



Tanzania: Citizens' Perceptions on Refugees



Voices of Citizens | Sauti za Wananchi

19 June 2018

Tanzania

From Harm to Home | [Rescue.org](https://www.rescue.org)



Children in a holding space for refugees waiting to learn their fate: resettlement to a third country, assignment to a refugee camp, or return to their country of origin. Lucy Carrigan/IRC

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Cover picture: *Graduation ceremony for young women refugees who had completed a six month tailoring course funded by WEKEZA, to provide alternative ways to make an income. David Forbes, Shadow Films for IRC*

INTRODUCTION

The much-anticipated Global Refugee Compact (GRC), expected in late 2018, together with the Comprehensive Refugee Response Framework (CRRF), promise to revitalize refugee response through a multi-stakeholder “whole of society” approach. At a time when the international community is grappling with fundamental questions such as the equitable sharing of responsibility for refugees, the views and opinions of citizens in East Africa are invaluable in charting new directions.

East Africa has a long history of hosting refugee populations. Kenya, Tanzania and Uganda have experienced large influxes of people displaced by the numerous conflicts in the region over the past decades. These three countries currently host more than 2.2 million refugees,¹ with Uganda hosting 1.4 million, followed by Kenya (just under 500,000) and Tanzania (over 350,000).

The dominant refugee response model in East Africa has been to house refugees in large camps, often built in marginal locations that restrict access and movement. This limits interaction between refugees and citizens of the host country. More recently, an integrated settlements approach, in which refugees and host communities coexist and share common services—as exemplified by the Settlements Transformative Agenda and Refugee and Host Population Empowerment in Uganda and the Kalobeyei settlement in Kenya, which have brought citizens and refugees closer together, albeit at the local level. Tanzania has in the recent past naturalized 162,000 former Burundian refugees.

The majority Tanzanians still have little or no interaction with refugees, yet they play a critical role, both directly and indirectly, in determining the conditions of refugee asylum. The extent to which citizens influence asylum policies in Tanzania is not well documented, and little is known about the impact of citizens’ perceptions on current policy positions.

This report attempts to illuminate key issues concerning citizens’ perceptions on refugee reception and response, as well as their attitudes toward the establishment of durable solutions. UNHCR defines three durable solutions for refugees: 1) voluntary repatriation to the country of origin in safety and dignity, 2) local integration in the country of asylum and, 3) resettlement to a third country. The objective is to highlight any connection (or disconnection) that may exist between public perceptions of refugees and public policy established by national and local governments.

The report calls for more deliberate and strategic engagement of the public in the policy decision-making process in Tanzania. It identifies opportunities for strategic engagement of citizens and concludes that more needs to be done to improve the quality of information available to the public, as well as opportunities for citizens and refugees to engage directly in policy formulation.

1 UNHCR Fact Sheets for Kenya, Tanzania, and Uganda February 2018.

METHODOLOGY

The IRC in partnership with Twaweza² undertook the survey using a tool called *Sauti za Wananchi* (SzW)³, a mobile phone panel survey developed and managed by Twaweza in Kenya, Tanzania and Uganda. SzW provides high quality and easily obtained survey data from a representative sample of the population in each of the three target countries. The IRC joined with Twaweza and national and international NGOs to develop the survey of 18 questions administered in all three countries during the first half of May 2018.

Data was collected from 1,672 respondents in Kenya, 1,606 in Tanzania, and 1,925 in Uganda. Based on the response rate, the data sets were then cleaned and weighted by Twaweza before the IRC staff began their analysis.

Twaweza *Sauti za Wananchi* survey description and sampling approach

In brief, the *Sauti za Wananchi* survey is a mobile phone panel survey that establishes a baseline using randomly selected households and individual data from national censuses in Kenya, Uganda and Tanzania. In phase one, respondents are interviewed face-to-face in selected enumeration areas. In phase two, respondents are contacted on their mobile phones over a 36-month period and asked questions covering a wide range of topics.

The target population for the survey are citizens 18 years and above. Geographic and gender balances are determined according to national census data. Twaweza used a multistage stratified sampling approach to achieve a representative sample of the total target population: stage one involves random selection of census enumeration areas (EA) based on specific EA strata; stage two involves random selection of households sampled from the EA list; stage three involves selection of individual respondents from household members 18 and older.

In each country, a population of 2,000 individuals in 200 enumeration areas was obtained, a sample sufficient for a confidence interval of +/- 5 percentage points. In addition to the 2,000 individuals, 400 additional replacement individuals were established in a representative manner to replace those individuals who drop out over the course of the survey. However, the protocols used to establish trust with Twaweza and to encourage participation ensuring that high response rates are maintained over the life of each survey.

