

REFLECT

OPERATIONAL REPORT FOR KISENYI SITE



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1. Introduction

This report constitutes the operational report for the REFLECT project Kisenyi team. The report presents key highlights of the fieldwork process and accomplishments in the Kisenyi site as well as the challenges faced. A few impressions are included, but the main findings will be the subject of a different report. The main data collection in Kisenyi took place between 7th September and 14th September 2020, although health facility interviews and key informant interviews continued during the week of 14th to 18th September. Data collection took place following two days of training and a pre-test in the same location. The tools were pre-tested in Kisenyi II on the second day of the training mainly because this area is located near the training venue and it has characteristics similar to other areas of the site. See Annex 2 for the team composition for the Kisenyi site.



Photo 1: Some of the Kisenyi Field Team members and guides from the refugee community

2. The Study Site

Kisenyi is a slum settlement in Kampala city that hosts hundreds of refugees. The settlement is located right in the centre of Kampala, next to the central business district, in Kampala Central Division. It neighbours and in some cases includes some of the busiest and most congested parts of the city including St. Balikudembe market, Usafi Market, and a number of taxi and bus parks. Its location close to the busiest parts of downtown Kampala make it a hotspot for crime and petty banditry. Kisenyi has both small scale industries and commercial activities mixing up

with significantly poor residential and housing units. Economic activities include open air garages, saloons, eating places, and small retail shops among others.

Data collection was conducted in all the three zones of Kisenyi Parish, namely, Kisenyi I, Kisenyi II and Kisenyi III. Kisenyi I is mainly institutional and commercial with fewer residences. Kisenyi II is a mix of residences and commercial outlets, while Kisenyi III consists of mainly commercial and industrial / craft activity with few residential premises.

The area hosts refugees of various nationalities including Somalis, Congolese, Sudanese, Ethiopians and Rwandese. The Somalis are the majority, and therefore our respondents for the individual questionnaire were conducted mainly Somalis. In addition, the refugee dwellings are intermingled with dwellings and businesses belonging to Nationals. This necessitated closely working with both national and refugee leaders.

Houses are so close to each other that the dream for privacy is so farfetched. It is generally a crowded settlement with poor structures constructed randomly. Most Kisenyi dwellers reside in single room houses and each single hosting many people probably 7-10 people. The housing structures range from storied apartments to a congested myriad of joined houses with narrow corridors separating them. Majority of the respondents lived in one roomed housing units, apartments in flats, or several small bungalows sharing as single gate. Regardless of the type of housing, most of the households had two families or several relatives living under the same roof. For instance, one of the households had two single mothers each with two-four children living in what seemed like a two roomed house. On the other hand, some of the respondents lived in one roomed flats with shared bathrooms. Regardless of the size of the room and the number of beds, several individuals could be seen coming out of the same room or house. Most of the Somali refugees usually have more than one family living in a particular housing unit mostly because they then can share the cost of rent. On average, each house will have at least 3-5 adults and about 3-6 children. However, there are homes that had many more (up to 15) individuals yet living in a small house. Most households did not have a designated sitting room as it often had mattresses or beds where it would otherwise have been.

Poor Drainage is very noticeable, many homes don't have proper drainage and some have pipes that only direct wastes to the water channels and swamps within the settlement. The poor drainage system is made worse by occasional flooding when it rains. It is said though that the drainage system has improved over time and water channels are observable in many parts of the area. Open sewerage is seen flowing in some of the places. Most rental units have very small bathroom and toilets. The main roads are paved, while one has to walk through narrow pathways and smaller mud roads to reach the households.

Majority of the households had the women at home. The husbands were either away working, back home in Somalia or deceased. The males in sight were usually the younger ones; teenagers and young adults. A lot of the women said they do not leave home; a few walk to the market once in a while.

Most homes had water, electricity and gas or charcoal for cooking. Some had TVs but among these some said their TVs were not functioning. Many do not have radios but almost each household had smart phones.

Much of the area is reached with piped water. Some households have running water while others fetch from public standpipes. There is flowing clean water in taps, and noticed that some of the water points were furnished with the aid of UNHCR. A few draw water from protected springs but these are believed to be contaminated and have been earmarked for closure.

Among the Somali refugees, it seemed a way of life that most women and children don't engage in economic activities, nor are they busy at home because most of them have Ugandan house helps. They spend much of the day visiting one home to another.

3. Community Entry and Navigating the Community

Although the team had clearances from OPM, Ministry of Health, KCCA and UNCST, we worked closely with the various local leaders at community level to gain community entry and navigate through the community. The team worked with the guidance of the political, administrative, ethnic and religious leadership within the Kisenyi area from both the refugees and host communities. These different leaders gave permissions, directed the team to the sections of the area where we could find refugees, and advised on matters of security, conduct and any other important information. The host communities were hospitable to the research team and they were able to give us a general map of the area and directions during data collection. As such, there were no serious cases of hostilities by the communities except in some incidences during elections whereby some youth became rowdy and were almost spoiling the peace.

