



**UNIVERSITY OF RWANDA
COLLEGE OF ARTS AND SOCIAL SCIENCES
CENTRE FOR CONFLICT MANAGEMENT (CCM)**

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**EXPLORING THE APPROACHES TO CONFLICT MANAGEMENT
IN HUMANITARIAN SETTINGS: CASE OF NYABIHEKE REFUGEES CAMP
IN RWANDA**

**A dissertation submitted to The University of Rwanda in partial fulfilment of the
requirements for the award of a Master of Arts in Peace Studies and Conflict
Transformation**

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DECLARATION

I hereby declare that this submission is my own work towards the Master of Arts in Peace Studies and Conflict Transformation and that, to the best of my knowledge, it contains no material previously published by another person nor material which has been accepted for the award of any other degree of the University, except where due acknowledgement has been made in the text.

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ABSTRACT

Conflict has always been an inseparable part of all humanitarian settings due to the fact that there are differences in the behaviour of the various refugees within the camp. This study therefore explores the approaches to conflict management in humanitarian settings with a case study of Nyabiheke Refugees' Camp in Rwanda. The main objectives of the study is to explore approaches to conflict management in refugees' community structures and examine the scope and capacity of the existing protection system; identifying potential gaps in conflict management and opportunities to improve the existing management approaches; and seek a deeper level of understanding of the history and geography of the conflict in the camp, including the identification of mediators/interlocutors involved in resolving all areas of conflicts in this refugee camp.

Due to the current on going global pandemic of the Covid-19, phone calls for interviews and the desk review, both are the methods and approaches to collect data and responses from respondents non-probability sampling as it involves non-random selection based on convenience or other criteria that allowing the researcher to easily collect initial data.

Using Statistical Package for Social Sciences (SPSS), the software used in analysing the data collected the researcher is concluding that the challenges encountered in managing conflicts are low levels of literacy, inadequate monitoring of third party intervention, limited skilled of the mediation personnel, poor income generation and assets are considered to be the most striking challenge. Furthermore, it was also discovered that conflict management approaches played a major role in strengthening the bond between refugees and host community.

This study recommends that the camp committee members should be extend in numbers and their capacity building is needed as key principles factor in conflict management specifically in humanitarian setting to address the minor daily conflicts that tend to grow and later escalate; gender, age factor and literacy level, community categories based on the provinces from their country of origin, should be considered in the establishment of

conflict resolution committee to enable them accommodate and deal effectively with the issue of individual differences in the humanitarian setting.

KEYS WORDS:

- Humanitarian settings
- Refugee camps
- Humanitarian law
- Refugees
- Simple conflict
- Conflict management committees
- International development law
- Refugee protection system
- Theory of conflict
- Peace education program
- Conflict dynamics
- Adjunction conflict

LIST OF ACRONYMS

DRC : Democratic Republic of Congo

NGO: Non-Governmental Organization

OECD: Organization for Economic Co-operation and Development

UN: United Nations

UNHCR: United Nations High Commissioner for Refugees

WASH : Water, Sanitation and Hygiene

IRC: International Rescue Committee

ADRA: Adventist Development and Relief Agency International

WHO: World Health Organization

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CHAPTER ONE: INTRODUCTION

This study therefore explored the approaches to conflict management in humanitarian settings with a case study of Nyabiheke Refugees' Camp, Rwanda. The main objectives of the study were to explore approaches to conflict management in refugees' community structures and examine the scope and capacity of the existing protection system; identifying potential gaps in conflict management and opportunities to improve the management approaches; and seek a deeper level of understanding of the history and geography of the conflict in the camp, including the identification of mediators involved in resolving all areas of conflict in this refugee camp.

1.1. Background of the study

Since 1996, Rwanda has been facilitating exiles from the Democratic Republic of Congo (DRC), starting at 31 December 2018 there are about 75,740 dynamic evacuees from DRC in Rwanda with 74,567 living in five camps (Gihembe, Kigeme, Kiziba, Mugombwa and Nyabiheke), with a further 1,173 (1.5%) living in urban zones. Moreover, there are 3,742 Congolese haven searchers dwelling in the camps, of which some are relied upon to be perceived as outcasts during the on-going check work out.

NYABIHEKE Camp was built up in 2005, in Gatsibo District, Eastern Province. It is a home to about 15,000 evacuees who are essentially from the North Kivu and South Kivu areas of the Democratic Republic of Congo. Initially facilitating Congolese outcasts who fled to Rwanda in the mid-2000s, Nyabiheke was extended in 2013 so as to oblige a few thousand extra Congolese evacuees, who showed up in 2012-2013 during recharged battling in eastern DRC which caused a huge scope crisis displaced person convergence.

As indicated by the UNHCR measurements, as of 28th February 2019, there are 147,741 evacuees in Rwanda, 70,322 are Burundian outcasts, 76,796 are Congolese displaced people, and 623 are exiles from different nations. Also, there are 1,861 haven searchers.

Nonetheless, Rwanda's high populace thickness (607 people for each square kilometre) and high reliance on agribusiness place expanding pressure ashore use. The outcast

facilitating territories' size is 3.56 sq.km with a populace thickness of 138, 418 people for each sq.km (38,418 individuals for every sq.km). More than 86 percent of the populace depend on kindling for cooking, prompting high paces of deforestation. Low profitability in woodland and land use, combined with unreasonable administration of common assets, has prompted soil debasement, infringement into wetlands, expanded water contamination and loss of biodiversity. What's more, quick urbanization places pressure on social foundation in urban communities. Rwanda is exceptionally inclined to calamities, for example, avalanches, floods and lightning in north-western regions and dry spells in eastern zones.

The nearness of refugees can make strains and clashes with have networks for various reasons. Initially, displaced people are regularly all around served by compassionate organizations and admittance to water, food, wellbeing and training than the host populace (OECD 2001, Ikanda 2008, Charny 2009). Aside from being inadequately served by compassionate offices, have networks will in general exist in locales that are frequently disregarded by the state (Petersen, 2003). Because of the physical division that frequently exists among displaced person and host networks, the advantages delighted in by outcasts might be misrepresented according to have networks, driving further strain between the two gatherings (Petersen and, 2003).

In specific settings, the nearness of exiles may have a negative monetary effect on the host populace. The OECD (2001,) contended that the monetary advantages produced by exiles 'only from time to time exceed the negative effects of enormous scope displaced person nearness over expanded periods'. In certain unique situations, the host network can profit, yet the monetary prizes can be restricted to a little gathering of elites (Charny 2009). In a quantitative investigation of the monetary effect of Rwandan and Burundian exiles in Tanzania, for instance, Verwimp (2009) said that horticultural specialists experienced the most an expansion in labour market rivalry and rising costs.

The nearness of displaced people can prompt extraordinary debasement, putting a strain on nearby assets, for example, water and kindling. (Martin 2005) stresses that asset rivalry can cause both clash and helpful arrangements. He expresses that albeit

extraordinary corruption is frequently referred to as a significant factor in evacuee have relations, much of the time these issues are brought about by political pioneers (Martin 2005).

Host people group might be against the nearness of outcasts on social or social grounds (OECD 2001). These strains are most noteworthy where social ties among host and outcast networks are most fragile. While a significant part of the writing on evacuee have relations centres around the exceptional and monetary effects of exiles, an absence of social communication can likewise be a key factor in creating and keeping up strains among host and outcast networks (Berry 2008).

1.2. Statement of the Problem

Nyabiheke refugees like all outcasts, they are denied of a portion of their human and financial rights as they escape their homes. Most exiles regularly put focus on the assets of their new homes. As the evacuee populace expands, rivalry turns into the thing to get done, prompting regular clashes with local people.

UNHCR and NGO staff raised worries about insurance issues in the camp, including disregard of youngsters by guardians searching for work and Gender-based savagery, sexual misuse, physical attack and forswearing of assets, psychological mistreatment and adolescent pregnancies. Because of absence of proper information, there are just a couple of studies that have dissected the ways to deal with refereeing in helpful spaces, while some security organizations consider abilities preparing for weak gatherings, particularly young ladies and single parents, as ways to deal with peace promotion on social issues which are recognized as a portion of the basic reasons for clashes in outcast camps.

Nevertheless, conflicts have been arising within the camps between refugees themselves, or between refugees and camp managers, and some of these conflicts occur between the refugees of different origins. Many organizations and individuals initiated multiple initiatives, resources, theories and knowledge have been invested in to foster peace, reconciliation and stability with other creativity to manage and alleviate conflicts because the conflict can be generated between the host and refugee communities although, they

may persist due to the fact that conflict are sometimes human, cultural differences, trauma effects and other facts. For these reasons, the researcher investigated and analyzed the approaches to conflict management in humanitarian setting, specifically, Nyabiheke Refugees' Camp as one of the Refugees' Camp in Rwanda that hosting refugees with different culture, tribes, and locations even though they might share the same country of origin. The researcher also investigated different conflicts linked to the refugee life and explores the approaches to conflict management currently used in humanitarian settings to recommend possible improved responses the persistent daily unsolved conflicts that may spill over to violence.

1.3. Objectives of the Study

This research fulfills one of the requirements for the award of a Master of Arts in Peace Studies and Conflict Transformation. Hence, the objective of this study is to only provide an in depth understanding of the protection and conflict situation in the humanitarian settings, namely Nyabiheke refugee camp. The findings from the study are expected to guide the development of a comprehensive programming in the area, appropriately structured and resourced. The three specific expected objectives of this study were:

- Explore approaches to conflict management in refugees' community structures and examine the scope and capacity of the existing protection system (ranging from formal to informal) and accountability mechanisms.
- Identifying potential gaps in conflict management and opportunities to improve the management approaches.
- Seek a deeper level of understanding of the history and geography of the conflict in the camp, including the identification of mediators / interlocutors involved in resolving all areas of conflict in this refugee camp.

1.4. Research questions

1. What is the nature of conflicts management used in Nyabiheke refugees camp?

2. To what extent have conflicts management approaches contributed to the realization of peace in Nyabiheke refugee camp?
3. What are the factors responsible for refugees' conflict management in Nyabiheke refugee camp?
4. What are available approaches to conflict management for effective conflict management in Nyabiheke refugee camp?

