

**INFORMATION, COMMUNICATION AND TECHNOLOGY (ICT) SERVICES AND
REFUGEES' RIGHTS VIOLATION IN KYAKA II REFUGEE SETTLEMENT,
KYELEGWA DISTRICT, UGANDA.**

**BY
MUGISHA ROBERTO
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**THIS RESEARCH DISSERTATION SUBMITTED TO THE DIRECTORATE OF
HIGHER DEGREES & RESEARCH IN FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF A MASTER OF
ARTS IN HUMAN RIGHTS AND DEVELOPMENT
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UNIVERSITY**

NOVEMBER, 2024

DECLARATION

I, Mugisha Roberto, solemnly declare that this research dissertation entitled ‘**Information, Communication and Technology(ICT) services and Refugees’ Rights Violation in Kyaka II Refugee settlement, Kyegegwa District-Uganda**’ is my original work and has never been submitted to any university or institution for academic award.


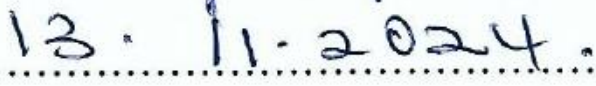
Signature.....

Date.....

Name. MUGISHA ROBERTO
(Student)

APPROVAL

I, hereby certify that this research Dissertation entitled “**Information, Communication and Technology(ICT) services and Refugees’ Rights violations in Kyaka II Refugee settlement, Kyegegwa district, Uganda**” has been done under my supervision and is now ready for submission for academic award.

Signature.....
Date.....

Signature.....

Date.....

Names. Dr. BARONGO ELEANOR.
(Supervisor)

DEDICATION

This research proposal is dedicated to my beloved wife; mother, Sisters, brothers, friends and relatives for their words of encouragement, advice and financial support rendered to me during my course of study and laid a base of foundation for my education and the future.

ACKNOWLEDGEMENTS

I would like to put on record the help of all those that devoted their time to make this work take shape. I acknowledge the moral and financial support from my mother, brothers and sisters and all my friends are equally thanked. I am extremely grateful to Assoc Prof. Barigayomwe Rodgers for his valuable comments, time and guidance.

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LIST OF ABBREVIATIONS

SPSS	Statistical package for social sciences
UN	United Nations
US	United States
MENA	Middle East and North Africa
THM	Tourism and hotel management
TM	Tourism Management
TVP	Top Visual Priorities
UNHCR	United Nations High Commission for Refugees
NRC:	Norwegian Refugee Council
IRC	International Rescue Committee
ICT	Information Communication Technology
OPM	Office of the Prime Minister
HCI	Human Computer Interactions
UDHR	Universal Declaration of Human Rights
SPSS	Statistical Package for Social Science
NGOs	Non-Governmental Organizations
FCA	Finn Church Aid

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ABSTRACT

The study investigated the relationship between information, communication and technology (ICT) services and refugees' rights violation in Kyaka II refugee settlement, Kyegegwa district, Uganda. The study was guided by the following objectives: To assess the effects ICT access on refugee rights to information, evaluate the impact of ICT advocacy and awareness strategies on refugee rights to freedom of expression and examine the impact of ICT services on access to essential services and right to health care, education and legal aid for refugees in Kyaka II Settlement in Kyegegwa district. The Theory of social navigation by Henrik Vigh and capability approach theory guided the study. The study employed a cross-sectional study design involving qualitative and quantitative approaches. The study was carried out at Kyaka II refugee settlement in Kyegegwa district. The study aimed at identifying and addressing the challenges faced in leveraging ICT services for refugee rights promotion and protection such as ensuring equitable access, addressing digital divides, protecting privacy and promoting inclusivity in social service delivery. The study can serve as a foundation for future research and innovation in the field of ICT and refugee rights. It can inspire further investigations into emerging technologies, best practices, and novel approaches that can be leveraged to address the evolving needs and challenges faced by refugees worldwide. Data were obtained from 300 respondents using questionnaire and interview guide. The findings revealed that Most refugees (83.3%) report receiving information about advocacy initiatives, rights awareness or support services. This suggests that the different strategies are reaching many refugees. Majority of respondents (66.6% strongly agreed + 16.6% agreed) believe that essential services like education, healthcare, and legal assistance are readily available in their community. However, a notable minority (16.6%) disagreed, suggesting there is room for improvement in accessibility of these essential services.". However, there is still a minority of refugees (16.7%) who do not have access to this information. The study also revealed that, exploring options like zero-rating specific websites or offering data bundles, interpretation services, free mobile phones and digital hubs specifically for accessing essential information can enable refugees in Kyaka II navigate through the complex digital environment. Limited access to, and underutilization of ICT services especially access to relevant and reliable information disempowers the refugees from effectively advocating for their needs, challenge discriminatory policies, and seek justice hence perpetuating refugee rights violation, (Bhabha& Finch, 2018). The study recommends that, the NGOs, government agencies, telecommunication providers, and refugee community leaders should collaborate to implement subsidies, free access points, and partnerships with information providers to reduce the cost of accessing information and developing ICT infrastructures. Conclusively, the study contributes in the exiting knowledge by understanding the role of ICT services in promoting human rights or expanding rights violation through capturing comprehensive analysis of both qualitative and quantitative insights from a context specific study in Kyaka II which provides a framework for similar studies in humanitarian settings with real life experiences with respondents.

CHAPTER ONE

INTRODUCTION

1.0 Introduction

This chapter covers the background to the study, statement of the problem, objectives of the study, research questions, scope of the study, significance of the study, justification, definition of key terms, and the conceptual framework.

1.1 Background to the study

In the past, the primary ways of communication for migrants and refugees were the press and post (Cerda, C.2019). Refugees on a new destination country face different kinds of Information, Communication and Technology challenges that knowingly or unknowingly contribute to the violation of their rights. For Kyaka II Refugee settlement, the settlement's remote location and inadequate internet infrastructure contribute to limited connectivity options for refugees, making it challenging for them to access and utilize ICT services effectively. Many refugees in Kyaka II face challenges in terms of digital literacy, which hinders their ability to fully benefit from ICT services and navigate digital platforms. In addition, Refugees in Kyaka II Refugee settlement face barriers in terms of affordability, making it difficult for them to access and afford ICT services like mobile phones, internet services, and other media resources hence limiting their abilities to access information regarding their rights and other essential services like legal aid, health care and education. The limited utilization of ICT services among refugees in Kyaka II affects their empowerment and ability to exercise their rights fully, as they may miss out on important information, services, and opportunities available through ICT platforms and also, the digital divide created by limited ICT access exacerbates existing inequalities in service delivery, as refugees with limited access may face challenges in accessing essential services and resources compared to those with better ICT service access.

With the rapidly growing ICT services, this can help refugees in planning adaptation of their journey as well engage in realization of their fundamental rights in the country of refuge. Therefore, the study on Information, Communication and Technology (ICT) services and Refugees' Rights violation in Kyaka II Refugee settlement, Kyegegwa district of Uganda sought

to understand the relationship between the use of ICT services and Refugees' rights violation.

1.1.1 Historical Perspective

Migration is one of the most critical worldwide phenomena. 2015 became the year of the outbreak of the refugee crisis and the most significant mass movement of people in Europe since the World War II. According to the United Nations High Commissioner for Refugees (UNHCR, 2017), War, poverty and climate change have displaced more than 214 million people from Syria, Afghanistan, Iraq, but also from other African and Asian countries. The high number of refugees and migrants is more intense in the European area due to the geopolitical rearrangements internationally but also because Europe appears to be the land of opportunity for populations that experience a long-standing economic recession. It is believed that this phenomenon is magnified by social media, which paint a picture of a continent of wealth and opportunity.

In the modern migration crisis, a mobile phone is usually the only way for refugees to stay connected with what they have left behind and what they are forced to face. During their journey, many refugees use the applications of their smartphones as navigation for their journey. Besides the communication with their relatives, ICTs give them the opportunity to be informed of the difficulties that are constantly emerging on the streets that followed the migratory flow. Gillespie, M., Osseiran, S., & Cheesman, M. (Eds.). (2018)

Paul Donauchi of the International Rescue Committee (IRC), stated to CNBC that phones are a vital tool for them. "If they lose the phone, it is a great challenge ... they have to find new ones to communicate with their family." He also refers to the wide use of free messaging services (WhatsApp, Facebook, Viber, etc.) to communicate with other refugees/migrants and their family, even taking "selfies" in some cases to inform their acquaintances that have arrived in Europe safely.

1.1.2 Theoretical Perspective

There are many theories that underpin the study, but these theories were used to support the study:

Capability Approach theory

The Capability Approach theory proposed by economist and philosopher Amartya Sen in 1980s. The Capability Approach emphasizes the importance of assessing individual capabilities and freedoms to lead a life they value. It goes beyond a focus on mere resources and income and considers the ability of individuals to make choices and function effectively in various aspects of life. In the context of ICT and refugee rights, the Capability Approach can provide a theoretical framework to understand how ICT interventions can enhance the capabilities of refugees, enabling them to exercise their rights and pursue a life they value.

By examining the effect of ICT on refugee rights through the lens of the Capability Approach, researchers can assess how ICT interventions enhance refugees' capabilities to access information, communicate, access social services, participate in decision-making processes, and exercise their fundamental rights. This theory helps to emphasize the multidimensional nature of refugee rights and highlights the potential of ICT to facilitate and expand the range of capabilities available to refugees. Researchers can draw upon the Capability Approach to analyze the impact of ICT on refugee rights, explore the factors that enable or hinder refugees' capabilities, and provide insights into the design and implementation of ICT interventions that effectively promote and protect refugee rights.

The Theory of Social Navigation

The anthropologist Henrik Vigh (2003; 2006; 2009; 2010) has significantly shaped the research around the notion that refugees and migrants are neither dependent, helpless victims, nor threatening or a bothersome burden, but rather active agents. He was the first to develop and properly theorize the notion of social navigation, referring to the strategic movement of people in difficult, uncertain and challenging circumstances – “motion within motion” as he calls it (2006, 52; 2006, 131). According to Vigh, the concept allows us to look at how agents manage unstable settings, social environments characterized by volatility, fluidity, and rapid social change, thus considering for the agency of actors in relation to other actors and their environment.

