

2022

**Sustainable Solutions to Address Management Problems for
Refugee Resettlement in the United States of America:
The Case of Refugee Resettlement in San Diego, California**



JUSTIN BISIMWA MUDEKEREZA

Publishing Partner: IJSRP INC.

2/24/2022

Publication Partner:
International Journal of Scientific and Research Publications (ISSN: 2250-3153)

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The Case of Refugee Resettlement in San Diego, California**

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HONOLULU, HAWAII, U.S.A

FALL 2018

Publishing Partner:

IJSRP Inc.

www.ijsrp.org

ISSN 2250-3153



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Dedications

This work is dedicated, with Love, to my father Victor Bisimwa Mudahindwa (Rest In Peace) and his grandson – my son – Joseph Chimusa Mudekereza.

Dad, if you had not been able to really understand how my love for you was so profound and incomparable while in your physical life; you must have had more evidence in the afterlife because I imagine that at least there your eyes should see further. It was told and I know that the dead are not dead. Those who have died have never gone ... I know you are alive, that you are always beside me and that you guide my footsteps with the help of my guardian angel. You have always wished well to me your beloved son, and my promise to you was to always distinguish myself in everything I do to make you happy and make your name more respected. It is thanks to this decisive promise that I embarked on the adventure that led to this doctoral thesis. I believed that I was a son of a strong and genius man that I can do and be like my successful dad. I hope that through these few lines you find the expression of my deepest gratitude.

Son, I have no doubt that my father - your grandfather (wherever he is now) is very happy to see me achieve what he had always wished me during his lifetime. As my beloved son, I only ask you to understand that you are the greatest treasure of my life, my best gift from God, that I love you very much and I wish you were a great fighter man, always do your utmost for excellence my son and I will be very happy wherever I will be...hopefully I will have the grace to see your achievements before I travel back home. Keep in your mind that “*We can each*

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International Journal of Scientific and Research Publications (ISSN: 2250-3153)

define ambition and progress for ourselves. The goal is to work toward a world where expectations are not set by the stereotypes that hold us back, but by our personal passion, talents and interests” (Sheryl Sandberg).

Acknowledgements

My deepest gratitude to Father in Heaven for granting me strength and energy to for this great accomplishment of my life. I know God loves refugees and supports them!

My gratitude to Atlantic International University (A.I.U) team of professionals who tirelessly guided me from day one at AIU to the last day of my studies. Without your guidance and most of all your patient my journey to graduation would have remain just a dream.

My heartfelt appreciation goes to Francine Munyerenkana “dulce filiimatrismeae” for your encouragement and patience; my lovely children Winny Nabintu Mudekereza, Pamela Marie-Reine Aganze Mudekereza, Patricia Mungu-Asima Mudekereza, Benedicte Cynthia Nuru Mudekereza, Angele Mudekereza (R.I.P), Joseph Chimusa Mudekereza, Ketsia Bulangalire Mudekereza and my other children to come...all the Mudekerezas.

To “bene dilectaematri” Venantia Muhindo my mother, the one and only person who loves me unconditionally here on earth, thank you mom!

Thanks to Dan Collins and his lovely family which I consider as my own my family in the US; to Michael and Maryline Staffieri for your love and support, not only to me but also, to the refugees in San Diego, California.

Special thanks go to Sedrick and Kalley Murhula for all you have done for me from my first day in San Diego, California; Walter Lam the President and CEO of Alliance of African

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Assistance for encouragements and help at the very time of need; Rebecca L. Cranor for your invaluable advices and continued support from the beginning to the end of this project; Adolph Mutagongwa; Dan Nyamangah; Daniel and Claire Enemark; Bridget De la Garza; June Owino; Bishop Middleton; Deanna Herod; Lisa Clark, William & Jolene Hoevler; Andy Volper; Maureen Deans.

Thanks go to my brothers and sisters, friends, colleagues, or workmates, for your companionship, love and lessons learned from each one of you that might have contributed far or closer to what I have accomplished today.

To all those I was not able to list here, please accept the expression of my gratitude.

Author

Dr. Justin B. Mudekereza is a citizen of the Democratic Republic of Congo (DRC). He fled his country in 2006 as a result of physical torture after elections. He is an icon known for his many efforts for social justice, human rights, and development in many African countries. He is a person who does not keep quiet or stand and watch when people are suffering around him. From a bigger family of 44 children of his late father, he learned to make peace, share with others and most of all to fight for others whenever they are victims of injustice of any kind.

Dr. Mudekereza is the author of *Understanding the Multifaceted Management Problems of Refugee Resettlement in the United States of American, Shithole Countries, A Word of Warning to the World, Pays de Merde, Mot d’Avertissement au Monde* and many other important books and articles. The Justin Mudekereza Foundation helps orphans and other vulnerable children, widows, and others in need in South Kivu, DR Congo.

Today, Dr Mudekereza is the executive director of New Neighbor Relief (NNR), a non-profit organization assisting refugees and asylum seekers in their struggle to start a new life in the United States. For more comments on this article and other information about the Author, please visit: www.justinmudekereza.com

Abstract

A unique challenge that confronts many governments on the planet is the way to reasonably and sustainably address the refugees' migrants. The issue of refugee migrant is intensely political as the rising number of migrants comes in handy with pressure as well as many needs that it impacts on the local community. The study used a mixed and cross-sectional research design using descriptive research design, (quantitative and qualitative) to determine strategies used in the sustainable solutions to address management problems for refugee resettlement in San Diego, California. The quantitative research design was used to measure the degree of association between the dependent and the independent variables. The research phenomena were described using descriptive research design to provide an answer to the questions of how where what and how. The study used structured questionnaires to collect crucial data on various players involved in the sustainable solutions for addressing problems of management for refugee resettlement, the different sustainable solutions that would solve the function of the refugee management resettlement and the sustainable strategies and solutions techniques that can be advanced to ensure that refugee resettlement problems are eliminated.

The questionnaires were prepared carefully in the incoherence of the study objectives, hypotheses, and questions. The first section of the questionnaire focused on the demographic data of respondents while the other sections focused on the research dependent and independent variables. Likert scale range between 1-5 was employed in the questionnaire; where 5 was Strongly Agree, 4 was Agree, 3 was Uncertain, 2 was Disagree, and 1 was Strongly Disagree. The researchers administered questionnaires using drop-off and pick-off methodology to provide

the researcher with a room to personally obtain a more significant response by issuing the questionnaires. The study targeted a population of 260 respondents with a sample size of 78 respondents that included six stakeholders where four were within San Diego and two outside San Diego, six resettlement agencies, six ethnic community-based organizations, and 60 refugees.

The paper also used a stratified sampling technique to divide the sample into strata. The sampling was done randomly to bring out simplicity and clarity making the analysis and understanding of study comfortable with reasonably fewer struggles of explaining its functionality at 30 percent of the whole population. This was adequate when carrying out its research study thereby giving in-depth revelations and study findings. Of the 260 respondents that were targeted, 30% of this population represented a sample size. To analyze quantitative data, this research study employed the SPSS software as a study technique. To obtain the degree of relationship between independent variables and qualitative data, the level of confidence was tested at 95.05% leaving close to no margin of doubt.

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Reducing push factors by governments requires a collaborative address of the migrant crisis that is political, economic and through agreements of co-operation with the international organization and counterparty governments. Therefore, the State of California by accepting refugees typically makes it a rich state with various opportunities. This arguably will provide it with more investment or aid in the

establishment of livelihoods sustainability at the economic and conflicts malaise source, to assist reduce unmanaged migration and create opportunities. California State needs to forge quid pro quo multi-lateral or bilateral treaties, like that of the 2016 Turkish treaty to help stem the migrants' flow into the European Union (EU). Also, give protection to susceptible refugees, strong agreements and collaborations are important for California State, refugee agencies as well as the bilateral and multilateral organizations to better share information, communicate and co-ordinate. This will assist in increasing successful operations of cross-border against criminal organizations, groups, and criminals particularly those engaging in smuggling of migrants. Prompt a strong connection between technology and governments.....70

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The government of California State must ensure a better way to detect migrants who enter the country illegally, by quickly processing their applications of asylum while returning those who have not been given asylum. The best single way of unmanaged migrants' incentives is having the return system knowledge of the EU that is used to return those whose asylum applications have been denied or the unmanaged migrants or those who are not infallible.71

California State needs to consider further ways to heighten border security and incredible track of the migrant's exit and entry and exit across borders. This can be done by enhancing the information coordinated and shared across countries as well as agencies to help the government improve their efforts to control and manage the influx of refugees, both at the borders and in the country. The state of California needs to establish policies that integrate refugees with various skills and cultural backgrounds into society, by considering their public's attitude and perception, and to determine whether further refugees are drawn into the State of California.71

5.3.4 Including the private sector role & technology in finding solutions71

San Diego refugee resettlement process needs to incorporate private sector to help them as well as their agencies to better co-ordinate, offer training and employment programs, provide humanitarian needs by engaging in PPPs and find solutions to innovation to tackle different crisis aspects.71

The California state also needs the private sector to assist them, and other relevant agencies were dealing with the crisis of migrant to overcome organizational and constraints capacity by facilitating strategic planning and inter-departmental coordination, and intra-departmental organization as well as program management. Organizations also need to extend their link beyond the immediate crisis via initiatives in critical areas involving healthcare, employment, housing, and education.72

These organizations also need to play crucial functions in assisting integrate refugees by recruiting them as interns, offering skills and training programs, employing them, hosting, giving and apprenticeships as well as courses in their language. Also, entities of the private sector need to engage PPPs with the right public agencies to offer fundamental human services like housing and healthcare.72

This thesis, therefore, highlights some ways in which organizations must fully involve new initiatives that are directed to promote new opportunities and curb risks for San Diego, California, individuals, and other countries that might need to refer to it as a useful source. Even though, operating along with government agencies and institutions, the refugees' resettlement agencies need to ensure that their efforts are put in tandem with national policy and benefits from the enhanced resources of politics

devoted to the crisis of migrants, as well as the data breadth and knowledge that the State of California maintains.72

California State, also, may receive benefits from the focus on efficiency of corporations, their innovation, and value-addition, to facilitate organizations' effectiveness while decreasing its redundancies. Private and public companies can also work together to develop real-time solutions for economic health and global wellbeing enhancement.73

This also requires technology companies to help in looking for the solution of innovations by continuing to offer techniques and solutions to San Diego refugee resettlement, California, private sectors, NGOs, and international organizations as they struggle with the crisis of migrants and refugees while facing various hindrances. A technology which is consumer-focused and whose start-ups provides enhanced answers to problems that refugees face at the micro level, like safety, information sharing, aid, and fund raising, integration, housing, jobs matching and healthcare.73

Therefore, organizational technology offers more end-to-end tailored software, hardware, and solutions of infrastructure for improved management of the database, communication between organizations and agencies, inside and at borders security, tracking and identity verification, planning and strategic analysis, and distribution of funds and aids.73

Suggestions for service providers would be to recognize the diverse group of refugees regarding religious, language and ethnicity. Also, there is diversity in the ability to access resources. Understanding this is important in designing programs and provides services accessible for all. There is also a need to focus on the marginalized majority which continues to increase tension among nations and states. I would recommend encouraging the creation or support of Ethnic Community Based Organizations (ECBOs) and equipping them with necessary tools and resources they need to take care of most of the issues affecting the refugees resettled in San Diego, California. The ECBOs can be grouped per countries or continent of origin of the refugees. For instance, refugees from Iraq form an ECBO and have it supported by the government services or if ECBO exists already, have it well-structured and equipped (with skills and resources) to handle the work. In this approach, resettlement agencies play a major role in monitoring and evaluation of the activities of these ECBOs and report to the government and funders. In other words, the ECBOs report to the resettlement agencies and the latter are countable to funders. In dealing with the problems associated with language barriers, the English as a Second Language (ESL) should be taught in different levels whereby level 0, and level 1 are taught by former refugees who have spent some time in the country and who speak the same language as the newcomer refugees. These instructors use both English and their native languages. The classes (may) apply for both adult and children who are refugees because mixing newcomer refugee children with other children who have been in the country for long can never help them learn the language well. It is preferable to have them start level 0 then level 1 for a period (may be three months per level) before they can join others in the class. This can make very good progress and result than thinking of placing interpreters/translators in classes where refugee's children and parents are studying. Teaching the English language to newcomer refugees can be successful under the responsibilities of ECBOs serving them. If ESL classes cannot be totally handled by ECBOs but at least let them handle levels 0 and 1 to help refugees form foundation or basis to help them affront other English language levels. From the many problems affecting refugee resettlement in San Diego, the most pressing are learning English language and insufficiency of Cash Aid. These two problems can be easily dealt with if the refugees are adequately trained in English language which predisposes them to have easy access to (good) jobs and, therefore, enable them to earn enough income to help them take care of their families in a more satisfactory way.....73

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1.0 Chapter One: Introduction

1.1 Background of the Study

Despite some remarkable improvements in democracy in many parts of the world, there are still an unprecedented number of refugees as a result of conflicts and war. Continuing conflicts in places such as Iraqi, Syria, and Yemen have resulted in the displacement of thousands of people the majority of whom are women and children (Bakewell, 2008). Therefore, the international community must care and provide for these refugees who struggle against all the odds to get to safe havens. Statistics show that more than 16 million refugees were in existence as of 2014, which most likely points to a higher figure now due to the increased conflicts in different African countries such as the Democratic Republic of Congo (DRC), Somalia, Southern Sudan and countries from the Middle East. The United Nations High Commission for Refugees (UNHCR) estimates that the conflict in Syria alone has created up to 4 million refugees in addition to many that remain within the boundaries of the country (Loue, 2013). Iraqi on the other hand had about half a million of its citizens with refugee status in 2014, a figure which is estimated to have surpassed the 3 million mark due to conflicts in 2015. Generally, the majority of refugees run to the neighboring countries such as Turkey, Jordan, and Lebanon. Other places that also have a high number of refugees include Uganda, Kenya and Ethiopia in Africa which are mainly caused by the conflicts in the neighboring countries DRC and Somalia. Kenya and Ethiopia host up to 800,000 refugees as of the year 2017.