1.5. Scope of the Study

This research is limited to investigate on the approaches to conflict management in Nyabiheke Refugees' Camp in Eastern Province of Rwanda.

1.6. Significance of the Study

The significance of this study is to inform action, gather evidences for theories, contribute to the knowledge of the development this field of study and a tool to build knowledge and facilitate learning

To government authorities

The research will investigate the size of outcast emergency and how to screen and directing exiles in Nyabiheke Refugees' Camp and different pieces of the nation. It will likewise assist with raising the consciousness of necessities needed to be in outcast camps particularly the Nyabiheke Refugees' Camp. This is because of the way that these displaced people are spread over a few settings all through the nation, and inside the focuses.

To Humanitarian Agencies

The study will be significant in making the partner and association in control aware of the exile emergency in Rwanda Camps and other outcast camps specialist co-ops. As exile call for additional help, the Humanitarian agencies will have the option to survey this examination looking to comprehend the heaves in the outcast camps across Rwanda.

To researchers

The investigation will help significant data for research purposes, edify on the benefits of thinking about the exile in the nation on the loose. The examination will additionally

inspect the jobs played by UN in sharpening on outcast emergency which will help the researchers on settling the holes found in providing food displaced person by the host nations.

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To UNHCR

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To the researchers

The investigation will serve as data for research purposes, edify on the benefits of thinking about the exile in the nation on the loose. The examination will additionally inspect the jobs played by UN in sharpening on outcast emergency which will help the researchers on settling the holes found in providing food displaced person by the host nations.

1.7. Limitations of the Study

There might be incidental factors and situation which are beyond the researcher's control, for example, respondents' genuineness, individual predispositions and uncontrolled setting of the examination. The specialist will disclose destinations to the respondents and teach them about the reason for the examination.

Instrumentation: The examination instruments on asset accessibility and usage won't be normalized. Along these lines, a legitimacy and unwavering quality test will be done to create a tenable estimation of the examination factors.

Testing: The utilization of examination collaborators can achieve irregularity in the organization of the polls as far as season of organization, comprehension of the things in the surveys and clarifications given to the respondents. To limit this, the exploration collaborators will be situated and informed on the systems to be done in information assortment.

Attrition/Mortality: Neither totally addressed nor even recovered back because of conditions with respect to the respondents, for example, ventures, ailment, hospitalization and refusal/withdrawal to partake. In expectation to this, the scientist will hold more respondents by surpassing the base example size. The respondents will be reminded not to leave anything in the polls unanswered and will be firmly followed up to the date of recovery.

CHAPTER TWO: LITERATURE REVIEW

2.1. Introduction

The following is an explained list of the work that has been reviewed, on the approaches to conflict management in humanitarian settings. The point of this review was to look at the subjects covered and the holes or a gap that this examination fills. A few books have been checked on from a worldwide viewpoint to nearby writing.

2.2. Definitions and keys concepts

With the end goal of this study, certain words were routinely utilized and are equipped for accepting various occasions, which means, and circumstance. Along these lines, it's basic to plainly characterize or operationalize them, in order to encourage a clearer understanding and view of the subjects - matter as they are utilized in this examination. They are as per the following:

Conflict: Conflict is a battle or challenge between individuals with restricting needs, thoughts, convictions, qualities, or objectives. Characterized in broadest terms, struggle indicates the contrariness of subject positions (Diez, 2006). Strife is a current condition of difference or aggression between at least two individuals. Nicholson, (2010)) places that "man against society" sort of contention emerges when man remains against a man-made establishment or practices.

Management: is an all-inclusive human movement in homegrown, social and political settings, just as in associations" (Boddy 2017 Surely, the term the executives is extensively utilized in regular language and even in the authoritative world and is applied to fields as various as information or outrage the board. As expressed by Koontz (1961), authors and specialists call nearly all things everywhere the board. In an institutional sense, the term eludes to chiefs, for example the individuals liable for overseeing. From a useful perspective it alludes to the act of overseeing.

Humanitarian setting: The term seems to begin exposed War clashes in Central America,

where it was apparently utilized by the UN High Commissioner for Refugees (UNHCR) to depict a space for compassionate discourse with antagonistic gatherings, and to describe the more extensive working condition inside which helpful offices were working (Abild, 2009).

Conflict resolution: is conceptualized as the techniques and cycles engaged with encouraging the serene closure of contention and revenge. Submitted bunch individuals endeavor to determine bunch clashes by effectively imparting data about their clashing thought processes or philosophies to the remainder of gathering, (Mayer, Bernard, 2012).

The theories of conflict resolution address the profound established wellsprings of contention, which are taken to be basic and social. Diverse to peace making where the reason for struggle is a result of the rebel idea of the global framework, compromise scholars 'contend that contention has an ontological base in human needs, the refusal of which causes fierce clash'. This understanding of contention has been extraordinarily affected by Burton's work on human needs hypothesis. Burton recognizes needs that are all inclusive human inspirations adapted by science; values, which are thoughts, propensities, customs and convictions normal for specific social networks and interests which are the desires of people or character bunches inside a social framework (Burton, 1990). Interests can be arranged while 'necessities will be sought after by all methods conceivable' (Ibid) as they are ontological. The requirements that appear to be significant are security, personality, acknowledgment, food, cover, wellbeing, support, distributive equity and advancement (Ibid).

Conflict management: is the way toward restricting the negative parts of contention while expanding the positive parts of contention. The point of peace promotion is to upgrade learning and gathering results, remembering adequacy or execution for an authoritative setting. Conflict management is the positive and helpful treatment of distinction and dissimilarity. Instead of pushing techniques for eliminating strife, it tends to the more sensible inquiry of overseeing struggle: how to manage it in a helpful way, how to unite rival sides in an agreeable cycle, how to structure a pragmatic, reachable, helpful

framework for the valuable administration of distinction.

Peace promotion scholars base their exploration on the 'philosophy of the board' where struggle is perceived as 'an issue of political request and of business as usual; fierce extended clash is consequently considered the consequence of contrary interests and additionally rivalry for scant force recourses, particularly region' (Riemann, 2004). Refereeing approaches thusly observe securitization to a great extent as a cycle of concurring new institutional courses of action that take into account the tranquil administration of contention through the arrangement of data and the adjustment of shared desires through the codification of rules.

Refugee: is an individual who inferable from an all-around established dread of being aggrieved for reasons of race, religion, identity participation of a specific social gathering, or political sentiment, is outside the nation of his ethnicity, and can't or, attributable to such dread, is reluctant to profit himself of the insurance of that nation.

2.3. General considerations on the topic

Conflicts, including disagreements, tensions, divergent understandings and problems are an integral part of our lives. The objective of setting up ways to conflict resolution, including the strengthening of peaceful coexistence, is not to have a world without conflicts. Rather, conflict management aims to prevent itinerant conflicts and to tame conflict problems in a peaceful manner and to eradicate the root causes of the conflicts so that they do not provide the grounds for physical, verbal and structural violence. Although organizations working in the camp are considered to be adequate actors in conflict management despite the fact that these organizations are not explicit mechanisms for managing conflicts, in this study, the researcher will interview participants from both host and refugee communities to whom they would turn in a case of conflict in order to resolve it and conflict resolution mechanisms that exist on the political, social, cultural and religious levels.

2.4. Social Impacts of refugees on host countries

The UNHCR noticed that "when enormous quantities of evacuees show up in a nation and particularly when they are in a dejected circumstance and don't share ethnic or so social linkages with the host network. There is consistently a danger that social pressures, strife sand even savagery may emerge" (UNHCR 2011). Different investigations show that while evacuees may have the option to monetarily incorporate easily, social joining can be more troublesome.

Similarly, there are various investigations that talk about how displaced person camps are seen as expanding social issues and pressures in networks, including liquor utilization, betting, prostitution and wrongdoing, (Cardoso, 2013). Extra study uncovers some worry about the drawn out psychological wellness impacts on individuals from the host network, specifically when they are facilitating evacuees or other dislodged bunches for significant stretches of time.

2.5. Conceptual and Theoretical Framework

The calculated structure bring outs the connection between the investigations factors for understanding effect of Historical foundation of exiles, Historical setting of the nation of starting point, Psycho-social estimations of displaced people, Morals and morals of host nation, Demography and Geographical and atmosphere of host nation on evacuee clashes. While considering exile encounters that add to mental pain, it is basic to consider displaced people injury in the outcast's nation of origin and Social and political limitations during their time in their host nations, inside their individual

In this way, the impacts of Trans generational injury on refugees are durable, both truly and intellectually. The essential target of this investigation is to expand the extent of hypothetical information on exile injury by expanding on outcast, Post-Conflicts, Trauma and sexual orientation hypothesis, and underscoring evacuee injury as an outcome of numerous verifiable, social and political limitations which are implanted in the individual encounters of displaced people. By joining these different hypotheses, the creator

proposes a coordinated model to help specialist co-ops in recognizing the different variables related with evacuees, just as to encourage the conflict management for the population.

2.6. Theories of humanitarian settings and management

Refugees' movements are commonly the consequence of contention however can likewise be a reason for struggle. In January 2003, the quantity of individuals 'of worry' to the United Nations High Commissioner for Refugees remained at 70.8 million (UNHCR, 2019). Almost 50% of the 170,000 displaced people living in Rwanda are from the Democratic Republic of Congo (DRC), and most have been living in their particular camps for over twenty years. This drawn out nearness of displaced people has taken into consideration social cooperation between gatherings to turn out to be important for regular daily existence, and makes it all the additionally fascinating to examine the social elements inside society (UNHCR, 2018b). But the impacts of exiles on social components of life are a difficult undertaking because of the nonattendance of a norm, hypothetically determined applied meaning of social attachment (Guay, 2015).

