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CHALLENGES FACED BY CONGOLESE REFUGEES AFTER ARRIVING IN SOUTH AFRICA

A report on a study presented to

The Department of Social Work

School of Community and Human Development

Faculty of Humanities

University of the Witwatersrand

In partial fulfilment of the requirement of the degree Bachelor of Social Work

By

WINNIE MAHLANGU

November, 2016

DECLARATION

I Winnie Mahlangu declare that this research report is my own unaided work and that I have correctly referenced all the sources used. This research report has not been submitted previously for any degree or examination.

Signature…… Date……..

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I would like to thank God, my father for giving me knowledge and wisdom that made it possible for me to reach this far.

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ABSTRACT

There are certain factors that motivated Congolese refugees to leave their country and resettle in South Africa. Thus, many of Congolese refugees come to South Africa due to war, torture and political freedom. Therefore, the aim of this research was to explore the challenges faced by Congolese refugees while they were in their country of origin and after arrival in South Africa. This research is crucial as many Congolese refugees may be at risk for primary and secondary trauma during this process. Thus, qualitative research was useful for this research as it assisted the researcher in gathering rich information. A semi-structured interview schedule was used to gather data from fifteen participants at Pastoral Care of Migrants and Refugees in Berea. Interviews were audio-recorded and verbatim code was used after consent has been obtained from the participants and data was analyzed through thematic content analysis. Availability sampling was used. The findings revealed that Congolese refugees have faced multiple challenges in South Africa such as unemployment, corruption, difficulties with getting document, discrimination, human rights violations, crime, and bad treatment from South Africans, language barrier and loss of sense of belonging. Despite these difficult circumstances, seven participants want to remain in South Africa while eight wish to return to Congo if peace is established. The research findings may enlighten the institutions that provide counselling to refugees, South African citizens and the organisations that assist refugees as they will be aware of the challenges faced by Congolese refugees in South Africa. The results also offer insight into the challenges faced by Congolese refugees and enhance social workers' understanding of the experiences of Congolese refugees and when providing counseling clinicians will take into account the challenges that Congolese refugees went through.

Key Words: Refugee, Challenge, Congo, South Africa

TABLE OF CONTENTS

DECLARATION I

ACKNOWLEDGEMENTS II

ABSTRACT III

TABLE OF CONTENTS IV

LIST OF TABLES X

LIST OF FIGURES XI

CHAPTER 1: INTRODUCTION TO THE RESEARCH STUDY

1.1 Introduction 1

1.2 Statement of the problem 1

1.3 Rationale for the study 2

1.4 Aims and objectives of the study 3

14.1Primary aim 3

1.4.2 Secondary objectives 3

1.5 Research questions 4

1.6 Overview of the research designs 4

1.7 Anticipated benefits 4

1.8 Limitations of the study 5

1.9 Definitions of key concepts 5

1.10 Overview of the research report 6

CHAPTER 2: LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction 7

2.2 The history of Congo 8

2.3 Push factors 9

2.3.1 Lack of Jobs/Poverty 9

2.3.2 Political and Civil Unrest and Violence 9

2.3.3 Torture **10**

2.4 Pull factors **10**

2.4.1 Political and Religious Freedom **10**

2.4.2 Higher standards of living/Higher wages **11**

2.4.3 Lack of Health Care and Medication **11**

2.5 Challenges faced by Congolese refugees **11**

2.5.1 Adjusting to a new environment **11**

2.5.2 Loss of a job title **11**

2.5.3 Culture shock **12**

2.5.4 Loss of family members, property and identity **12**

2.5.5 Education **12**

2.5.6 Xenophobic attack **13**

2.5.7 Unemployment **13**

2.5.8 Poverty **13**

2.5.9 Loss of sense of belonging **15**

2.5.10 Corruption **15**

2.5.11 Human rights violations **15**

2.5.12 Health problems **16**

2.6 Theoretical Framework **16**

2.7 Summary of the chapter **18**

CHAPTER 3: RESEARCH APPROACH, DESIGN AND METHODOLOGY

3.1.1 Introduction **20**

3.1.2 Research question **20**

3.1.3 Aims and objectives of the study **20**

3.1.3.1 Primary aim **20**

3.1.3.2 Secondary objectives **20**

3.1.4 Research design **21**

3.1.5 Research methods **22**

3.1.5.1 Population and sample **22**

3.1.5.2 Research tool **23**
3.1.5.3 Pre-testing **23**
3.1.5.4 **Data collection** **23**
3.1.5.5 Data analysis **24**
3.1.6 Ethical considerations **24**
3.1.6.1 Informed consent **24**
3.1.6.2 Voluntary participation **25**
3.1.6.3 Anonymity and confidentiality **25**
3.1.6.4 Counseling services **25**
3.1.7 Wits Ethics Committee **25**
3.2 Limitations of the qualitative research design **26**
3.3 Trustworthiness **26**
3.4 Research process **28**
3.5 Summary of the chapter **28**
CHAPTER 4: PRESENTATION AND DISCUSSION OF FINDINGS
4.1 Introduction **29**
4.2 Participants demographic profile **29**
4.3 Push factors **30**
4.3.1 War **31**
4.3.2 Political instability and insecurity **32**
4.3.3 Torture **33**
4.3.4 Transport to South Africa **34**
4.4 Pull factors **35**
4.4.1 Freedom of expression **35**
4.4.2 Health Care services **36**
4.4.3 Peace **37**
4.4.4 Economy **38**
4.4.5 Good quality education **39**
4.4.6 Resources and Opportunities **40**

4.5 Challenges faced by Congolese refugees **41**

4.5.1 Document **41**

4.5.2 Corruption **43**

4.5.3 Unemployment **43**

4.5.4 Basic needs unmet (Financial needs) **45**

4.5.5 Loss of a job title **46**

4.5.6 Human rights violations **47**

4.5.7 Mental Health problems **47**

4.5.8 Language Barrier **48**

4.5.9 Loss of documents **49**

4.5.10 Loss of family members **49**

4.5.11 Crime **50**

4.5.12 Discrimination **51**

4.5. 13 No integration **52**

4.5.14 Bad treatment from South African **52**

4.5. 15 Adjusting to a new environment **53**

4.6 Participants Plans for the future **54**

4.7 Summary of the chapter **55**

CHAPTER5: SUMMARY OF THE FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction **56**

5.2 Summary of the findings **56**

5.2.1 Factors that motivated Congolese refugees to leave their country **56**

5.2.2 Factors that motivated Congolese refugees to come to South Africa **56**

5.2.3 Challenges faced by Congolese refugees **57**

5.3 Conclusion from findings **57**

5.4 Recommendations **58**

5.4.1 Recommendations for theory **58**

5.4.2 Recommendations for social work practitioners **58**

5.4.3 Recommendation for institutions **58**

5.4.4 Recommendations for future research **59**

5.5 Concluding comment **59**

References **60**

APPENDICES

APPENDIX A: Participant information sheet **68**

APPENDIX B: Consent form for participants in the study **70**

APPENDIX C: Consent form for audio-taping of the interview **71**

APPENDIX D: Semi-structured interview schedule **72**

APPENDIX E: Permission letter to conduct the study at Pastoral Care for Migrants and Refugees **73**

APPENDIX F: Permission letter from CSVR for counselling **74**

APPENDIX G: Ethics clearance certificate **75**

LIST OF TABLES

Table 4.1: Demographic profile of the participants

LIST OF FIGURES

Figure 2.1: Maslow hierarchy of needs

Figure 4.1: Push factors

Figure 4.2: Plans for the future

CHAPTER 1

INTRODUCTION TO THE RESEARCH STUDY

1.1 Introduction

The number of Congolese refugees coming to South Africa is increasing every year. According to UNHCR (United Nations Higher Commissioner for Refugees) in 2014 there were 232211 asylum-seekers and 65881 refugees in South Africa and most of them are from the Democratic Republic of the Congo, Somalia, Burundi, Ethiopia, Rwanda and Zimbabwe (Collins, 2015). Therefore, South Africa is a host country for refugees from African Countries (Ndlovu, 2012). There are various reasons that result in Congolese refugees fleeing to South Africa which include political, civil unrest and violence, torture, political and religious freedom, unemployment and poverty.

Many Congolese refugees left their country hoping that life outside their own country would be more tolerable and humane than what they have left behind (Emizet, 2000). However, that is not the case for most Congolese refugees as they have faced various challenges in South Africa, including xenophobia, the loss of a job title, the loss of sense of belonging, adjustment to a new country and culture shock which refers to "syndrome precipitated by the anxiety that result from losing all your familiar cues" and it occurs when a person moves to cultural environment which is different from one's own (Delaney & Kaspin, 2001, p. 6). In addition, Congolese refugees faced human rights violations as their right to life in South Africa has been violated during the xenophobic attacks. As a result Congolese refugees perceive South Africa as country that is not the 'Promised Land' (Gilbert, 2012).

1.2 Statement of the problem

South Africa's national legislation includes the basic principles of refugee protection such as freedom of movement, the right to work, and access to basic social services (UNHCR, 2015). Thus, the UNHCR 1967 Convention and Protocol relating to the Status of Refugees, highlighted that refugees should have access to the same rights as nationals of the host country without any discrimination on the basis of sex, age, race, nationality, sexuality and religion (Paulk, 2015). That was not applicable to Congolese refugees as many of them did not enjoy their right to freedom, work and resources and as a result Congolese refugees

perceive South Africa as a place that one cannot call home because their rights are being violated.

Moreover, many refugees are being discriminated in South Africa and they are blamed for crimes and the high rate of unemployment. In addition, some public institutions do not recognize refugees' permits because they need to have South African Identity Document in order to get better jobs and that prevent them from fully benefitting from these rights (Ndlovu, 2009). The current socio-economic environment such as high unemployment, poor service delivery, and economic inequality has strained relations between refugees, asylum-seekers and host populations (UNHCR, 2015). As a refugee which is defined as a person who has left her/his country of origin due to fear of being persecuted on the basis of religion, race, nationality and membership of a particular social group (UNHCR, 2008). The refugee is a person who have been granted an asylum which gives him/her right to be regarded a legal person who also have the right to work and study in a country where the refugee status has been granted, whereas an asylum seeker is a person who applied for protection as a refugee but whose claim for refugee status has not yet been assessed (Kikwood, Goodman, McVittie &Mckinlay, 2016).

1.3 Rational for the study

According to UNHCR (2015) there are approximately 65,000 recognized refugees in South Africa and many of them have been in South Africa for years. In addition, according to Department of Home Affairs figures at the end of 2013, there were 230,000 asylum-seekers awaiting decisions. Thus, there are various reasons that led to Congolese refugees coming to South Africa such as war, torture, political freedom and lack of health care and medication. The majority of refugees and asylum-seekers from Congo left their country due to war that started in 1997, when Laurent Kabila defeated the Mobutu regime (Mobekk, 2009). On the other hand, some left due to torture and the research about torture has shown that 3.9 million people died during second Congo war which is also known as Great War of Africa, while some experienced torture in Congo (Mobakk, 2009). Moreover, Congolese refugees faced numerous challenges not only in Congo, but also after arriving in South Africa.

Despite South Africa being a rainbow nation, Congolese refugees have faced many challenges in South Africa, for example language barrier. Thus, the major challenge was xenophobic attack which contributed to refugees having an idea that the term rainbow nation does not exist in South Africa. In other words it is not realistic. Refugees in South Africa are

being attacked for the differences in race, culture, country of origin and ethnicities (Paulk, 2015). In addition, the very same difference is the one that the state prides itself on upholding.

Thus, most of Congolese refugees fail to understand the statement that says "South Africa belongs to all who live in it" (Paulk, 2015, p.4). Based on that, one can say that the experiences and challenges that Congolese refugees have undergone in South Africa contributed in them failing to believe the above statement. Many Congolese refugees have the idea that South Africa belongs to South African citizens rather than refugees/foreigners. Therefore, the purpose of this research is to explore challenges faced by Congolese refugees while they were in their country of origin and after arrival in South Africa. The research study aimed to offer insight into the challenges faced by Congolese refugees and to enhance social workers' understanding of the experiences of Congolese refugees, so that when social workers provide counselling that they can take into account the challenges that Congolese refugees have encountered.

1.4 Aims and objectives of the study

According to Fouche and De Vos (2007, p. 104) the term research objective is "a summary of what is to be achieved by the study". Therefore, the following are the aims and objectives of the research:

14.1 *Primary aim:*

- The primary aim for this research was to explore the challenges faced by Congolese refugees in Congo and after arrival in South Africa.

1.4.2 *Secondary objectives were*:

- To understand the factors that motivated Congolese refugees to leave their country (push factors)
- To understand the factors that motivated Congolese refugees to come to South Africa (pull factors)
- To understand the challenges that refugee's may have faced since arriving in South Africa.

1.5. Research questions

Maree (2007) outlined that a research question has to do with a question that is related to the selected research topic. The research questions for this study are the following:

- What are the challenges that Congolese refugees have faced in Congo?
- What are the challenges that Congolese refugees have faced after arriving in South Africa?

1.6 Overview of the research design

The concept "research design" refers to the plan or blueprint of how one intends conducting research (Babbie & Mouton, 2001, p. 74). The function of a research design is to ensure that the evidence obtained enables us to answer the initial question as unambiguously as possible (Gorard, 2013). Therefore, the research approach that the researcher used for this research study was a qualitative approach, because the researcher wanted to explore the phenomena in detail. The study was a phenomenology study because it tried to draw and understand individual experiences from their own view in their particular world in detail (Smith, 2007). In addition, this qualitative approach allowed the researcher to explore challenges that Congolese refugees have been facing in South Africa. The researcher used a semi-structure interview schedule to interview fifteen research participants, face to face at Pastoral Care for Migrants and Refugees. The interviews were audio-recorded and afterwards the researcher transcribed and analysed the information using thematic analysis, which is "a method for identifying, analyzing, and reporting patterns (themes) within data" (Braun & Clarke, 2006, p. 79).