Unlike other refugee settlements where the leadership structures commonly known as refugee welfare councils (RWCs) are comprised of refugees only, Kisenyi leadership structure is composed of a combination of refugees and nationals. The local leadership structure of the refugee communities in Kisenyi includes the; chairperson of all refugees in Kisenyi- who is currently a Somali, one representative from all the various ethnic refugee groups, a representative of the host community and a representative of the community-based department of Kampala Capital City Authority. In other words, it has representations from; Somalis, Ethiopians, Burundians, Sudanese, Rwandese, the area councillor and the CDO in charge of the area.

4. Reaching the Refugee Households and Issues of Language: Working through Refugee Guides / Interpreters

It had been planned to work with five guides to help locate the refugee households. When fieldwork commenced, we realized that the five would not be enough to guide the seven interviewers who were conducting the household interviews. Because the interviewers could not speak the language of the refugees, and few refugee respondents could speak English, each interviewer needed an interpreter. Two more guides were recruited and each day, the team worked with seven interpreters. Guides were mainly recruited with the assistance of the Chairman of the Somali Community in Uganda.

The guides selected also doubled as interpreters. The guides played a very important role in the entire process of data collection. They located households with refugees, introduced the researchers, explained the purpose of the research, and translated the questions to the respondents and back-translated the response to the interviewer. There were some challenges in recruiting and working with the guides/interpreters but these are discussed under the section on challenges.

5. Security Issues and use of Hard Copy Questionnaires

The team's strategy of constantly coordinating with all the area local councils on a daily basis enabled the team to get security updates from the local defence secretary in each zone before the researchers could embarked on the day's field work. This made the field work less susceptible to risks that would otherwise be expected in the host and refugee communities. The study also had a strong security backing from the local leadership hence the ability to be completed without any serious incidences.

Nevertheless, due to security reasons and in order to increase the safety and security of the team members and their property, it was deemed necessary to minimize actions that would pose a security risk to the team. As such, it was decided that the Tablets would not be used for data collection in Kisenyi. RAs were therefore asked to conduct household interviews using hard copy questionnaires and input the data in their tablets at night. They were also advised not to carry any valuable items that were likely to attract pickpockets and thieves.

6. Logistics

Prior to data collection, the study team was offered a meeting place (refugee community hall) right in the centre of Kisenyi II parish by the Somali refugee community. This enabled the team to get a point of convergence right in the middle of the study location.

The Kisenyi team was well facilitated with transport to and from the data collection sites. This was particularly important for transportation of the qualitative team which was required to access respondents in offices like the central division office which was far from the site. Kisenyi being located in the central business Area of Kampala District made travel to the area pretty easy for most of the study team members.

7. Data Collection Outputs / Achievements

Qualitative and quantitative data collection happened concurrently. The Tables below summarize the outputs from fieldwork in Kisenyi. More details of the KIIs and FGDs done can be found in Annex I.

Table 1: Quantitative Data Collection Achievements

| Tool | Number completed | Number Targeted |
|----------------------------------|-------------------------|------------------------|
| Main REFLECT tool | 205 | 200 |
| Main REFLECT with Education Tool | 126 | 125 |
| Total HH Interviews | 331 | 325 |
| Health Worker tool | 125 | 125 |
| Children’s tool | 132 | 128 |
| Total Done | 588 | 578 |

Table 2: Qualitative Data Collection Achievements

| Tool | Number completed |
|--------------------|-------------------------|
| <i>KIIs</i> | |
| REFLECT | 21 |
| Education | 5 |
| National Level | 1 |
| Total | 27 |
| <i>FGDs</i> | |
| REFLECT | 6 |
| Education | 4 |
| Total | 10 |

8. Facilitating Factors

A number of factors enabled the Kisenyi team to conduct fieldwork successfully:

- Working closely with both the local and refugee leadership in the area was very instrumental as they aided the team to navigate the complex nature of settlements in the Kisenyi area without which access to respondents would have been impossible.
- The collaboration with ACORD was very instrumental. ACORD team helped to contact local authorities and smoothen working relations with them. Most of the refugee households had already been pre-informed and prepared by ACORD-U staff who were on ground. ACORD-U social workers were at the forefront of mobilizations, guiding the teams and organizing the field teams (RAs and Guides). ACORD staff also were able to identify and coordinate with likeminded organisations who provide social services to refugees in both urban and peri-urban setting. These organisations included refugees law project, Norwegians refugee’s council, CAFOMI, Inter-Aid, UNHCR, as well as NWSC. These organisations nominated respondents and helped the team to get more insight of urban refugees during data collection.