² <https://www.twaweza.org/go/about-us>

³ Kiswahili phrase that translates to the “Voices of Citizens”

TANZANIA

How do citizens identify refugees and where do they get their information?

The United Republic of Tanzania has a long history of hosting refugees, including the 228,428 Burundians and 84,627 Congolese at present. However, the vast majority of Tanzanians (92%) have never interacted with a refugee; the 8% who have interacted with refugees have done so mostly in refugee settlements (Figure 1). Most Tanzanians have heard about refugees and the issues affecting them through electronic media, particularly radio (85%) and television (38%), as shown in Figure 2. The most common messages that Tanzanians receive regarding refugees are on the closure of camps (39%), security threats to local populations (23%), and the need for refugees to be protected (18%), as presented in Figure 3. A vast majority (95%) of Tanzanians trust their sources of information on refugees (Figure 2).

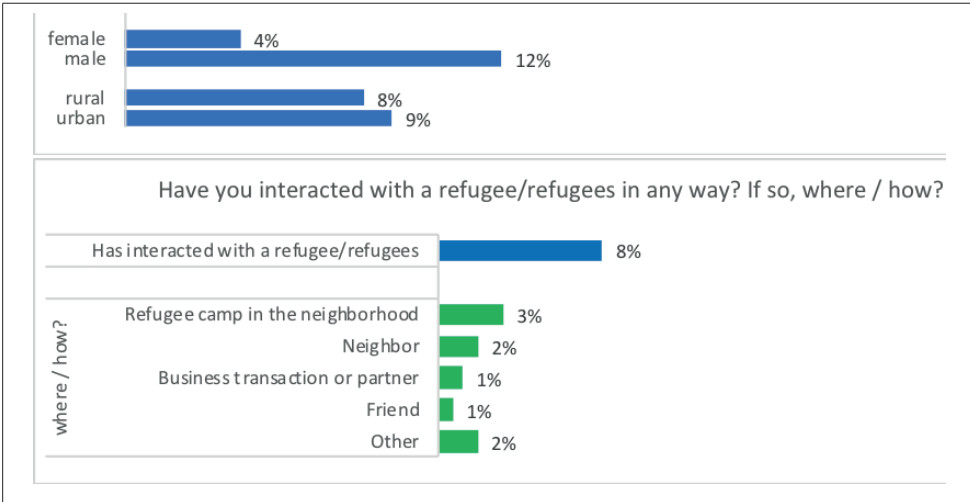


Figure 1: Have you interacted with a refugee/refugees in any way? (% answering “yes”)

Source: *Sauti za Wananchi* Mobile Phone survey (Round 28, May 2018 n= 1,606)

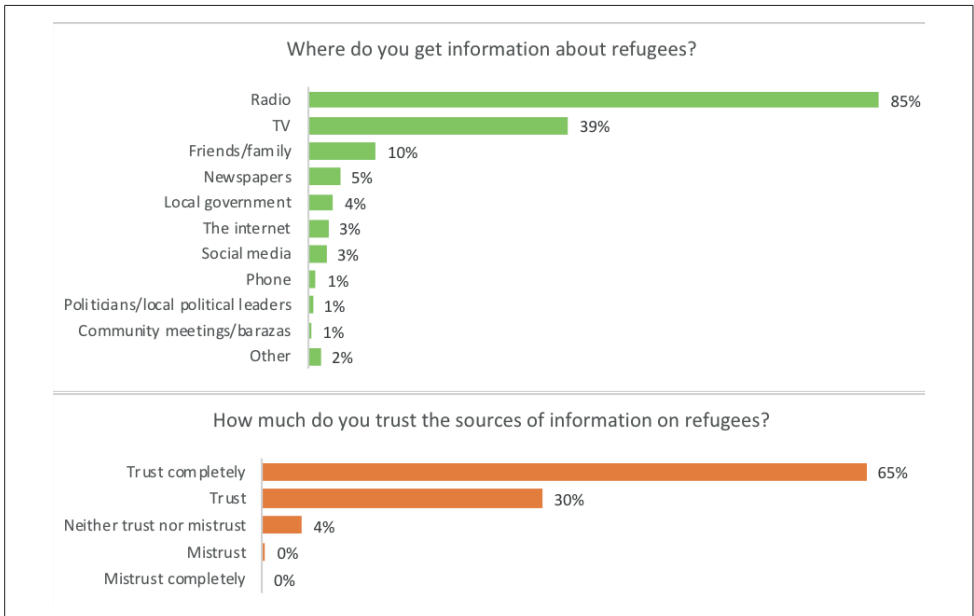


Figure 2: Tanzanians' sources of information about refugees and trust in those sources.

