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FACULTY OF ARTS

DEPARTMENT OF POLITICS AND PUBLIC MANAGEMENT

An analysis of the effectiveness of Restoration of Family Links (RFL) to African refugees by the Red Cross in Zimbabwe: The case of Tongogara Refugee Camp.

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A DISSEERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE BACHELOR OF ARTS HONOURS DEGREE IN INTERNATIONAL STUDIES AT MIDLANDS STATE UNIVERSITY.

2014

DECLARATION

I **Chuma Forgive** of registration number R103003G declare that, this research project is a result of my work and all other sources are fittingly acknowledged. It has not been submitted anywhere before for any degree purposes or examinations in any other university. It is being submitted in partial fulfillment of the requirements for the Honours Degree in International Studies in the faculty of Arts at Midlands State University

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Dedication

I would like to dedicate this work to Charles Chuma. You will always be my pillar all the days of my life. May your soul rest in eternal peace.

Abstract

The global village has seen a significant margin of persons who are not living in their countries of origin but somewhere beyond their national borders as refugees. Therefore this study sought to analyze the effectiveness of Restoration of Family Links (RFL) to African refugees and the case study was Tongogara refugee camp in Zimbabwe. The research revealed that restoration of family links improves displaced persons in issues of health, performance and behavior. In the same vein, relations between the source countries of refugees and the receiving countries are improved. Manifold causes of displacement of citizens and/or displacement of the displaced persons were delved on. Despite the challenges, RFL has been a program recommended by recipients under study, other humanitarian organizations as well as the researcher. The research relied on interviews and observation as research instruments. Recommendations were given at the end of the study for policy formulation and implementation as well as to improve service delivery both to the sending and receiving country.

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TABLE OF CONTENTS

| | |
|---|------|
| Declaration..... | i |
| Approval Form..... | ii |
| Dedication..... | iii |
| Abstract..... | iv |
| Acknowledgements..... | v |
| TABLE OF CONTENTS..... | vi |
| ACRONYMS..... | viii |
| CHAPTER ONE | 1 |
| 1.1. Introduction..... | 1 |
| 1.2. Background of study..... | 3 |
| 1.3. Statement of the problem..... | 5 |
| 1.4. Justification of the study..... | 6 |
| 1.5. Key research questions..... | 6 |
| 1.6. Hypothesis..... | 7 |
| 1.7. Objectives..... | 7 |
| 1.8. Delimitations..... | 7 |
| 1.9. Limitations..... | 8 |
| 1.10. Literature Review..... | 8 |
| 1.11. Research Methodology..... | 15 |
| CHAPTER TWO..... | 30 |
| CONCEPT OF RESTORATION OF FAMILY LINKS..... | 30 |
| 2.1. Introduction..... | 30 |
| 2.2. Restoration of Links..... | 30 |
| 2.3. Factors affecting displacement..... | 33 |

| | |
|--|----|
| CHAPTER THREE..... | 38 |
| THE RED CROSS SOCIETY..... | 38 |
| 3.1. Introduction..... | 38 |
| 3.2 Background of the Red Cross Society..... | 38 |
| CHAPTER FOUR..... | 52 |
| DATA PRESENTATION AND ANALYSIS..... | 52 |
| 4.1. Introduction..... | 52 |
| 4.2. Traits of respondents..... | 53 |
| 4.3. Livelihood markers..... | 53 |
| 4.4. Significance of tools..... | 55 |
| 4.5. Influence of governments..... | 55 |
| 4.6. Marginalisation within participants..... | 56 |
| 4.7. Improving lives..... | 56 |
| 4.8. Challenges faced by humanitarian organisations and RFL..... | 58 |
| 4.9. Conclusion..... | 60 |
| CHAPTER FIVE..... | 61 |
| CONCLUSIONS AND RECOMMENDATIONS..... | 61 |
| 5.1. Introduction..... | 61 |
| 5.2. Discussion of results..... | 61 |
| 5.3. Conclusions..... | 61 |
| 5.4. Recommendations..... | 68 |
| 5.5. Conclusion..... | 69 |
| LIST OF REFERENCES..... | 70 |

ACRONYMS

| Term | Definition |
|-------------|--|
| AIDS | Acquired Immune Deficiency Syndrome |
| ART | Anti-Retroviral Treatment (against HIV/AIDS) |
| AU | African Union |
| BIFA | Basic Industrial First Aid |
| CDAC | Communicating with Disaster Affected Communities |
| CBHC | Community Based Health Care |
| CONAREF | National Commission for Refugees |
| DFO | District Field Officer |
| DM | Disaster Management |
| DRC | Democratic Republic of Congo |
| DTI | Department of Trade and Industry |
| FGM | Female Genital Mutilation |
| HIV | Human Immunodeficiency Virus |
| HRW | Human Rights Watch |
| ICC | International Criminal Court |
| ICJ | International Court of Justice |
| ICRC | International Committee of Red Cross and Red Crescent |
| IDPs | Internally Displaced Persons |
| IFRC | International Federation of Red Cross and Red Crescent |

AN ANALYSIS OF THE EFFECTIVENESS OF FAMILY LINKS (RFL) TO AFRICAN REFUGEES BY THE RED CROSS: THE CASE OF TONGOGARA REFUGEE CAMP - ZIMBABWE

| | |
|-------|--|
| IHL | International Humanitarian Law |
| IL | International Law |
| IMF | International Monetary Fund |
| INGO | International Non-Governmental Organization |
| IOM | International Organization for Migration |
| ITA | International Territorial Administration |
| MNLA | National Movement for the Liberation of Azawad |
| NGHAs | Non-Governmental Humanitarian Agencies |
| NGO | Non-Governmental Organization |
| OAU | Organization of African Unity |
| OVC | Orphans and Vulnerable Children |
| PLHIV | People Living with HIV |
| PSP | Psycho-social Support Program |
| PTSD | Post-Traumatic Stress Disorder |
| RFL | Restoration of Family Links |
| SCiU | Save the Children in Uganda |
| UN | United Nations |
| UNHCR | United Nations High Commissioner for Refugees |
| WB | World Bank |
| ZRCS | Zimbabwe Red Cross Society |

CHAPTER ONE

1.1 Introduction

This research was seeking to analyze the effectiveness of restoration family links (RFL) to African refugees by the Red Cross. The study area is Tongogara Refugee Camp which is located South of Chipinge – Zimbabwe. Chipinge is in the Eastern highlands of Manicaland and borders Mozambique. The refugee camp is a tedious rural setting comprising of tents, quite a number of grass thatched huts and other brick and mortar houses (ZimEye 2012). In 2012, ZimEye also reported that Tongogara has improved by painting some blocks and also established some administrative offices for the immigration officers, social welfare and the police. The camp has intercepted quite a number of refugees from different African countries, probably by the reason that Zimbabwe has become a transit zone of peoples moving from the rest of Africa to the economically able South Africa (Adepoju 2010). Also those refugees who faced deportation from South Africa as a result of xenophobic attacks (IOM 2012) found refuge at Tongogara.

Restoration of Family Links is a program run by the Red Cross and Red Crescent Societies. In Zimbabwe, it was established in 1981 through the Act of parliament. This program acts as way of reuniting families in countries of origin and their relatives who are refugees in foreign lands. In some cases it can be offered to internally displaced persons (IDPs). However, this study only focused on international refugees based in Tongogara refugee camp and their African origins.

The researcher discovered that being separated from mutual family members is a social and moral thorn in the life of a refugee or an internally displaced person. This also may affect relatives of refugees back home in a number of negative ways. As such, RFL was one of the

therapies to address negative impacts of family separation. Networking individuals, families, clans and lineages can bring better improvements in the behavior and health issues of victims, especially to those who are living outside their national boundaries.

Refugees from nine African countries were focused in this particular research. These countries are Rwanda, the Democratic Republic of Congo, Burundi, Somalia, Ethiopia, Eritrea, Cote d'Ivoire, Uganda and Sudan. In this case, Zimbabwe was the hub. The study focused on elderly refugees as well as unaccompanied minors together with their foster families.

The backbone of the study was to weigh the effectiveness of quick telephone services, the Red Cross message, the tracing request and the internet as tools of restoration of family links. Possible causes of migration and countries experiencing migration were looked into. The researcher also identified other organizations incorporated in RFL, the role of the sending and receiving governments and challenges faced across these entities and institutions as far as restoration of family links is concerned.

Adding on various definitions of a refugee, the researcher analyzed the effects and developmental health, social and psychosocial markers brought about by RFL program on refugees. At the end of the project, the researcher analyzed the applicability of each RFL tool and gave recommendations. Reducing paraphernalia of disasters can be paramount as a strategy of responding to the needs created by a disaster or causes of displacement.

1.2 Background of Study

Zimbabwe Red Cross Society (ZRCS) is one of the 189 Red Cross national societies across the globe. It is working in conjunction with the International Committee of Red Cross (ICRC) in addressing the pleas of refugees through the initiative of Restoration of Family Links (RFL). ICRC is an impartial, independent and neutral organ whose exclusively humanitarian mandate is to protect the lives and dignity of armed conflict victims as well as providing them with assistance. The ICRC subscribes to the tenants and obligations of International Law (IL) as it is at the origin of the Geneva Conventions. The ICRC also directs and coordinates international activities carried out by the Red Cross in situations of violence or armed conflicts (ICRC 1949).

Zimbabwe Red Cross Society uses four tools in response to the emergency situation particularly communication. The RFL tools are the Red Cross Message, the Tracing Letter, Quick Telephone Service and the Internet (John Hopkins and Red Cross Red Crescent 2008). Though these tools might work independent of each other, agents of the RFL program sometimes see it necessary to amalgamate them depending with the need. The aim of the Red Cross is to help refugees in various aspects through linking them with their families in their countries of origin.

The research by Beliappa (1991) revealed that community mental health in the lives of humans has shown distress. Beliappa assumed that this distress could be as a result of conflicts in the family. In the same vein, the subject can be referred to international levels where victims of national politics, social and cultural imbalances may lead to the displacement of people. However it is of paramount importance that separated families be reunited despite their geographical location. This could be a recipe of mental diagnosis.

Afshar (1994) commented that motherhood and marriage were basically viewed by women as important aspects than either of the topical issues he delved on. This however shows how destructive the separation of married couples can be. As such the researcher believes the Red Cross strives to restore a robust bond of association of victims. International migration has birthed a constriction of opportunities for interaction in a social way.

Restoration of Family Links can be a way of cultivating confidence and hope in the lives of refugees. This can be in the knowledge of the situation prevailing in the country of origin even if there are no surviving parties of the refugee's family. Khan (1979) stresses that having a sense of belonging to a certain group functions as an active service, banking and welfare to an individual. As such, the RFL program comes in as a tool of psychological security.

