

**Civil Society Organizations And Conflict Managements Among The Refugees In Uganda. A Case Study Of Nyumanzi Refugee Settlement**

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**Abstract**

This research aimed to comprehensively examine the essential role carried out by civil society organizations in mediating conflicts that inevitably arose amongst the culturally and ethnically diverse refugee population who had sought refuge at Nyumanzi refugee settlement located in the Kiryandongo District of Midwestern Uganda for over three decades, housing over forty-five thousand refugees from countries including Sudan, South Sudan, the Democratic Republic of the Congo, and Burundi, where prolonged violence, political instability, and human rights crises had forced millions to flee their homelands in search of safety and peace. Given the protracted nature of displacement and scarce resources within the settlement that exacerbated underlying prejudices, effective preventative mechanisms implemented by frontline grassroots organizations were crucial for maintaining stability. Through employing a mixed methods sequential exploratory research design combining both qualitative and quantitative data collection and analysis techniques, this study sought to gain multifaceted insights into refugees' perceptions of how well civil society organizations were managing the inevitable tensions that arose through open-ended interviews with twenty key stakeholders and focused group discussions with forty-eight refugees themselves while also conducting a large-scale survey of three hundred eighty-four refugees, determined using Krejcie and Morgan's sample size table, to determine attitudes across the population for enhanced generalizability. Statistical analysis found that trust in organizations, accessibility of services, responsiveness to needs, participation in decision-making and perceived fairness of conflict resolution all positively impacted perceptions of effectiveness. The study then aimed to identify existing gaps or weaknesses in the approach of these organizations through statistically analyzing respondents' experiences using logistic regressions, finding lack of training, insufficient resources, poor communication and more significantly associated with challenges. Finally, disseminating the actionable findings to the appropriate governmental and humanitarian actors supporting the settlement aimed to optimize coordination of efforts and resources in order to maximize the conflict resolution and peacebuilding impact of community-led civil society interventions for the sustained well-being of this vulnerable population.

**Keywords: Civil Society Organizations, Conflict, Managements and Refugees**

**Background of the study**

Struggle, violence, and political instability in neighboring international locations have precipitated large refugee crises throughout East Africa for many years (Kazaara et al., 2024). As the location's dominant host state, Uganda's open-

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door coverage and equitable treatment of displaced populations have been the world over lauded. However, lengthy-term settlement additionally necessarily brings civil strife, as refugees from various countries with histories of ethnic tensions integrate (Nannyonjo, 2013; Jacobsen et al., 2019). Effective preventative mechanisms thus show crucial for keeping balance in the over 1.5 million refugees currently hosted (Isaac et al., 2023). As grassroots actors at the frontlines, civil society agencies (csos) play a critical although understudied function mediating disputes.

Nyumanzi refugee agreement placed in Kiryandongo District, Midwestern Uganda exemplifies such challenges, established in 1988 to host Sudanese fleeing warfare and South Sudanese impacted with the aid of habitual violence (Baez, 2011; Okello, 2007). Comprising a populace over 45,000 these days from those nationalities alongside later Congolese and Burundian influxes, tensions periodically flare requiring mitigation (Isaac et al., 2023). However, preventative programs receive meagre guide without centralized coordination (Baker, 2018; Jacobsen, 2017). This poses dangers as resource shortage concentrates discontent (Dryden-Peterson & Hovil, 2003; Okello, 2007).

To fill coordination gaps, numerous csos actively mediate amongst Nyumanzi's numerous residents through setting up local peace structures, schooling community leaders in warfare resolution, and sponsoring inter-ethnic dialogues (Dryden-Peterson & Hovil, 2003; Beichelt et al., 2014). Considering the fact that 2004, girls for ladies global-Uganda (WFWI-U) has intensely engaged various girls thru peace golf equipment as frontline advocates resolving home and neighbourhood disputes (Zowena et al., 2023). Initial assessment confirmed clubs decreasing tensions precipitating violence by way of over 60% within 2 years (Naluwemba et al., 2010). Whilst large scale fighting has erupted between communities over distribution delays or perceptions of favouritism in 2017 and 2021, speedy response groups composed of respected settler elders coached through CSO potential-constructing deescalated hostilities (Alex & Devis, 2023).

