology (Dewing, 2003; Mookerjea, 2015; Fincher et al., 2014). Actors in the society, such as the government, planners and civil societies play an active role in establishing the various dimensions. However, the dimensions cannot exist independent of each other, policies can play an important role in determining the demographic reality where the shaping is enforced within a framework. Thus, for the smooth understanding of multiculturalism, it is important to know that the dimensions are interconnected, affect and influence each other. To better understand the concept of multiculturalism, Nye (2007) notes that it is important to combine the above-mentioned approaches and most importantly within the context of the specific country, as the implementation of multicultural policies is space oriented.

2.3. Multiculturalism and Refugees

Countries have become multicultural due to the increase in the incoming of people with different identities and cultures on the receiving end (Sisk, 2017). On the other end of policies and the politics of migration, the reality of migrants on the national context shows the increasingly multicultural nature of cities. Weather the migration into host cities is considered legal or illegal, the high degree of cultural integration of migrants in the community is undeniable. The increase in migration flows in host countries has both positive and negative effects. Most commonly, the negative effects outweigh the positive specially on countries in the global south. It goes without saying that the inflow causes strains on the economic, political, security and social dynamics of the host country (Sisk, 2017). In addition, it questions the national identities and homogeneity of the host nations (Sisk, 2017). On the other hand, refugees bring with them their cultures, market as they need to trade in order to maintain their livelihoods, some are also engaged in the labor market whether it is on legal grounds or illegally.

Sisk (2017) argues that the lack of a unified agreement on the level and policy of migration has led to the vulnerability of migrants. In countries where migrants face political, economic and social exclusions, it is most likely for them to face security threats. For example, in South Africa migrants and refugees face discriminatory attacks and constantly fear xenophobic violence that has time and time again cost the lives of many (Amnesty International, 2018). In addition, in transit countries, migrants

face problems with migration policies that limit their protection leading them into poverty, social exclusion and criminal activities.

The rapid urbanization and forced displacement of people, has led to the formation and the evolvement of new societies. Migrants and refugees come into societies as short terms, long-term or permanent residents but are remain excluded and considered as outsiders (Sisk, 2017). This is the result of the failure of multiculturalism when conflict arises in the urban areas encompassing of different cultural and ethnic backgrounds the blame goes to the migrants who are accused of failing to integrate into the host community (Fincher et al., 2014). To ensure the inclusivity of refugees into the society, prior studies have noted the importance of legal recognition that enables them to access basic rights and services. Unlike the global north, the process of integration of refugees in the global south does not have an integration framework which is limited by the unavailability of a fixed time frame (Rwandarugali, 2011).

An important dimension of multiculturalism in the public space can be fulfilled when prior factors such as inclusivity into the society is successful. The structures of urban spaces can then be constructed with multiculturalism as its core concept where different cultures, identities, and religion can be reflected in the provision of facilities (Fincher et al., 2014).

2.4. Multicultural Urban Planning

Multiculturalism and the city are intertwined by the role planning makes, planning is important in the shaping and responding to the experiences of diversity (Fincher et al. (2014). In addition to this, urban planning reflects on the current situation on the urbanization of the city, informality, inequality and spatial fragmentation (Watson, 2009). However, the changing dynamics of the world with the increase in the number of displaced people worldwide, multicultural urban planning should be considered as a tool to manage spatially defined spaces and populations.

Cities are rapidly changing over the past couple of years and are expected to change in the future. The inflow of migrants into cities has resulted in both positive and negative factors on the city. Schiller and Caglar (2010) argue that migrants' matter in the formation of cities in a time of urban transformations. They argue that migrant inclusion within the urban space will foster the process of urbanization along with locals and relevant stakeholders. However, in urban areas, different cultures of ethnic communities come together often forming group preferences for housing, facilities and services even if it is the functional area of urban planning (Qadeer, 2008). Therefore, a process of balancing and competing for the interests is essential for both the planners and the inhabitants of the city.

It has been previously stated that multiculturalism is a demographic reality to which planners need to respond to and accommodate the diverse needs of people who are living in it (Fincher et al., 2014). Multiculturalism and urban planning are very closely related and seen as the opposite sides of the same coin, multiculturalism stands for the private domain of life where the practice of cultural heritage personally or in a group while the urban planning aspect is where the practice and norms is protected by laws, education, citizenship and a common ground (Qadeer & Agrawal, 2011).

According to Qadeer (2007), multicultural planning is not a particular category of urban planning rather an approach used to accommodate the needs of ethno-racial minorities and build a common ground which is backed by inclusive urban planning policies. It is important for the state to ensure that cultural and religious diversity exists within a common ground by defining the important values the society needs (Nye, 2007). Therefore, a basic understanding of multicultural planning is the accommodation of various ethnic cultures with their shared values through participatory programs and effective information sharing (Qadeer, 2008).

Multiple scholars have argued that societies that have a variety of cultures within them need to generate a different planning approach because there is little to no evidence that shows unified decision-making practices on solving common planning problems. In multicultural cities, the interrelation of the diverse and large number of ethnic groups has led to the increasing demand on urban services and provisions that are made available by the existing planning approaches (Allen & Slotterback, 2017).

In Qadeer's 1997 work - Pluralistic Planning for Multicultural Cities: The Canadian Practice - states that for the effectiveness of planning the accommodation of the divergent needs of its citizens is particularly important. A*ccording to van der Horst and Ouwehand (2011)*, it is possible to effectively justify the needs of the diverse ethnic groups and the goals of the city such as the disentangle ethnic groups, reaching the demand for the housing market and providing basic service provisions through multicultural urban planning. A study conducted by planners in the United States, Canada, and Australia shows the effect of the changing demographics and social composition of cities needs a different planning approach as there is a less likely chance for a diverse group to come to a unified agreement (Allen & Slotterback, 2017). However, this means that their needs to be a reform on the certain prejudices that have occurred in the planning practice and the service provision (Qadeer, 2008).

When it comes to the planning departments in cities in the United States and Canada they are much more advanced than African cities by adopting multicultural policies. In the United States, refugees are considered among the important population for planners in their work for reasons such as: they are considered to have more interaction with the state than any other immigrant groups, refugee population may desire to use land in ways that present challenges for existing land use patterns and regulations, and the last factor is that refugees live in clusters in metropolitan areas around the country (Allen & Slotterback, 2016). Despite the advancement of adopting multicultural policies, Qadeer and Argelwal (2011) argue that there is a huge gap between theory and practice. However, countries in the global north are much more advanced than countries in the global South. However, as argued by Watson (2008) the planning approaches used in the global north are not applicable to countries in the global south as they assume the urban context while these countries are significantly different in population dynamics and governmental systems.

The advocacy on emphasizing cultural differences and measures to include ethnic minorities is well marked but with this comes challenges on inclusivity in the service provision and the urban development policies (Qadeer & Argewal, 2011). On another note, it is seen in the work of Qadeer and many scholars that there is a dominance of western ideology in the planning culture (Burayidi, 2003). To alleviate and increase the effectiveness of planning, Burayidi (2003) suggests the inclusion of the diverse cultures in the planning process. In the same vein, Sandercock (1998) notes that to maintain a swift channel of planning, encouraging the participation of ethnic minorities is crucial. Thus,

inherently adopting a participatory planning approach. By opening the ground for participation and disregarding the normative position, this approach shows respect for difference and inherently reduces the discrimination faced by ethnic minorities (Van der Horst & Ouwehnad, 2011).

Multicultural planning has developed a lot in the past couple of years. It has changed its strategy from the most widely known top-down approach to an inclusive bottom-up approach (Van der Horst & Ouwehnad, 2011). Thus, multicultural planning includes ethnic interests through the participation of minorities in the decision making, answering to their basic service needs for example in the form of housing, the construction of a common ground that reflects diverse interests and the provision of basic services. This conceptualization of multicultural urban planning by Van der Horst and Ouwehnad (2012) defines the most commonly known definition of multicultural planning and states the planned modification of the planning process in response to the diverse ethnic orientation and composition of the local population (Van der Horst & Ouwehnad, 2011).

In the developed world it is shown that urban planning theories have shown the importance of including immigrants in their planning process (Allen & Slotterback, 2017). This approach is a result of the changing demographics of most major cities in the world and the constraints cities face on urban facilities and common urban spaces. Allen and Slotterback (2017), suggest the application of a communicative planning theory whereby different stakeholders with different values, frames and organizational skills are brought to the table, in turn shifting to collaborative planning. The growing sense of multicultural societies and the challenges it brings along with it has led the necessity for planners to adopt a new form of planning approach.

Governments have the full potential for enhancing and at times changing the perception and demographics of the urban areas. Multicultural urban planning fills in the gap of the detached nature of ethnocultural minorities with the urban environment (Qadeer, 2008). The concept of multiculturalism and urban planning from the experiences of the developed world is useful to understand the multicultural urban planning in the Ethiopian context. However, as mentioned above urban planning is spatially unique to every place. In the case of Ethiopia, urban planning that is inclusive of all the citizens of the city is particularly very important. A country that faces immerse challenges in fulfilling the needs of its citizens has a large number of refugees in the country which causes strain on existing public services. By implementing the some of the strategies from the global north – the theoretical aspects that generate a more international scope, understanding the situation and moving to practice (Watson, 2016).

2.5. Provision of basic infrastructure

Nowadays, refugees exist in every corner of the world. This decade has been witnessed the largest refugee influx since the end of the second world war. It has been recorded by UNHCR that there are 22.5 million refugees that have fled their homes to escape civil war and other violence (UNHCR, 2017). Among the refugees that have left their home countries for a safer place, many of them face security, politics or strategical threats that compromise their safety (Lischer, 2017).

Different countries take different approaches in dealing with the responsibility of receiving refugees and integration. Refugee integration and reception are different in the global north as compared to the refugee integration in the global south. While countries in the global north have smoother

integration schemes in urban areas such as modern reception arrangements and allowances that make it easier for refugees to integrate into urban areas much more swiftly (Beversluis et al., 2016). There is a variety of approaches when it comes to dealing with the reception, integration and inclusion of refugees in African countries. Accommodation of refugees in many of the African countries takes place in refugee camps while of course saying this there are also other countries in Africa, like Cote d'Ivoire, where the local people take in refugees.