Rack (1982) points out a number of African people who rarely seek medical attention especially in issues of mental illness. This situation is also inevitable to refugees in a foreign country hence it subjects them to health problems and eventually death. As a matter of response to an emergency, the RFL was introduced in refugee camps. This could be seen as a therapy of stresses which might have emanated from separation from family members.

The reunion of refugees and their family members can help refugees to cope with issues of life or social behavior in camps. Bereavement can be a factor that contributes to emotional distress (Sweetman 1998). The Red Cross is then coming in to fight the root cause rather than eradicating the results of distress. In most cases, people would want to off-load themselves to closest people such as their relatives. As such, the absence of those mutual relatives has negative implications on them.

Unaccompanied minors are also recipients of RFL program. Under the Fourth Geneva Convention, the movement of persons must be closely related to actual military actions or hostilities (Dormann 2003). The result of such tenants can be vivid virtually by the existence and continuous influx of unaccompanied minors at Tongogara refugee camp. These minors, a number of them, come from the war torn areas of Africa such as Kenya and Sudan.

Article 45 of the Geneva Convention, states that protected persons shall not be sent or transferred to an entity which is not a party to the Convention. This provision of the Geneva Convention does not prohibit the repatriation of refugees or protected persons; also it is not an obstacle to the return of refugees back to their country in the case where hostilities would have ended (Pickett 1958). Therefore the Red Cross is acting as an agent of reconciliation between the refugee and the sending country, if need be, depending with the will power of the refugee.

1.3 Statement of the problem

Since the beginning of the 21st century, at least 4.3 million people have been displaced globally and approximately 800 000 sought refuges in other countries. As such Tongogara Refugee Camp has received at least three thousand refugees from African nations. Family breakages have brought about negative social, health, religious and psychosocial problems to refugees. These problems are evident to both the old and unaccompanied minors. Implementation of Restoration of Family Links restores the dignity and improves the refugees in various paradigms of their lives.

1.4 Justification of the study

The primary plan of implementing Restoration of Family Links is a sign that it plays a significant role in the life of the refugee. In the laid down literature, lack of information and communication from home has deteriorated the performance of refugees at camps and also led to the advent of spiritual and physical health problems. The study of RFL in Tongogara Refugee Camp helped in analyzing the effectiveness of restoration of linking families to refugees. This will therefore help in policy implementation and improvement to organizations working in the same field of concern. In related cases, it has been noted that improvements have been seen to beneficiaries of restoration of family links program, as a result, the writer hopes to draw such successes to nearer home and hope to inspire the relevant humanitarian stakeholders.

1.5 Key research questions

- ❖ How effective is the process of RFL particularly to the source countries of refugees vis-à-vis ongoing wars?
- ❖ What are the livelihood markers on refugees which are brought about by Restoration of Family Links?
- ❖ What are the advantages and disadvantages of tools used in restoration of family links? Suggest ways of improving them.
- ❖ What is the position of sending and receiving governments in relation to the Geneva Conventions as far as Restoration of family Links is concerned?
- ❖ What challenges have been faced by humanitarian organizations in their endeavor to offer Restoration of Family Links program?

- ❖ What policies can be employed to proffer better services of humanitarian organizations through linking refugees and their families?

1.6Hypothesis

Refugees improve or maintain their social, health or psychosocial status in the knowledge of the whereabouts of their family members. These markers are brought about through liberalism to refugees.

1.7Objectives

By the end of the study the researcher should be able:

- ❖ To analyze the impact brought about by RFL to refugees in their performance and health.
- ❖ To ascertain the relevance of tools used in RFL namely:
 - i. Red Cross Message.
 - ii. Red Cross Tracing letter
 - iii. Quick telephone service
 - iv. internet
- ❖ To identify major causes of movement of unaccompanied minors and adults from their countries of origin.

1.8Delimitations

The study is limited to Tongagara refugee camp in Chipinge – Zimbabwe. However reference of results from the nine countries will be made. These countries are the Democratic Republic of Congo, Rwanda, Eritrea, Ethiopia, Burundi, Cote d’Ivoire, Somalia, Uganda and Sudan.

1.9 Limitations

This study may meet some limitations. Deductions can consistently miss relevant elements while others may be overrepresented.

1.10 LITERATURE REVIEW AND THEORETICAL FRAMEWORK

1.10.1 Literature Review

Literature review is a process of reading, analyzing, evaluating, and summarizing scholarly materials about a specific topic (Fink, 2009). This shows that when doing research, one should appreciate the findings of other scholars within the same field of study. Simultaneously, the current study highlighted the gaps which needed to be addressed.

The United Nations High Commissioner for Refugees (UNHCR), in 1951, defined a refugee as a person outside his/her country of origin and unwilling to return back because of a well-founded fear of persecution over race, religion, nationality or membership in a social group or political upheaval. These attributes have been vivid in the context of Africa which has seen the advent of civil and imperial wars between the 20th century and 21st century. This verdict lacks possibilities that refugees can return to their countries despite the tense situations back home. The most spectacular event is the broadcast of SABC program “Khumbul’ekhaya” which focuses on returning lost relatives. This larger picture can have global impact by making sure willing refugees can return back to their original countries despite the causes which perpetuated to their flight. After carrying out this research, most refugees were raising calls for support to be returned back to their source countries.

The Organization of African Union defined a refugee as every person who, aiming to external aggression, occupation, foreign domination, or events seriously disturbing public order in either part of the whole of his/her country of origin or nationality, is compelled to leave his/her place of habitual residence (OAU 2010). In such cases, victims seek refuge in another place outside his/her country of origin or nationality. Automatically, such movements create family breakages which have some negative impacts both to the family and the refugee himself/herself. However this subject does not highlight ways to counter such negative impacts to refugees so as to improve their welfare in a humanitarian way. As a result, communication forums raised by the Red Cross has improved lives of refugees in various ways.

According to the Public Health Guide in Emergencies (2008), the absence of communication between the displaced persons or refugees leads to the development of health problems, social and psychosocial problems which need to be attended. As such, Restoration of Family Links can be said to be a disaster response strategy to ensure that people deprived of their freedom are treated humanely and also enjoy principles of humanity. However this theory does not give room to other problems faced by refugees other than the lack of communication. This study has attended to personality problems which do not emanate from the lack of communication.

As a way of restoring the joys of refugees and displaced persons, the ICRC engages the fundamental principle of the International Red Cross and Red Crescent Movement, which is independence. Independence is when the national societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they can operate according to the principles of the movement (Public health Guide, 2008). The principle lacks transparency on the action of the international community to those governments which tend to suppress the development of relief organizations

as a way of adhering to the quest of refugees. Full incorporation of the tenants of the Geneva Convention and recognition of international law conscientised governments on their behavior on humanitarian organizations.

Allen (2006) sees the need why millions of people in IDP camps should be returned and be reunited with their families. He goes on to suggest the incorporation of various traditional healers, the *ajwaki* and *nebi*, Christian activists and other significant elders and the *rwodi*. Such methods might have worked historically but elements of assumptions are tucked in as no evidence to their foretelling is tangible. Tools used in the Restoration of Family Links such as the quick telephone service gave an assurance that a relative is certainly surviving.

Access to government decision Making Avenue is an important method in addressing issues of Restoration of Family Links. Zimbabwe is one African country which allows the operation of relief and humanitarian organizations basing on observance of human rights and valuing human life (Gordon and Gordon 2013). Zimbabwe Red Cross Society was established through an Act of Parliament, the Zimbabwe Red Cross Society No. 30, 1981, hence this does not compromise the operation of restoring family links to needy refugees within its entity. However, the Nottingham Zimbabwe community leader Regis Manyanya was against the positive attributes of Zimbabwean government towards refugees in the nation. He postulates that animals in the bushes of Chiredzi are having a better life than the refugees in the camps. (ZimEye.org. 21 June 2012). The scholar only focused on the negative part and did not impose suggestions of changing the jungle into a habitable environment. This study helped refugees discover that Tongogara refugee camp is a habitable place through engagements of activities by various stakeholders.

People are frequently subjected to positive as well as negative factors in their everyday life. As a result, RFL works as a therapy to mental health. RFL works as a psychosocial support device both to new and old refugees at camp. New refugees are able to counter new challenges as they come by getting news from home. Old refugees have seen negative factors that greatly exceeded normal levels such as poor living conditions, lack of income, illness or death. Bahr (1990) assumes that communication with mutual relatives makes circumstances become tolerable and even the most basic needs may be side-lined. Giving due appreciation to positive tenants of communication, scholars, governments and organizations haven't explored ways and the need of taking refugees back to their countries of origin.

Save the Children in Uganda (SCiU) is the law project which has innovated structures of protection for the IDP camps (Allen 2006). The SCiU can be appreciated for its endeavor to prevent raids on soft targets such as the vulnerable as a result of military attacks. However, concerns on refugees outside the territorial jurisdiction have been overlooked. Most Statesmen do not consider their citizens who are living as destitute in foreign lands. This might not necessarily be pointed on Uganda only but also on other nations experiencing international emigration.

Religious personalities and Christian faith has made war victims lose hope thereby they see fleeing as the only probable solution. The retired Anglican Bishop Baker Ochola of Gulu, Uganda, plainly criticized the ICC for its amnesty laws and prosecutions (Allen 2006). He suggested that the ICC should learn to forgive and leave perpetrators of crimes against humanity to peace. However, such sentiments do not give a balanced criticism of impunity versus the contemporary or historical understanding of justice with a global perspective. Atheism has to be put into consideration, as perpetrators of such atrocities may be atheists, hence conflict and war

can be their daily routine. Most refugees at Tongogara testified on the inhumane practices carried out in their countries despite the existence of international or municipal law.

Goodwin and Mc Adam (2007) explain on how international law as a legal framework gives the mandate to nations to offer protection to refugees. In this case, they did not lay down the basis upon which States should accept international refugees. Sovereignty and territorial supremacy have been overlooked. In South Africa, asylum seekers and refugees have been denied protection and this propagated to rampant xenophobic attacks. This study then questions the existence and effectiveness of international law as a law that governs the behavior of States.

Wilde (2001) postulates that States are responsible for the welfare of refugees within their territorial jurisdiction. Refugees and internally displaced persons (IDPs) should be provided with basic necessities for their survival such as food, shelter, medical services, clothing and education. Though the scholar suggests the incorporation of organizations and UNHCR to meet such needs, the subject lacks solutions of how refugee camps can have limited influx of persons through establishing mechanisms of safe return to their countries of origin. In the same vein, he did not mention the need of finance to such bodies and how or where it can be sourced so as to meet the needs of refugees or IDPs. This could come through engaging governments of monetary institutions as the International Monetary Fund (IMF) or World Bank (WB).