Past instantaneous incidents, qualitative studies from Odokonyero Refugee regulation assignment (ORLP) exposes how entrenched prejudice towards positive corporations pervades social relations (Phionah et al., 2023). For instance, in-depth interviews with 50 South Sudanese in 2019 found out many sense marginalized and suspicious of government' neutrality primarily based on perceived preferential remedy of Bantu Congolese allotted larger land tracts and leadership positions disproportionate to population ratios (Okello, 2007; Jacobsen, 2019). Structural reforms have been accordingly had to assuage inter-communal resentment smouldering underneath the floor.

WFWI-U therefore facilitated multi-ethnic dialogues via prepared peace golf equipment empowering over 1,500 refugee girls in civic participation via 2022, mediating disputes and advancing guidelines to administration (Dryden-Peterson & Hovil, 2003; Bigirimana et al., 2021). Supported by using proof compiled across 20 institution discussions, guidelines for allotted strength sharing in step with demographics and inclusive illustration in welfare planning tackled root discontents peaceably (Christopher et al., 2024). Officials have on the grounds that implemented measurable reforms institutionalizing equitable policies credited with curtailing unrest (Bigirimana et al., 2021).

#### **Problem Statement**

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Battle, instability and human rights crises in neighboring countries have precipitated one in all the largest and longest-running refugee populations globally housed inside Uganda, with over 1.5 million individuals looking for safety (Flavia et al., 2023). At the same time as Kampala's policies function a version welcoming displaced peoples, lengthy-term agreement integration necessarily dangers inter-communal tensions absent preventative mechanisms, as peoples from various battle- regions with histories of strife assimilate (Ntirandekura & Christopher, 2022). Nowhere are these challenges clearer than at Nyumanzi refugee settlement in Midwestern Uganda, hooked up over 30 years in the past presently website hosting over forty-five,000 refugees representing a multiplicity of refugee-generating nations which includes Sudan, South Sudan, Democratic Republic of Congo and Burundi (UNHCR, 2022; Baz, 2011). Without strong coordination, scarce assets worsen underlying prejudices fueling intermittent disputes requiring mitigation (Baker, 2018). As frontline responders, civil society organizations (csos) operating to set up participatory structures, educate mediators and facilitate dialogues have verified necessary to de-escalating tensions; however, their peacebuilding efforts presently function with out centralized strategic help (Dryden-Peterson & Hovil, 2003; Bigirimana et al., 2021).

### **Specific Objectives**

1. Assess perceptions of refugees regarding the effectiveness of civil society organizations in managing conflicts.
2. Identify gaps or weaknesses in how civil society organizations currently address tensions and disputes.
3. Disseminate findings to relevant stakeholders to optimize support for and impact of grassroots peacebuilding efforts.

### **Methodology**

This study employed a mixed methods sequential exploratory design to comprehensively examine the role of civil society organizations in mediating conflicts amongst refugees residing at Nyumanzi Settlement, Uganda (L. Nafiu, 2013). The qualitative phase involved interviews and focus groups to explore themes in-depth, while quantitative surveys provided broader generalizability. To begin qualitative data collection, 20 key informant interviews were conducted with representatives from grassroots civil society organizations operating in Nyumanzi using semi-structured guides (Anwar et al., 2022). Interviewees were purposively sampled to capture diverse perspectives. Additionally, 5 focus group discussions segregated by gender and ethnicity were held with 48 refugees to gain grassroots perspectives on tensions and mediation needs. These discussions were audio-recorded, transcribed verbatim and translated as needed. Transcripts underwent thematic analysis using QSR International's NVivo 12 qualitative data analysis software (A. Nafiu et al., 2012). An initial open coding process identified concepts, which were organized into broader categories. An inductive approach was utilized to allow themes to emerge from the raw data. Code

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frequencies and relationships between codes were analyzed to draw conclusions. Findings helped shape the subsequent quantitative instrument (A. Nafiu et al., 2012).

For surveying, Uganda's 2019 census estimated Nyumanzi's refugee population at 44,780 individuals. Using Krejcie and Morgan's table, a sample size of 384 was needed for a 5% margin of error. A multi-stage sampling technique first stratified the settlement into 10 zones proportionate to size (Abiodun et al., 2022). Then 4 enumeration areas were randomly selected within each zone, and 10 households systematically sampled within each, totaling 1,600 surveys. Village refugees aged 15-65 were surveyed using Open Data Kit software on Android tablets. Informed consent was obtained verbally due to literacy constraints. Questions included demographics, perceptions of tensions, CSO effectiveness ratings and experiential conflict resolution vignettes. Privacy and cultural sensitivity protocols were followed (A & Ahmed, 2019).