Because of the physical detachment that regularly exists among exile and host networks, the advantages delighted in by displaced people might be misrepresented according to have networks, driving further strain between the two gatherings (Hovil 2003). Consequently, a study of the UNHCR of the practical regions of this current Refugees' Camp will contain our significant hotspot for similar information and data.

Nielsen (2010) characterizes disagreement as a condition of positive and different views about a certain point of view saw to be important by at any rate one of the gatherings in question. Clash can be defined as a disagreement between at least two parties who see that they have contrasting understanding over a certain point of view. It exists at whatever point of an activity by one party is seen as evading or meddling with the objectives, necessity or action of another party. Strife can be viewed as a reality of the board and hierarchical conduct and can be identified with power and leadership issues.

Mullins (2005) considers efforts to behave and stand to fight and accomplish some one's or other individual's goal. As demonstrated by this author, the efforts depend on the uncooperativeness in defining the objectives and emerge from contradicting action in exercise. It can be viewed as the individual, group of people or leadership levels. Struggle can grow over many of the authoritative arguments, for example, misunderstand on certain objectives, disagree in the understanding of truth, negative opinions, dissimilarities of qualities and ways of reasoning, or differences about shared properties. As described in above clash will in general be understood as negative highlights and circumstances which offer opportunity to failure, inadequacy or poor results. The way it may look currently or later, it can really cause creative critical thinking and promote the circumstance for all inclusive groups inclusive. In this article, we basically see clash based on different levels of leadership as competitiveness by the individuals and groups for authoritative properties and authoritative rewards. Since mechanical relations fundamentally focuses on the relationship among different entertainers in the working environment, it is at that level gets significance to look at the situation in place and end outcomes of contention and to give bits of understanding into how such relationship could be enough performed.

Jo Robinson (2017) discovered that, contention is in the foreign refugee camps are infrequently clear, very often including a confusing convergence of different factors and layers of question. As opposed to two obvious sides, there is generally a big group of different gatherings with multiple arrangements of complaints in place. In the reality, this implies those seeking for shelter may come from a wide assortment of these groups of people, and may not generally see themselves to have shared opinions, or may even appreciate as being contrary to each other.

Therefore, the structural theory managing conflict is the basic hypothesis endeavours to clarify strife as a result of the pressure that emerges when gatherings go after scant recourses. The focal contention in this sociological hypothesis is that contention is incorporated with the specific ways social orders are organized or composed. It portrays the state of the general public and how such condition or condition can make strife. Basic clash hypothesis distinguishes such conditions as social avoidance, hardship, class disparities, unfairness, political underestimation, sex irregular characteristics, racial isolation, financial misuse and the preferences, all of which frequently lead to strife (Oakland, 2005).

2.7. Refugees, Environment and Conflict management

As per Martin (2005), the ecological administration projects should advance a comprehensive and open cycle since forcing unseemly systems can without much of a stretch animate as opposed to forestall struggle. He expresses that it is significant that offices are adaptable in their methodology and that they exploit previous institutional quality.

Most examinations stress that have governments ought to be sure about their position towards nearby joining, meet their duties to improve financial conditions in regions influenced by extended displaced person circumstances, and backing the full reconciliation of exiles as opposed to binding them to camps (Ikanda, 2011).

The manner by which extended evacuee emergencies are taken care of by have governments and help organizations drives strife with nearby populaces since it debilitates neighbourhood combination and empowers debasement (Aukot 2003). The displaced person approaches of the host government are a key determinant of evacuees' weakness and their capacity to seek after occupations. In many host nations outcasts are treated as illicit transients, with barely any rights and little assurance.

Kolkata (2009) recommends that contributors and helpful offices should build endeavours to convince governments and host populaces to permit displaced people more

full admittance to monetary chances. He contends that givers ought to empower have governments and neighbourhood specialists to see the incentive to their own kin in supporting and permitting vocation exercises for uprooted individuals. Support may zero in on the accompanying key regions: lessening limitations on the development of displaced people; guaranteeing existing property rights are accessible to exiles; and arranging admittance to land and basic assets for evacuees.

Reasons for outcast emergency can incorporate war and common war, basic liberties infringement, Settings and atmosphere The current insights shows that, the United Nations assesses that there are a sum of more than 69.5 million exiles East and North Africa: 2.739 million, Africa: 4.413 million Asia and the Pacific: 3.830 million, Americas: 746,800 (World displaced person day 2018). Every single one of them has been persuasively uprooted from their home. Many end up living in exile camps, (UNHCR Report June, 2018), whereby The second biggest number of evacuees on the planet are in sub-Saharan Africa with practically 6.6 million uprooted individuals (Aljazeera News 2018), while Rwanda has so far enrolled and has 149,602 outcasts principally Congolese and Burundians, Nyabiheke Refugee Camp, one of the 6 camps facilitating displaced people in Rwanda and it obliges around 14,337 displaced people (MIDIMAR report, 2018)

Rwanda has reliably communicated pledge to its worldwide commitment to get and secure evacuees escaping clashes in their nations. Rwanda is as of now facilitating almost 153,000 displaced people chiefly from Burundi and the Democratic Republic of the Congo. With regards to the Comprehensive Refugee Response Framework (CRRF), ventures have been made in evacuee facilitating zones so as to progressively coordinate administrations inside public government frameworks and permit evacuees to take an interest in nearby economies so they can build their degree of independence and add to the networks wherein they live. As a component of its longstanding duty for exiles, the Government of Rwanda is locked in since 2018 in the CRRF's entire of-society approach in displaced person reaction, zeroing in on four responsibilities identified with wellbeing,

training, documentation and vocations. With the convenient appearance of the CRRF in Rwanda, UNHCR and accomplices work with the Government to guarantee that exiles are furnished with chances to succeed, not just endure.

2.8. Approaches in humanitarian settings

Solidarity can assist with supporting incorporation and coordination of outcasts into have social orders and these solidarity developments may likewise be believed to assist evacuees with practicing their organization and to reproduce new types of citizenship yet their absence of opportunity of development blocks independence and makes monetary and social disengagement.

Prohibitive strategies on exile development have fuelled and been fuelled by different open and media portrayals of these evacuees as some sort of "danger" to have nations as well as "undeserving" of help (Colleens., 2018). These media portrayals and the effects that they have both on general sentiment and on policymaking on exiles are a subject that benefits further exploration and investigation.

Camps can get home for individuals from various gatherings who may not communicate in a similar language or offer similar social standards and who may have contradicting sets of interests. Without an exhaustive comprehension of these distinctions by the organizations in question, there is a genuine threat of the contention overflowing into camps, and into the host nation all the more broadly. Just as placing the lives of evacuees in harm's way, this can make uplifted security worries to the degree that guide conveyance is hampered. As most strikingly found in the Great Lakes district and all the more as of late in West Africa, the lines of contention regularly stumbled into State limits, because of the different ethnic and social ties of the influenced networks (UN Report 2004).

Low attachment in a general public, then again, is frequently described by social pressure and additionally discontinuity, struggle and negative sentiments like disdain, uneasiness, view of danger among individuals from the network.

As indicated by Guay, 2015), looking at the impacts of outcasts on social elements of life is a difficult errand because of the nonattendance of a norm, hypothetically inferred theoretical meaning of social attachment Elements regularly used to depict a firm society incorporate a guideline of inclusivity, collaboration, a feeling of having a place, trust, and by and large solid, good connections. It is in this setting the specialist is keen on this examination to distinguish and analyse the ways to deal with peace promotion in Nyabiheke exiles' camp. The researcher will base on the examination discoveries and propose applicable and logical methodologies that will thus get commitment to the information extension, strategy prompt, improve network rehearses, engage camp chiefs, encourage better relations among camp occupants themselves and their directors, and fabricate limit of other specialist organizations in the compassionate settings.

2.8.1. UNHCR's Peace Education Program Approach

A significant number of the mentalities and practices that have made clashes in the nations of birthplace of evacuees go with them and make issues in the displaced person camps.

UNHCR's Peace Education Program was intended to empower individuals to create aptitudes that would assist them with building a more serene life in the camp, and for later when they could get back, settle forever in their host nation or resettle in a third nation. Enthusiasm shows abilities, qualities and perspectives for living respectively valuably, which thusly helps assemble a productive future.

In UNHCR's PEP people group workshops, members express a powerful urge for harmony, yet have a helpless comprehension of practices and mentalities that advance harmony or those that are not tranquil (or advance clash). There is an inclination to take care of issues by viciousness or by delaying the issue. The obligation regarding tackling issues rests with older folks or pioneers. In outcast networks, harmony training looks to supplement conventional ways to deal with critical thinking that are fizzling.

UNHCR's peace instruction program fuses a school and network angle, to make a steady domain for kids and young people in school and out of school. It is an incorporated program that welcomes and includes the cooperation of the entire network.

At the point when the program was at first propelled in Kenya, conventional rulers, strict pioneers and chose bunch pioneers were the main gatherings focused by the PEP. It was with the expectation that if these individuals felt the program was justified, despite all the trouble (and their mentalities and practices changed), at that point they would urge their networks to take an interest also.

As the program created, youthful displaced people were then focused on in light of the fact that they were to assume a significant future part in the network and on account of their rehashed inclusion in the battling in the camps. In Kakuma, Kenya, in 2001, three fold the number of workshops zeroed in on youngsters. The popularity based appointment of new pioneers in 2001 in the camps gave new significance to this social gathering and they went to PEP workshops, and now and then unique workshops were sorted out for them.

The harmony training program has been executed in refugees and returnee camps in the Democratic Republic of Congo, Eritrea, Ethiopia, Kenya, Uganda, Liberia, Guinea, Sierra Leone and Ivory Coast. He has added to the learning and practice of peace building procedures in camps and struggle decrease. The accounts on the following two pages exhibit the positive effect of PEP on outcasts and how it has helped youthful exiles fabricate their fates by limiting or settling

CHAPTER THREE: RESEARCH METHODOLOGY

The part gives the procedure that I am utilizing in conducting this study on approaches to conflict management in humanitarian settings. The chapter covers the study design, sample, data source, data collection methods among others.