Dixon et. al (2011) highlights on the International Territorial Administration (ITA) as a device to monitor the administration of international refugees within States. ITA is also a tool which directly responds to governance problems encountered within local authorities and the quality of governance expected to be delivered by local actors. However, there should also be local actors to look into the administration of refugees and their camps. Local actors as the legislature can be

used to respond to sovereignty challenges since they are resident within the territory. The researcher in this study incorporated the republic police for both administrative and security reasons.

Article 8(2) of the ICJ Statute states that a State may exercise diplomatic protection in accordance of an individual who is perceived as a refugee by that State. This Article does not put into consideration the relations which might be there between the receiving State and the country of origin of the refugee at the time of presentation of the claim. A person can seek asylum or protection from territories which are opposed to theirs. In such cases, receiving States may deny to offer protection to such persons while the Article does not provide provisions suppose such cases arise.

Mobasher and Sadri (2004) state that institutions and entrepreneurs get involved in issues of international movements solely for profit making and yielding black market as far as migration is concerned. Such suggestions lack transparency on which type of migrants, whether legal or illegal migrants. This argument can realistically be delved on the fact that illegal migrants who enter a country through border jumping or smuggling cannot be subject to such profit making institutions. Also it has to be put clear that there are other humanitarian organizations which are there to enforce better treatment of refugees without informal remuneration such as the Red Cross and UNHCR.

Migration is a general custom for young women and young men. As a result those who exempt to improve their lives through international movements are said to be undesirable, lazy and unenterprising (Reichert 1982). Such suggestions or considerations are constrained towards

countries facing economic challenges as the only causes of migration. The issues of political and social upheavals as causes of displacement discovered in this research have been side-lined.

1.10.2 Theoretical Framework

The researcher is going to use liberalism as the theoretical framework for this particular study. Edwards (1967), states that individual liberty explains liberal tradition in politics. This approach entails the free will of speech and thought. Gray (1991) introduces the issue of truth as a way of enhancing liberties of persons. The human mind is capable of receiving the truth which will therefore be of importance in reasoning and in self-conscience. In this study, the researcher would like to avail the truth of the situation in the countries of origin of refugees so as to improve their paradigm shift.

Liberalism has inquiry as one of its tenants. Gaus (2003) purports that when human beings are given the freedom of inquiry, speech and thought; the rejection of falsehood becomes practical. In such a phenomenon, refugees can be helped in knowing the truth of their surviving relatives or their new physical address. This therefore suspends assumptions from the refugees hence improving their behaviors and interaction on refugee camps.

Mill (1991) goes on to highlight on the idea of inquiry. For liberals, the model of a practical centered inquiry produces a consensus. In this field of study, the International Committee of Red Cross (ICRC) together with other humanitarian organizations have employed a scientific approach of discovering the truth on the exact location of relatives of refugees and displaced persons. To achieve such truths, these agencies have even incorporated more than one RFL tool so as to establish concrete findings.

1.11 RESEARCH METHODOLOGY

1.11.1 Introduction

This is a clear cut exercise of all activities carried out during the course of the research. This chapter seeks to look into the research design, research instruments, data collection procedures, presentation of data and data analysis.

1.11.2 Research design

A research design is a master plan specifying the methods and procedures for collecting and analyzing the needed information (O'leary 2010). In this study, visual interpretation, interviews and perusal of existing documents were used. A qualitative approach was underway to analyze the results of the impact of Restoration of Family Links. Since the research is qualitative, the research design was descriptive.

1.11.3 Qualitative Research

Black (1999) describes qualitative research as a study which involves interviews and observations which do not lead to quantitative data founding. It is a method of inquiry applied to gather a profoundly appreciation of human behavior Therefore the researcher used an inductive approach in finding the what, why, where, how and with what impact.

In this field of study, the researcher was thriving to explore the positive as well as negative attributes brought about by the Restoration of Family Links program. Qualitative research enabled the researcher to explore psychosocial and physical markers on subjects under study due to the incorporation of RFL program. This also gave the respondents the zest to elaborate as

much as possible their personal experience and how far the program should be taken in this generation and the ones which follow.

1.11.4 Target population

Target population refers to a meticulous group of people that is under a certain study. In this field of study, the researcher focused on adult and unaccompanied minors who are refugees at Tongogara refugee camp and equally under the program of Restoration of Family Links. Relevant reference was made on refugees from nine African countries namely Democratic Republic of Congo, Rwanda, Burundi, Somalia, Eritrea, Ethiopia, Uganda, Cote d'Ivoire and Sudan

1.11.5 Population Sample

Foreman (1991) postulates that a population sample is a subset of subjects that are being studied out of the total population. The researcher interviewed sixteen respondents who were comprised of eight adults as well as eight unaccompanied minors randomly from the nine represented countries.

1.11.6 Sampling Procedures

Jones (2001) highlights that sampling techniques are methods employed in drawing samples from the population under study in such a way that will bring determination to the hypotheses laid down.

1.11.7 Purposive sampling

Dooley (2001) describes this sampling method as when researchers choose respondents because of certain characteristics. In this case, the researcher focused on refugees who were under Restoration of Family Links program, thereby side-lining those who were not on the program so as to avoid bias results. Purposive sampling enabled the researcher to gather data during the peak of the program where all tools of restoration of family links were employed.

1.11.8 Quota Sampling

Dooley (2001) states quota sampling as a representation of a social case of convenience sampling. This study focused on a sample that would match some clear cut demographic profile from the nine countries under restoration of Family Links program. In the same vein, there were separate groups of unaccompanied minors and adults under study. However, this study did not focus on gender but effects of Restoration of Family Links across both sexes.

1.11.9 Research instruments

Research instruments are tools used for the collection of data and information required to find adequate solutions to the problem under investigation, Coolican (2006). These instruments should be clearly defined so as to unveil their strengths and weaknesses as a way of justifying the choice and aptness of the research. In this study, the researcher used interviews, observation and perusal of existing documents.

1.11.10 Visual interpretation

Visual interpretation is one of the analytic approaches which can be used in a research question (Flick et. al,2000).This approach helped the researcher to use visual appearances to refugees under Restoration of Family Links program without using conversational words. The research had a comparative study of the behavior, reaction and performance of refugees under the program. The researcher used his capacity to capture conversations, interactions and events as they occur within the camp. The researcher would not literally appear as an observer as this would deter performance to the sample population.

1.11.11 Interviews

Dooley (2001) postulates that face-to-face interviews catalyze trust and cooperation between the interviewer and the interviewee. He adds on that in-person contact makes the researcher derive deductions on non-verbal behavior. Participants provided considerable insights or data on their deduction of Restoration of Family Links program. This worked as a forum for data which needed follow up so as to give the researcher an in-depth piece of founding. This method also helped in getting the sides of unaccompanied minors.

Grbich (2007), emphasizes on the use of pseudonyms as one of the ethical considerations, as a result, the researcher used pseudonym to maintain anonymity. These pseudonyms were put in such a way as to differentiate the responses of elderly respondents to those of minors. Each sample population was interviewed outside the consent of the other.

1.11.12 Perusal of existing documents

This research used information from the International Committee of Red Cross, Zimbabwe Red Cross Society files and other relevant publications from humanitarian organizations working in the same camp.

1.11.13 Data Collection Procedure


This subsection of the chapter outlines steps taken in administering instruments and data collection during the research exercise. The procedures are as follows:

The researcher was given an approval letter from the department of Politics and Public Management of Midlands State University which was also approved by the department of Disaster Management of the Zimbabwe Red Cross Society. The ZRCS department of Disaster Management handed over the researcher to the District Field Officer at Tongogara Refugee Camp who also became his research assistant.

The researcher chose a sample of sixteen subjects among the recipients who were under the program of Restoration of Family Links. The subjects consisted of eight adults and eight unaccompanied minors from the nine countries under study.

The tools used for the program were the Red Cross Message, the Red Cross Tracing Letter, Quick Telephone Service and the Internet. Below are the samples and brief explanation on the application of these tools:

1.11.13.1 The Red Cross Message



ZIMBABWE RED CROSS SOCIETY

**RED CROSS MESSAGE
MESSAGE CROIX-ROUGE
MENSAGEM CRUZ VERMELHA**

SENDER / EXPÉDITEUR / REMITENTE
Full Name / Nom Complet / Nome completo

REF

Place and date of birth / Lieu et date de naissance / lugar nascimento SEX / SEXE / SEXO
M / F

Father's full name / Nom complet du père / Nome completo do pai P.O. Box / Boîte postale / Caixa postal

Mother's full name / Nom complet de la mère / Nome completo da mãe

Full address / Adresse complète / Endereço complete

Street and No. / Rue at N° / Rua e No.

Village / Aldeia Commune / Comuna District / Município

Province / Provincia Country / Pays / País

Name of Head of Village or area / Nom du chef de village / Nome do soba da aldeia ou do bairro

ADDRESSEE / DESTINATAIRE / DESTINATARIO
Full Name / Nom Complet / Nome completo

FIRST GO
First RCM to the addressee:
Premier MCR au destinataire:
Primeiro MCV para destinatario:
Yes / Qui / Sim No / Não

SEX / SEXE / SEXO
M / F

Place and date of birth / Lieu et date de naissance / lugar nascimento P.O. Box / Boîte postale / Caixa postal

Father's full name / Nom complet du père / Nome completo do pai

Mother's full name / Nom complet de la mère / Nome completo da mãe

Full address / Adresse complète / Endereço complete

Street and No. / Rue at N° / Rua e No.

Village / Aldeia Commune / Comuna District / Município

Province / Provincia Country / Pays / País

Name of Head of Village or area / Nom du chef de village / Nome do soba da aldeia ou do bairro

ZIMBABWE RED CROSS SOCIETY
10 ST. ANNES ROAD
AVONDALE, HARARE
ZIMBABWE

ENG/FRE/POR/2004/HAR

Page -1-

1.11.13.1.1 Use of the Red Cross Message

The Red Cross Message was used on refugees whose last address was known. It is a method where refugees pass family news only and not used to convey messages to friends or loved ones. Messages such as: “I am well”, “I am safe here in Zimbabwe”, “I am staying at Tongogara Refugee Camp and my phone number is +263-(020)32048”, etc, are written by the sender. The receivers also made paraphrased responses of important messages such as: “The war ended but only Muhammed Seif is still missing”, “We are glad to hear that you are alive, send us your phone number”, “We relocated to North Sudan; we are using the above address”.

The Red Cross Message was widely used on adult refugees as they were the recipients who would remember their last known address. It was only the case of one adult respondent under study, from Rwanda, whose relatives had relocated to a different address and hence the Tracing Letter was used.