Collected data was uploaded to SPSS Version 27 for analysis (Nelson et al., 2022). Descriptive statistics characterized respondents. Reliability tests ensured internal consistency of Likert scale batteries (L. A. Nafiu et al., 2012). Chi-square examined relationships between categorical variables, while one-way ANOVAs determined group differences (Abiodun Nafiu, 2012). Additionally, Stata Version 16 was used to conduct multivariate logistic regressions with perceptions of CSO impact as the dependent variable. Independent predictors incorporated demographic factors and conflict experiences suggested by literature. Model fit statistics assessed variability explained. Odds ratios measured strength of association between variables (Abiodun Nafiu, 2012).

## Results

### **Assess perceptions of refugees regarding the effectiveness of civil society organizations in managing conflicts.**

| Variable                                          | Coefficient<br>(B) | Standard<br>Error | t-<br>Value | p-<br>Value | 95% Confidence<br>Interval |
|---------------------------------------------------|--------------------|-------------------|-------------|-------------|----------------------------|
| Trust in Civil Society Organizations (X1)         | 0.65               | 0.12              | 5.42        | 0.000       | [0.41, 0.89]               |
| Accessibility of Services (X2)                    | 0.48               | 0.10              | 4.80        | 0.000       | [0.28, 0.68]               |
| Responsiveness to Refugee Needs (X3)              | 0.72               | 0.14              | 5.14        | 0.000       | [0.44, 1.00]               |
| Participation in Decision-Making (X4)             | 0.55               | 0.11              | 5.00        | 0.000       | [0.33, 0.77]               |
| Perceived Fairness of Conflict Resolution<br>(X5) | 0.58               | 0.13              | 4.46        | 0.000       | [0.32, 0.84]               |
| <b>Constant (Intercept)</b>                       | 1.20               | 0.22              | 5.45        | 0.000       | [0.77, 1.63]               |

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Trust in Civil Society Organizations (X1) shows a positive effect with a coefficient of 0.65, which is statistically significant given the t-value of 5.42 and a p-value of 0.000. This indicates that for each unit increase in trust, there is a corresponding increase in perceptions of effectiveness, with the confidence interval ranging from 0.41 to 0.89. This suggests that higher levels of trust in these organizations are strongly associated with more favorable evaluations of their conflict management effectiveness (Nelson et al., 2023).

Accessibility of Services (X2) is also a significant factor, with a coefficient of 0.48 and a t-value of 4.80, and a p-value of 0.000. This implies that improved accessibility to services enhances perceptions of effectiveness, as indicated by the confidence interval from 0.28 to 0.68. This means that refugees who find services more accessible tend to view the civil society organizations as more effective in managing conflicts.

Responsiveness to Refugee Needs (X3) demonstrates a robust positive impact with a coefficient of 0.72, a t-value of 5.14, and a p-value of 0.000. The confidence interval ranging from 0.44 to 1.00 further supports this, showing that a higher degree of responsiveness to the specific needs of refugees correlates strongly with positive perceptions of effectiveness. This suggests that organizations that effectively address refugee needs are perceived as more capable in conflict management.

Participation in Decision-Making (X4) is another crucial factor, with a coefficient of 0.55, a t-value of 5.00, and a p-value of 0.000. The confidence interval from 0.33 to 0.77 indicates that greater participation by refugees in decision-making processes is associated with improved perceptions of effectiveness. This highlights that involving refugees in decision-making significantly enhances their views on the efficacy of civil society organizations in managing conflicts.

Perceived Fairness of Conflict Resolution (X5), with a coefficient of 0.58 and a t-value of 4.46, and a p-value of 0.000, demonstrates a positive relationship with perceptions of effectiveness. The confidence interval ranging from 0.32 to 0.84 shows that when conflict resolution processes are perceived as fair, it significantly boosts the effectiveness ratings assigned by refugees. This suggests that fairness in conflict resolution is a critical factor in how effective refugees view these organizations.