These environments are neither stable nor solid, he argues, but constantly develop, also in relation and reaction to the actors which move within it. Vigh notes that social science research often fails to consider this movement of the environment, thus depicting only part of the picture and not appropriately displaying reality. The concept of social navigation, as a multidimensional analytical optic, would allow for adequate analysis of these relationships. Vigh developed the concept of social navigation during his fieldwork in Guinea-Bissau, when trying to understand the struggles of young urban men managing a life shaped by poverty, lawlessness, crime and violence.

They face difficulties and hardship regarding accessing food and earning an income, accompanied by constant uncertainty, as well as struggles to find their place in society. Vigh saw a number of different strategies and tactics the youth employ to improve their current living conditions, and increase their life chances and prospects for the future. They try to make the best out of what life in Guinea-Bissau offers, taking on new opportunities and overcoming uncertainties and difficulties. When talking to these youth, Vigh encountered the idea of Dubria (translated from Creole as ‘to see your life’). It describes these very attempts of flexibly managing changing circumstances and arising difficulties, by responding to social forces and possibilities, yet also directing one’s efforts towards a more positive future. The author translates the term as ‘social navigation

1.1.3 Conceptual perspective

Information, Communication and Technology (ICT) refer to the tools used for gathering, storing, retrieving, processing, transmitting, and receiving information electronically. It encompasses various forms of communication, including the internet, computers, mobile devices, telecommunication networks, and digital media. Refugees’ rights, on the other hand, are the legal and moral entitlements afforded to individuals who have been forced to leave their home countries due to persecution, conflict, or other serious human rights violations. These rights are primarily enshrined in international law, including the Universal Declaration of Human Rights, the 1951 Convention relating to the Status of Refugees, and its 1967 Protocol.

1.1.4 Contextual Perspective

In Uganda, the intersection of ICT and refugee rights has been significant, given the country's status as one of the largest refugee-hosting nations globally.

According to a report by the United Nations High Commissioner for Refugees (UNHCR, 2020), access to mobile phones and the internet has transformed the lives of refugees in Uganda, allowing them to maintain contact with their families, access information about their rights, and stay informed about available services and opportunities.

ICT has been instrumental in connecting refugees in remote areas to vital services. Through initiatives like the Refugee. Info portal and SAUTI toll free refugees in Uganda can access information about legal assistance, healthcare and education opportunities.

The use of biometric technology has improved the registration and verification process for refugees in Uganda. The UNHCR, in collaboration with the Ugandan government, has implemented a biometric registration system that provides secure identification to refugees, enabling them to access services efficiently and protect their rights.

According to a survey conducted by the United Nations High Commissioner for Refugees (UNHCR) in 2020, 83% of refugees at Kyaka II reported that access to mobile phones and the internet has positively transformed their lives. Of these respondents, 68% stated that it helped them maintain contact with their families, 72% mentioned improved access to information about their rights, and 79% noted that it allowed them to stay informed about available services and opportunities. Additionally, the use of biometric technology has streamlined the registration and verification process for refugees in Uganda and particularly at Kyaka II refugee Settlement, reducing processing times by an average of 30% and increasing the accuracy of refugee data by 15% according to UNHCR data from 2021.

Digital identification cards, such as the Biometric Identity Management System (BIMS), have facilitated the creation of a reliable database of refugees, reducing the risks of fraud and identity theft while ensuring their access to services

ICT has played a vital role in expanding educational opportunities for refugee children in Uganda. The Digital Education Initiative for Eastern Africa (DigiBIC) has provided tablets pre-loaded with educational content to refugee schools, enabling access to quality education even in

resource-constrained environments.

The Kiron University and the Norwegian Refugee Council (NRC) have collaborated to offer online higher education programs to refugees in Uganda, leveraging ICT platforms to provide access to accredited courses and skill development opportunities.

Mobile network operators in Uganda have extended their services to refugee settlements, ensuring connectivity for refugees. For instance, MTN Uganda has installed network infrastructure in various settlements, enabling refugees to access mobile communication services. Social media platforms, such as Facebook and WhatsApp, have facilitated communication and networking among refugees, allowing them to share experiences, exchange information, and engage in advocacy for their rights.

1.2 Statement to the Problem

Ideally, all refugees in Uganda would have seamless access to Information, Communication and Technology (ICTs) services and enjoy the full benefits that these technologies offer. However, the 36% refugees presenting with limited accessibility and utilization of ICT services in Kyaka II remain victims to Refugee rights violation. This problem statement builds upon the specific context of Kyaka II refugee settlement, considering its establishment in 2005 and subsequent influxes of refugees, particularly the renewed violence in the Democratic Republic of Congo (DRC) in mid-December 2017. It acknowledges that the utilization of ICT in the context of refugee rights within this settlement introduces challenges such as high costs, limited ICT infrastructures, digital literacy gaps and language constraints that demand attention, UNHCR (2017). While efforts have been made to improve access to ICTs, challenges and limitations still exist that continuously accelerate the violation of Refugees' rights. In the rapidly evolving digital era, refugees require ICT services such internet services, phones, mobile networks and digital devices to access information, strengthen advocacy campaigns and as well access essential services like legal aid, healthcare and education. In other refugee settlements like Bidi Bidi and Nakivale where UNHCR, NGO's and private sectors have provided free interpretation services, mobile phones, digital hubs and wireless internet services, refugees have cheap access to and increased utilization of Information and Communication Technology (ICT) services hence a sense of effectiveness in the protection, promotion, and fulfillment of refugee rights.

By recognizing the complexities inherent in the intersection of ICT and refugee rights, the problem statement highlights the need for comprehensive analysis and targeted interventions. The research aimed to identify and address the challenges faced in leveraging ICT for refugee rights, such as ensuring equitable access, addressing digital divides, protecting privacy, and promoting inclusivity in social service delivery.

1.3 Objectives of the study

1.3.1 Major Objective

The major objective of the study is to determine the effect of ICT service on Refugees' rights violation in Kyaka II Refugee Settlement in Kyegegwa district.

1.4 Specific Objectives

- i. To assess the effects of ICT access and security on refugee rights to information in Kyaka II Settlement in Kyegegwa district.
- ii. To evaluate impact of ICT advocacy and awareness strategies on refugee rights to freedom of expression in Kyaka II Settlement in Kyegegwa district.
- iii. To examine the effects of ICT services on refugee rights to essential services like education, legal and health care in Kyaka II Settlement in Kyegegwa district.

1.5 Research Questions

- i. How does access to ICT services and security affect the realization of refugee rights to information in Kyaka II Refugee Settlement in Kyegegwa district?
- ii. What is the impact of ICT advocacy and awareness strategies on the protection and promotion of freedom of expression in Kyaka II Refugee Settlement in Kyegegwa district?
- iii. How does access to ICT supported services especially education and health contributes to the enjoyment of refugee rights in Kyaka II Refugee Settlement in Kyegegwa district?

1.6 Scope of the study

1.6.1 Content scope

The study specifically investigated the effect of ICT on Refugees' rights violation in Kyaka II Refugee Settlement in Kyegegwa district. The study focused on access to information, access to social services, awareness and advocacy and refugee rights as independent variables.

1.6.2 Geographical scope

Kyaka II Refugee Settlement is a refugee camp in Kyegegwa District in western Uganda. Kyaka II encompasses 81.5 square kilometres in the three sub counties of Mpara, Kyegegwa and Kabweza in the great Kyaka County. The settlement is divided into nine zones: Sweswe, Buliti, Bukere, Mukondo, Ntababiniga, Kakoni, Bwiriza, Byabakora and Kaborogota. The study will specifically investigate the effect of ICT on refugee rights within this settlement. Kyaka II is home to a diverse population of refugees from various countries and backgrounds. This diversity provided insights into how ICT services impact refugees with different cultural, linguistic, and social backgrounds, and how their rights may be affected differently.

1.6.3 Time scope

Regarding the time frame, the study covered 5-year period i.e., financial years 2018 to 2022. This timeframe was thought to be sufficient to provide a sound analysis on ICT and refugee rights in Kyaka II Refugee settlement, Kyegegwa district.

1.7 Significance of the study

The findings of this study may be useful in the following ways:

1.7.1 To the researcher

The study can serve as a foundation for future research and innovation in the field of ICT and refugee rights. It can inspire further investigations into emerging technologies, best practices, and novel approaches that can be leveraged to address the evolving needs and challenges faced by refugees worldwide.

1.7.2 To the policymakers

The study will contribute to enhancing advocacy efforts and raising awareness about refugee rights. By exploring the influence of ICT on advocacy and awareness campaigns, the study will identify effective approaches to disseminate information, mobilize support, and amplify the voices of refugees, ultimately strengthening the global commitment to refugee rights.

Findings from the study will inform evidence-based policy and intervention development. Understanding the impact of ICT on refugee rights can guide the formulation of policies that promote digital inclusion, protect privacy, ensure data security, and maximize the potential of ICT to support the rights and well-being of refugees.

The findings can be used to inform practices in other refugee settlements and humanitarian contexts, aiding in the design and implementation of effective and sustainable ICT initiatives that uphold the rights and dignity of refugees worldwide.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

The chapter covers current and related literature on Refugee rights (independent variable), incorporating their elements of flexible-work arrangements, paid time off policies, and employee wellness programs. The literature review will define the objectives of the study.

2.1 Theoretical review.

2.1.1 The Theory of Social Navigation

The Theory of Social Navigation." is commonly used in various contexts, particularly in the fields of human-computer interaction (HCI) and online communities.

The Theory of Social Navigation, also known as Social Navigation Theory, is associated with Patti Anklam, an expert in the field of social network analysis and organizational network analysis. While she may not be the "founder" of the theory in the traditional sense, she has significantly contributed to its development and popularization.

The theory of social navigation is rooted in the broader field of social network analysis and focuses on how individuals navigate social networks, both within organizations and in broader social contexts. **Here are some key concepts and ideas associated with the theory:**

Navigation through Social Networks: Social navigation theory explores how individuals use their social networks to access information, resources, and opportunities. It acknowledges that in complex organizations and societies, individuals often need to navigate through their network of relationships to achieve their goals.

Information Flow: A central idea of social navigation is the flow of information through social networks. It considers how individuals tap into their networks to gain access to knowledge, expertise, and information that is relevant to their tasks or objectives.