Source: *Sauti za Wananchi* Mobile Phone survey (Round 28, May 2018 n= 1,606)

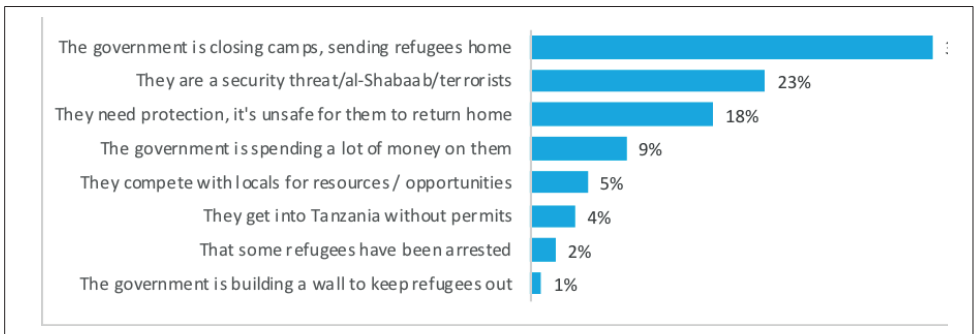


Figure 3: What have you heard about refugees from your sources of information?

Source: *Sauti za Wananchi* Mobile Phone survey (Round 28, May 2018 n= 1,606)

Despite the low levels of direct interaction with refugees, most Tanzanians (92%) understand can accurately describe the term *refugee*, based on one criteria, conflict. However, there is a proportion of the population whose understanding of the term *refugee* may not be accurate because it includes persons displaced by natural disasters (15%), and Internally Displaced Persons (IDPs) (10%) (Figure 4).

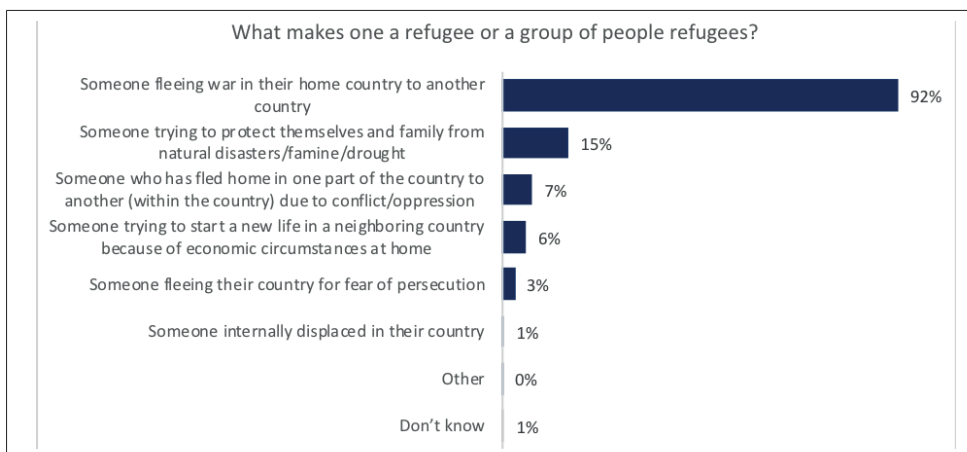


Figure 4: What makes one a refugee or a group of people refugees?

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

Of the nationalities in the region, refugees from Kenya (61 %) and Uganda (58%) enjoy wide acceptance, followed by those from Rwanda (47%), Burundi (45%) and DRC (39%).

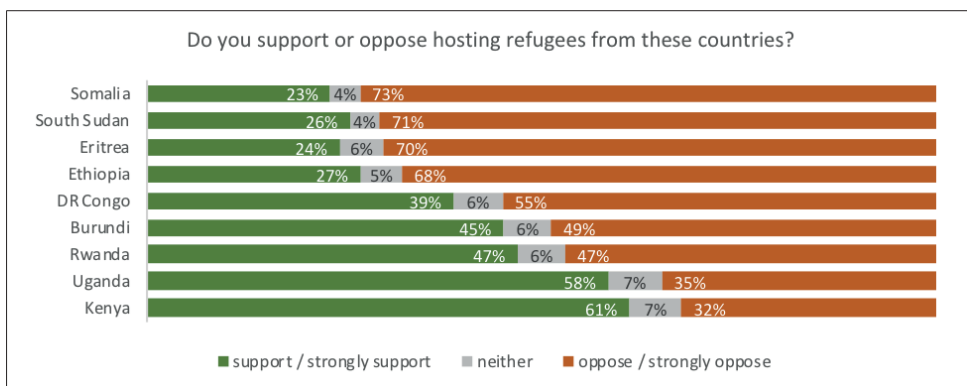


Figure 5: Do you support or oppose hosting refugees from these countries?