1.11.13.2 The Tracing Request

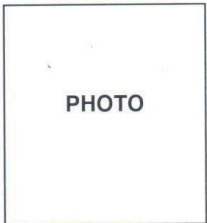
The tracing request letter was widely used on unaccompanied minors who would hardly remember their addresses. Some adult respondents had tracing request used on them as it would give the Red Cross personnel in the receiving country the leverage to begin from. The researcher used the tracing request on all the unaccompanied minors and one adult from the population under study.

In the case of respondents from Sudan, Somalia and Rwanda particularly, the researcher requested for the amalgamation of the Tracing Letter and the Red Cross Message as both tools sometimes work hand in hand.



ICRC

REGISTRATION FORM FOR SEPARATED AND UNACCOMPANIED CHILDREN



ICRC ID No. _____

Unaccompanied child Number of RCM collected during registration _____

- A separated child is any person under the age of 18, separated from both parents, or from his/her previous legal or customary primary care giver, but not necessarily from other relatives. An **unaccompanied** child is any person who is under the age of 18, separated from both parents, or from his/her previous legal or customary primary care giver and **also** his/her relatives.
- If the child does not remember his/her address, please note other relevant information, such as descriptions of mosques, ches, schools, village market name and other landmarks.
- Please fill out this form, completing each part as detailed as possible, with a ballpoint pen (preferably BLACK).
- ALL names to be completed in capitals.

1. Identity of the child UNHCR No. (if known) _____

Full name (as expressed locally) _____

Also known as (nickname) _____

Name(s) given to child by others after separation from parents if any _____

Date of birth/age ___/___/___ or age _____ Nationality _____ Sex: M F
dd / mm / yyyy

Place of birth _____ Province _____ Country _____

Distinguishing physical characteristics (if any) and state of health _____

Father's full name _____

Mother's full name _____

Other persons familiar to the child _____ relationship _____

_____ relationship _____

Address of child before separation (and person with whom he/she lived) _____

Town or village _____ District _____ Province _____ Country _____

Address of child after separation (and person with whom he/she lived) _____

Town or village _____ District _____ Province _____ Country _____

2. Persons currently accompanying the child (including A. fosters, B. relatives and C. siblings)

a. Children's centre b. Foster family c. Alone d. Other _____

A. Full name of the foster parent: _____

Foster parent's data **M** **F** Age _____ Ration Card No _____ Nationality _____

Marital status: **Married** **Divorced** **Single** **Widowed** Is foster currently with husband/wife **Yes** **No**

Compared to UC, comes from the same place? **Yes** **No** Same ethnic group? **Yes** **No**

Current address _____ District _____ Province _____ Country _____

Place of origin: Address: _____

District _____ Province _____ Country _____

B. Full name of the relative _____

Relative's data **M** **F** Age _____ Ration Card No _____ Nationality _____

Relationship to UC _____ Place of birth _____ Country of birth _____

Current address _____

Place of origin: Address _____ Town or village _____

District _____ Province _____ Country _____

C. Accompanying siblings (minors) with the child (Each accompanying sibling must be registered separately)

| Full Name (in capital letters) | Age | Sex | Exact relationship with the registered child |
|--------------------------------|-----|-----|--|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Does the child have other relatives in the current place? **No** **Yes** (if yes, provide details as in B. above)

Full name of the relative _____

Relative's data **M** **F** Age _____ Ration Card No _____ Nationality _____

Relationship to UC _____ Place of birth _____ Country of birth _____

Place of origin: Address _____ Town or village _____

District _____ Province _____ Country _____

3. History of separation

Date and place of separation _____

Circumstances of separation _____

Circumstances of arrival at present location (with whom, by which means, routing): _____

Date of arrival: _____

4. Protection information

- Was the child abducted? **Yes** **No**
- Was the child associated with armed forces? **Yes** **No**
- Is the child disabled? **Yes** **No**
- Is the child head of family? **Yes** **No**
- Does the child have a child? **Yes** **No**
- Is the child a medical case? **Yes** **No**

5. Parents' situation

Father: Alive Dead Don't know

Mother: Alive Dead Don't know

If parents are believed dead, please give details _____

6. Wishes of the child - Person(s) the child would like to find

Person A

Name and relationship _____

Last known address: Address _____ camp, town or village _____

District _____ Province _____ Country _____

Relationship to child _____ RCM collected? **Yes** **No**

Person B

Name and relationship _____

Last known address: Address _____ Camp, town or village _____

District _____ Province _____ Country _____

Relationship to child _____ RCM collected? **Yes** **No**

Person C

Name and relationship _____

Last known address: Address _____ Camp, town or village _____

Country _____ Province _____ Sub-district _____

Relationship to child _____ RCM collected? **Yes** **No**

Person(s) the child would like to be reunited with

Person: A B C Other (please specify) _____

7. Interview by other organization involved in tracing or protection

Has the child been interviewed or registered by any other organisation? Yes No

Name of organisation _____

Place of interview _____ Date _____ Country _____

Reference no. given to the child by other organisation _____

For what purpose: _____

8. List of documents carried by the child

9. Additional information which could help trace the child's family

10. Any other additional information

11. Disclosure of information

Does the child agree to the public disclosure (on radio, Internet, etc.) of his/her name and the names of relatives?

Yes No

12. Place of interview _____ Date of interview _____

13. Information given by: The child The foster parent Other

14. Name of interviewer _____ Organization _____

15. Signature of interviewer _____

16. Full name of ICRC FO in charge of checking _____

17. Signature of ICRC FO _____ Date of checking _____

1.11.13.3 Quick Telephone Service

The respondents were also subjected under the use of quick telephone services. This was incorporated to adult refugees who were so sure of their relatives' phone numbers. Minors were not subjected to this service as they were not versed with their relative's phone numbers. Radios with international antennas were used. The respondents were only allowed to communicate important messages in the presence of a Red Cross official responsible for the program. Mostly the conversation was at most two minutes per an individual as this is a pre-requisite by the Red Cross laid down preamble concerning the RFL program.

Under the telephone service, the researcher issued out writing pads so that the recipients would collect and write down their relatives' phone numbers to allow a continuous communication network among the families. This was the researcher's deliberate strategy meant to enhance timely collection of comprehensive data.

1.11.13.4 Internet

The researcher also used the internet as a way of enhancing a communication network between refugees and their families back home. The method of the use of the internet is a recently introduced tool which made the researcher to gather connections of the population under study and their families. The International Committee of Red Cross (ICRC) website on the RFL program was used. The researcher made use of the reference number on the website and the use of photos for easy identification of both the sought and the seeking members. The reference number also made it easier for the researcher to trace the geographical location of sought persons especially in countries where the Red Cross personnel were in internet free zone.

1.11.14 Appointments with subjects

The researcher made appointments with the population under study and he would visit the camp site for a one-on-one interaction with them. The appointments were made through the telephone via the resident District Field Officer (DFO) on camp. The interval for the visit was once at a monthly basis. The researcher made in-depth interviews with the recipient refugees as they were the sources of primary data while the DFO was the secondary source. The DFO was the research assistant as well as the person readily available on camp and seeing the development markers brought about by the RFL program.

Interviews were open ended so as to allow respondents to elaborate as much as possible their feelings towards the RFL program and simultaneously allowing them to cool their anxiety. This exercise allowed the researcher to explore the perceptions of the population sample and hence making useful deductions. These interviews made the researcher to make use of observation on the reaction and gestures of the respondents as they would explain and answer questions. Interviews also allowed the unaccompanied minors to open their personalities on their perceptions of the RFL program.

Most interviews were done in English and only few cases did the researcher seek for interpreters in certain languages which were not common to him. He sought interpreters for refugees, especially minors from DRC who spoke Lingala, Rwanda who spoke Kinyarwanda, Eritrea who spoke Tigrigna and Uganda who spoke Kiswahili and Luganda. All notes and comments were written in English.

1.11.15 Data Analysis

Collected data was presented in a combination of textual and structural description. Moustakas (1994) purports textual description as the laying down of experiences of the people under study. He goes on to explain structural description as the context, situations and conditions of how those experiences were made by the respondents. Gathered data was grouped into different headings and was analyzed using the themes represented by the data.

1.11.16 Ethical Considerations

Mouton and Prozesky (1998) postulate that the scientific community is not allowed doing whatever it deems necessary without regard to the rights of the rest of the society. This gives credit to researchers as accountable to whatever they are doing in a responsible and responsive manner. Somekh and Lewin (2005), highlight that researchers should tuck in sets of principles which guide their actions and also protect participants' rights as they carry out their researches in the field. The researcher observed the following ethical considerations:

- The researcher sought for permission from the Red Cross and officials from Tongogara Refugee Camp.
- The researcher ensured confidentiality to respondents. The appearance of any name in this study is not real but pseudo.
- Participants were given ample time to elaborate their views and contributions.
- Clear-cut reasons for conducting this particular research was explained prior the collection of data.

- The researcher gave freedom to respondents to ask him questions on areas of their concern, and also advised them to consult the research assistant should they be any need for clarity in the absence of the researcher.

1.11.17 Conclusion

This chapter was focusing on the research methodology. Literature review enabled the researcher to decide on the suitable methodology for this study. The chapter also outlined procedures of data collection, retrieval of instruments, researcher's field notes and ethical considerations put into play by the researcher.

CHAPTER TWO

CONCEPT OF RESTORATION OF FAMILY LINKS

2.1 INTRODUCTION

Africa has faced a number of persons being displaced from their geographical settings. Resultantly as a way of improving the lives of refugees in foreign lands, the Red Cross began a program of Restoration of Family Links (RFL) to refugees. This is a way of initiating some communication with close relatives at countries of origin. As such this study sought to analyze the RFL program to African refugees by Red Cross. The study area is Tongogara Refugee camp in Chipinge – Zimbabwe. The countries under study were Somalia, Rwanda, Burundi, Sudan, Eritrea, the Democratic Republic of Congo (DRC), Ethiopia, Cote d’Ivoire and Uganda. This chapter focuses on the background of the study, problem statement, and justification of study, research questions, hypothesis, assumptions, and purposes of study, delimitations and limitations.

2.2 Restoration of family links to African refugees.

Restoration of family links is disaster preparedness and management program initiated by the Red Cross in. It came into effect in 1981 under the British Red Cross Society, through the Act of Parliament No. 30, 1981. This program zeroes on the objectives to offer adequate help to prisoners of war, to ensure sensitization to the global village on the tenants of international humanitarian law and to offer services to communities in cases of disasters. As a result of the above attributes, countries have faced an influx of refugees from different directions. The Red Cross society then discovered the deterioration of freedoms of refugees in various camps as a

result of absence of information and communication with relatives at home; hence it introduced the program of restoring family links.