The Refugees issue in a host country can be solved by repatriation, local integration or resettlement in a third country. Repatriation can only work if the situation in the refugees' country stabilizes. Local integration, on the other hand, requires the host country to assimilate the refugees fully so that they can enjoy the same rights and resources as the citizens of the

country. Therefore, the host country needs to have the political will and the capacity to enable the process to be successful. For instances where the local community and the refugees share a common language and culture, this becomes the best solution. Local integration also requires the input of the refugees and their opinion regarding the issue must be taken into consideration. Some may hope to return to their country of origin eventually while others wish to resettle in a third country. Some individuals may decide never to go back to their country due to various reasons better known by them; thus, they will benefit the most from local integration. However, local integration is a viable idea in cases where the refugee caseload is relatively low, and both the refugees and the host country opt to follow this solution.

Repatriation is the most preferred solution for refugees primarily due to being durable. Majority of the 12 million refugees under UNHCR will be repatriated to their home countries. Repatriation is considered the best way to ensure a sense of identity for the individuals since they are usually returned to their initial area from which they were displaced. This method is suitable because the refugees can then feel belonging to the place and can maintain and practice their culture and traditions unhindered. Many humanitarian organizations highly favor repatriation if the conditions in the home country have stabilized, and they can safely return with a guarantee of their security and livelihood. Since being a refugee involves a feeling of fear and anxiousness, the individuals must be prepared and assured that the place they are returning to have improved and that measures have been taken to ensure they live without any hindrance or danger to their life. Efforts must be put in place to make sure the fear of persecution is removed from their mind. For this to succeed then, the timing of repatriation must be taken into consideration. Once the circumstances for displacement become nonexistent, then the refugee status may be revoked

legitimately. However, repatriation is first done voluntarily before the revoking is done much later when those who have been repatriated are reintegrated successfully.

There are many instances when local integration and repatriation are nonviable, and only resettlement to a third country is the best solution. When the conflict that caused the initial flight persists and has no foreseeable solution in short to mid-term, relocation to a third country and local integration are preferable. Resettlement involves refugees relocated to a third country which is willing and able to accommodate and welcome them. In such cases, women, children, and the vulnerable groups are favored. UNHCR first used resettlement in 1956 where 200,000 refugees from Hungary were resettled and accommodated across Europe. The method also found use in the Vietnam conflict where individuals moved into Thailand and the United States.

The burden of hosting refugees has for long been left to the host countries to deal with which has resulted in the increased plight of the refugees as a result of lack of resources. It is due to this reason that UNHCR suggested the permanent resettlement as a long-term solution to the crisis that has engulfed the Middle East. This suggestion has elicited a lot of reaction and views from many developed countries and the host countries which see it as an endangerment and a relieve respectively. It has however been widely accepted that the caring of refugees is a shared responsibility that should be supported politically and financially by the developed world. Europe which usually is conservative in accepting refugees has recently relaxed their stringent measures with many countries now on the frontline of accepting more refugees to settle there. Germany for instance has taken in almost 300,000 Syrians in their new program of refugee admission and resettlement.

In spite of the care and attention recently accorded to refugees, the uptake ratio remains too low as many countries are unwilling to expand the resettlement programs and some are still

unwilling to incorporate refugees within their citizenry. UNHCR recently confirmed that they were able to resettle a paltry 70,000 individuals in 2013 mostly due to reservations and concerns in many European countries about their national security, their capacity and the outcome for the refugees.

The United States of America has usually been at the forefront in the integration of refugees and their resettlement. It acts as the successful lesson on how to take in refugees to scale without bringing considerable harm to their citizens. However, even the program in the US has faced opposition with many critics pointing to the small amount of investment in the local level for supporting the integration program. In the absence of concrete data on the resettlement and outcomes for refugees, there will always be doubts about the program. The lack of data is likely due to a large number of refugees as compared to those seeking asylum which therefore requires more workforce and resources to track resettlement outcomes thus few countries, if any, have such data. This lack of data and information is the cause of difficulties in identifying issues and solutions for refugees (Loue, 2013).

For the US government to be able to solve the problem of refugee resettlement there is a need for them to figure out the outcomes and trends for the already resettled individuals so that they can better design tools and kick-start programs to meet the current requirements. For this to be done Migration Policy Institute (MPI) effectively must be put to good use (Government of USA, 2014). The institute has recently compiled and analyzed data sourced from different agencies in the U.S government that deal with the resettlement of refugees and the American Community Survey (ACS). The collected information on the size of refugee populations and the resettlement program resulted to findings on challenges of refugee integration in the U.S.

For a long time, the U.S has been the favorite destination for refugees and the most significant contributor to the UNHCR and other international aid organizations with about USD 32 billion worth of aid. All refugees that find their way to the U.S have a right to approved social services that is unique and different from that provided to both documented and undocumented immigrants. Generally, the issue of immigration and refugees is a federal government function; it is the states and local authorities that receive the funds and provide the required services accordingly. As of 2015, the U.S took in about 75,000 refugees and promised to increase the number by 10,000 individuals drawn explicitly from Syria due to a large number of displaced people in the country. This is a clear indication that the U.S has been steadily increasing the number of successfully resettled refugees in the country.

For a refugee to successfully be admitted into the US, he or she must meet the set criteria which majorly include:

- Meeting the provisions of the Immigration and Naturalization Service (INA) section 101 (a) (42)
- Not already resettled in any third country
- Being of special humanitarian concern as determined by the president
- Can be admissible as per the US law

1.2 Responsibilities and Roles of Stakeholders

The federal government plays the most prominent role in the resettlement of refugees in the US. The Immigration and Naturalization Service (INS) is tasked with the responsibility of determining which of the applicants meets the requirements of the law to be bestowed the status

of a refugee. Together with the Department Of State (DOS), they coordinate resettlement of the refugees.

DOS deal with resettlement policy as well as initial processing of the refugees overseas, their transportation to the US, and cultural orientation. DOS funds various non-profit organizations which are involved in receiving the refugees and their placement on arrival. DOS has funding agreements with the resettlement agencies, and it is through them that arriving refugees are welcomed and receive essential services and personal necessities for their first month in the US. It links the individuals to longer-term services which are funded by the Department of Health and Human Services (DHHS) (Bruno, 2015).

The responsibility of resettling refugees and providing financial aid, medical services, and other social services is taken over by the DHHS for up to 5 years. Through its Office of Refugee Resettlement (ORR), the refugee service programs are funded by use of state governments and NGO's. State governments together with local governments have dedicated offices which offer services to refugees and are financed by ORR.

In addition to the services that are given by the government, NGO's and other voluntary sector play a critical role. Resettlement in the US is a public-private partnership where NGOs are involved in the whole process to offer useful and coordinated services. Other organizations that play a critical role include churches and local volunteers. Local volunteers may provide household items or even teaching and mentor the new arrivals (Bruno, 2015). For instance, New Neighbor Relief (NNR) a nonprofit organization helping refugees in San Diego, California partners with some resettlement agencies to deliver support to newly resettled refugees. NNR receives the information about the arrival of new families and the organization mobilizers it's

volunteers to collect household items and mentors go over to the families' new apartments to teach them how to use different items.

The resettlement process in the US prioritizes family reunion and cultural integration when choosing a place to resettle refugees. Those who have family and friends willing to host them are given the opportunity whereas the others are taken to a location where they can be able to find cheap housing and employment to kick-start their livelihood (Bakewell, 2008). However, lack of access to jobs and expensive cost of housing in California push many refugees to move to other states only a few months after being resettled. The resettlement must also take into consideration the local community's willingness to accept them. Therefore, it is ordinary to find people of a particular origin settled in a specific place.

Unlike immigrants who are admitted to the US through family or employment opportunities, refugees are here solely on humanitarian grounds and are therefore not expected to be self-sufficient economically. That is why they are entitled to relieve and aid many years after entering the country. Federal programs aimed at helping the refugees to resettle Medicaid, Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI) and Supplemental Nutrition Assistance Program (SNAP). All this is due to the refugee act which entitles them for the same. The Act focuses on making the refugees depend on themselves in the future. However, the situation on the ground is not always so. Similar to most well-intentioned policies the benefits are not what one could expect. The operations though helpful do not prepare the refugees for self-sufficiency and mental health (Bakewell, 2008).

- **Problems making refugee resettlement difficult in San Diego, California**

In San Diego area, refugees face many problems making it difficult for them to start a new life. These problems include, but are not limited to, lack of affordable housing, lack of decent employment, increasing rates of prostitution and drug use, language barriers (combined with poor quality of San Diego continuing education ESL courses and San Diego Unified School District's efforts reduction in support to newcomer students), unwelcoming communities, difficulties in accessing healthcare services, problems accessing decent education, cultural integration issues, lack of personal necessities, transportation problems, insufficiency of cash aid, bullying and segregation in schools and social places, mental health and psychological trauma, lack of access to sexual and reproductive health services, lack of information on public health issues, neglect of elderly refugees and domestic violence (Justin Mudekereza, 2018).

Most of the challenges facing resettlement of refugees are inter-related. Since most of them are from hardship areas, they are already traumatized, and their mental health is highly affected. However, research has also found that lack of appropriate employment and financial dependency also plays a critical role in prolonging the distress (Capps and Newland, 2015). This also may be the reason why children learn English faster compared to parents and thus have to act as their interpreters and sometimes decision makers which has a strong connection with dysphoria for the parent, especially the father. Since most of the refugees come from regions where fathers make every decision, reversal of their role may result in depression and attempts to regain control is manifested in the form of anger and thus domestic violence (Rothblum et al., 2013). Sometimes one can be depressed due to being unable to find a job that they are skilled at. For instance, one may have been a doctor in his home country, but they are forced to do menial work for survival because their licenses are not recognized in San Diego or any other County (Capps and Newland, 2015).

San Diego receives the bulk of refugees in the US according to State Department data. In 2016 fiscal, the county received an average of 250 refugees each month, a figure which tripled in August 2017 and the following month (Brown and Scribner, 2014). This surge resulted in the low supply of housing units forcing some of the refugees to live in motels as caseworkers searched for housing. Lack of housing in San Diego has escalated with some refugees living in houses far below the capacity. This has resulted in some of them being asked to leave the homes because they lied about the number of occupants. The caseworkers have no choice because there are larger families needing resettlement whereas the supply of larger housing units is limited. Due to the overcrowding, there is a danger of disease outbreaks which significantly affect the livelihood of the refugees.

Refugees face problems as a result of inadequate cash aid that is afforded them. Research done by the Washington Post (2010) showed that there is a dire need for the cash offered to refugees to be increased. It showed cases where one is forced to choose between buying food or diapers for their babies or else pads for menstruating women if there are some in the household. The economic restraint and hardships drive some of the refugees in prostitution and crime to supplement the income. Others engage themselves in drug abuse as a way to keep their mind away from the problems that they face every day.

Recently the travel ban issued by the president has affected the flow of refugees in San Diego. Some of them who had already succeeded in their applications and awaiting traveling have become anxious and are not sure of their fate. It has affected resettlement in San Diego specifically because some of those that have arrived there left their relatives behind and were hoping to be reunited. Those already in transit know that anything can happen along the way and make them to be repatriated back to their host country (Brown and Scribner, 2014).

Due to differences in education systems between the US and the home country for most refugees, access to decent education is relatively hard for them. Some are even unable to access healthcare services as a result of a language barrier and lack of information on public health issues. Those that arrive with various medical conditions have to wait to be attended by local medics because they are not yet documented and thus cannot access public health facilities (Bruno, 2015).

Some of the refugees also find problems in accepting the culture of the local people which may be contrary to their own culture. They may feel alienated in some circumstances such as social places where they have no proper knowledge of the procedures and how things work out.

1.3 Research Question and Objectives

1.3.1 Aims and objectives

The primary aim of this study is to come up with solutions to the problems that make refugee resettlement difficult. Main goals include:

- a) Identifying the solutions to the difficulties refugees face in their resettlement in San Diego.
- b) Investigating the extent to which refugees are affected in their bid to resettle in San Diego.

1.4 Research Question

- a) What solutions can be implemented to curb the difficulties refugees face in their resettlement in San Diego, California?
- b) What is the best solution according to the refugees, on the difficulties they face?
- c) What is the solution from the perspective of other stakeholders?

Chapter Two: Literature Review

2.0 Literature Review

A closer look across the world reveals that the number of people displaced due to different conflicts is soaring at an alarming rate and will continue to do so in the foreseeable future. As a result, it has become necessary to find a durable and sustainable solution to the refugee issue worldwide. The literature reviewed in this thesis is from the understanding that the resettlement of refugees in a third country is the one primary solution to the refugee crisis. For such a solution to be successful though, the host country needs to have a favorable and welcoming attitude towards the new inhabitants of the area. Secondly, security and other protection measures geared towards ensuring and improving the well-being of the visitors must be prioritized. The stakeholders must also make all effort possible to foster integration between the host community and the resettled refugees. It, therefore, is essential that we look at the factors determining the host community's perception and attitudes towards them, making the refugees' acculturation to their new homes a viable and accepted method for integration, factors that have adverse effects to the mental health of refugees, etc. All these are important and relevant in determining how successful the resettlement process will be in the host community. All of these factors require a sound policy to be formulated, and thus there is a need to reflect on the policy implications of the process.

UNHCR (2016b) data shows that there are at least 21 million refugees scattered all over the world in 2015, making this the highest figure obtained since the end of World War two. These numbers are about two million more than the value achieved in 2012 and continue to rise.

2016 marked a significant year for refugee-hosting countries due to the record number of refugees emanating from the Syrian civil unrest. Countries neighboring Syria and those across Europe bore the brunt of harboring the millions of people seeking safety. Of the overall number of refugees, about 51% are children under 18 years of age with a significant amount of them unaccompanied or separated from their family (UNHCR, 2016b).

Many countries are aware of the 1951 Geneva Convention and the ensuing status of refugees with 148 being signatories to the convention's 1967 protocol. These protocols have formed a backbone from which many have formulated policies on the handling of refugees. It defines who should be recognized as a refugee and the rights that should be accorded to such an individual. The refugee is also entitled to protect from harm and assistance in finding a place to live and settle (UNHCR, 2011). In simple terms any person in a foreign country who is reasonably afraid of persecution due to race, nationality, political ideology, or religion; and cannot make himself or herself available for protection in his country or return there fearing being persecuted; is, in essence, a refugee (UNHCR, 2011, p.5). However, until UNHCR or the host country recognizes one as a refugee, he or she is referred as an asylum seeker and needs to wait for the refugee claim to be evaluated and verified.