Social Capital: The theory also touches on the concept of social capital, which refers to the value inherent in an individual's social relationships. Social navigation involves leveraging social capital to navigate effectively through networks.

Influence and Trust: It recognizes that trust and influence play significant roles in how people navigate their social networks. Individuals are more likely to turn to and trust those with whom

they have strong ties or a history of cooperation.

Network Structures: The theory considers the structure of social networks, such as the presence of central connectors or hubs within a network. These central figures can be critical for efficient social navigation.

Technology and Social Navigation: In contemporary settings, technology, particularly digital and social media, has transformed how individuals navigate their social networks. Technology platforms can facilitate or hinder social navigation.

Applications in Organizations: Social navigation theory has practical applications in organizational settings. It can help organizations understand how information flows and how to improve knowledge sharing and collaboration among employees.

It's important to note that the theory of social navigation is not a rigid set of principles but rather a framework for understanding how people interact and navigate through their social networks. Its application can vary depending on specific contexts and research goals. Patti Anklam and other researchers in the field have contributed to the development of this theory, which continues to evolve as our understanding of social networks and technology advances.

In the context of HCI and online communities, social navigation refers to the process by which individuals interact with, explore, and navigate through social spaces, such as websites, online forums, or social media platforms. It involves how users find and follow paths to access relevant information, connect with others, and engage in social interactions.

The concept of social navigation is often applied in the design and evaluation of online platforms to enhance user experience and facilitate effective information discovery. Social navigation mechanisms may include features like user-generated tags, recommendations based on social networks, user reviews and ratings, and other forms of collective intelligence. While "The Theory of Social Navigation" might not be a specific, widely recognized theory, there are numerous research papers, studies, and frameworks related to social navigation in the context of online communities and human-computer interaction. Researchers and scholars often explore how users navigate and interact within social spaces, contributing to a better understanding of online behaviors and user engagement.

As research is continually evolving, it's possible that new theories and frameworks related to social navigation have emerged after my last update. The theory of social navigation can be applied in the design and evaluation of ICT services for refugees to improve user experience. By understanding how individuals navigate through online platforms and interact with social spaces, designers can create intuitive interfaces and information structures that facilitate effective information discovery and engagement. Social navigation mechanisms, such as user-generated tags, recommendations, and collective intelligence, can help refugees access relevant information about their rights, available services, and opportunities. These mechanisms can assist in overcoming language barriers, limited digital literacy, and information overload, thereby empowering refugees to make informed decisions and protect their rights.

2.1.2 The Capability Approach

The Capability Approach is a theoretical framework in the field of welfare economics and development studies. It was developed by the economist Amartya Sen and further advanced by Martha Nussbaum in the 1980s. The Capability Approach focuses on the well-being and freedom of individuals, emphasizing the importance of promoting human capabilities rather than solely focusing on material resources and income. The Capability Approach has been widely used in various fields, including development economics, social policy, gender studies, and human rights advocacy. It has influenced the design of development programs and policies, shifting the focus from solely economic growth to enhancing people's capabilities and freedoms. It has also been instrumental in addressing social inequalities and advocating for human rights, particularly for marginalized and vulnerable populations. The Capability Approach shifts the focus from purely economic considerations to the overall well-being of individuals. In the context of refugees, this approach recognizes that their well-being is not solely determined by material resources or income but also by their access to essential capabilities such as education, healthcare, housing, employment, and social support. By adopting the Capability Approach, researchers can assess and address the diverse dimensions of well-being among refugees.

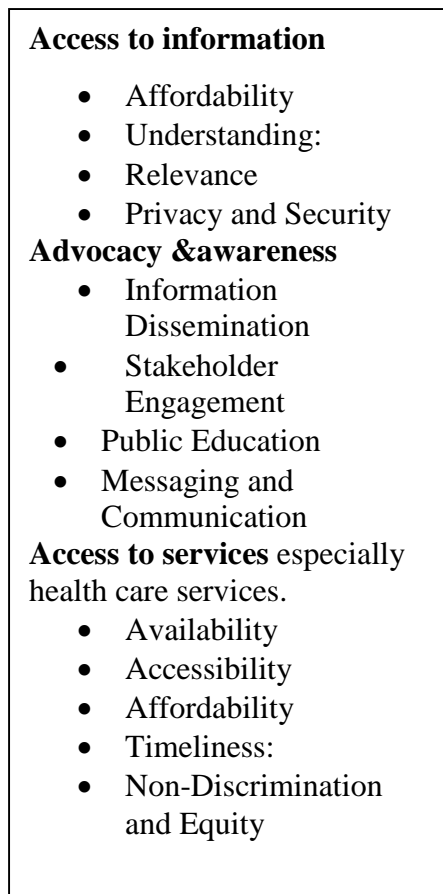
The Capability Approach emphasizes the importance of individual freedoms and agency. For refugees, this means recognizing their right to make choices and have control over their lives, including decisions related to education, employment, and participation in social and cultural

activities. By applying the Capability Approach, researchers can identify and address barriers that limit refugees' freedom and agency, such as legal constraints, discrimination, and limited access to resources.

2.2 Conceptual framework

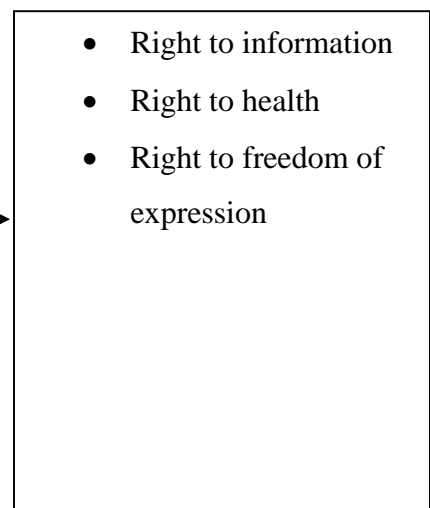
Independent Variable

ICT Services



Dependent Variable

Refugee Rights Violations



Intervening variable

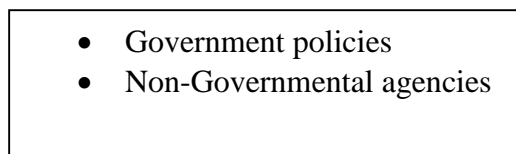


Fig1 showing the conceptual framework showing the relationship between ICT and Refugee rights.

Source; “(UNHCR), 2002 modified by the researcher 2023.

A conceptual framework, according to Mugenda and Mugenda (2003), is an investigation-

specific model that contrasts the independent and dependent variables. Its fundamental objective is to characterize, classify, and map the links between concepts that are pertinent to the investigation.

In this case, the conceptual framework consists of two main concepts, namely "ICT Services" (Information, Communication and Technology services) as the independent variable and "Refugee Rights" as the dependent variable.

Independent Variable: ICT (Information, Communication and Technology services).

The independent variable, ICT services refer to the use and availability of Information, Communication Technology within the context of the refugee community in question. ICT encompasses a wide range of technologies, including smartphones, computers, the internet, social media, and communication applications. This variable represents the technology and tools that are potentially accessible to refugees and can impact various aspects of their lives.

Dependent Variable: Refugee Rights, represent the rights, entitlements, and well-being of the refugee community. It includes their access to basic human rights, such as education, healthcare, housing, safety, and protection from discrimination and violence. This variable signifies the overall condition and quality of life experienced by refugees in the settlement.

2.3 Review of Related Literature

2.3.1 Effects of ICT access on refugee rights to information.

Access to accurate and timely information is essential for refugees to make informed decisions regarding their legal status, protection, and rights. Studies have shown that refugees who have access to relevant information are better equipped to navigate complex asylum procedures, understand their rights, and make informed choices (UNHCR, 2020).

Access to information empowers refugees to assert their rights and engage in advocacy efforts. When refugees have access to relevant and reliable information, they can effectively advocate for their needs, challenge discriminatory policies, and seek justice (Bhabha& Finch, 2018). Information empowers refugees to actively participate in decision-making processes that affect their lives and advocate for changes in policies and practices that impact their rights.

Information plays a crucial role in facilitating access to essential services and resources for

refugees. Access to information on available healthcare services, educational opportunities, legal rights, and social support networks enables refugees to access the assistance they need (Pajic & Walsh, 2020). Lack of information can result in barriers to accessing healthcare, education, employment, and other vital services, limiting refugees' ability to exercise their rights and lead fulfilling lives.

Access to information contributes to the successful integration and social inclusion of refugees in their host communities. When refugees have access to information about local laws, customs, and social norms, they can better navigate their new environments and build relationships with the local community (Gifford, 2019). Information access supports language acquisition, job-seeking, and cultural understanding, fostering greater social cohesion and reducing the risk of marginalization and isolation.

Despite the importance of access to information, several challenges and barriers persist. Language barriers, limited connectivity, information gaps, and lack of awareness about available resources are common challenges faced by refugees in accessing information (Pajic & Walsh, 2020). Additionally, legal restrictions and limited information dissemination mechanisms within refugee settlements can impede access to vital information.

Information and communication technologies (ICTs) play a significant role in enhancing access to information for refugees. Mobile phones, internet access, and digital platforms provide refugees with tools to connect with information sources, access online resources, communicate with support networks, and share critical information among their communities (Kosciejew, 2015). ICTs can bridge the information gap and overcome some of the barriers faced by refugees in accessing information.

Based on their research, Harper et al. (2017) found that access to information positively influenced refugees' mental health, resilience, and ability to make informed decisions.

Access to accurate information on legal rights and procedures, as highlighted by Bhabha and Finch (2018), can empower refugees to navigate asylum processes more effectively and protect their rights.

This human right to information applies to everyone, including those individuals who are displaced from, or even within, their countries of origin. Information is a vital resource for many

disadvantaged groups such as displaced individuals and groups.

Vicki Lawal (2016) argues that because these disadvantaged groups have a right to information, “greater awareness of the availability of information through various channels of communication aimed at assisting them should be made easily accessible to them as a matter of policy to ensure that their rights of access to information are respected”.

Like information communities, information landscapes are constituted of particular kinds of information needs and the ways in which those needs are addressed through access and use, in addition to how that information is produced, circulated, and shared. An information landscape is “an intersubjective space that reflects the taken for granted and agreed modalities and sources of information that people who are engaged in collective enterprises and performances agree upon and legitimise” (Lloyd 2017, 39).

