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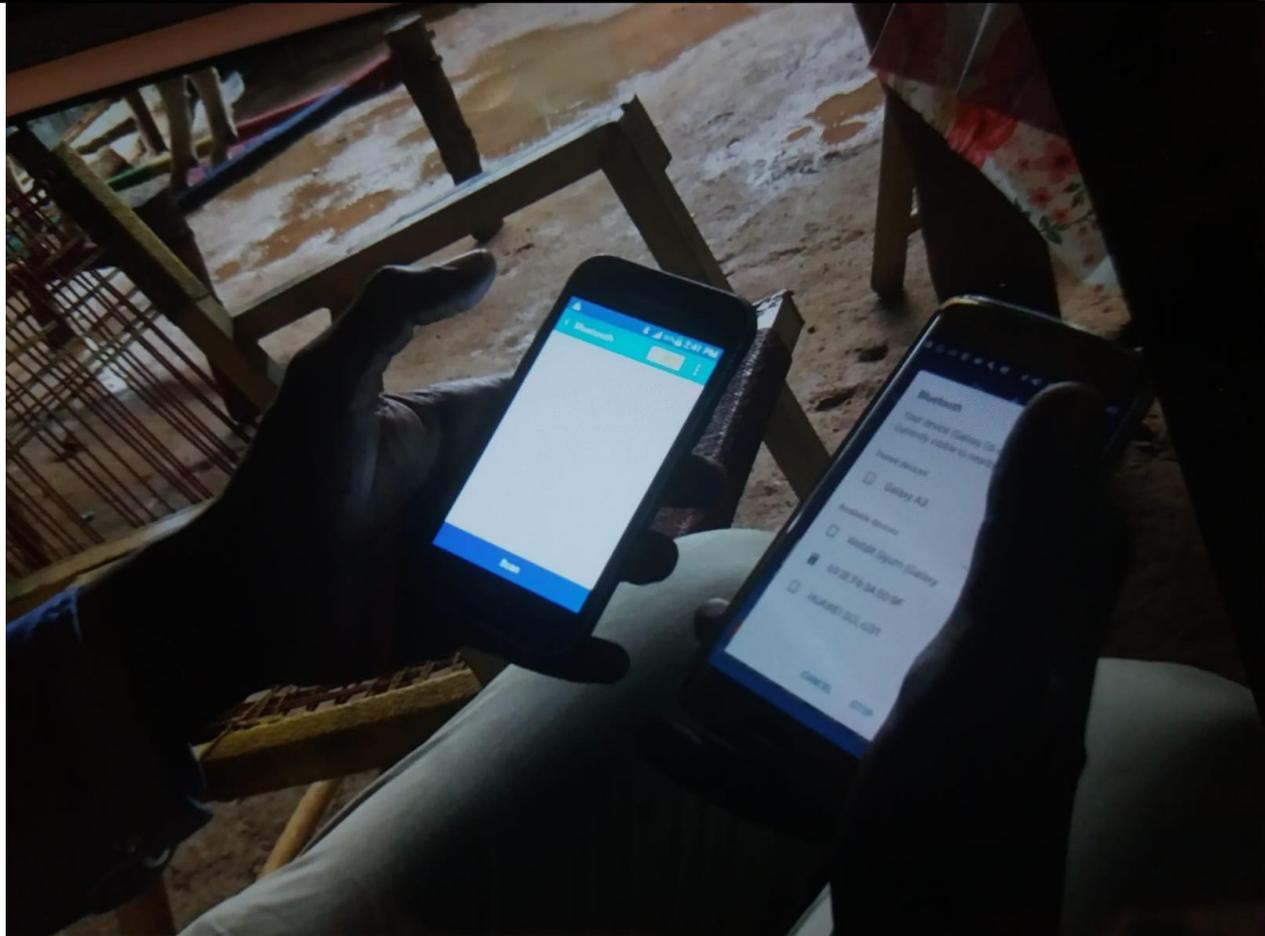


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RESEARCH REPORT No. 3

Secondary Migration and Mobile Phone Use in Hitsats



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Picture: 2017, Hitsats Refugee Camp, Tigray region (Ethiopia). Photo by Mirjam van Reisen (copyrights)

We have made every effort to truthfully report the findings of the research. If there is any error or comment on the content of this report, we are grateful if you bring this immediately to our attention.

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1. Introduction

The conducted research project includes a data collection period of two months (15 June-18 August). In these months I have lived closely together with the residents of Hitsats Eritrean Refugee camp in order to see, and to understand their way of living in the digital era, with the focus on education. Furthermore, I have conducted research on motives for, and incentives against secondary migration of unaccompanied minors and youth. Besides my research on unaccompanied minors and youth, I also assisted my colleague Selam Kidane with her research on trauma. For the purpose of her research, she developed EMDR self-help videos, and discovered the possibilities for these videos on mobile phones. I looked into the mobile phone use of Kidane's respondents. I scrutinized the use of the mobile phones, and mapped out the mobile phone architecture while I was introducing the application 24COMS (www.24coms.com) (Mobile phone architecture reports, Appendix 1-3). This application provides a secured communication platform that can (possibly) serve as a platform for education, provider for the trauma self-help videos, and communication tool in low connectivity contexts – such as Hitsats. Additionally, during my stay in Ethiopia, I enforced and created contacts with partners, and the government. I organised meetings with partners when my colleagues and the project coordinator visited Ethiopia. Additionally, I organised a conference with our partner University: Mekelle University (Conference summary, Appendix 4).

2. Camp overview, activities and topics

Hitsats is a refugee camp of approximately 13,000 Eritrean refugees. The camp is located near Shire in a region where temperatures can rise up to 50 degrees Celsius in the dry season. The main issues in Hitsats are the shortage of drinking water and food, electricity, firewood, hygiene, and the malaria epidemic that hits all people on a regular base. Additionally, there is the absence of secondary education which affects a vast part of the children in the camp. Once a day people can fill jerry cans with water, this is organised per community at fixed times. There is a monthly food distribution programme. One week a month the people can pick up their rations at the World Food Program (WFP) distribution point. The rations per person include 10kg of wheat and 60 Ethiopian BIRR (ETB), which is about 2,50 euro. The food

distribution is also the way of registering the active refugees in the camp. People can pick up their rations with their ration card and fingerprints. If people do not pick up their rations for three months, they will be registered as inactive refugee. This is the method with which the UNHCR figures are established for the region. The camp is organised in zones, blocks, and communities, which all have their own democratically chosen leaders. If anyone wants to leave temporarily to Shire, Addis Ababa, or anywhere else, they have to apply for leave by those leaders. The application goes hierarchically and has to be approved by all. Eventually, the Administration for Refugee and Returnee Affairs (ARRA) will sign and provide a transparency card that is necessary for leave.