1.7 Anticipated benefits

The research aimed to offer insight into the challenges faced by Congolese refugees and to enhance social workers' understanding of the experiences of Congolese refugees so that when social workers are providing counselling take into account the challenges that Congolese refugees went through and be able to provide appropriate and necessary services. Thus, participants did not receive any benefits from the research study.

1.8 Limitations of the study

The following are the limitations of the study:

- The study was limited because the small sample precluded the generalizations of the findings to the broader community of refugees, as the researcher only had interviews with fifteen participants from Catholic Church which are not the representatives of all Congolese refugees.
- Since participants were refugees and some could not speak and understand English, it was challenging to get equipped interpreters.
- The participants who agreed to be interviewed were not availing themselves on the day that we agreed that the interview will take place and most participants were late for the interviews.
- It was difficult to get refugees as many Congolese do not have documents and they were Asylum seekers.

1.9 Definitions of key concepts

Refugee: is defined as "a person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country" (UNHCR, 2008).

Asylum seeker: is a person who applied for protection as a refugee but whose claim for refugee status has not yet been assessed (Kikwood, Goodman, McVittie &Mckinlay, 2016).

Challenge: is something that needs a lot of skill, energy, and determination to deal with (w.macmillandictionary.com/dictionary/british/challenge).

Congo: knowns as the Democratic Republic of the Congo, DR Congo, DRC, DROC, Congo-Kinshasa, is a country located in Central Africa (Starbird, Dale & Jenny, 2004).

South Africa: officially the Republic of South Africa is the southernmost sovereign state in Africa. It is bounded on the south by 2,798 kilometres of coastline of Southern Africa stretching along the South Atlantic and Indian Oceans (Coastline, 2008).

1.10 Overview of the research report

Chapter 1 provides the introduction of the study. It mainly focused on the statement and rational of the study, aims of the study, brief description of the research method, anticipated benefit, limitations of the study and definitions of the terms. Chapter 2 will look at literature review and the theoretical framework that will be used for this study. Chapter 3 aims to discuss the research methods that the researcher will utilise for the study. Chapter 4 the researcher will discuss the findings and relevant quote will be highlighted as evidence. Chapter 5 will provide the summary of the findings and recommendations.

CHAPTER 2

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

A literature review is based on identification and analysis of information resources or literature related to one's research project (Kaminski, 2006, p.19). According to United Nations High Commissioner for Refugee (UNHCR) (2008, p.3) the 1951 convention relating to the Status of Refugees, defines a refugee as "a person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his/her nationality and is unable, or owing to such fear, is unwilling to avail himself/herself of the protection of that country". Therefore, by well-founded fear of persecution means that refugees have experienced certain discrimination and are more likely to experience discrimination again if they return back home (UNHCR, 2008). In most cases refugees leave their home country not by choice but because they are forced to due to certain circumstances.

According to UNHCR, at the end of 2009, there were more than 10 million refugees and about 983,000 asylum-seekers around the world. In 2011, the total worldwide population of concern, which includes refugees, asylum seekers, internally displaced persons and stateless persons was estimated to 35.4 million people; 10.4 million of those people were refugees (Idemudia, Williams, & Wyatt, 2013). Thus, 80 percent of the world's refugees are from developing countries. The high rate of asylum seekers seeking refugee status in Europe brings a lot of problem to the government and it can affect the economy of the country in a sense that it put strain on welfare services, perceived competition over jobs and the possible impact on social cohesion (Metcalfe-Hough, 2015).

It is said that the majority of refugees seeking access to Europe are from Syria, which is about 50 percent, whereas 15 percent is from Afghanistan, 6 percent from Eritrea and 4 percent from Iraq and these countries are seeking refugee status because of the war that is in their country (Metcalfe-Hough, 2015). As a result, the refugee left their country seeking for safety and security in Europe (Metcalfe-Hough, 2015). Thus, according to UNHCR (2015) a total number of refugees from Congo that came into South Africa in January 2015 were 15, 000 and the number increased by 1000 which amounted to 16000 in December 2015.

2.2 The history of Congo

In 1997 the war began in Congo when Laurent Kabila and his supporters defeated the Mobutu regime (Mobekk, 2009). In 1998 rebels from Congo, as well as rebels from Rwanda and Uganda started fighting against Kabila. Zimbabwe, Namibia and Angola sent soldiers to protect the president of Congo (Aguilar, 2015). The war was brutal and it was then classified as Africa's First World War and the war was fuelled by the country's mineral wealth (Mobekk, 2009). During the war many people died, while some experienced torture, forced displacement and rape also occurred. Thus, it is estimated that 3.9 million people died and 3.4 million were displaced (Mobekk, 2009). In July 1999 all the countries that were involved in war and rebels groups signed a peace agreement which took place in Lusaka (Aguilar, 2015).

Despite the peace making, the soldiers from Rwanda and Uganda continued with the war and as a result Laurant Kabila was killed and two and half million people died (Aguilar, 2015). Kabila's son, Joseph was chosen as his successors. In 2002, there was the inter-Congolese talk which took place in South Africa and the talk resulted in the Global and All Inclusive Agreement on the Transition in the Democratic Republic of Congo', and set out the power-sharing arrangements of the transitional government (Mobekk, 2009).

This resulted in Kabila remaining with four vice-presidents from the rebel movements and political opposition (Mobekk, 2009). The war finally came to an end with the establishment of the transitional government. In 2006 presidential elections took place, and Kabila won after a second round of voting and widespread abuse, rape, torture and forced displacement occurred again and during the year 2007, 45000 people died as a result of disease, hunger and violence due to conflict (Mobekk, 2009). In 2009, human right defenders and journalists that were part of opposition parties faced threats, arrest and detention and 30 people were arrested and some were tortured and ill-treated (Aguilar, 2015).

In 2010, torture remained common in military as it was experienced by many people (Aguilar, 2015). Thus, many prisoners died as a result of hunger and treatable illnesses and female prisoners were raped and sexually abused by armed groups (Aguilar, 2015). As a result women experienced rape as a form of torture and a high number of rapes were reported in 2009 and 2010 (Aguilar, 2015). According to the United Nations population agency there were 17500 rapes in DRC Court during 2009 (Aguilar, 2015). Therefore, based on these observations, one can say that political life in the DRC after Mobutu was characterized by

war and resulted in Congolese fleeing to many countries, including South Africa seeking for peace.

Therefore, there are various factors that motivated refugees to leave their country and resettle in South Africa.

2.3 Push factors

According to Idemudia et al. (2013) push factors come in many forms and in most cases they leave people with no choice but to leave their country of origin. The following are the push factors that influence refugees to leave their home:

2.3.1 *Lack of Jobs/Poverty*

Economic factors are seen as a reason for refugees to leave their country. According to the International Labour Organization, approximately half of the total population of current international migrants, or about 100 million migrant workers, have left their home to find a better job and lifestyle opportunities for their families abroad (International Labour Office of the Director-General, 2008). Thus, most Zimbabweans are coming to South Africa because of economic opportunities such as prospects of finding employment (Idemudia et al., 2013).

2.3.2 *Political and Civil Unrest and Violence*

Thus, war is another reason that contributes to refugees finding themselves in a foreign country. The Congolese war that began in 1997 provides a good example of the reason most refugees leave their country and settle in a different country. The war in Congo was between Kabila government and rebels from Rwanda, Uganda and Congolese residents that were against the ruling party (Aguilar, 2015). As a result many people died, it is estimated that 3.9 million people died and 3.4 million were displaced (Mobekk, 2009). On the other hand, some people experienced torture, forced displacement and rape. Thus, Syria also experienced Civil War which started in the spring of 2011; the war has included horrific violence between government forces and rebel groups attempting to overthrow the Assad regime, resulting in more than 80,000 deaths as well as extensive human rights violation (Abedine, Sterling & Smith-Spark, 2013). As a result of the deteriorating conditions in Syria, which include the alleged use of chemical weapons, torture, civilian massacres and Syrian citizens decided to leave in mass numbers (http://www.globalization101.org).

The war resulted in more than four million Syrians being internally displaced and about 4.8 million Syrians registered as refugees in other countries and majority went to Europe (Metcalfe-Hough, 2015). The armed conflict has affected millions of Syrians especially in the city of Aleppo where 275 000 people in the eastern part were almost cut amid heavy fighting and aerial bombardment (Metcalfe-Hough, 2015).

2.3.3 *Torture*

During war in Congo, many Congolese experienced torture and they were tortured because they were against the ruling party, whereas some were political activists of the opposition party. The torture affected refugees psychologically and physically. Torture affected refugees psychosocially in a sense that it resulted in Post-traumatic stress disorder (PTSD), anorexia nervosa and chronic depression (Higson-Smith, Mulder & Masitha, 2006). It affected them physically because some survivors of torture are suffering life-long disabilities, for instance limbs amputated, head injuries due to severe beatings, scars as a result of being bitten, burned by electrical devices or cigarettes or stabbed with knives or machetes (Ortiz, 2001). Torture affects families of victims as well. Furthermore, research has showed that children whose parents have been tortured are more likely to experience depression and post-traumatic stress disorder symptoms (Daud, Skoglund, & Rydelius, 2005).

2.4 Pull factors

Whereas push factors drive migrants out of their countries of origin, pull factors are responsible for dictating where these travelers end up (Kainth, 2010). The positive aspects of some countries serve to attract more immigrants/refugees than others. Most refugees came to South Africa due to political and religious freedom, higher standards of living and health care facilities.

2.4.1 *Political and Religious Freedom*

The policies that are put in place regarding religion, race and political views attract refugees in those particular countries. In South Africa, it has been stipulated in the Constitution of the Republic of South Africa that everyone has a right to freedom of association and expression. Freedom of expression, which refers to the ability for a person to express her feelings and thoughts and also having freedom of receiving information and ideas (Freedom of expression Institute, 2013). The policy on freedom of expression and association influenced refugees to come to South Africa.

2.4.2 *Higher standards of living/Higher wages*

It is said that economic incentives motivate refugees and migrants to choose a country where they will seek refugees (http://www.globalization101.org). It is evident that the monthly minimum wage in South Africa is more than the one in Congo. For instance, in South Africa the minimum wage is $200-$299, whereas the minimum wage in Congo is less than $100 (Viljoen, 2016). From this it is clear that the higher standard of living in South Africa is better than the one in Congo.

2.4.3 *Lack of Health Care and Medication*

Health care is a challenge in the world due to the fact that it is expensive (Idemudia et al., 2013). The research study showed that most participants believed that health care, including the availability of medication, would be easily accessible in South Africa, unlike in Congo where health care is not available to everyone (Idemudia et al., 2013).

2.5 Challenges experienced by refugees

2.5.1 *Adjusting to a new environment*

Regarding the fact that refugees had to move from their own country of origin to South Africa that in itself had an effect in their lives, for instance most of them faced a radical change in a sense that they had to adjust to the new environment and continue with their life irrespective of the experienced they undergone from their own country of origin (Rousseau, Mekki-Berrada & Moreau, 2001).

2.5.2 *Loss of a job title*

According to Ngudiankama (2001) refugees are more likely to experience downward social mobility, which means getting a job that is not of your qualification for instance, working as a cleaner, security guards and gardener in a foreign country, while having a degree in nursing or teaching. However, some of these refugees end up choosing these jobs because of the high rate of unemployment, whereas some find themselves in these jobs because of the language barrier. According to Ngudiankama (2001) Congolese assume that their triple status of non-English speaking, Black, and asylum seeker is the most disadvantaging factor for their upward social mobility.

The length of time that it takes to process asylum applications is a concern to most refugees; this is because asylum-seekers are not permitted to access any social services unless they have official 'refugee status' (Palmary, 2002). Therefore, this resulted in many refugees relying only on informal work such as street trading and car guarding (Palmary, 2002). As a result refugees' are often exploited, as one victim of exploitation stated that they went to a farm and worked for two to three hours as they were almost due to finish the employer chased them with his dogs (Idemudia et al., 2013).

2.5.3 *Culture shock*

Thus, being refugees is stressing because you experience culture shock which is defined as a "syndrome precipitated by the anxiety that result from losing all your familiar cues" (Delaney & Kaspin, 2011, p.6). Culture shock occurs when a person moves to cultural environment which is different from one's own (Delaney & Kaspin, 2001). Thus, refugees experience culture shock because they move to a new country and do not know anyone in that particular country.

2.5.4 *Loss of family members, property and identity*

Refugees faced stress such as loss of family members due to war, whereas some refugees can't get hold of their family members who have since run away during war (Ngudiankama, 2001). Thus, Refugees also lose their property as they moving to a new country. They lose national and cultural identity as well, as they move to a new country where the identity is different from their own (Ngudiankama, 2001).

2.5.5 *Education*

Thus, refugees come with their children and some of their children are unable to go to school due to not having refugee status and language barrier difficulties. However, those who get the opportunity to go to school assist their parents when they are consulting with doctors, nurse or seeing a social worker by interpreting to their parents (Ngudiankama, 2001). Moreover, the delay of obtaining refugee status is one of the stresses that most Congolese go through, because it blocks many opportunities for instance jobs and education. According to UNHCR (2016) on average, about one million people seek asylum on an individual basis every year.

Moreover, war in Congo the disrupted education of many children and it resulted in resettled refugees finding it difficult to cope well in school (Ndayishimiye & Nziza, 2012). The study

among African refugee students found that economic, academic and psychosocial problems which they were facing affected their ability to integrate and cope well in school (Ndayishimiye & Nziza, 2012).