This program works in collaboration with other international humanitarian organizations. The core of the department is to provide relief and medical services whenever a disaster or any form of distress strikes. As a way of addressing human suffering and crises with hope, the Red Cross advocates for restoration of family links (RFL) to international refugees that are in the country. Methods of RFL are the use of the Red Cross Message, Tracing Letter, quick telephone service and the web. The program plays a pivotal role in reuniting families and tracing lost family members across borders and continents. Refugee camps are provided with food items and other survival articles. However there is no universally agreed tool upon usage in restoration of family links.

It looks at victims of disasters, poverty brought about by socio-economic crises and victims of health emergencies. Relief operations are carried out in times of war to improve the lives of vulnerable people with a concern of respect of dignity and equity. It helps the wounded in war times bearing the seven fundamental principles of the movement. It looks in issues of international humanitarian law. It promotes the right to life, the prohibition against cruel or inhuman treatment or punishment, the prohibition against torture, the prohibition against humiliating or degrading treatment or punishment, and the prohibition against slavery among other things. It thus aims to limit the suffering and the damage caused by war.

The transparency of trauma-affected refugees has resulted in organizations such as the Red Cross society in intervening. Displacement, especially finding oneself in a foreign country, whether it

results from violence, persecution, conflict, social or political deacease, is one of the stressful human experiences. Fleeing from war or civil tumult, natural disasters such as famine or floods are more common factors that have brought about family breakages.

Displaced populations may remain in camps for years. In such situations, refugees' exertion to adjust to unfamiliar surroundings and to a new way of life becomes void as long as the family membrane is broken. Refugee camps have little to offer so as to cover memories of home. Though other needs appear more imperative, communication with relatives at home can also sustain their lives.

Restoration of family links does not only share a common message, it is a critical part of the effort to improve the delivery of humanitarian aid through communication. This program gives beneficiaries aid more effectively while giving them a greater role in their own recovery. This diversified development plan gives refugees confidence because in those tents, nobody knows what they need, what they think and what their problems are.

Access to information is very crucial in human life. Some refugees got their lives defined by war and other major disasters that tore apart their societies. Therefore such victims survive without knowing whether their families are still existing or not. Reports of bombings and shootings in Sudan are frequently given; hence refugees from such countries live in continuous trauma.

The program of Restoration of Family Links offers services to quite a number of categories of recipients. These range from populations affected by disasters and conflicts, migrants and their families, unaccompanied minors (from families, orphans and vulnerable children (OVC)), foreigners detained in prisons who are not in a position to contact their embassies, refugees and

displaced persons, victims of human trafficking and generally those in need of RFL services through the Red Cross.

The Red Cross in conjunction with other humanitarian organizations mandates in offering RFL services through linking victims and their relatives only, not friends and loved ones. It also has to be noted that the Red Cross does not replace communication networks therefore it is not for anyone. Even those refugees who can afford to use other communication networks are free to do so. The RFL therefore serves the vulnerable who need to be linked and not those who are already on the communication road with their close relatives.

2.3 Factors affecting displacement and movement

There is no distinct factor to explain the movement of persons from one country to the other. Though some may appear to be overriding others, but however, a number of factors have made borders be porous for the displacement of affected populations. Some studies have pointed out inter-relatedness and amalgamation of factors that make displacement inevitable. Political, economic and socio-cultural factors have kept the global village, especially Africa, susceptible to displaced populations.

Genocide is one of the factors that has perpetuated to the displacement of persons in the context of Africa. The Department of Trade and Industry (DTI) South Africa (2009) highlighted that almost 2.5 million people have been displaced in Africa as a result of genocide. The Darfur region in Sudan saw a massive extermination of Sudanese black community in the southern part by their superior Arab Muslims in the Northern part of Sudan. Southern villages had its people broken their bones, battered, shot, bayoneted, stabbed, bombed and the scorched earth policy

became order of the day. The luckier victims who, by chance, escaped the wrath of their enemy found refuge in neighboring countries hence becoming refugees.

Ethnicity has been the factor that defined African politics. This has negatively affected populations hence leading to displacement and movement of categories of adults, youth and unaccompanied minors. Rwanda is one African country that saw ethnic conflict among the Hutu (approximately 85%), the Tutsi (14%) and the Twa (1%) (Guchteneire et. al 2009). The subjugation and carnage of the Tutsis by Hutus was as a result of the Belgian engineering which postulated mythically that the Tutsis were the most superior while the Hutus were just but farmers. The racial differences between these two ethnic groups led to the Rwandan genocide which claimed a number of deaths and also led to the exodus of populations to different parts of the world (Mobasher and Sadri 2004). According to the Human Rights Watch, Interahumwe and Impuzamugambi militias led to 500 thousand to a million deaths. This saw an influx of refugees in Rwanda refugee camp in East Zaire and other parts of Africa.

Sexual abuse of women and child trafficking is another factor which explained displacement particularly in North and Central Africa. The Janjaweed in Sudan raped women and sometimes claimed deliberately to infect them with HIV/AIDS. Children were kidnapped and were trained and turned into Janjaweed soldiers despite their tender age (Sweetman 1998). As a result, most women and children fled further south of Africa and found themselves as refugees than to fall in the hands of the enemy or see their loved ones being slaughtered to death. One marker that fuelled the movement was the cordial relations which were there historically between the conflicting groups.

Natural disasters have been the thorn in the flesh of African nations. Africa has been the landing ground of drought, floods, famine and desertification. Gordon and Gordon (2013) pointed out the displacement of person in 2011 as a result of drought. The 2011 drought hit East Africa and forced a number of victims into refugee camps as Dadaab in Kenya. Areas geographically located near water sources as dams, lakes, rivers and seas often experience floods due to a rise in water levels. Sudanese Blue Nile State has often experienced flooding and vast waterborne diseases. The failure to address to the needs of locals by agencies such as the United Nations has made populations to gain confidence in migrating rather than suffering at home. In 2012, the UN planned to address to a maximum of 100 000 people in Upper Nile and Unity, also it had to look for backup fund to import commodities for cooking, sanitation and shelter for 170 000 people, while in the same vein the World Food Program was resorting to exorbitant food airdrops. These plans were responded at a very minimal rate and hence persons had to migrate further down to the south.

Trafficking networks have haunted Africa especially West Africa. Cote d'Ivoire has created networks with Nigeria and other European countries that traffic women and girls for forced prostitution. The Human Rights Watch (HRW 2012) have reported that a number of female victims range between the ages of 15 and 17 or had been minors during trafficking. Most elderly women who have been trafficked were sold exaggerated dreams of job opportunities and improved living standards. Cote d'Ivoire has not signed the UN Trafficking Protocol and it also lacks domestic legislation that specifically criminalizes trafficking (allafrica.com). This has given the proprietors of trafficking leverage to continue their activities which are against the anti-trafficking and international law on human rights. Those victims who manage to escape the threshold of human trafficking seek for refuge in harmonized countries.

The threat on security has perpetuated the movement of affected populations to other nations. The Southern Star (2012) reported that countries like Mali is facing its worst humanitarian crisis for over 20 years due to food insecurity affecting around three million people, and conflict-induced displacement in the north. In 2011, Africa experienced severe malnutrition rates in children of at least 15 % being reported in some regions. In 2012, almost 113 000 refugees fled to the north and other neighboring countries. Fleeing also became inevitable when fighting flared up between armies and rebel groups. The slow start-up of the National Commission for Refugees (CONAREF) and UNHCR in addressing such problems has made people seek refuge in countries further south of Africa.

Female genital mutilation has been the thorn in the flesh of women particularly in Central Africa (Adepoju 2010). This socio-cultural belief is an inherent activity that has traditionally sanctioned and denied women and girl children an independent legal and social stratum. Civilization and globalization has eye-opened Africans who have been long suffering in the name or preserving cultural heritage. Countries like Ghana, Burkina Faso and Uganda saw quite a number of their populations leaving their countries as a way of running away from such inhuman cultural activities which are also against human rights and international law.

Civil wars have explained the political arena of African nations. This has created turmoil and hence displacement. The al-Shabab in Somalia, the Tuareg rebel group (the National Movement for the Liberation of Azawad (MNLA)), civil wars in Rwanda, DRC, Burundi and border conflicts between Somalia, Ethiopia and Eritrea led to the movement of civilian non-combatant population to neighboring countries and beyond (Campbell 2007). Campbell also perceives criminal offence as a cause of migration. Some individuals have committed serious crimes such as crimes against humanity, crimes of aggression and crimes against peace in their countries of

origin. As result of fear of persecution and prosecution, perpetrators of such atrocities would decide to seek asylum in foreign territories.

Genova (2002) asserts that labor migration has played a role in the migration. Africa is facing a historical and contemporary dichotomy of employment index. High percentages of populations within individual States is highly unemployed. As a result, the epistemological assumption has made people or citizens to migrate to States they deem to be resourceful.

CHAPTER THREE

THE RED CROSS

3.1 Introduction

This chapter serves to unveil the background of the Red Cross organization. It alludes the development of the program of restoration of family links, the International Humanitarian Law (IHL), the seven fundamental principles guiding the organization and the three arms of the organization. This chapter also delves much on relevant literature. In literature review, the main aim is to put across designed research questions in the context of the previous research as a way of upgrading what has been done in order to explore new grounds. In the same vein, thus finding a common ground between this research and other studies already conducted. This chapter also gives the knowledge gap. The last part of this chapter looks at factors that lead to displacement and movement.

3.2 BACKGROUND OF THE RED CROSS SOCIETY

Zimbabwe Red Cross Society started as a branch of the British Red Cross Society and was established through an Act of Parliament, the Zimbabwe Red Cross Society No. 30, 1981(parl.zim.org). The operation of the ZRCS is both national and international in nature and collaborates with other sister National Societies in 189 countries worldwide.

Generally, Red Cross was begun by a Swiss citizen Henry Dunant. The movement started at the Battle of Solferino, 24th of June 1859 in Italy where hostilities were tense between Napoleon 3 and Austrian soldiers. Henry Dunant on his business mission in Italy, found about 6000 dead

men and 35 000 were wounded after being shot, trampled and bayoneted. He then mobilized local women volunteers to care and offer medical support to victims despite which front they belonged to. In their operations, they bore the motto “tuttifratelli” (all brothers) (The Johns Hopkins and Red Cross Red Crescent 2008). Hence after the war, the Geneva Convention and the statutes of the Red Cross saw the need to establish National Societies in almost all nations of the globe to cater for the needy and vulnerable communities.