In the later stages of the last century up to present time, the refugee concept has been broadened with most countries taking in some of them as permanent citizens if they meet the laid down criteria to be seen as qualified. In this regard, the western countries have been at the forefront, with countries such as Canada and the United States very committed in this regard. There has been increased advocacy for the term refugee to be broadened further to encompass people who have been displaced as a result of environmental issues as well as natural disasters (Hollifield and Salehyan, 2015). Differentiating between refugees and asylum seekers is a

complicated process since most of the time they lack documentation; thus, they are all treated the same.

Most of the refugees find that they cannot be able to return to their home country due to insecurity, lack of means, political instability, lack of means to earn income, and the impossible task of reclaiming their homes and property back. Although returning to their country of origin is the preferred solution to some of the refugees, others prefer to stay in the host country may be due to horrors experienced previously and the persistent psychological trauma. Finding a lasting solution for the refugees is, therefore, a daunting task for the involved parties. It is recorded for instance that of the 21 million refugees worldwide in 2015, only about 200,000 were able to return to their country of origin after the end of the conflict (UNHCR, 2016b). Only about 100,000 refugees were accepted to be permanent residents in the host country in 2015. A majority of refugees may choose not to return to their country of origin or stay in the host country and opt instead to move to a third country as permanent residents. This scenario has the danger of the refugees becoming exiled in a protracted amount of time. Of those seeking permanent residence in a third country, only a small percentage can succeed with the rest having to live as refugees in the host country awaiting resolution of their status. Therefore, the burden of hosting refugees has mostly fallen on developing countries and those with middle economic status. Considering the majority of these countries cannot even be able to meet the needs of their citizens adequately, the life of the refugees becomes hard, and hopelessness sets in. The refugees find life unbearable, and some of them take a step to try traveling to third countries with boats illegally. About a million refugees worked this option in 2015. While some of them succeeded in reaching other countries, some of them drowned, the majority were caught and repatriated, and a

few were hosted as refugees or live their life illegally in the country. In the Mediterranean Sea alone, 5,350 refugees lost their lives in a bid to find greener pastures (IOM, 2016).

In spite of many countries ratifying the Geneva Convention and thus committing to come to the rescue of refugees, many of the citizens of western countries such as the US sometimes regard refugees as a threat to their security and treat them without compassion. Some see the presence of the refugees as a hindrance for their well-being (Fakih and Marrouch, 2015; UN Secretary-General, 2016). With many of the US refugees resettling in San Diego, California, some have raised concern and opposed the move. The move to resist resettling of the refugees has been fueled by the negative perception of refugees in public and fear of insecurity. Considering that the US has in recent years come under terrorist attacks from groups and countries of Muslim ancestry, many are skeptical of the method used to determine who is chosen for relocation to their State. This has been the reason for the low uptake of refugees as the government increases surveillance to ensure security to the host community (Ayed, 2015).

2.1 Public Attitude

Public perception and attitude towards refugees have recently plummeted not only in San Diego but across the US. As per a public opinion poll conducted by IPSOS in June 2016, 54% of Americans advocate for the exclusion of refugees from their country. More than half of those polled were of the opinion that terrorists are entering their country and living among them pretending to be refugees but are biding their time waiting for the opportune moment to turn against the host community. They concur that majority of those coming to the US, and by extension, San Diego chose to do so not because they lack options but due to economic reasons and an attempt to take advantage of the improved welfare services available (IPSOS, 2016). Some individuals from the host community also feel that resettled refugees add a burden to the

government, and they believe the refugees burden the society because they take away jobs and social benefits that should instead be profiting the local community (Wike, Stokes and Simmons, 2016). The study found that those having a negative attitude towards Muslims also perceived refugees negatively.

The results obtained from the above poll and study together with other recent ones are a clear indication of the strong perceptions which guide how the local host community views them. The studies show that public attitude towards the refugees is affected by their association with terrorism, fear of authenticity of refugees, and concern for their economic and cultural well-being.

2.2 How Perceived Threat Affects Attitude to Refugees

Research has squarely blamed refugees when it comes to a feeling of danger to potential host community (McKay, Thomas, and Kneebone, 2011; Stephan, Renfro, Esses, Stephan, and Martin, 2005). They posit that several sources or perceived sources bring forth the threat. Individuals quote refugees need for jobs, healthcare access, housing, and language training, differences in culture, religious identity, and values. All these form potential sources that can make the host community feel threatened and formed the basis for majority support for the federal government's policies that restrict immigration (Canetti, Snider, Pedersen, and Hall, 2016). Research literature supports the fact that the perception of a threat can viably be used to predict attitudes of the local host towards refugees and immigrants (Murray and Marx, 2013).

Theoretical methods that categorize threats from refugees have been formulated. The integrated threat theory of prejudice is the most well-known and places threats into four sub-group (Stephan et al., 2005). Realism threats emanate from fear for economic or political power

and come forth when the well-being of the individuals is at stake. Symbolic threats engulf the host community when they feel that their values and beliefs are in danger. Thirdly, a perception that refugees are lazy people and aggressive can trigger negative stereotypes. Finally, a host community may have intergroup anxiety which may come as a result of feeling under threat due to interactions among groups perhaps as a result of one's rejection or embarrassment. This theory has found use in explaining perceived threats against immigrants, international students and even minorities in the community (Stephan et al., 2005).

It is believed that the presence of the threats alters the perception of the locals against refugees and immigrants. While conducting the study, Stephan et al. fed participants with fake news about the Tutsi of Rwanda immigrating to the US, making sure that his description showed them as posing a realistic threat, having a financial need, posing a health threat and prone to violence; and a symbolic one, differing values to American values. The participants were seen to have developed a negative attitude towards the Tutsi refugees compared to those who did not participate in the study.

Another essential theory trying to explain negative attitudes towards refugees is the Unified Instrumental Model of Group Conflict (Esses, Jackson, Dovidio, and Hodson, 2005). This theory describes where the concerns arise from, pin economic and values as primary drivers. Situational factors rooted within the host community play an important role in conjunction with the prevailing ideologies stemming to create a perception of competition with the reported outsiders. This perceived threat is especially more pronounced with the increase in the number of refugees and in cases where the refugees are noticeably different from the host community (Esses and Jackson, 2008). Therefore, it is no wonder that there is a negative perception towards refugees who mostly belong to the Muslim community in the Middle East. Due to a difference in

language, appearance, religion, and values to those of the local host community, there may arise a perception of threat to the status quo. The media has also contributed negatively to the negative attitude of the refugees by the host community due to their coverage portraying refugees as a direct competition for resources meant for local people and bringing negative values to the perceived absolute local values (Esses, Medianu, and Lawson, 2013). Research, therefore, postulates that there is an involuntary need for the locals to protect their status with most desiring to eliminate competition for services and resources.

Unified Instrumental Model of Group Conflict is a demonstration that perceptions of the people of San Diego on completion offered by the refugees bring about the observed opposition and prejudice towards them. Therefore, the local community will likely not support policies geared towards the empowerment of the refugees and immigrants. As the stakeholders strive more to remove barriers associated with the settling of the refugees, the local community will feel more threatened. Reading on the threats from refugees and immigrants makes those higher in the Social Dominance Orientation (Pratto, Sidanius, Stallworth, & Malle, 1994) to be less willing for the empowerment of the group (Costello and Hodson, 2011). They reckon that extreme perception of threat can bring about feelings of resentment and ultimately trigger violence towards the refugees if not cabbed appropriately.

The need to avoid disease can be a positive motivation for local people to have a negative attitude towards refugees seen to have cover from places prone to infections such as Africa. Schaller and Park (2003) while explaining this phenomenon linked it to a survival mechanism associated with evolution. They opined that people involuntarily developed a psychological tool to avoid disease, and thus the xenophobia observed. They continue to state that people feeling vulnerable to infectious diseases will intentionally keep away from out-groups such as refugees

to avoid contracting diseases. The researchers found that when people perceive themselves as susceptible to infections, they are less supportive to outsiders because they are unfamiliar to them but the same is not observed for those who have lived among them for a while, and they are familiar with them.

This is a political party to which a host community also belongs to affect perceptions towards refugees. Republicans are more likely to support restriction measures against refugees, but it is more likely that Democrats won't support such actions. Due to an increase in the number of resettled refugees in San Diego, the Republican Party's influence is seen to be in a diminishing trend. Therefore, political impact on the local community plays a significant role as political parties' tussle for supremacy (Hawley, 2011). Political campaigns can further exacerbate the negative attitudes towards refugees. For instance, in his campaign trail, Presidential candidate Donald Trump made remarks against refugees, encouraging supporters to "lock their doors" for self-protection against refugees (Engel, 2016). His son, Erick Trump, was on the offensive also blaming refugees for stagnant wages for locals (Palma, 2016). These utterances are directly responsible for the increased prejudices against refugees in San Diego and across America. However, research has shown that when the number of refugees is high, and all levels of government support the process, the attitudes towards refugees improve (Feygina, Jost, & Goldsmith, 2010; Gaucher and Jost, 2011).

2.3 Acculturation of Refugees

Stakeholders in the refugee problem and resettling have raised a concern that the integration of refugees to the host community is proving a challenge. IPSOS (2016) poll show that many are of the opinion that refugee integration may take more time than anticipated. The refugees themselves in some anecdotal reports precisely suggest this (Pathway to Prosperity,

2016). To better understand integration or getting accustomed to the culture, it is vital that we understand the terms first. Acculturation may be defined simply as adapting to a new and different culture. Many have looked at this issue as a one-way process in which the refugees have to discard their beliefs and culture and learn the new and reportedly better American culture. However, I believe that it should be viewed as a comprehensive process in which both parties learn from each other such that either side can adopt beneficial customs. Nonetheless, new and advanced models have been formulated to assess refugees' attitudes towards the new culture.

Various literatures have differing concepts of acculturation. However, Berries (1997) model has four types associated with acculturation. He opines that the host community and the refugees can choose only one form to apply. All the types are based on refugees' desire to acquire local culture and the need to maintain their own. Integration type arises from the need for refugees to maintain some of their cultures while also appreciating the new culture. For assimilation, refugees completely cut ties with their heritage culture and acquire the culture of the local community. Some refugees have also chosen separation and have no desire to learn the new religion, preferring instead to maintain and preserve their own culture of heritage. Marginalization occurs for those refugees who have rejected the new culture as well as discard their heritage culture.

Another framework available for understanding acculturation is the Interactive Acculturation Model (IAM). This model looks at acculturation from ideologies shaping public policy of the host community or state. Ethnic thinking requires newcomers to conform to local values in both their public and private life. On the other hand, pluralist ideology goes for the newcomers' conformity to the law while giving them the freedom to choose their values. The

different thinking is the assimilation ideology which involves the refugees adopting both public and private benefits of the host community. Civic ideology underlies that one can maintain heritage values but should not expect public support. Other additional divergent acculturation types proposed by IAM are segregation, individualism and exclusionary. In discrimination, the local community allows adherence to heritage culture in as far as it does not impair their own. Those preferring exclusionist view are against refugees maintaining heritage culture or following their local culture. Individualists do not look at groups of individuals but rather define each person separately not bound to a group.

Apart from the above theories, the one typology that brings excitement in its description of acculturation, perceptions, and the corresponding public policy, is the cognitive developmental literature (Amiot, de la Sablonniere, Terry, and Smith, 2007). It captures the facts of integration comprehensively while addressing the heritage culture of the refugees as well as the prevailing culture of the local community. The theory suggests four stages a new refugee must go through in the process of shaping perception and integrating with the host community.

Amiot et al., (2007) put the initial stage as anticipatory categorization where the individuals think about fitting in the social values irrespective of the fact that they have not seen or interacted with the host community. They wonder about their fitness to the new community and their role. Then, in the second stage comes categorization which happens on the two groups coming into contact with one another. Salient differences are observed at this point with individuals affirming their heritage values as a way of remaining positive. The refugees may be overly committed to heritage values that they usually are, at their native home. Compartmentalizing of the groups occurs as the next stage when the refugees realize that there are indeed many social groups at the same place, and one may belong to more than one depending on the context. It may be for

instance that during interaction with family, one social identity is salient but on going to work the same is activated. Lastly, integration is deemed to have been accomplished when individuals fully realize that various social groups are vital in their self-concept and can be activated simultaneously. At this stage, individuals can enable either social identity proudly in public and/or in private without fear of victimization.

2.4 Factors Considered by the Hosts in the Formulation of Acculturation Attitudes

Research shows that refugees with highly similar values as the host community are readily accepted. Therefore, the refugee will have more valuation to the locals compared to others and will consequently be supported in the integration bid. Conversely, if one is perceived to be dissimilar, less support will be offered, and the expectation of the local community tends to favor segregation and assimilation (Safdar, Dupuis, Lewis, El-Geledi, & Bourhis, 2008). The group will, therefore, be deemed less valuable. Kunst and Sam (2013), recon with preferring assimilation of these less costly individuals is likely to be popular when judgments are made about second generation refugees.

The acculturation attitudes of the host community also closely follow the perception of threat (Montreuil & Bourhis, 2001). Investigative studies conducted by Florack et al., (2003) on the correlation between acculturation attitude and the perception of threat by the host community; proved that this perception triggers ethnocentric acculturation against the refugees. Therefore, the locals were seen as pro-assimilation, exclusion, and segregation. According to the studies, moderate threat levels correspond with separation, but if highly threatened, the elimination will be favored more.

2.5 Factors Considered by the Refugees in the Formulation of Acculturation Attitudes

Although there is a divergent opinion on the acculturation typology for refugees, most agree that separation and integration are dominant. Various factors may hold sway whether a refugee will accept integration method or the separation method. The way the refugee perceives preferences of the local community of different matters are highly determinant in choices made. If the refugees think host community perceives them negatively, then the acculturation type will reflect on this factor. If the refugees feel they are socially not accepted, then they are unlikely to go for integration with the locals. This explains the fact that the majority of refugees prefer to associate with like-minded people (Bahns, Pickett, & Crandall, 2012) and those facing a similar situation as them (Baumeister and Tice, 1990). This negative perception seeds separation tendencies as the refugees likely would not seek contact or desire identification with the hosts (Rumbaut, 2008). Generally, when discriminated upon, refugees tend to withdraw and separate themselves. For instance, when American Muslims felt that they were being targeted for discrimination by Americans by being called terrorists, it was observed that the victims tended to associate themselves more with the Muslim religion and spent more time with Muslims than non-Muslims. Because many associated their religious identity to ethnic engagements, the individuals became more obsessed with spiritual purity and religion became a core value for their dealings (Kunst, Sadeghi, Tahir, Sam, and Thomsen, 2016). Therefore, it can be said that the more discrimination was directed towards them, the stronger their determination to identify with being Muslims. However, this phenomenon was only observed for those who face discrimination and had no effect on Muslims that were not discriminated against.