Almost all member countries of the United Nations mandate and declare by law that each and every member country has a responsibility to provide protection from physical harm, basic infrastructural services such as: food, shelter (housing), medical treatment, and basic education (elementary education) for the displaced people that temporarily or permanently resettles within the borders of the host countries (Krusteva & Brown, 2013). Nevertheless, there are various challenges that come across when coming to the treatment while hosting refugees. Problems resulting in cultural inclusion; equal access to education, skill development and employment opportunities; and the recognition of previously attained certificates to intimidation; marginalization; limited access to education; and the rejection of qualifications, recommendations, and academic credentials (Bartlett & Ghaffar-Kucher, 2013). In addition to this, refugees arrive in host countries suffering many traumas and mental health issues associated with forced migration and their unstable status (Langlois et al., 2016). They are often fleeing internal political conflict, ethnic disputes, abject poverty, or lack of access to gainful employment. Their mental health status is often not stable, with most of them suffering from traumas associated with separation with in their families, witnessing of inhuman acts, starvation, and hopelessness, fear of being caught and deportation, living in poor conditions such as urban ghettos or a culturally diverse circumstances which has its own set of challenges (Krusteva & Brown, 2013).

2.5.1. Health Care

The global refugee crisis is by far among the most critical global challenge ever faced (UNHCR, 2018). Refugees who flee their countries are in fear of being persecuted for reasons such as: religion, political affiliations, race and other factors. Therefore, they flee their home countries seeking protection. As previously stated the majority of refugee hosting countries are located in the low- and middle-income countries with health are resources at infant stages, that even are not sufficient to the local population (Syed & Mobayed, 2017). High income countries have distinctive way of hosting refugees, but they hold a small share of the refugee population (Thiel de Bocanegra et al., 2018).

During the course of journey to get protection, refugees come across vulnerable conditions, marginalization, poverty, and major health treats such as infectious diseases and mental health issues (Langlois, Haines, Tomson & Ghaffar, 2016). Along the way refugees are exposed to risks, that include physical violence, limited or no access to food, very low or very high temperatures (Terasaki, Ahrenhoiz & Haider, 2015). As a result, refugees are in dire need for health care resources as they are prone to acute illnesses and poor management of chronic diseases and mental health. In addressing the health needs of refugees there is not a single framework which facilitates health care system and integration (Thiel de Bocanegra et al., 2018). For obtaining access in the health care

system and other basic services and rights, it is important to identify the legal status of the refugee in the host community (Terasaki, Ahrenhoiz & Haider, 2015). After this process has been completed it, a health assessment is made on to avoid communicable disease on the local population as well as mental health assessment will be conducted to ensure and help the refugee with coping into the host community (Thiel de Bocanegra et al., 2018). However, policy makers are working to ensure long term health coverage by identifying the social health determinants and evaluation on the impact of health policies.

Studies that have been conducted on health care of refugees shows that refugees have similar health problems as to the population of the host communities which include: injuries, hypothermia, cardiovascular health problems, pregnancy and most importantly mental health problems that arise in due to their situation (Del Pinto, Pietropaoli, Russomando, Evangelista, & Ferri, 2018; Thiel de Bocanegra et al., 2018). Additionally, studies show that understanding refugee health is important for health care professionals to improve the health care for refugees (Murray, 2016; Yayan, 2018).

2.5.2. Education

According to the 1948 Universal Declaration of Human Rights (UDHR) adopted by the United Nations general Assembly, under Article 26 it states that every individual has the right to a free obligatory elementary education that develops the human personality, strengthens respect for human rights, and promotes understanding and tolerance. In addition, every individual shall have equitable access to higher education (UN, 1948). Similarly, a separate convention addresses the right of refugees the same and equal access to higher education, recognition of foreign school credentials, academic fees, and scholarship awards under the 1951 United Nations convention on Refugee Status. This right was extended to the rights of refugees and their families (Krusteva & Brown, 2013). However, a recent study conducted by the United Nations Educational, Scientific and Cultural Organization (UNESCO), has found that refugees have difficulties in accessing education in their host countries (UNESCO, 2016). Among the total refugee population: 50% of refugee children were enrolled in primary schools, 22% in secondary school, and only 1% of young adult refugees attended universities (UNESCO, 2016). The number of refugees that are enrolled in schools is very low. There are several reasons why refugees have limited access to the educational systems. These include: the lack of schools in the area, lack of resources to attend, insufficient language skills and the poor adaptability to the new educational system and being denied attending an educational program (Sheikh & Anderson, 2018). These reasons have direct and indirect impact on the lives of refugees and also the host community.

Refugee education must go hand in hand with providing humanitarian assistance, argues Visconti and Gal (2018), as refugees are trying to put their lives together in host countries, education is important for the inclusion and resilience of refugees in their host countries. Refugee children flee their countries at lower level of learning while the adults bring with them new form of skills and knowledge. In host countries with resources, education is relatively easily accessible to fill in the knowledge gaps while it is challenging for countries with limited resources to fulfill and provide education for refugees.

Taking in the situation of Turkey, Lebanon and Jordan who have taken in large number of Syrian refugees, these countries have adopted an initiative called No Lost Generation that focuses on education, protection services and youth engagement programs (Visconti & Gal, 2018). Despite their plans these regions have faced a considerable amount of challenges among the ones that have been previously stated and adding to those policy and administrative restrictions, and unstable funding are among them. Problems of prioritization among donors is also highly important, education is at most times not viewed by donors as a priority - water, food and health have priority over education (Crea, 2016). Despite the setbacks, these countries have taken a step forward in enrolling refugee students into the local public schools and adopting a system where students attend school in shifts with the aim of stretching out the number of students attending educational facilities.

2.5.3. Work

Employment among the refugee community is among the significant barriers for the successful integration of refugees into a society (Feeney, 2001). A study conducted in the United Kingdom about the relationship between employment and refugees has found that, employment is a high priority and the most important factor for the integration of migrants into the society (Phillimore & Goodson, 2006). Employment does not only benefit refugees but also benefits the economy as well as the community. Among the benefits of employment: it has proven to increase the interaction of refugees and the host community, enhance and develop the already existing skills of the refugees, and provide opportunity to build a future and gain economic independence making social interaction and cohesion sustainable (Vroome & Tubergen, 2018). However, refugee employment rates are the lowest as compared to other migrants, natives and local population (Borsch et al., 2018).

Factors that limit the employment opportunities for refugees are in the host community policies. Policies and laws, both national and local, have an important implication into the livelihoods of refugees on achieving self-reliance in host countries (Brown et al., 2018). Even though UNHCR's policy on refugee protection promotes refugees to become self-reliant through employment, there are variations on local polices that grant the employment. Some countries have restrictions on employment for refugees, limiting refugees to work only in refugee camps (Mah & Rivers, 2016). Other factors such as reason for migration, mobility of migration, physiological and physical health issues, their perception of their home country, lack of pre-existing contacts in the host country, limited communication skills in the local language have an impact to their employment opportunities (Phillimore & Goodson, 2006). Integration into the labor market is a difficult task for refugees, it is often filled with complexities and obstacles that make it challenging to find employment (Konle-Seidl, 2016). In general, these challenges come in regulations, policies, skill devaluations, language barriers, cultural differences, lack of social and economic capital.

Employment is related to the health of the refugee in a way that refugees who are employed have a better physiological well-being as opposed to those who are unemployed; being self-sufficient outweighs being dependent on the host community (Phillimore & Goodson, 2006; Vroome & Tubergen, 2018).

2.6. Conceptual Model

The following figure represents the conceptual model, where the needs of refugees are considered to be part of the multicultural urban planning process and the approaches used for inclusiveness and participation of refugees in planning.
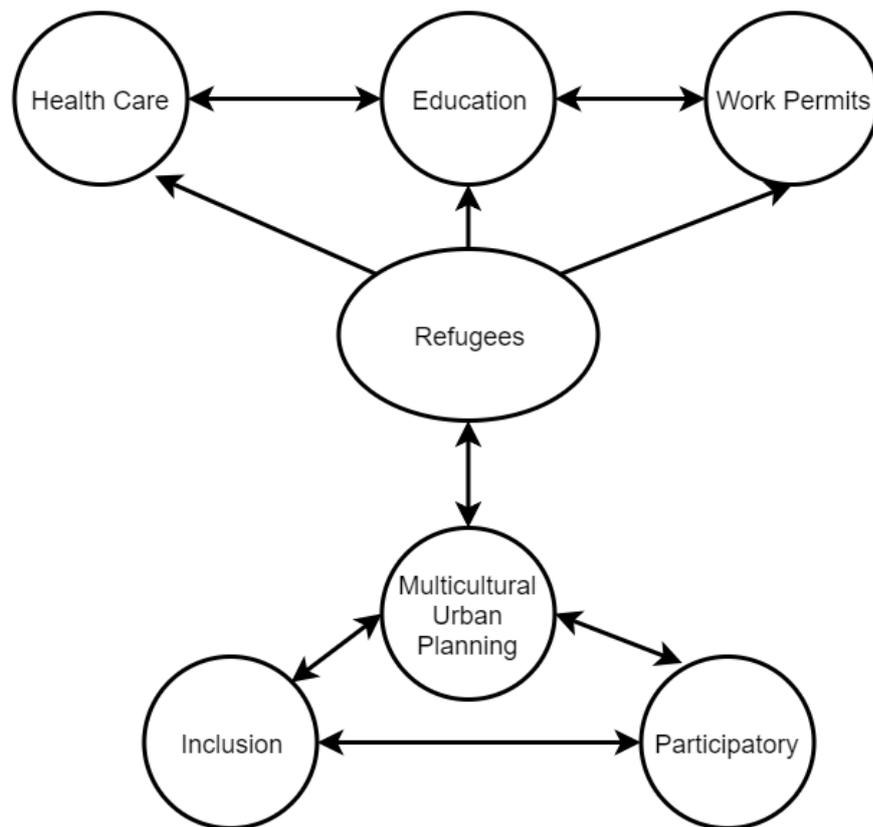

Figure 2: Conceptual Framework

Chapter 3: Methods

This chapter of the thesis illustrates the methods used in developing the methods used in designing the research methods, selecting the sample, data collection, and analyzing the data. This chapter also discusses briefly the way how the author collected data that will be used in analyzing the research questions to the research "Refugee Inclusive Urban Planning: A Case Study on Addis Ababa".

3.1. Research Approach

This research aims to understand the how we can use the multicultural urban planning policies and strategies of the Addis Ababa by understanding the urban planning policies of the global north: countries like the United States, Canada and the Netherlands. With respect to this, it aims to understand how inclusive and participatory the urban planning approaches and policies are to the minority. The minority, in this case, are the refugees more specifically the urban refugees in Addis Ababa. With this research, the aim is to understand the perspective of the governmental agency that supports refugees, refugee agencies such as the UNHCR and Jesuit Refugee Council.

In order to answer the research questions, the author believes the participation by communication with relevant personnel and interacting with each other to discover the ways of the urban planning policies of Addis Ababa, Ethiopia are catered to the needs of refugees residing in the urban region. Henceforward, to accomplish the objective of the thesis, a qualitative approach has been chosen by the author.