In order to collect the data for the research, clearance was necessary from ARRA. Firstly, approval was given by the deputy director Mr. Zeynu Jemal in Addis Ababa. Secondly, Mr. Tekei Maesho, who is ARRA's regional manager for the Shire refugee camps, provided permission to do research. Thirdly, permission was granted by Mr. Haftom Teklemichael, the Hitsats camp coordinator and Mr. Daniel Gebretsadik, the protection officer. As soon as the clearance was granted on the different levels, we have met with the other IPs (implementing partners) in Shire and Hitsats. The active IPs are: ARRA, the United Nations High Commission for Refugees (UNHCR), ZOA, Norwegian Refugee Council (NRC), International Rescue Committee (IRC), and Medicine Sans Frontiers Holland (MSF). The NRC is the responsible organisation for the unaccompanied minors in Hitsats. Therefore, it was necessary to get their permission as well. Permission was granted by the regional manager Sheila Donaghy, the project coordinator-education Belete Chekol, and the camp coordinator Atakalti Berhe. As soon as the contacts were established, I could settle down in Hitsats. I was housed at the ZOA compound since this is the principal partner of the project. The ZOA staff that assisted me with the research and with housing were the regional manager Bereket Godifay and the camp coordinator Kumelachew Mesi.

Since the data I collected included sensitive data of the unaccompanied minors and youth, I stored my data safely on my computer. The data could only be accessed with a password which was only known to myself. Data analysis was done with qualitative data analysis programme Atlas.Ti. The findings are anonymously documented in reports and articles. Below I outlined the research activities on the different topics.

2.1. Unaccompanied minors and youth

The principal data I have collected among the unaccompanied minors and youth included surveys, in-depth interviews, and observations (Surveys, Appendix 5; Interview instrument Appendix 6). The unaccompanied minors are housed in zone D and they are not included in the food rations of the WFP. They receive their daily meals from the NRC. On a monthly basis, an average of 100 unaccompanied minors arrive in Hitsats who fall under the responsibility of the NRC. Due to that I had to make agreements and obtain consent from the NRC who operated as their legal guardians. As soon as I had obtained consent and full cooperation I started with the research. For two weeks I did the surveys and in-depth interviews with the respondents who I had distributed in four groups; group one was between 12 and 14 years old, group two between 15 and 17, group three between 18 and 20, and group four between 21 and 23. All groups comprised of eight respondents; half of them male, and half of them female. The interviews were conducted in the houses of the respondents as well as in the Child Friendly Space (CFS) of the NRC, this was a large area in which the children could play under the supervision of NRC team leaders. In the weeks that followed I did daily focus groups, and workshops with the respondents per group. The focus groups and workshops were organised per topic; education, learning, mobile phone use, and migration. The workshops with the two youngest groups were conducted in the CFS, and with the older age groups in a cafeteria.

2.2. Mobile phone use in Hitsats

To understand the mobile phone use in Hitsats, I predominantly observed, and discussed the use of mobile phones with the camp residents. Furthermore, I actively worked with, and on the mobile phones of the respondents during the data collection of my colleague Selam Kidane. I also organised workshops on the mobile phone use with the unaccompanied minors and youth. During informal meetings with the residents of Hitsats I asked them about their phone use and questioned them about applications and other functions on their phones.

3. Challenges and outcomes

During the research one big challenge that I encountered was the inability of speaking Tigrinya myself. The work with translators affected the work as such, that a vast part of the information got lost in translations. Another difficulty included that I was a white man, which made it more difficult to establish a trusted and equal environment. Especially the interviews with females from the youngest age groups appeared to be difficult. They showed insecure and distrusting behaviour. Furthermore, regarding the overaged respondents, the monthly food rations appeared as a time in which the people were focused on collecting their rations which made it difficult to make appointments with them. Besides the food rations, the UNHCR could call upon the residents of Hitsats at any time and make them come to the office immediately, which also interfered with appointments. Below I have outlined my main outcomes and results of my work with the unaccompanied minors and youth, and on the mobile phone architecture.

3.1. Unaccompanied minors and youth

The absence of secondary education possibilities is one main issue in Hitsats (ARRA and the Danish Refugee Council (DRC) are planning to provide secondary education later this year (2017)). The vast majority of the unaccompanied minors and youth in Hitsats are coming from the border regions of Southern Eritrea. Their travel to Ethiopia was on average a one hour walk. These regions are mostly rural areas. The minors and youth came alone or with friends because: “everybody goes”, or “my friend asked me to come”, some of them were economically orientated because, for example, their neighbours had a nice house built with money from Germany – so, they will go to Germany. This decision is made while they have no clue about what or where that actually is. If the young people were not economically orientated at the time they left Eritrea, they become economically orientated as soon as they arrive in Hitsats because they are being influenced by their peers.

The lives of the unaccompanied minors and youth in Eritrea appeared to be similar; most minors and youth go to school, after school time they work for their parents (keeping cattle or searching for gold) and help their parents in the household. Leisure time, hobbies or joy was not of anyone’s concern. In Hitsats, joy and leisure time was more dominant because the

minors and youth were not concerned about food since this was assured to them via the rations. They were also free to play with friends since they did not have to work for their parents anymore. The male respondents played more outside and enjoyed more time with their friends than the female respondents did.

Since I researched education, the following outcomes appeared: roughly all respondents see education as important. Mostly they argued that: “in order to communicate” or “to achieve goals” one needs education. This was interesting and disturbing because they are aware of the fact that this is not the case for themselves. They know that children in Eritrea will never achieve goals or even need to communicate because their future is already written in stone. The older respondents cared even less about education because they are more aware of the fact that their education was about to be over soon. After secondary school, the youth will join the military service, or they will have children. The military service is a life-long, unpaid service under harsh conditions. Various girls from the older age groups told me that rather than enjoy education or achieve goals, they prefer to get married and have children as soon as possible to escape the national service. When the girls arrive in Hitsats, this is not the case anymore, and they do not have to give birth as soon as possible. They do not have to serve in the national service and they can pursue new objectives. However, aspirations may be, the actions in order to achieve them remain absent inside the camp. Only when they leave the camp actions to achieve these goals can be realized. Particularly children who are supposed to be at a secondary school stay often in their houses. Especially the girls stay at home and sleep big parts of the day. The most important concern for them is attending church services and activities. The church provides classes to the minors and youth in which they learn about the bible and religion. The Orthodox church is the most dominant and attended church in Hitsats.