3.1. Methodology

The researcher chose the methodology of employing cross sectional descriptive approach because it allows simultaneous description of attitudes, views, perceptions, and opinions of the respondents

3.2. Historical Background of Nyabiheke refugee camp

Nyabiheke refugee camp is located in Nyabicwamba Cell, Gatsibo Sector in Gatsibo District, Eastern Province of Rwanda. The district of Gatsibo is characterized by hills of low altitude and flat land separated by valleys in the East, South East and North. The average altitude is 1550 m.

Nyabiheke Refugee Camp is surrounded by host communities of the cells of Nyabicwamba, Mugeru, Gatsibo, Manishya and Nyagahanga of Gatsibo sector. Nyabiheke Refugee Camp is home to almost 15,000 outcasts who are comprised of 8 squares of four towns each with around 450 evacuees in every town. These displaced people are principally from the North Kivu and South Kivu territories of the Democratic Republic of the Congo and they had fled to Rwanda in the mid-2000s and in 2012-2013



during the resumption of battling in eastern DRC which caused refugees to fly enemas. The figure one adopted from the Google map 2020

Figure 1: Map of Nyabiheke Refugee Camp

3.3. Population of the study

Nyabiheke refugee camp is currently home to 16,844 refugees surrounded by host communities of 36,690 five-cell populations as per census of 2012 that surround Nyabiheke refugee camp.

The target population is a summary of all individuals to whom the results of the study are generalized (Kothari, 2004). Therefore, the target population was big enough then a researcher used a survey sampling technique to determine the target population as shown in the table one.

Table 1: Population Distribution

Class	Population	Percentage
UNHCR Agents	3	3%
NGO's Officers (IRC, WASH, World Vision, Plan International, ADRA International, Handicap International, Prison Fellowship, Red Cross)	20	18%
Camp Managers (Immigration Officer, Camp Manager, Deputy Camp Manager)	3	3%
Refugee Committees of 7 members	7	6%
Host Community (Gatsibo Residents)	21	33%
Host Community Leaders	6	5%
Refugees (8blocks/32villages)	40	33%
Total	120	100%

3.3.1. Sampling Techniques

The specialized testing which was utilized here is Non-probability sampling on the grounds that it includes non-arbitrary determination dependent on comfort or other rules, permitting the scientist to effortlessly gather introductory information, Non-likelihood inspecting strategies are regularly fitting for exploratory and subjective examination (Shona ,2020). By this, the analyst picks an example depending on their insight about the populace and the examination itself. The examination members were picked depending on the investigation's motivation. He characterizes test as a feature of the populace, which is intentionally chosen to examine the parent populace. Consequently, Snowball Sampling was applied where research members enrolled different individuals for the examination. This technique helpful because of the way that we are on the whole under hefty restriction of Covid-19 and the researcher was obliged to use phone calls due to the fact that couldn't get to open unreservedly, at that point members were elusive and hard to reach physically.

3.3.2. Sample Size

The size comprised of 92 authorities from whom direct data was gathered and the objective was chose key people who master the information and experience about the possibility of the exploration. The example size was controlled by utilization of Morgan and Krejcie (1970) and the example size of 92 respondents were chosen based on the main criteria among which they play role in conflict resolution and mediation in the community where they belong. Thus, this sample size was strived from the UNHCR officials, NGO's representatives (IRC, WASH, World Vision, PLAN, ADRA, Handicap International, Prison Fellowship, Red Cross); camp managers, refugee's representatives all covering their 8 blocks/32villages (n=450/village) with a total population of 14,387 refugees as per statistics of June, 2020 as shown in the table 2.

Table 2: Sample distribution

Class	Population	Sample size	% Of PS vs SS
UNHCR Agents	3	2	3%
NGO's Officers (IRC, WASH, World Vision, Plan International, ADRA International, Handicap International, Prison Fellowship, Red Cross)	20	19	18%
Camp Managers (Immigration Officer, Camp Manager, Deputy Camp Manager)	3	2	3%
Refugee Committees of 7 members	7	7	6%
Host Community (Gatsibo District Residents)	21	19	33%
Host Community Leaders	7	7	5%
Refugees (8blocks/32villages)	40	36	33%
Total	120	92	100%

3.4. Data Collection Methods

This study utilized both primary and secondary sources of information. The abrogating goal (in agreement with respondents) of the survey was to decipher the analyst's data needs into a lot of explicit articulations that respondents were willing and ready to reply. It was easy to oversee, efficient and a great deal of data was gathered inside a brief period.

3.4.1. The questionnaire

Due to the fact that the outbreak of the Covid-19 interrupted the process, using phone calls researcher used the questionnaire in place, guided by the exploration targets which

shaped the areas of the survey. The segments were as per the following: Demographic qualities of the respondents to decide the capacity of respondents. The other segment tried to discover the impact of negotiation influences performance, another area zeroed in on how third party intervention impacts execution conflict management in Nyabiheke Refugee camp. This shaped the exploration of information that was broke down, deciphered and from that point ends and suggestions were made.

Respondent ratings depended on Liker scales. The researcher was capable to overview just each subject in turn to abstain from making an accommodation test. Furthermore, to moderate determination predisposition, the analysis never demonstrated the rundown to the respondents however just coordinated their answers with the rundown of reactions in the poll.

The Structured survey was utilized formalizing a lot of inquiries for getting data from respondents. As indicated by Dawson (2017), there are three fundamental kinds of poll things shut finished, open-finished or a blend of both. The poll for this examination was shut finished, containing boxes that the respondents ticked to demonstrate the degree to which the respondents concurred or couldn't help contradicting the exploration explanation. The poll was structured in a basic, justifiable language to give precise, fair and complete data.

3.4.2. Interview guides

The researcher utilized the meeting manual to accumulate data through an up close and personal discussion between the specialists and purposely chose key witnesses associated with refereeing in Nyabiheke evacuee camp. The utilization of this instrument to acquire information from key sources was planned to help direct top to bottom meetings on key data identifying with activities taken by the displaced person activity. These were additionally used to affirm the data gave in the questionnaire.

3.5. Sources of Data

Both essential and auxiliary information sources were utilized in the examination cycle. Essential information was got from the respondents referenced above and secondary data which are the auxiliary information from reports, reading material, articles and distributions.

3.6. Data Analysis

When the information was gotten, it was altered by checking for missing information or unfilled segments of the poll. Just areas appropriately filled were utilized. In the wake of cleaning and altering of information, coding was done in the measurable programming. The factual programming used to examine was SPSS because of its convenience and to impart the exploration discoveries. Information gathered was quantitative information.

Expressive measurements in this examination assisted with portraying, show and sum up the huge measure of information gathered in an important way. The illustrative investigation received in this examination included frequencies and rates. This was the most suitable so as to conclude any examples rising up out of the information for an important translation. The gathered information was introduced utilizing recurrence tables; this upgraded simpler translation and a superior comprehension of the examination discoveries.

3.7.1. Editing

This research was completed to guarantee that the information acquired from respondents is precise, dependable and predictable. The investigation included legitimate and cautious examining of the meeting reactions to check the missing segments, exclusions, deficiency and inconsistency.

3.8. Research Procedures

Before data collection, the survey was pre-tried to build up its legitimacy and dependability, yet this was excluded from the examination. It was pre-tried by requesting

that 5 respondents complete the poll investigating wording, linguistic substance, questions and deciding approaches to improve the nature of the information under examination.

After the pilot tests, changes were made to improve the poll dependent on the remarks and suggestions made. The specialist mentioned approval from UNHCR and the legislature through MINEMA and directed the survey to the chose members, as shown in the example assurance. The scientist at that point gave every respondent in any event twenty minutes to finish the survey. All surveys were gathered inside three days by the analyst.

3.9. Validity and unwavering quality of examination instruments

It alludes to the degree to which estimation strategies or instruments really measure the properties focused by the examination. The investigation received built instruments that were utilized to request information from the example of respondents. The instruments were approved by a substance legitimacy file utilizing the scoring of two alumni equipped in fields identified with worldwide relations to check their legitimacy and whether they were searching for the data that would respond to the investigation questions.

3.9.1. Reliability

Research alludes to the degree of reliability of the inquiries in the exploration instrument. To guarantee this the analyst ensured that the inter rate dependability was utilized to quantify the consistency of the exploration instruments using two specialists to check the degree to which each instrument was estimating what it was intended to gauge.

3.10. Ethical contemplations

The researcher assumed liability to guarantee that, the respondents discussed the estimation of the examination being researched. This empowered the respondents decidedly value their commitment as members in the examination. The specialist

guaranteed that, the authorization of the respondents looked for first so as to do some other investigation exercises. It was the duty of the specialist to ensure the character of the respondents as called for.

3.11. Anticipated limitations

During the planning of the study, the COVID-19 pandemic set off various difficulties and issues that could be foreseen before influencing the doing of the exercises of the exploration cycle. A portion of the foreseen difficulties were genuine encounters during the execution of the investigation, by talking respondents, a few respondents may cause unnecessary deferrals in addressing questions since they figure they could be given. Reacting within the sight of the specialist was absurd for the respondents because of the anticipation component set up by the WHO and the administration to battle COVID-19.

CHAPTER FOUR: DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1. Introduction

This part of the study relates the findings with its objectives, detailed presentation, analysis, interpretation and discussion of results based on the order according to the three objectives of the study namely: Explore approaches to conflict management in refugees' community structures and examine the scope and capacity of the existing protection system (ranging from formal to informal) and accountability mechanisms; Identifying potential gaps in conflict management and opportunities to improve for the management approaches; Seek a deeper level of understanding of the history and geography of the conflict in the camp, including the identification of mediators / interlocutors involved in resolving all areas of conflict in this refugee camp. The findings here are essentially drawn from data collected in form of narratives and few quantity used during the process of data collection

4.2. Characteristics of respondents

The researcher considered the age, sex, marital status, educational levels and the categories of respondents that were selected for the study. This biographic data was very essential for the researcher and the study in order to describe the most valid and significant respondents that were selected for the study as presented below:

4.2.1. Age of the Respondents

The researcher recorded the age bracket of respondents as presented in figure 2.