2.5.6 *Xenophobic attack*

According to Landau, Ramjathan-Keogh and Singh (2005, p.126) xenophobia is defined "as fear of foreigners". Therefore, refugees are more likely to experience xenophobic attack which is the violence against foreigners, and violence occurs due to the fact that South Africa is a highly xenophobic society and "does not value the human rights of non-nationals" (Dodson 2010, p. 1). In South Africa foreigners are blamed for the high crime rate, the HIV/AIDS pandemic, the high levels of unemployment, and the lack of social services (Handmarker & Parsley, 2001). The xenophobic attack that happened in 2008 left 62 people dead and thousand foreigners were displaced from their homes (Neocosmos, 2010). Thus, xenophobia has a negatively impact on the quality of life of refugees (Handmarker & Parsley, 2001). In addition, Abdie (2013) argued that the victimization of foreigners limits the chances of migrants attaining success and comfort in the country as they loot theirs shops.

2.5.7 *Unemployment*

Unemployment is one of the challenges that Congolese refugees are confronted with. According to O' Reilly (2012) the rate of unemployment is high amongst Congolese refugees and those that are employed are holding lower position due to not having qualifications. Thus, many refugees' women are unemployed as compared to men (Uwabakuliza, 2009). Thus, Amisi (2006) argued that sexual harassment lead to Congolese women not getting involved in economic activities in the informal economy such as foreign owned shops. In other words, most Congolese women are afraid to work as a result of sexual harassment and that is the reason most Congolese women are unemployed as compared to men (Uwabakuliza, 2009). In addition, Congolese refugees find it difficult to get jobs because they do not have a South African Identity Document and some hiring agencies fail to recognize the refugee permits as a form of identification that illustrate that they are in the country legally (Ndlovu, 2009). One can argue that unemployment results in poverty.

2.5.8 *Poverty*

Many Congolese refugees in South Africa are poor due to unemployment. Research has shown that the Congolese refugee community in Durban remains poor and vulnerable as a

result of lack of access to formal employment and social protection, trading licences and adequate access to trading sites in the informal economy in which they are active (Amisi, 2006). Moreover, not only refugees in Durban are poor but also refugees across the provinces in South Africa. One can argue that poverty lead too many Congolese finding it difficult to satisfy their basic needs such as food, shelter and clothes and many of them tend to rely on food parcels that they get from organisations such Pastoral Care for Migrants and Refugees and accommodation from as Jesuit Refugee Service. However, they often remain poor as they only get assisted for a few months.

Amisi (2006) argued that poverty is not only caused by unemployment but also a relative lack of income. According to Amisi (2006, p.37) poverty in poor communities is due to "lack of access to public facilities that will enable them to minimise their survival and social reproduction costs". Amisi (2006) further highlighted that inadequate opportunities can cause poverty especially when people do not have connections to the arenas where power is exercised and an arena where resources can be found. In case of Congolese refugees one can argue that they remain poor because they do not have connections to the people that hold power in South Africa because they have not stayed long in South Africa.

Moreover, it is not only unemployment, lack of access to public facilities, and inadequate opportunities that lead to poverty, but also exploitation as well. Congolese refugees are confronted with exploitation as many of them are paid less than what they have worked in particular jobs (Amisi, 2006). The research study about the livelihood strategies of Congolese refugees in Durban indicated that some Congolese refugees are being paid 12 % of the bill that the boss is charging his customers instead of being paid 50 % of the bill (Amisi, 2006). That indicates that exploitation indeed results in poverty because they still cannot afford to buy necessities. The research that was conducted ten years ago shown, that the Congolese refugees who were employed by a security company that is owned by a Congolese refugee, earned R25 per day (Amisi, 2006). It came be argued that their salary have increased ever since the study was conducted 10 years. Thus, based on the above one can say that exploitation is indeed real in South Africa and it mainly targets the newcomers and the less fortunate and it makes their life difficult as they remain poor due to exploitation (Amisi, 2006).

2.5.9 *Loss of sense of belonging*

According to Maslow's hierarchy of needs, sense of belonging is one of needs that need to be fulfilled. Refugees don't feel a sense of belonging in South Africa as many of them are being called "Makwerekwere" which is a word that is used to describe foreigners who don't belong (Paulk, 2015). Congolese refugees experienced discrimination and social exclusion as they are often excluded from participating in the economy. Congolese refugees feel like they are not welcomed in South Africa as many South African citizens are not friendly to them and some even attack them (Paulk, 2015). Thus, many of the Congolese refugees are the victims of verbal abuse, sexual assault and violent attack. As a result some Congolese refugees have an idea that South Africa is more dangerous than Congo, because in South Africa, they are always afraid of being attacked. Moreover, Congolese refugees feel like South Africans are hypocrites because they claim to love them, whereas they are against them (Paulk, 2015).

2.5.10 *Corruption*

Corruption is a serious challenge that is faced by refugees and corruption normally occurs during the first months of their arrival. The study that was done in Durban, found out that police harassment and bribery were other challenges that foreigners face in the informal economy in Durban (Amisi, 2006). According to Ballard (2003, p. 105) the slow and very long process of asylum application lead to corruption because the people from home affairs inform refugees that they will process their asylum applications quicker only if they pay a certain amount of money. Thus, refugees end up bribing because they know that most opportunities are available to asylum seekers who have been granted a refugee status. For instance jobs opportunity.

2.5.11 *Human rights violations*

Refugees in South Africa have the basic human rights which are provided for under the 1951 Refugees Convention, the Constitution of South Africa and the South African Refugees Act No. 130 of 1998 (Ndlovu, 2009). According to UNHCR 1967 Convention and Protocol Relating to the Status of Refugees, refugees entering any country should have access to the same rights as nationals of the host. In other words, the Congolese refugees should have the same right as South Africans citizens. Refugees have the right to access to public service and assistance, public education, the right to employment or self-employment and property rights (Paulk, 2012).

However, in South Africa that is not applicable to refugees as their rights are being violated. Refugees in South Africa are being killed, tortured and it has been stipulated under the Universal Declaration of Human rights that refugees have a right to life, freedom from torture or cruel, inhuman or degrading treatment or punishment (Ndlovu, 2009). That indicates that their right to life is being violated.

Despite the international and local laws, refugees' rights are being violated as many of refugees are deprived from their right to seek and enjoy asylum and right to education (Ndlovu, 2009). Refugee children experience rejection by schools principals and some are being kicked out of school due to being unable to pay school fees (Unuoha, 2006). On the other hand, some refugee children are unable to access the appropriate forms for fee exemptions (Ndlovu, 2009). Refugees in South Africa are being discriminated on the basis of their country of origin.

2.5.12 *Health problems*

Moreover, many refugees left their country due to war which resulted in health issues such as psychosocial and mental health consequences, and such consequences can last for a lifetime and they can affect their children (Ndayishimiye & Nziza, 2012). The refugees are more likely to experience fatal diseases such as pneumonia, meningitis, malnutrition, malaria, measles, diarrhoea and cholera during the early stages of war and persecution. World Health Organisation (WHO) (2011) outlined that more than 50 percent of Refugees experienced mental health problems ranging from chronic mental disorders to trauma and distress.

The mental health which has been caused by unemployment, uncertainty about refugee status, exposure to harsh living conditions for instance camp for refugees, exposure to violence and concerns about family members left behind result to mental health problems (Ndayishimiye and Nziza, 2012).

2.6 Theoretical framework

The theoretical framework that is relevant for this study is Maslow hierarchy of needs. According to Maslow, human being have five needs that needs to be satisfied, including physiological needs, safety and security needs, love and belonging needs , esteem and self-actualisation (Cohen, Pooley, Clarke-Sterwards, Penner, Roy, Beinstein, Provost, Gouldthorp & Cranney, 2013). These needs range from lowest to the highest, in other words, among the five needs there are some that are classified more important than the other needs. In order for

one to move to the higher needs, the lower needs must be partially satisfied first (Martins & Joomis, 2007). See figure 2.1.

Moreover, the first four needs are regarded as deficiency needs, whereas the self-actualisation constitutes the growth needs (Martins & Joomis, 2007). Therefore, Maslow by physiological needs meant the basic needs that people need for their survival, such needs includes water, shelter, food and clothes (Martins & Joomis, 2007). Thus, many refugees don't have a place to call home as they feel like they don't belong in South Africa, and beside that some can't afford to rent as most of them are not working. They end up staying in Shelters; however there is a limited time for them to remain in shelters. Many of them seek accommodation to the organisation such as Jesuit Refugee Service (JRS). Moreover, one can argue that unemployed is one of the reason that result in Congolese refugees failing to satisfy their basic needs. In addition, the physiological needs of refugees are not fully met in South Africa. Thus, when physiological needs are met, people move to safety and security needs.

Safety is the feeling that people get when they know they won't get harmed (Martins & Joomis, 2007). On the other hand, security is the feeling people get when their fears and anxieties are low (Martins & Joomis, 2007). Moreover, safety and security needs include protection from elements, security, order, law, stability, freedom from fear (McLeod, 2014). Thus, most refugees in South Africa their needs to safety and security is not fulfilled as they are often attacked by South Africans citizens. For instance xenophobic attack that happened recently is a good example that illustrate that Congolese refugees are not safe in South Africa. Moreover, many of them are the victims of verbal abuse as they are being classified as "Makwerekwere".

The protection that is being provided by the South African government to refugees is not enough as many South African citizens still attack refugees. One can argue that the high rate of unemployment in South Africa is the major influence of xenophobia as many South Africans citizens believe that refugees take their jobs. Thus, once the need to safety and security has been met, one has to move to the next level, which is a need to love and belonging.

The love and belonging needs consist of friendship, intimacy, affection and love from work group, family, friends, and romantic relationships (MacLeod, 2007). However, that is not

applicable to Congolese refugees because they feel like they don't belong in South Africa. In addition, Congolese refugees do not have a satisfactory relationship with their South African's friends and other people they interact with because they betray them. They further feel unaccepted in South Africa due to the unfair treatment they get from South Africans. Moreover, based on the above one can say that Congolese needs' are not satisfied in South Africa. Hence, it is difficult for them to move from deficiency needs to growth need.

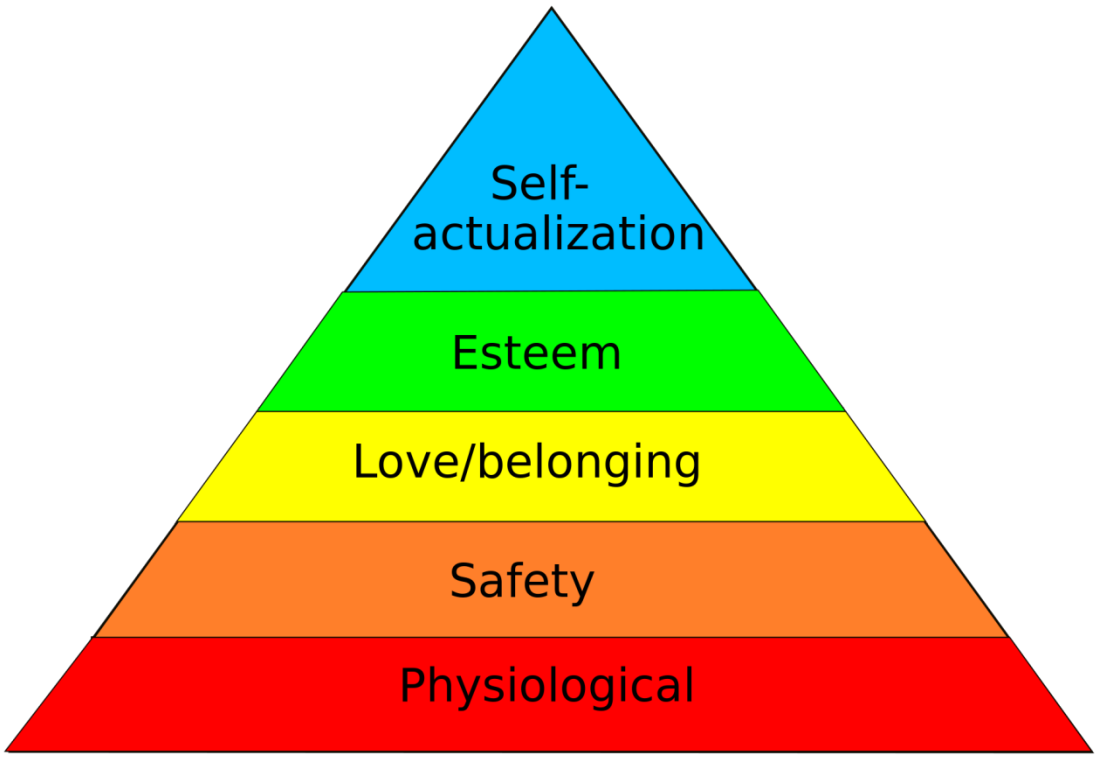


Figure 2.1 Maslow's hierarchy of needs

2.7 Summary of the chapter

In conclusion, Congolese refugees came to South Africa due to certain circumstances that they find themselves in, such as fear of persecution, torture and war and political and civil unrest and poverty. Thus, in most cases they came to South Africa seeking for peace and political and religious. However, that is not what they received when they arrived in South Africa, instead the Congolese refugees faced so many challenges including xenophobia, unemployment, loss of sense of belonging, loss of family members and property, corruption, loss of a job title, corruption and culture shock. Moreover, adjusting to the new environment was another challenge that Congolese refugees were confronted with, because they didn't know anyone in South Africa. Thus, with that being said, one can conclude by saying that

South Africans did not consider the challenges that Congolese refugees faced in Congo, however they thought that they primary aim was to take their jobs, as a result the South Africans citizens started by attacking refugees. However, one can say that it is their strategy of survival because they have been to discrimination.

CHAPTER THREE

RESEARCH APPROACH, DESIGN AND METHODOLOGY

3.1 Introduction

In this chapter the researcher explains how the research study was conducted. A qualitative research method was used to explore the challenges faced by Congolese refugees after arriving in South Africa. A semi structured interview was used to interview fifteen participants from the Pastoral Care for Migrants and Refugees in Berea. In addition, this chapter highlighted the sampling and population of the study and it included the research ethics that were taken into consideration. Thus, trustworthiness was used in order to establish how truthful the research study is, and it included four criteria of trustworthiness namely credibility, transferability, dependability and confirmability.