Furthermore, the NRC offers vocational education and training in the camp. Courses such as carpentry, tailoring, and cooking courses are given. Most Eritrean people have no experience with other education than elementary and secondary education. Minors are generally not attending these courses, but among the youth and adults these courses are very popular. Some of the respondents see the courses as offered by the NRC as a good start qualification that prepares them for the future. Various respondents from the over aged groups told me that they will finish one of the (3- or 6-months) courses, receive their certificates, and after

that, they will leave to Sudan, and subsequently work as a sewer or cook in Europe or the United States.

Minors and youth struggle with obtaining correct information. Information about important issues such as resettlement or family reunification is spread among the camp residents themselves. The main issue is that nobody knows the exact procedures for those issues. Even camp officials who work directly with camp residents are in various cases not completely sure about the procedures. This results in many different stories about important issues. When I asked the respondents about how they receive information, it appeared that this goes generally via word of mouth. Another way about how information is spread is by vehicles who drive around with speakers on the roof that announce camp information. Furthermore, the minors are informed with the dangers of migrating via the Central Mediterranean Route by UNHCR officials who present these dangers to the group. When I asked about these presentations it appeared that the message was not understood by everyone.

3.2. Mobile phone architecture

The mobile phone use in Hitsats is extensively outlined in the reports in the appendices. The main findings in those reports I highlight in this section. Connectivity is bad in Hitsats. During the night (00.00-07.00) the mobile signal can be qualified as good, during the day it is hard to reach. In order to get some signal, tricks are conducted by the camp residents. The principal trick to get connection is to dial 112 (the emergency number), by dialling this number continuously the phone can pick up a weak signal. Furthermore, the application Psiphon is used to enforce the connectivity on the phones (Report 3 mobile phone use, Appendix 3). This application is designed for people in oppressive regimes or closed environments and ensures a space to surf freely on the internet. In Hitsats, the application was used because it could grasp the weak signal, and subsequently maintain the signal for a short time. Because the connectivity is low, people do not use Play Store, App Store, or comparable download stores in order to download applications. If a new application has to be introduced this has to be done directly from phone to phone. This also had been done with 24COMS. The people use applications that can share other applications, pictures, videos etc., applications such as: "Share.It", "C-share", "All Share", and "Xender". These sharing applications work as Mobile

Hotspots that will be established by the sender and on which the receiver will subsequently connect. You can send and receive safe and directly from phone to phone. Because direct application download platforms are not used, the use of different and new applications in Hitsats is limited and not likely to expand. Due to the low connectivity and lack of money to buy phone cards, people use competitive applications in order to save money and data. Because money is an issue, there are possibilities to cope with situations whenever there is no credit on the phone. People can transfer money from one phone to another by dialling codes. People can also send “call me back requests” – these are free text messages that are sent from one phone to another in which is written if the receiver can give the sender a phone call (Report 3 mobile phone use, Appendix 3).

Mobile phones are generally switched to the 2G network, over this network phone calls can be made more easily than over the 3G network. As soon as people want to use the internet again they switch their phone back to the 3G network.

4. Conclusion

The situation in Hitsats is alarming. The lack of basic services such as water, food, firewood, electricity, and education make Hitsats a place where secondary migration is most prevalent. Especially for the unaccompanied minors and youth, Hitsats provides an insufficient environment to grow up. Since there is no secondary education, and elementary education is not obligated, minors and youth do often not attend any form of education. The latter results in a situation of alleged depression among the minors and youth, in which they stay the whole day in their houses where they sleep most of the time. Whenever they leave the house, they leave for church. The church has an important role for the people, and the Orthodox Church can be seen as the most powerful institution in terms of influence in Hitsats. Most minors and youth leave Eritrea because their peers are leaving. In Hitsats the minors and youth are influenced by peers as well, regarding the imagined possibilities in Europe or the United States. Therefore, the minors and youth decide not to return to Eritrea and to stay in Hitsats. Subsequently, they continue their journey to Europe or the United States. Regarding the latter, most minors and youth prefer to go via the legal route (resettled by the UNHCR). However, unaccompanied minors cannot be registered for resettlement and thus have to wait

until they are 18. As soon as they are 18, they can register themselves. Generally, because of their years in the camp, they do not have strong cases which are necessary for resettlement. This results in the decision to stay for an unknown time in Hitsats or to go, and take the Central Mediterranean Route.

Regarding the mobile phone use, for most minors and youth the world of mobile phones started as soon as they arrived in Ethiopia. Back in Eritrea only a few of them had access to mobile phones, and used them basically to make and share pictures with and from each other, and to listen to music. In Hitsats their use of mobile phones expanded. People buy and share simple phones with each other and use them for different functions than they did in Eritrea, the main function of phones in Hitsats is communication. Besides the minors and youth, I have worked with adults. I observed their mobile phone use which was more advanced than the younger individuals but still on a very basic level. As soon as the people, young and old, arrive in Hitsats, the phones were principally used in order to communicate with each other, and with family spread out over the world. For reaching their relatives outside the camp, the connectivity was the biggest problem which made the residents cope with the situation creatively. They used tricks and applications in order to establish a weak signal. The weak signal also affected the use of 24COMS. While we aimed to make it an operational application, it appeared to be hard to register the people for a 24COMS-account. The connectivity also affected the functionality of the application since all functions require an internet connection. A last finding here was that the residents of Hitsats had more urgent concerns than receiving education on their mobile phones. The people are dealing with concerns about basic living conditions and plans for leaving the camp. This, in combination with the norm of not attending any schooling, education is not a main priority.

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5. Annexes

5.1. Annex 1: Mobile phone architecture report 1

Introducing 24COMS in Hitsats, and Shimelba Eritrean refugee camps in Ethiopia

Selam Kidane (selamkidane@hotmail.com)

Rick Schoenmaeckers (rickschoenmaeckers@gmail.com)

Introduction

On 22 June the research on trauma, and the possibilities for self-help by therapeutic videos started. The therapy sample is randomly distributed over group 1 or 2. The number of each group is written on the consent form. While the researcher is doing the interviews, the participants phone-numbers and names were registered by the assistants. Additionally, the 50BIR phone cards were distributed.