This disengaging from the local community in the face of hostility is associated with involuntary self-preservation to protect them from emotional harm. Research on various fields

concur that stigmatization makes the victims to physically withdraw from the aggressor or the perceived aggressor as well as from those that could potentially do the same (Leary, 2001). Thus, refugees can avoid members of the local community, and if it is not possible to physically separate, they will withdraw emotionally. For instance, when refugee children face stereotyping in schools concerning their intellect or hygiene, they may loathe school and perhaps drop out in a bid to preserve their self-worthiness. It is however unfortunate that those actions of withdrawal usually work to reinforce further the very stereotype it was meant to avoid, with the victim seen as less intelligent.

In the face of stigmatization, as shown above, refugees can also choose assimilation rather than separation. Usually, this involves a deliberate effort by the refugee to become part of the local community. Indicators of such energy can be seen when the refugees put effort to discard their heritage values such as the way of dressing, learning the language of the host community and using it regularly, intermarrying, changing religion, and even pursuing the same kind of jobs and education as the locals do (Waters & Jimenez, 2005). However, there may be values which may be hard or impossible to change for the refugees to completely assimilate. Such values comprise of religion, skin color, and new language (Abrams & Hogg, 2010). It is commonly known that for those who never knew English before moving to the place it may be a difficult and long journey before they can be able to grasp basic English. Children are more likely to learn new languages quickly than their parents.

Sometimes it has been observed that a few of the refugees can hold onto their culture and will only interact with the local community in as far as they think possible without affecting their values. This is dependent on acculturation expectations of the refugees. They will not publicly oppose the new culture because they do not need the majority to fight them. This factor is only

possible for those minority groups who value their culture as much as they do not want to be alienated. Depending on how much the host community appreciates their religion, they will associate freely with them (Brown & Zagefka, 2011). Eidelman, Crandall, & Pattershall, (2009) concur with this theory that using the status quo, the minority acquire information from the majority, of which they use in making decisions.

Acculturation is not always a smooth way that each party will choose one side, and all will be well. As long as the parties show discord in the acculturation attitude, there is bound to be conflicts between the two groups (Bourhis et al., 2009). The Concordance Model of Acculturation (CMA) opines that difference of the two groups both in desiring to get in contact and a desire to hold onto the heritage values, then, the two groups are likely to have the most significant conflict (Piontkowski, Rohmann, & Florack, 2002). However, concurring in only one of the factors will only result in a moderate conflict. If the two groups match in strength on both elements, then they are in a consensual level.

As research has shown, refugees concern about acculturation and social acceptance shape strategy employed. Therefore, the origins of the perceptions should be examined (Kenny and DePaulo, 1993). These perceptions can be formed through direct interaction between the refugees and the local community as well as by observing the interaction of the host with other refugees by use of a third source. The third source can be interviews conducted in T.V stations or news. If the reports from the third party are negative on the expectations of acculturation, it is likely that the refugees will develop a negative attitude and mostly lead to either marginalization or separation. Encouraging experience will bring about feelings of being accepted by the host community, therefore, promoting greater interaction.

It is noteworthy to know that acculturation can be affected by the characteristics of the refugees such as their country of origin and economic status. The level of education of the refugees also plays an essential part in integration. Naturally, the more similar the values of the refugees, the easier it becomes to integrate into the community (Capps & Newland, 2015). For instance, a refugee who is well educated and can speak English may be able to blend into the local community faster than refugees without formal education and knowledge of the English language (Schwartz, Unger, Zamboanga, and Szapocznik, 2010). Age also affects the integration process because children tend to integrate much faster than their parents. Perhaps this is due to the children not having perceptions and easily interacting with their age mates without judgments.

2.6 Self-Sufficiency and Independence

The primary role of refugee resettlement programs is to ensure they are self-sufficient within the shortest time possible. This is usually done through employment and cash handouts. Therefore, resettlement and being self-sufficient go hand in hand. Employment does not only concern working for someone else but finding a means to getting income. On arrival in the US, many of the refugees think they have arrived in a land of plenty where milk and honey are harvested easily. However, they are confronted by the reality of matters where they have to struggle to make ends meet. The refugees need to adapt to the stress of all these factors as they integrate into the local community (ORR, 2013). From the struggles of violence to hope and then the harsh reality throws them into despair. Consequently, the refugees are engulfed with poverty. Although many programs have been devised to help refugees in becoming independent, the programs are short and raided with a lot of bureaucracy and rules making it difficult for refugees to comply. While most programs are aimed at finding employment for the refugees, they face

problems of employment potential of the individuals, their knowledge of English language, number of dependents of an individual, how educated they are, health issues and many others (ORR, 2013). Despite some claims that a lack of education causes unemployment, Steimel (2010) found that foreign qualifications are difficult or impossible to turn to US equivalents. Therefore, the professions of most of the refugees are wasted and cannot help them to find employment. ORR found that more than half of the entire refugee arriving in San Diego have zero knowledge of the English language thus cannot find work. The high rates of unemployment are directly responsible for poor status (Bollinger & Hagstrom, 2004). Furthermore, even those that find employment are paid at around the minimum wage and therefore cannot pull themselves out of poverty (Dickerson et al., 2011). Generally, 41.7% of immigrants can find skilled jobs as compared to a mere 25% of refugees (Connor, 2010). In his research, Dickerson et al., (2011) found more refugees live in poverty due to ineffective programs to find "best fit" jobs for which they are qualified and able to do. Therefore, the majority end up settling for placements for which they are overqualified. It is no wonder then that CDC (2013) associated the high rate of suicides among the group to the desperation and lacking choice.

In Kentucky for example, the first three or so months after arriving in the US, the refugees are financially supported, with Kentucky Refugee Ministries (KRM) sourcing the finances from various quarters. However, after the period they withdraw the cash handout as they expect the refugees to have found a source of income. Despite the federal grants continuing, the refugees still face difficulties due to little support being insufficient. In the three months KRM carts for the housing expenses, transport fares, foods, and other services. Organizations also suffer from limitations in funds support from the federal government thus have to make do with the pressure. Despite all the challenges faced by non-governmental organizations in helping

resettlement of refugees, some act insincerely in their dealings. It has been found that some have political, economic, and governmental masters who give instructions to the NGOs.

The lack of personal essentials such as clothing and access to clean and safe food and water is a liability to refugees in San Diego. Additionally, personal effects such as toothpaste, bathing soap, and sanitary towels have also been a major concern for these people. This predicament has been brought by the increased rate of unemployment and insufficiency of cash aids. The small amounts of funds they receive from the government and the resettlement agencies are used in paying rent and other utility bills, which amounts never able to help the refugees cover their monthly expenses. Furthermore, the amount given is not sufficient to afford the refugees an excellent meal as well as other personal effects. They have to count very carefully when making purchases to make sure they don't overspend so that their Food Stamps can go up to the end of the month, which is never possible. It should be noted that the food stamps also known in California as CalFresh do not allow refugees to buy all types of foods they may need or buy hygiene items such as soaps, laundry detergent among others. Children and women are the most affected lot since men can find casual employment that they use to supplement the aids given. When matters spill out of hand, some refugees are forced to beg on the streets of the city and others borrow some cash from friends. Such actions paint a bad image for San Diego and the United States at large.

Upon their arrival in the United States, refugees are given household items they need to furnish their new apartments. These items include beds and beddings, chairs and tables, sofas, clothing, kitchen supplies (pans, plates, forks, spoons...), liquid soaps etc. These items are given to refugees only once in their life and that is as soon as they come to the country. After some months the items given to refugees become defective and some refugees are ashamed when

people visit them because the household items which can be seen by visitors are in a substandard condition yet the refugee families who have already started suffering the insufficiency of their cash aid are not able to replace them. Some nonprofit organizations assisting refugees in San Diego such as New Neighbor Relief (NNR), Alliance for African Assistance, Catholic Charities among others receive in-kind donations and they help refugees with the items they may need in their apartments, but these organizations cannot assist all the needy refugees due to limited resources. NNR has set up a warehouse where refugee families come and pick up everything they may need. This organization makes sure all family members come to the warehouse to select the items they need. These include, but are not limited to, clothing for adults and children (all sizes), kitchen items, beds and mattresses, pillows, bed sheets, blankets, Televisions, drawers, shoes (all sizes), toys, strollers, car seats, etc. The reason why NNR requests all refugee family members to come to the warehouse is because they want every family member to pick what they need and what can fit them for clothing and shoes for example. This system helps to avoid that someone takes items to a refugee family and found them thrown in the dumpster if they don't like them or in case, they don't fit them because there may be other needy refugees who may need them in the future.

A big challenge associated to this lack of personal necessities is the fact that refugees don't have choices when the household items given to them at the time of resettlement are defective. They take everything given to them by local people in their neighborhood just because they want to replace their old items. In this case they end up taking items like beds, couches, chairs and tables containing bugs, bed bugs and cockroaches. They even collect items which are already thrown in dumpsters without knowing that they may contain bugs and/or cockroaches which will cost them a lot of money to treat, yet they don't have enough money to survive.

Exterminators or Pest control Companies charge up to fifteen hundred US dollars to treat bed bugs and cockroaches in homes. Considering the hardship in which refugees are already living in the country, it would be like causing a disaster to their families to donate items with bugs, bed bugs and/or cockroaches. Some refugee families complain about the infection of their apartments with bugs and cockroaches because of items donated to them by some people. Although disinfection of the apartments is the responsibility of the apartment complex owner, many refugees end up being forced to pay for this service because they don't know much about the laws of the country. Refugees don't come from their second countries of refuge or from the refugee camps with bugs and cockroaches; their bodies and small bags are well screened before they travel to any developed countries, their third countries of refuge.

Before accepting donations, New Neighbor Relief – NNR reminds the donors that refugees are also human beings and donating items which are still in good condition will not only honor the donor but also make the refugees feel loved and considered by community members who donated the items. This is something every organization collecting donations for refugees should do with those donating because many people still need to learn the difference between donating and dumping. I think that true donation is when we give out something we could still use but we give it out when we found out that there is a need person who would be blessed to receive it.

On the other hand, I have observed that the efforts deployed by NNR, their mentors and other people of good heart who support refugees are being diminished because most refugees lack even the minimum pocket money that they can use for transportation when they need to move from one apartment to another. Because they have no money to pay the moving companies; they end up throwing all their household items which were donated to them by those organizations and other people of good will. For instance, NNR collected and distributed bunches of clothing,

shoes, household items, bicycles, bunk beds, beds, mattresses, pillows, blankets etc. Even some of the bunk beds and beddings distributed in partnership with Sleep in Heavenly Peace (SHP) which refugee families were very happy to receive were also thrown to the dumpsters when the families were moving to other apartments because they did not have means of transportation. This happened when all the refugee families were evicted from an apartment complex in City Heights in San Diego.

From my findings it was observed that dumping household items by refugees was caused by four (4) major reasons:

1. **Resettlement agencies:** Resettlement agencies are obliged to lie to apartment managers about the number of the people who will be living in an apartment because of the restrictions attached to the housing system in the San Diego. Later on, when the landlords find out about the number of people living in their apartments in reality; they tend to change things and threaten refugee families to throw them out. Resettlement agencies don't take time to search for low-income housing or affordable apartments when they look for housing for newly resettled refugees. They place refugee families in very expensive apartments while knowing how much money refugees receive in Cash Aid every month and they know very well that refugee families will not be able to continue paying rent for such expensive apartments. After a while, the families decide to move to other apartments which look a little bit cheap than the previous ones. When they leave, they dump their household items because they can't afford moving companies.
2. **House evictions:** These happen normally when refugee families are not able to pay the rent fees due to hardships and the landlords can no longer continue to keep them in their apartments. Or, an apartment complex is said to be inappropriate or not viable by the

government services and a moratorium is given to them to leave the apartment complex.

In such circumstances refugee families have no other alternatives than vacating the apartments and move to other places. As they cannot move with their household items; they throw them in dumpsters, yet they will still need them where they are going.

3. ***Lack of employment:*** As most resettled refugees spend a great deal of days without accessing employment opportunities and the Cash Aid received by refugees from Welfare services is never enough to cover all their monthly expenses, refugee families continue to face moves from one apartment to another because they cannot afford to continue living in expensive apartments rented for them by resettlement agencies upon their arrivals in San Diego, California. When they move, they have no other options than throwing their household items away because they don't have means of transporting them to their new apartments.
4. ***Moving to other states:*** Due to hardships making it difficult for many refugees to afford the cost of living in California, many refugee families choose to move to other states where they hope to find ways to rebuild their lives. In this case also the refugee families have to throw all their household items away before they move to other states. Upon their arrival to the new states, refugee families will need other household items. From the contacts I made with those moved to other states it takes them up to 3 months to find other items to use in their apartments. It can take up to weeks or months to those who are members of a church or another religious movement to find donations of household items.

In San Diego, California, the dumping of household items happens also when, due to hardships, after looking for jobs and they cannot be found, refugee families decide to move to other states that they think would offer them the opportunities missed in San Diego and find cheaper housing.

Resettlement agencies should associate refugee families when they purchase household items for them. Most of the refugees are illiterate but it doesn't mean they don't know what is good and what is bad for their household. Also, they should keep in mind the quote by Gandhi saying that "whatever you do for me without me; you do it against me". I would suggest that resettlement agencies split the money into 2 or 3 portions and keep it to renew household items as soon as those bought upon their arrival to the US become defective. For instance, if a refugee family needs 6 saucepans, they receive 3 upon arrival and 3 more can be given to them after 12 months. This can help for the renewal of household items when the first ones become defective. This is helpful because many refugees spend up to 24 months without jobs and therefore cannot find ways to replace their household items. But all must be done in associating the clients in the process and showing them why such a decision is taken. Clients' participation in decision-making process is paramount for every successful community action. In my opinion, donating infected household items should be treated like intentionally infecting someone with a virus; therefore, it should be punished by the laws of the country.