The main research method used in gathering information for this research study was the qualitative research method. The approach was selected to be the best method, as both the two designs are required to address the problem (Kahn, 2014) The first part of the research required the use of a qualitative design that would necessitate the deep analysis of knowledge sharing in online communities. The use of in-depth interviews will enable the collection of adequate information with regards to the variables being analyzed. A qualitative approach is incorporated in the research process because it provides answers to questions and in gathering evidence. Additionally, the approach will also help in collecting data that concerns the opinions of people with regards to the questions asked. It is also important in comprehending and understanding intangible features that are not easily available.

Qualitative research methods are useful in providing a way of capturing the complex and fluid stream of events taking place (Verschuren, Doorewaard and Mellion, 2010) and understanding human action and the reasons that govern it. Qualitative data collection methods are used in the study in order to explore the experiences, perceptions and views of the participants. Generalizations in Qualitative research is difficult because the contextual aspect cannot be separated from its background (Creswell, 2013). Qualitative research methods are more important today with the development of modern social sciences as it is important to note that the socio-spatial aspect of the world is changing at a fast pace and as a result, the theories that have been used in the past are becoming outdated. This calls out for local, timely and situational bond research to take place. Qualitative research methodology is chosen for this research because of the empirical data collection by conducting semi-structured interviews with key stakeholders and the combination of desk research of various scientific literature, policy documents and other secondary data analysis. This chosen method allows for the in-depth analysis of the specific context. The inclusion of various materials: desk research and interviews by giving a voice to refugees and involved stakeholders. Following this, a qualifying research question has

been formulated. Therefore, qualitative data collection is required to get an in-depth understanding of the planning process.

When researching people and addressing their needs the quality of the research is very important as the researcher may get falsified data if he plans to only concentrate on a small set of samples and hence the data is to be of high quality and the samples obtained are double checked and the data obtained is recorded and analyzed.

In-depth interviews and observation are the two research approaches that will be used as part of the qualitative approach. These variables will provide the answers to the questions in the above study objectives (Tisdell, 2015). Qualitative research technique has several advantages. First, it is flexible and thus enables the researcher to group the responses as stated by the calculations. Secondly, qualitative research method is simple and friendly. It is easy to supervise interviews and handle the feedback from the chosen population. Thirdly, the approach is formal and helps in the accessibility of primary stakeholders. Other than analyzing the existing literature, getting first-hand information from the stakeholders increases the validity of the information.

The qualitative research approach is also used because it makes it easier to gain access to statistical and numerical data. In-depth interviews and secondary data review, which are part of qualitative research techniques, are the two methods which will be used in this research. As such, the research depends wholly on the qualitative approach as its main research method (Tisdell, 2015). Tangible results can only be obtained through an analysis of the theoretical perspective of this study by the use of the qualitative approach because it is more of an epistemological constructionist paradigm. Data gathering will be conducted through the qualitative approach; this data will then be tasted through qualitative techniques. More emphasis will be laid on the qualitative approach since it will be used in the verification of the authenticity of the collected information and identifying whether it is deceptive or fallacious.

Further a research approach and modes of the data collection that are absolutely needed for the sampling are discussed in detail there are many sampling techniques available but the research is based on the many factors from the people to the law and hence the amount of the samples involved in the data is very high and the methodology may imply that not only collecting samples and imploring them but also a secondary data source be used for the development of the arguments and also for the cross-referencing of the data and this is done using the selected cases where the past data is done in the similar field of the research and having a secondary data helps us to reduce the formation of the error and it gives an opportunity to reduce the margin for error and improve the accuracy of the research.

3.2. Research Strategy

Research strategies vary from research to research depending on the aim. The aim of this research is to understand the planning processes and measures that are taken by Addis Ababa to cater to the needs of refugees. Given this, the research focuses on a specific area, Addis Ababa, Ethiopia. Among research strategies used in the works of Verschuren, Doorewaard and Mellion (2010) research strategies, the case study is considered fit for this research as it is a unique case delimited by its demographic context.

In order to answer the main research question, the first step is to conduct a literature review. Herewith an approach is used, by building themes and constantly checking it against the data (Creswell, 2013). What is already known about the multicultural planning of the global north and the inclusivity of migrants in the policy process will be analyzed to find out what is pertinent to study the situation of migrant inclusivity in urban planning in Addis Ababa. Reviewing relevant policy documents, articles and relevant literature is required. In addition to this, primary data collection is necessary, and this will be done by conducting interviews.

In qualitative research, the data collection and analysis can follow one of this three methods: Grounded theory, Phenomenology or Case Study.

Under the grounded theory the author develops a systematic theory from a data set of a social setting, by reducing the data to the core issue. The Iterative process helps in the development of the theory along with the data collection (Creswell, 2018). In this type of research both the data collection and analysis are done in parallel. The development of the theory starts from the very first observation using open coding procedure. Usually, the results (theories) of the grounded theory are further tested quantitatively (Khan, 2014).

Phenomenology is an approach to philosophy that takes the intuitive experience of phenomena as a starting point and tries to extract from it the essential features of experiences and the essence of personal experiences (Creswell, 2018). Under the Phenomenology, the author relies on the first-person experience to draw up a theory. This is usually conducted through interviews. It uses a single type of data source (Gentles et al., 2015).

This research uses a case study strategy due to the location-specific nature of the phenomenon, this helps to understand the situation in an in-depth manner. According to Yin (2003) through case studies, it is possible to investigate a phenomenon within its actual circumstances. Based on Yin's argument, a case study will be used for this research. A specific case study will be conducted on Addis Ababa. This city has been chosen as it is the largest urban area in a country that is hosting the second largest refugee population in Africa (UNHCR, 2017). For this reason, it has been seen fit to conduct a case study to determine the current situation of urban refugees. Primary data collection through interviews will back the chosen research method. Additionally, desk research will be used to gain background information about the country through previous studies that have been conducted, policy documents and reports from governmental and non-governmental sectors.

3.3. Research Methods

This research will cover urban refugees who are settled in Addis Ababa, Government organs dealing with urban refugees, the UN organizations, other non-governmental organizations. This will help to obtain a consistent understanding and forward concrete recommendations on specific needs of urban refugees residing in Addis Ababa.

According to Hanlon & Larget (2011), a population can be defined as "all the individuals or units of interest; typically, there is no available data for almost all individuals in a population". While a sample can be defined as "a subset of the individuals in a population; there is typically data available for individuals in samples". Sampling is constructed from a population as it is easy, convenient, less expensive, timely and for practicality reasons.

A sample can be defined as a subset of an entire population (Cassell, 2004). James (2013) described a sample as a subset of a population that is being studied. A sample acts as a representative of the population being studied. This study will use similarly sampling. This is choosing a subset of people from the entire population; their feedback and insights are then used to make predictions based on statistical inferences. There are several merits of this technique. It is a cost-effective method, does not consume a lot of time, it is fairly accurate, and the information is first-hand (Flick, 2007). It is important for any sample to be a true representation of the given population, this will reduce the margin error and the obtained results can be applied on a global scale with confidence.

Sampling methods can be of two types, probability and non-probability sampling techniques. This research will be undertaken by means of the non-probability sampling technique. This provides a platform where the participants are selected, who answer the research questions appropriately. At certain scenarios when the sample size does not meet up to the level for conducting an interview, the consecutive and accidental or opportunity sampling technique is used where the focus on merging the criteria is recruited, until the essential size of the sample is attained.

3.3.1. Strategy for Data Collection

Both primary and secondary data are used in collecting data for fulfilling the objective of the research. Details of both data collection is outlined here under.

Primary data collection through interviews will back the chosen research method. Additionally, desk research will be used to gain background information about the country through previous studies that have been conducted, policy documents and reports from governmental and non-governmental sectors.

In the initial stage of this paper, the data collection will take place in the form of desk research. As noted by Verschuren and Doorewaard (2010), for the construction of a research design, it is important to decide on the type of material needed and means of collection. For this research, the researcher has identified several strategies to gather data: extensive literature reviews, policy documents, official documents and other relevant materials including other data collection methods. With this in mind, the combination of the of desk research with other forms of data collection is suitable to make the research a scientific.

Semi-structured interviews will be the main source of data collection for this research. Semi-structured interviews are the most common types of interviews, it combines the positive effects of structured and unstructured interviews (Creswell, 2013). In addition, conducting semi-structured interviews focuses not only on facts but also the gaining understanding. The interview questions will be based on prior information collected from the literature review (Glaser & Strauss, 2012). A minimum of six interviews will be conducted, it will include relevant stakeholders from governmental, non-governmental sector and refugee community. The interviewees from the government side will consider main decision makers from ARRA, policymakers from the local level and national level; from the non-governmental side the main actor who is responsible for the protection and as aside from that there other international and local NGO's; and representatives from the urban refugee community.

One of the central pillars of a good research relies on how well the data is gathered. Consequently, the data collecting instruments have to be credible, ethical and flexible enough to allow all respondents to give their views without any restrictions (Creswell, 2013). The major data collection process is of two types. The primary data will be obtained via in-depth interviews with at least 20 participants in the research from various backgrounds. This method is considered to be the most applicable one because, of the qualitative framework of the research. This technique also provides an in-depth analysis by including practical knowledge and personal outcomes and solutions of interviewees. The most important characteristics are, undergoing face to face and unstructured interview which provide a high quality and relevant data than any other data collection method like surveying or other anthropological studies (Symon, 2014).

For the purpose of future referencing and analysis, the interview will be recorded with the permission of the participants. Even some online interview will be undergone if necessary.

The secondary data will be collected by accessing various academic literature, journals, books and other online resources which is relevant to the research and the research questions more case studies and other books will be referred to obtain secondary data.

The total number of interviews and its participants will be decided on depending upon the excellence of their participation and quantity of solutions that they provide for the interview questions. If the data provided by the initial participants is insufficient and if it does not contribute appropriate answers to the questions, then given the time and response additional interviews will be conducted for new participants.

Working with different respondents from different organizations such as government, labor, NGOs and refugees is absolutely necessary since the thesis focuses on the various parts and life of refugees. It also focuses on the governmental procedure so the stakeholders in our case are very high and this must be taken into absolute consideration and respondents from each sector have been chosen and the interview for each of them is tailored to answer the research questions in the best possible manner. This makes the thesis more trustworthy and also care is taken that the respondents from each sector are from different backgrounds or at least they have different exposure than the other people whom we intend on interviewing and this is required because to get different ideology and different thinking involved in the stakeholder analysis and the data is analyzed carefully.