3.2 Research question

- What are the challenges that Congolese refugees have faced in Congo?
- What are the challenges that Congolese refugees have faced after arriving in South Africa?

3.3 Aims and objectives of the study

According to Fouche & De Vos (2007, p.104) the term research objective is "a summary of what is to be achieved by the study". Therefore, the following were the aims and objectives of the research:

3.3.1 *Primary aim*

- To explore the challenges faced by Congolese refugees in Congo and after arrival in South Africa.

3.3.2 *Secondary objectives*

- To understand the factors that motivated Congolese refugees to leave their country (push factors).
- To understand the factors that motivated Congolese refugees to come to South Africa (pull factors).

- To understand the challenges that refugee's may have faced since arriving in South Africa.

3.4. Research design

As a social worker it is important to undertake research because research is a way of gaining knowledge and in social work research is done because "social workers need to be responsible for themselves, for the client and even for the agencies" (Marlow, 2005, p. 2). Therefore, the research approach that was used by the researcher for this research study was a qualitative approach because the researcher wanted to explore the phenomena in detail. The study was a phenomenology study because it focused on the personal life world and it tried to draw and understand individual experience from their own view in their particular world in detail (Smith, 2007).

As Creswell (2009, p.4) stated, "qualitative research is a means of exploring and understanding the meaning individual or groups assign to a social or human problem". In regards to the research study, the researcher was seeking to understand challenges faced by Congolese Refugees while they were in Congo and after their arrival in South Africa. The qualitative approach helped the researcher to collaborate with the participants in order to find out the subjective challenges faced by Congolese refugees (Creswell, 2009).

Moreover, a qualitative approach was useful as the researcher was interested in capturing the lived experienced from the perspectives of those who lived it and create meaning from it (Padgett, 1998). In addition, qualitative research complimented social work practice because as a social worker you start "where the clients is" and one views the client from their context and favors individual assessment because you get different information from different people (Padgett, 1998). In terms of this study, the researcher explored the challenges faced by Congolese refugees while they were in Congo and after arrival in South Africa at an individual level, due to the fact that each individual was given an opportunity to tell their story from their own perspective which was different from the stories of other participants.

Moreover, qualitative research is useful because it goes hand in hand with social work values, knowledge and skills (Shaw & Gould, 2001). For instance, probing was used when interviewing participants, which is one of the social work skills. Moreover, the researcher had the opportunity to establish rapport with the participants by greeting and welcoming them with a warm smile at the room where the interview was taking place and having casual conversation with them before the beginning of the interview and by thanking them for being

part of the research study and as well as informing them that their information is important for the research and therefore they should free to express their thought and feelings and that led to participant feeling free to interact with the researcher (Creswell, 2009). However, the information gathered from research was not generalized because only fifteen participants were interviewed.

3.5 Research methods

The research method consists of sampling, data collection and data analysis.

3.5.1 *Population and sample*

According to Monette, Sullivan, De Jong & Hilton (2014, p. 131) sampling is "a selection of cases out of a larger group and the main reason we sample it is simply because we can get better information from drawn samples than we can from an entire group". Moreover, we need to be aware that the sample is drawn from the population. Population is defined as "all possible cases of what we are interested in studying" (Monette et al., 2014, p.131). The sample was drawn from a population at Pastoral Care of Migrants and Refugees, participants were the people who are receiving services at Pastoral Care of migrants and refugees. The Pastoral Care of Migrants and Refugees do not have a specific number of people that are getting assistance. The researcher used availability sampling which falls under non-probability sampling. Availability sampling which also known as convenience is sampling is based on selecting whoever is available to be part of the research study (Monette et al., 2014). The researcher firstly asked for permission from the senior member at the Pastoral Care for Migrants and Refugees in Berea and after being granted permission that is when the researcher approached Congolese refugees at the meeting which takes place monthly. The researcher informed the Congolese refugees about the research at the meeting and that if they agreed to be part of the study, then the researcher arranged a date and time for the interview. The researcher selected fifteen participants for the research study, because it is regarded as an appropriate number when looking at the scope of the research. The researcher used the following criteria to select participants:

- Refugees from Congo who are receiving assistance at the Pastoral Care for Migrants and Refugees.
- Refugees who are 18 or more years old.

- Refugees who are willing to participate.

3. 5. 2 *Research tool*

The researcher used a semi-structured interview schedule developed for this study, to interview fifteen participants individually from Pastoral Care for migrants and refugees in Berea. The researcher chose semi-structured interview as it allows for flexibility and it gives the researcher an opportunity to probe. The semi-structured interview schedule consisted of questions related to challenges that Congolese Refugees faced in Congo and even in South Africa. The interpreter was used only if the participants did not understand English. The interpreter that the researcher was working with signed a contract form which included the issue of confidentiality. On the contract form they agreed that they will not disclose the information that was discussed during the interview. Lastly, the research recorded the interview but with the permission from the participants. See Appendix D for semi structured interview schedule.

3.5.3 *Pre-testing*

The interview schedule was pre-tested in order to determine the validity of the questions before the actual interview could be done as Babbie and Mounton (2001, p. 261) stated that "pre-testing the research tool improves the credibility of data collected." The researcher pre-tested the interview with the two Congolese refugee's from the Pastoral Care for Migrants and Refugees. The refugees gave their input and suggestions on how the researcher could modify questions to be able to answer the proposed research questions effectively. The refugees also gave suggestions about the order of questions.

3.5.4 *Data collection*

The method that the researcher adopted when collecting data was face to face interviews as Sheafor & Horejsi (2012) stated that the face to face interview lays the foundation for a good working relationship. Moreover, a face to face semi-structured interview was important, because it allowed for collection of vast amount of rich data, as the researcher was guided by the set of questions from the semi-structured interview; however flexibility in terms of the sequence in which questions were asked was encouraged (Monette et al., 2014). Through the interview process, the researcher was able to gather information in depth because open ended questions were used and the researcher was able to probe where it was necessary. The interviews took 25 minutes long and all the interviews were arranged by appointment in

advance of the interview and were all carried out at a time and venue convenient to the participants.

3.5.5 *Data analysis*

The researcher employed thematic analysis. According to Braun and Clarke (2006, p.79) thematic analysis is "a method for identifying, analyzing, and reporting patterns (themes) within data". Thematic is important as it minimally organizes and describes data set in detail and it interpret various aspects of the research topic (Braun & Clarke, 2006). Moreover, thematic analysis can be an essentialist or realist method, which reports experiences, meanings and the reality of participants, or it can be a constructionist method, which examines the ways in which events, realities, meanings, experiences are the effects of a range of discourses operating within society (Braum & Clarke, 2006).

A theme captures important aspects about the data in relation to the research question, and it does as well represents some level of patterned response or meaning within the data set (Braum & Clarke, 2006). Moreover, themes can be identified at a semantic or interpretative level. Semantic level means that the researcher will not look for anything beyond what a participant has said or what has been written when analysing data (Braum & Clarke, 2006). In other words, the researcher transcribed data the way it is and did not add anything from what the participants have said.

The researcher transcribed verbal data into written form. The researcher then read through the interview transcripts and highlighted the relevant material and afterwards the researcher wrote brief comments on the transcript. The researcher then interpreted the meaning of each category in relation to the research questions.

3.6 Ethical considerations

According to Banks (2001) ethics is a branch of philosophy that concerns itself with human conduct and moral decision making, it consider principles that guide people in deciding what is right and wrong. Therefore, the researcher found the following ethical considerations relevant when conducting this study:

3.6.1 *Informed consent*

According to Monette et al., (2014) informed consent is ensuring that potential participants are informed about every aspects of the research study which will influence their decision to

give consent to participate in the study. Therefore, the researcher firstly informed the participants about the research project and issued a participant information sheet to the participants that were interested in taking part in the research study.

3.6.2 *Voluntary participation*

According to Rubin and Babbie (2016) participants should not be coerced to participate in the research study. Thus, participation to the study was voluntary. Participants were asked to sign consent form which indicated that they were not forced to take part in the study. The researcher informed participants about their rights to withdraw from the study without suffering from any consequences. The researcher also informed participants about their rights to refuse to respond to any questions that they felt uncomfortable with answering.

3.6.3 *Anonymity and confidentiality*

The researcher guaranteed anonymity and confidentiality to the participants as Barret (2006) started that all information obtained in research should be confidential and participants must be given a right to anonymity. However, confidentiality was limited because the research supervisor and the interpreter had access to information. In terms of anonymity, data was not linked to the participants as the researcher replaced the names of participants with numbers during transcription and data analysis.

3.6.4 *Counseling services*

The researcher understood that there might be a possibility of participants being traumatized due to participating in the research study. Therefore, the researcher arranged counseling with the Clinical manager at the Centre for the study of Violence and Reconciliation (CSVR) that the organization would provide free counseling to participants if necessary. CSVR which is an organization that is specifically for refugees that were tortured, victims of violence and conflict and the organisation provide psychosocial counselling services to those that are willing to take part in counselling.

3.6.5 *Wits Ethics Committee*

The researcher has been granted permission from the Wits Research Ethics Committee (Non-medical) to conduct her research. (See Appendix G).

3.7 Limitations of the qualitative research design.

The following are the limitations of the qualitative research design:

- The information collected cannot be generalised due to the fact that only fifteen participants were interviewed which is a small sample. However, the researcher ensured that the context and research findings were explained in details, so that the findings may be applicable to other settings, where the contexts are similar to those of the research participants.
- The information collected demonstrates what the participants believe is important, rather than what the researcher regards as important (Crewell, 2009).
- Many Congolese wanted to get material benefits from the study and the student felt like she was not helpful as most of them indicated that they struggling financially and they do not know where their next meal will come from and they sharing one room as the whole family, for instance, a family of five share one room, due to the expensive rent in Johannesburg. However, the little the researcher did was to link the refugees with organisations that assist refugees with social assistance such as JRS (Jesuit Refugee Service) as some of the participants were not aware of the organisations that assist refugees.

3.8 Trustworthiness

Lincoln and Guba (1985, p. 290) define trustworthiness as a way of establishing the "truth value" of a qualitative study. According to Shenton (2004), there are four criteria for trustworthiness namely credibility, transferability, dependability and confirmability.

- ***Credibility***

According to Lincoln and Guba (1985) as cited in Lietz and Zayas (2010, p.195) Credibility refers "to the degree to which a study's findings represent the meanings of the research participants". By Credibility Shenton (2004) meant adoption of appropriate, well recognized research methods. There are strategies that can be used to achieve credibility such as prolonged engagement, use of peer debriefing, triangulation and member checks (Anney, 2014). Therefore, the researcher used peer debriefing by seeking guidance from her supervisor throughout the research process. The researcher also recorded the information from the audio recording into a detailed and verbatim recording of the information.

- ***Transferability***

In terms of transferability which is another qualitative word of external validity, that is mainly concerned about the extent to which the findings of one study can be applied to other situations (Shenton, 2004). Moreover, the reader is the one that will tell if the research study is transferable, because some of the information mentioned by the participants might apply to the situation of the readers (Shenton, 2004). Thus, the researcher is responsible for providing rich information when describing the context and research findings so that the findings may be applicable to other settings, where the context are similar to those of the research participants. The researcher has analysed data gathered into themes and describes the context in details in order to achieve transferability. The researcher achieved transferability by providing more information regarding the research methodology that she used and the process that she followed from the research proposal to the final report.

- ***Dependability***

Lincoln and Guba (1985) also spoke of dependability which is the qualitative alternative to reliability. Dependability is normally used in order to see if similar results will be obtained, if the research questions were repeated, in the same context with the same methods and with same participants (Shenton, 2004). It can be achieved through using the same researcher for all the interviews, keeping a journal or audit trail, and engaging in reflexivity to acknowledge personal bias (Shenton, 2004). The researcher achieved dependability by adopting audit trail as she recorded all the information that happened during the data collection on her journal.

- ***Confirmability***

Last but not least is confirmability which is another qualitative word to objectivity (Shenton, 2004). Confirmability "refers to the ability of others to confirm or corroborate the findings" (Lietz and Zayas, 2010, p. 197). Audit trial, reflective journal and triangulation are the strategies that can be adopted in order to achieve confirmability (Anney, 2014).The researcher kept an audit trial to achieve confirmability by keeping an audit of all the information collected i.e. copies of interview transcripts.

3.9 Research Process

The research process was as follows:

- The research proposal was written.
- The researcher went to the Pastoral Care of Migrants and Refugees to ask for a permission which will enable the researcher to conduct the research at the organisation.
- The researcher went to the Centre for the study of Violence and Reconciliation (CSVR) to ask if they will be able to provide counselling to the potential participants.
- The researcher was granted permission at both the organisation (CSVR and Pastoral Care of Migrants and Refugees).
- The research proposal was submitted to Wits Ethics Committee.
- Received Ethics clearance from Wits Ethics Committee.
- Went to a meeting at Pastoral Care of migrants and Refugees to inform the participants about the research as to invite them to participate in the research study and issued participant information sheet.

3.10 Summary of the chapter

In conclusion, qualitative is useful as it helps in gathering information in details and through qualitative research method, the researcher was able to gather depth information about the challenges that Congolese refugees experienced after arriving in South Africa. Purposive sampling allowed the researcher to collect data from specific participants that have faced various challenges in South Africa. A semi-structured interview was used to interview fifteen participants.

CHAPTER 4

PRESENTATION AND DISCUSSION OF FINDINGS

4.1 Introduction

The Congolese refugees found themselves in South Africa due to certain circumstances that that pushed them to leave their country such as war, torture and political instability and they chose to come to South Africa because they believed that it was a peaceful country. This chapter presents and discusses the findings of the research study according to the research objectives. The demographic information of the fifteen participants will be described and then the findings and relevant quotes will be highlighted as evidence from the data collected. The findings will be presented according to themes which transpired from the data collected.