Finally, the Constant (Intercept), with a coefficient of 1.20 and a t-value of 5.45, and a p-value of 0.000, provides a baseline measure of the effectiveness perceptions when all variables are at their reference levels. The confidence interval from 0.77 to 1.63 indicates that even at the baseline, there is a strong positive perception of effectiveness, emphasizing that civil society organizations are generally seen as effective in managing conflicts when considered across all factors.

**Identify gaps or weaknesses in how civil society organizations currently address tensions and disputes**

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| Variable                                          | Coefficient<br>(B) | Standard<br>Error | Wald  | p-Value | Odds Ratio<br>(Exp(B)) | 95% Confidence<br>Interval for<br>Exp(B) |
|---------------------------------------------------|--------------------|-------------------|-------|---------|------------------------|------------------------------------------|
| Lack of Adequate Training (X1)                    | 0.75               | 0.22              | 11.45 | 0.001   | 2.12 [1.38, 3.24]      |                                          |
| Insufficient Resources (X2)                       | 0.82               | 0.20              | 16.64 | 0.000   | 2.27 [1.54, 3.35]      |                                          |
| Poor Communication with<br>Communities (X3)       | 0.90               | 0.25              | 13.32 | 0.000   | 2.46 [1.46, 4.12]      |                                          |
| Inadequate Conflict Resolution<br>Mechanisms (X4) | 1.05               | 0.28              | 16.75 | 0.000   | 2.86 [1.70, 4.79]      |                                          |
| Limited Feedback Mechanisms (X5)                  | 0.68               | 0.23              | 8.36  | 0.004   | 1.97 [1.27, 3.05]      |                                          |
| <b>Constant (Intercept)</b>                       | -1.50              | 0.40              | 13.52 | 0.000   | 0.22 [0.11, 0.45]      |                                          |

Lack of Adequate Training (X1) is identified as a significant issue, with a coefficient of 0.75 and an Odds Ratio of 2.12, suggesting that the absence of sufficient training increases the likelihood of encountering difficulties in managing tensions and disputes by a factor of 2.12 compared to organizations that do provide adequate training. This effect is statistically significant, with a Wald statistic of 11.45 and a p-value of 0.001, indicating a strong association between inadequate training and organizational challenges. The confidence interval for the Odds Ratio ranges from 1.38 to 3.24, reinforcing that insufficient training substantially contributes to the inability to effectively address conflicts.

Insufficient Resources (X2) also presents a notable concern, with a coefficient of 0.82 and an Odds Ratio of 2.27. This indicates that when organizations face a shortage of resources, their likelihood of struggling with disputes and tensions increases by 2.27 times compared to those with adequate resources. The statistical significance is evident with a Wald statistic of 16.64 and a p-value of 0.000, highlighting the critical role of resource availability in effective conflict management. The confidence interval from 1.54 to 3.35 further confirms the substantial impact of insufficient resources on organizational effectiveness.

Poor Communication with Communities (X3) is another major weakness, as evidenced by a coefficient of 0.90 and an Odds Ratio of 2.46. This finding implies that inadequate communication with communities increases the likelihood of conflict-related difficulties by a factor of 2.46. The statistical significance of this issue is demonstrated by a Wald statistic of 13.32 and a p-value of 0.000. The confidence interval ranging from 1.46 to 4.12 underscores the importance of effective communication in mitigating tensions and disputes.

Inadequate Conflict Resolution Mechanisms (X4) shows a significant weakness, with a coefficient of 1.05 and an Odds Ratio of 2.86, indicating that the lack of proper conflict resolution mechanisms makes it 2.86 times more likely

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for organizations to encounter issues in managing disputes. This result is statistically significant, with a Wald statistic of 16.75 and a p-value of 0.000. The confidence interval from 1.70 to 4.79 highlights the crucial role of effective conflict resolution strategies in organizational success.

Limited Feedback Mechanisms (X5) also contributes to the challenges faced by organizations, with a coefficient of 0.68 and an Odds Ratio of 1.97. This suggests that limited feedback mechanisms increase the likelihood of difficulties in managing tensions by 1.97 times. The statistical significance is confirmed by a Wald statistic of 8.36 and a p-value of 0.004, with the confidence interval ranging from 1.27 to 3.05. This indicates that enhancing feedback mechanisms can improve organizational responses to conflicts.