24COMS cannot be downloaded from the appstore due to a lack of connectivity in the camps. The application is shared among the participants over the application “Share It” and “C Share”. These apps work without connectivity. In the cases “Share It” (image 1) or “C Share” (image 2) do not work properly the app can be send by Bluetooth or by email. Bluetooth worked good, but sending the app by email was not possible because the connectivity was too weak. Some principal findings and recommendations on 24COMS in this context are outlined below:



Image 1: SHAREit



Image 2: CShare

Findings

- Installing the application had the following difficulties:
 - Several times participants could not get 24COMS installed on the phone (Huawei & Samsung phones). The phone displayed: “There is a problem parsing the package” (Image 1; pictures of both phones available);

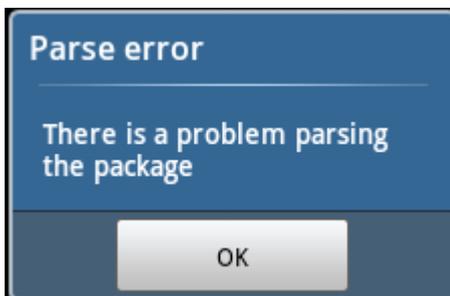


Image 1: Parsing error

- Other issues appeared (Huawei) were the phone displayed: “App not installed” (picture of phone available).
- The following problems regarding connectivity emerged:
 - Connectivity is very weak, especially in Hitsats. The participants used tricks to get better connectivity. They dialled 1 or 2 times the emergency number 112. While dialling this number, the connectivity appears for a short time. The trick then is to quickly register yourself on the app and move on to the videos before the connectivity disappears again;
 - The connectivity on 22 June was extraordinary weak in Hitsats (as told by various respondents). Usually it works better;
 - Connectivity at night and in the morning is generally better in the refugee camps;
 - Because of the weak connectivity, images are not (good) visible, and it takes a long time to get on to the next page of the group-platform;
 - Text messages send via 24COMS are being received very slowly. Sometimes, it takes a whole day. If messages are received, the receiver gets a push-message. While this push-message appears, it is still difficult to open the actual message, it takes a long time before it appears in the chat. Sending messages also takes time.
- Some features of the app are too complicated:

- Email registration seems difficult. Many people do not have email addresses which makes registration and subsequently remembering the account codes difficult;
- The videos are too big, and difficult to access via Vimeo;
- The language used for APP instructions is too difficult. Written content and instructions consist of Tigrinya mixed with English which is confusing;
- The checklist in “info” (notification, email, location, location updates) is too difficult;
- Pop-ups when the app is installed are too difficult (pop-up regarding GPS-approval, and the requirement to add a group);

Concrete recommendations from findings:

- Improve application availability for all types of phones;
- Functionality less depending on connectivity (e.g. once the functions and different sites of the groups are opened, to be saved on phone);
- Less pictures for quicker functionality;
- Quicker message service (WhatsApp/Viber/Messenger messages are being received while the messages of 24COMS are not);
- It would be easier if registration can be done by just names or phone numbers. The respondents can remember them easier, and registration is more user-friendly;
- It would be easier if the videos are directly accessible through 24COMS instead of Vimeo;
- Use one language instead of mix English and Tigrinya;
- Checklist for notification, email, location, location updates to be automatically checked. If the user wish to un-check; to be done manually;
- No pop-ups (GPS approval) after install completed.
- In the future we can perhaps have music, films, books, games, information etc. that is already installed and doesn't require updating.

5.2. Annex 2: Mobile phone architecture report 2

Aksum, 8 July 2017

Hitsats 24COMS report

Rick Schoenmaeckers

Dear all,

Here are some new insights on the application use in Hitsats. The difficulties I encounter have mainly to do with the messages that are being send and received. I know when somebody send me a message because I receive a push message. However, when I click on this push message it won't open. Also when there is a better connection and when WhatsApp messages and emails can be received on my phone, the 24COMS messages are still not accessible for me. From approximately 00.00 to 06.00 o'clock the connectivity works good in Hitsats. During these hours the 24COMS messages become accessible.

During these hours normal phone calls are also more easy to make. Some types of phones can also make phone calls during day time, essentially these are the phones of NGO officials who have Samsungs or satellite phones. The reason why they can make phone calls is because they only use the 2G network. On this network phone calls are possible to make.

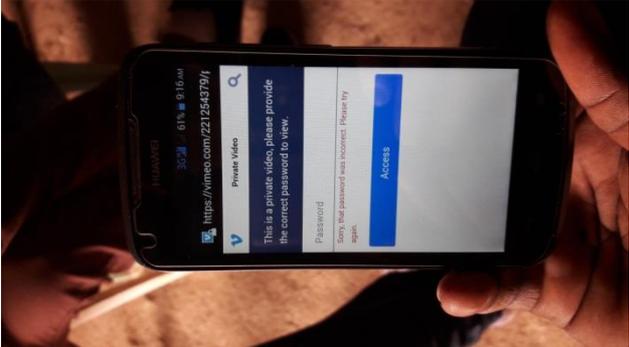
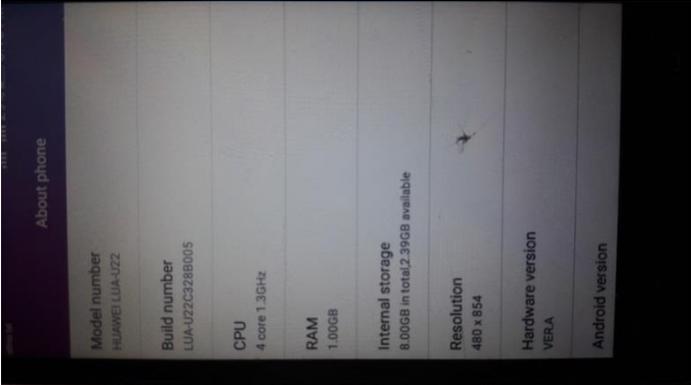
The principal trick to get a little bit connectivity during the day is by dialling 112. Other tricks that are used to keep connectivity is by using apps that need internet connection, this only works when you already have a bit of connectivity. For example: after dialling 112, when (little) connectivity is established people refresh there Facebook timeline or make a phone call with an application (Messenger/ Viber/ WhatsApp), during that phone call the connection endures. The connectivity is also slightly better when you go to Hitsats town. The town is located at the end of the camp and easy accessible.