- Adequate preparation of the team and superb organisation of the study team in terms of work assignment, roles and responsibilities as well as monitoring and supervision made it possible to reduce the number of flaws during data collection.
- Recognising the cultural uniqueness of the Somali and other refugees made the team well prepared for any unusual responses by the respondents.
- The timing of the study- The time for field data collection favoured the study in the sense that most of the refugee/community members were available since there were no major competing activities taking place at that moment. The schools, mosques and churches were not open and public gatherings that would otherwise occupy the respondents had been put on halt due to COVID-19.
- Debrief meetings were held with the team and regular updates between the field supervisors and co-investigators enabled smooth flow of work. Challenges were addressed promptly and logistical requirements were responded to in time. Materials were distributed during these meetings and activities and strategies for the subsequent day's work agreed. Tallies and summaries of each days' work were compiled and updates shared.
- The team was good. All team members were skilled and committed and worked very well as a team.
- No major security or health incidents were experienced. One member of the team fell sick on one of the days and had to leave the field early. She received treatment and was ready to resume work the next day.

9. Challenges experienced during this fieldwork

The study team faced some challenges during the data collection exercise. They are outlined below together with mitigation measures.

(i) Approvals and permissions

The approval letter from KCCA referred to officials based at Rubaga Division offices yet Kisenyi is located in Central Division. This created some difficulties in accessing Key informants based at the Central Division offices such as the Division Medical Officer, Division town clerk, and Division Community Based Services Department Head. This challenge was mitigated by soliciting for additional approval by KCCA to access the Central Division Officers. This took some time, and KIs at KCCA Division level were delayed.

RCC demanded that we should have written to her as chair of the COVID-19 Task force in Kampala. We wrote to her and her reply came late which delayed the interviews with security officials. She also declined to be interviewed.

The introductory letters and consent forms were not customized for different targeted informants. In addition, the in-charge for Kisenyi health Centre III initially declined to be interviewed by the study team citing the fact that the study approvals were meant for collecting data from refugees and not health workers. This challenge was mitigated by the visit by Mr Brian Luswata (Co-I from the Ministry of Health), who spoke to the In-charge and requested for an interview.

(ii) Guides and Interpreters

There was over expectations in terms of allowances by the Guides and Interpreters as they expected more facilitation beyond what was budgeted for. They also expected other unrealistic offers like a long lunch break and refreshments during data collections. All this was attributed to the fact that Kisenyi is an urban area and the way of life together with associated livelihood demands compels the refugees to utilize any emerging opportunities to maximize benefits. These expectations happened despite engagements with refugee leadership prior to the exercise mainly by way of being transparent and offering details of the reasons why the project could not offer compensation beyond what was budgeted for. This challenge was mitigated through the Co-investigators providing more information to the leaders and guides.

The guides initially recruited were among the team that works with the Somali leadership which made it difficult when the team wanted to make a change-over to guides from other ethnic groups like Ethiopians. In fact, this almost created some misunderstandings between the LCI Chairperson of the host community and Chairman of the Somali refugee community as well as the coordinator for guides. This was mitigated by Continuous negotiations and engagements with all parties involved.

It also turned out that some of the guides/interpreters recruited were not very fluent in English, and these had to be changed. Others did not clearly understand the role expected of them, and it took a lot of effort by the interviewers to clarify the expected role, to emphasize that they should not change the meaning intended by the respondent.

Some of the guides/interpreters had a negative attitude towards the work; demotivated participants by their own attitude towards for example the length of the questionnaire or lost morale along the way. Some kept trying to cut corners e.g. by pushing us to interview them or to interview members of the same household or to just tick of answers so as to hit our daily targets. Once in a while an interpreter would lose their patience with a participant and use a harsh tone. All this pointed to the need to properly train and orient the guides/interpreters in future studies.

Interviewing through interpreters also made the interview sessions take a very long time (almost twice as they should take). Some respondents got tired and others became impatient. Interviewers had to renegotiate the time, and keep motivating respondents to complete the interviews.

(iii) Lack of sampling lists

We could not get the lists of refugee households and so we had no reliable sampling frame to choose households from. We instead used a random walk combined with a systematic approach within the sampled zones whereby we chose a random starting point, then each interviewer took a different direction, and followed a pre-determined skipping pattern, like choosing every 3rd refugee household. Similarly, since there were no lists of household members, interviewers used simple random sampling to select an adult individual from among eligible individuals in the household.

(iv) Security Concerns

Due to the insecurity in the Kisenyi area and the need to secure gadgets, a decision was made to use paper questionnaires instead of directly using tablets. The interviewers were required to later transfer the data at night into the tabs. This was costly in terms of time and energy because it presented extra work for RAs as it was perceived as double work by the RAs to enter the data.