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

What do citizens think about protection and humanitarian service for refugees?

Since early 2018, the Government of Tanzania has reduced and closed its border entry points, and recently withdrew as a pilot country for the Comprehensive Refugee Response Framework (CRRF), on the grounds of national security and shortage of resources.^{4[1]} These sentiments seem to echo

⁴ [1] <http://www.bbc.com/swahili/habari-43016087>

with survey respondents: 89% expressed support for the closure of refugee camps and the repatriation of refugees, as shown in Figure 6. However, only 19% of Tanzanians viewed refugees as a security threat; a majority (66%) believe that humanitarian need is the most important reason for the country to assist refugees (Figure 7).

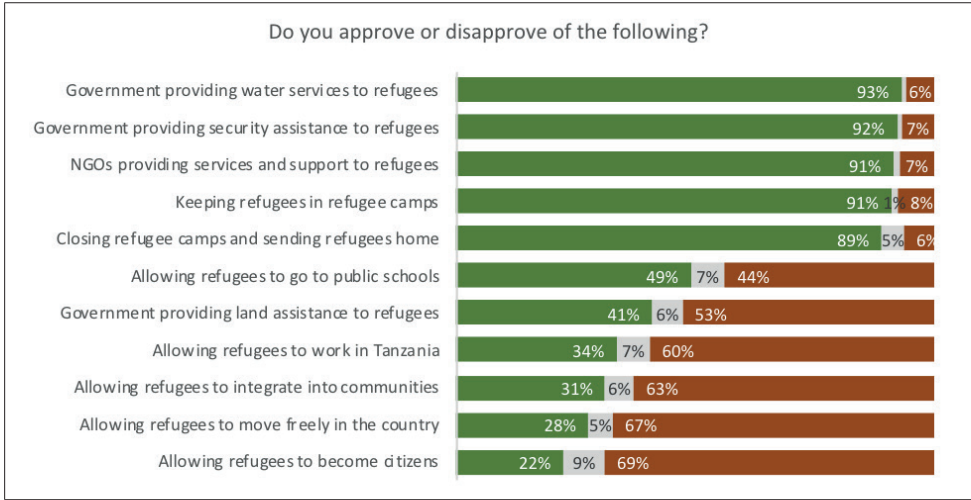


Figure 6: Tanzanians’ approval or disapproval of various services to refugees in Tanzania

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

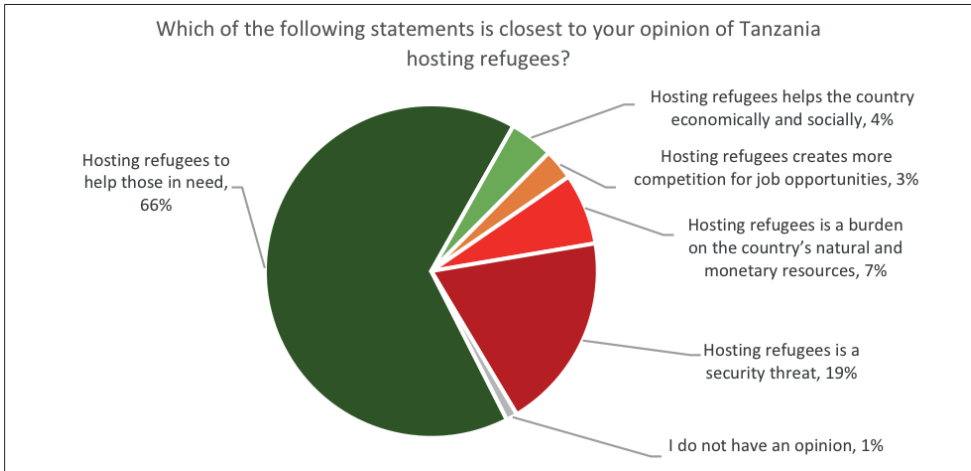


Figure 7: Which of the following statements is closest to your opinion of Tanzania hosting refugees?