Information communication technologies and services help refugees reconstruct their fractured information landscapes. Refugees “use their phones to navigate, access news and information, connect with home and as emotional support in a way unprecedented in the history of human wandering” (Wendle 2016). Indeed, “the availability, affordability and utility of information offered by these technologies and services has become a major resource of action and decision-making for refugees and the international organisations and efforts dealing with and responding to them” (Kosciejew 2015). Many refugees are using these technologies and services to share information about routes, navigation, and conditions; communicate with aid, humanitarian, and governmental agencies; and contact loved ones and maintain links with their homelands. In this current refugee crisis, “smartphone maps, global positioning apps, social media and WhatsApp have become essential tools. Migrants depend on them to post real-time updates about routes, arrests, border guard movements and transport, as well as places to stay and prices, all the while keeping in touch with family and friends” (Brunwas Information’s Importance for Refugees).

According to the UNHCR, for example, “There is a shift in understanding of what assistance provision actually is” (Brunwasser 2015) to include information communications technologies and services; for example, it “has distributed 33,000 SIM cards to Syrian refugees in Jordan and 85,704 solar lanterns that can also be used to charge cellphones” (Brunwasser 2015). Similarly, according to the International Committee of the Red Cross in Syria, information communication technologies and services enable refugees “to exchange information and interact with

international agencies rather than just receive information passively” (Brunwasser 2015). Refugees are simultaneously navigating, learning about, and interacting with 88. The Library Quarterly the fractured information landscapes of their homelands, humanitarian agencies, and their new unfamiliar surroundings with information communication technologies and services.

Public libraries are playing important roles in providing information communication technologies and services to help refugees. By assisting refugees, public libraries recognize that these individuals “could be assets rather than burdens to their host community if [and when] provided with essential information that can help them to not only meet their basic needs but also aid capital generation and self-development” (Babalola et al. 2012, 77). Let us now turn to some of the ways in which public libraries help refugees build and maintain information resilience, reconstruct fractured information landscapes, and integrate with their new communities.

Many public libraries across Europe have been playing crucial roles in helping address the current refugee crisis. They “are on the forefront of making [refugees] feel as welcome and safe as possible. From the UK to Norway to Germany, public libraries are ensuring that refugees not only have access to information but also an environment where they can feel supported and empowered” (Pyatetsky 2015).

Harris (2016) investigates the use of ICT services by young refugees, and stress their relevance for education. In times of increased digital learning, the use of ICTs gains relevance for the younger generations, particularly in the absence of formal education systems, such as in refugee settings. Lacking other sources of income, some refugees use the internet to not only send and receive remittances, but also to access potential new supporters/sponsors from abroad.

2.3.2 Effects of ICT services on refugee rights to essential services such as education, healthcare, and legal assistance.

Access to healthcare is vital for the physical and mental well-being of refugees. However, refugees often encounter barriers in accessing healthcare services, including language barriers, lack of health insurance, cultural differences, and limited availability of healthcare facilities (Roberts et al., 2019). Culturally sensitive healthcare services, interpreter services, and community-based health initiatives are important in improving healthcare access and addressing

the specific healthcare needs of refugee populations (Pottie et al., 2018)

Access to legal assistance is crucial for refugees to navigate complex legal processes, assert their rights, and seek protection. Research indicates that limited access to legal aid negatively impacts refugees' ability to obtain legal representation, understand their rights, and achieve favorable outcomes in legal proceedings (O'Reilly et al., 2017). Providing legal information, advocacy support, and representation are essential in ensuring refugees' access to justice and fair legal processes (Hathaway, 2019).

Addressing the barriers to accessing education, healthcare, and legal assistance requires a comprehensive approach. Collaborations between governmental and non-governmental organizations, along with the involvement of community-based initiatives, can help overcome language barriers, improve service availability, and enhance cultural competency among service providers (Brown and Williams, 2019). Furthermore, empowering refugees through information, awareness campaigns, and capacity-building can enhance their ability to advocate for their rights and influence decision-making processes (Nguyen and Day, 2020).

A study by Smith et al. (2018) revealed that language barriers, limited resources, and discrimination pose significant challenges to refugees' access to quality education.

Research by Johnson and Williams (2020) emphasized the importance of inclusive education policies and targeted interventions to address the educational needs of refugee children and promote their integration.

According to Roberts et al. (2019), common barriers to healthcare access for refugees include language barriers, lack of health insurance, and inadequate cultural competency among healthcare providers.

Research by Pottie et al. (2018) emphasizes the importance of culturally sensitive healthcare services, interpreter services, and community-based health initiatives to improve access to healthcare for refugees.

A study by O'Reilly et al. (2017) revealed that limited access to legal aid negatively impacts refugees' ability to assert their rights and achieve favorable outcomes in legal proceedings.

Research by Hathaway (2019) emphasizes the importance of providing legal information, advocacy support, and representation to ensure refugees' access to justice and fair legal processes.

2.3.3 Impacts of ICT Advocacy & awareness strategies on refugee rights to freedom of expression.

According to Doe et al. (2019), advocacy initiatives led by refugee-led organizations have been successful in advocating for policy changes, improving living conditions, and increasing access to essential services for refugees.

Research by Nguyen and Day (2020) highlights the importance of community empowerment and capacity-building through advocacy, enabling refugees to advocate for their own rights and influence decision-making processes.

A study by Smith and Johnson (2018) emphasizes the positive impact of awareness campaigns in dispelling myths, combating stereotypes, and fostering social cohesion between refugees and the host community. According to Jones et al. (2021), awareness campaigns focused on refugee rights and issues can contribute to policy changes, increased community support, and improved access to services for refugees. Brown and Williams (2019) highlight the important role of NGOs in providing legal support, advocacy services, and education on rights to refugees, enhancing their empowerment and access to justice. According to Johnson et al. (2020), collaborations between NGOs, civil society organizations, and refugee-led initiatives are effective in promoting advocacy and awareness, ensuring the voices of refugees are heard and respected.

2.4 Research gap

Whereas some studies have been conducted related to ICT and human rights in the context of refugees, the research gap identified in this study is contextual given that not even one study took place in Kyaka II settlement. Globally, there is a lot of literature from studies conducted on the effects of ICT on human rights with key focus on refugee rights to essential services like education and health, right to information and freedom of expression. However, this study will directly involve the respondents and humanitarian organizations working with refugees from Kyaka II Refugee settlement.

Furthermore, this study undertakes a mixed research design compared to the other studies that were mainly qualitative or quantitative. In this study, the researcher intends to employ two different research designs at the same time during data collection and analysis to generate comprehensive understanding and knowledge of the topic under study.

CHAPTER THREE: RESEARCH METHODOLOGY

3.0 Introduction

This section explains the research methodology that was used in carrying out the study. It highlights the research design, study area, target population, sampling procedures, data collection methods, data control methods, data management and processing, data analysis procedures, ethical consideration, and study limitations.

3.1 Research Design

The research study employed a descriptive correlation design chosen due to the unique nature of the variables under investigation. This design enabled the collection of comprehensive data that facilitated both qualitative and quantitative analysis, enabling a simultaneous and in-depth exploration of various viewpoints, perceptions and beliefs from the study respondents.

By adopting a mixed research design, the researcher aimed at deeply understanding the intricacies of the variables under examination. This design involved the careful selection of specific cases that represented diverse aspects of the phenomenon being studied, ensuring the richness and depth of the data collected.

The combination of qualitative and quantitative data collection methods provided a comprehensive and multi-dimensional understanding of the research subject, enabling the researcher to gather both subjective insights and objective measurements. Qualitative data was obtained through interviews and focused group discussions while quantitative data was gathered through surveys, questionnaires, (Creswell, 2020).

Furthermore, the cross-sectional study design allowed an exploration of the relationships and interactions between the identified variables, promoting a holistic and nuanced analysis of the research topic. The findings from this study will contribute to a more profound comprehension of the factors and influences that shape the phenomenon, leading to well-informed conclusions and potential practical implications.

3.2 Target population

The target population for this study comprised of the refugee community residing in Kyaka II refugee settlement as reported by the United Nations High Commissioner for Refugees (UNHCR) in 2022. The population size is estimated to be 116,971 individuals, encompassing women, adult males, youth, and children. As the primary focus of this research, this diverse group of refugees was examined to gain a comprehensive understanding of their experiences, needs, and challenges with the aim of understanding how limited use of ICT services affects refugee rights to inform policies and interventions that can effectively address their unique circumstances and foster improved living conditions and human rights realization in Kyaka II Refugee settlement.

3.3 Sample size

The study sample for quantitative data comprised of 399 respondents. This was derived from using the Slovincs formula as illustrated below;

$$n = \frac{N}{1 + Ne^2}$$

Where n = sample size

N = population of the study

1 = constant

e = level of significance = 0.05 in social sciences

$$n = \frac{116,971}{1 + 116,971 \times 0.05^2}$$

n= 399 respondents.

While for qualitative data, the researcher adopted a purposive sampling where participants are chosen based on expertise and specific purpose during the study.

Table 1 : Sample size distribution for qualitative data

CATEGORY	TARGET NUMBERS	SELECTION METHOD
District officials	03	Purposive sampling
Office of the Prime Minister (OPM)	02	Purposive sampling
UNHCR Staffs	02	Purposive sampling
Implementing partners (health and education).	05	Purposive sampling

3.4 Sampling Techniques

3.4.1 Simple random sampling

Simple random sampling technique was used to select a sample in which each element and each combination of elements in the population have an equal probability of being selected as a part of the sample (Orodho, 2004) randomly. Being one of the simplest forms of random sampling, this method was a fair way to select a sample as each member of the population had an equal probability of being selected, simple random sampling is the best-known probability sample (Orodho, 2004).

The respondents in this study included the refugees, community members as primary respondents, the private sector (local Organizations), employees of the office of the prime minister and. Simple random sampling was used to select 399 respondents to participate in the study.

3.4.2 Purposive Sampling

The researcher chose the participants as per his own judgment keeping in mind the purpose of the study. The researcher used his judgment in selecting participants with a specific knowledge about the study as key informants to participate in the study. This type of sampling is used in exploratory research or in field research. Therefore, the researcher used this method to select the key informants to participate in the study.