The activities of ZRSC are guided by the Four Geneva Conventions of 1949 and the additional protocols of 1977 (ICRC 1983), and also by the seven fundamental principles which work unidirectional across all the National Societies. There is only one Red Cross/National Society in each country and so is Zimbabwe. Red Cross is represented in 8 provinces in Zimbabwe and its National Headquarters are in Harare.

According to the ZRSC Act, the objectives of the Society shall be to organize emergency relief to victims of disasters; in times of war, to act in all the fields covered by the Geneva Conventions; in times of peace, to make necessary preparations for emergence response in the event of armed conflict; to encourage, support and carry any activity which relieves human suffering; to inspire in-school and out of school youth through various programs; to recruit and train members and volunteers to carry out the activities mentioned above (redcrosszim.org).

ZRCS, in conformity with the Geneva Conventions, uses the emblem of a red cross with vertical and horizontal arms the same length on and completely surrounded by a white background. The emblem was derived from the Swiss flag which is a white cross on a red background (Cassese 2008). This was a way of honoring Switzerland which bore Henry Dunant to the world.

The ZRCS partners with various stakeholders who include individuals, Corporate, Partner National Societies (for example Norwegian Red Cross), IFRC, ICRC, and Government through humanitarian ministries, UN Agencies and other humanitarian actors.

3.3 Programs offered by the Red Cross

The programs offered by ZRCS are divided into six departments which are Food Security and Livelihoods Services; Health and Care Services; Disaster Preparedness and Management; First Aid Training and Provision; Resource Mobilization; Organizational Development and Youth Development (Hellum 2007).

3.3.1 Food Security and Livelihoods

The objectives of this service are to ensure food security is attained at national level, to help with agricultural inputs and expertise to communities in need, to initiate funds from donors with accountability and transparency and to offer maximum services of food voucher beneficiary program (redcrosszim.org).

This program delves on areas which are prone to drought and other natural disasters which compromise agricultural activities. It also monitors and provides agricultural inputs in form of fertilizers, crop seeds, vegetable seeds as well as expertise. The designated food security officer in a particular province should monitor the productivity of such crops up to the harvest stage.

3.3.2 Health and Care Services

The objectives of this faction is to prevent further infection of persons, expanding care, treatment and support of orphans and vulnerable children (OVC), people living with HIV/AIDS

(PLWHIV) and family members. The program also looks into strategies of reducing stigma and discrimination (redcrosszim.org).

Peer education and community mobilization are put into play. Most training of peer educators is carried out especially in sectors as youth, commercial sex workers and truck drivers on life skills, STIs, HIV/AIDS and sexual reproductive health. Peers educators are supported in cascading down information to targeted groups.

ZRCS also helps children and orphans who are made vulnerable by HIV and AIDS by providing art materials for memory and hero work. The organization procures and distributes standard package of blankets, food hampers, clothing, mosquito nets, sanitary and hygiene articles to the OVC. Educational support is also rendered to primary, secondary, tertiary and vocational and this includes payment of fees, uniforms and stationery. OVC are assisted for medical check-ups and made to receive treatment through pediatric ART (Hellum 2007).

3.3.3 Disaster Preparedness and Management

This section focuses on conducting restoration of family links, offers adequate help to prisoners of war, and ensures sensitization to international law and to offer services to communities in cases of disasters. It also has to be noted that this particular study on the analysis of the effectiveness of family links to African refugees directly falls under this program.

This program works in collaboration with other international humanitarian organizations. The core of the department is to provide relief and medical services whenever a disaster or any form of distress strikes. It looks at victims of disasters, poverty brought about by socio-economic crises and victims of health emergencies. Relief operations are carried out in times of war to

improve the lives of vulnerable people with a concern of equity and dignity (CISOMM GPA AUDIT 2013).

Other than war times, it also provides psychosocial support to victims of any disaster. The program also looks into other pandemics such as cholera and floods which are prone on the Zimbabwean context, as such issues of water and sanitation are taught on. The department trains staff, volunteers and uniformed forces on disaster preparedness, management and prevention.

3.3.4 First aid training and provision

The core business of this program is to save lives, reduce accidents, promote recovery to casualties and to reduce intensity of a disaster. It focuses on first aid training in all the provinces across the country. Its targeted groups are individuals, road users (drivers, cyclists and pedestrians), mining companies, forestry companies, among others.

There are trainings done at provincial level which are divided into a number of categories. Basic Industrial First Aid (BIFA), Community Based Health Care, Advanced First Aid and Nurse Aid. There are other trainings done at national level which are Proficiency in nursing, Proficiency in First Aid and Trainer of Trainees.

3.3.5 Organizational development and youth development

This department looks at the development of youth for self-confidence, leadership, life skills and self-reliance. The youth clubs carry out developmental activities which are applicable to their respective provinces. They look into issues as traffic safety, climate change, waste management, project management and blood donations.

There is a current youth delegate partnership program going on among Zimbabwe, Norway, Nepal and Colombia. The multilateral link is designed to enable partner national societies' youth to bring in new ideas and ways of improving youth activism into other national societies. In this case the youth share their expertise, experience, culture and knowledge in certain areas.

The International Red Cross and Red Crescent Movement is made up of the International Committee of the Red Cross (ICRC), the International Federation of Red Cross (IFRC) and the National Societies (IFRC 2012).

3.4 ICRC

Is an independent, neutral and impartial organ whose solely humanitarian mission is to protect the lives and self-esteem of victims of armed conflict and other situations of violence and to provide them with assistance (ICRC 1949). The ICRC also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the Geneva Conventions. It directs and coordinates the international activities conducted by the Red Cross movement in armed conflicts and other situations of violence.

The ICRC has been appreciated and seen by the international community as a unit of international law. The ratification and legal personality of the ICRC is evidenced by the Geneva Conventions of 1949 and Additional Protocols of 1977 which provide responsibility to the movement during war time (Pfanner 2008).

3.5IFRC

Works on the basis of the Fundamental Principles of Red Cross to inspire, facilitate and promote all humanitarian activities carried out by its member National Societies to improve the situation of the most vulnerable people. Founded in 1919, the Federation guides and synchronizes international assistance of the Red Cross movement to victims of natural and scientific disasters, to refugees and in health predicaments (IFRC 2008). It acts as the official representative of its member societies in the international field. It promotes collaboration between National Societies, and works to strengthen their aptitude to carry out effective disaster preparedness, health and social programs (ICRC 1983).

3.6National Societies

Embody the work and principles of the Red Cross in more than 187 countries. National Societies act as auxiliaries to the public authorities of their own countries in the humanitarian field and provide a range of services including disaster relief, health and social programs. During wartime, National Societies assist the affected civilian population and support the army medical services where appropriate (Than and Shorts 2003). Examples of national societies are Zimbabwe, Zambia and Norwegian Red Cross Societies.

3.7International humanitarian law

International Humanitarian Law (IHL) is a subset of international law that entails rules and principles set up to regulate warfare by limiting States in the conduct of armed hostilities. It also protects individuals who are not involved or have ceased taking part in combat (Cassese 2008).

The International Committee of Red Cross (ICRC) guards and monitors the implementation of rules of humanitarian law. These include rape, plunder, and ethnic cleansing massacres among others at a global level. As such there are four Geneva Conventions and apply to every nation across the globe. The conventions were held in Geneva (ICRC 1981).

IHL gives regulations that States should not by any means subject civilians as objects of attack. Also States should avoid using weapons that cannot distinguish civilians from military targets (Than and Shorts 2003). The Clause namely ‘Martens Clause’ expressed in Art 1(2) of the First Additional Protocol of the Geneva Conventions articulates that:

“In cases not covered by this protocol or by other international agreements, civilians and combatants remain under the protection and authority of the principles of international law derived from established custom, from the principles of humanity and from the dictates of public conscience.” (Than and Shorts 2003: 118)

3.7.1 IHL has principles of:

- Distinction
- Proportionality
- Precaution
- Military necessity and
- Respect (ICRC 2002).

3.8The First Geneva Convention (1864)

Modern Humanitarian Law was founded in 1864 by the ICRC. Some rules emerged from ethical and religious sources such as the Bible and the Koran. Some emerged from custom established

by the civilization of the day (ICRC 1949). These rules state that those taking part in war must behave. The idea is to spare anyone on the battle field who is not taking part in the hostilities. It states the abolishment of use of indiscriminate weapons or those weapons that cause excessive suffering. Hence the military leaders or states allude to the soldiers, through the help of the ICRC, the obedience of IHL and implications in terms of violations of it.

The convention focuses on the sick and wounded personnel. It also culminated the impetus in international law for a continuous regulation and eventually the restriction of cessation of war. This Convention follows lines on the respect of the wounded and defenseless persons (*hors combat*), ICRC (1983). This Convention was revised in 1927 during the Diplomatic Conference held at Geneva and also in 1937 after deliberations were made by the ICRC and the International Commission Experts (Picket 1949).

3.9The Second Geneva Convention (1907)

The laws then were broadened to protect other people affected by conflict and impose restrictions on the way war is waged. This was due to the sea battles between Russia and Japan. Hence it includes protection of ship wrecked military personnel. The ICRC has the mandate from the international community to promote compliance with humanitarian law practicing neutrality and independence. This law is specifically designed for war time only. The ICRC has responsibility to track and identify where violations of IHL occur and to intervene on the relevant authorities to counter these violations. Therefore the ICRC has the role to clarify development of IHL when necessary.

It was however revised in 1937 and 1949 (ICRC 1949). The ICRC (1949) elaborates on the 1907 version which consisted of twenty eight Articles whereas the 1949 contains not less than sixty three Articles. Probably this might be as a result of the provision of Land Convention of the 1937 draft.

3.10 Third Geneva Convention (1929)

This is also known as the Prisoners of war convention. The idea is to spare the wounded, the sick and those who are detained. A wounded soldier is a non-combatant. It states that prisoners of war are not criminals (ICRC 1949). It gives protection against physical and mental torture and corporal punishment. It also entails the provision of special needs of women and children. The ICRC sees that prisoners of war or refugees maintain links with their families to enjoy fundamental judicial guarantees.

The Third Geneva Convention, after its revision in 1949, contains one hundred and forty three Articles from the ninety seven Articles of the corresponding 1929 Convention (Pfanner 2008). The sole strategy for this Convention as an instrument of international law is that regulations were to be posted in camps where there are prisoners of war, to authorities and also to readers. The ICRC (1949) clearly states that the Convention deals with issues of interrogating prisoners, disposal of personal effects, methods of incarceration, living conditions, clothing, accommodation, food and more.

3.11 Fourth Geneva Convention (1949)

This Convention entails protection of civilians and civilian property. The presence of military personnel among civilians does not remove their protection. It also states that first aiders, ambulances and hospitals must be protected. These should bear the Red Cross emblems to safeguard medical activities (Cassese 2008).