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

Tanzania maintains a strict policy of encampment for refugees, the majority of whom reside in three camps: Nyarugusu, Mtendeli and Nduta. This policy appears to be supported by a large proportion of the population (63%) who do not approve of the integration of refugees and citizens (Figure 6).

A high percentage of Tanzanians (67%) also disapprove of refugees having the freedom to move freely within the country (Figure 6). Tanzanians' views are almost evenly split (51%/49%) on granting refugees the right to work, although the majority (84%) support livelihood opportunities for refugees (Figure 8). Even fewer (25%) support granting refugees assets and rights that would support longer term solutions to displacement, such as land 25% and citizenship 32% (Figure 8).

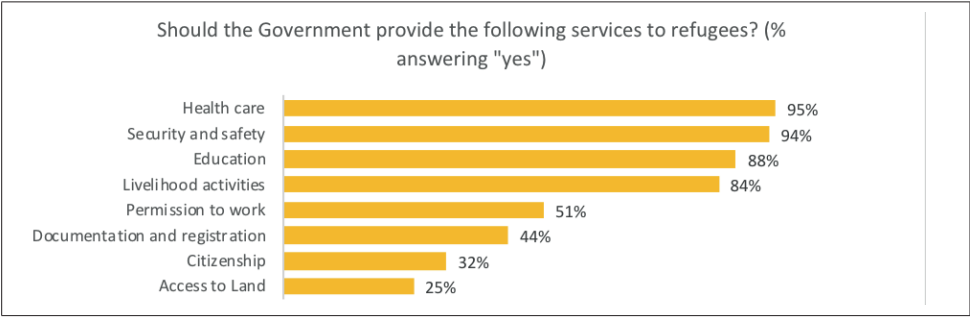


Figure 8: Should the Government provide the following services to refugees? (% answering "yes")

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

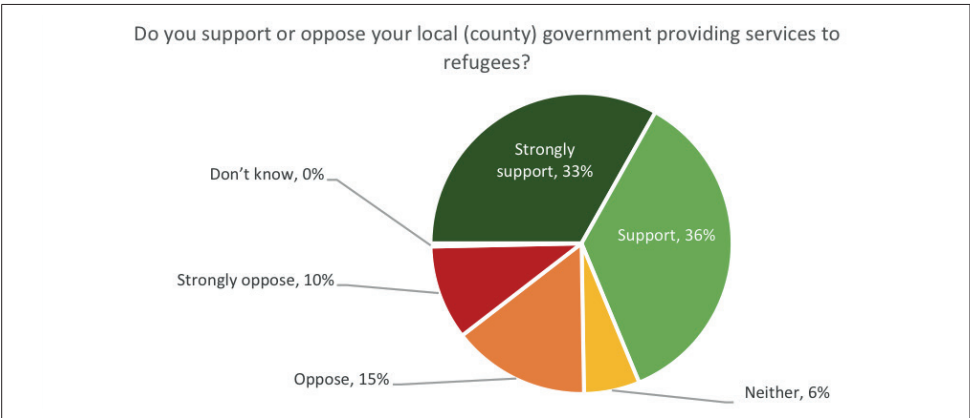


Figure 9: Do you support or oppose your local government providing services to refugees?

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

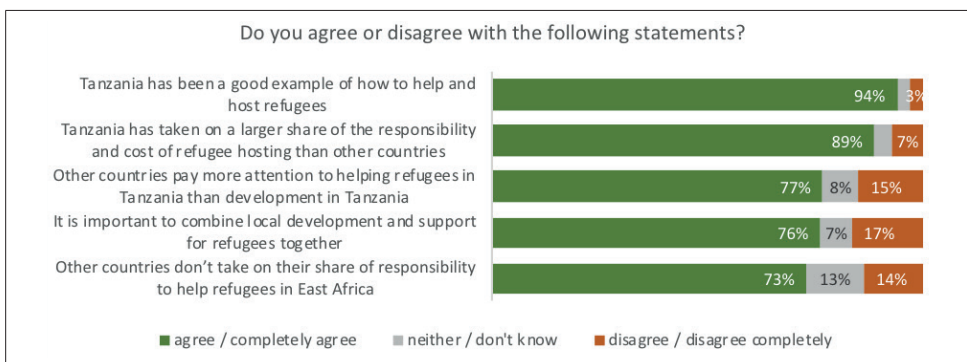


Figure 10: Tanzanians' views on international responsibility sharing

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

Nonetheless most Tanzanians (69%) support the provision of basic services to refugees by local government (Figure 9); 76% agree that it is important to combine local development with support for refugees (Figure 10). There is strong support for the continued provision of basic humanitarian services to refugees, including health (95%) and security (94%) (Figure 8); however, there is significantly less support for public services that support longer-term solutions such as access to land (41%) and public schools (49%), as shown in Figure 6. Figure 11, on the other hand, shows that a vast majority of respondents (90%) would support development initiatives if they were offered jointly to refugees and host communities.