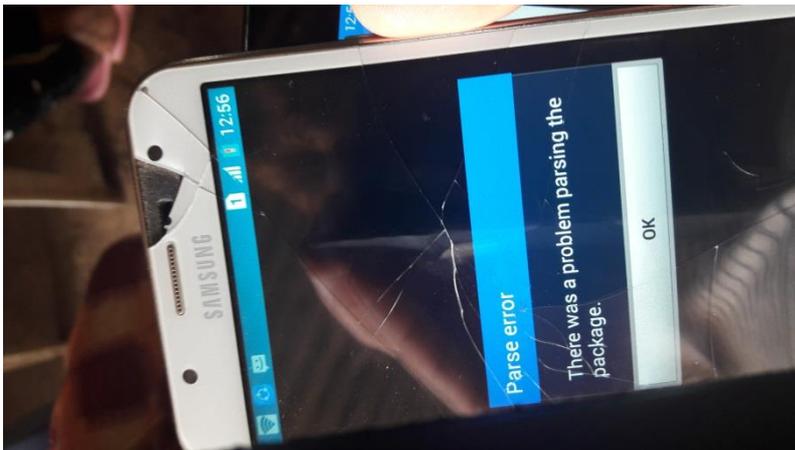
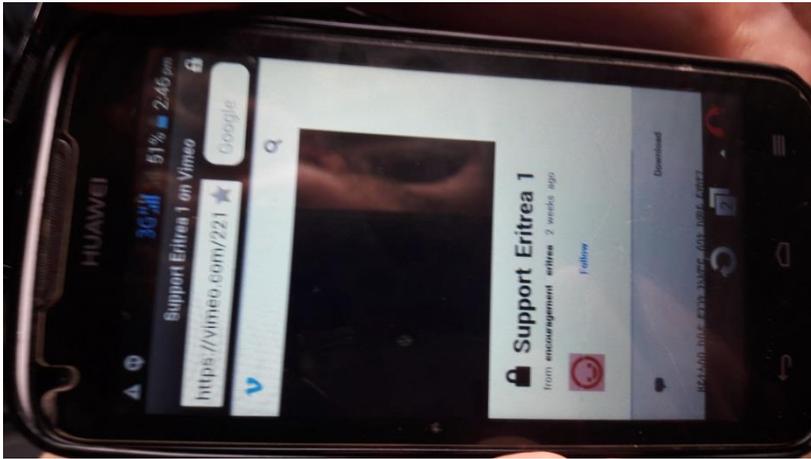
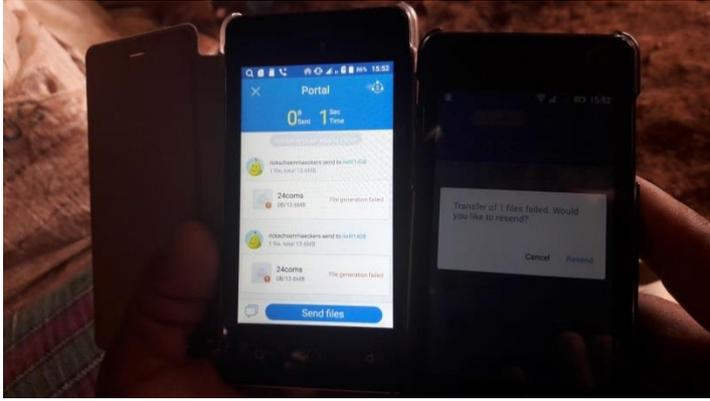
The most used platforms to share messages are: Messenger, Viber, and IMO. WhatsApp is rarely used because most phones do not support the application.

In order to make sure that the participants see the therapy videos we share them with Share.it and Cshare if they cannot download them from the application. It might help when the videos are smaller (lower quality), as Wen suggested. Furthermore, it would be a lot easier if they can be accessed directly through the application instead of via Vimeo.

Regarding the minors; I would roughly say that half of them have a mobile phone. The ones who have a phone bought them from money send by relatives in Europe or the US, or they got them from friends who left their phones behind when they migrated further to Sudan. Of that half that has a phone, just a few have access to internet on their phone due to remittances from Europe or the US, or thanks to friends who give them small amount of phonecards. In cities and bigger towns you can buy phonecards of large amounts of money (up to 500 BIR). In the camp the cards that are available are 15 BIR. These are used for single phone calls.

Below are some pictures of the errors we encountered during the installation of the app. The first picture is of the phone type on which it was impossible to get the app on. Almost all phones are Huawei and TECNO. Regarding the other brands: I have seen two Samsungs. The types of TECNO and Huawei vary, if desired I can make pictures of the types, like I did with the first picture below.





5.3. Annex 3: Mobile phone architecture report 3

12 August 2017

Hitsats phone use, and 24COMS report

Rick Schoenmaeckers

Dear all,

With this report I would like to bring you up-to-date with some new findings and insights on the mobile phone use. In the second part of the report I provide new findings on the 24COMS use.

Connectivity

The mobile phones in the camp are (as I argued in my last report) switched to the 2G network. On this network phone calls can be made (more) easily. However, when you want to access better internet connectivity you should switch your phone again to the 3G network. Text messages can be send and are being received on both networks. Additionally, an application can be downloaded that improves the connectivity. This application is called: "Psiphon", when you open the app and press "start" (image 1) the app will search for a the strongest signal. As soon as a green "P" appears in your screen, the connectivity is optimal. This trick is not the actual function of the application. The application is a circumvention tool that provides uncensored access to internet content in for example oppressive regimes. For more detailed information on this app check: <https://www.psiphon3.com/en/index.html>

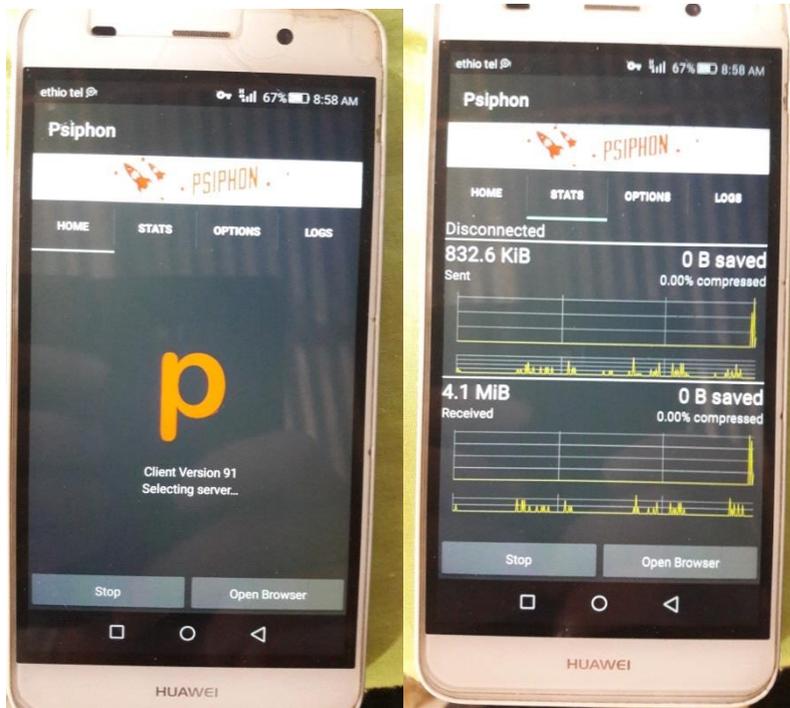


Image 1: Psiphon

Low data applications

The use of alternative applications is popular in Hitsats. People use applications that work better on low connectivity. For example “Facebook Lite” is a low data alternative for Facebook and “Opera Mini” is the common used internet browser. This browser blocks ads automatically and use less data than other browsers.