4.2 Participants demographic profile

Table 4.1 illustrates the demographic profile of the Congolese refugees who participated in the study.

Table 4.1: Demographic profile of participants (N=15)

Participants	**Age**	**Gender**	**Family Composition in South Africa**
Participant 1	50	Female	Staying with four daughters and seven grandchildren
Participant 2	19	Male	Staying with uncle
Participant 3	41	Male	Alone
Participant 4	43	Female	Staying with family
Participant 5	38	Male	Family
Participant 6	25	Male	alone
Participant 7	45	Male	alone
Participant 8	26	Male	alone
Participant 9	42	Female	Staying with her daughter
Participant 10	50	Female	Staying with two children

Participant 11	33	Female	Family
Participant 12	34	Male	Staying with a brother
Participant 13	27	Male	Staying with a friend
Participant 14	26	Male	Staying alone
Participant 15	24	Male	Staying with friends

The fifteen participants for this study were all Congolese refugees, ranged from the age of 19 to 50 years and they have been in South Africa for not more than 7 years. Five participants completed matric, and two participants did not complete secondary education, as they only completed grade 9 and 10. Whereas, seven participants had diploma in the following field; teaching, Mechanics, commerce and philosophy and only one participant had a degree in International relations. Five of the participants were women, whereas 10 of them were man and the reason one could attribute to that, is that women did not avail themselves on the date arranged for the interview as eight had initially agreed to participate. The women may have been busy with other tasks, such as child minding and so they did not keep the scheduled interview.

4.3 Push factors

The first objective was to explore the factors that motivated Congolese Refugees to leave their country.

In response to the questions aimed at exploring this objective the following themes emerged:

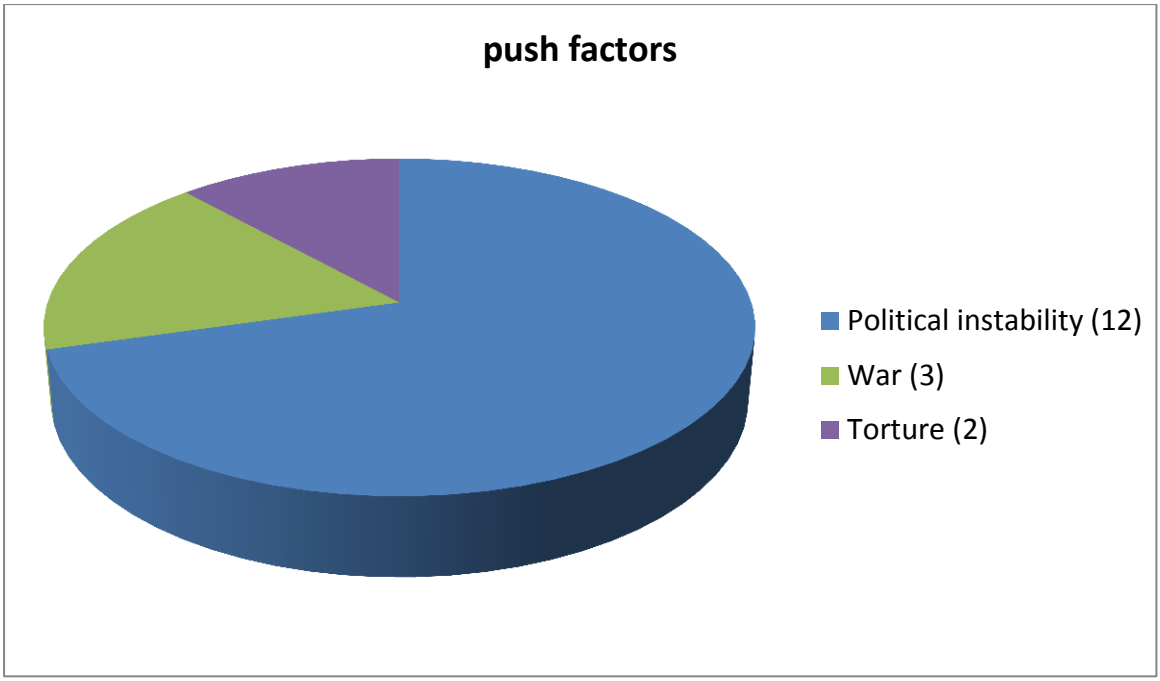


Figure 4.1

Factors that motivated Congolese refugees to leave their country (N=15)

The pie chart illustrates the reasons that led to Congolese refugees coming to South Africa. It is clear that twelve of the participants came to South Africa due to political instability, whereas three participants specifically mentioned war and torture.

4.3.1 *War*

War is a factor that pushed Congolese refugees to leave their country. To illustrate these point three Congolese refugees indicated that they came to South Africa because there was war in Congo.

Participant 12 illustrated this when he said:

> *"I came to South Africa because there was war in the east of Congo and many people were arrested for nothing and some were killed". I lost my family members due to war; I had to flee in order to save myself".*

Participant 8 was also affected by war as he shared the following:

> "*Basically the reason I left Congo is because the country was at war and in situation of war there was insecurity and consequently the material and political condition were not the best for me as a person to develop my full potential*".

War is the major cause that results in refugees leaving Congo and coming to South Africa. In other words, war affected the Congolese in a sense that they could not develop to their full potential and it resulted in them feeling insecure and they decided to relocate to South Africa. Moreover, the war in Congo contributed in the death of 5.4 million people, who were killed in a series of wars in the eastern Congo in 1990s including the African's world war (Aguirre, 2016). It has been argued that President Kabila caused the war between the Congolese and Rwandan, when he wanted to gain independence from his regional backers by getting rid of the Rwandan in the government (Aguirre, 2016). That resulted in Rwandan and Ugandan invading Congo so that they can exploit the natural resources such as tungsten, tin and gold that are found in the east of Congo and supporting rebels' representatives that were against Kabila (Aguirre, 2016).

4.3.2 *Political instability and insecurity*

Political Instability is defined "as the propensity of a change in the executive, either by "constitutional" or "unconstitutional" means" (Alesina, Özler, Roubini, & Swagel, 1996,p. 3). Political instability and insecurity is seen as the major reason many Congolese refugees came to South Africa. Twelve Participants came to South Africa due to political instability which resulted in them having safety concerns. The following quotations illustrated how participants attributed to their need to leave their country due to the political instability of the country.

> "*The republic of Congo has been experiencing political instability for almost 2 years now and the country has been at war and we don't feel safe and we want a peaceful country, peaceful place where we will have all the opportunities to live a normal life, to get a job, take care of our family and invest on our education*" (P8).

> "*My husband was a political activist and they killed him in the east of Congo and the people who killed my husband were people from the government because he was a member of the opposition party and after the death of my husband I fall sick and some members of the government were following me and I came to South Africa, because I thought they were going to kill me as well*" (P1).

> "*My husband was a member of the opposition party and the police shot at them while they were manifesting and my husband ran away and that is how he landed in South Africa. We came to South Africa because we were not safe and the soldiers were looking for papa*" (P4).

"*It was a difficult moment for me because before election in 2012 I was a teacher in Gabon, so the people from my political party chose me to be an observer in the centre where they were counting the votes and I went there for 1 week and the soldiers throw away the ballot papers outside and I reported it to all the committee of the observer and I became a target for reporting the matter and I even had an interview on T.V and I informed everyone that the ballot were thrown away. So they arrested my friend and after his arrest I ran away" (P7).*

"*Concerning the political instability, the president who is ruling now does not want to go and if you oppose him he will kill you and he want to change the constitution of the country and it is difficult because people are watching and if he find out that you were opposing to the constitution that he want to change he will kill you, before killing you they arrest you and take you to a place that you don't know and you disappear an opposing to him means you are an enemy to him" (P2).*

The above quotations show that Congolese do not have freedom of expression as they are often killed when they express their feelings regarding the constitution and how things are in Congo. Congolese's need for safety is not fulfilled in Congo as they are not safe due to the war that is happening in their country. Moreover, the Congolese don't feel safe in Congo as their president and his group use their political advocacy to silence civil society and opposition parties so that they can stay in office for a longer period (Aguirre, 2016). It was noted that reporting the corruption that is happening in the government put Congolese in danger as they tend to be the target. Moreover, the findings also showed that once an individual member of the family was against the ruling party, the rest of the family are likely to get affected, as they are also the targets irrespective of whether the member of the family died or not. The reason for that is that members of the government suspect that the particular member who was against the government or a member of opposition party shared information with the family and that will result in the government being exposed to the public.

4.3.3 *Torture*

Torture is another reason that resulted in three participants coming to South Africa.

This is illustrated when participant 1 said:

"*Going back it is risky, although they killed my husband but they assume that I know certain information about them. They arrested my sons because they could not find me and now the government wants them to join rebels. The soldiers are after my family and that is the reason they arrested them".*

Participant 10 who was tortured explained,

"*I was working at Kihungu as a receptionist at a hotel, the rebels came seeking for accommodation and they accused us for protecting the rebels and I got arrested and the owner of the hotel was killed and we did not know that the people who came seeking for accommodation were rebels*".

Participant 11 was raped and she shared the following:

"*I am from the east of Congo, where the war is happening, I was with my family and the soldiers came to arrest us, the soldier raped me while I was in jail and luckily enough I managed to escape". I was traumatised because of what I saw happening in the village and I lost my family members and some I don't know their whereabouts, because I don't have their contact because when we were fleeing everyone took his/her direction*".

The participants were tortured as a way of obtaining information or confession and punishment for the act suspected of being committed (Ortiz, 2001). The participant experience rape as a form of torture, and torture affected participants in a sense that they lost their family members whom were killed in order to silence them from conscientising the community members of Congo and also from exposing bad deeds of the ruling party. Moreover, torture does not only affect a particular member of the family but it also affect the whole family in a sense that if one member of the family was against the government, the chances of the whole family members being targeted are high, although that particular member has died.

4.4 *Transport to South Africa*

Two participants mentioned that they came to South Africa by truck.

Participant 3 pointed out that

"*The compound I was staying was always surrounded by the soldiers and as I was planning to go out, my neighbour told me that as a first born the soldiers are looking for me, so I jumped from the back and I went I went to hide myself in compound next door which was a church and the pastor from church told me I have to flee to South Africa because he knew a truck that comes to South Africa and the pastor spoke to the driver and he agreed to take me to South Africa and I was hiding inside the truck until I arrived to South Africa. When we have reached Johannesburg the driver dropped me off*".

The Participant 11 illustrated this point by saying

"*I am from the east of Congo and that is where the war is happening, I was staying in the house with my family and soldiers came to arrest us and we flee to church in the East of Congo and hide until we saw a truck and the person who was driving the truck was going to South Africa, from Umgoma to South Africa and said that I can assist you*".

Thus, the above quotations illustrates that it is not only war, political instability and torture that result in Congolese coming to South Africa, but also access to available transport to South Africa. Available transport, such as trucks, contributes to refugees coming to South Africa and even the department of home affairs (DHA), (2016) indicated that the number of migrants are increasing as a result of rapid available transport.

4.4 Pull factors

The second objective of this study was to understand the factors that motivated Congolese to come to South Africa. There were six main factors that contributed to refugees coming to South Africa namely, freedom of expression, health care services, peace, economy, good quality education, as well as opportunities and resources that South Africa has specifically for refugees.

4.4.1 *Freedom of expression*

Seven participants indicated that they chose South Africa due to freedom of expression.

To illustrate this point, Participant 5 indicated that

> "*I chose South Africa because people are free to express themselves, there is democracy in South Africa, when you go to Zimbabwe you cannot talk about the government, you cannot talk about the president and S.A is better as compared to other countries*".

Participant 6 liked South Africa due to freedom of expression as he said:

> "*I like freedom in South Africa, there is freedom of expression, showing what it is in your heart and free to do what you want to do".*

Freedom of expression is a South African constitutional right or a principle that everyone is entitled to (Amos, Harrison & Woods, 2012). Freedom of expression refers to one having the right to express one's feelings and thoughts about issues that are affecting one. Thus, freedom of expression is essential in a democratic society as it supports peace, stability, sustainable inclusion development and participation in public affairs (Brussels, 2014). Freedom of expression in South Africa entails "the freedom of the press and other media, the freedom to receive and disclose information or ideas and also freedom of artistic creativity and academic freedom and scientific research" (Freedom of Expression Institute, 2013, p. 10).

The Congolese are not entitled to that right in Congo and that resulted in Congolese coming to South Africa which is a country where their right to freedom of expression is realised. However, in South Africa freedom of expression applies to some extend and it can be argued that although there is a policy about freedom of expression, not everyone benefits from it in a sense that we still have people who are getting dismissed for expressing their concerns and view about a particular matter. For instance, four journalists who were working for South African Broadcasting Corporation (SABC) were dismissed for raising their concerns regarding the public broadcaster's decision to ban visuals of the destruction of property during protest (Rahlaga, 2016). This situation points to contradictions that exist within the country, and that although their certain ideals in South Africa, they are not always upheld in practice.

4.4.2 *Health Care Services*

Health care services are seen as a reason that influenced Congolese refugees to come to South Africa. To support this statement, three participants chose South Africa due to good health care and the easy availability of medication. The following quotations illustrated participant's positive perceptions of the health care system:

"*I was very ill and they told me the best country they can welcome you is South Africa and this is where I got better treatment for my sickness, I got good medication and I was healed*" (*P1*).

"*In the hospital they treat you for free that is what I like about South Africa"* (*P5*).

"*I like South Africa because they treat you well in hospital and for free"* (*P12*).

From the above quotations it is clear that Congolese refugees prefer South Africa due to free treatment that is being offered at the Hospitals and clinics. However, one can dispute if this is the current reality in this country, as according to Skosana (2016) many refugees are denied treatment in government clinics and hospitals and those that are fortunate to have the access to treatment are expected to pay. The study found that the provision of care for refugees who are suffering from chronic illnesses and in need of specialised consultations, expensive medications, health education and preventive health services is not enough in South Africa (Skosana, 2016).