Refugee self-sufficiency and independence tends to be a long process considering many aspects and challenges affecting refugees' life after they are resettled in San Diego, California. During the resettlement process in the second country of refuge, the International Organization for Migration (IOM) gives Travel Loans to refugees. Many of the refugees I interviewed said they were very excited for their journey to the United States, and they didn't care much or realize

how hard it would be to pay back their travel loans. This is another reason why thorough orientation sessions should be well focused and truthful in order to prepare refugees very well before they come to this country. Everyone will accept a loan when they tell them that upon their arrival in the United States, they will be given jobs and start reimbursing their travel loans. Apart from the travel loans, refugees take other small loans from local businesspeople and take their family members or friends who remained in the camps or city where they came from as guarantors of their loans. These loans are used to help them buy new clothing to wear during their journey to the US, pay some small debts before travelling, pay some food stock for especially their senior relatives who remain in the refugee camps. They know that upon their arrival to the United States they will be given (good) jobs in order to start getting incomes and be able to pay back their loans. Apart from these small loans, all family members who remained in their second country of refuge will start relying on them because they know that dollars are from the U.S. They think their relatives will start harvesting U.S. dollars as soon as they step on U.S. land. The question most refugees always ask is: “would there be any problem if the resettlement agencies could tell their partners in charge of conducting orientation before the refugees travel to inform the refugees that it is not easy to find jobs as a refugee or it takes long for refugees to get jobs in the United States?” Why not tell refugees the truth about the kind of life awaiting them so that they can come when they are more prepared instead of coming with many expectations which will be destroyed as soon as they arrive here? Said another refugee who talked to me during my interview on insufficiency of cash aid.

Many refugees said they were never told that they will have to go to school for many months or years before they can start working. Others, however, complained that they were farmers who never went to school, they are illiterates and those who resettled them knew about their background before bringing them but by surprise they were brought to a State like California (in concrete) where life is very expensive and where they cannot practice their farming activities. Those with this kind of thought attend English as a Second Language (ESL) just because it is one of the obligations attached to their Cash Aid; they go for just spending their time because that is what the government needs them to do but they really don't go to acquire skills or knowledge. As life continues to be harder for them, they choose to relocate far from California in search for better places where they think life is a little cheaper than California.

Relocating to other states also exposes refugees to many problems including weather conditions which they difficultly do with. As I mentioned in earlier discussion, the air tickets which help refugees to come to the United States are given to them as travel loans and they must pay them back despite the circumstances. In fact, they start receiving payment reminders only a few months after they are resettled in the country. Besides the air tickets which are given as travel loans, the loans acquired before travelling and the family support debts (especially for African refugees with their so-called African solidarity), refugees have to acquire other travel loans within the country. These other loans help them move or relocate from San Diego, California to other states of the U.S. once they decide to move from California where the cost of living is very expensive according to them. They contact their friends and/or relatives who came to the country before them and who have secured jobs to lend them money to use for their relocations to other states when life becomes hard for them in California. In addition to the loans stated above, refugees have to acquire more debts when it comes to paying their monthly rent

dues as well as utility bills such as electricity, water, sewage, trash, phone among others. This happens because the cash aid given to them is always insufficient. For instance, an unemployed refugee who pays \$1,550 rent per month receives \$1,100 monthly cash aid from the government. He/she will have to find ways to get the sum amounting \$450 to cover this terrible shortfall every month. On top of that will be added an amount of \$100 or more that they must pay as a penalty fee for late payment because it normally takes them time to find the amount to top up on the cash aid, they receive from welfare services. Considering all these loans to which refugees are exposed, when can we think they will be able to pay back all the loans knowing that they receive insufficient cash aid, they have to go to school to learn English language for many months before they can start working and they have to wait long before they can find jobs. Moreover, many of them who have health issues neither work nor go to school and it takes many months for the Social Security Administration (SSA) to determine whether or not they are eligible for Supplemental Security Income (SSI). In order to determine SSI eligibility, refugees have to go through different medical examinations in various locations where their health claims are thoroughly checked by experienced healthcare service providers who will report to the SSA for final decision before a sick or disabled refugee can start getting SSI which can help them in paying some of their pending bills including rent.

Refugees who fail or delay to complete and return some paperwork to government services such as welfare receive threatening mails telling them that their benefits would be reduced or stopped in case they don't turn in different documents. Although this might be considered as not a reality but just as a threatening letter to push the refugee to submit the report which was requested, such messages can indirectly kill someone who is already living an uncertain life. It would be a great relief if those who understand the problems refugees went

through in their countries of origin and in the settlement camps before they are resettled can improve ways of helping the refugees in San Diego, California. Proper ways of assisting needy people like the refugees can help protect them emotionally and psychologically, thus help avoid mental illnesses.

With a monthly deficit of over \$500 for someone who is not working is a terrible situation that refugee families will get out difficultly. They are being enforced into a deep financial hole which will take a lot of time to come out of. This situation might even push them in involving in unlawful activities to help them cover the gaps caused by their insufficient cash aid. It would be another shameful situation if it happens that refugees can be involved in unlawful activities in order to raise money to help them cover their monthly expenses in a country where they were brought to rebuild their life (Justin Mudekereza, 2018).

2.7 Factors Affecting Mental Health

One of the issues that have been affecting refugees wherever they are placed in the US and San Diego, California particularly is psychological trauma which brings complications in the mental health of the individuals. The main cause of the psychological torment is the separation of these people from their loved ones. After conflicts break out in their home countries, these people are forced to relocate to other places and become separated from their families and friends in the commotion. Therefore, settling in a strange place where they are unfamiliar with the residents, leads to the development of stress and depression (Brouwer & Rodwell, 2007). Furthermore, the problems they endure in the refugee camps before being resettled also contribute to the psychological trauma that they undergo. Also, the rejection of these individuals by the locals adds on to this burden. Culture conflicts are also causes of traumatic experiences that lead to depression and other mental illnesses among the refugees.

Brouwer and Rodwell (2007) reported that a majority of the refugees in the United States experienced psychological stress accompanied by physical dysfunction during the first few years of settlement. The researcher further noticed that during the subsequent years, the refugees try to increase their conformity to the new culture. These problems are still prevalent among the refugees settled in San Diego even after many years of living in the area. Many of these refugees hold onto the perception that conforming to the new culture will erode their culture. Furthermore, domestic violence among the homes of refugees accompanied by the drug and alcohol abuse in many homes also fuels the rise of mental problems. Despite these problems, the resettlement agencies have turned a blind eye to the situation. Besides, the refugees also fail to access the necessary services in medical facilities. However, the latter problem is promoted by the lack of sufficient funds to pay for therapy sessions and reduction of burdens increasing the problems.

Refugees are people who have gone through a lot before being resettled in developed countries. For this reason, most refugees come to San Diego, California when they are already suffering from one or more mental health problems such as emotional distress, depression, anxiety, and trauma. Many of them suffer from Post-Traumatic Stress Disorder (PTSD) in their countries of resettlement due to the life they lived in refugee camps and/or the circumstances they are exposed to in the countries where they are resettled.

I have realized that it might also be possible that in San Diego, California problems associated to mental health and psychological trauma are, at some point, increased by not only the hardships but also the heavy bureaucracy of the agencies or institutions assisting refugees.

A study conducted by Fazel et al., (2005) discovered that of 7000 refugees in western countries, 9% of adults and 11% of the children have forms of posttraumatic stress disorder (PDST). 5% and 4% had issues of depression and anxiety respectively. It is noteworthy to realize

that PTSD and depressions overlap and the majority of those with major depression also have PTSD (Fazel et al., 2005).

Several factors are important in mental health issues. Age and sex have been seen to be the most determinants of mental health issues (Steel et al., 2009; Fazel et al., 2005). Adults with over 65 years of age are the most affected mentally with children and adolescents having the best rating (Potter and Haslam, 2005). The research also found out that women were slightly more likely to suffer from PTSD than men.

The migration process and the resettlement involve some stress and expose the refugees to additional trauma like poor living conditions (Kirmayer et al., 2011). Various meta-analysis of post-displacement housing and the corresponding mental effects have found that those in refugee camps suffer more than those in private residences. It has also been discovered that the persistent interviewing of refugees at detention centers by officials from the immigration department.

2.8 Theory of Refugee Resettlement

2.8.1 The Theory of Eco developmental

The single approach which usually has been used in many written works is the theory of eco-developmental (Szapocznik & Coatsworth, 1999). The theory applies the tenets of systems of ecology (Bronfenbrenner, n.d.) and theories of development like highlighted stages in the development of the life-cycle model of families (Carter & McGoldrick, 2005) to explain the substance abuse complexities within refugee and immigrant populations. These enable system discussions of environment that influence individuals, while similarly considering the life stages of many families and individuals experience. Bronfenbrenner (n.d.) has an excellent example by discussing systems series development mimicking the circles of concentric.

The individuals who are closer to these circles are the micro-system that entails environment and people and how environment influence this individual on ordinary occasion (that is, family members, work environment, colleagues, friends, and so on). All these micro-systems interact with one another, which creates meso-systems. The other two systems are the macro- and exo-systems. Exo-system entails more substantial influences of education, religion, politics, economics, and government while on the other hand macro-system involves overarching beliefs and values which people have. The whole system moves through time that is referred to as the chronosystem. Refugees and immigrants have the same kinds of micro-systems, although their interaction with their macro-system can somehow be varying because of experiences during migration.

The next bit of the theory of eco-development is the Lifecycle Model of the Family. The Lifecycle Model of the Family explains the normative stages in which many families pass through (that is, commitment/marriage, first coupling, transitioning to parenthood, and so on). Putting all of these ideas together into one theory enables an understanding of the influences of the internal and external environment. The theory of ecological systems is more directed on the external systems with which individuals interact (that is, influence of families, as well as peer influence in school or at work environment) and the lifecycle of the families, provide understanding of essential internal controls like life stages (that is, parenthood, adolescents, and childhood and so on).

2.8.2 Model of Assimilation

The model mainly focuses on the number of people (that is, refugees and immigrants) than on their issues (that is, abuse of substances) as the model of assimilation. The model explains the refugees and immigrants as those who adopt the substance pattern and custom of their country of origin. This implies that the refugees and immigrants are more likely to take the use of substance habits that reflect their current environment other than their original. This is not a definition, but mixed literature. Both Rebhun (1998) and D'Avanzo (1997) reported how these people continue to use abuse substance patterns that they participate in while living in their original country. An explanation the previously discussed paradox of immigrant; the longer those refugees and immigrants, as well as their families, stay in the US, the higher their risk for abuse of substances. This makes sense as migrant of first-generation would have an original foreign country, however, the second-generation to be living in their origin country thus only having their location now as a reference frame.

2.8.3 Theory of Bio-psychosocial

As a result of the assimilation, concentrating more on the population as opposed to the issues, the theory of bio-psychosocial takes another direction. The theory coordinates the sociality and psychology to extend the clarification and comprehension of biological factors (Engel, n.d.), and in this theory utilization, as well as the abuse of the substance is put as the essential core interest.

The utilization of the theory by Marlatt (1992) was to portray abuse of substance with an end goal to clarify the impact of misuse of substance on the individual. As indicated by Marlatt (1992) practices of addiction are impacted by the mix of socio-cultural, psychological and biological compulsions. The determinants of biological factors may involve predisposition

genetics to add (Palmer et al., 2015) and the manner by which the substance physically influences the body. Biological parts of the abuse of substance incredibly impact on the social and psychological experiences (Marlatt, 1992). The hazard of psychology may incorporate values and beliefs, psychological trauma exposure, mental health and effects of the substance. The socio-cultural impacts include both the result got from and given to other people. Every one of these determinants cooperates with and impacts one another and provides a complex image of how abuse of the substance may be experienced.

2.8.4 Disparity of Health

The population that is socially hindered, for example, ethnic or racial minorities, confront disparities of health. They will probably have medical issues, less inclined to approach social insurance, and more prone to get substandard consideration (Institute of Medicine, 2002). These results of disparities incompletely come from contrasts in the status of socioeconomic, housing stability, education, and employment. As far as abuse of the substance, ethnic minorities are less inclined to use or to finish treatment of violation of the substance (Chartier and Caetano, 2011). The theory proposes that as a burdened population, refugees and immigrants need to confront variations in access to and utilization of treatment of abuse of the substance. Like this, the results of the community using these substances are more dangerous.

2.8.5 The history of Trauma

The history of trauma point of view advises us that traumatic encounters can prompt injuries that can be passed to generation to generation (Sotero, 2006). At the end when a community encounters systematic trauma, for example, genocide and constrained expulsion from the community, thus, the community, in general, endures social hindrances and substantial loss. For instance, human displacement can prompt the decreased status of socioeconomic as

belonging are deserted, and displaced people are searching for work in another area. For the people in the community, trauma exposure regularly prompts mental side effects, for example, PTSD, sadness, or uneasiness. These individuals who are trauma affected must figure out how to adapt, and probably going to abuse substance or other reckless practices to numb injuries. Parenting and family roles are probably going to be adversely affected and their families are probably going to be estranged from external backings. These impacts affect their kids thus, for instance, those who still need more parental weight (that is, the degree to which parent's trouble from awful exposure) had indications of PTSD (Letzter-Pouw, Shrira, Ben-Ezra, and Palgi, 2014).

This system can be precious in understanding the abuse of substance in trauma-affected communities as well as refugees. The community of displaced persons, for instance, endures considerable misfortunes, which affect their capacity to work as guardians and relatives and which enhances their odds of transforming the use of the substance to adapt to consecutive losses. Young people in these families may encounter a combination which is sturdy and incapable parenting, norms of families of abuse of substance utilization, disadvantages of socioeconomics, and a loss feeling, or disengagement identified with the first stressors and traumatic situations.

These theories are useful in clarifying the refugees and immigrants' involvement in abuse of the substance. Although it is not essential for experts to consider utilizing these theories in managing their work, looking at them is gainful. Every one of them has a thing to add and to empower immigrants' thoughts and needs of displaced persons in regard to abuse of the substance.

The refugees run away from their homes or countries could be as a result of ravage by famine and internal violence. These refugees have been compelled to settle where they are and by mostly undesirable and have regularly been left to battle for themselves. Most continents are not strange in the way that there are such a large number of displaced people. Expansive scales of migration of refugees have happened elsewhere on the planet, and these have gone on for a long time without any solutions expectation. In any case, Africa holds the questionable qualification that relatively every nation on the planet has sooner or later been either a producer or a displaced peoples' destination, or both.