Credit

Besides connectivity, another problem is money (i.e. phone cards) in the camp. Especially for the unaccompanied minors and youth this is a major problem. For various functions on the mobile phones money is necessary. Tricks in order to use the phone when there is no money are the following:

- If you want to call someone, but you don't have any credit on your phone you can dial the following code: *807*phone number you want to call#. When you dial this code with the phone number of the person you want to call, a text message is send to the receiver that says: “Dear Customer, you have received a call me back request. Please call back to (phone number), etio telecom”.
- Another option for getting a phone functional without credit is by dialling the following code in order to transfer money from one phone to another phone: *806*phone

number*amount of money# , after dialling this code, there appears a pop-up for conformation, when you press 1, the money will be transferred.

Sharing

There are more share applications in which apps, videos, photos etc. can be shared for free. Beside Share.it and C.Share (as discussed in the former reports), there are “Xender” and “All share”, those applications are less used by the refugees themselves, but are prevalent in Shire, and on the phones of people who bought their phones in larger cities (Addis Ababa and Mekelle).



Image 1: Xender



Image 2: All share

Simcards

In most of the phones you can put two simcards. This option is mostly used by the refugees when they share their phone with for example a partner or a friend. When asked outside the camps for what purpose people use this function, they say that it is in order to differentiate between family/ friends, and business calls.

Phone calls Eritrea

Direct phone lines between Ethiopia and Eritrea do not exist. In order to reach family on the other side of the border people use applications that can establish direct contact between Ethiopia and Eritrea. Two applications I have seen in Hitsats were “Tango” (image 1) and “Nymgo”, both application work with US dollars. You have to transfer money to the app, and then you can make phone calls to Eritrea.



Image 1: Tango

24COMS

Regarding 24COMS on the phones of the respondents I have encountered the following new difficulties:

- The Points of Interests (POI) are only visible when your phone have a maps application (google maps for example), various phones of the refugees do not have such an application. In the cases that they do have such an application it requires relatively a lot connectivity. Additionally, if people have a map function on their phone, they do not understand what the function is of the maps. This is due to the fact that when you open it you do not see any actual map because of a lack of connectivity. Another issue with the map function is that phones require updates for the map function; people will not update this because it costs too much data for a function that – most of the time – is unknown for them.
➔ I would suggest to make the POIs on a picture of a map instead of in the application.
- The emergency phone line is gone in the application. The red button in the corner which you could press, and then automatically a registered phone number is dialled is not there anymore.
➔ On this function I also have a suggestion. Most of the refugees have not much credit on their phones. Especially when they are traveling in Sudan with an Ethiopian phone it will be impossible to dial a Dutch emergency number. If this function can be some sort of “collect call” in which the person who is being called have to pay, it would be more accessible for refugees on the move.

- Not all phones can display the QR-code of the group that can be scanned in order to add the group.
- Due to the low connectivity context the application often crashes. When I am actively using the app with the people in the camp, it will crash one or two times every 30 minutes. When it crashes the following is displayed:

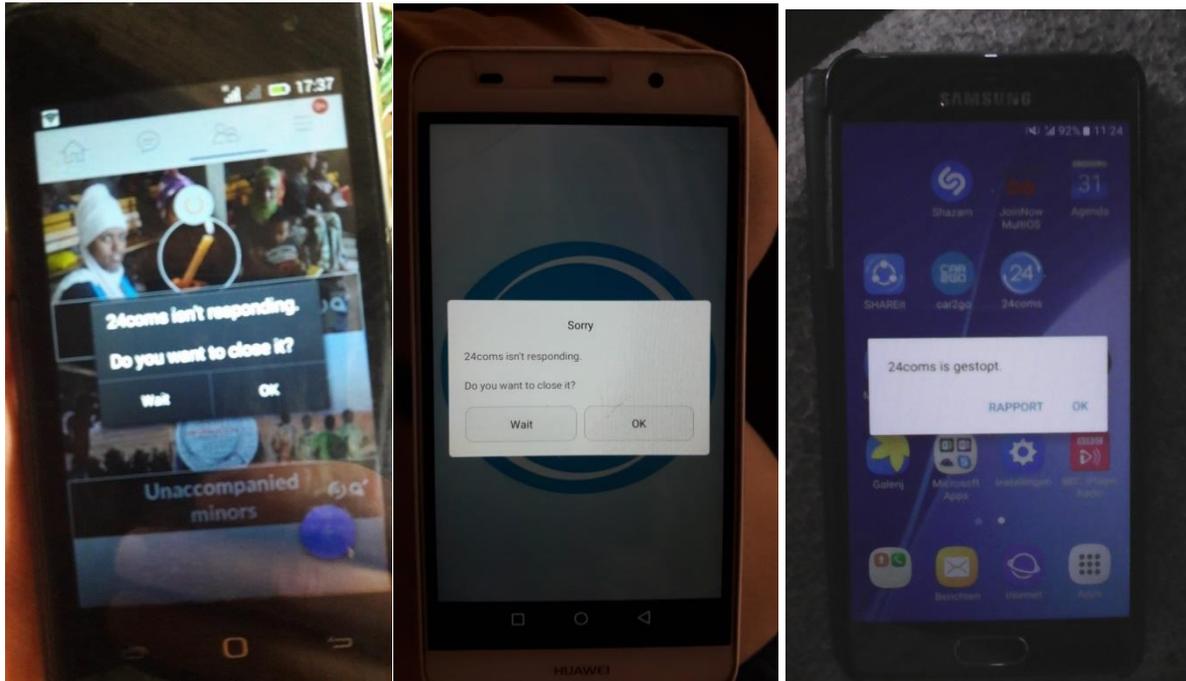


Image 1: most common errors

24COMS youth

I am trying to make a 24COMS network of the unaccompanied youth in Hitsats, on 24COMS this group is called “Unaccompanied Youth” (code: unam-v8cgg). We already made some topics which I can show to the children but the content is missing. I try to encourage them (and also the other, older, members) to chat with each other and with us. I encourage the children to chat about information they would like to have regarding Hitsats, resettlement procedures or educational options.