Refugees and asylum seekers in South Africa are supposed to receive free treatment when they have presented an official document according to Home affairs and those with valid documents are classified by a means test and thereafter will be expected to pay only if they meet the requirement (Skosana, 2016). Women refugees who are pregnant and children under six are supposed to receive free treatment like South Africans (Skosana, 2016). Despite that refugees are expected to pay at the hospitals in order to receive treatment and in some cases refugees are being denied medications as they being informed that they running out of medications while there is medication (Skosana, 2016). The study conducted at University of South Africa showed that access to health care is a serious challenge for refugees in South Africa (Skosana, 2016). It appears that there are many cases where refugees are denied treatment because of not having documents and so access to health care is not always as easy as it is suggested by the South African government.

4.4.3 *Peace*

Peace is another reason that influenced Congolese refugees to come to South Africa, out of all other countries. It is said that in South Africa there is peace due to the fact that there is no war. Three participants mentioned that they chose South Africa as it is a peaceful country.

To illustrate this, participant 14 indicated that

"I chose South Africa because is a peaceful country, there is no war".

Participant 8 supported this statement by saying

"*I chose South Africa because it is a relatively peaceful country".*

South Africa is regarded as a peaceful country as compared to Congo because there is no war and there are constitutions that govern how people should behave and treat each other. In Congo about 1000 people die per day, due to hunger and diseases that caused by war (Stroehlein, 2005). That illustrate that there is no peace in Congo. The refugees by peace meant going to a place where there is no war, where they will have access to water, food, education, employment and security and also to live in harmony with the nationals, where "there is mutual understanding and a state at which there is no violence" (Hovil, 2010, p.21). However, refugees in South Africa are not living in peace due to the high rate of crime. For instance, there were 18 637 murders recorded in 2015/16 and on top of that the murder rate increased from 32.9 in 2014/15 to 33.9 in 2015/16 South Africa's crime statistics (2016). This means that there were 34 murders that were recorded per 100 000 people in a country. We need to take into account that not all murders that occurred in South Africa were recorded, the number might be more.

4.4.4 *Economy*

The economy of South Africa results in Congolese refugees choosing South Africa as their second home. Thus, two participants indicated that they chose South Africa as their country of destination due to its economy.

> "*South Africa is a country with the biggest economy in Sub-Saharan Africa and I had the impression that I will have all the economic opportunity here to help me provide for my family and South African government is also signatory to the UN conventional refugees and is a country that is open to receive refugees within its borders, and to take into a consideration that it is relatively a peaceful country"* (*P8*).
>
> "*First of all I came to South Africa because South Africa is the best country in Africa, and I chose South Africa because it is a good country*" (P6).
>
> *"South Africa is a good country, and the best country in Africa and that is the reason I chose it"* (*P12*).

It is said that South Africa is the best country as compared to many other African countries, given the fact that it offers many opportunities to refugees such as to work and study. According to South African migration policy, refugees are allowed to work and study in South Africa. Participants perceive South Africa as the best country because South African government it is signatory to the United Nations conventional refugees. Moreover, South Africa's economy is better than the one in Congo when looking at the rate of poverty. In Congo 63 percent of people live below poverty line and 42 percent of the people in Congo live in extreme poverty (Aguirre, 2016). Whereas, in South Africa 21.7% live in extreme poverty (Nicolson**,** 2015).

4.4.5 *Good Quality Education*

Quality education is another factor that attracts refugees to come to South Africa. The three participants indicated that they chose South Africa due to quality education. This is illustrated when participant 6 said:

> "*You know in Congo you can study but the education has no value because it is not recognized in other countries*".

Participant 8 said*:*

> *"I came to South Africa because of the opportunity that the country offers in terms of education and good health system*"

Participant 9 likes South Africa due to quality of education. She said

> "*I like South Africa especially for the school, there is quality education".*

Research about Push-Pull factor influencing international student destination of choice confirms that the quality of the tertiary education and the recognition of the qualification play a major in the selection of a study destination (Mazzarol & Soutar, 2002).Thus, quality of education is defined as having the knowledge and skills that are of value according to the society (Spaull, 2016). Recent studies (Spaull,2016) contradict what the participants have mentioned as it was highlighted that the quality of education in South Africa is low as compare to other countries and the study about TIMSS (International Mathematics and Science Study) which is the cross national assessment that South Africa took part revealed that the grade 8 learners showed no improvement on mathematics and science during the year 1995, 1996 and 2005 and South Africa performed lower that the countries which took part in

the TIMMS. Moreover, in South Africa during the year 2016 learners passed matric with a pass rate of 72.5%, which is a slightly increase of 1.8% when looking at 2015 matric pass rate (eNCA, 2017). The increase is unsatisfactory to many people including Anglican Archbishop Emeritus Njongonkulu Ndungane as he mentioned that the increase is poor and some see matric pass rate as superficial and misleading indicator because it indicate an ongoing crisis in primary schooling in South Africa as it has been mentioned that the poor performance of matric leaners illustrate a poor education in foundation phase (eNCA ,2017). This confirms that the quality of education is poor in South Africa.

4.4.6 *Resources and Opportunities*

The choice of refugees in terms of the country of destination is influenced by the resources of that particular country. To illustrate this, 6 participants chose South Africa as their destination of choice due to the resources and opportunities that the country offers.

> "*I like South Africa because of security and I like also the resources that refugees get in South Africa. For instance, the Pastoral care of migrants and refugees assist us with food parcel and the churches assist us with accommodation*".

Participant 4 indicated that,

> "*Here in South Africa first of all I like the fact that there is law, people are under the law, and secondly there are human rights*".

Participant 10 highlighted that she liked South Africa because of access to water and electricity. She said that,

> "*I like South Africa because of water and electricity, unlike Congo; you know in Congo you can spend a month and weeks without electricity*".

Participant 8 indicated that he like South Africa due to its resources. He said that,

> "*It's an organized country, and they have infrastructure services and good transport system, running water".*

Participant 13 indicated that he likes South Africa due to opportunities,

> *He said that "In South Africa there are opportunities for everyone".*

Participant 6 supported this statement by saying,

> "*I like South Africa because it is a country where you can develop yourself, for instance in South Africa you can work as a security and get 3000 every month, whereas in Congo it is difficult to find a piece jobs*".

It was noted that participants chose South Africa because of its resources such as water and electricity and its good transport system. It was mentioned that they came to South Africa because of the legislations that protect not only South Africans but also foreigners. Moreover, resources that refugees are entitled to, attracted them to South Africa such as Pastoral Care for migrants, Jesuit Refugee Service which provides refugees with social assistance and CSVR (Centre for the study of Violence and Reconciliation) which provides psycho-social counselling support to refugees that have been tortured. The International Organisation for migrants which assists refugees in accessing health care and it also provide humanitarian assistance to migrants and displaced people is also one of the organisations that attracted refugees to South Africa (Skosana, 2016). However, not all refugees are aware of the organisations that are available to assist them.

4.5 Challenges faced by Congolese refugees

4.5.1 *Document*

Obtaining appropriate documentation was a major problem that many Congolese refugees were facing. About eight participants mentioned that obtaining the correct documentation was a challenge in South Africa. This was illustrated when participant 8 said:

> "*Getting a paper was a challenge, as you know I am a refugee not a citizen of this country, so I needed to have the proper document in order for me to be legal and function as a normal citizen and have access to services and I had to go many times to home affairs to get a document and that was very difficult because they were so many of us, and I don't think the department in Pretoria and here in Johannesburg had the capacity to process our document on a record time*".

Moreover, getting documentation was a long process in South Africa as there were many documents that were required from participants in order to process the asylum, and many of the Congolese refugees have lost documents while they were fleeing from Congo to South Africa. To support this statement Participant 5 indicated:

> "*In South Africa to get a paper is difficult, I went to home affairs with my wife and children and they said I cannot get papers and I need to go to DRC embassy and bring a document that proves that the children are from DRC*".

Participant 5 further stated that

> "*My children do not go to school because they do not have papers".*

Participant 8 is also facing the similar problem. This is illustrated when she said:

> "*It is difficult to get document because at Home affairs they asking many things, they say you have to bring this and this and go to your embassy to get this and this*".

Without a document, it is very difficult for the children to be admitted in schools and the solution to Congolese refugees is to take their children to private schools as they do not mind admitting a child without the documentation. To support this participant 9 indicated that:

> "*It was very difficult because me and my daughter no paper', my daughter is attending private school at Rosettenville because they said its fine even if she does not have papers*".

The delay of asylum is a problem in South Africa for many refugees. To support this statement Participant 6 indicated that,

> "*The first challenge that I have faced in South Africa was paper because you will have to go after 6 months and after six months they give you another six months so they kept on postponing. It took me years to get an asylum*".

Participant 10 illustrated this when she said,

> "*Document is a major challenge in South Africa and it is frustrating queuing at home affairs for nothing, my children don't have document they use their passport that is the reason they attend private school*".

It has been noted that there is a strong relationship between document and resources due to the fact that without a document, it is difficult for Congolese refugees to get jobs and also for their children to be admitted at schools. Bartlett (2015) outlined that children with irregular status find it difficult to access education and that makes education not universal for them. The findings showed that the people from home affairs demand many documents in order to

process the asylum and that put Congolese refugees at a disadvantageous side, because they have lost documents during war and by asking them to go back to DRC embassy and collect the documents that are needed, put them at risk and it is exposing them to the very same situation that they have avoided in the first place and that affect their safety which is regarded as second level of needs according to Maslow's hierarchy of needs.

4.5.2 *Corruption*

Corruption is a serious challenge that many Congolese are confronted with, and three participants indicated that they have experienced corruption at the home Affairs Department.

Participant 9 said

> "*My daughter does not have a paper and now is in grade 11 and when I go to home affairs they demand R2000, and they could not give me because I did not have R2000*".

Participant 7 said

> "*The interpreter at home affairs asked for R300 in order to interpret for me and that is unacceptable because they are employed to interpret for us*".

Ballard (2003, p. 105) confirmed that there is a corruption and the cause of the corruption is due to the slow and very long process of asylum application, because the people from home affairs inform refugees that they will process their asylum applications fast only if they pay a certain amount of money. Corruption in South Africa is regarded as a serious challenge and it leaves refugees with no choice as they are desperate to have a paper so they may be able to get jobs and register their children to school.

4.5.3 *Unemployment*

Unemployment is one of the challenges that Congolese refugees are confronted with. Therefore, twelve participants indicated that it is difficult to get jobs in South Africa and that is the reason they are unemployed, although they have qualifications. There is a strong relationship between unemployment and document in a sense most refugees that are unemployed do not have papers. To illustrate this participant 5 mentioned,

"*Unemployment is another challenge that I am facing, I know how to drive and I went to many companies to look for a job and they refused to employ me because I don't have papers*".

Participant 9 shared the following,

"*I went to crèche for white people, looking for a job and they said they don't know about an asylum and now I am unemployed although I did a course of being a nanny but I cannot find a job because of my papers".*

Participant 8 indicated,

"*Access to a job was another challenge, I needed a job so that I will be able to provide for my family but that was a struggle, even though I had the necessary qualifications to get a formal job but my condition of a refugees in a situation where I did not have right papers made that difficult for me*".

Participant 2 explained the following:

"*When you are looking for a job they will not give you easily. I was looking for a simple job like security although I have a diploma but I could not find it and they don't want to employ me because I am a refugee*".

Participant 4 illustrated that

"*In South Africa it is difficult to find a job when you do not have an ID".*

Participant 7 illustrated this by saying

"*The job market in South Africa is not open to foreigners because in most of the job, especially if it's a good job, they will tell you they need a green bar code ID or permanent residence or work permit and they don't want an asylum*".

Therefore, based on the above it is clear that unemployment is a serious challenge that refugees are facing and having no document blocks Congolese from getting jobs because many companies require documents. Thus, O' Reilly (2012) outlined that the rate of unemployment is high amongst Congolese refugees and those that are employed are holding lower positions due to not having qualifications. It can argued that having a refugee status does not guarantee employment as we still have refugees that are denied jobs, because certain companies and employment agencies do not recognised an asylum. Moreover, Congolese

refugees find it difficult to get jobs because they do not have a South African Identity Document (Ndlovu, 2009). Moreover, we have cases where refugees have qualifications but are unemployed and that result in refugees settling for less i.e. taking any job that is available, although they have qualifications. Unemployment results in the inability to meet basic needs.

The unemployment rate in South Africa is high and that makes it difficult not only for Congolese refugees to get jobs but also South Africans. Unemployment rate result in South Africans discriminating refugees as they are blamed for taking their jobs. Thus, the government is trying to address the issue of unemployment with the South African migration policy which is still under review; the Migration Policy removed the right of asylum seekers to work and study (DHA, 2016). In other words, asylum seekers will be not allowed to study in South Africa and asylum seekers will be kept in an administrative detention centres which are like a camp for asylum seekers, until they have been granted refugee status.

4.5.4 *Basic needs unmet (Financial needs)*

Thus, seven participants mentioned that their physiological needs are not met in South Africa. This is illustrated when Participants mentioned the following;

> *"Regarding accommodation, I am suffering a lot because they sometimes tell me to move out because I did not pay rent and the rent keeps on increasing every month especially if I did not pay and I am not working so I cannot manage to pay rent and is difficult for me to get food and can you imagine that I am taking pills while I am hungry because I don't have food, In the morning I did not eat and even my grandchildren did not eat and I don't know where my next meal will come from , I rely on Pastoral care for immigrants and refugees for food and the food I get are not enough to sustain us the whole month.(Crying). There is too much stress in South Africa and this is a foreign country where will I go to ask for food because I don't know anyone and South Africa is a stressful country for me"* (*P1*).
>
> "*Finding a decent accommodation was a challenge because it was dependent on me getting job"* (*P8*).
>
> *"I am staying in one room with the whole family, papa and children because we cannot afford to rent the whole house"* (P4).