According to Article 43, the Convention ensures that the dignity of persons is respected. Also the religious practices and convictions must be respected. Article 46 formally forbids plunder while Article 47 alludes to the dismissal of general penalty, thus no group or particular population shall be inflicted or punished as a result of the behavior of one person (Dixon et. al 2011). Tokyo (1934) also explains on the Prisoners of War Convention which was deliberated to protect civilians who might be in the battlefield or territory of enemies at the beginning of hostilities.

Therefore anyone who breaches the Geneva Convention can, whatever his nationality, be prosecuted either by the national courts of any country or by the International Criminal Court at The Hague. As such, when IHL is respected, civilization is enhanced.

3.12 Seven fundamental principles of Red Cross

3.12.1 Humanity

The Red Cross, having begun with the desire to bring assistance without discrimination to the needy, endeavors to prevent and alleviate human suffering whenever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples (IFRC 2008).

3.12.2 Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors only to relieve suffering, giving priority to the most urgent cases of disasters. Governance bodies should enable the National Society to act without discrimination. The bodies themselves should be representative of all groups of the population. The Red Cross does not ask the suffering man what country he comes from or what his religion is, which political party they belong to, but say simply that he is in pain, that he is one of our own and he should be rendered relief (Picket 1949).

3.12.3 Neutrality

In order to continue to enjoy the confidence of all, the Red Cross may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature. Neutrality demands real self-control, it is indeed a form of discipline the Red Cross imposes upon itself and it is a brake applied to the impulse of the edges of its feelings. A person who follows this strenuous path will discover that it is rare in a controversy to find that one party is completely right and the other completely wrong (The Johns Hopkins and Red Cross Red Crescent 2008).

3.12.4 Independence

The Red Cross is independent. The National societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with Red Cross principles (Than and Shorts 2003). It is of utmost importance that governance bodies and the individual members remain independent from other influences, especially the government. Membership should also be balanced, avoiding predominance by members of government. Conflicts of interest must be avoided.

3.12.5 Voluntary Service

The Red Cross is a voluntary relief organization not prompted in any manner by desire of gain. Board members serve in a volunteer capacity. They should get involved only for one reason – to make a difference in the society’s performance (The Johns Hopkins and Red Cross Red Crescent 2008).

3.12.6 Universality

The Red Cross is a worldwide institution in which all Societies have equal status and share equal responsibilities and duties in helping each other. Because the movement is worldwide, every element can benefit from the knowledge and experience of the other elements. In terms of governance, local branches can learn from the governance structure and procedures of other branches, especially through “twinning” exercises (Picket 1958).

3.12.7 Unity

There can be only one Red Cross Society in any country. It must be open to all. It must carry out its humanitarian work throughout its territory. Governance bodies must be open to all, and should pro-actively recruit members which represent the make-up of the population. Branches and their governance are extremely important to ensure that the entire country is served by the National Society (ICRC 1983).

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1. Introduction

This chapter delves on data presentation, discussion and interpretation of research findings. The researcher employed content analysis and conversation analysis. Z. O'leary (2010) describes content analysis as to interpret the stories of individuals and conversation analysis as to understand the structure and construction of conversation. Pseudo names were used in this chapter. The research findings were organized according to the research questions which guided the entire research process. These are:

- ❖ How effective is the process of FRL particularly to the source countries of refugees vis-à-vis ongoing wars?
- ❖ What are the livelihood markers on refugees which are brought about by Restoration of Family Links?
- ❖ What are the advantages and disadvantages of tools used in restoration of family links? Suggest ways of improving them.
- ❖ What is the position of sending and receiving governments in relation to the Geneva Conventions as far as Restoration of family Links is concerned?
- ❖ What challenges have been faced by humanitarian organizations in their endeavor to offer Restoration of Family Links program?
- ❖ What policies can be employed to proffer better services of humanitarian organizations through linking refugees and their families?

4.2. Traits of respondents

The researcher worked sixteen refugees under study which he interviewed and also undertook an observatory measures. The youngest among the respondents was nine years old and the oldest among the elderly refugees was 43.

4.3. Livelihood markers

Data collected under livelihood markers was presented under the following topics: Psychosocial, physical health and performance markers.

4.3.1. Psychosocial

Some respondents viewed FRL program as a therapy to mental health and a guide to recovery. Samson from DRC was exclusive from the rest of refugees on camp. He would hallucinate in a very observatory manner thereby deteriorating his psychiatric health since he did not know the whereabouts of his family members. He stated that:

“I have a strong belief that my exclusion from others emanated from the time I separated from my family. Though here on camp I have people from my country, I feel safe and comfortable when I’m alone though I don’t like it. I once had some counseling but they freshened the memories of home. I love the way I am, am here to live and die.”

4.3.2. Physical Health

Quite a number of elderly people opted to ignore administering drugs especially those who were under Anti-Retroviral Therapy (ART) as they thought their lives were a subset of the survival of their beloved family members. One respondent was quote:

“By not administering tablets, I am catalyzing my death so that I follow my kinsmen.”

In a similar case, Prisca, a nine year old minor who was displaced as a result of attacks on Darfur in Sudan, literally rejected taking ARVs while lamenting the name of her mother who was taken by the Janjaweed.

4.3.3. Performance markers

The researcher, with the help of the resident research assistant, observed performance markers on refugees on a comparative basis. Prior the coming of responses from respective countries particularly through the Red Message and Tracing Letter, refugees would fully participate with enthusiasms in activities on camp such as farming and house chores. An optimistic Marshall from Burundi began asking for further duties from the camp manager immediately after he had completed his Red Cross Message and Tracing Letter.

Two minors, Sharon and Prince from Uganda and Somalia respectively, were seen running around camp after they had a privilege of having a quick telephone call with their siblings. Minors would not stop pestering for more calls from the researcher as his appearance on camp meant a phone call to their kinsmen back home.

4.4. Significance of tools used

The Red Cross Message, Tracing Letter, Quick Telephone Service and the Internet were viewed differently by the respondents. Some participants gave the following sentiments:

Susan (elderly refugee from Ethiopia): *“I do not want to be bothered again by completing the Red Cross Message, in 2009, nothing worked out as I did not get any response from home. Now I need assurance on the validity of this paper.”*

Prince (minor from Somalia): *“I was enjoying my conversation with my sister and why did you take away the radio from me, two minutes is so little to us. You should have given us much time equivalent to the words we wrote on that Red Cross Message.”*

Eliot (minor from Cote d’Ivoire): *“I really do appreciate the Tracing Letter, I did not know that I would ever meet my surviving uncle, I cannot imagine myself having a surviving relative as a result of those tremendous floods which claimed a lot of people.”*

Marshall (elderly from Rwanda): *“I once tried using the internet some time in 2012, but I could not locate my relatives since my home area was still developing and was also far away from the town. Save for this Red Cross Message and Tracing Request which made my stay at Tongogara a better one.”*

4.5. Governments’ influence

The researcher observed that the government of Zimbabwe has a positive stance on the incorporation of RFL as a program. Zimbabwe follows the Act of parliament, the Zimbabwe Red Cross Society No 30, 1981. The Red Cross National Society in Zimbabwe is collaborating with

other national sister societies in Africa to further RFL programs to the needy vulnerable refugees. It is only in Angola where there is no Red Cross Society as the government opted not to be a signatory of the Geneva Conventions perhaps basing on hidden political ideologies.

4.6 Marginalization within participants

There were participants who were traumatized before the RFL program was incorporated on them. Some of them portrayed mental health deficiencies. However, as a result of the knowledge of their relatives, one responded:

“My friends are a problem, when a person recovers, they would still see you as a lunatic person. Now I have come to my senses and my wish is to come back to the people”

Some of them were denied responsibility as a result of their previous psychiatric condition.

Another man said:

“Even if I see people doing wrong things I just keep quiet, the other day I tried to bring conciliation to conflicting young girls, and one of them said to me ‘udwala nanzelo’ (you are made).

4.7 Improving lives

All the respondents in this study were recommended to the counseling department on camp. The subjects were referred to psycho-therapists and psychologists especially those who were previously under psychiatric therapy. A number of refugees who had side-lined Anti-Retroviral Therapy (ART) were recommended to resume their medication. One woman said:

“Now that I know my two sons are alive at home, I see the reason to survive and I pray God grant my body power to respond to my tablets which I had long neglected.”

RFL can be seen as benefited a big group through a brief-group which was under study. One man said:

“The proceedings of reuniting families which you are doing have motivated my friends. I overheard one woman chatting with her friend saying ‘this program is so beneficial, I really wish there was a Red Cross office in Angola, maybe I would know of my grandmother.’”

When refugees enjoy the fruits of being networked with their loved ones in the countries of origin, their freedoms become progressively independent from the factors contributing to migration. This can be viewed at an individual or corporately. One young man commented:

“By virtue of receiving news from home, I even feel much better than what I was at my coming to Tongogara... this program has made me to forget the suffering which propelled my coming to Zimbabwe.”

The incorporation of RFL program on refugees derailed a paradigm shift of displacing themselves to other countries. Another woman commented:

“...Zimbabwe is actually my third destination, from Daadab, I went down to South Africa and now here I am. We were planning with my colleagues on the next destination since we did not know the whereabouts of our family members, we thought we were living to see the next day, but now I have every reason to stay and see what the Red Cross has for us...”

4.8. Challenges faced by humanitarian organizations and RFL

The Red Cross personnel in the receiving countries have faced a lot of unfavorable conditions which inhibited the mobility of FRL. One personnel in Burundi was complaining on the issue of the terrain. He was deployed to trace victims' relatives beyond Ruvyironza River which was a close to impossible situation to an outsider. Other personnel were deployed to areas which lie beyond Mount Heha which took personal vigilance to undertake the duty.

It has always remained a risky exercise to employ humanitarian missions in war zone areas of Africa. Some Red Cross personnel were so unfortunate to be victims as they find themselves within the danger war zones of war torn countries. Evidence has come from other volunteers who do not want to conduct RFL in countries such as Somalia, Sudan, Rwanda and DRC as war could break at any given time.

In whichever challenge has been faced by the Red Cross which breached the RFL program, the form below would be completed by the responsible Red Cross personnel:



**RED CROSS MESSAGE
BACK TO SENDER**

To: _____ Date: _____

From: _____

We regret to send you in return the enclosed Red Cross Message for the following reasons:

- The addressee has left without giving a forwarding address.
- The address on the message is incorrect / insufficient / illegible.

Please give details if you selected any of the above options.