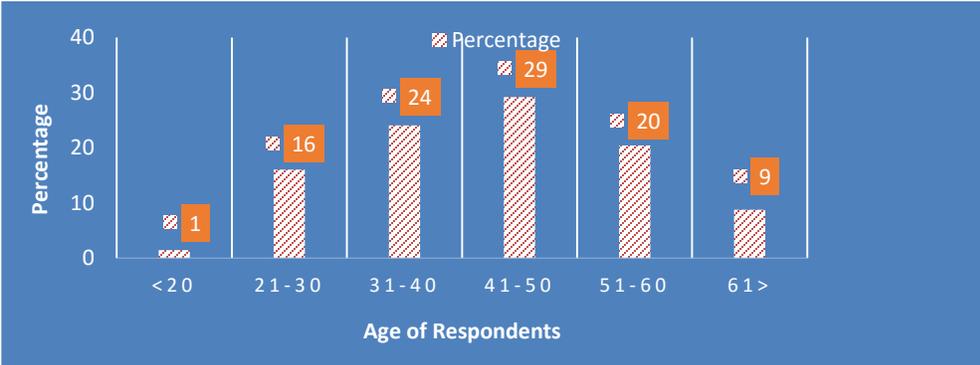


Figure 2: Age of Respondents

The study findings on the age of respondents herein presenting in figure 2, is indicating that 29% of the respondents belongs to the age group of 41 and 50 years whereas 1% of the respondents are aged 20 years and below. The study findings also shows that 16% of the respondents belongs to the age group of 21 and 30 years; 24% of the respondents belonged to the age group of 31 and 40 years; 20% of the respondents belonged to the age group of 51 and 60 years; and the remaining 9% of the respondents were aged 61 and above years. The age of respondents was very essential to obtain information from various age groups with broad understanding of the research problem based on their life experience with the conflict management in the study area.

4.2.2. Gender of Respondents

The researcher also documented the gender of respondents and the results in figure 3 below were recorded:

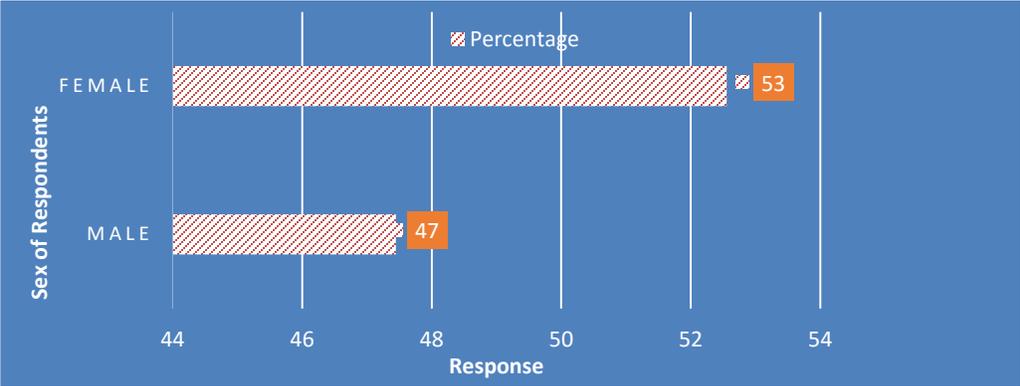


Figure 3: Gender of the respondents

According to the study findings on the gender of respondents presented in figure 3 above, 53% of the respondents were females whereas 47% of the respondents were males. The study findings thus revealed that the number of female respondents that participated in the study was much higher than that of their male counterparts. However, the main reason for considering the gender of respondents in this study was to be gender sensitive involving the participation of both males and females.

4.2.3. Marital Status of the Respondents

The researcher went ahead and recorded the marital status of respondents and the results presented below in figure 4 were recorded.

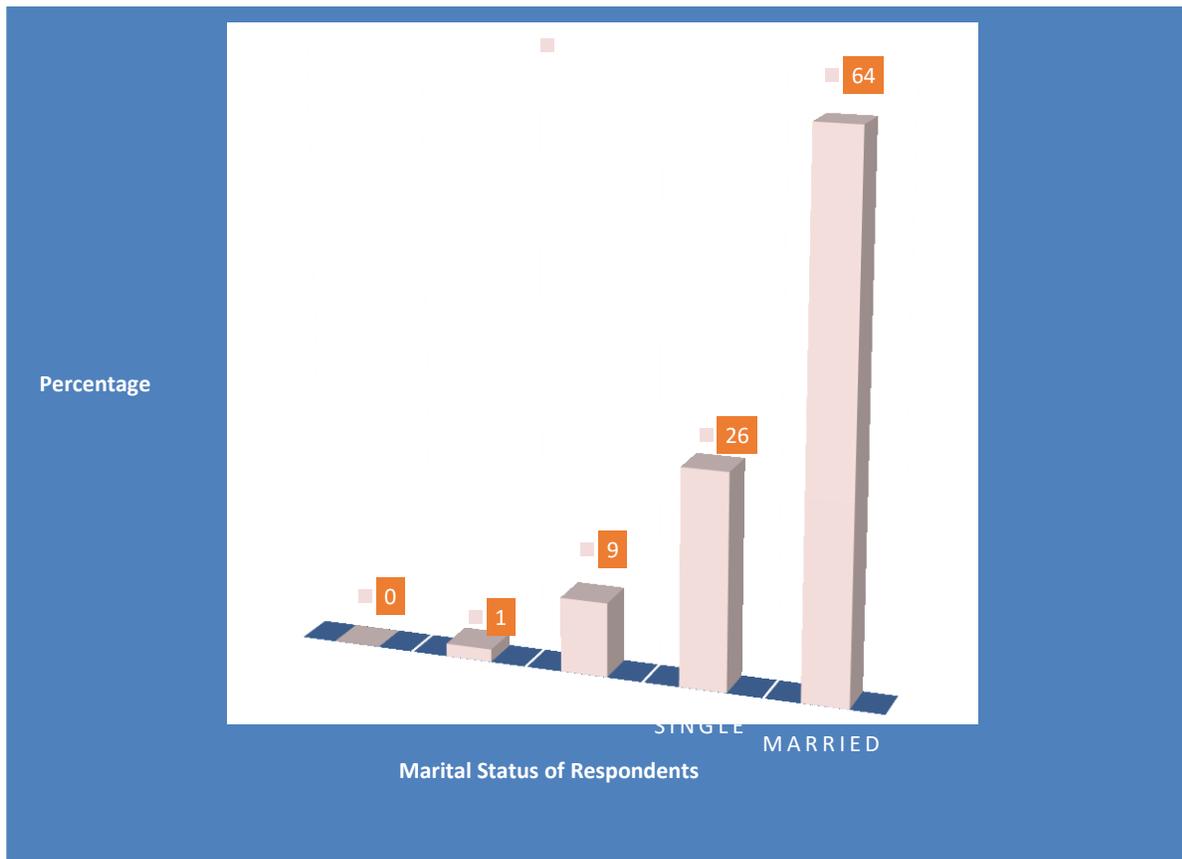


Figure 4: Showing the marital status of the respondents

The study findings on the marital status of respondents presented in figure 4, revealed that 64% of the respondents were married while none was divorced. The study findings also reflected that 1% of the respondents were single mothers who had separated with their partners; 9% of the respondents had lost their partners and thus were widowed; and the remaining 26% of the respondents were single and thus had never married. The researcher's main reason for considering the marital status of respondents was to gather information based on respondents' life styles in the refugee camp and daily

responsibilities on their shoulders that related to their access and benefits from conflict management.

4.2.4. Educational Levels of Respondents

The researcher further recorded the educational levels of respondents as presented in figure 5 below.

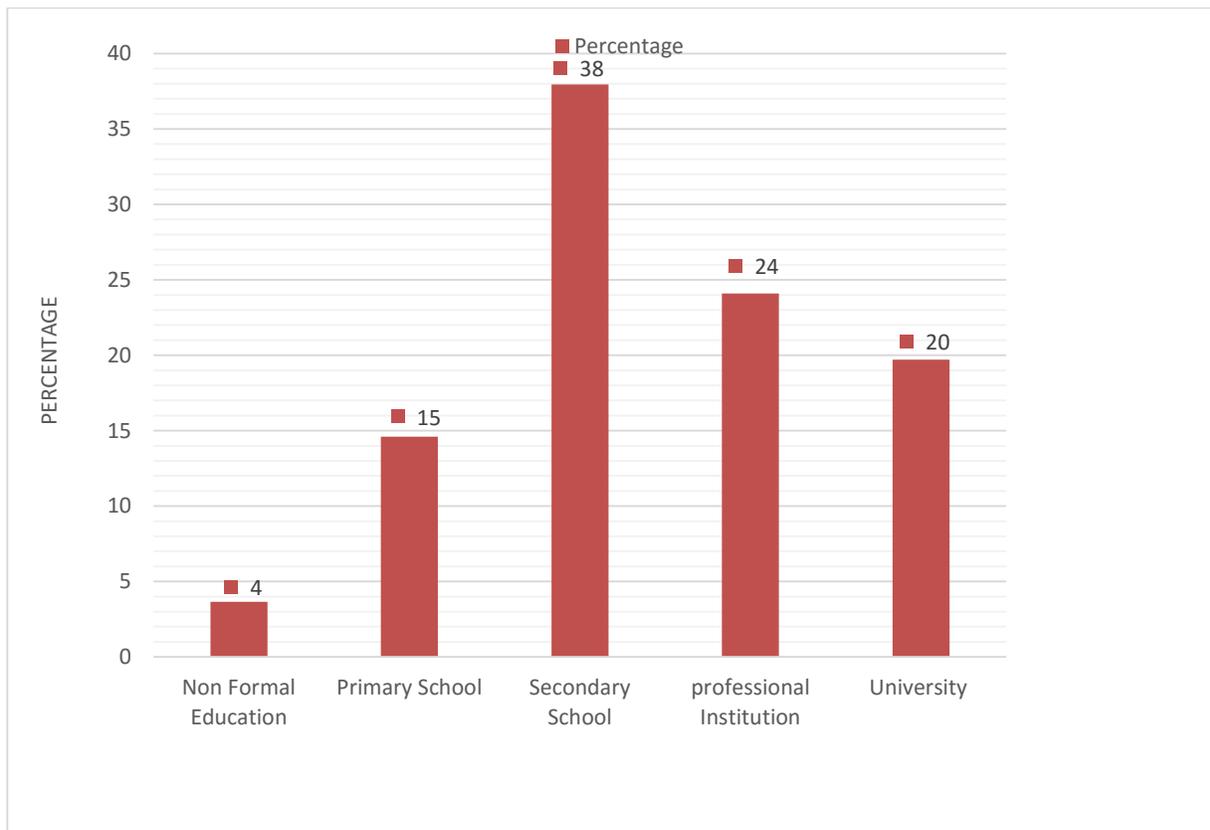


Figure 5: Educational Levels of Respondents

According to the study findings presented in figure 5 above on the highest levels of education attained by the respondents, 38% of the respondents had undergone their secondary school education whereas only 4% of the respondents had never been to school for formal education. The study findings further indicated that 15% of the respondents had undergone their primary school education; 24% of the respondents had undergone their professional institutions; and the remaining 20% of the respondents had attended university education. The researcher considered the highest level of education that was attained by the

respondents in order to design the most relevant data collection tools that matched with respondents' levels of literacy.