(v) Rainy weather conditions

It rained heavily on some of the data collection days which affected field activities. Some of the interviewers were as a result not able to meet the days' targets. This was mitigated by maximizing in-door interviews, rescheduling some of the field exercises, and compensating the number of interviews on the subsequent days. The quantitative team also had to use an extra day to make up for the deficits.

(vi) Congested living environments

Due to the congested housing and living arrangements, it was difficult to observe both social distancing and confidentiality/privacy during interview sessions. By the fact that there were several Somali households living in a single housing unit, it was practically difficult to ensure privacy all the time. Somalis also seem to be quite open with each other, and everyone gathers around to see what's happening. Most of the interviews were conducted in small rooms and narrow corridors. The team tried to mitigate this by trying as much as possible to observe privacy and confidentiality, though this was not possible in all cases. Interviewers had to ensure that they were always clad in a mask.

(vii) Length of tool

The main Reflect too with Education was quite lengthy and needed to be done with breaks in between. Most respondents would get tired and impatient in the middle of the interview. The interviewers allowed a break in between where the respondent preferred this.

(viii) Interview Fatigue and Refusals

Some of the Somali refugees were reluctant to be interviewed arguing that they have participated in a number of interviews and research projects but have never received any assistance. This costed the team in terms of time to explain further to need to participate and in some cases switching to other respondents. At least one key informant – the Chair of the Somali Community granted an interview but refused to be recorded.

(ix) Data entry issues

The hard copy tool was not matching with the app in ODK, some questions were in the hard copy tool while not in the app and some were in the app and not in the hard copy tool. The team had to constantly check with the ODK team about what to do in such cases.

(x) Other Challenges

Due to cultural and religious orientation of Somalis and Muslims, some of the Somali respondents were not freely opening up and expounding on submissions during interviews but the RAs used their skills to get information from the Respondents.

10. Recommendations for future work

- In future, inception meetings should be held with local authorities before the exercise to advise us on identification and selection of guides to support data collection than working directly with the leadership of only refugees.
- Training/orientation of guides/interpreters should be conducted and given adequate time to explain their roles, and clarify expectations.
- Introductory letters and consent forms should be specific to targeted key informants.

ANNEX I: SUMMARY OF KEY INFORMANT INTERVIEWS AND FOCUS GROUP DISCUSSIONS CONDUCTED

Key Informants

- 1.Cultural leader – Somali community
- 2.Cultural leader – Host community
- 3.Youth Representative – Somali community
- 4.Youth Representative – Congolese Community
- 5.Women and Children Representative – LC 1 rep – Host community
- 6.Chairperson LC 1, Lubiri Triangle
- 7.OC Kisenyi – Uganda Police
- 8.Primary school teacher
- 9.Primary school teacher
- 10.Health worker – African Humanitarian Action social worker
- 11.Politician
- 12.Community leader – Ethiopian community
- 13.NGO representative – CAFOMI
- 14.OPM representative – community services
- 15.JRS representative – refugee project director
- 16.Chairperson Somali community in Uganda
- 17.Refugee Law Project Rep
- 18.Political councilor
- 19.Political councilor
- 20.Ward Administrator for Kampala Central and Rubaga divisions
- 21.DMO/ head of the task force
- 22.District Internal Security Officer (DISO)
- 23.Community Development Officer (CDO)
- 24.District Education Officer (DEO)
- 25.Probation and Welfare Officer
- 26.Manager, Kisenyi Branch, NWSC

National Level KIIs

- 1.Academic representative/Member -Scientific Advisory Committee on COVID-19

FGDs

- 1 Mixed Focus Group Discussion with Host community
- 1 Focus Group Discussion with Adult Male – Somali community
- 1 mixed FGD with adults – Congolese and Somalis
- 1 FGD with adult Male – Congolese
- 1 FGD with Children (girls aged 8-12 years)
- 1 FGD with parents – women
- 1 FGD with primary school learners
- 1 FGD with vocational school students
- 2 FGDs with Primary school learners (1 male, 1 Female)

ANNEX 2: TEAM MEMBERS FOR KISENYI

Co-Investigators

- Dr. Denis Muhangi
- Mr. Dunstan Ddamulira
- Brian Luswata

ACORD Team

- Geoffrey Komakech

Quantitative Team

- Francis Abura
- Daniel Magumba
- Dorcus Kabahinda
- Charlotte Amumpaire
- Cordelia Besigiroha
- David Luwaga
- Hannah Layola Kyokushaba
- Martha Kirabo

Qualitative Team Members

- Hilda Namakula
- Kato Francis
- Henry Bazira