The application is great, and can be a brilliant tool for the refugees but we need content that makes it attractive for the people to use it. The topics are already there, but if we can put crucial content, the people will start using the app and share it with each other. Content that would be appreciated by everybody are basic English courses, or something like “DuoLingo”.

What is also desired by everybody are the UNHCR procedures for resettlement. Nobody has a clue what is going on there, if we can put some general procedures people will be willing to share and use the app. We can expand everything later but first it is important that people look at the app.

It would be appreciated if all the content on the application is downloaded in once when there is connectivity. If this is possible the use of the app is more user-friendly and it can be used during day time. As example I would like to give the functionality of “The Guardian” application; when you open the app all pages and articles are downloaded (this works also in the camp), and the next time that you open the application (even after several months) all the articles that were downloaded the last time are still accessible, also without connectivity. The articles are not up-to-date anymore, but people can read them. If basic English courses, UNHCR procedures, Tigrinya-English dictionaries etc. are downloaded in once and are available through the app when there is no connectivity, people will start to use it, and we can expand and further discover the possibilities.

- Most of the under aged children do not have a phone, those who have phones, do not always have smartphones, but older types on which 24COMS cannot be downloaded.

5.4. Annex 4: Conference summery

Summary of MEET conference

20 July 2017 Gebar Shire Hotel

Rick Schoenmaeckers

Prof. Kinfu opened the meeting and underscored the main issues in the Shire camps:

- Food
- Shelter
- Water
- Power (electricity)
- Livelihood situations

In order to break the trafficking chain we need to look at the past, the future, and build on hope. Several strategies are already discussed on governmental level, for example possibilities for driving licence and bank accounts.

In order to effectively create improvement we need the engagement of the refugees, as well as of the host communities.

We need a 10-year agenda with a 5-year detailed action plan in order to fight secondary movements from Ethiopia. For this reason, the University of Mekelle has already conducted the following activities:

- Baseline surveys on livelihood in Shimelba refugee camp
- Designed the details of a curriculum that serves as basic framework
- Located partners: MIT/ Foreign Affairs/ Director of REST (attractive for global donors)

In order to get things concrete some tasks are outlined. Within the task we must identify that all plights on refugees cannot be seen in isolation – there is a direct impact on the people of Tigray as well.

Prof. Van Reisen continued:

Task 1: (proposed): we need to develop a small workforce who looks into publications and who will bring all information together. We can assign 2-3 persons who prepare and publish together for 2018 with the work we have done.

Since 2007/2008 we already pleading by the international community to not give aid to Eritrea, but look critically to the situation. Additionally, in the context of the Sinai-torture discovery, we asked the European Union to fund our project. This was first rejected but in 2009 we asked the European Parliament who granted the project. What happened next was that the project went lost in bureaucracy until Diederik van Nieuwaarde followed up on the project which led to the assignment of the project to the EU delegation in Khartoum. In 2014 the delegation announced that they could not implement and ask for our help. The objectives of this programme were:

- Connect refugees with host communities
- Improve information dissemination
- Improve livelihoods
- Ensure basic needs
- Promote psychosocial support

The project started in 2016, and rapidly it became clear that the people are moving too fast, and that the programme was too small for the big needs. We were granted just €150.000. The missing links were the following:

- Lack of understanding of the refugees themselves; why, and how are they being trafficked?
- Lack of strategic understanding of livelihood needs
- How to integrate services and social support, and information about dangers on the route?
 - ➔ In the latter, the main problem is that the information does not reach the refugees. Big UN campaigns are not effective, and just reach people in the West
 - ➔ Additionally, people block certain information due to high stress levels

Above mentioned problems are all interrelated in the region; patterns appear in Sudan/ Uganda/ Egypt/ etc. → people are moving to another place. Selam did baseline research on information spreading by radio, it appeared that this did not work and that we should focus on people their phones.

We started with selecting the partners, and the following partners were included in the project:

- African Monitors (started in 2014): they created a feedback loop of information. Nowadays it is a strong group with legal recognition based in Kampala.
 - * The monitors are in all different places: Egypt, Uganda, Ethiopia, etc.)
 - * They are reaching the international media as well
 - * They serve as a good tool for academic research
 - * They have Facebook pages that are related to their communities
 - * They have refugees that are podcasting
 - * Part of the monitors is “Youth on the Move”; this branch holds two websites, one on community issues, and one on missing people. This split up was made because people who wanted to get information on community issues did not want to see missing people
- SORD (Sudan)
 - * They train local radio to connect the host communities with refugees.
- Radio Marena (Sudan)

Now, another issue is the big trust issue among the Eritrean refugees. We have developed a trusted environment application that works on low connectivity. This app can be used to share information that is now unreachable for the people. Additionally, the app can track people when they are on the move, this can provide insights on where many missing persons are. This platform can only work when it is trusted by the refugees themselves.

The app is currently in a very early stage and needs to be further developed. Concerns mainly arise on the economics of the use. Traffickers can use the tool on a later stadium for extortion or collecting remittances that are sent privately and out of love and care by relatives of the refugees. The most important is thus that we create a responsible platform that can respond to good faith (such as remittances). Questions arise around:

- Banking
- Connectivity
- Governance
 - ➔ Therefore a multidisciplinary team is necessary
 - ➔ As well as the use of the diaspora network: if we have positive examples of the use, it can be spread out over the world

What do we have to do? Prof. Kinfe: There is no content without a container. We need an integrated way to break the human trafficking cycle. In order to do that the University of Mekelle designed a first draft of the plan and created an extensive curriculum.

There are 2 phases: 2017-2022 and 2022-2027.

For these phases we have outlined 6 objectives:

1. Enhance a balanced attitude: love/ self-esteem/ hope/ forgiveness → with this: 90% of the problems can be solved by the refugees themselves
2. Need for healing process – decreasing trauma etc.
3. Improve social cohesion (brotherhood, sisterhood, host-communities)
4. Employment opportunities (this is an addition for the African/ global economy)
5. Strengthen the capacities of the refugees (for this policy changes are necessary; Mekelle University have strong connections with the African Union who can play a role in this)
6. Awareness raising and capacity building

→ To achieve this we need to set a goal: “What kind of person will I be in 10 years?”

→ We build further on creativity and innovation

→ Motivate them and make them look into themselves

→ Entrepreneurship

After that: finances.

The University of Mekelle already developed 6 modules for implementation. In Shimelba camp; the modules will be delivered by an already established taskforce of 6 persons. They will select 50 persons which will be trained as future trainers. This first batch will be trained by the team of Mekelle University. The responsibility for monitoring and evaluation lays by a committee of refugees and host community (to be established).