3.4. Strategy for Data Analysis

Analysis of data that will be collected through a semi-structured interview will enable the researcher to answer the research questions & achieve the objective of the research. Interviews will be recorded, transcribed and coded with the sample and it took a duration of 30-60 minute. To achieve the optimum use of this method of data collection the researcher developed an interview guide that with "purpose of exploring many respondents more systematically and comprehensively as well as to keep the interview focused on the desired line of action" (Jamshed, 2014). This can be done by coding the questions and describing the data sets the researcher intends to ease the conceptualization, classifying, categorizing, identifying themes.

The data was analysis follows a procedure, the data that has been collected using desk research and semi-structured interviews were used in the analysis. The transcriptions from the interviews were uploaded to a software called Atlas.ti. In the first phase of the process, the researcher used open coding, using an iterative process for analyzing the data. It was followed by open and in vivo coding by following the founded concepts. The findings are then compared with the theoretical research of the thesis. Depending upon the type questions the analysis method is done for some unstructured questions the data analysis is influenced by comparing the existing concept or research, earlier empirical research and by expectations. Then, the factor was analyzed through finding contradictions and similarities both in literature review and interviews. Besides drawing comparisons, short comments based upon the literature review are also added on some occasions.

Data analysis was also done through content analysis. Content analysis can be defined as a technique which combines both quantitative and qualitative research techniques (G.B.Rossmann, 1999). This method makes it easier to clarify and present all the information that has been gathered (Tom, 2015). In addition to that, the content analysis makes it possible to classify the study questions into several subtopics. As such, every study objective is accorded the attention it deserves, resulting in a simplified data which can be easily analyzed and interpreted. This research reinforces the possibility of coming up with findings which can be measured. One disadvantage of this method is that data may be misinterpreted (Jasper, 2007). This problem will be dealt with through a classification of the information gathered into several subtopics while all the questions are going to be sorted depending on the group that is interviewed.

3.5.   Research validity and reliability

The validity of the research is what legitimizes the conclusions of the process, as it is essential to reflect on the validity and research findings. What makes the research different process is its unique feature of the case. This research has faced a number of obstacles, it starts with the limited availability of the respondents among which it was difficult to get a tangible information. This is due to the uniqueness of the research topic and the fact that it is not a touched upon topic. In addition to this, the limited amount of time that the research took place in limited the response rate. Therefore, the information that was collected was taken and analyzed as per the literature review. This leads to problems with the internal and external validity of the paper.

3.6.   Research Ethics

In any research process, consideration must be made with regards to ethical issues. Presentation of credible findings highly depends on laying emphasis on all the ethical issues. Integration of ethical issues in the research process not only enhances the credibility of the research but also raises the trustworthiness of the findings (Zhang, 2010). Through ethics, a gathering of information will be done using the data collection methods mentioned above. The size of the sample will be determined and follow the principles of instituting stratified random sampling (Catherine Cassell, 2004). Prevention of prejudices and partiality will be achieved through the formulation of strict measures which will ensure that manipulation of data will not happen. The results must be a true reflection of the actual state of

things. All the participants will be given clear and concise information concerning the research and they will be told the reasons why the research is being done. Personal information about the respondents will be not be revealed, this will make the respondents more willing to disclose information confidently.

The study will not be considered unethical or controversial as it is based on research and previously conducted studies that have been ethically tested and approved. According to Polit and Beck (2013), a researcher can consciously or unconsciously influence the result by distorting content and meaning in previous research. One aspect of the processing of the data is the scientific terminology and the English language. Carefulness will be observed in the interpretation and translation of the articles. In the event of difficulties with the translation, a dictionary and a third party with will be used. The study included articles with varying forms of results. To actively exclude results that emissive other included research leads to a confusion of the current knowledge situation.

To ensure that the study will be ethical and that it upholds the integrity and authenticity of research, there will be various standards that will help in providing the right direction and guided researchers in various ways. In this process, I will ensure that all the data contained in literature used is of high quality and references are very clear. Determination of the available literature will be based on three factors such as credibility, reliability and transferability. The main aim of ensuring that the literature is credible is to ascertain that the data from the sources are written in an objective manner and will conform to the way of thinking of a researcher. In this case, the credibility used will ensure that the sources will contain the required data. The data manipulation will be done confidentially and the data's provided by the participants will not be misused. Towards the completion of the research other ethical violations like plagiarism and duplication is not done (Kahn, 2014). Moreover, credibility will ensure that data from the sources will provide reliable and high-quality data. Reliability, on the other hand, will ensure that the data contained in the sources can stand the test of time, and that result can last for a long time.

Finally, the aspect of transferability of the sources is an important aspect of choosing the sources in that it ensures that the sources selected for the study are related to other findings in the same field. Credibility will be determined through searching of different databases and bring out similar results and findings. There will be an objective review of all findings used in the study as all sources used in the study will be required to conform to the required standards. Literature that does not conform to the standards will be excluded to ascertain that there is uniform quality in the doing of the research. The sources of literature used will be another factor that will be considered in the selection of sources.

Chapter 4: Addis Ababa

In this section of the thesis, the historical background of the case will be discussed. Addis Ababa, Ethiopia was chosen as a case because it has one of the largest number of refugees the country host, its open-door policy on refugees and its strategic location in the horn making the country a multicultural nation (UNHCR, 2017). To understand the basic connotations of the country it is important to provide a context of the country. This chapter, therefore, aims to introduce the case and give a brief overview of Addis Ababa, Ethiopia.

Ethiopia is a multicultural nation, with a great ethnic diversity of more than 80 ethnic groups in the country. The capital city – Addis Ababa - represents almost all the ethnic groups (Teferi, 2013). In addition to the existing ethnic diversity in the capital, a relatively smaller group of urban refugees exist. Multiculturalism is highlighted in the work of Sandercock (1998), is the acknowledgment of the value of socio-cultural differences, recognition and respects for all cultural groups and their integration into the society. Similarly, Multiculturalism, as argued by Qadeer (2008), is achieved by establishing a common ground for the interests and concerns of groups. In urban planning, the common ground is composed of objectives and policies that accommodate the values and interests of various ethnic and cultural groups and can be equally applicable to all. Therefore, multicultural planning fills the gap in the planning process by including the participation of minorities (Qadeer, 1997). By including minorities in the planning process, a more open and diversity-oriented planning can be achieved (Horst and Ouwehand, 2012; Haffer, 2016).

4.1. Brief History of Refugees in Ethiopia

As of 2018, Ethiopia is a leading country for the destination hosting about 900,000 refugees from neighboring countries (ARRA, 2018). Among the top refugee contributing countries are Eritrea, South Sudan, Sudan, Somalia, and Kenya (ARRA, 2018). In addition to this, there are a small number of refugees originating from other countries. South Sudan is the main contributor to the refugee population in Ethiopia. 400,000 refugees have fled civil war in their home country towards Ethiopia (Jenssen, 2018). A research that was conducted by the Norwegian Refugee Council has pointed out that next to South Sudanese Refugees, Somalian refugees come in second place. Ethiopia also hosts a considerable number of Eritrean refugees. Given its strategic location in the Horn of Africa, not only a destination for a large number of migrants and refugees but is a source to a large number of migrants. However, in the eyes of migrants, Ethiopia is also considered a stepping stone (transit) country for onward migration.

Ethiopia is known for its long-standing open-door policy for asylum-seekers who have fled war, conflict, political persecution and natural disasters from neighboring counties, other African countries and the Middle East (UNHCR, 2017). Refugees are by default situated in camps that are located on the peripheries of the country. However, a recent study shows that the 50 percent of the refugees do not live in camps, but in urban areas (Sanyal, 2016). In Ethiopia, Somali refugees after the unrest in Somalia lived out of camp in urban areas without assistance and unregistered. The other major group of refugees that reside in urban areas are refugees from Eritrea. In the following years, Ethiopia

adopted the open-door policy as an alternative for refugees who live outside of camps. The out of camp policy was initially aimed for the reunification of families and extended to relatives. Eventually, any refugee could apply to reside in an urban area, mostly in Addis Ababa. This is possible only if the individual is capable of financially supporting him/herself. There are however other circumstances where a refugee is allowed to reside in urban areas: if the refugee is following higher education in the city, special medical needs or need extra protection. The out of camp policy was exclusively used by two major (Eritrean and Somali) refugees. Even though Ethiopia has an open-door policy towards refugees, there lacks provisions and laws in the Ethiopian law for the local integration and there are considerable amount of freedom for refugees within the country; the government uses and focuses on the encampment policy (Brown, Mackie, Dickenson & Gebre-Egziabher, 2018).
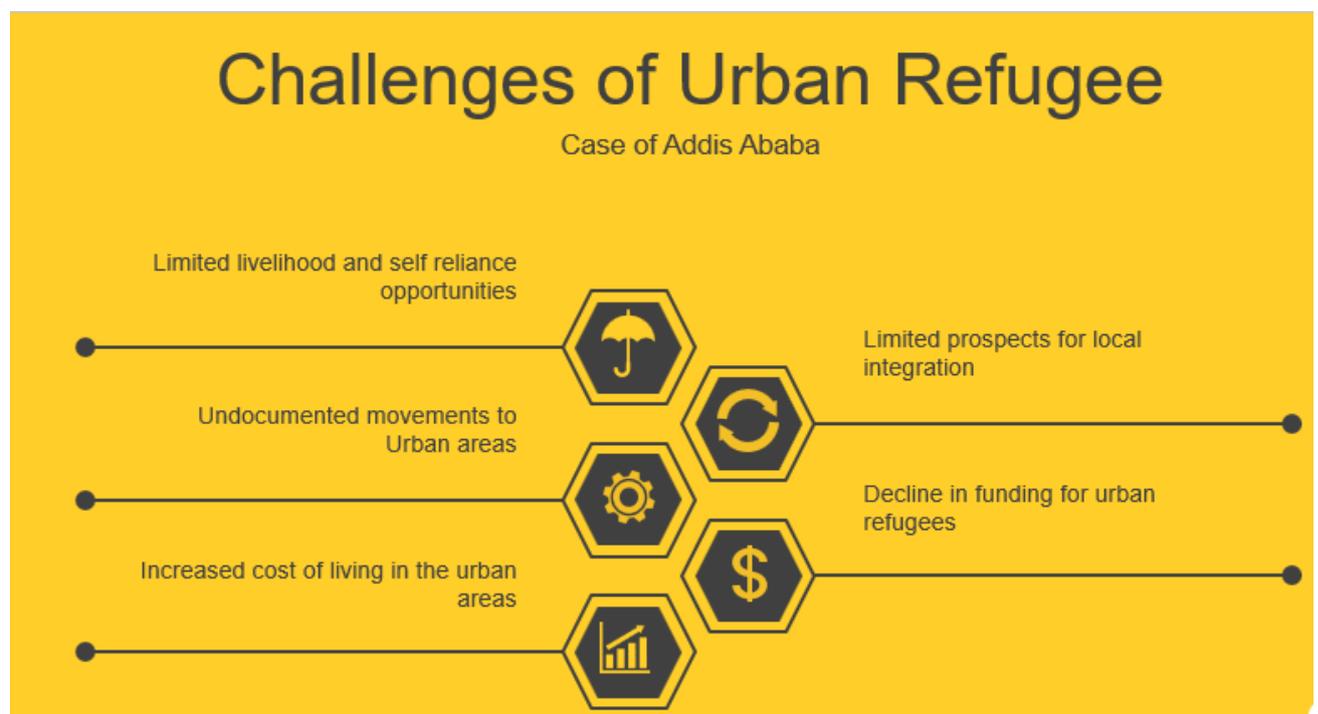

Figure 3: Urban Refugee challenges

As previously mentioned Ethiopia grants 923,863 refugees and is the sixth largest refugee-hosting country in the world (ARRA, 2016; ARRA 2018; Jeffery, 2017). The number of refugees increased by 127,371 in just two years. The refugee population is composed of South Sudanese refugees who account for 445,481 refugees, followed by 256,494 Somalian refugees, 169,941 Eritrean refugees and the remaining are composed of various nationalities.