Purposive sampling was less costly, more readily accessible and convenient in selecting only those individuals that were relevant to study design. Besides this, there was no way to ensure that the sample is truly representative of the population, and more emphasis

was placed on the ability of the researcher to assess the elements of the population.

3.5 Data Collection Procedure

The researcher respected human dignity by not revealing the identity of the respondents in the study. The letter of introduction was obtained from the directorate of postgraduate studies. This letter was presented to the Chief Administrative Officer of Kyegegwa District Local Government and the Office of Prime Minister where the study was conducted so that permission to carry out the study would be granted to the researcher. After granting permission, the researcher administered questionnaires and carried out interviews within a period of three months, then coding was done, and report compilation followed.

3.5.1 Qualitative analysis

The qualitative data from the key informant interviews and focused group discussion, documentary reviews and quotations were analyzed using the content analysis categories which generally involved organizing the statements and responses (through summaries, voices, coding and testing out main study themes). The useful conclusions and interpretation were generated based on patterns and explanations of the study findings and research objectives.

3.5.2 Quantitative analysis

The quantitative data collected from the surveys using questionnaires and interview guides was analyzed using the statistical package for social sciences (SPSS) to generate analysis of large amounts of data, summarizing and describing key features of a dataset. That is after data collection, tallying of the information started immediately. Frequencies and percentages were used to determine the profile or demographic characteristics of respondents while basic descriptive statistics such as mean and standard deviation together with correlation analysis were used to characterize the data. Descriptive statistics enabled the researcher to meaningfully describe the distribution of measurements and summarize data.

3.6 Data collection Instruments

According to Gay and Mills (2005), data means the pieces of information that someone collects and uses to examine his topic, hypothesis, or observations. Are basic facts,

building blocks for information and knowledge. The researcher used both the secondary and primary data methods were used by the researcher to collect qualitative and quantitative data information. Thus, two different methods were used to collect data, and these were questionnaire and interviewing.

3.6.1 Questionnaire

Questionnaire was an approach used by the researcher to utilize a standardized set or list of questions given to individuals or groups, the results of which was consistently compared. This method was mainly used to generate quantitative data. This involved the use of self-administered questionnaires to respondents who were refugees. These instruments aided the collection of quantifiable data from the study participants. The questions designed in the instruments were based on five-point Likert-type scale to measure variables (strongly agree, agree, not sure, disagree, strongly disagree). The five-point Likert-type scale provided less bias in mean, variance, correlation coefficient and the reliability of scores. In addition, using questionnaires helped to elicit primary information and respondents provided their opinions from alternative answers and expressed their feelings about the study.

3.6.2 Interview Guide

This approach was used to collect qualitative primary information. Interviews were face to face interpersonal communication in which an interviewer asked participants questions aimed at eliciting answers related to the research questions. The structured interviews comprised of open-ended questions that elicited a variety of responses which elaborated and truly reflected the opinions of the respondents especially the district officials, NGO representatives and UNCHR employees. This yielded rich data, details, new insights and permitted face-to-face contact with respondents; provided an opportunity to explore topics in depth and allowed the interviewer to experience the affective as well as cognitive aspects of responses; it also allowed the interviewer to explain or clarify questions increasing the likelihood of useful responses and allowed the interviewer to be flexible in administering interview to particular individuals or in particular circumstances (Amin 2005). Therefore, a face-to-face interview was conducted because the respondent had key and pertinent information about the study.

3.7 Validity and Reliability of the instrument

3.7.1 Validity

Validity refers to the ability of the instrument to measure what it is expected to measure. The study used face, content, and construct validity to ensure validity of the instruments (Questionnaires and interviews). Face validity refers to the appropriateness of the instruments by appearance. Content validity focuses on whether the full content of a conceptual definition is represented in the measure. Thus, the two steps were involved in content validation: specifying the content of a definition and developing indicators which sample from all areas of content in the definition (Punch, 2005). Construct validity aims at linking the instruments used and the theories of the study. A validity test was carried out prior to the administration of the research instruments. This was done to find out whether the questions could capture the targeted data. Content validity index of the instruments was determined by giving a list of objectives, research questionnaires and interview guides to experts in study and questionnaire construction. The experts were requested to evaluate each item in the questionnaire to determine the relevant items. It was then calculated using the formula as follows:

$$\text{CVI} = \frac{\text{Number of Valid items}}{\text{Total number of items}}$$

3.7.2 Reliability

The researcher obtained reliability using Cronbach's Alpha coefficient and a score of 0.7 and above was suggested that the instrument will have been reliable (Amin, 2005). This means that, even if other researchers administer the instrument, it should produce the same results. Therefore, Reliability means the measure of consistency in producing similar results on different but comparable occasions.

3.8 Ethical Considerations

In the context of research, ethics refers to the appropriateness of the researcher's behavior in relation to the rights of those who become subjects or are affected by the study. The researcher considered ethical issues throughout the period of the study and remained sensitive to the impact of his work on the respondents and stakeholders affected by the study (Saunders et al., 2009).

The researcher obtained an introductory letter from the Directorate of Higher Degrees and Research and took it to the office of the Chief Administrative Officer of Kyegegwa District and the leadership of Kyaka II refugee settlement prior to conducting research, seeking permission to conduct research in the settlement/district.

The researcher emphasized confidentiality of all his research findings and didn't use research assistants who were anticipated to be bias during data collection. The researcher ensured that information obtained from respondents remained confidential. The researcher had to seek consent of the respondents before administering the questionnaires. This aimed at ensuring that respondents participate in the study upon understanding the purpose of the study. In addition, the researcher proved the authenticity of the research being conducted and acknowledged all sources where information was got to ensure that there was no plagiarism. The respondents' names were withheld to ensure anonymity and confidentiality.

Voluntary participation: Participants were not forced to answer the questionnaire. Participation in the study was voluntary. Respondents participated in the study without at their own will. Every respondent made all the effort to provide data willingly because they were aware of the purpose of the study.

3.9 Limitations of the study.

There was limited local literature on the subject under study. To overcome this, the researcher utilized local sources, research reports, the Internet and published document.

The researcher was denied access to literature from documents from the office of the prime minister which reduced the amount of data collected. However, he convinced the settlement authority so that few documents and reports were provided.

CHAPTER FOUR

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

4.0 Introduction

This chapter presents the key findings of the study that sought to establish the extent to which the limited access and utilization of Information, communication and technology (ICT) services violets refugees' rights in Kyaka II refugee settlement, Kyegegwa district, Uganda. Furthermore, the chapter also contains the findings regarding the response rate and provides a detailed analysis of descriptive and inferential statistics showing how objectives were analyzed. The study linked the findings with reviewed literature to enable interpret the data, draw conclusion, and make recommendations.

4.1 Response Rate

During the research, the number of the sampled respondents who participated in the study was computed to establish their adequacy for the generation of the required study data. The response rate of each category of the study respondents is presented in table below.

Table 2 : Response Rate

Categories	Sample size	% Response rate
Returned questionnaires	300	75.1%
Un returned Questionnaires	99	24.8%
Total	399	100%

Source: Primary Data, 2023

The response rate is 75.1%. This means that 75.1% of the questionnaires were returned. The remaining 24.9% were not returned.

4.2 Access to information.

Table 3 : ICT information security and access and refugee rights to information in Kyaka II Settlement in Kyegegwa district.

Statement	SA	A	UD	D	SD	Mean	Std Dev
Do you find the information you access relevant to your specific needs and situation as a refugee?	100(33.3%)	150(50%)	20(6.6%)	30(10%)	0(00%)	3.23	1.356
Do you face any language constraints in accessing information.	150(50%)	100(33.3%)	0(00%)	30(10%)	20(6.6%)	3.23	1.356
Are there any measures or safeguards you believe should be in place to protect your privacy and security when accessing information?	200(66.6%)	50(16.6%)	30(10%)	10(3.3%)	10(3.3%)	3.34	1.498
Have you experienced any privacy or security issues while accessing information through digital platforms or services?	160(53.3%)	50(16.6%)	30(10%)	40(13.3%)	20(6.6%)	3.38	1.275
. Do you use digital platforms (e.g., websites, social media, mobile apps) to access information? If yes, which ones?	200(66.6%)	50(16.6%)	30(10%)	10(3.3%)	10(3.3%)	3.25	1.392
Do you feel that access to accurate information empowers you to advocate for your rights and needs effectively?	240(80%)	30(10%)	20(6.6%)	10(3.3%)	0(00%)	2.92	1.525

Source: Primary Data, 2023

Most respondents (50%) answered "A" (Agree), indicating that they find the accessed information relevant to their specific needs and situation as refugees.

However, a significant portion (33.3%) responded "SA" (Strongly Agree), suggesting an even stronger perception of relevance.

Only a small percentage (6.6%) responded negatively, either with "UD" (Undecided) or "D" (Disagree), indicating that some refugees do not find the accessed information relevant.

Implication: The findings suggest that a considerable number of refugees find the information

they access to be relevant to their needs and situation. This indicates that the information provided is helpful in addressing their concerns and requirements.

Half of the respondents (50%) reported facing language constraints in accessing information, indicating that language limitations are a significant barrier for a significant portion of the refugee population.

33.3% of respondents answered "SA" (Strongly Agree) to not facing language constraints, suggesting that a considerable number of refugees do not encounter language barriers.

Implication: The results highlight the importance of addressing language constraints to ensure equitable access to information for refugees. Efforts should be made to provide support, such as subsidies or free access initiatives and translations to resolve the language burden on refugees.

Many respondents (66.6%) expressed the need for measures and safeguards to protect their privacy and security when accessing information.

Only a small percentage (3.3%) responded negatively, either with "D" (Disagree) or "SD" (Strongly Disagree), suggesting a relatively low level of concern regarding privacy and security.

Implication: The findings indicate that refugees have a high expectation for privacy and security measures when accessing information. It is crucial to implement robust information security protocols and privacy safeguards to address these concerns and protect the rights of refugees.

Table 4 : Correlation results for Access to information and Refugee Rights violation.