"*I slept in the park for two weeks in Yeoville after arriving in South Africa, and one guy helped me by taking me to his church and in church I am sleeping on the carpet and till today I am staying in Church. In terms of food, I rely at Pastoral care for migrants and refugees and food is a challenge"* (*P3*).

According to Maslow's hierarchy of needs, human beings have needs that should be satisfied. The first need of a human being is a physiological needs which consist of water, shelter, food and clothes (Martins & Joomis, 2007). However, in South Africa the physiological needs of refugees is not fully satisfied as we still have many refugees that are still sleeping on the street, whereas some have to rely on organisations such as Pastoral Care for migrants and refugees for food parcel and Jesuit Refugee Service (JRS). One can argue that unemployment result to poverty and poverty lead to Congolese finding it difficult to satisfy their basic needs such as food, shelter and clothes.

However, Congolese refugees in South Africa remain poor as they only get assisted for a few months. For instance, JRS only assist refugees with food parcel for three months and from there, refugees have to make a plan for their survival. It is said that the food parcel they are receiving is not enough to sustain them the whole month. Thus, Amisi (2006) highlighted that refugees remain poor because they are not aware of the places where they can get access to resources and organisations that provides refugees with services such as JRS and the researcher was able to inform them about the services that refugees in South Africa are entitled to and she even gave them the contact details of organisation that assist refugees. However, the idea of keeping asylum seekers in an administration detention camp will be helpful for asylum seekers as their physiological needs will be met, since the South African government will be responsible for their accommodation, food, health, education and other services, ever since they will not be allowed to work or move to other places (DHA, 2016).

4.5.5 *Loss of a Job Title*

According to Ngudiankama (2001) refugees are more likely to experience downward social mobility, which means getting a job that is not of your qualification. Two of the participants indicated that they have had to settle for any job that is available, although they have degrees. As Participant 10 explained,

"I have a degree in International Relations but I cannot practice instead I am volunteering at an orphanage"

The literature confirm that refugees are more likely to experience downward social mobility and factors such as language barrier, not having document and being black disadvantage them for their upward social mobility (Ngudiankama, 2001).

4.5.6 *Human rights violations*

In relation to human rights violation, five of the participants mentioned that their rights are being violated in South Africa.

> "*In South Africa I feel like I am not a human being, and there is bad treatment from home affairs, pregnant women queue as well at home affairs and there is no toilet at home affairs and you can wait from 5 am till 6 pm and afterwards they tell you to come again the following day*" (P10).

> "*South Africa is nice but South African people do not like foreigners and in the clinic when the nurses see you pregnant, they say you come here to make babies and when you are sick they said you are always sick, you want to finish our tablets"* (P9).

The treatment that Congolese refugees get from the hospital and the home affairs makes Congolese feel like they don't have right to health care services. Refugees in South Africa have the basic human rights which are provided for under the 1951 Refugees Convention, the constitution of South Africa and the South African Refugees Act NO. 130 of 1998 (Ndlovu, 2009). It has been stipulated under the UNHCR 1967 Convention and Protocol Relating to the Status of Refugees, that refugees entering any country should have access to the same rights as nationals of the host. In other words, the Congolese refugees should have the same right as South Africans citizens. However, that is not the case in South Africa as Congolese refugees' rights to human dignity and right to respect are violated because South Africans are not valuing their human worth and are not treating them like human being.

4.5.7 Mental *Health problems*

Mental health problems were a challenge for two participants.

Participant 11 illustrated this when she said:

> "*I was traumatised because of what I saw happening in Congo*".

It was noted that the war in Congo traumatized the Congolese because they have seen rebels and soldiers killing their family members in front of them. That affected them

psychologically because it resulted in Congolese refugees still having flashbacks and difficulties with sleeping. World Health Organisation (WHO) (2011) confirmed that more than 50 percent of Refugees experienced mental health problems ranging from chronic mental disorders to trauma and distress.

4.5.8 *Language Barriers*

Language Barriers were a major challenge that refugees faced in South Africa. The findings revealed that language barriers were a challenge for five participants. This is illustrated when Participant 3 said:

> "*After he dropped me I was asking people can you please help me, in Lingala which is one of the 4th languages in Congo and a person speaking Lingala take me to Yeoville because there are many Congolese*".

Participant 9 also experienced a challenge in terms of Language barrier as she said

> "*The problem is language, I did not know language and English was a big problem, so I started by going to Yeoville to learn English so that I could not find a school for my daughter because I could not communicate with the principal a school due to language barrier... In clinic, nurses use Zulu to communicate with us and we cannot hear them and when you ask you cannot understand they tell you, you must learn and why you come here, you must learn Zulu first. When I am sick I go with my daughter to the clinic because my daughter knows Zulu and Tswana*".

Participant 10 said:

> "*South African speaks with us using their local languages and yet they know that I cannot hear local languages*".

The participant mentioned that they could not communicate with the nurses and South African citizens and it was difficult to ask help from South Africans due to language barriers. It was mentioned that South Africans are inconsiderate as they use the local language when interacting with them and yet they know that they do not understand local languages. According to Ndayishimiye and Nziza (2012) it is evident that communication is the main barrier of accessing help at health care settings. The literature confirm that the children of Congolese who are privilege enough to go to school and have South African friends who are teaching them local languages, assist their parents when consulting with doctors, nurses or

seeing a social worker by interpreting to their parents (Ngudiankama, 2001). Language barrier is a problem considering the fact that only 79 million citizens in Congo speaks French, which is their medium of instruction instead of English (Aguirre, 2016).

4.5.9 *Loss of documents*

According to Drenth, Herbst and Strydom (2013, p. 4) loss is defined as "a person being deprived of something one previously possessed or has been attached to". The loss of documents is a challenge that Congolese refugees are confronted with and this loss occurs as a result of war as Congolese were running away and some of the things were left behind including their document such as degree, passport and identity documents. Therefore, three participants revealed that they have lost their documentation during the war in Congo. As participant 7 explained,

> "*In Gabon I had a permanent residence and I left my document, everything including degree when I was running away. The people from the government went to my place to look for me at my place and did not find me, so they decided to take all my belongings*".

4.5.10 *Loss of family members*

The loss of family members due to war is a painful experience that refugees have experienced in Congo. The findings revealed that four participants have lost their family members due to war. This is illustrated when participants mentioned the following:

> "*My husband was a political activist and they killed him in the east of Congo and the people who killed my husband were people from the government because he was a member of the opposition party*" (P1).

> *"My father was a member of an opposition party called UDPS (Union for Democracy and Social Progress) in French is called Union pour la Démocratie et le Progrès Social) and he went out for manifestation in a city called Lakenya which is a city in Lubumbashi and the police shot him during the day of the manifestation. My mother died as a result of the loss of my father"* (*P2*).

> "*I lost my brother during the war in Congo*" (P15).

Ngudiankuma (2001) highlighted that the loss of family members due to war resulted in refugees experiencing stress. The war in Congo resulted in six million death in Congo which was a result of war, disease and malnutrition (BBC News, 2016). Participants mentioned that the members of the government were responsible for the death of their family member's .The loss of their family members has affected Congolese refugees as many of them are still grieving and it has left many children as orphans.

4.5.11 *Crime*

Crime is another challenge that Congolese refugees are facing in South Africa. Two participants mentioned crime as their challenge in South Africa. Participant 6 indicated that

"*I don't like crime about South Africa*"

Participant 7 illustrated this when he said

"*In South Africa there is high crime rate because they can kill you for R50*".

The crime rate in South Africa is high and that places refugees in danger as they are more likely to be targeted. According to South Africa's crime statistics (2016) 18,673 murders were recorded in 2015/16 and the murder rate increased from 32.9 in 2014/15 to 33.9 in 2015/16. This indicates that 34 murders were recorded per 100,000 people in the country. In terms of attempted murder, it was said that 18,127 attempted murders were recorded in 2015/16 and the province with the high rate of attempted murder was Gauteng which was about 4,574. The South African crime statistics (2016) noted 164, 958 common assaults in the year 2015/16 and on top of that, the assault increased from 298,2 in 2014/15 to 299,9 in 2015/16, which means that about 300 common assaulted were recorded per 100,000 people in South Africa. This indicate that crime rate in South Africa keeps on increasing, however not all types of crime have increased, there are still some that have decreased such as house burglaries which decreased by 1.2% from the year 2014/15 to the year 2015/16 and as well as the motorcycle, since well the number decreased by 2.3 due to the fact that only 53,809 cars or motorcycles were stolen in 2015/16 (South African crime statistics, 2016).

The drugs crime decreased by 2,9% and this shows that 471.1 crimes were recorded for every 100,000 people in the South Africa, and the number decreased from 492.9 in 2014/15 (South African crime statistics, 2016). The drug crime is still high irrespective of the 2.9 % decreased and that illustrate that crime in South Africa is still an issue. Therefore, this

decrease illustrate that the police are doing their job, whereas increase explains that the police are relaxing. The increase of crime is seen as one of the reasons Congolese refugees don't feel safe in South Africa. Congolese refugees' need to safety and security is not met as they always have fear that they might get attacked. Xenophobic attack is a good example that illustrate that Congolese refugees are not safe in South Africa. However, the participants have not identified xenophobic attacks as their challenge due to the fact that they have not been in South Africa for too long.

4.5.12 *Discrimination*

Congolese refugees are being discriminated in South Africa on the basis of their country of origin. About three participants mentioned that they have experienced discrimination in South Africa. To illustrate this, participant 9 indicated that:

> "*I found discrimination in South Africa, you know in my country back home Congo, we call Congo welcome country because everyone can go to Congo and do whatever they want but in South Africa you cannot do whatever you want, i.e. you cannot do business more than them, they will be jealous, but in Congo if you go to Kinshasa (Township) you will find out that many people selling in town are foreigners from Senegal, Ghana, Nigeria, But here you cannot sell in town, they will be jealous, they will think you are taking advantage of them and that is bad*".

The literature confirmed that Congolese refugees experienced discrimination and social exclusion as they are often excluded from participating in the economy (Paulk, 2015). The discrimination that refuges are experiencing result in them feeling that they don't belong in South Africa. According to Maslow hierarchy of needs sense of belonging is one of needs that need to be fulfilled and it consist of element such as friendship, intimacy, affection and love from work group, family, friends, and romantic relationships (MacLeod, 2007).. Therefore, refugees in South Africa don't feel a sense of belonging due to the treatment that they getting from South Africans. Paulk (2015) supported this statement as it was mentioned that refugees don't feel a sense of belonging in South Africa due to the fact that many of them are being called "Makwerekwere" which is a word that is used to describe foreigners who don't belong. The unfair treatment and discrimination that Congolese refugees receive from South Africa makes refugees feel that they do not belong in South Africa.

4.5.13 *No integration*

The findings revealed that two participants indicated that in South Africa there is no integration among refugees and South Africans.

Participant 6 indicated that

> "*South African people don't integrate with foreigners and they treat foreigners different than them, they don't treat them like human being and we are all human being and even the bible say do not do others what you would not want others to do unto you".*

Participant 10 illustrated this when she said

> "*Foreigners stay at their section; most foreigners are scared to live with South African because of xenophobia*".

From the above one can argue that xenophobia is a reason that results in refugees separating themselves from the South African and also sense of belonging could be a factor that is responsible for segregation of refugees and South Africans citizens. A sense of belonging in a sense that, you get to belong to a group of people that have similar characteristics as yours, so South Africans may feel a sense of belonging when they are with South Africans.

4.5.14 *Bad treatment from South Africans*

Four participants mentioned that they had received bad treatment from South Africans. This is illustrated when participant 2 indicated that:

> "*South Africa is a good country but people here are not good, first of all they accuse us of stealing their jobs".*

Participant 9 indicated that

> "*South Africa is nice but South African people do not like foreigners and in the clinic when the nurses see you pregnant, they say you come here to make babies and when you are sick they said you are always sick, you want to finish our tablets".*

Participant 6 indicated that

> "*South African can kill you for nothing and they do not know how to talk to people and when asking for direction, they swear at you, for instance, this one day I was asking for direction in my language and they swear at me saying he wena fotsek khuluma Zulu, hamba la, ongzoku shaya and they kept on chasing me and that was bad because I only needed their help*".

It was noted that South Africans are treating foreigners unfairly as one participant mentioned that South Africans swear at them, although they are in need of their help. The reason to that is that many South African view often refugees as people that are responsible for the high rate of unemployment and crime.

4.5. 15 A*djusting to a new environment*

The findings revealed that eight participants indicated that it was difficult to adjust to South Africa.

Participant 8 indicated that

> "*I am from Congo and in Congo we speak French, the first challenge that I had to deal with was the language, I had to learn English first of all and other local languages such as isizulu, tswana and Sesotho so that I will be able to communicate with peopl*e".

Participant 15 said that

> "*I found it difficult to adjust because the food here, are different from the food we eat in Congo and even the buildings and South African culture*".

Regarding the fact that refugees had to move from their own country of origin to South Africa that in itself had an effect in their lives, for instance most of them faced a radical change in a sense that they had to adjust to the new environment and continue with their life irrespective of the experienced they undergone from their own country of origin (Rousseau, Mekki-Berrada & Moreau, 2001). It was difficult for Congolese refugees to adjust to South Africa due to language barrier, food and the weather in South Africa is different from the one in Congo, and even the lifestyle is not similar.