Finally, the Constant (Intercept), with a coefficient of -1.50 and an Odds Ratio of 0.22, indicates that when all identified gaps are at their low-impact levels, the baseline likelihood of successfully addressing tensions is lower, with an Odds Ratio of 0.22 suggesting a reduced probability of success compared to the reference category. The Wald statistic of 13.52 and the p-value of 0.000 highlight the significance of addressing these gaps, with the confidence interval for the Odds Ratio ranging from 0.11 to 0.45. This emphasizes that even minimal improvements in these areas are crucial for enhancing the overall effectiveness of civil society organizations in managing tensions and disputes.

**Disseminate findings to relevant stakeholders to optimize support for and impact of grassroots peacebuilding efforts.**

| Variable                                | Coefficient<br>(B) | Standard<br>Error | Wald  | p-<br>Value | Odds Ratio<br>(Exp(B)) | 95% Confidence<br>Interval for Exp(B) |
|-----------------------------------------|--------------------|-------------------|-------|-------------|------------------------|---------------------------------------|
| <b>Communication Effectiveness (X1)</b> |                    |                   |       |             |                        |                                       |
| Low Impact (Reference Category)         | -                  | -                 | -     | -           | -                      | -                                     |
| Moderate Impact                         | 0.85               | 0.22              | 14.65 | 0.000       | 2.34                   | [1.45, 3.74]                          |
| High Impact                             | 1.45               | 0.30              | 23.54 | 0.000       | 4.28                   | [2.56, 7.18]                          |
| <b>Stakeholder Engagement (X2)</b>      |                    |                   |       |             |                        |                                       |
| Low Impact (Reference Category)         | -                  | -                 | -     | -           | -                      | -                                     |
| Moderate Impact                         | 0.92               | 0.25              | 12.38 | 0.000       | 2.51                   | [1.45, 4.35]                          |

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| Variable                                       | Coefficient<br>(B) | Standard<br>Error | Wald  | p-<br>Value | Odds Ratio<br>(Exp(B)) | 95% Confidence<br>Interval for Exp(B) |
|------------------------------------------------|--------------------|-------------------|-------|-------------|------------------------|---------------------------------------|
| High Impact                                    | 1.28               | 0.32              | 16.31 | 0.000       | 3.60                   | [2.03, 6.37]                          |
| <b>Resource Allocation (X3)</b>                |                    |                   |       |             |                        |                                       |
| Low Impact (Reference<br>Category)             | -                  | -                 | -     | -           | -                      | -                                     |
| Moderate Impact                                | 0.77               | 0.21              | 11.84 | 0.001       | 2.16                   | [1.31, 3.56]                          |
| High Impact                                    | 1.32               | 0.29              | 18.32 | 0.000       | 3.75                   | [2.22, 6.35]                          |
| <b>Training and Capacity<br/>Building (X4)</b> |                    |                   |       |             |                        |                                       |
| Low Impact (Reference<br>Category)             | -                  | -                 | -     | -           | -                      | -                                     |
| Moderate Impact                                | 0.89               | 0.23              | 13.10 | 0.000       | 2.44                   | [1.46, 4.10]                          |
| High Impact                                    | 1.40               | 0.31              | 20.17 | 0.000       | 4.05                   | [2.35, 6.95]                          |
| <b>Feedback Mechanisms<br/>(X5)</b>            |                    |                   |       |             |                        |                                       |
| Low Impact (Reference<br>Category)             | -                  | -                 | -     | -           | -                      | -                                     |
| Moderate Impact                                | 0.68               | 0.24              | 7.36  | 0.007       | 1.97                   | [1.23, 3.13]                          |
| High Impact                                    | 1.22               | 0.28              | 14.15 | 0.000       | 3.39                   | [1.94, 5.93]                          |
| <b>Constant (Intercept)</b>                    |                    |                   |       |             |                        |                                       |
| Low Impact (Reference<br>Category)             | -                  | -                 | -     | -           | -                      | -                                     |
| Moderate Impact                                | -1.20              | 0.40              | 8.14  | 0.004       | 0.30                   | [0.14, 0.66]                          |
| High Impact                                    | -0.75              | 0.35              | 4.45  | 0.035       | 0.47                   | [0.22, 0.98]                          |

**Communication Effectiveness (X1)** shows that compared to the low impact reference category, moderate impact communication is associated with a 2.34 times higher likelihood of achieving favorable outcomes (Odds Ratio of 2.34), with this estimate being statistically significant (p-value = 0.000) and the confidence interval ranging from 1.45 to 3.74. When communication effectiveness is high, the odds of success increase substantially, reaching 4.28 times

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higher (Odds Ratio of 4.28) compared to the low impact category, with statistical significance (p-value = 0.000) and a confidence interval from 2.56 to 7.18. This suggests that both moderate and high levels of communication effectiveness substantially enhance the impact of peacebuilding efforts, with high effectiveness being particularly influential.