- The addressee is unknown at the given address.
- The addressee did not come to collect the message despite several reminders.
- The radio calls were unsuccessful.
- The addressee unfortunately refused to reply to the message.
- RCM distributed, addressee will reply later.
- Other (please explain / specify): _____

Thanking you in advance for your understanding. We remain,
Yours sincerely,

4.9. Conclusion

In this ethno methodological study, the researcher's findings were analyzed by categorizing the central themes. Selected quotations which included directed statements from respondents were taken down. The responses from both the refugees and the Red Cross personnel and also the stance taken by the sending and receiving governments gave a clear picture on the analysis of RFL as a program.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1. Introduction

This unit consists of three main aspects which conclude the entire research. These are the summary, conclusions and recommendations. The researcher discusses the research problem tackled, the research methodology, major findings of this particular study and their implications for practice.

5.2. Discussion of results

This study was carried out to analyze the significance of Restoration of Family Links to refugees in Africa by the Red Cross Society. A number of aspects brought about by RFL program to refugees under study were put into consideration. These were the livelihood markers, influence of involved governments, challenges faced by humanitarian organizations responsible for the program and the significance of the tools used. It has to be noted that challenges faced by humanitarian organizations were discussed in the sub topics below. This is because relatively all the topics raised bear challenges of their own nature.

5.3. Conclusions.

The following conclusions were made and they correlate with the research questions:

5.3.1. Livelihood markers on refugees

This study revealed that the failure to reach out to families of refugees can worsen the symptoms of disability to those with psychiatric illnesses. The more quickly information at home is communicated to the displaced disabled persons, the less likely the health problems are likely to worsen. Communication absentia or delay compromises return to normal routine of health to victims of chronic diseases.

People's level of functioning may vary according to causes of displacement, personality type, cultural beliefs and other reasons. As such, not everyone is put or forced to be a subject of RFL program. This could be by the reason that some refugees displace themselves from their original countries due to cases of crimes or became victims of domestic violence. Therefore refugees in such social categories would not want their whereabouts to be known lest they be prosecuted.

Stress can lead to some individuals having unformed decisions which may be hazardous to their lives. This can be evidenced by the refugees who join social groups which may have long term impacts. Rwandan trios were arrested after they applied to the Ministry of Labor and Social Welfare to establish a Satanism church at Tongogara refugee camp. Failure to have contact with family members can lure refugees into making new relatives but with detrimental individual group interests.

It was noted that communication with mutual relatives can rebuild the community and resuming a normal life. Communication can lead to self-actualization which brings growth in an individual; esteem needs are cultivated hence bringing dignity to be respected and valued in the society. Communication through Restoration of Family Links can lead to the attainment of social needs as in becoming part and parcel of the society. This therefore entails a smooth or close to normal life of a refugee in a foreign country whenever families are linked.

This study highlighted that prolonged family separation can break some people down emotionally leading to long term impacts such as anxiety, fear and mood changes. Separation can also lead to physical markers such as fatigue, headaches and back pains. There can be also changes in behavior hence leading to domestic violence and alcohol abuse. If such problems are not addressed early, victims can suffer long after the emergency is over. Restoration of Family Links comes in as a program which prevents or controls the progression of problems among displaced populations.

It was noted that refugees under RFL program have qualities in common as being able to feel and express a range of variegated emotions. Through communication, refugees can be able to understand and respond to the challenges of day-to-day life by virtue of knowing the whereabouts of their family members. The population of refugees under the program are also able to maintain long lasting good relationships with other refugees in a given camp or community.

Restoration of Family Links can still affect people within the camp even if they are not directly under the program. The small proportion of respondents under study rejuvenated hopes for the hopeless and insights of a future to refugees. The comments by respondents under study on the way other refugees are seeing RFL as a recommended program simply explains its sustenance in the generations to come. The success of networking migrants in origin and destination areas of countries and subjects under study, cultivated enthusiasm to those refugees who were pessimistic towards the program.

5.3.2. Tools used in RFL

This study noted that there is no universally agreed tool to be used in RFL but it depends on individual decision and situation at hand. However, it has been noted that the most tool used and equally equated as convenient was the Tracing Request letter. This reason might be because of its coherence in the layout of requirements and its composition of information needed in the Red Cross message. The Tracing Request works almost perfect in the area of unaccompanied minors.

The quick telephone service is also convenient in its own domain especially when the refugees know the phone numbers of their relatives at home. This method eliminates uncertainties to both the refugee and the receiving subject as confidence and assurance is given. It allows an almost physical contact between both parties as voice calls can bring a mutual connection. However the initiative of a two minute call as a regulation of Red Cross works at a disadvantage to subjects as refugees and their families are left in suspense of critical issues which need to be discussed.

The study noted that the internet service is one of the most convenient tool to be used but only in areas where network is available. The internet allows people to upload their photos for easy identification thereby giving certainties to subjects of RFL. The use of reference number makes it easy for relatives to identify the location where their family member might be. The use of internet as an RFL tool disqualifies the poor communities from tracing their relatives. The unavailability of network access in particular areas can be an inhibiting factor in linking families.

The study revealed the amalgamation of FRL tools as a contributing factor in meeting the objectives of the exercise. The Red Cross Message can be used together with the Tracing Request so that all ends can be met. The responses from the above mentioned tools and the

internet service can incorporate phone numbers which can then proffer a Quick Telephone Service.

RFL also worked as the hub for information. Refugees on camp were able to know the situation at home in general despite the knowledge of the survival or responses of their relatives in their source countries. Those refugees who zeal for political independence would know the extent and nature of war in their country. Due to amnesty law, it can be sometimes difficult for rebels to be reluctant to surrender because of fear of prosecution by the International Criminal Court (ICC) (Refugee Law Project 2004). Somehow, amnesty can be the feasible option to end conflicts and also ensures that abducted children can be returned home. As a result such knowledge can increase confidence and certainty of a future to refugees at camp.

5.3.3. Government Responses to RFL

The study found out that government decisions are crucial in appreciating the program of RFL. Some governments or influential political factions change rules whenever humanitarian aid needs to be rendered in a country. The stance taken by Angola of not being a signatory of the Geneva Conventions has led to the absence of a Red Cross national society in the country. This therefore has become a disadvantage to Angolan refugees who need to be linked with their family members. Such countries with austerity measures worsen the livelihood conditions of their citizens in foreign lands.

The positive response by the governments of source countries of refugees is a clear picture of governments' adoption of RFL program. Despite independence as one of the fundamental principles of the Red Cross, governments respect the developmental initiatives taken by

humanitarian organizations. The auxiliary position of the Red Cross gives a smooth panache of the program in relation to governments. The Red Cross personnel in the source countries of refugees did not face any challenges from the ruling governments and the governments were fully supportive of the program as it revealed a connection between them and their citizens in foreign lands.

This study found out that governments are willing to support the humanitarian organizations not only by approving the conduction of RFL program but also in a practical way. The presence of personnel from Zimbabwe's government Ministries in Tongogara, such as the police is a clear resemblance of how governments are willing to further help the initiation of the program. Individuals at the camp comment on how the economic sanctions imposed on Zimbabwe have also affected the financial response of the government as far as linking refugees with their families is concerned.

5.3.4 Effectiveness of RFL

This study has revealed that Restoration of Family Links as a program have brought about positive elements in the lives of refugees. The developmental markers on the behaviors, health and relations among refugees are a revelation of the effectiveness of RFL program.

It was also noted that despite the successes of most people who were under study, there are other factors which might contribute to the ineffectiveness of the program depending on the particular tool used. Such factors as terrain of the source countries of refugees, unavailability of internet access, absence of a Red Cross office in a country, lack of funding and more can lead to complexities in conducting RFL. Achieving better results using the same resources is a

challenging thing to do. There should be a balance between resources injected and relative outcomes.

This study has also discovered that the success of the program on a small sample of refugees on camp can also be magnified to a larger population. As a result, an increased cooperation of governments and humanitarian organizations at a bigger magnitude can positively impact populations. This juxtaposition of entities should also be complimented by more refugees who would be recipients to the program.

The effectiveness of RFL program does not lie in the context of the program but in the incorporation of it. Applying all the necessary tenants of the program inevitably brings the objectives to fruition. The only challenge can be when other disturbing factors come in. However, effectiveness can still be practical if solutions to the causative factors are addressed by parties involved.

Displacement of the displaced refugees can be inevitable. This study found out there were other refugees who had displaced themselves for a number of times. Refugees can be subjects of displacement when they fail to identify livelihoods in a country. They sometimes opt to move and seek resettlement in another country. When RFL program was carried on them, a number of them felt welcome and objected to side line mentalities of further moving in other countries unless returning back to their source countries.

5.4. Recommendations

The research efforts of this study may have yielded findings that show the need for altering the existing exercise of RFL as a program. The researcher therefore gives the following recommendations:

- ❖ While access to government decision Making Avenue is an important method in addressing issue of RFL, the Red Cross should adopt such principles as neutrality and independence cemented by the Geneva Conventions and other protocols particularly to countries where there is no Red Cross National Society. Since governments do not own disasters, RFL programs should be carried out basing on the above notions.
- ❖ In the light of the above conclusions, it is recommended that the Red Cross should increase the time limit for the quick telephone service. This gives parties the opportunity to pass important messages which might improve the livelihood markers or mitigate the effects of disasters.
- ❖ A number of international relief and development organizations and media agencies created a working group called Communicating with Disaster Affected Communities (CDAC), which supports and encourages those working in the humanitarian sector to communicate with the people they are aiming to help. Therefore the Red Cross could be part of this.
- ❖ RFL is one crucial program under advertised in other national societies in African nations, hence it is recommended that RFL should be advertised via radio, bulky text messages, posters, televisions and/or loudspeakers poised on the back of pick-up trucks. This can be a way of broadcasting enquiries and the names of people being sought. This

saves time also to the service providers such as the Red Cross personnel in the receiving country.

- ❖ As far as the researcher appreciates the restoration of family links, the program should be extended to the repatriation phase. This is when refugees can be sent back to their original countries if they will. To some refugees, this can be the durable solution to effects of emergencies and disasters.
- ❖ One person's study is not enough to conclusively establish findings, hence the researcher recommends other scholars to have related investigations on the Restoration of Family Links.
- ❖ International judicial entities such as the International Criminal Court (ICC) and International Court of Justice (ICJ) should have standing armies to intervene in hostilities which are putting at risk children who are taken as child soldiers. Apart from the arrest warranties which are not playing a significant role, the United Nations, probably, can ratify obligations in support of Art. 51 of the ICJ Statute which entails the use of force as the last option for pre-emptiness.

5.5. Conclusion

This chapter focused on the discussion of results, conclusions and recommendations. It has to be noted that the researcher appreciated the findings of other previous researches.

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