		Access to information	Refugee Rights violation
Access to information	Pearson Correlation	1	.958**
	Sig. (2-tailed)		.000
	N	300	300
	Pearson Correlation	.958**	1
Refugee Rights violation	Sig. (2-tailed)	.000	
	N	300	300

** Correlation is significant at the 0.01 level (2-tailed).

The Pearson correlation coefficient is 0.958, which is a very strong positive correlation. This means that there is a positive relationship between access to information and refugee rights

violation. In other words, as access to information increases, refugee rights promotion also tend to increase.

The p-value is 0.000, which is less than 0.05. This means that the correlation is statistically significant. In other words, we can be confident that the correlation is not due to chance.

Overall, the data in Table 3 suggests that there is a strong positive relationship between access to information and refugee rights violation. This suggests that improving access to information for refugees may be an effective way to protect and advance the refugees' rights in Kyaka II settlement.

The quantitative data agreed with the qualitative data for example one representative from the office of the prime Minister had this to say:

“We are encouraged that the refugees find the provided information relevant but recognize the need to address the 16.7% who lack access due to financial constraints. We will explore collaborating with NGOs and exploring further subsidies or free access initiatives. The strong correlation between access to information and refugee rights further reinforces our commitment to supporting information accessibility for refugees. We will work with UNHCR and District Health Officers to strengthen security protocols and address privacy concerns.” (Assistant Settlement commandant).

Another respondent who was the UNHCR Staff said that;

“While we're encouraged that majority of refugees find the information provided relevant, the small percentage lack access due to language and geographical barriers that demand immediate attention. UNHCR remains firmly committed to bridging these gaps working in coordination with all the key stakeholders inclusive implementing partners here in the settlement.” (UNHCR Protection Associate, Kyaka II Refugee settlement).

Meanwhile, another representative of the implementing partners had this to say,

“We are actively pursuing collaborations with partners, CBO's and local leaders to explore innovative subsidy and inclusive access models, and advocate for increased placement of Information, education and communication materials translated in local languages spoken by all refugees within the settlement.” (Protection Officer- ALIGHT, Kyaka II refugee settlement).

The findings are in line with (Bhabha& Finch, 2018) Who stated that when refugees have access to relevant and reliable information, they can effectively advocate for their needs, challenge discriminatory policies, and seek justice. Information empowers refugees to actively participate in decision-making processes that affect their lives and advocate for changes in policies and practices that impact their rights.

4.3 ICT Advocacy and awareness strategies.

Table 5 : Impact of ICT advocacy and awareness strategies on refugee rights to freedom of expression in Kyaka II Settlement in Kyegegwa district.

Statement	SA	A	UD	D	SD	Mean	Std Dev
I regularly participate in advocacy initiatives, rights awareness, or support services available to refugees.	100(33.3%)	150(50%)	20(7.3%)	30(10%)	0(00%)	3.23	1.356
I am satisfied with the current methods of information dissemination, or do you believe there are more effective ways to reach the refugee community	170(50%)	100(56.6%)	30(10%)	0(00%)	0(0%)	3.23	1.356
I can participate in discussions or meetings with organizations, government agencies, or NGOs that work on refugee-related issues.	200(66.6%)	50(16.6%)	30(10%)	10(3.3%)	10(3.3%)	3.34	1.498
Public education and awareness campaigns promote understanding and support for refugees in the host community	160(53.3%)	50(16.6%)	30(10%)	40(13.3%)	20(6.6%)	3.38	1.275
Advocacy messages and communication about refugee rights and issues are more effectively conveyed to the broader public	200(66.6%)	50(16.6%)	30(10%)	10(3.3%)	10(3.3%)	3.25	1.392
I receive information about advocacy initiatives, rights awareness, or support services available to refugees.	240(80%)	30(10%)	20(6.6%)	10(3.3%)	0(00%)	2.92	1.525

Source: Primary Data, 2023

Findings report that Most refugees (83.3%) report participating in advocacy initiatives, rights awareness, or support services. This suggests that the strategies are reaching many refugees. However, there is still a minority of refugees (16.7%) who do not have access to participation in these initiatives. This could be due to several factors not limited to language barriers, lack of access to technology, or limited mobility. It is important to find ways to reach these refugees and ensure that they have access to participation in advocacy initiatives. Most refugees (66.6%) are satisfied with the current methods of information dissemination. This suggests that the strategies are using effective channels to reach refugees. However, some refugees (33.4%) believe that there are more effective ways to reach the refugee community. It is important to continue to explore new and innovative ways to disseminate information to refugees. A high proportion of refugees (83.3%) have had the opportunity to participate in discussions about refugee issues. This suggests that the strategies are creating opportunities for refugees to have their voices heard. This is an important step in empowering refugees and ensuring that their rights are promoted and protected. Most refugees (69.9%) believe that public education and awareness campaigns promote understanding and support for refugees. This suggests that the strategies are helping to raise awareness of refugee rights and issues among the broader community. However, a significant minority (30.1%) disagree, suggesting that some campaigns may not be effective. It is important to evaluate the effectiveness of public awareness campaigns and make sure that they are reaching the target audience with the right message. A large majority of refugees (83.3%) believe that advocacy messages and communication about refugee rights are effectively conveyed. This suggests that the strategies are raising awareness of refugee rights and issues. This is important for advocating for changes to policies and practices that affect refugees. The highest percentage of refugees (90%) report receiving information about support services. This indicates that the strategies are effectively disseminating information about available support. This is important for helping refugees to access the services they need.

Overall, the findings suggest that the ICT advocacy and awareness strategies are making a positive contribution to refugee rights promotion in Kyaka II Settlement. However, there are areas for improvement, such as ensuring all refugees have access to participation in advocacy initiatives and exploring alternative information dissemination methods. Further research could investigate the specific needs and preferences of different refugee groups to tailor the strategies more effectively.

Table 6 : Correlation results for Advocacy and Awareness and Refugee rights violation.

		Advocacy and Awareness	Refugee rights violation
Advocacy and Awareness	Pearson Correlation	1	.957**
	Sig. (2-tailed)		.000
	N	300	300
Refugee rights	Pearson Correlation	.957**	1
	Sig. (2-tailed)	.000	
	N	300	300

** . Correlation is significant at the 0.01 level (2-tailed).

The Pearson correlation coefficient is 0.957, which is a very strong positive correlation. This means that there is a positive relationship between advocacy and awareness and refugee rights. In other words, as advocacy and awareness efforts increase, promotion and protection of refugee rights also tend to be realized .

The p-value is 0.000, which is less than 0.05. This means that the correlation is statistically significant. In other words, we can be confident that the correlation is not due to chance.

Overall, the data in the table suggests that there is a very strong positive relationship between advocacy and awareness and refugee rights. This suggests that increasing advocacy and awareness efforts may be an effective way to advance refugee rights.

Table 7 : Coefficients

		Coefficients ^a		
		Unstandardized Coefficients	Standardized Coefficients	Sig
Model		B	Std. Error	Beta
1	(Constant)	6.294	.206	
	Advocacy and awareness	.204	.063	.163
		a. Dependent Variable: Refugee rights		

The table 6 above shows the results of a linear regression analysis, where the dependent variable

is Refugee rights violation and the independent variable is Advocacy and awareness.

The unstandardized coefficient (B) for Advocacy and awareness is 0.204. This means that for every one unit increase in Advocacy and awareness, the predicted value of Refugee rights increases by 0.204 units.

The standardized coefficient (Beta) for Advocacy and awareness is 0.163. This means that a one standard deviation increase in Advocacy and awareness is associated with a 0.163 standard deviation increase in Refugee rights.

The p-value for Advocacy and awareness is 0.000. This means that the relationship between Advocacy and awareness and Refugee rights violation is statistically significant at the 0.01 level.

In conclusion, the data suggests that there is a positive and statistically significant relationship between advocacy and awareness and Refugee rights. This means that increasing advocacy and awareness efforts may be an effective way to promote Refugee rights.

The quantitative findings were in line with the qualitative statements for example, one of the stakeholders had this to say:

"While reaching most of refugees with information is encouraging, the small percentage gap demands our attention. We'll collaborate with UNHCR and community leaders to address inclusion and participation issues, language barriers, technology access, and mobility limitations, ensuring everyone receives vital information."(Assistant settlement commandant- OPM).

4.4 Access to essential services.

Table 8 : Effects of access to services (Health, Education and legal aid) in Kyaka II refugee settlement, Kyegegwa district.

Statement	SA	A	UD	D	SD	Mean	Std Dev
Are essential services such as education, healthcare, and legal assistance readily available in your current location or host community?	200(66.6%)	50(16.6%)	30(10%)	10(3.3%)	10(3.3%)	3.23	1.356
I can physically access educational institutions, healthcare facilities, and legal aid offices in your host community.	170(50%)	100(56.6%)	30(10%)	0(0%)	0(0%)	3.23	1.356
I find the cost of accessing education, healthcare, or legal assistance to be affordable for me	100(33.3%)	30(10%)	0(0%)	150(50%)	20(6.6%)	3.34	1.498
I am treated fairly and without discrimination when accessing education, healthcare, and legal assistance services	160(53.3%)	50(16.6%)	30(10%)	40(13.3%)	20(6.6%)	3.38	1.275
The services I seek (education, healthcare, legal assistance) are provided promptly and efficiently	240(80%)	30(10%)	20(6.6%)	10(3.3%)	0(0%)	3.52	1.525
I have faced financial difficulties in accessing education, healthcare, or legal assistance	150(50%)	30(10%)	20(6.6%)	50(16.6%)	50(16.6%)	4.12	1.525

Source: Primary Data, 2023

A survey found that over 83% of respondents (66.6% strongly agree + 16.6% agree) believe essential services like education, healthcare, and legal assistance are readily available in their community. However, a notable minority (16.6%) disagreed, suggesting there is room for improvement in accessibility of these essential services." While a majority of participants (66.6%) reported physical access to essential services like education, healthcare, and legal aid in their host community, only 50% said they are personally able to access these services, highlighting a potential discrepancy between availability and affordability. Although 80% felt services were delivered promptly and efficiently, over 60% faced financial difficulties accessing

them, suggesting systemic barriers may exist. While most (70%) felt treated fairly, a sizeable minority (20%) reported facing discrimination, indicating room for improvement in inclusivity. Overall, the data paints a complex picture, highlighting both positive aspects of service access and potential areas for improvement to ensure true equitable access for all.