The presence of such big numbers of refugees and their streams appears to point to some foundational disappointment in present day shows the way such significant numbers of refugees look to adjust to their circumstance and survive the exile experience. Likewise, a demonstration of some inconspicuous capacity that is incongruent with the regular impression of the identity of a displaced person. This thesis, therefore, analyzes the status of refugees, the way refugees settle themselves in their nations of refuge and how this can influence their possible repatriation.

2.8.6 Kunz's Typology

To describe the classification of refugees, (Kunz 1981; pp. 44) made three divisions of distinct groups, derived from attitudes towards displacement of refugees. Therefore, refugees whose opposition to social and political events at home is same to that of their compatriots, that is, refugees while those refugees, who remain in home villages, are referred to as majority identified refugees.

Those who have left their home villages due to latent or active discrimination against the gathering, that they belong, often holds little interest in what occurs in their previous homes

provided they leave. On the other hand, the refugees, who have a feeling of irreconcilable alienation companion citizens, are called related refugees.

The third refugee types involve people who leave their home country for many different personal reasons. The self-proclaimed discriminated refugees feel alienated from the society not by any active society's policy, however, preferably by some philosophy of individual.

Kunz in his work does not particularly address the issues related to repatriation; it very well may be recommended that the first refugee kind may receive the lion's share with a distinct destined part in return. The secure attachment retained by refugees to both the homeland feeling and to those individuals, who did not escape as refugees, is well on the way to demand repatriation.

For example, in the African setting, many people recognized these classifications to be applied to a remarkable extent of the present population of refugees, and also all refugees made in the time of wars of anti-colonial. Thus, Kunz takes note of these refugees to recognize themselves emphatically with the country, however not with its government (Kunz 1981; pp. 43).

In the 1980s in Namibia for example, from Zimbabwe and Angola in the 1970s, Algeria in the 1950s, and the current situation in San Diego, California is all an indication of people fleeing their nations as a result of the impacts of foreign domination. These displaced people notwithstanding did not mostly surrender their countries. Instead, they effectively partook in freedom battles causing them to seek asylum.

When freedom happened, they were on edge to return home to continue with their previous lives. However, recently some refugees fit into Kunz's occasion's detailed classification. The subjection of refugees to segregation and frequent outright viciousness feel that they are

undesirable or hazardous in their very own countries. In the wake of getting to be refugees, the longing to return home were excited to be a considerable change at home. Ethnic clashes frequently prompted the formation of occasion related to refugees around the world. A case of this sort of migration is Mexican migrants, Rwandans, and Burundi, etc. all who were displaced to other nations.

The more significant part of these refugees was displaced by the sought of opportunity, the ethnic clash between the Tutsi and Hutu as in the case of Burundi and Rwanda. Before the ongoing change in these states, there was little hope seen after the large numbers of refugees flee their countries of origin.

According to Kunz, refugees coming into a foreign country must learn about their new home and figure out how to fit in, and language and culture present significant and sometimes seemingly daunting challenges to these tasks. For example, Tübingen University is working to support refugees from a higher education perspective, and students are provided with needed assistance over the entire summer.

Since admitting students in college have financial support organizations at risk thus refugees receive from the US government, who are in universities have re-designated some courses to enhance their accessibility to refugees, who can get admission as the guest or international students. Some of the classes are English-language courses as well as refugee courses which are aimed at making ready refugees for the regular university study in the US.

Admission allows refugees to gain language of higher-levels and learn about cultural values, history, society, and politics of the US. Therefore, student refugees receive inter-cultural

guiding and training as well as the introduction to the different academic fields that they may eventually pursue while in the asylum.

In spite of the recent entry to the refugees, courses have become very competitive. Making adverts on social media such as Facebook alone has made most universities in the US receive more than thousands of applicants over for an estimate of the available spaces for the courses. For example, the interns of Iacocca spend their summer working in the Christine Rubas' office. This made them establish social media for the class, scheduled and observed interviews, met with applicants, and reviewed applications.

This was on the willingness of refugees to in spite of their being in the diaspora. To establish ideas about how to advise refugees on how to go about their courses and registration in the university, the most university in the US developed a buddy program. To match mentors of US student with those of social media and refugees as well as a page that can enable participant refugees to communicate with one another and with students of US.

With the US language being inundated, some refugees who learned English in their home countries had forgotten quite a considerate amount and only focused their effort on the US language. Turning this loss required personal learning of the native language of the refugees in any spared time to practice their native language.

Repatriation is the most preferred solution for refugee primarily due to being durable. Majority of the 12 million refugees under UNHCR will be repatriated to their home countries. Repatriation is considered the best way to ensure a sense of identity for the individuals since they usually are returned to their initial area from which they were displaced. This method is suitable

because the refugees can then feel belonging to the place and can maintain and practice their culture and traditions unhindered.

Many humanitarian organizations highly favor repatriation if the conditions in the home country have stabilized, and they can safely return with a guarantee of their security and livelihood. Since being a refugee involves a feeling of fear and anxiousness, the individuals must be prepared and assured that the place they are returning to have improved and that measures have been taken to ensure they live without any hindrance or danger to their life. The fear of persecution must be removed from their mind beforehand.

For this to succeed then, the timing of repatriation must be taken into consideration. Once the circumstances for displacement become nonexistent, then the refugee status may be revoked legitimately. However, repatriation is first done voluntarily before the revoking is done much later when those who have been repatriated are reintegrated successfully.

There are many instances when local integration and repatriation are nonviable, and only resettlement to a third country is the best solution. When the conflict that caused the initial flight persists and has no foreseeable solution in short to mid-term, relocation to a third country and local integration are preferable. Resettlement involves refugees relocated to a third country which is willing and able to accommodate and welcome them. In such cases, women, children, and vulnerable groups are favored. UNHCR first used resettlement in 1956 where 200,000 refugees from Hungary were resettled and accommodated across Europe. The method also found use in the Vietnam conflict where individuals moved into Thailand and the United States.

The burden of hosting refugees has for long been left to the host countries to deal with which has resulted in the increased plight of the refugees as a result of lack of resources. It is due

to this reason that UNHCR suggested the permanent resettlement as a long-term solution to the crisis that has engulfed the Middle East. This suggestion has elicited a lot of reaction and views from many developed countries and the host countries which see it as an endangerment and a relive respectively.

It has however been widely accepted that the caring of refugees is a shared responsibility that should be supported politically and financially by the developed world. Europe which usually is conservative in accepting refugees has recently relaxed their stringent measures with many countries now on the frontline of accepting more refugees to settle there. German for instance has taken in almost 300,000 Syrians in their new program of refugee admission and resettlement.

Chapter Three: Methodology

3.0 Introduction

This section provides an elaborate outline of all the research design, target population, sample size and sample technique, data collection methods, pilot study, the study area, validity and reliability of the data collection methods, a pre-test of the instruments, data analysis and presentation as well as ethical considerations used in the study.

3.1 Research Design

The study used a mixed and cross-sectional research design using descriptive research design, (quantitative and qualitative) to determine strategies used in the sustainable solutions used to address management problems for refugee resettlement in San Diego, California. The perspective of a qualitative research design aspect for this study was essential to provide an in-depth collection of information regarding the research questions as well as a detailed account of

information that was used in providing answers to the research objectives and the recommendations formulation. On the other hand, the quantitative research design was used to measure the degree of association between the dependent and the independent variables while research phenomena were described using descriptive research design to provide an answer to the questions of how where what and when (Lambert & Lambert, 2012).

3.2 Target Population

A target population refers to the whole group of objects and individual where researchers find interest when making general conclusions. This population however usually has differing features thus sometimes related to as the general population. Alternatively, a sample refers to an entire set of data collected or selected from a community as guided by some method or procedure while the people is the whole element or data collection with specifically made reference, Cooper and Schindler (2007). The study targeted a population of 260 respondents with a sample size of 78 respondents that included 6 stakeholders where 4 were within San Diego and 2 outside San Diego, 6 resettlement agencies, 6 ethnic community-based organizations, and 60 refugees.

Table 1: Target population matrix table

Respondents	Target population	Sample size 30/100s.z x260
Stakeholders	20	6 (Within San Diego)
Resettlement agencies	20	6 (Four within San Diego and two outside San Diego)
Ethnic Community Based Organization (ECBOs)	20	6 (Within San Diego)
Refugees	200	60 (Residing within San Diego)
TOTAL	260	78 (Total number of Respondents)

3.3 Sampling size & Sample technique

3.3.1 Sample Size

According to a postulation by Collins and Hussey (2009), whole lists of studied elements involve a sample size frame that a researcher may wish to study. Therefore, this research targeted a population target of 260 respondents with a sample size respondent of 78 for the whole research study that were sampled from 6 stakeholders, 6 resettlement agencies, 6 ethnic community-based organizations, and 60 refugees. This paper also used a stratified sampling technique to divide the sample used into strata. The sampling was done randomly to bring out simplicity and clarity. This made the analysis and understanding of study easy with reasonably less or not all struggles of explaining its functionality at 30 percent of the whole population. This

was adequate when carrying out its research study thereby giving in-depth revelations and study findings (Skinner, B.K., 2010). Of the 260 respondents that were targeted, 30% of this population represented a sample size.

Table 2: Target population sample matrix table

Respondents	Target population	Sample size
		30/100s.z x260
Stakeholders	20	6 (Within San Diego)
Resettlement agencies	20	6 (Four within San Diego and two outside San Diego)
Ethnic Community Based Organization (ECBOs)	20	6 (Within San Diego)
Refugees	200	60 (Residing within San Diego)
TOTAL	260	78 (Total number of Respondents)

3.4 Sampling Technique

A sampling technique is an ideal tool that is used in the study of a large population to facilitate affordable and swifter studies that guarantee few errors or even no errors at all. This paper used a random sampling technique to lower the cost of conducting the study, to get the desired result accuracy, thereby enhancing the speed of data collection and promoting the way of obtaining the requisite information.

3.5 Data Collection Methods

To analyze quantitative data, this research study employed the Statistical Package for the Social Sciences (SPSS) software as a study technique. This was done by laying focus upon the identification on the relationship between the dependent and independent variables. To obtain the degree of relationship between independent variables and qualitative data, the level of confidence was tested at 95.05% leaving close to no margin of doubt.

3.6 Pilot Study

The research employed questionnaires pre-test to check for reliability and validity. The study used reliability to tolerate the consistency of the results of the study from the various respondents identified. The study's pilot test was conducted with 78 respondents who provided their response to the clarity of questions as well as their understanding of the questions. My study then used the responses gathered from the pilot test to modify the questionnaire thus ensuring the accuracy of the collected results. The instrument validity test was used to verify whether the questionnaires measured the real or exact information gathered/collected. To confirm instrument validity, a consultation with the supervisor was done to make sure the questions formulated were applicable in this study; thus, the feedback from the supervisor was incorporated to mend the wrong areas.

3.7 Data Collection Methods

The study used structured questionnaires to collect crucial data on various players who are involved in the sustainable solutions to addressing problems of management for refugee resettlement. The different sustainable solutions that would solve the function of the refugee management resettlement and the sustainable strategies and solutions techniques that can be advanced to ensure that refugee resettlement problems are eliminated. Reflecting upon the

sustainable solutions in use for the refugee resettlement was also an important process to underpin. The questionnaires were prepared carefully in line with and incoherence of the study objectives, hypotheses, and questions. The first section of the questionnaire focused on the demographic data of respondents while the other sections focused on the research dependent and independent variables. Likert scale range between 1-5 was employed in the questionnaire; where 5-was Strongly Agree, 4-was Agree, 3-was Uncertain, 2-was Disagree, and 1-was Strongly Disagree.

The researchers administered questionnaires using drop-off and pick-off methodology to provide the researcher with a room to personally obtain a more significant response by issuing the questionnaires. The study took one month that was based on the respondents' availability.

3.8 Research Instruments

3.8.1 Validity of Questionnaire

Content validity was used in this study. Content validity refers to a measure of the extent to which data is gathered using a given concept (Kothari, 2004). The study used discussions and consulted with experts and supervisors in the sector of sustainable solutions to addressing management problems for refugee resettlement in San Diego. Also used face validity to check for clarity and ambiguity of the research questions.

3.8.2 Reliability of Research Instruments

Research instruments are defined as reliable due to their ability to produce consistent results over a given period (Kothari 2004). The study used the split-half method to determine and investigate the reliability and consistency of the questionnaires that were administered to respondents. To test for internal consistency for categories of items, the study used Cronbach coefficient alpha questionnaire to determine the extent measures well as explaining the

variability. A 0.05 level of confidence was acceptable when assessing reliability for scales of multi-items. According to the postulation of Best and Kahn (2005), a reliability coefficient of 0.5 and above was adequate for the used instrument. The coefficient obtained was found to be lying within this range, thus, confirming the instrument used as being reliable. The study used close-ended questionnaires.

3.9 Analysis of Data

Data analysis refers to the steps of scrutinizing what has been collected thus being able to draw conclusions as well as inferences from it (Kombo and Tromp 2006). This formed the essential part of this study. It involved a summary of data collection. It also entails gathered data interpretation through the use of logical and analytical reasoning to evaluate relationships, trends, and patterns. Coding data did this after modeling it into a form that tallied with the study objectives. These included recurrence tables, data correlations analysis, means, standard deviations, and investigations relapse using SPSS version 21. The factor of the examination was linked to diminished data by looking at the interpretations of correlation and regression.

3.10 Ethical Considerations

Ethics refers to standards or norms used while conducting a research study to enable distinction between wrong and right. Ethics is useful when determining the difference between behaviors which is unacceptable and acceptable (Bryman and Bell, 2007). The ethical considerations of the study were followed as per the University guidelines. The study also obtained ethics approval from the Ethical Review Committee. The study also obtained ethics approval from FMOH which also provided other required instructions.

Moreover, the researcher obtained the respondents' voluntary participation and informed consent to administer them with questionnaires. In any research study, human involvement or participation in research surveys underpins some precautionary measures to guard them against victimization or risk. Due to this reason, the study ensured that every participant was provided with prior information about the idea for the research and why their inputs were a necessity. The surety of keeping their inputs confidential, safe and under lock and key with withheld anonymity during and after the survey period were reserved.