4.3. The approaches to conflict management implemented in Nyabiheke refugee camp

The researcher sought from respondents' answers for research question one that was about the approaches to conflict management implemented in the study area as presented, analysed and discussed below.

The researcher asked respondents to record their views on whether or not they were aware of the existing approaches to conflict management in Nyabiheke refugee camp and their response in figure 6 were recorded.

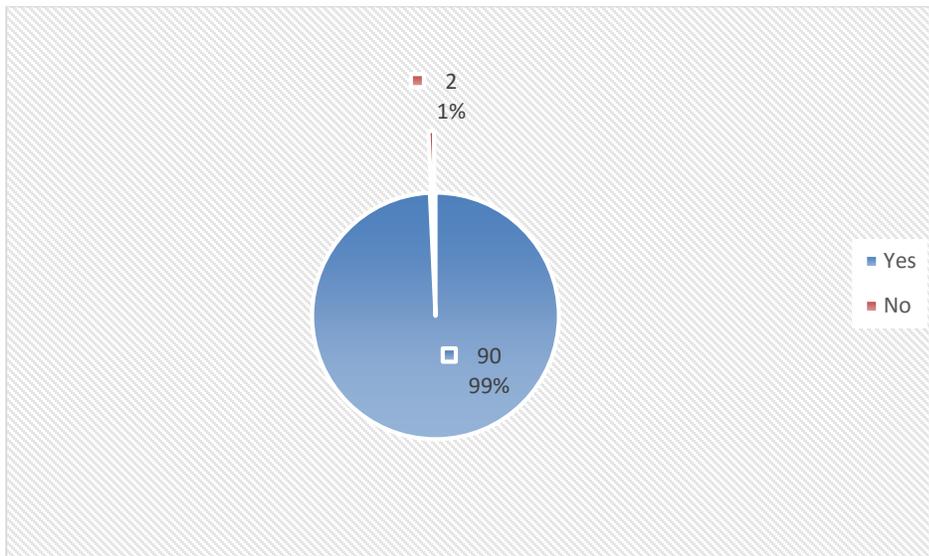


Figure 6: respondents' attitude

In the figure 6 above, 99% of those interviewed indicated that they were aware of the conflict management approaches implemented by stakeholders in Nyabiheke refugee camp; unlike 1% of respondents who said they were not aware of the same.

4.4. Perceptions and satisfaction levels of the refugees on the conflict management approaches implemented in the Nyabiheke refugee camp

The researcher asked respondents to reveal whether they recognize the implementation of conflict management approaches in the Nyabiheke refugee camp and the results presented were recorded in Figure 7 below:

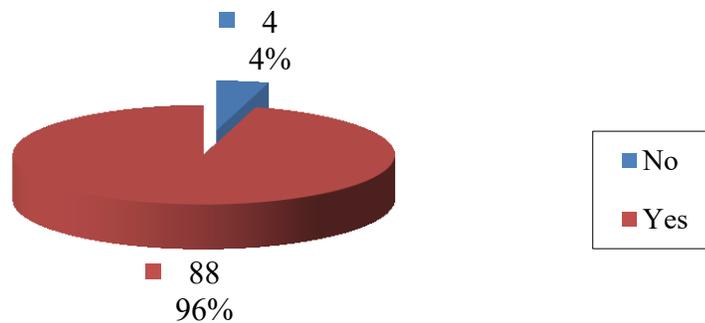


Figure 7: Respondents view on conflict management

96% of the number of respondents recognized the implementation of conflict management approaches in Nyabiheke refugee camp unlike 4% the least number of respondents who never recognized the same.

The researcher asked respondents to record their views on whether they were satisfied with the conflict management approaches in the study area and the results presented below in figure 8 were recorded.

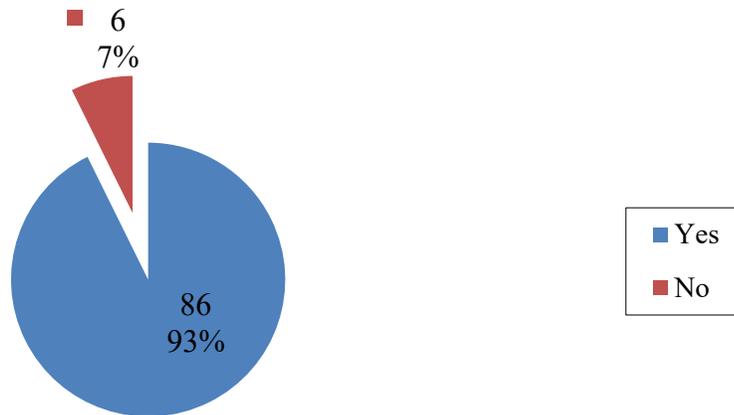


Figure 8: Respondents satisfaction on conflict management

In the figure 8 above, 93% of the number of respondents recorded that they were satisfied with the conflict management approaches in the Nyabiheke refugee camp in the study area; unlike 7% the smallest number of respondents who were not satisfied with the conflict management approaches implemented in the Nyabiheke refugee camp.

4.5. The contributions of humanitarian agents and challenges faced in the delivery of conflict management approaches in Nyabiheke Refugee camp

The researcher lastly sought answers for the last research question three that was on the contributions of humanitarian settings and challenges faced in the delivery of conflict management approaches in Nyabiheke Refugee camp as presented, analysed and discussed below.

The researcher sought from respondents their views on to whether conflict management approaches contributed anything to the community in the study area. The results presented in figure below 10 were recorded.

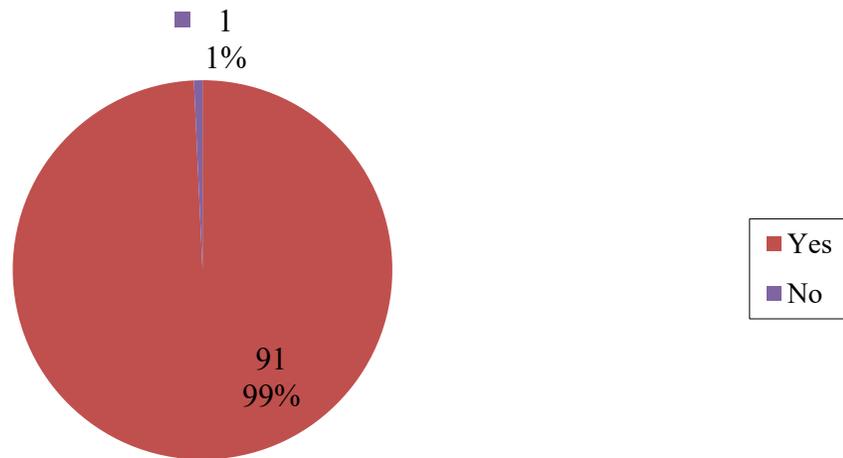


Figure 9 : level of agreement Respondents

In the figure 9 above, 99% the biggest number of respondents agreed that conflict management approaches in Nyabiheke Refugee camp had contributed positively to the community in the study area; unlike 1% of the respondents who couldn't be able to recognize any contribution thereof. Thus, it was realised that the conflict management approaches implemented by humanitarian settings in the study area were of great benefit.

The researcher went on and recorded respondents rating on the extent to which conflict management approaches in Nyabiheke Refugee camp had benefited community members in the study area as illustrated in figure 10.