POPULATION OF CONCERN

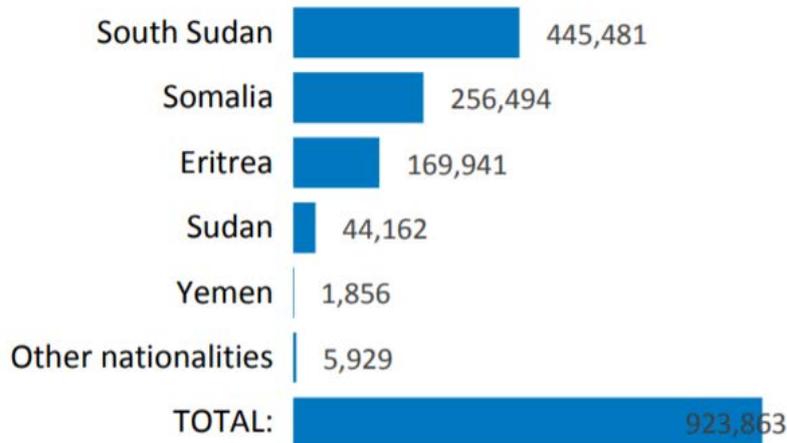|	
South Sudan	445,481
Somalia	256,494
Eritrea	169,941
Sudan	44,162
Yemen	1,856
Other nationalities	5,929
TOTAL:	923,863

Figure 4: June 2018 Refugee Population Source: UNHCR Fact sheet 2018

In 2018, a total of 22,443 refugees were registered in Addis Ababa. The refugees that have been registered in Ethiopia mainly come from five countries. From the total population of urban refugees 17,720 are Eritrean refugees, most of whom are beneficiaries of the Government's Out-Of-Camp Policy. In addition, 81,084 Eritrean refugees previously registered as living in the refugee camps are believed to have informally settled in Ethiopia (UNHCR, 2016).

Figure 5: Urban Refugee Population June 2018 Source: UNHCR Fact sheet

Multiculturalism in Ethiopia has an important implication, considering its history. Ethiopia is one of the three oldest nations, with a recorded history of a minimum of two and a half millennia (Margo, 2014). In Ethiopia, diversity is stated as a fact of life with more than 80 ethnic, cultural as well as linguistic groups reside. For Ethiopia it is important to implement a multi-ethnic and multicultural atmosphere is all sections of the public sphere.

Addis Ababa is a city located in the Eastern province of Africa. Ethiopia is one of the largest countries in Africa; not only is it the largest country but also one of the fastest growing economies in Africa. The rapid growth of the country's economy has proven to display major gaps in infrastructure and has addressed a majority of the poor human development indicators.

In terms of policy and strategy in Ethiopia, the country displays the need to ensure the fulfillment of the sufficient living standards and conditions for its citizens (Kassahun & Tiwari, 2012). The reality on the ground for Ethiopia is to serve the needs of the high demand of the population. In addition to the citizens of the country, there is a high inflow of refugees. To sustain the high demand from both the

local population and the inflow of the high number of refugees, the government has shifted its focus to Agricultural Led Industrialization and food security (Kassahun & Tiwari, 2012). Despite the shift in policy, the agricultural sector faces immense challenges: limitation of natural resource, geographical and transportation constraints. This means that it is insufficient to meet the demand of the urban areas.

4.2. Compressive Refugee Response Framework (CRRF)

The government of Ethiopia launched the Comprehensive Refugee Response Framework (CRRF), with the aim of providing a response to the refugee situation and ensuring access to inclusion in their host countries (UNHCR, 2017). The refugee proclamation of 2004 ratifies the national legislation and for the successful implementation of the legal instruments and outlines the countries legal framework and protection principles (Brown et al., 2018). This stems from the socio-political context from the Horn of Africa and seeks a sustainable response to the humanitarian needs of the country by improving the self-reliance and maintenance that support host communities in developing the peaceful co-existence and the inclusion of refugees as part of the development plan (UNHCR,2018). The objective of the CRRF includes: to ease the pressure host countries face, to decrease the dependency of refugees and enhance their self-reliance, expand resettlement to third countries, and support the voluntary repatriation to the country of origin with safety and dignity (ARRA, 2017).

The New York Declaration for Refugees and Migrants guides is a declaration calls for United Nations agencies, NGO's, refugees and other relevant stakeholders for global refugee protection and solidarity upon unexpected displacements (UNHCR, 2016). The declaration calls for UNHCR to apply the Comprehensive Refugee Response Framework in coordination with the relevant stakeholders. The CRRF's core objectives are to ease the pressure of countries who host a large number of refugees, to boost self-reliance of refugees, to increase access to reallocate to third-country, and support voluntary repartition to the country of origin in safety and dignity.

In September 2016, Ethiopia along with 192-member states unanimously adopted the New York Declaration addressing the large-scale movements of refugees and migrants. Following this, the national government made nine pledges for the enhanced opportunities for refugees and response in a comprehensive manner. Ethiopia has launched policies to foster the socio-economic inclusion of refugees to make Ethiopia a more inclusive country for refugees (UNHCR, 2018). In the same month, a summit was held by the former United States of America President to motivate world leaders into new global commitments to increase funding for humanitarian organizations, to receive more refugees in different resettlement schemes, and to increase self-sufficiency through inclusion in the workforce and education.

The CRRF presents a distinct opportunity to strengthen the response to the refugees in a comprehensive manner. In line with the above-mentioned commitments to protect refugees, Ethiopia made highly significant pledges to further strengthen the long-standing protection of refugees. The pledges made by the Ethiopian government will provide the opportunity for increased freedom to move, increased access to education, recognition for the right to work, documentation of important events, enhancement of basic social services and a possibility for local integration (Yirdaw, 2017).

In order to enhance the implementation of the pledges, the government of Ethiopia will broaden its partnership with a number of stakeholders. This will mainly be through United Nations offices including other non-governmental organizations (NGO), civil societies, refugees, host communities and other relevant stakeholders (ARRA, 2017). This will stretch out opportunities and will ensure an effective response to the developmental needs for both refugees and host communities.

The government of Ethiopia is taking the pledges made at the summit in all seriousness as it has shown in the adoption of the framework in 2017 by formally launching a roadmap to accelerate the protection of refugees (Abebe, 2018; UNHCR, 2017). The implementation of the pledges is under the umbrella of the framework through the combination of aid from different stakeholders. According to Abebe (2018), the implementations modes at the national level are still ongoing and is expected to bring a dynamic shift in the treatment of refugees by enhancing their livelihoods. Most importantly, the nine pledges make it easier for refugees to live outside of camps. Ethiopia considers ending the encampment policy as early as the next decade – no refugee camps (Jenssen, 2018).

The nine pledges include the improvement of areas such as livelihood, education and civil documentation and work permits. When the pledges come into effect, it is guaranteed to aid as many refugees. For instance, regarding the ability to access work permits, the government has promised thirty percent of jobs from the newly opening industrial parks to be reserved for refugees. With regards to education, refugees will also be granted access to the national education system. Lastly, refugees are able to get their vital life events – birth, marriage and death - formally registered and have access to civil documentation. The first steps that have been taken by the Ethiopian government in the implementation of the comprehensive framework are the formal civil registration of refugees important life events, such as birth, marriage, divorce and death (Abebe, 2018). The implementation of the registration has reached to the recognition of close to a hundred thousand refugee children born in the country in the past decade (Ali, 2017).

All in all the aim of the CRRF, an working in collaboration with the Ethiopian government aims to improve the coordination mechanism that enables the effective and timely response, protection and solution. Working with different stakeholders – government, non-governmental actors and humanitarian agencies will help in ensuring the needs of refugees through services in the host community (UNHCR, 2018).

Chapter 5: Analysis

This chapter will discuss the findings and discussion of the study. It highlights information received from respondents on basic infrastructural needs of the refugees, their relationship with the host country and to what extent multicultural urban planning polices have come to effect.

Urban refugees with in Addis Ababa come from different countries of origin, identities, cultures as well as experiences. Within the country, urban refugees are also classified differently under the government policy. Refugee livelihoods vary depending on their needs. However, there are main infrastructural needs that need to be fulfilled and are applicable to all refugees regardless of their country of origin, culture, identity and race. There are, of course, other main characteristics that need to be understood and given attention when we come to refugee livelihoods; these are prior experiences of refugees, their use of diverse regional and local networks, and differing levels of economic integration in host communities (Brown et al., 2018).

The registered refugee population in Addis Ababa is a total of 22,443, although this number might seem quite small, it has drastically increased over the years. The city of Addis Ababa has one of the largest refugee concentrations in the country. The urban refugee population is composed of two schemes: the out of camp beneficiaries and refugees assisted through the Urban Refugee Assistance programmed under UNHCR. The main beneficiaries of the out of camp are Eritrean refugees and who hold a large percentage of the urban refugee population. Apart from this, there is a large number of unregistered refugees who reside in the city. It is quite difficult to determine the number of unregistered refugees in the city, due to the choice of mobility into the city, they depend on remittances from relatives abroad and they receive no assistance from the government refugee agency nor UNHCR. A report conducted by Forced Migration Online estimates that there are over 10,000 un-registered refugees in Addis Ababa. This type of estimates makes the number of refugees higher than expected in the urban center.