Chapter Four: Results and Analysis

4.0 Introduction

This chapter entails questionnaire response rate, demographic characteristics of the respondents that include age, gender, and educational level of the respondents. Then analysis as per research objectives: Identifying the solutions to the difficulties refugees face in their resettlement in San Diego; Identifying the answers to the challenges refugees face in their resettlement in San Diego and to investigate the reason as to why public perception and attitude towards refugees has recently plummeted not only in San Diego but across the US.

4.1 Response Rates

The researcher was interested in finding out the response rate after distribution of the questionnaires to the respondents which in this case the respondents were stakeholders' 20, resettlement agencies 20, Ethnic Community Based Organization (ECBOs) 20 and refugees 200. Out of the total target population totaling around 260 respondents where the whole sample size was 78. The response rate was determined with a questionnaire return rate at 78 out of 78 forming a total percentage of 100%. This according to Mugenda and Mugenda (2003) is way much ahead to generalize the study findings and conclusions.

Table 3: Response rate

Respondents	Target population	Sample size 30/100s.z x260
Stakeholders	20	6 (Within San Diego)
Resettlement agencies	20	6 (Four within San Diego and two outside San Diego)
Ethnic Community Based Organization (ECBOs)	20	6 (Within San Diego)
Refugees	200	60 (Residing within San Diego)
TOTAL	260	78 (Total number of Respondents)

4.2 Demographic Characteristics

The demographic characteristics of the respondents were covered by the researcher regarding age, gender, and the level of education. This was done to prove which particular age records the highest number in the refugee camps with specific reference to San Diego and at the same time gender was checked by the researcher to avoid any form of gender biases, and that is why the non-gender were also reflected. Lastly, education level was looked into with the intention of finding out if in any case the refugees were learned or not.

4.2.1 Age

Table 4: Age

	Range in years	Response Rate	Cumulative (%)
Age	10 Years and below	4	7.10
	10-20 Years	6	10.70
	20-30 years	24	42.90
	30 Years and Above	16	28.57
	TOTAL	N=78	100.00

The findings revealed that refugees below 10 years recorded a frequency of 4 (7.10%), 6 (10.70%) that were between the ages 10-20 years, followed by 30 years and above at 28.57% and lastly the highest recorded number percentage was between 20-30 years with a frequency of 24(42.90%) as the highest percentage.

4.2.2 Gender

Table 5: Gender

	Type of Gender	Frequency	Cumulative Percentage
Gender	Male	53	68.00
	Female	25	32.00
	Non-gender	0.00	0.00
	TOTAL	N=78	100.00

The findings revealed that there were more males than females and the males recorded 68% followed by females at 32% in San Diego. There was no single nongender, and that was included in the study to avoid any feeling of being discriminated due to gender biases.

4.2.3 Educational level of the respondents

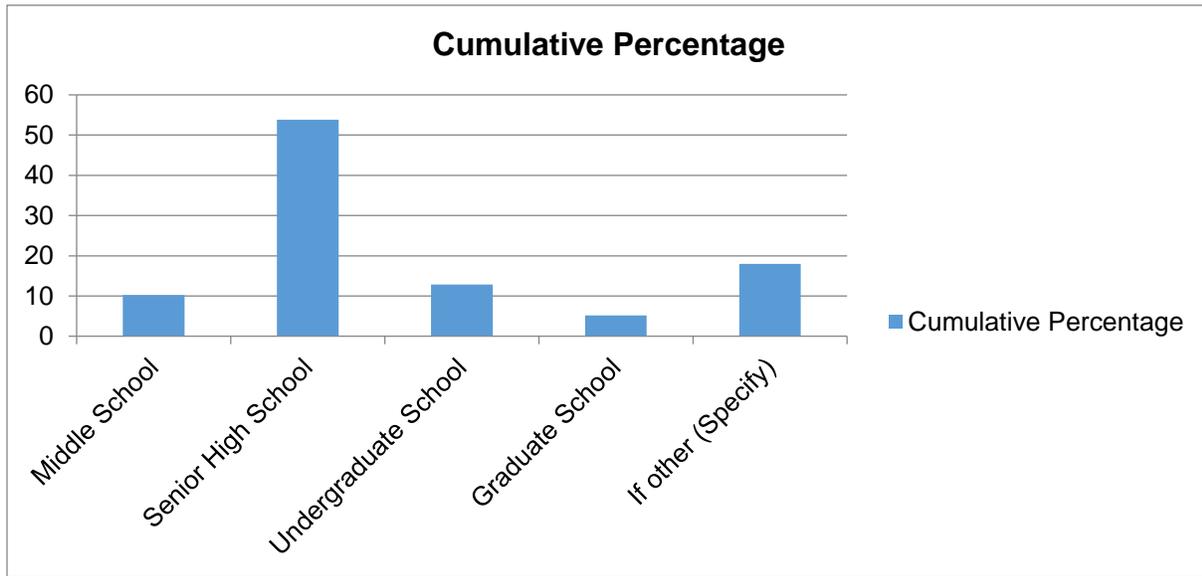
The level of education was a matter of great importance to the researcher because the researcher was curious about finding out if in any case the level of education was linked to being a refugee in San Diego. For over the history San Diego has been known to be a very welcoming place to the refugees, and this may be due to the concentration of four settlements agencies namely Catholic Charities, International Rescue Committee, Jewish Family Services and Alliance for African Assistance, and at the same time the presence of immigrant communities in San Diego.

Table 6: Level of education achieved

	Level of education achieved	Frequency	Cumulative %
Level of Education	Middle School	8	10.26
	Senior High School	42	53.85
	Undergraduate School	10	12.82
	Graduate School	4	5.13
	If other (Specify)	14	17.95
	TOTAL	N=78	100.00

The highest level of education among the refugees was at senior high school level with a frequency of 42 (53.85%), and the least one was 4 (5.13%) that involved graduates level.

Figure 1: **Graphical Representation on Level of education achieved**



4.3 Objective one: Identifying the solutions to the difficulties refugees face in their resettlement in San Diego

Use a tick to indicate in the boxes whether you strongly agree, agree, undecided, disagree or strongly disagree with the opinions provided. The Likert scale key will stand for 5-Strongly agree (SA), 4-Agree (A), Undecided (U), disagree (D) and strongly disagree (SD).

Table 7: **Solutions to the difficulties refugees face in their resettlement in San Diego**

<i>Objective one: Identifying the solutions to the difficulties refugees face</i>		SA	A	U	D	SD	STD
		5	4	3	2	1	
Poor living conditions		38	16	8	4	12	13.29

Identifying the solutions to the difficulties refugees face in their resettlement in San Diego	Post Traumatic	16	38	12	4	8	13.21
	Stress Disorder (PTSD).						
	Insecurity	34	20	6	6	12	13.08
	Public perception and attitude	32	22	10	6	8	13.14

Most of the refugees representing the highest standard deviation with $STD=13.29$ found out that they cannot be able to return to their home country due to insecurity, lack of means, political instability, lack of means to earn income, and the impossible task of reclaiming their homes and property back. Although returning to their country of origin is the preferred solution to some of the refugees, others prefer to stay in the host country may be due to horrors experienced previously and the persistent psychological trauma. The second $STD=13.21$ proved that most refugees had Post Traumatic Stress Disorder (PTSD). Thirdly $STD=13.14$ for public perception and attitude where it was found out that public knowledge and attitude towards refugees has recently plummeted not only in San Diego but across the US. As per a public opinion poll conducted by IPSOS in June 2016, 54% of Americans advocate for the exclusion of refugees from their country. The level of insecurity was recorded last considering that the government was responsible for security but still the refugee's safety was not guaranteed with an $STD=13.14$.

Finding a lasting solution for the refugees is, therefore, a daunting task for the involved parties. It is recorded for instance that of the 21 million refugees worldwide in 2015, only about

200,000 were able to return to their country of origin after the end of the conflict (UNHCR, 2016b).

4.4 Objective two: Investigating the extent to which refugees are affected in their bid to resettle in San Diego.

Use a tick to indicate in the boxes whether you strongly agree, agree, undecided, disagree or strongly disagree with the opinions provided. The Likert scale key will stand for **5-Strongly Agree (SA)**, **4-Agree (A)**, **3-Undecided (U)**, **2-Disagree (D)** and **1-Strongly Disagree (SD)**.

Table 8: Investigating the extent to which refugees are affected in their bid to resettle in San Diego.

<i>Objective two: Investigating the extent to which refugees are affected in their bid to resettle in San Diego.</i>		SA	A	U	D	SD	STD
		5	4	3	2	1	
							14.80
<i>Investigating the extent to which refugees are affected in their bid to resettle in San Diego</i>	Some individuals from the host community also feel that resettled refugees add a burden to the government.	16	33	12	6	7	
	Believe that the refugees burden the community.	32	22	10	6	8	14.30
	Because they take away jobs	34	20	6	6	12	

and social benefits that	18	36	8	8	8
should instead be profiting					
the local community					
General public attitude towards the					14.28
refugees					
How perceived threat affects attitude to	16	18	20	10	6
refugees					

The study findings revealed that refugees are *affected in their bid to resettle in San Diego* because they concur with the majority of those individuals from the host community. Also, they feel that resettled refugees add a burden to the government $S=14.80$ and they believe the refugees burden the society because they take away jobs $S=14.30$ and social benefits that should instead be profiting the local community $S=14.28$. The study found that those having a negative attitude towards Muslims also perceived refugees negatively.

About literature review with many of the US refugees resettling in San Diego, California, some have raised concern and opposed the move. The move to resist resettling of the refugees has been fueled by the negative perception of refugees in public and fear of insecurity. Considering that the US has in recent years come under terrorist attacks from groups and countries of Muslim ancestry, many are skeptical of the method used to determine who is chosen for relocation to their State. This has been the reason for the low uptake of refugees as the government increases surveillance to ensure security to the host community (Ayed, 2015).

4.5 Objective three: To investigate the reason as to why public perception and attitude towards refugees has recently plummeted not only in San Diego but across the US.

Use a tick to indicate in the boxes whether you strongly agree, agree, undecided, disagree or strongly disagree with the opinions provided. The Likert scale key will stand for **5-Strongly Agree (SA)**, **4-Agree (A)**, **3-Undecided (U)**, **2-Disagree (D)** and **1-Strongly Disagree (SD)**.

Table 9: Public perception and attitude towards refugees has recently plummeted not only in San Diego but across the US.

		SA	A	U	D	SD	STD
<i>To investigate the reason as to why public perception and attitude towards refugees has recently plummeted not only in San Diego but across the US.</i>		5	4	3	2	1	
	Mistaking refugees for terrorism	30	18	11	5	7	10.13
	Confusing refugees and immigrants	25	23	14	6	10	10.01
	Linking of tough economic times to benefits refugees receive	26	15	24	10	5	10.12
	Americans feel that refugees are of the burden to the government	18	30	24	8	8	10.11

The more considerable extent of the respondents agreed that Yes, it is right people might tend to mistaken refugees for terrorism act with $STD=10.13$, followed by $STD=10.12$ linking of tough economic times to benefits refugees receive and Americans have a feeling that they are of a burden to the government and lastly confusing refugees and migrants at $STD=10.01$. They agree that more significant part of those going to the US, and by expansion, San Diego did as

such not on account of they need choices but rather because of financial reasons and an endeavor to exploit the enhanced welfare administrations accessible (IPSOS, 2016). A few people from the host network likewise feel that resettled exiles add weight to the legislature, and they trust the outcasts load the system since they take away employment and social advantages that ought to instead be benefitting the neighborhood network (Wike, Stokes and Simmons, 2016). The examination found that those having a negative disposition towards Muslims additionally saw displaced people contrarily.

Table 9: Variance Sample Standard

Solutions to the difficulties refugees face in their resettlement in San Diego	
Sample Standard Deviation, s	13.296616110876
Variance (Sample Standard), s²	176.8
Population Standard Deviation, σ	11.892854997855
Variance (Population Standard), σ^2	141.44
Total Numbers, N	5
Sum:	78
Mean (Average):	15.6
Standard Error of the Mean (SE_{\bar{x}}):	5.9464274989274

Table 10: Confidence Interval Approximations, if sampling distribution of the mean follows a normal distribution

Confidence Level	Range
68.3%, $SE_{\bar{x}}$	9.6535725010726 - 21.546427498927
90%, $1.645SE_{\bar{x}}$	5.8181267642644 - 25.381873235736
95%, $1.960SE_{\bar{x}}$	3.9450021021023 - 27.254997897898
99%, $2.576SE_{\bar{x}}$	0.28200276276301 - 30.917997237237
99.9%, $3.291SE_{\bar{x}}$	-3.9696928989701 - 35.16969289897
99.99%, $3.891SE_{\bar{x}}$	-7.5375493983265 - 38.737549398327
99.999%, $4.417SE_{\bar{x}}$	-10.665370262762 - 41.865370262762
99.9999%, $4.892SE_{\bar{x}}$	-13.489923324753 - 44.689923324753

Chapter five: Discussion and Recommendation

5.0 Introduction

This chapter entails summary of study findings, conclusion, recommendations, and further research findings with specific reference to study objectives.

5.1 Summary of research findings

5.1.1 Objective One: Identifying the solutions to the difficulties refugees face in their resettlement in San Diego

The study findings concur that more significant piece of those heading off to the US, and by development, San Diego did all things considered not by they require decisions but instead due to budgetary reasons and an undertaking to misuse the improved welfare organizations open (IPSOS, 2016). A couple of individuals from the host arrange in like manner feel that resettled outcasts add weight to the governing body, and they trust the untouchables stack the system since they take away vocations and social points of interest that should instead be profiting the area organize (Wike, Stokes and Simmons, 2016). The examination found that those having a hostile demeanor towards Muslims moreover observed dislodged individuals conflictingly.

5.1.3 Objective Two: Investigating the extent to which refugees are affected in their bid to resettle in San Diego.

About composing review with a remarkable number of the US dislodged individuals resettling in San Diego, California; some have raised concern and negated the move. The move to contradict resettling of the refugees has been controlled by the negative perspective of untouchables visible to everyone and fear of vulnerability. Considering that the US has of late

gone under dread monger strikes from social occasions and countries of Muslim family line, many are wary of the procedure used to make sense of who is chosen for development to their State. This has been the reason behind the low take-up of uprooted individuals as the organization grows perception to ensure security to the host arrange (Ayed, 2015).