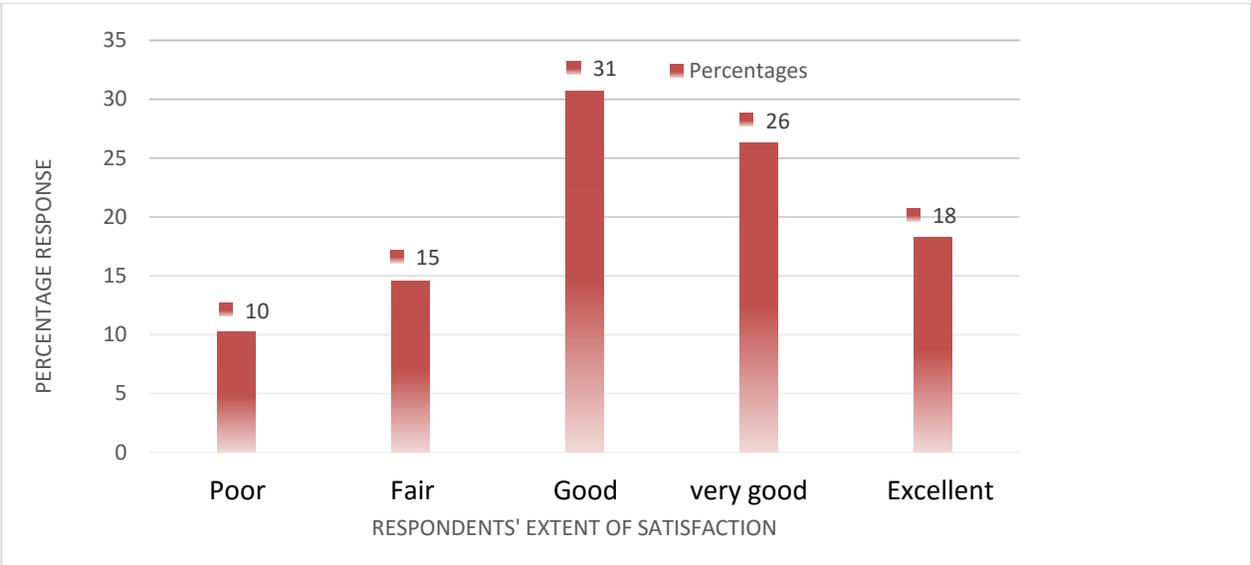


Figure 10: Respondents view on approach used

In the figure above, 31% of respondents rated the conflict management approaches implemented in Nyabiheke refugee camp as good; while 10% rated the conflict management approaches as poor. The research findings of the study also revealed that 15% of the respondents believed that the conflict management approaches implemented in the Nyabiheke refugee camp were fair; 18% of respondents rated it as excellent; and 26% of respondents considered that the conflict management approaches implemented were very good.

The researcher went and asked respondents to record their views on to whether there existed any challenges that hindered the implementation of conflict management approaches in the study area, and the results presented in figure 11 below were recorded.

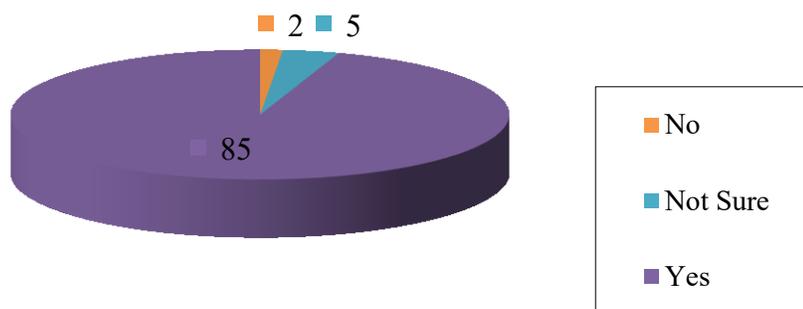


Figure 11: Respondents views on challenges of conflict management

In the figure 11 above, 95% of the respondents revealed that there existed challenges that hindered the implementation of conflict management approaches in the study area; unlike 2% of the respondents who never realised any challenges thereof and 4% of the respondents who were not sure whether there were challenges or not. Basing on the study findings therefore, there were challenges that hindered the implementation of conflict management approaches in Nyabiheke refugee camp that needed to be addressed for community benefits, a prerequisite for rural development.

The researcher went further and recorded the challenges that were faced in the implementation of conflict management approaches in the study area as illustrated below in table 3.

Table 3: Challenges hindered the implementation of conflict management approaches

Challenges	Frequency	Percentages
Sexual and gender based violence	4	4
Inadequate skilled mediation personnel	7	8
Conflicting humanitarian priorities	16	17
Poor income generation and assets	19	21
Inadequate monitoring of Third party intervention	22	24
Low levels of literacy due to culture and attitude	24	26
Total	92	100

Source: Field Data 2020

The study findings presented in Table 3 revealed that 26% of respondents cited the challenge of low literacy levels due to culture and attitude. Respondents noted that some community members still believe in their traditional way of solving problems in the community, regardless of their interpersonal skills. This had hampered the implementation of conflict management approaches.

While 24% of respondents noted that there was a challenge of inadequate monitoring of third party intervention. Respondents mentioned that as many refugees were doing their best in implementing conflict management approaches in Nyabiheke refugee camp, there was a lack of follow-up of the third part. It is therefore necessary to put in place effective conflict management mechanisms to deal with them. This study has reviewed the existing legal and institutional framework for conflict management, with a focus on third party intervention as a conflict management approach and its influence on conflict mitigation, with a view to identify the challenges of effective conflict management. According to Petkovic (2008), if the negotiation strategy does not yield results, it is recommended to apply the strategy of third-party intervention. A third party is defined as an actor who

helps the parties to the conflict to resolve the conflict or to regulate the level of violence (Pruitt & Kim 2004). This study examined third party intervention in particular mediation, arbitration and litigation as third party conflict management strategies and their influence on performance.

The results of the study also indicated that 8% of those surveyed said there was a problem of insufficient trained mediation staff in Nyabiheke refugee camp. Respondents noted that due to the high demand for the implementation of conflict management approaches in the study area, very few facilitators were managing such masses. However, the camp managers were very limited in conflict resolution staff and a few representatives of the refugee communities in Nyabiheke refugee camp could hardly be as qualified to serve, which was therefore seen as a challenge.

17% of the respondents noted that there was a challenge of Conflicting humanitarian priorities in the study area. Respondents recorded that as much as donors could come up with certain activities of great importance for the refugee community, they had to make sure that whatever they implemented were in line with humanitarian strategic plan for that particular motion. Thus NGOs and other stakeholders faced the same challenges as some of the camp management initiatives could either be pended or suspended and be implemented as when they could be due as per humanitarian priorities.

21% of respondents cited a challenge of poor income generation and assets. Respondents indicated that they always had inefficient revenues and therefore faced a challenge of limited resources and high cost of assets from one place to the other. Interviewees also mentioned that even the resources and assets available were ill-equipped to assist refugees in conflict management, which all were found to be challenging NGOs role in the implementation of conflict management approaches.

And the remaining 8% respondents cited a challenge of Sexual and gender based violence in Nyabiheke refugee camp. Interviewees also mentioned that women and girls as well as men and boys face increased risks and multiple forms of violence as a result, some were forced the early marriage, sexual violence, including sexual abuse and exploitation and

domestic violence in the refugee camp. The respondents recorded that there is a need for UNHCR in coordination with national authorities, non-governmental organizations (NGOs), and other partners that operate in Nyabiheke refugee camp, to bring tangible approaches in preventing and responding to conflicts in refugee situations to achieve a greater, longer-term prevention of and response to sexual and gender-based violence.

CHAPTER FIVE: GENERAL CONCLUSIONS AND RECOMMENDATIONS

5.1. Introduction

This chapter presents a summary of the study, conclusions and recommendations based on the implications of the study findings. The chapter begins with the summary of the study with particular emphasis on the problem statement, objectives, findings and general implications of the study; at the same time the second part articulates conclusions, the third part of the chapter deals with recommendations for research and practitioners.

5.2. Summary of Research Findings

Since this research used mainly the qualitative methodology for data collection and analysis, and its purpose was to describe and understand the rather predict or control social phenomena in place (Streubert & Carpenter, 1995)

Additionally, qualitative methodology aims at interpreting and documenting an entire phenomenon from the individual's view point or frame of reference (Creswell, 1998). Since the establishment of the purpose of the current research that includes exploring the approaches to conflict management in humanitarian settings: a case of Nyabiheke refugees' camp in Rwanda, qualitative approach has been chosen in line with the nature of research which is one aspect explorative and descriptive

5.2.1. Demographic Characteristics of Respondents

The Research findings on the age of respondents indicated that 29% of the respondents belonged to the age group of 41 and 50 years whereas 1% of the respondents were aged 20 years and below (figure 2). The study findings on the sex of respondents revealed that 53% of the respondents were females whereas 47% of the respondents were males (figure 3). The study findings on the marital status of respondents revealed that 64% of the respondents were married while none was divorced (figure 4).

The Research findings on the highest levels of education attained by the respondents,

38% of the respondents had undergone their secondary school education whereas only 4% of the respondents had never been to school for formal education (figure 5). The study findings on the categories of respondents that participated in the study indicated that the majority of respondents 33% were the refugees; 33% of the residents surrounding Nyabiheke refugee camp while the least number of 3% were UNHCR Agents, 18% of NGO staff, 3% of camp managers, 5% of leaders of the host community and 6% of refugee committees.

5.2.2. The conflict management approaches implemented in Nyabiheke Refugee Camp

The Research findings on the awareness of the conflict management approaches in Nyabiheke Refugee camp revealed that 99% of the respondents recorded that they were aware of the conflict management approaches implemented in the study area; unlike 1% of the respondents who recorded that they were not aware of the same (figure 6).

5.2.3. The Respondents' views on whether they recognize the implementation of conflict management approaches in Nyabiheke Refugee Camp

The Research findings on the awareness of the conflict management approaches in Nyabiheke Refugee camp revealed that 96% of respondents recognized the implementation of conflict management approaches in the Nyabiheke refugee camp and 4% of respondents never recognized the same (figure 7).

5.2.4. The Respondents' views on whether they were satisfied with the conflict management approaches in Nyabiheke Refugee Camp

The Research findings of 93% of respondents recorded were satisfied with the conflict management approaches implemented in Nyabiheke refugee camp and 7% of respondents were not satisfied with the same (Figure 8).

5.2.5. Respondents' views on whether conflict management approaches contributed anything to the refugees in Nyabiheke Refugee Camp

The Research findings revealed that 99% of respondents recorded agreed that conflict management approaches in Nyabiheke Refugee camp had contributed positively to the refugee community in the study area and 1% of the respondents didn't recognize any contribution thereof (Figure 9).

5.2.6. The extent to which conflict management approaches have benefited the Refugees in Nyabiheke Refugee Camp

The Research findings on the extent to which conflict management approaches had benefited community, 31% of the respondents rated that the conflict management approaches implemented in Nyabiheke refugee camp were good; 10% rated that it was poor; 15% of the respondents rated that it was fair; 18% of respondents rated that it was excellent; and 26% of respondents rated that it was very good (Figure 10).