The trainings will be experienced based and improve with each batch. The first batch will benefit 100 graduates per camp (50 refugees & 50 host community members).

We will start working on this instantly; 2017 will be the preparation phase, and in 2018 the first trainings will be completed. Additionally to the training healing and psychological support can be offered to the participants. In the period 2018-2020 we aim for a change in attitude regarding the being of a refugee. In 2020 we aim for an increase in productivity of 4 or 5 times. People can extend their own productivity with for example agricultural activities.

MEET (Mekelle Ethiopia, Eritrea, and Tilburg)

Break the cycle of human trafficking and reverse to achieve sustainable integration of Eritrean refugees and host communities in Ethiopia:

- Multidisciplinary and comprehensive
- Based on trust and empowerment of communities
- Based on internal capacities and evoking internal strength
- Based on hope and visualising as it can be and has to be
- One humanity responsibility that is shared
- Dynamic context
- Innovation and creativity as principal tools
- Multi-actor approach: academia – government – service providers etc.
- Research in life setting learning in relation to implementation
- Recognize roles and responsibilities of other actors
- Persistence of effort
- Guided by academic principles and ethics
- Create learning and capacity building academic leadership
- Growth through small steps

Objectives

- Enhance balanced attitude, develop inner strength and confidence
- Enhance tools for healing
- Improvement of social cohesion
- Enhance the ability for innovation and creativity
- Enhance a conducive policy environment: Ethiopia – Africa – world
- Enhance local integration between host and refugee communities
- Enhance livelihood opportunities
- Enhance digital connectivity for well-being

Means

- Research
- Capacity building
- Connecting stakeholders
- Development of tools
- Dissemination of information, results etc.

Target Area

- Tigray region (Eritrean refugees and host communities → **upscaling** → national, regional, and intergovernmental)

Partners

- Fundamental partners:
 - Mekelle University; Institute of Population Studies (Centre for Migration Studies), Dept. for Cooperative Studies, Mekelle Institute for Technology (MIT)
 - Tilburg University; Faculty of Humanities (Dept. of culture studies), Faculty of Law
 - Leiden University; Leiden Institute of Advance Computer Science, Leiden Centre of Data Science, Leiden Law School, Leiden University Medical Centre, African Study Centre
 - ARRA.
 - * KRS (Kalehiwet Refugee Services (=local hub Shire +camps))

Stakeholders

- UNHCR
- ZOA
- MSF
- IRC
- IOM
- CVT
- ICRC
- NRDP
- HIS child protection

Academic partners

- Axum University + Shire campus
- Pan African University
- Gadarif University
- Kassala University
- Luxembourg University
- SORD Khartoum
- Great Zimbabwe University
- Mbarara University

Short term

Phase 1; year 1

- Awareness raising
- Capacity building (in four camps)
- 1 book
- Unaccompanied minors
- Trauma tool
- Application (24COMS)

- Information dissemination
- Host community – refugee camp (KRS programme)
- Endabaguna
- Eco-system

Time-line

June 2017: Consultation and development

July 2017: First phases of capacity building/ trauma digital self-help tool/
unaccompanied minors needs/ application development/ information
dissemination + sharing/ next steps Endabaguna plan

End Aug./ Sept. 2017: Common MEET program/ partnership letters/ Book outline

Oct. 2017: Academic collaboration established

December 2017: Conference on mid.-term results

June 2018: Finalizing results & planning phase II

5.5. Annex 5: Surveys

Demographic scale

Name					Who do you live with?	With peers	With host family	With a social worker	Other
Age	12 - 14	15 - 17	18 - 20	21 - 23	Level of education	Never been to school	Number of years of primary education	Number of years in secondary education	Number of years in higher education
Gender	Male		Female						
How long ago did you leave Eritrea?									
Have you ever experienced a very difficult event that you thought was life threatening?	Yes					No			
Do you own a smart phone?	Yes		How important is your mobile phone?		Very important	Relatively important	Not at all important		
	No								
What do you use your phone for?	To stay in touch with friends and family on social media	To access news and information	For entertainment	To learn new skills	To stay in touch with friends and family via voice calls	To stay in touch with friends and family via short text messages			
Do you expect to be at this location six months from now?	Yes		No		Alternative contact details	(Facebook, viber, whatsAPP etc.)			

Impact of event scale

CRIES-13

Revised Child Impact of Event Scale

Below is a list of comments made by people after stressful life Event. Please tick each item showing how frequently these comments were true for you *during the past seven days*. If they did not occur during that time please tick the ‘not at all’ box.

Name:

Date:

Office use only

	Not at all	Rarely	Some-times	Often
1. Do you think about it even when you don't mean to?	[]	[]	[]	[]
2. Do you try to remove it from your memory	[]	[]	[]	[]
3. Do you have difficulties paying attention or concentrating	[]	[]	[]	[]
4. Do you have waves of strong feelings about it	[]	[]	[]	[]
5. Do you startle more easily or feel more nervous than you did before it happened?	[]	[]	[]	[]

In	Av	Ar

5.6. Annex 6: Interview instrument

Concepts	Dimensions	Variables	Indicators
Education (learning)	Curricula	Content	Challenging
			Appropriate
		Language	National language
			Mother tongue
			International languages
		Teachers	Skills
			Experience
		Material	Appropriate
			Up to date
	Sufficient		
	Type of education provision	Formal	Public
			Private
			Provided by NGOs
		Informal	Rural settings
			Provided by churches
			Improvised
Self-education		Experiences	
		Materials/objects	
	Others		
Period/ time of education	Years of education		
	Hours a day		

(continued)

Concepts	Dimensions	Variables	Indicators
Living rights	Written/ legal/ codified rights	International/ universal	UNDHR
			UNCRC
			CRSR 1967 Protocol
		National	Eritrea
			Ethiopia
		Local	Camp
	Unwritten		
	Perceptions on rights	Knowledge	Legal
			Individual
		Recognition	External
			Representation
	Claims on rights	Behaviour	Internally motivated
			Externally motivated
		Thoughts	Internally motivated
Externally motivated			
Agency	Refugee	Empowerment	
		Claim education	
		Revolutionary	
	Youth	Empowerment	
		Claim education	
Digital capital	Access to technological devices	Money	To buy device
			To use device
		Accessibility	To buy data
			Connectivity
	Use of technological devices	Assets	
		Meaning	Personal
			Collective
		Importance	Social
Beneficial			
Applications	Use		
	Access		