Addis Ababa, more than other urban centers in the country is multicultural. The country is composed of more than 80 ethnic groups among which majority of them live in the Addis Ababa. Demographically, the country's location in the horn of Africa has a huge impact on the cultural diversity of the country. Since this topic will drive the main objective of the research, it will be narrowed down. Refugees flock from the north, south, east and south western part of Ethiopia. Refugees arriving from the north are Eritrean. Eritreans and Ethiopians share majority of the culture and identity with the northern part of the Ethiopian region. From the south western region of Ethiopia and Somalia have similar characteristics. And finally, the eastern part of the country shares somewhat the same features with Sudanese and South Sudanese. These traits have so much cultural and language similarities.

Despite the similarity in cultures and language, the nationality of the refugee can bring an impact on the way of life. Policies and laws are put into effect by the classification of nationality. The most used one is the Out of camp scheme which is only used for Eritrean Refugees. Nationality is an important factor as it identifies the cultural, education and social background and easily assimilates into the host community.

Urban refugee needs have been identified based on the essential needs of refugees. Majority of the studies are concentrated on assisting refugee needs in camp settings. However, a growing number of refugees, that is more than half of the refugee population now reside in urban areas. Addis Ababa, an urban center there is a growing number of refugees now residing in the city. The city is

considered to be a hotspot of different ethnic groups and cultures. For a successful co-habitation of refugees with the local population, urban planning is an important aspect. As the number of urban refugees increase in Addis Ababa, ways to protect and fulfill the needs have not been adequate. Urban planners have an important role in ensuring the participation of urban refugees in the municipal planning decisions. The planning approach used in Addis Ababa is considered to be a participatory approach. According to the City Administration, "…participatory, in a way, uh, first uh, before we plan for example, if you are going to plan for the next year we'll have to review our performance report this year then the public has to discuss on the achievements on the weaknesses and on the major issues which are going to be incorporated in the coming year and the people is organized in different associations. So, in terms of this associations we organize public discussions for the public at the woreda level, at the sub-city level, and we have councils too. There are councils at the sub-city level in the response of the woreda, and the council represent the people around there, the community. For example, if it is woreda it will be represented from the woreda, if it is sub-city they will be represented from the sub-city of each woreda, and if it is from the city it will be, the representation will be the uh from different sub-cities from the city. So, the council has to discuss and has to endorse the plan because before we start to be implemented. And there are stakeholders, for example for the municipality there are stakeholders outside of the municipality who are directly or indirectly affected by our plan and those who contribute to the plan will contribute a forum for us to discuss and to explain what the municipality or the city is planning to do so as to address the municipality needs. I can say it is more participatory." Regardless of the participation level, the municipality does not consider refugees as separate stakeholders to include in the participation scheme. They are considered to have placed a voice as part of the general inhabitant of the city under the sub-city level. Regarding voicing their needs, there are clusters of refugees residing in specific areas in the city. These areas are seen as examples, "…If they are willing to, that is no any barrier to, just to which means their participation for example in Rwanda there are Somalis around, so they are interested to participate the woreda meeting they can discuss because the service we were providing a, is not special to the refugees. If they live in that woreda they legitimate to get the services as any citizen to the woreda. We didn't discriminate them, if there is an education, if there is a school, as far as they can enroll they can learn.".

In practical level, there are no multicultural polices that are set in place by urban planners in ways to accommodate the needs of urban refugees. However, we can see the diverse ethnic shops, restaurants and religious gatherings taking place. The municipality is aware of the diverse cultures and people that are residing within the city. "Addis by its own nature is city of diverse ethnic groups and home of diverse cultures. There is no need to segregate among the different cultures shall operating in Addis. So, every strategy, every plan has to meet the needs of all this. If you, if you draft a strategy, if you draft a plan, then every citizen of Addis has a right to discuss and to comment on the cities agenda and the comments are incorporated as part of the plan. The important line as to fulfill the duties the public so the strategy ultimately serves for the diverse cultures and the different ethnic groups that are living in the city. So, the strategy by itself is multicultural and the plan is multicultural." The municipality does not draft policies for refugees as a separate group. They are drafted for the inhabitants of the city which inherently serves the refugees. The municipality uses the strategy of accessing refugee needs through the inclusive methods with the local population.

5.1. Health Care

Health care in Ethiopia is still at an infant stage. The country has one of the highest rates of morbidity and mortality from diseases that are preventable. Despite the lower level of health care in

Ethiopia, the government has made health care at the top of its priority list over the past couple of years. Improving access to the health care system and inherently having better health outcome of the entire population is among the main objectives. The government has strategically planned to improve access, quality and implementation strategies of the health sectors.

Health care is provided in Ethiopia through health centers, health posts, hospitals and referral hospitals. These divisions of health care facilities are under the supervision of Ministry of Health and receive a subsidy from the federal government. Health care access for refugees is provided through ARRA (the governmental refugee agency) and UNHCR. In the urban center, refugees get access to the public and private health facilities. The public health facilities provide refugees access to health care treatment with the same payment as refugees. In Ethiopia, public health care facilities are subsidized by government, but refugees have to pay for their medical expenses. These medical expenses are usually covered by UNHCR and other responsible non-governmental organizations. There is no health insurance plan in the country, for nationals and migrants.

ARRA and UNHCR work in close coordination with the Ministry of Health to ensure equal access to health care facilities for refugees in Addis Ababa. They strive for public health access at similar costs for refugees. A refugee respondent claims that she faces nothing different from other nationals in accessing health care facilities as long as she pays for the costs.

One of the main responses in urban centers focuses on emergency response and epidemic disease control sectors. Refugees are not a separate group for emergency and epidemics. Therefore, under the policy, UNHCR provides them with the necessary treatment. Aside from UNHCR, other NGO's also support in providing emergency care. The Jesuit Refugee Service also provides emergency services for refugees. A representative from Jesuit Refugee Service (JRS) spoke to the situation as follows, "Yes, actually we do have an emergency section that is a full time be on providing emergency. These, for example, there are refugees who just arrived to Addis and maybe you know, maybe in UNHCR and other agency's needs time to process their case. Okay. So, in the meantime they need to have many to stay here. So, we just feel that gap after they are taken by, by UNHCR, they really been paid in for their allowance. So, we provide a one-time assistance after reviewing their case. We provide them ways, some amount of money depending on the size of the family and we provide them with blanket and rice and this exhibit. Oh yes. Things like that. And maybe some people will want to return back to their camps. So, we assist them. We use a transport, a path to get back to their respective camps and when they fall sick we do have referral system, we do have an agreement with a hospital called St Rafael Hospital. So just send them there. Then we refund the expenses they pay there…. All, all refugees. Yes, but that one. Emergencies, one-time assistance. Okay. They get received by you and or they get into the system of that regular transport. I mean regular allowance, assistance…".

The health strategies and polices of the country for refugees is still under process. In the case of Addis Ababa, the government is still unable to meet the needs of the city's inhabitants. The government health sectors operate beyond capacities and the situation makes it hard for refugees to be considered as a priority. Given this situation, refugees are often associated with the urban poor as life in urban centers are expensive and difficult to sustain. The conditions in which urban refugees live are in remote, isolated and poor areas of the city. This leads to malnutrition, communicable diseases, and illnesses associated with poor living situations, unclean water and sanitation. These issues are now coming to the light and policies and strategies are being drafted to over come the situation.

5.2. Education

Education is an important element in the international protection of refugees. The right to access education is the fundamental right for refugees. The right to education is protected under the 1951 Refugee Convention. According to UNHCR, education provides protection for refugee children from child labor, joining the army, sexual exploitation and child marriage. In addition to this, education is a form of empowerment by providing the tools to enhance skills for refugees to become self-reliant and in turn education strengthen the resilience of communities.

In Ethiopia, education for refugees is on an ongoing transformation to extend it reach to thousands of refugees who are still not enrolled in schools. Enrollment of refugee children in school has increased over time. Refugee children enrollment as of the year 2017 has increased 72% which comes short of 3% from the government plan. This increase in the enrollment has given the opportunity for refugee children to get knowledge. The number of students in the 2017 academic year has increased from 118,275 to 132,563 (UNHCR, 2017).

Regarding access to education, the government of Ethiopia has made education accessible to refugees in line with the 1951 Refugee Convention's provision on education. Refugees have access to formal education in schools as the same level of education that is provided for Ethiopian nationals. The government takes on full responsibility for the providing access to education in primary school both in urban and camp refugee settlements. ARRA in close partnership with UNHCR provides the fulfillment of refugees' primary education.

Refugees in Addis Ababa receive education in public elementary, secondary, universities, they also receive education from private institutions. There are also non-governmental organizations that provide education, skill-based trainings for refugees. In Addis Ababa, the only refugee community center was established by a non-governmental organization known as Jesuit Refugee Service (JRS). JRS started its service to respond to the needs or urban refugees and asylum seekers in Addis Ababa. According to a representative of JRS, "JRS has three missions. The activities are geared to our towards achieving those missions - those missions are serving the refugees, accompanying and advocating for the rights of the refugees." In the community center, JRS provides urban refugees with skill training, such as vocational education, language that helps refugees. The community center is open to all registered urban refugees that seek education. It does not differentiate or classify refugee nationality. In JRS, refugees can continue their education. Most of the education in JRS takes place using the internet. "…So, the online education is purely instructed by you know, Internet. Okay. So, we have the exclusive, they made an agreement with an online course provider known as Coursera. So, they have made an arrangement to provide them certificates of completion for free for the refugees that we serve. Now they're benefiting from different courses like web page design courses, you know, a wide range of variety of courses like from health education to psychology to social sciences can also be attended to all the intuition. So, this is actually a new establishment, but we are working more on that. But the traditional ones are the computer and the English language was for adults and education…"

In Addis Ababa, provision of basic services like that of education for the refugees is not seen as a separate program by urban planners in the municipality. The municipality takes a planning approach based on the problems the city and its inhabitants are facing and tries to identify which sector has the priority in terms of needs. They will then further consider the priority problem that needs to be solved. If the problem is connected with education, they get in contact with the relevant office who is responsible and from there they try to assess and provide with solutions for the problem. As the

Addis Ababa City Administration official said, "…If it is employment we are creating different employment opportunities. If it is education the city government is constructed in making accessible education at different sites of the city…".

Improving access to education, according ARRA, is under way with various stakeholders involved. International organization and local offices such as the Ministry of Education and the Addis Ababa City Administration are working in collaboration to improve access and have more refugee children and youth attend schools. In line with this, based on the nine pledges the government has made at the Leader's Summit on Refugees at New York in 2017, the government is working towards increasing enrollment of refugees in primary, secondary and university education for all qualified refugees without discrimination. This pledge comes after the government made a prior commitment in 2016 to increase enrollment rates and as a result the enrollment rate has increased by 20% in primary schools (UNHCR, 2017).

5.3. Work

Employment in Ethiopia for refugees is not legal. Refugees are not legally entitled the right to work in Ethiopia. They are, however, not disbarred from informal work sector. Urban refugees engaged in either informal employment or entrepreneurship. While this is the practical situation, refugees in Ethiopia do not have the legal protection to engage in the labor market and are not entitled to hold a license for a business.