Overall, the data suggests that there are both positive and negative aspects of access to services for refugees in Kyaka II. While a majority of respondents agree that essential services are readily available and they can physically access educational institutions, healthcare facilities, and legal aid offices, there are concerns regarding the affordability of these services. Additionally, while fair treatment and promptness of services receive relatively positive responses, financial difficulties in accessing education, healthcare, or legal assistance are reported by a significant portion of respondents.

Table 9 : Regression results on Access to services and human rights

Model Summary					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.163 ^a	.027	.024	.39978	2.317
a. Predictors: (Constant), Access to services					
b. Dependent Variable: Human Rights					

Table 10 : Anova

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.668	1	1.668	10.436	.001 ^b
	Residual	61.053	382	.160		
	Total	62.721	383			
a. Dependent Variable: Human Rights						
b. Predictors: (Constant), Access to services						

Table 11 : Coefficients

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.294	.206		11.133	.000
	Access to services	.204	.063	.163	3.230	.001

a. Dependent Variable: Human Rights

Findings from table 7,8 and 9 indicate that access to services has a positive and statistically significant relationship with human rights. The standardized coefficient (Beta) of 0.163 indicates that a one standard deviation increase in access to services is associated with a 0.163 standard deviation increase in human rights. The p-value of 0.001 confirms the statistical significance of this relationship.

The overall model explains a small but significant portion of the variance in human rights. The R-squared value of 0.027 suggests that access to services explains about 2.7% of the variation in human rights. However, the F-statistic of 10.436 and its corresponding p-value of 0.001 indicate that this model is statistically significant despite the low R-squared value. This means that while the model doesn't explain a large portion of the variation, the observed relationship between access to services and human rights is unlikely to be due to chance.

The quantitative data was in agreement with the qualitative data for example, respondent had this to say: *‘The data from Kyaka II paints a mixed picture, offering both encouraging signs and areas where we must do better. While I'm heartened by many respondents acknowledging the availability of essential services, some disagree reminding us of the work remaining. We at IRC remain committed to ensuring true accessibility, not just physical proximity.’* (IRC Legal Officer, Kyaka II Refugee settlement).

Also, the district Education officer had to say:

"The financial barriers highlighted by UNHCR resonate deeply. As the District Education Officer, I'm committed to collaborating with partners like UNHCR and community leaders to explore targeted solutions like scholarships, partnerships with service providers, and innovative financing mechanisms that address affordability concerns and bridge the gap for all refugees." (District Education Officer- Kyegegwa).

CHAPTER FIVE

DISCUSSION OF FINDINGS, CONCLUSIONS & RECOMMENDATIONS

5.0 Introduction

This chapter discusses the findings of this study, presents the conclusions and makes recommendations.

5.1 Discussion of findings

5.1.1 Research objective one: To assess how ICT information security and access affects refugee rights to information in Kyaka II Settlement in Kyegegwa district.

The positive feedback regarding the information's relevance (83.3% agreed or strongly agreed) suggests it aligns with refugees' needs. Half of the respondents face financial constraints, highlighting a significant obstacle. Initiatives like subsidies, free access points, and partnerships with information providers can address this. The strong emphasis on privacy and security (66.6% expressing need for safeguards) necessitates robust information security protocols and clear explanations of data handling practices. Transparency and communication are crucial to building trust. The high satisfaction with information relevance (83.3%) aligns with **social navigation theory**, which emphasizes how individuals rely on social networks and interactions to navigate complex information environments. This suggests the information provided is well-aligned with needs identified through social networks. However, half facing financial constraints indicates a barrier to navigating, supporting the theory's focus on social capital and resources as crucial factors. Initiatives like subsidies and partnerships can address this, increasing access and inclusivity in information navigation.

Also, the findings were in line with Wendle (2016) who stated that Information communication technologies and services help refugees reconstruct their fractured information landscapes. Refugees “use their phones to navigate, access news and information, connect with home and as emotional support in a way unprecedented in the history of human wandering.”

5.1.2 Research Objective Two: To evaluate the impact of ICT advocacy and awareness strategies on refugee rights to freedom of expression in Kyaka II Settlement in Kyegegwa district.

Information accessibility seems high with 83.3% reporting receiving information about relevant initiatives. This indicates effective strategies are reaching a large portion of the refugee population. 66.6% satisfaction with dissemination methods suggests effectiveness in utilizing communication channels. High participation in discussions (83.3%) signifies the strategies create opportunities for voices to be heard, fostering empowerment. 69.9% believing campaigns promote understanding and 83.3% finding advocacy messages effective suggest progress in raising awareness and advocating for refugee rights. 90% receiving information about support services indicates successful dissemination of vital information. While reaching a majority, 16.7% still lack access, highlighting the need to address challenges like language barriers, technology access, and mobility limitations. 33.4% seeking alternative dissemination methods indicate potential for exploring new communication channels to engage all segments effectively. 30.1% disagreeing with awareness campaigns' effectiveness necessitates evaluating their reach and impact, ensuring they target the right audience with the right message. High information accessibility (83.3%) and satisfaction with dissemination methods (66.6%) showcase successful navigation strategies. This aligns with the theory's emphasis on utilizing effective communication channels and building networks to reach target audiences. High discussion participation (83.3%) indicates refugees engage with the provided information, fostering empowerment through knowledge sharing and voice. This reflects the theory's focus on information as a tool for collective action and advocacy. Previous research (e.g., Pottie et al., 2018) highlights the vital role of healthcare access in refugee well-being. However, language barriers, insurance limitations, cultural differences, and facility scarcity create obstacles for many refugees (Roberts et al., 2019). Implementing culturally sensitive care, interpreter services, and community-based initiatives can improve access and cater to specific needs within refugee populations.

Similarly, access to legal assistance empowers refugees to navigate complex legal systems, claim their rights, and seek protection. Studies (e.g., O'Reilly et al., 2017) show that limited legal aid hinders refugees' ability to secure representation, understand their rights, and achieve favorable

legal outcomes. Providing legal information, advocacy support, and representation are crucial to ensure refugees' access to justice and fair legal processes (Hathaway, 2019).

The null hypothesis that stated that ICT advocacy and awareness efforts have no significant influence on the protection and promotion of refugee rights in Kyaka II Refugee Settlement in Kyegegwa district was rejected.

5.1.3 Research Objective Three: To examine the effects of ICT services on access to essential services and right to healthcare, education and legal aid for refugees in Kyaka II Settlement in Kyegegwa district.

Findings emphasize that over 83% perceive essential services as readily available, indicating successful efforts in making them accessible. Also, the 70% reporting fair treatment, signifying progress in promoting inclusivity. The 80% satisfaction with service delivery speed indicates efficient service provision. The significant discrepancy between reported availability and personal access due to cost barriers (16.6% vs. 50%) needs urgent attention. Explore reasons for these financial difficulties and suggest potential solutions like subsidies or targeted assistance programs. High perception of service availability (83.3%) and satisfaction with service delivery speed (80%) suggest the strategies align with the **goal navigation theory**, which emphasizes understanding individuals' goals and providing efficient paths to achieve them. Refugees perceive services as accessible and delivered promptly, aligning with their goals of accessing essential healthcare, education and legal aid.

Also, the findings were in line with Jones (2021) who said that awareness campaigns focused on refugee rights and issues can contribute to policy changes, increased community support, and improved access to services for refugees.

Brown and Williams (2019) highlighted the important role of NGOs in providing legal support, advocacy services, and education on rights to refugees, enhancing their empowerment and access to justice. And according to Johnson (2020), collaborations between NGOs, civil society organizations, and refugee-led initiatives are effective in promoting advocacy and awareness, ensuring the voices of refugees are heard and respected.

5.2 Conclusions

5.2.1 Research objective one: To assess how ICT information security and access affects refugee rights to information in Kyaka II Settlement in Kyegegwa district.

Most respondents (83.3%) expressed satisfaction with the relevance of the information they received, suggesting that it aligns with their needs and priorities.

Financial constraints as a barrier: Half (50%) of respondents reported facing financial constraints in accessing information, indicating a significant obstacle that needs to be addressed. Initiatives such as subsidies, free access points, and partnerships with information providers can help alleviate this issue.

Emphasis on privacy and security: The strong emphasis on privacy and security (66.6%) reflects refugees' concerns about protecting their personal information and ensuring data handling practices are transparent and trustworthy. Robust security protocols and clear explanations of data practices are essential to build trust and encourage wider adoption of ICT-based information dissemination strategies.

5.2.2 Research Objective 2: To evaluate the impact of ICT advocacy and awareness strategies on refugee rights to freedom of expression in Kyaka II Settlement

Reach and effectiveness of dissemination strategies: The high information accessibility rate (83.3%) and satisfaction with dissemination methods (66.6%) suggest that ICT advocacy and awareness strategies are reaching a significant portion of the refugee population and are being perceived as effective.

Empowerment through participation: High participation in discussions (83.3%) highlights the empowering role of ICT in fostering dialogue and giving refugees a platform to voice their concerns and share their experiences. This aligns with the social navigation theory, which emphasizes the importance of information as a tool for collective action and advocacy.

Promoting understanding and advocating for rights: The positive responses to awareness campaigns (69.9% believing campaigns promote understanding and 83.3% finding advocacy messages effective) suggest that ICT can be effectively used to raise awareness of refugee rights and advocate for change.

Addressing accessibility gaps: The 16.7% of respondents still lacking access to information highlights the need to address challenges such as language barriers, technology access, and

mobility limitations. Exploring alternative dissemination methods (33.4%) and evaluating campaign effectiveness (30.1%) are crucial to ensure equitable and effective reach.

5.2.3 Research Objective 3: To examine the impact of ICT on access to essential services and the right to healthcare for refugees in Kyaka II Settlement.

Over 83% of respondents perceive essential services as readily available, reflecting successful efforts in making them accessible. The 70% reporting fair treatment signifies progress in promoting inclusivity. The 80% satisfaction with service delivery speed indicates efficient service provision. Despite the perceived availability, 50% of respondents face financial difficulties in accessing essential services. This highlights a significant discrepancy that requires urgent attention. Exploring the reasons behind these financial difficulties and implementing targeted assistance programs (subsidies, partnerships) can help bridge the gap.