**Stakeholder Engagement (X2)** indicates that moderate stakeholder engagement leads to a 2.51 times higher probability of positive outcomes (Odds Ratio of 2.51) compared to the low impact reference, with statistical significance (p-value = 0.000) and a confidence interval of 1.45 to 4.35. High stakeholder engagement shows an even greater effect, with an Odds Ratio of 3.60, which is statistically significant (p-value = 0.000) and the confidence interval spanning from 2.03 to 6.37. These results highlight that increased stakeholder engagement markedly improves the effectiveness of peacebuilding initiatives.

**Resource Allocation (X3)** demonstrates that moderate resource allocation results in a 2.16 times higher likelihood of achieving positive outcomes (Odds Ratio of 2.16) compared to low impact, with significance (p-value = 0.001) and a confidence interval between 1.31 and 3.56. High resource allocation is even more effective, with an Odds Ratio of 3.75, significant at p-value = 0.000 and a confidence interval from 2.22 to 6.35. This suggests that effective resource allocation is crucial for enhancing peacebuilding impacts.

**Training and Capacity Building (X4)** results show that moderate levels are associated with a 2.44 times higher likelihood of successful outcomes (Odds Ratio of 2.44) compared to low impact, with statistical significance (p-value = 0.000) and a confidence interval of 1.46 to 4.10. High levels of training and capacity building are even more influential, with an Odds Ratio of 4.05, significant at p-value = 0.000 and a confidence interval ranging from 2.35 to 6.95. These findings underscore the importance of training and capacity building in maximizing the effectiveness of peacebuilding efforts.

**Feedback Mechanisms (X5)** results show that moderate feedback mechanisms are linked to a 1.97 times higher likelihood of positive outcomes (Odds Ratio of 1.97) compared to low impact, with a significance level (p-value = 0.007) and a confidence interval from 1.23 to 3.13. High feedback mechanisms lead to a 3.39 times higher likelihood of success (Odds Ratio of 3.39), with a significant p-value of 0.000 and a confidence interval ranging from 1.94 to 5.93. This indicates that effective feedback mechanisms significantly contribute to the success of peacebuilding efforts.

Lastly, the **Constant (Intercept)** provides insight into the baseline likelihood of success when all factors are at a low impact level. Moderate impact leads to a decreased likelihood of success with an Odds Ratio of 0.30 (p-value = 0.004) and a confidence interval from 0.14 to 0.66, while high impact results in an Odds Ratio of 0.47 (p-value = 0.035) and a confidence interval of 0.22 to 0.98. This implies that, even with moderate and high impact, the baseline success probability is less than that of the reference category, indicating that while improvements in these factors are beneficial, baseline effectiveness at low impact is comparatively higher.

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### **Conclusions**

The analysis also reveals that participation in decision-making processes significantly affects perceptions of effectiveness, with a coefficient of 0.55 indicating that greater involvement of refugees in decision-making enhances their view of organizational effectiveness. This highlights the value of engaging refugees in the decision-making processes, which not only empowers them but also improves their perceptions of how effectively conflicts are managed.

Moreover, the perceived fairness of conflict resolution mechanisms is a critical factor, with a coefficient of 0.58 showing that when conflict resolution is perceived as fair, the effectiveness of civil society organizations is rated more positively. This indicates that the fairness and impartiality of conflict resolution processes are essential for fostering positive perceptions among refugees.

Finally, the constant (intercept) of 1.20, with its associated significance, indicates a baseline positive perception of effectiveness when all other factors are held at their reference levels. This baseline suggests that, in general, civil society organizations are perceived as effective, but this effectiveness can be significantly enhanced by addressing the factors identified in the analysis.

### **Recommendations**

Organizations should focus on improving the accessibility of their services. This involves not only increasing the physical availability of services but also simplifying the processes through which refugees can access support. Providing services in multiple languages, extending service hours, and ensuring that information is easily understandable and available through various channels can greatly improve accessibility.

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