The restriction of refugees in the employment sector has a huge impact on the livelihoods of urban refugees. JRS, is one of the few NGO's that support the urban refugees in providing the required resources to sustain their livelihoods. A representative from JRS has said, "… but at the end of the day, because the refugee proclamation does not allow them to engage in employment sector, you know, they're like lost,…". The Urban refugee center that was built by JRS provides education and skills training. After acquiring this knowledge, there is no legal platform for refugees to implement their studies. This is where the feeling of being lost stems from.

The research then proceeded to discover what the source of income is for the refugees. Through an extensive assessment, four sources of income have been identified: engagement in informal employment, opening informal businesses, humanitarian assistance and remittances from family members abroad (Brown et al., 2018). Informal employment opportunities for refugees evolves around the skill-based work. They are employed in sectors that required low levels of knowledge, unskilled level of work and as day laborers working by hourly payments. When it comes refugee entrepreneurship and opening their own businesses, they are engaged in Mini-coffee shops, hair salons, hospitality, and cyber cafes. There are other type of businesses refugees with the skill to perform are engaged in, these are designing web pages, tutoring, data entry, and translations. These are the main sources for employment for the refugees who strive to get something. Even though the country's law doesn't allow for refugees to be employed, the government is not very strict in practical terms. For example, refugees are engaged in translation. There are humanitarian organizations that employ refugees in the translation business for two purposes: the refugee gets payment from the organization and the organization helps refugees. However, the percentage of refugees who are engaged in the work force are very low.

Eritrean and Somali refugees mainly benefit from the informal employment and business sectors. As mentioned previously there is a difference in the nationality of refugees and the business or

employment sectors that they are engaged in. Mostly Eritrean refugees are most likely to be employed than refugees from other nationalities. From the survey Brown et al, (2018) have conducted on the refugee employment, they found out that more Eritrean refugees are employed in Ethiopian national owned businesses and in small instances in refugee owned businesses in leisure, hospitality and service proving such as hair salons, hotels, bars, game zones, cyber cafes, electricians. and restaurants. The second most employed refugee population are the Somali refugee population, they are engaged in somewhat similar businesses such as the Eritreans but focus more on the retail shops selling electronic devices such as mobile phones and their accessories, traditional clothes, and in the traditional tea and restaurant business. Important to realize, when mentioning only Eritreans and Somali urban refugees it doesn't mean that other refugee nationals are not employed in the informal sector, it is to show where the majority concentration lies.

Another form of income for urban refugees is humanitarian assistance. The main source of humanitarian aid is the United Nations Higher Commission for Refugees (UNHCR) who work in partnership with Administration for Refugee and Returnee Affairs (ARRA) - the main governmental refugee agency which is responsible for the protection and overall coordination of refugees in Ethiopia. The movement of refugees from camps to urban centers are in varied forms one of the methods is the Out of Camp scheme this mainly benefits the Eritrean refugees and the remining members of the refugees move to Addis Ababa with issues related to health, tertiary education and protection issues. For these reasons the monetary assistance varies from refugee to refugee and from one humanitarian organization to the other. Apart from the main source of humanitarian assistance, refugees also receive assistance from other non-governmental organizations in the form of education – skill trainings and other incentives that enable refugees to be self-sufficient. This being said, information received from the semi-structured interviews that were conducted in Addis Ababa, the refugees have not received monthly monetary assistance from the UNHCR. Even though representative from the refugee agency has claimed that all registered Out of Camp and those who are not under the Out of Camp Scheme receive monthly stipends to support their livelihoods. One of the urban refugee respondents claims to have gotten a onetime allowance off 2000 Ethiopian Birr which is equivalent to 61 Euros. "… That never happened. I don't know. You know, one time they put it as. Somewhere, they called us and then they were given everybody 2000 only one time. I remember this was like a year or more ago, but I don't know that I never…".

The fourth method of generating income for refugees is through remittances. Remittances are considered to be a main source of income for majority of the refugee population in Addis Ababa, there are refugees who entirely benefit from money sent from abroad from their families and relatives, and there are refugees who do not have the privilege to receive remittances. Other researches conducted by UNHCR and partners have shown that remittances are vital for the livelihoods for urban refugees in Addis Ababa. The respondents from the interviews conducted claim that they have family supporting them to live in the city. If they did not have the support from family, they said that life would be even more difficult.

Given the above methods of employment, entrepreneurship, aid and family support urban refugees in Addis Ababa were either engaged in the informal employment, informal business ownership (licenses registered by Ethiopian nationals or operating without a license), receive monthly allowance from humanitarian organizations or are recipients of monetary support from relatives residing abroad or within the country.

Chapter 6: Conclusion

Most refugees reach cities with the sole purpose of getting a better life. However, the policy of the country prohibits the movement from camps to cities unless it is for medical treatment, following tertiary education and for the case of Eritrean refugees they are under the Out of Camp Scheme – which is applicable to refugees that have families that are living in the city willing to sponsor them. For this reason, urban refugees are expected to be self-sufficient. The process of encampment refugees becoming urban refugees is to have to go through certain requirements that are not practical. Urban refugees may not formally engage in employment or ownership of business. Refugees in cities receive less assistance as compared to refugees in camps. Urban refugees in the cities often live in unsuitable conditions: sleeping on the streets, poor neighborhoods, prone to pay larger amounts of rent. As a result, many have mental health problems such as stress, and depression. While other cases include not registering for schools out of fear of being sent back to their country of origin and other lack access to schools in their area.

This thesis was concerned with identifying the needs of urban refugees residing in Addis Ababa and in what ways are urban planning policies of Ethiopia catered to address these needs. Urban refugees are not a new set of refugees for Ethiopia, but regarding the planning and implementation of policies centered around urban planning and multiculturalism, the city is an infant stage. Urban refugees face challenges that are unique to the traditional needs of refugees in camps. These challenges can be solved through effective urban planning measures. Urban planning helps refugee inclusion into societies an easier phenomenon. An effective city plan includes the voices of the urban refugees as it is essential to eliminate the problems of the urban refuges by including them in the decision making.

Lessons that can be taken from urban planning measures that include urban refugees in their planning process from countries in the global north is how inclusion and participation has changed the lives of refugees as well as locals. This being said, urban planning is spatially unique to everyplace. What is implemented in the economically developed nations can not necessarily be implemented in middle- and lower-income countries. These countries face challenges that are different from global north countries. Countries like Ethiopia face challenges in addressing the needs of their own citizens and being one of the countries to host the largest number of refugees, it causes strains on the already existing facilities. Despite the challenges, Addis Ababa is drafting policies to address the needs of the refugees in the city.

Addis Ababa is a city that is multicultural in nature. The different nationality and number of refugees moving to the city adds to the existing multicultural nature of the city. Multiculturalism being a demographic reality, it is essential for planners to accommodate the diverse needs of the people who are living in the city (Fincher et al., 2014). For the multiculturalism to be implemented, urban planning needs to go hand in hand. The practice and norms of the multicultural city are protected by law and policies under urban planning. Lessons on how countries in the global north have implemented their policies can have a huge impact in trying to draw and initiate direction for the case of Addis Ababa.

This research started out the process by identifying the needs of urban refugees. While trying to identify the needs of urban refugees, the researcher came across challenges that urban refugees face. Urban refugees face numerous challenges living in cities. These challenges have a chain connection with the economic, social and spatial conditions of the country. Most of the problems for

the refugees are problems associated with the urban poor. The failure of the country to respond to the needs of refugees is however slowly coming to light. Majority of the difficulties, however, occur at governmental levels, policy levels and also in the non-governmental organizations. Given these, a few recommendations are made to improve the lives of urban refugees in Addis Ababa.

- Determining the exact number of urban refugees should be the number one priority. Identifying the out reach of the number of refugees helps in determining the solution.
- An in-depth research should be made in order to find the specific challenges and needs refugees face in Addis Ababa.
- Integrated working with different stakeholders is important. In Addis Ababa, when addressing the needs of refugees, ARRA and UNHCR play the major role. When trying to solve specific problems and needs, the responsible ministry office is involved. However, this is not enough to have a long lasting and sustainable solution. Working with urban planners and involving the refugees in the decision-making makes is essential. Multicultural urban planning advocates for the effectiveness of urban planning and this can be achieved through the accommodation of the diverse needs of its citizens.

6.1. Recommendation

During the process of this research, every research finding leads to new ways of conducting the research. Suggestions from respondents and ideas during the writing process has led to changing perspectives in viewing the situation. When coming across new challenges and insights, it is a good idea to stop and rethink the information at hand.

The main research objective in identifying the needs of urban refugees in Addis Ababa is a broad and needs to be narrowed down to the basic needs that need to be fulfilled. After the close analysis on how to best achieve that, ways in which the government is implementing these strategies need to take place. Furthermore, going deep and identifying the various stake holders (non-governmental organizations) and their specific role they play in providing protection to urban refugees should be addressed. All in line with the new reform the government is drafting. Drastic changes in policy and other documents are taking place. They should be considered as they determine the future of urban refugees in Addis Ababa.

Moreover, it goes with out saying that the number of respondents in the research should be increased. Researchers should consider taking in-depth analysis from different points and an approach that best fits the socio-spatial situation.

6.2. Research Limitation

There are a number of limitations that need to be considered through the process of conducting the research. In the initial stages of the research process, it was difficult to get access to urban refugee respondents. Urban refugees were located in different parts of the city. Identifying the location of the refugees was not a problem, however, getting information was. Informants did not feel secure and comfortable talking about their status specially when they were informed that for research purposes the interview will be recorded. As a result, many respondents have declined and wanted time to think about it and did not show up. Although, it would have been great to interview more urban refugees, as the importance of this research will bring to the community. In addition to this,

the area of research was a new topic for the municipal and planning departments. I was sent back more times than I was asked to proceed with the interviews. The bureaucracy in government offices was inarguably the most challenging. The unavailability of officials in the respected departments to the lack of awareness of the issue halted the process of planned field work.

Moreover, the uniqueness of the research for Addis Ababa needs to be taken into consideration. Literature to draw up on the theoretical background and literature review, was mainly focused on countries in the global north. Thus, identifying the multicultural urban planning approaches and the needs of urban refugees in Africa influenced the amount of time it took to draft the literature review and lay the ground work of the thesis.

Due to time constraints and the limited data, a deep and thorough analysis was not achieved completely. Therefore, the focus of the research has been generalized to achieve the research objective.