4.6 Participants Plans for the future

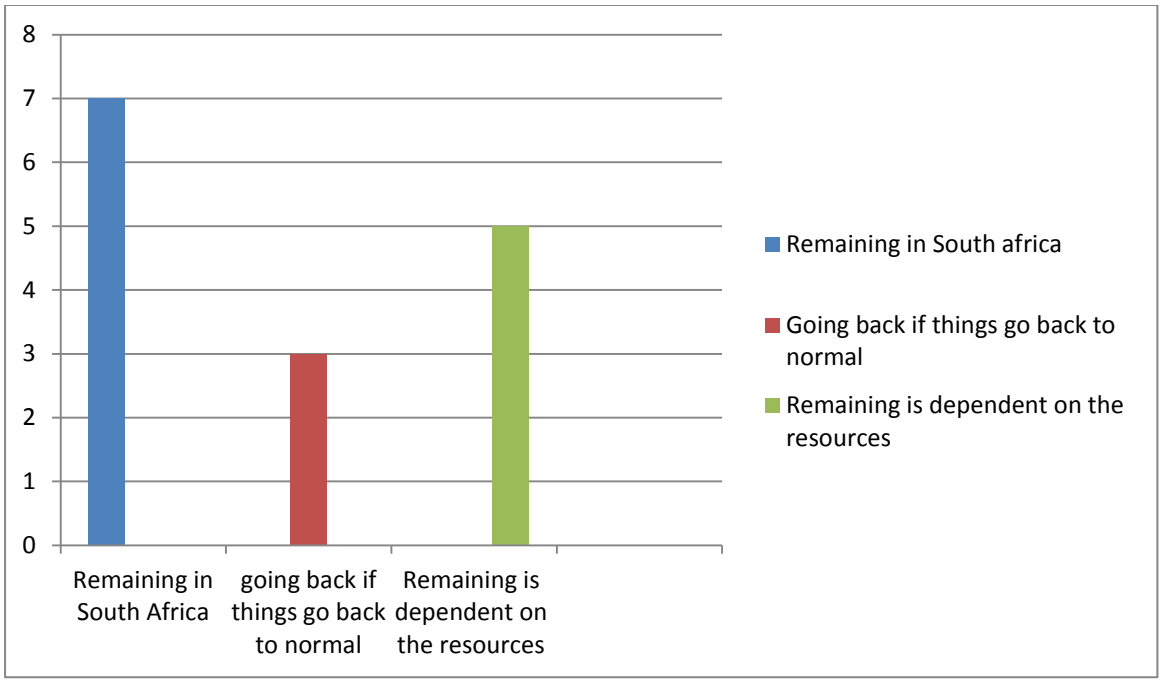


Figure 4.2: Participants Plans for the future (N=15)

Despite the challenges faced by Congolese refugees, seven Congolese refugees want to remain in South Africa, considering the fact that South Africa is better than Congo. Participant 8 illustrated this by saying:

> "*South Africa is better as compared to what I have left behind because we don't live in a situation of war. Of course we face some challenges in South Africa like xenophobia (hates towards African foreign nationals) but even so this kind of threat and insecurity that we experience here are not as strong and as dangerous as compared to constant situation we have faced in Congo*".

Participant 8 further said that

> "*I consider South Africa as my second home; I have a South Africa wife and children so I will remain here*".

Whereas, three participants indicated that they will go back only if things in Congo are back to normal. Thus, the circumstances that refugees left in their country is making it difficult for them to go back home as they only considering going back home when things are back to normal. The three participants still have hope that things will get normal in Congo so that

they can go back to their motherland, where they feel a sense of belonging. To illustrate this, Participant 4 said:

"*If things go back to normal, I will go back to Congo*"

Five participants indicated that they will stay only if they get jobs, and papers. So basically one can say their stay in dependent on resources. This is illustrated when participant 13 indicated

"*I will stay longer if I get a paper*".

4.7 Summary of the chapter

From the results obtained, it was clear that about twelve participants came to South Africa due to political instability; war and torture are also seen as the factors that pushed Congolese refugees in coming to South Africa. Moreover, these three factors are interrelated in a sense that war resulted in Congolese feeling insecure due to the fact that their brothers and sisters were killed in Congo and war further resulted in Congolese experiencing torture.

Moreover, freedom of expression, peace, quality of education, health care services, economy and resources and opportunities are the factors that attracted Congolese refugees in choosing South Africa as their country of destination. However, despite South Africa being regarded as the country of peace, there are several challenges that Congolese refugees experienced in South Africa, such as difficulty with getting document, unemployment, crime, discrimination, poverty, bad treatment from South African, language barrier, loss of a job title, human rights violations, lack of sense of belonging and integration, expensive education and the difficulty of adjusting to the new environment. Moreover, unemployment, language barrier, poverty and obtaining appropriate documentation were seen as the major challenges that Congolese refugees are confronted with. The Congolese have experienced multiple challenges in South Africa, but despite that they still strong and that indicate that they appeared to have high levels of resilience.

CHAPTER 5

SUMMARY OF THE FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This is the last chapter of the research and it aims to present the main findings of the research study that was conducted at Pastoral Care for Migrants and Refugees. This chapter will further summarise findings according to research objectives and the conclusion will be made based on the findings. After the conclusion, the recommendations will be made for theory, practice and future research.

5.2 Summary of the findings

The research study explored the challenges faced by Congolese refugees at Pastoral Care for Migrants and Refugees. The research study had three objectives which were to understand the factors that motivated Congolese refugees to leave their country and as well as factors that influenced them to come to South Africa and also to understand challenges that they have faced in South Africa.

5.2.1 *Factors that motivated Congolese refugees to leave their country*

From the research findings, Congolese refugees left their country due war, political instability and insecurity and torture. Moreover, access to rapid transport also contributed in Congolese refugees leaving their country. However, war was the main umbrella that influenced Congolese refugees to leave their country as it resulted in political instability and torture in Congo. Moreover, about twelve participants came to South Africa due to political instability.

5.2.2 *Factors that motivated Congolese refugees to come to South Africa*

The findings revealed that Congolese refugees chose South Africa as a result of freedom of expression, peace which they did not find in Congo, health-care services, opportunities and resources and good quality of education. Based on the above, it was clear that the resources that are in South Africa have a major influence on Congolese refugees in terms of the selecting the country of destination.

5.2.3 *Challenges faced by Congolese refugees*

It was discovered that Congolese refugees in South Africa have faced many challenges such as documentation as it was difficult for them to get a refugee status. Moreover, some of the challenges that they have faced include discrimination, unemployment, corruption, financial problems, loss of a job title, loss of a family members, loss of documents , human right violations, no integration and lack of sense of belonging, crime, language barrier and the difficulty of adjusting to a new environment. Despite those challenges the Congolese refugees still want to remain in South Africa due to the fact that South Africa is better as compared to Congo.

5.3 Conclusion from findings

From the findings, it was noted that the main reason the participants chose South Africa it was due to freedom of expression as participants indicated that in South Africa people are allowed to express their feelings regarding issues that are affecting the society as a whole unlike in other countries where people are getting killed for expressing their feelings.

The Congolese came to South Africa because they wanted to live a normal life in a peaceful country, however things did not go according to their plan as they have faced many challenges in South Africa, which resulted in Congolese refugees feeling like they not being treated as human beings especially at home affairs where they have to stand a long queue so that they can be granted a refugee status and the sad part is that even pregnant women also stand in the queue despite their condition. On top of that, the Congolese refugees end up not getting assisted due to the fact that there are many of them that are in need of the asylum. Despite the long queue, the conditions outside home affairs are not good for a human being because there is no toilet and a shelter for them.

It was found out that seven participants rather remain in South Africa than going back to Congo as the challenges that they faced in South Africa are not as strong and as dangerous as compared to constant situation of war they have faced in Congo. Whereas, about three participants indicated that they will only return to Congo when things are back to normal, meaning that when there is no war.

5.4 Recommendations

The following recommendations have been made:

5.4.1 *Recommendations for theory*

According to Maslow hierarchy of needs, physiological need is regarded as the first need that everyone is entitled to. As much as physiological need is important even safety and belonging need is seen as important especially for Congolese refugees due to the fact that they coming from a country where there is war and their lives are in danger as some of them are still being followed by government officials from Congo while they in South Africa. Therefore, it is recommended that safety and belonging should also fall part of the first needs that human being have. In order words, physiological needs should be combined with safety and belonging.

5.4.2 *Recommendations for social work practitioners*

- It is recommended that the social work practitioners should be aware of the challenges faced by Congolese refugees when providing counselling because they might have an influence on their presenting problem.
- The social worker can also play a role of an advocate by advocating on behalf of refugees in terms of the conditions that refugees find themselves in at home affairs.
- It was noted that in South Africa there are refugees that are being denied health care; therefore the social worker can play a role of advocate, by advocating on refugees' right in South Africa such as right to health care as it is against the law to deny a person an emergency medical treatment especially when they are in need of it.

5.4.3 *Recommendation for institutions*

- The findings revealed that many Congolese refugees are not aware of the organisations that address the problems faced by refugees; therefore it is recommended that the Pastoral Care of Migrants and Refugees to link refugees with organisations such as JRS, CSVR, and International Organisation for migrants, Future Families and Lawyers for human rights which assist with documentation.
- It was found that there are many refugees in South Africa and that makes it difficult for the people at home affairs to process their asylum on record time. Therefore, it is

recommended that each country should at least accommodate a specific number of refugees or asylum seekers so that the resources that are available for refugees can be enough for them.

5.4.4 *Recommendations for future research*

- About 10 participants were males, therefore the researcher would recommend future researcher to study the challenges faced by female Congolese refugees as to see if they experiencing same challenges faced by males.
- Moreover, it will be useful for future researchers to explore the methods of transport that Congolese refugees used to come to South Africa, whether they came legally or illegally.

5.5 Concluding comment

In conclusion, the researcher has noticed that irrespective of the challenges that Congolese refugees went through, they still remained strong and that reminded the researcher about Maya Angelou who said:

> "You may encounter many defeats but you must not be defeated. Please remember that your difficulties do not define you, they simply strengthen your ability to overcome"

In other words, the difficulties that Congolese refugees have gone through have strengthen them, instead of breaking them. One can overcome any challenge that he/she is facing in life as one has more power to defeat the challenges and should never ever allow circumstances to define who you are.

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APPENDIX A

Participants' information sheet

Challenges faced by Congolese refugees after arriving in South Africa.

Gooday

My name is Winnie Mahlangu, a fourth year social work student at the University of the Witwatersrand. As part of the requirement for the degree, I am required to conduct a research and my research topic is challenges faced by Congolese refugees after arriving in South Africa. It is hoped that the information gathered from this study will contribute towards understanding the reasons that Congolese leave their country and come to South Africa.

I therefore wish to invite you to participate in my study. Your participation is voluntary and refusal to participate will not be held against you in any way. If you agree to take part, we will arrange a time and place to meet, for a face to face interview. The interview will last approximately one hour. You may withdraw from the study at any time and you may refuse to answer any question that you feel uncomfortable with answering.

The interview will be tape recorded with your permission. The researcher will use verbatim quotes. No one other than my supervisor will have access to the tapes. The tapes and interview will be kept for two years following any publications or for six years if there is no publication from the study. Please be assured that your name and personal details will be kept confidential and no identifying of information will be included in the final research report. The translator will be used only if you are not comfortable with being interviewed in English and the translator has signed a confidentiality form. In case of the potential participants who cannot read English the researcher will go through the information on the participant information sheet and the translator will interpret what is written to the potential participants in French.

As the interview will include sensitive issues, there is the possibility that you may experience some feelings of emotional distress. Should you therefore feel the need for supportive counselling following the interview, I have arranged for this service to be provided free of charge at the Centre for the Study of Violence and Reconciliation (CSVR). They may be contacted on 011 403 5650 and CSVR offices are located at 3rd Floor, Forum V, Braampark, 33 Hoofd Street, Braamfontein, Johannesburg, South Africa and it opens Monday to Friday from 08:00-16:00.

Please feel free to ask any questions regarding the study; I shall answer them to the best of my ability. For more information I may be contacted on 071 317 1728 or email 728715@students.wits.ac.za or contact my supervisor, Francine Masson at 011 717 4472 or email her at francine.masson@wits.ac.za. Or you can alternative contact the research office: Lucille Mooragan at 011 717 1408.

Thank you for taking the time to consider participating in the study.

Yours sincerely

_____

APPENDIX B

Consent form for participant in the study

Challenges faced by Congolese refugees after arriving in South Africa.

By signing below, you are agreeing that you have read and understood the Participant Information Sheet and the purpose and procedures of the study have been explained to me. I understand that my participant is voluntary and that I may refuse to answer certain questions or withdraw from the study at any time without any negative consequences. I understand that my response will be confidential. Please note that the translator will be used only if you are not comfortable with being interviewed in English and the translator has signed a confidentiality form.

_____

Participant's Name

_____ _____

Participant's signature Date

APPENDIX C

Consent form for audio-taping of the interview

Challenges faced by Congolese refugees after arriving in South Africa.

I hereby consent for the tape-recording of the interview and the use of verbatim quotes. I understand that my confidentiality will be maintained at all times and that the tapes will be destroyed two years after any publication arising from the study or six years after any publications arising from the study or six years after the completion of the study if there is no publications.

☐ Yes, I consent to be recorded.

☐ No, I do not consent to be recorded.

Participant's Name _____

_____ _____

Participant's signature Date

APPENDIX D

Semi structured interview schedule

Challenges faced by Congolese refugees after arriving in South Africa.

SECTION A: DEMOGRAPHIC INFORMATION

Age ……..

Gender ……

Family composition……..

Educational levels obtained …….

SECTION B: INTERVIEW SCHEDULE

1. When did you come to South Africa?

2. What are the reasons that made you leave your country?

3. What are the reasons that made you choose South Africa out of all other countries?

4. What were your expectations about South Africa?

5. How did you find South Africa?

6. What do you like about South Africa?

7. How have you adjusted to South Africa?

8. What are the challenges that you have faced in Congo?

9. What are the challenges that you have experienced in South Africa?

10. What are your plans for the future - do you intent to stay in South Africa?