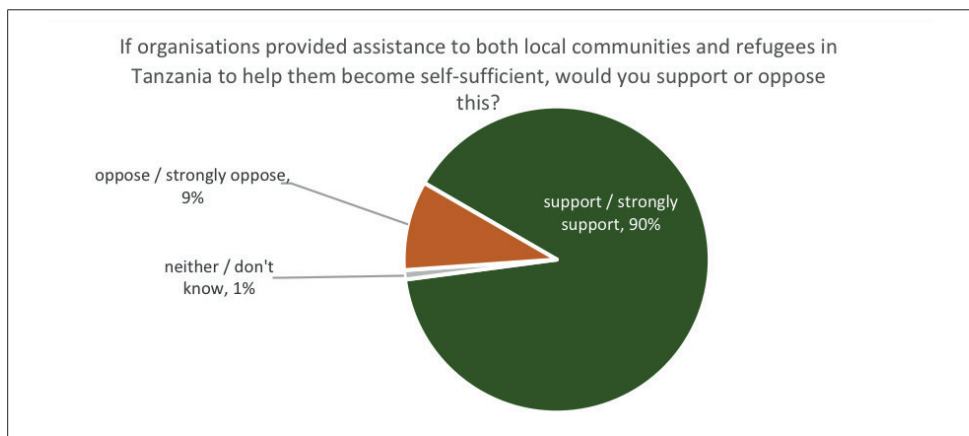


Figure 11: Tanzanians' support for integrated support for self-sufficiency for local and refugee communities

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

What do citizens think about refugee integration?

Tanzania has made significant strides in supporting integration for refugees, particularly with its commitment to grant citizenship to 162,000 Burundian refugees in 2014. The process of integration has been constrained by lack of resources, particularly the allocation of land for settlement. At present, the majority of the Tanzanians (78%) do not approve of citizenship for refugees (Figure 12), although 89% approve of citizenship for refugees after 15 years of legal residence (Figure 13). Furthermore, only 1% are adamant that no citizenship should be granted to refugees regardless of their length of residence in Tanzania (Figure 13).

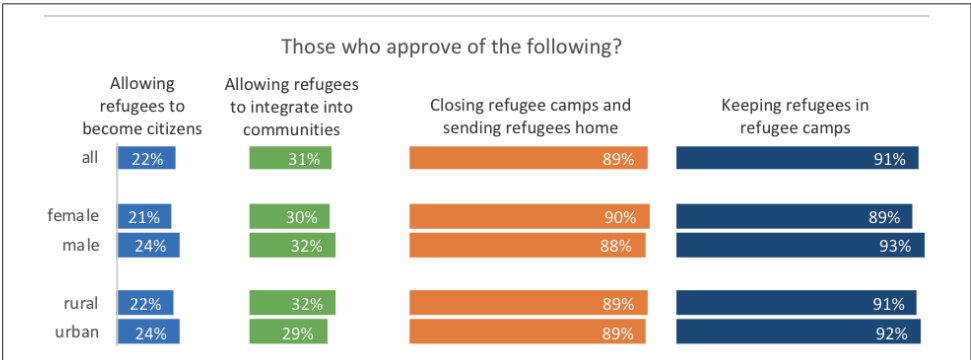


Figure 12: Tanzanian's approval on citizenship, integration, closing camps, and the encampment policy