5.2.7. Respondents' views on whether there existed hindrances in the implementation of conflict management approaches in Nyabiheke Refugee Camp

The Research findings of 95% of the respondents revealed that there existed challenges that hindered the implementation of conflict management approaches in the study area and 2% of the respondents have not recognized any challenges thereof and 4% of the respondents were not sure whether there were challenges or not.

5.3. Conclusion

5.3.1. The conflict management approaches implemented in Nyabiheke Refugee Camp

For the awareness of the implementation of the conflict management approaches in Nyabiheke Refugee camp, the researcher concluded that the majority of respondents (99%) are aware of it.

5.3.2. The contributions of conflict management approaches and challenges faced in their implementation in Nyabiheke Refugee Camp

Based on the research findings, the researcher concluded that there were challenges that hindered the implementation of conflict management approaches in Nyabiheke refugee camp (Figure 11). Among the challenges, there was low literacy levels due to culture and attitude by which some members of the refugee community still believe in their traditional way of solving problems in the community regardless of the interpersonal skills; inadequate control of the intervention of third party; insufficient qualified mediation team; compromising the humanitarian priorities in the refugee camp; low income generation and sexual and gender-based violence.

5.4. Recommendations

Based on the research findings, the researcher suggested the following recommendations and the recommendations are addressed to UNHR and MINEMA who spearhead the approaches to conflict management in Nyabiheke Refugee Camp:

UNHCR Should:

1. Address the issues of illiteracy to the refugees as the way to give them capacity to be able use the offered training manuals for any organized related workshops on conflict

MINEMA

2. Capacity building and other empowerment means should be offered to the resolution committee and even those in the existing camp committees, as well as the service providers right from the begging of their appointment in any service in the refugee camp

5.5 Areas for Further Research

The further research suggests the following areas for future research:

Future research is needed and it can be to explore the contribution of financial support in addressing not only economic problems, but also conflict management approaches and related projects in humanitarian contexts.

Future research is also needed to explore the legitimacy and contributing factors of the role of third party in conflict management in humanitarian environment.

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Appendix I: Sample determination table

Table sample for determining size for finite population

To simplify the process of determining the sample size for a finite population, Krejcie & Morgan (1970), came up with a table using sample size formula for finite population.

Table 3.1									
<i>Table for Determining Sample Size of a Known Population</i>									
N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	100000	384
<i>Note: N is Population Size; S is Sample Size</i>					<i>Source: Krejcie & Morgan, 1970</i>				

Appendix II: Introduction Letter



UNIVERSITY of
RWANDA

CENTER FOR CONFLICT MANAGEMENT

TO WHOM IT MAY CONCERN

Mr. MICO GASARE Michel (Reg. N° 219015050) is a regular student in MA program of "Peace Studies and Conflict Transformation" in the Center for Conflict Management at the College of Arts and Social Sciences/University of Rwanda.

As requirement of the completion of the program, he is conducting a research on: "**Exploring Approaches to Conflict Management in Humanitarian settings/space: Case Study of Nyabiheke Refugee Camp in Rwanda**".

In order to write up MA thesis, he is seeking information from your organization/institution. Therefore, the Center for Conflict Management will appreciate any assistance rendered to Mr. MICO GASARE Michel.

Should you need more clarification, please contact us via email: c.mushimiyimana@ur.ac.rw and telephone number: 0788439525.

Done at Kigali, 15th June 2020

A handwritten signature in blue ink, appearing to read 'Aggée Shyaka Mugabe'.

Dr. Aggée Shyaka Mugabe
Ag. Director of CCM



Email: ccm@ur.ac.rw

P.O Box 4285 Kigali, Rwanda

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Appendix III: Introduction Letter

Michel MICO GASARE

Student in MA/PSCT The University of Rwanda
Center for Conflict Management (CCM)
Gikondo Campus. Reg. No: MA/PSCT/219015705
TEL: 07 88 30 39 58
KIGALI

July 17th 2020



**To: The Permanent Secretary
MINEMA
KIGALI- RWANDA**

Dear Sir,

RE: REQUEST FOR PERMISSION TO COLLECT DATA FOR MY ACADEMC RESEARCH

As I have mentioned, I am currently a student at The University of Rwanda (UR), College of Arts and Social Sciences, in Centre for Conflict Management (CCM), completing my **Master of Arts in Peace Studies and Conflict Transformation (MA/PSCT)**

I am writing to request the permission to conduct an academic research entitled: **“Exploring the approaches to conflict management in humanitarian settings/space: A case of Nyabiheke refugees camp”** Gatsibo District. And this is as part of the master’s degree requirements

During the data collection process, using sampling technics I will focus on using Three key research methodologies: Small group discussions, distribute questionnaires, and one to one interviews and, the interactions with my respondents are mainly: Few selected refugee community representatives, Refugee camp managers, implementing partners, UNHCR agencies, few host communities around, other authorities and direct stakeholders concerned

During the course of data collections am ensuring two major areas to be highly observed:

- a. Covid-19 prevention majors and restrictions in place will be highly respected
- b. All collected information responses will be treated confidentially for academic purposes only

Allow me to mention that, Mr. Pascal UMI will be my assistant to help me fasten this exercise from 22nd-26th July 2020, the maximum period is five consecutive days, and herein attached, is my academic recommendation to carry out this academic research

While waiting for the positive response, I remain thankful to you sir.

Yours faithfully,

Michel MICO GASARE

Appendix III: Research Instrument

SECTION A: DEMOGRAPHIC INFORMATION

In this section I introduced myself as a student at The University of Rwanda, running an academic research, requested and assured the correspondents that the given information to me will never be disclosed, and I requested each respondent the consent to run an interview with them, explaining the that purpose of this questionnaire is to collect data of this research entitled: “Exploring the approaches to conflict management in humanitarian settings/space: A case of Nyabiheke refugees camp”. This section contains general bio data regarding the respondent. Please tick as appropriate in the boxes using a tick (√) or cross mark (x)

Respondent Particulars

Gender: Male Female

Age Bracket

Age Bracket	Tick as Appropriate
18-20	
21-30	
31-40	
41-50	
51-60	

Indicate the highest level of education attained.

Education Attained	Tick as Appropriate
a) Primary	
b) Secondary	
c) College	
d) University	
e) Post graduate	

Which affiliation do you belong to?

Affiliation	Tick as Appropriate
UNHCR Agents	
Government official	
NGO's staff	
Refugees representative (Block/Village)	
Nyabiheke Refugees' Camp manager	

How long have you been in Nyabiheke refugee camp?

Period	Tick as Appropriate
Less than 1 year	
1-5 years	
6-10 years	

SECTION B

APPROACHES TO CONFLICT MANAGEMENT IN NYABIHEKE REFUGEE CAMP

This section contains statements assessing the extent to which conflict management approaches to social, economic and political conflict contributed to the realization of peace in Nyabiheke Refugee Camp. Please tick as appropriate in the boxes using a tick (√) or cross mark (x) the statement that describes your agreement or disagreement with each of the statements.

No	Statement	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
		1	2	3	4	5
01	UNHCR improves conflict management skills through continuous mobilization and monitoring					
02	UNHCR has increased the conflict prevention measures in the Refugees' Camp through conflict management trainings.					
03	Nyabiheke Refugees' Camp has lowered the rate of domestic violence as a result of better conflict management					
04	Host country approach plays a key role in conflict management between Refugees and host community					
05	Staff from different stakeholders intentionally promote the conflict					

	preventions in Nyabiheke refugee camp					
06	The refugees have effective management strategies in place to manage conflicts in their community					
07	Employment in the Refugees' Camp has an impact on the management of conflicts between refugees and host communities					
08	The resolutions to the conflict are likely to be accepted voluntarily in a win-win negotiation					
09	The ability of local leaders and refugee representatives to manage conflicts between them is becoming an essential skill in resolving their conflicts.					
10	The win-win outcome is collective bargaining and the support of both parties involved in conflict resolution at Nyabiheke refugee camp					

SECTION C

FACTORS RESPONSIBLE FOR CONFLICT MANAGEMENT IN NYABIHEKE REFUGEE CAMP

This section contains statements that examining the factors responsible for conflict management in Nyabiheke refugee camp. Please tick as appropriate in the boxes using a tick (√) or cross mark (x) the statement that describes your agreement or disagreement with each of the statements.

No	Statement	Strongl y disagree	Disagree	Neutral	Agree	Strongl y agree
		1	2	3	4	5
0 1	There are approaches in place to address the challenges that hinder conflict management in the camp					
0 2	Communication is used in the timely resolution of conflicts in Nyabiheke refugee camp					
0 3	Conflict in Nyabiheke Refugees' Camp is often brought between refugees and host communities.					
0 4	Communication is used to reduce the negative consequences of conflict between refugees and host communities.					
0 5	UNHCR arbitration has been embraced in Nyabiheke Refugees' Camp as a third party intervention to crack down the					

	escalation of conflict among refugees.					
06	The mediation Refugee representatives is used to resolve conflicts arising from personal differences between refugees themselves					
07	Litigation is used as an effective strategy in conflict management at Nyabiheke refugee camp.					
08	The activities of NGOs at the Nyabiheke Refugees' Camp are essential to strengthen the cohesion of peace between the refugees and the host community.					

SECTION D

EXAMINING THE AVAILABLE APPROACHES USED TO CONFLICT MANAGEMENT FOR EFFECTIVE CONFLICT MANAGEMENT IN NYABIHEKE REFUGEE

1. Are you aware of the approaches to conflict management used in Nyabiheke refugee camp?

Yes

No

2. Do you recognize that UNHCR serves on conflict management to the expectations of Nyabiheke refugees?

Yes

3. Do you appreciate the conflicts level of resolution conflict between the refugees and neighbouring host community?

Yes

4. Are you satisfied by the UNHCR approaches to conflict management in Nyabiheke refugee camp?

Yes

No

Thank you for your cooperation!!!!

EXPLORING THE APPROACHES TO CONFLICT MANAGEMENT IN HUMANITARIAN SETTINGS/SPACE: A CASE OF NYABIHEKE REFUGEES CAMP IN RWANDA

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