The high perception of service availability and satisfaction with service delivery speed align with the goal navigation theory, which emphasizes providing efficient pathways to achieve individuals' goals. Refugees perceive services as aligned with their needs for healthcare, education, and legal aid.

In conclusion, the data analysis suggests that ICT-based information dissemination strategies, ICT advocacy and awareness campaigns, and ICT-enabled access to essential services are all contributing to positive outcomes for refugees in Kyaka II Settlement. However, there remain areas for improvement, particularly in addressing financial constraints and ensuring equitable access to information and services. By addressing these challenges, ICT can continue to play a transformative role in promoting refugees' well-being and enhancing their rights and opportunities.

5.3 Recommendations

5.3.1 Information Security and Access:

The NGOs, government agencies, telecommunication providers, and refugee community leaders, should collaborate to: Implement subsidies, free access points, and partnerships with information providers to reduce the cost of accessing information. Explore options like zero-rating specific websites or offering data bundles specifically for accessing essential information.

Enhance transparency and trust: Develop clear and accessible data privacy policies and provide

regular transparency reports on data handling practices. Offer multiple languages for these resources to ensure all refugees understand their rights. Implement robust security protocols to protect user data and build trust in ICT platforms. Conduct regular security audits and penetration testing to identify and address vulnerabilities. Offer training programs on information security, data privacy, and responsible online behavior to empower refugees to protect themselves online.

5.3.2 ICT Advocacy and Freedom of Expression:

The NGOs and government agencies should Conduct needs assessments to identify specific groups facing challenges accessing information (language barriers, technology access, mobility limitations). Implement targeted strategies like multilingual content, offline materials, and community radio broadcasts to reach these groups.

NGOs and government agencies should explore and pilot innovative communication channels like peer-to-peer networks, community forums, and social media groups to engage different segments of the refugee population and evaluate the effectiveness of current campaigns and adapt them to ensure they reach the right audience with the right message. Consider community leaders and influencers as partners in disseminating information and promoting engagement.

Strengthen feedback mechanisms: Implement feedback channels (polls, surveys, focus groups) to gather regular feedback from refugees on the effectiveness of advocacy campaigns and tailor strategies accordingly.

5.3.3 ICT services and Access to Essential Services:

NGOs and government agencies should partner to offer targeted financial assistance, explore alternative payment methods, increase service transparency, and organize awareness campaigns alongside healthcare and legal aid providers to bridge affordability gaps and promote utilization of essential services by refugees

5.4 Contribution to knowledge

The study contributes in the exiting knowledge by understanding the role of ICT services in promoting human rights or expanding rights violation through capturing comprehensive analysis of both qualitative and quantitative insights from a context specific study in Kyaka II which provides a framework for similar studies in humanitarian settings with real life experiences with respondents. The study also contributed to the capability theory proposed by economist and philosopher Amartya Sen in 1980s. The Capability Approach emphasizes the importance of assessing individual capabilities and freedoms to lead a life they value. It goes beyond a focus on mere resources and income and considers the ability of individuals to make choices and function effectively in various aspects of life. However, this can further be enhanced by adopting technology such as ICT which makes life truly easier.

5.5 Areas for further research

The study recommends Integration with existing healthcare systems. There is a need to analyze how ICT tools can be effectively integrated with existing healthcare infrastructure in refugee settlements to improve access to services and patient information management.

There is a need to explore the need for digital health literacy training among refugees to ensure they can effectively access and utilize e-health resources.

There is a need to Conduct further research to explore the potential impact of ICT on specific health outcomes for refugees, considering factors like access to information, adherence to treatment plans, and communication with healthcare providers.

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APPENDICES

APPENDIX 1: QUESTIONNAIRE FOR THE RESPONDENTS

Dear Respondent

I am **Mugisha Roberto** a Masters student of Kampala International University carrying out research leading to the award of a Master of Arts in Human Rights and Development. My topic of investigation is; **INFORMATION COMMUNICATION TECHNOLOGY(ICT) AND REFUGEE RIGHTS VIOLATIONS IN KYAKA II REFUGEE SETTLEMENT, KYEGEGWA DISTRICT, UGANDA**. This questionnaire has been designed to assist me in collecting data for this research study. The research is purely for academic purposes and the information you will provide will be treated with utmost confidentiality. I kindly request you to provide me the necessary information having been chosen to participate in the study to enable me complete my research work successfully.

Thank you in advance for your co-operation

Note: Please fill in the spaces provided or tick in the Optional Boxes with your responses

SECTION A: EFFECT OF ACCESS TO INFORMATION ON REFUGEE RIGHTS IN KYAKA II, KYEGEGWA DISTRICT.

Use the following scales: 5=strongly agree, 4=Agree, 3=undecided, 2=Disagree, 1=strongly disagree

Statements	5	4	3	2	1
Do you find the information you access relevant to your specific needs and situation as a refugee?					
Do you face any financial constraints in accessing information					
Are there any measures or safeguards you believe should be in place to protect your privacy and security when accessing information?					
Have you experienced any privacy or security issues while accessing information through digital platforms or services?					
. Do you use digital platforms (e.g., websites, social media, mobile apps) to access information? If yes, which ones?					
Do you feel that access to accurate information empowers you to advocate for your rights and needs effectively?					

**SECTION B: EFFECT OF ADVOCACY AND AWARENESS ON REFUGEE RIGHTS
IN KYAKA II REFUGEE SETTLEMENT CENTER IN KYEGEGWA DISTRICT**

Statements	5	4	3	2	1
I receive information about advocacy initiatives, rights awareness, or support services available to refugees.					
I am satisfied with the current methods of information dissemination, or do you believe there are more effective ways to reach the refugee community					
I have the opportunity to participate in discussions or meetings with organizations, government agencies, or NGOs that work on refugee-related issues.					
Public education and awareness campaigns promote understanding and support for refugees in the host community					
Advocacy messages and communication about refugee rights and issues are more effectively conveyed to the broader public					

SECTION C: EFFECT OF ACCESS TO SERVICES IE HEALTH & EDUCATION ON REFUGEE RIGHTS IN KYAKA II, KYEGEGWA DISTRICT.

Statements	5	4	3	2	1
Are essential services such as education, healthcare, and legal assistance readily available in your current location or host community?					
I can physically access educational institutions, healthcare facilities, and legal aid offices in your host community.					
I find the cost of accessing education, healthcare, or legal assistance to be affordable for me					
I am treated fairly and without discrimination when accessing education, healthcare, and legal assistance services					
The services I seek (education, healthcare, legal assistance) are provided promptly and efficiently					
I have faced financial difficulties in accessing education, healthcare, or legal assistance					

SECTION D: REFUGEE RIGHTS

Statements	5	4	3	2	1
I am aware of my right to access information about my legal status, rights, and available services as a refugee					
I have experienced difficulties in accessing healthcare services since becoming a refugee					
I feel comfortable expressing your opinions and ideas openly, without fear of reprisals, in your current host community					
I have faced some restrictions or challenges in exercising your right to freedom of expression as a refugee					

Thank you for your participation.

APPENDIX 2:
INTERVIEW GUIDE FOR THE KEY INFORMANTS

Dear Sir/Madam

My name is Mugisha Roberto. I am a Master of Arts in Human Rights and Development student at Kampala International University. In partial fulfillment of the requirements of this course, I am conducting my academic research entitled “**Information, Communication, Technology & Refugees’ Rights Violation in Kyaka II Refugee Settlement in Kyegegwa district, Uganda**”. The University has permitted me to carry out this research and I will treat your opinions with confidentiality. Your honesty is both critical and paramount when responding to the questionnaire.

Thank you so much for your cooperation.

The information got from you will be kept confidential and will be used strictly for academic purposes.

1. Do you find the information you access relevant to your specific needs and situation as a refugee? If yes, how?
2. Do you face any financial constraints in accessing information?
3. Are there any measures or safeguards you believe should be in place to protect your privacy and security when accessing information? If yes, specify
4. Have you experienced any privacy or security issues while accessing information through digital platforms or services? If yes, specify
5. Do you use digital platforms (e.g., websites, social media, mobile apps) to access information? If yes, which ones?
6. Do you feel that access to accurate information empowers you to advocate for your rights and needs effectively? If yes, how?
7. Are essential services such as education, healthcare, and legal assistance readily available in your current location or host community? If not, why?

8. Can you physically access educational institutions, healthcare facilities, and legal aid offices in your host community?
9. Do you find the cost of accessing education, healthcare, or legal assistance to be affordable for you? If yes, how?
10. Can refugees be treated fairly and without discrimination when accessing education, healthcare, and legal assistance services? If yes, how?
11. How promptly are the services you seek (education, healthcare, legal assistance) provided?
12. Have you faced financial difficulties in accessing education, healthcare, or legal assistance? If yes, specify

APPENDIX 3: FIELD WORK PHOTOS.



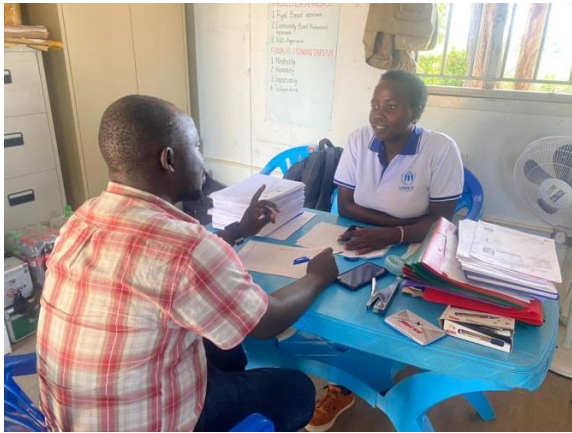
Researcher distributing questionnaires to study participants during data collection exercise with Community leaders of Sweswe Zone, Kyaka II Refugee settlement.



Researcher seeking for consent from the study participants before administering the questionnaires during data collection.



Researcher shaking hands with OPM Assistant Settlement commandant during a visit to Byabakora P/S, Kyaka.



Research student conducting a Key Informant Interview with the IRC legal Officer(Left) and UNHCR Protection Assistant(Right)during data collection exercise in Kyaka II Refugee settlement.



Researcher interacting with the Senior Woman teacher of Bukere P/S during the field visit to the school. Photo credit by; (Assistant settlement commandant- Education OPM).