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

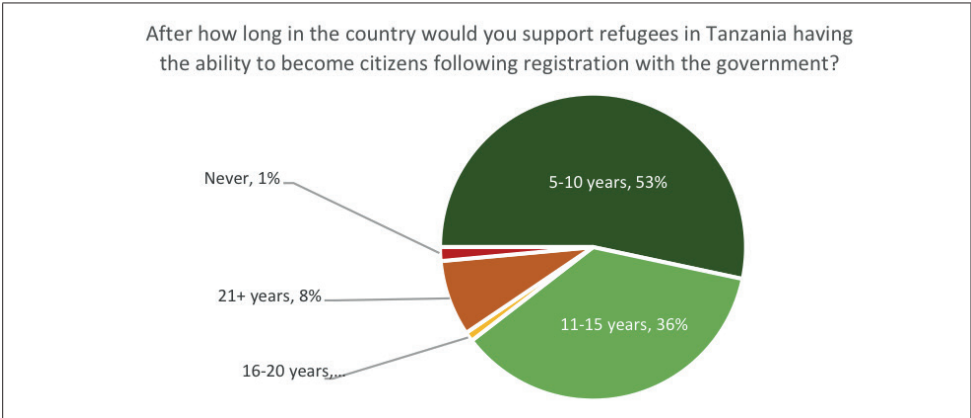


Figure 13: After how long in the country would you support refugee in Tanzania having the ability to become citizens following registration with the government?

Source: Sauti za Wananchi Mobile Phone survey (Round 28, May 2018 n= 1,606)

Opinions differ with respect to citizenship for refugees who were brought to the country as young children and those born and raised in Tanzania. A majority (56%) support citizenship for these people, while 36% do not (Figure 14). Most respondents are in favor of granting this group the right to work (73%) or start a business (80%), as well as the right to freedom of movement (81%), as shown in Figure 14.

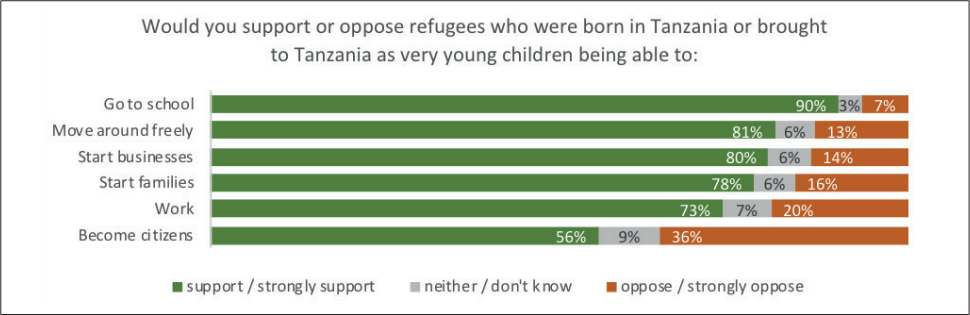


Figure 14: Would you support or oppose refugee who were born in Kenya or brought to Tanzania as very young children being able to do the following...?

Source: *Sauti za Wananchi* Mobile Phone survey (Round 28, May 2018 n= 1,606)

What do Tanzanians think about International shared responsibility?

On Jan. 25, 2018, the Tanzanian government informed UNHCR that it had withdrawn from the Comprehensive Refugee Response Framework (CRRF). The government cited in part the inability of the international community to deliver funds pledged to support naturalized former refugees to integrate into host countries. As part of the World Bank's annual lending program, known as International Development Association (IDA) 18⁵, Tanzania was offered \$100 million, split between a loan and a grant; Tanzania successfully negotiated a 40/60 loan-to-grant ratio, but eventually rejected the deal as an expensive make-good on international commitments. This issue of national borrowing to support refugees currently divides opinion in Tanzania: 44% of respondents do not support the country borrowing money to support refugees, 34% agree, while 21% are unsure (Figure 15).

5 <http://ida.worldbank.org/financing/replenishments/ida18-overview/ida18-regional-sub-window-for-refugees-host-communities>

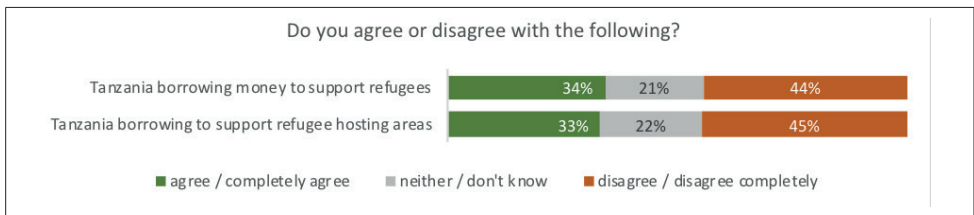


Figure 15: Support for borrowing

Source: *Sauti za Wananchi* Mobile Phone survey (Round 28, May 2018 n= 1,606)

While a vast majority of respondents (94%) felt that Tanzania has been a good example of how to help refugees, most (89%) also agree to some extent that Tanzania has taken on a disproportionately large share of the responsibility and cost of refugee hosting (Figure 10). A majority of respondents (77%) think that other countries pay more attention to helping refugees than supporting development for Tanzania (Figure 10).