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Appendix

Appendix A: Interview Questions – Refugees

Part 1 – Introduction

I'm a Pre-Master's student at Radboud University studying Human Geography. I am currently conducting my research on the urban planning and urban refugee needs in Addis Ababa, Ethiopia. My research focuses on migrant inclusivity in urban planning, urban planning policies and the needs of urban refugees due to the high number of migrants in Ethiopia. The questions that will follow includes general questions, experiences with the public service, some personal questions and about your life. Your participation in this research will be fully anonymous and confidential. The interview will take approximately 40 minutes. Is that okay? The interview will be recorded so that the information can be used accurately. Will that be okay? The information will be safely stored after the data has been processed. Your participation in this interview is highly important but should you want to stop that is possible. If you have any questions you are welcome to ask. Before we proceed, do you have questions?

Okay, let's start.

Part 2 - In the first part of the interview, I would like to ask you some general questions about your living situation in Addis Ababa.

Can you tell me about your life in Addis Ababa?

> How did you come to Addis Ababa?

> How long have you lived in Addis Ababa?

> How is your living situation in the city?

Part 3 – The next part contains questions about your experience with the public service you receive, such as housing, education, healthcare, etc.

Can you tell me about your current housing situation?

> Do you rent a house?

>> If rental property – how do you afford the house? Does it require documentation (local ID)?

> Do you live with a family member?

>> Do you share the house (family member, local citizen or other refugees?)

> Do you get support from the government?

> If yes – in what ways does the government provide support for housing?

> Do you get support from an international organization?

> If yes – which organization provides the support? In what ways?

> Where there any difficulties in trying to find an accommodation?

How accessible is education?

As a refugee, are you legally entitled to education?

> The government of Ethiopia has only opened tertiary education and vocational training for refugees in Addis Ababa. How has this impacted you?

How accessible are healthcare facilities for you?

Are you entitled to any financial support when it comes to healthcare facilities?

If not - how do you get/afford medical expenses?

Are there any health care facilities that are easily reachable by transportation for you?

Can you tell me about your situation not being able to work?

Have you tried to get a job despite the unavailability of work permit?

If yes – was is possible?

What are the challenges you have come across?

If no – why not?

Are you allowed to start your own business?

> If yes – what kind of business is open for you to engage in?

> If no – has this stopped you from engaging in business-related activities?

How do you support your household as the monthly stipends provided by the government and/or UNHCR are extremely low?

> Are you engaged in any form of

Part 4 - Personal

Are there any socio-cultural programs such as organized leisure activities that include sports clubs, social activities, cultural groups, events that you are a part of?

Are you in contact with the local residents from Addis Ababa, that are not refugees?

If yes – can you please explain your interaction

If no – what do you feel is the reason for it?

Do you feel part of the community?

If yes – please elaborate

If no – why not?

What type of improvements do you think should be made in terms of accessibility of basic services that we have talked about earlier, such as health care and education?

Do you plan on staying in Addis Ababa or do you plan to move in the near future?

Part 5 – Policy development

The government of Ethiopia has recently launched the Comprehensive Refugee Response Framework to improve the rights and services for refugees in the country. The newly adopted framework seeks to respond to the needs of refugees, promote self-reliance, and the inclusion of refugees into the national development plans. The government pledged to conduct policy and legal reforms on: the expansion of the out-of-camp policy, increasing the accessibility of education, providing work permits and incentives, enhancing the basic social services and allowing local integration.

Are you aware of the pledges that were made to improve the rights of refugees? Do you think they will benefit you?

Part 6 – Conclusion

This brings us to the end of the interview. Do you have any other remarks to add? Are there any questions you would like to ask? Thank you for taking your time to make this interview. Is it possible to contact you after this interview? It is possible for you to have access to the thesis once it is completed.

Appendix B: Interview Questions – Expert interview (Municipality)
Part 1 – Introduction

I'm a Pre-Master's student at Radboud University studying Human Geography. I am currently conducting my research on the urban planning and urban refugee needs in Addis Ababa, Ethiopia. My research focuses on migrant inclusivity in urban planning, urban planning policies and the needs of urban refugees due to the high number of migrants in Ethiopia. The questions that will follow include general questions about the municipality's multiculturalism approaches and urban planning, followed by the situation of refugees and urban planning. Your participation in this research will be fully anonymous and confidential. The interview will take approximately 50 minutes. Is that okay? The interview will be recorded so that the information can be used accurately. Will that be okay? The information will be safely stored after the data has been processed. Your participation in this interview is highly important but should you want to stop that is possible. If you have any questions you are welcome to ask. Before we proceed, do you have questions?

Okay, let's start.

Part 2 - In the first part of the interview, I would like to ask you some general questions about the municipality's multicultural approaches

1. Can you say Addis Ababa is a multicultural city?
2. If so, how multicultural is the city?
3. How do you view this practically?
4. In what ways does the municipality promote cultural diversity?

5. If not, does the municipality intend to use or implement a multicultural strategy to accommodate the needs of the diverse population including refugees?

Part 3 – The second part contains questions about multiculturalism and urban planning in Addis Ababa.

1. What type of planning approach is used in Addis Ababa?
2. What are the features of the urban planning policies when it comes to public services?
3. How participatory is the planning approach used by the municipality in involving different stakeholders in the decision-making process?
   a. Are the migrant groups considered as stakeholders?
4. How does the municipality accommodate the needs of its inhabitants?
   a. Are inhabitants of the city consulted about their needs?
   b. Are migrants included as the inhabitants of the city?
5. Is there a multicultural strategy within the official master plan of the city?

Part 4 - The following questions are about the situation of refugees and urban planning.

1. What policies are applied in the department to integrate refugees?
2. Is the municipality aware of the needs of urban refugees that are residing in Addis Ababa?
3. Does the municipality consider the needs of refugees that are residing in Addis Ababa?
4. As a refugee in Addis Ababa, does the municipality provide basic service access for refugees in:
   a. Healthcare facilities?
   b. Education?
   c. Housing?
   d. Infrastructure?
5. In which part of the city are clusters of refugees found?
   a. Are these areas formally planned for the settlement of refugees? Example, Bole Michael.
6. Is there any external organization the municipality is working with to address and alleviate the needs of urban refugees?

7. Are there any prospective plans that have been drafted by the municipality to enhance the livelihoods of urban refugees?

8. Are there any work dimensions for refugees?

   a. Refugees are not allowed to work, how do they sustain their livelihoods? Do they engage in business activities?
   b. What is their income situation?

Part 5 – Conclusion

This brings us to the end of the interview. Do you have any other remarks to add? Are there any questions you would like to ask? Thank you for taking your time to make this interview. Is it possible to contact you after this interview? It is possible for you to have access to the thesis once it is completed.

Appendix C: Interview Questions – Expert Interview (C R R F)

Part 1 – Introduction

I'm a Pre-Master's student at Radboud University studying Human Geography. I am currently conducting my research on the urban planning and urban refugee needs in Addis Ababa, Ethiopia. My research focuses on migrant inclusivity in urban planning, urban planning policies and the needs of urban refugees due to the high number of migrants in Ethiopia. The questions that will follow are include general questions about refugees in Addis Ababa followed by questions about the Comprehensive Refugee Response Framework. Your participation in this research will be fully anonymous and confidential. The interview will take approximately 40 minutes. Is that okay? The interview will be recorded so that the information can be used accurately. Will that be okay? The information will be safely stored after the data has been processed. Your participation in this interview is highly important but should you want to stop that is possible. If you have any questions you are welcome to ask. Before we proceed, do you have questions?

Okay, let's start.

Part 2 – The first part of the interview will contain some general questions about refugees in Addis Ababa.

How many urban refugees have been registered in Addis Ababa?

Do you think there are unregistered asylum seekers that are living in Addis Ababa?

What are the services provided by ARRA to ensure the protection of urban refugees in Addis?

What are the challenges of urban refugees that come to your organization?

What are the challenges you are facing in this organization as to support the needs of urban refugees?

Part 3 – This part of the interview will focus on the Comprehensive Refugee Response Framework.

In what ways does the new framework help in the protection of refugees?

Does the CRRF give any sort of special attention to urban refugees?

Among the goals of the CRRF, it is to ensure the resilience of refugees and local communities? Can you explain this in the Ethiopian context?

Who are you partnering up to implement and fulfill the nine pledges that were made in New York?

How will the implementation of the CRRF work in collaboration with the municipality?

How will the implementation of the local integration pledge take place?

Are there any progressive policies that encourage the participation of urban refugees in the planning department?

To what extent will the implementation of the CRRF benefit the service provision of the city?

Part 4 – Conclusion

This brings us to the end of the interview. Do you have any other remarks to add? Are there any questions you would like to ask? Thank you for taking your time to make this interview. Is it possible

to contact you after this interview? It is possible for you to have access to the thesis once it is completed.

Appendix D: Expert Interview: Non-governmental Organizations
Jesuit Refugee Service

Part 1 – Introduction

I'm a Pre-Master's student at Radboud University studying Human Geography. I am currently conducting my research on the urban planning and urban refugee needs in Addis Ababa, Ethiopia. My research focuses on migrant inclusivity in urban planning, urban planning policies and the needs of urban refugees due to the high number of migrants in Ethiopia. The questions that will follow include general questions about the services of JRS, challenges and protection the organization provides. Your participation in this research will be fully anonymous and confidential. The interview will take approximately 40 minutes. Is that okay? The interview will be recorded so that the information can be used accurately. Will that be okay? The information will be safely stored after the data has been processed. Your participation in this interview is highly important but should you want to stop that is possible. If you have any questions you are welcome to ask. Before we proceed, do you have questions?

Okay, let's start.

Part 2 - This interview will contain general questions about JRS as well as the challenges and protection JRS provides to urban refugees.

JRS' main area of work is providing assistance to refugees in the field of education, healthcare, livelihood activities, emergency assistance and social services.

In what ways do you support urban refugees?

Education, healthcare, livelihood activities, emergency assistance and social services

What type of assistance do you provide for refugees in your organization?

How do you support access to education (provide education or fund education)? Similar for the other JRS services.

What challenges do you face with your experience with refugees?

From the urban refugees that are coming to JRS, what are the major problems they face?

Urban Refugee Community Center (RCC)

How have the new pledges made by the Ethiopian government affect JRS' mission to support urban refugees?

Both positive and negative

Is JRS working with other stakeholders to enhance the assistance that is provided by the government?

(UNHCR, ARA)

How supportive is the municipality for providing basic service provisions for urban refugees?

Do they include the needs of refugees in their planning schemes?

How do you see the protection of urban refugees in Addis Ababa in the future?

Part 5 – Conclusion

This brings us to the end of the interview. Do you have any other remarks to add? Are there any questions you would like to ask? Thank you for taking your time to make this interview. Is it possible to contact you after this interview? It is possible for you to have access to the thesis once it is completed.