Tanzania continues to play a major role in various peace initiatives aimed at resolving the crises that have led to displacement. The political situation in Burundi, in particular, remains a concern, with external mediation efforts in deadlock, including the Inter-Burundian Dialogue convened under the auspices of the East African Community (EAC) and its appointed facilitator, former Tanzanian president Benjamin Mkapa. The majority of Tanzanians (68%) think that their government has provided adequate leadership in resolving conflict in the region (Figure 16).

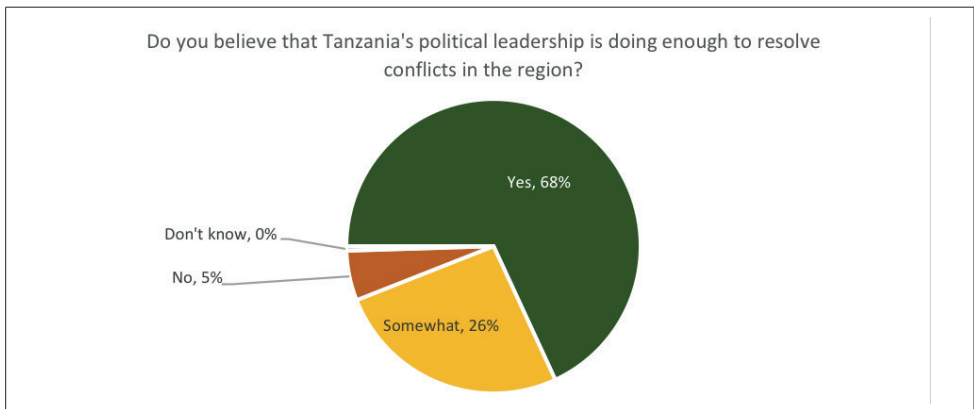


Figure 16: Do you believe that Tanzania's political leadership is doing enough to resolve conflicts in the region?

Source: *Sauti za Wananchi* Mobile Phone survey (Round 28, May 2018 n= 1,606)

OVERVIEW AND CONCLUSIONS

Information to citizens about refugees needs to be more strategic.

A vast majority of Tanzanians, more than in other East African countries, are well aware of refugees and appear to be informed about current issues affecting refugees, which they learn about through mass media, particularly radio and television. Consequently, Tanzanians' knowledge and awareness is informed more by crisis and controversy. There is a need to improve the quality of information that reaches citizens, particularly in regard to the positive aspects such as policies that aim to deliver durable solutions. The humanitarian community must work more closely with journalists and media practitioners to enhance public awareness of national plans to achieve durable solutions.

Citizens support public service provision to refugees despite national challenges and political rhetoric.

While national security and inadequate resources are cited by authorities as key factors driving decisions regarding refugees, public sentiment does not match up with these conclusions. In Tanzania, citizens consider humanitarian need the most important reason to assist refugees; citizens generally approve of the delivery of basic services to refugees even though there is some evidence that these services are a burden on resources. That said, citizens show less support for factors that are linked to longer-term solutions such as provision of land or access to education for refugees. The refugee response community must develop a better understanding of the root causes of what seems to be public perceptions that undermine support for durable solutions.

Citizens are open to integration, but more work is required to determine the appropriate extent.

While the majority of Tanzanians appear to oppose integration in general, there is popular support for some integration factors including refugees gaining access to public services and having a right to freedom of movement and to work. Tanzania still maintains a strict policy of encampment, which no doubt influences attitudes toward integration. Tanzanians' views on citizenship for refugees are mixed, but it is clear for those born in the country or raised there from a young age. There is need to engage with citizens to better understand and define parameters for refugee integration.

Citizens want the international community to do more to support refugees.

Tanzanians generally feel that their country has taken on a greater share of the responsibility for hosting refugees than other countries; they also think that other countries pay more attention to refugees than to the development of Tanzania. Citizens appreciate that more resources are required to better support refugees, but they hold divided opinions on how the resources should be obtained. The question of borrowing to support refugees is one that requires significant public engagement to unlock the division. Citizen views on shared responsibility for refugees appear to be linked strongly with political rhetoric; it is important that more work be done to ensure that more information is available to the public on international investment relative to the cost of hosting refugees, and that their sentiments are transmitted to international policy makers.



Refugees and host communities engaged together to discuss child labor issues in Nguruka, Tanzania. Lucy Carrigan/IRC

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International Rescue Committee

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