5.1.4 Objective Three: To investigate the reason as to why public opinion and attitude towards refugees has recently plummeted not only in San Diego but across the US.

The findings reveal that more significant part of those going to the US, and by expansion, San Diego did as such not on account of they need choices but rather because of financial reasons and an endeavor to exploit the enhanced welfare administrations accessible (IPSOS, 2016). A few people from the host network likewise feel that resettled exiles add weight to the legislature and they trust the outcasts load the system since they take away employment and social advantages that ought to instead be benefitting the neighborhood network (Wike, Stokes and Simmons, 2016). The examination found that those having a negative disposition towards Muslims additionally saw displaced people contrarily.

5.2 Conclusion

This section was summarized as per the research objectives.

5.2.1 Objective One

Resettlement of refugees in San Diego faces some difficulties. Thus, there is the need for creating enjoyable long-lasting solutions that integrate the host society, particularly the voluntary repatriation or limited prospects for local integration as well as the provision of specific requirements to find adequate protection in the country of asylum, in this case, San Diego, California (<http://www.unhcr.org/pages/4a16b1676.html>). San Diego has received variously

mixed in border movements; this has called for an effective resettlement mechanism that is responsible for international cooperation by assisting the consistent refugees' inflow through international solidarity principle.

The international solidarity principle sought resettlement agreements to encourage and allow for disembarkation of refugees rescued in San Diego, to differentiate their primary responsibilities, processing arrangements and reception to provide long-term solutions. This act has been used as a resettlement response for refugees leaving in San Diego. The evidence is shown both in the increasing number of resettlement schemes in other countries as well as doubling of the number of cases of refugees' resettlement (UNHCR 2012).

Recently, California State committed to reducing the gaps well as the available number of legal pathways for the admission of refugees to be resettled (California Declaration, 2016). Regarding San Diego mixed migration, there is a rise in the international community commitment coming in to offer more resettlement opportunities for refugees which often struggle to cope with providing solutions to refugee matters.

5.2.2 Objective Two

The extents with which refugees in San Diego are affected are far and wide reach. These range from ethnic diversity to the language barriers, mistaking refugees as terrorists, discrimination and marginalization, a feeling of uneasiness being in the unfamiliar country, fear of deportation, sample uncovered essential differences between the ethnicities, especially in institutional access to resources. These problems are exacerbated due to the failure of focus by organizations. As a result, a local refugee's support institution was created to offer benefits and support. These support institutions focus on the refugees marginalized with large population

portion in regard to access to resources, thereby increasing ethnic sensitivity and other problems that are rooted in the refugee camps.

It became clear that these investigation observations provided a better understanding of the refugees faced problems and experiences in San Diego, California. The individual issues and knowledge of refugees' oppression, as well as structural violence, offers a unique way of offering solutions to these problems. Also, ethnographic observations incorporate the marginalized input of the refugees, and spending periods of extensions with the refugee community provided the data used gave a real deeper experience of refugee life.

The solution is developing local and grassroots institutions or networks among families and friends that connect multiple ethnic diversity and nation-state boundaries. However, some expected signs are less than political activities of transnationals carried among the refugees in San Diego. Nina Glick-Schiller (2003) argues that with time and legal recognition transnational migrants increase transnational movements.

5.2.3 Objective Three

Endeavors to address open states of mind towards displaced people (refugees) and transients are probably not going to succeed if they do not initially draw in with individuals' honest to goodness true concerns. Specifically, an excessively constructive stance on relocation, overlooking the genuine complexities, challenges, and concerns encompassing contemporary developments of individuals may not be the most powerful methodology. Instead, more viable methods might be one that recognizes authentic challenges, advances an open exchange of arrangements, and start clear reactions to genuine concerns.

Even though associations taking a shot at outcast and relocation issues may not be best put to address a portion of the greater concerns encompassing movement, advancement may be made through organizations. While some are chipping away at displaced persons and movement issues originating from a conventional stance, it is vital to recognize that understanding and to draw in with open dispositions works best when established in national settings.

5.3 Recommendations

5.3.1 International organizations and Governments

International organizations and governments must step in and take actions to lower the factors of pull and push that enhance the outburst migration that is loathing most countries; also, they need to manage the present crisis, outside and within their borders. Nevertheless, to provide an effective response to the crisis of migration, it is crucial that international organizations and governments work together as well as share information.

5.3.2 Reducing push factors

Reducing push factors by governments requires a collaborative address of the migrant crisis that is political, economic and through agreements of co-operation with the international organization and counterparty governments. Therefore, the State of California by accepting refugees typically makes it a rich state with various opportunities. This arguably will provide it with more investment or aid in the establishment of livelihoods sustainability at the economic and conflicts malaise source, to assist reduce unmanaged migration and create opportunities. California State needs to forge quid pro quo multi-lateral or bilateral treaties, like that of the 2016 Turkish treaty to help stem the migrants' flow into the European Union (EU). Also, give protection to susceptible refugees, strong agreements and collaborations are important for

California State, refugee agencies as well as the bilateral and multilateral organizations to better share information, communicate and co-ordinate. This will assist in increasing successful operations of cross-border against criminal organizations, groups, and criminals particularly those engaging in smuggling of migrants. Prompt a strong connection between technology and governments.

5.3.3 Addressing pull factors

The government of California State must ensure a better way to detect migrants who enter the country illegally, by quickly processing their applications of asylum while returning those who have not been given asylum. The best single way of unmanaged migrants' incentives is having the return system knowledge of the EU that is used to return those whose asylum applications have been denied or the unmanaged migrants or those who are not infallible.

California State needs to consider further ways to heighten border security and incredible track of the migrant's exit and entry and exit across borders. This can be done by enhancing the information coordinated and shared across countries as well as agencies to help the government improve their efforts to control and manage the influx of refugees, both at the borders and in the country. The state of California needs to establish policies that integrate refugees with various skills and cultural backgrounds into society, by considering their public's attitude and perception, and to determine whether further refugees are drawn into the State of California.

5.3.4 Including the private sector role & technology in finding solutions

San Diego refugee resettlement process needs to incorporate private sector to help them as well as their agencies to better co-ordinate, offer training and employment programs, provide

humanitarian needs by engaging in PPPs and find solutions to innovation to tackle different crisis aspects.

The California state also needs the private sector to assist them, and other relevant agencies were dealing with the crisis of migrant to overcome organizational and constraints capacity by facilitating strategic planning and inter-departmental coordination, and intra-departmental organization as well as program management. Organizations also need to extend their link beyond the immediate crisis via initiatives in critical areas involving healthcare, employment, housing, and education.

These organizations also need to play crucial functions in assisting integrate refugees by recruiting them as interns, offering skills and training programs, employing them, hosting, giving and apprenticeships as well as courses in their language. Also, entities of the private sector need to engage PPPs with the right public agencies to offer fundamental human services like housing and healthcare.

This thesis, therefore, highlights some ways in which organizations must fully involve new initiatives that are directed to promote new opportunities and curb risks for San Diego, California, individuals, and other countries that might need to refer to it as a useful source. Even though, operating along with government agencies and institutions, the refugees' resettlement agencies need to ensure that their efforts are put in tandem with national policy and benefits from the enhanced resources of politics devoted to the crisis of migrants, as well as the data breadth and knowledge that the State of California maintains.

California State, also, may receive benefits from the focus on efficiency of corporations, their innovation, and value-addition, to facilitate organizations' effectiveness while decreasing its redundancies. Private and public companies can also work together to develop real-time solutions for economic health and global wellbeing enhancement.

This also requires technology companies to help in looking for the solution of innovations by continuing to offer techniques and solutions to San Diego refugee resettlement, California, private sectors, NGOs, and international organizations as they struggle with the crisis of migrants and refugees while facing various hindrances. A technology which is consumer-focused and whose start-ups provides enhanced answers to problems that refugees face at the micro level, like safety, information sharing, aid, and fund raising, integration, housing, jobs matching and healthcare.

Therefore, organizational technology offers more end-to-end tailored software, hardware, and solutions of infrastructure for improved management of the database, communication between organizations and agencies, inside and at borders security, tracking and identity verification, planning and strategic analysis, and distribution of funds and aids.

Suggestions for service providers would be to recognize the diverse group of refugees regarding religious, language and ethnicity. Also, there is diversity in the ability to access resources. Understanding this is important in designing programs and provides services accessible for all. There is also a need to focus on the marginalized majority which continues to increase tension among nations and states. I would recommend encouraging the creation or support of Ethnic Community Based Organizations (ECBOs) and equipping them with necessary tools and resources they need to take care of most of the issues affecting the refugees resettled in

San Diego, California. The ECBOs can be grouped per countries or continent of origin of the refugees. For instance, refugees from Iraq form an ECBO and have it supported by the government services or if ECBO exists already, have it well-structured and equipped (with skills and resources) to handle the work. In this approach, resettlement agencies play a major role in monitoring and evaluation of the activities of these ECBOs and report to the government and funders. In other words, the ECBOs report to the resettlement agencies and the latter are countable to funders. In dealing with the problems associated with language barriers, the English as a Second Language (ESL) should be taught in different levels whereby level 0, and level 1 are taught by former refugees who have spent some time in the country and who speak the same language as the newcomer refugees. These instructors use both English and their native languages. The classes (may) apply for both adult and children who are refugees because mixing newcomer refugee children with other children who have been in the country for long can never help them learn the language well. It is preferable to have them start level 0 then level 1 for a period (may be three months per level) before they can join others in the class. This can make very good progress and result than thinking of placing interpreters/translators in classes where refugee's children and parents are studying. Teaching the English language to newcomer refugees can be successful under the responsibilities of ECBOs serving them. If ESL classes cannot be totally handled by ECBOs but at least let them handle levels 0 and 1 to help refugees form foundation or basis to help them affront other English language levels. From the many problems affecting refugee resettlement in San Diego, the most pressing are learning English language and insufficiency of Cash Aid. These two problems can be easily dealt with if the refugees are adequately trained in English language which predisposes them to have easy access

to (good) jobs and, therefore, enable them to earn enough income to help them take care of their families in a more satisfactory way.

It is possible that the government is losing huge sums of money in contracts with some profit-making institutions to help in the management of some refugee support programs such as job readiness, English language, computer literacy, childcare, transportation etc. It is also evident that the government would pay less or even much less if these programs were immediately managed by Ethnic Community Based Organizations (ECBOs) who are well versed in the problems of each refugee community. Given that these institutions do not easily hire refugees to help other refugees; they have no choice but to use the services of outside interpreters when there is a communication problem between the service providers and the clients (refugees). These interpreter services also make the government spend a lot of money, but in most cases, there are disparities in some interpretations whereby the interpreter speaks another dialect different from the one spoken by the refugee, which makes that they do not understand each other. For instance, resettled refugees from the Democratic Republic of Congo (DRC) cannot find interpreters and/or translators from their background and hence, they opt to be assisted by those from East Africa (Kenya, Tanzania...).

However, the Swahili dialects from these two regions are different which makes that interpretation challenging. Similar cases occur to the refugees from various parts of Asia or the Middle East. Such language barriers make communication and interaction between the refugees and the local service providers hard. While such problems continue to impact the lives of the refugees adversely, the resettlement agencies have lagged behind in tailoring possible solutions (Justin Mudekereza, 2018, pp.32-34). The story would have been different if this problem was

handled by someone from the same country who speaks the same language and shares the same culture as the clients served; a person serving in an ECBO supported by the government.

5.4 Further research findings

Based on study findings and conclusions the researcher would recommend that a further study should be done on possible insecurity reasons facing refugees in various countries.

I. APPENDIX I: STUDY QUESTIONNAIRES

II. SECTION A: Demographic Characteristics

	Range in years	Frequency
Age	10 Years and below	
	10-20 Years	
	20-30 years	
	30 Years and Above	

	Type of Gender	Frequency
Gender	Male	
	Female	
	Non-gender	

	Level of education achieved	Frequency
	Middle School	
	Senior High School	

Level of Education	Undergraduate School	
	Graduate School	
	If other (Specify)	

III. SECTION B: Objective Questions

IV. Objective one: Identifying the solutions to the difficulties refugees face in their resettlement in San Diego

Use a tick to indicate in the boxes whether you strongly agree, agree, undecided, disagree or strongly disagree with the opinions provided. The Likert scale key will stand for 5-Strongly agree (SA), 4-Agree (A), Undecided (U), disagree (D) and strongly disagree (SD).

	<i>Objective one: Identifying the solutions to the difficulties refugees face</i>	SA	A	U	D	SD
		5	4	3	2	1
<i>Identifying the solutions to the difficulties refugees face</i>	Poor living conditions					
	Posttraumatic stress disorder (PDST).					

<i>in their resettlement in San Diego</i>	Insecurity					
	Public perception and attitude					

V. Objective two: Investigating the extent to which refugees are affected in their bid to resettle in San Diego.

Use a tick to indicate in the boxes whether you strongly agree, agree, undecided, disagree or strongly disagree with the opinions provided. The Likert scale key will stand for **5**-Strongly agree (SA), **4**-Agree (A), **3**-Undecided (U), **2**-disagree (D) and **1**-strongly disagree (SD).

	Objective two: Investigating the extent to which refugees are affected in their bid to resettle in San Diego.	SA	A	U	D	SD
		5	4	3	2	1
<i>Investigating the extent to which refugees are affected in their bid to resettle in</i>	Some individuals from the host community also feel that resettled refugees add a burden to the government.					

<i>San Diego.</i>	Believe that the community is burdened by the refugees.					
	Because they take away jobs and social benefits that should instead be profiting the local community					
	General public attitude towards the refugees					
	How perceived threat affects attitude to refugees					

Objective three: To investigate the reason as to why public perception and attitude towards refugees has recently plummeted not only in San Diego but across the US.

Use a tick to indicate in the boxes whether you strongly agree, agree, undecided, disagree or strongly disagree with the opinions provided. The Likert scale key will stand for **5-Strongly agree (SA)**, **4-Agree (A)**, **3-Undecided (U)**, **2-disagree (D)** and **1-strongly disagree (SD)**.

		SA	A	U	D	SD
<i>To investigate the reason as to why public perception and attitude towards refugees has recently plummeted not only in San</i>	<i>Objective 3: to investigate the reason as to why public perception and attitude towards refugees has recently plummeted not only in San Diego but across the US</i>	5	4	3	2	1
	Mistaking refugees for terrorism					
	Confusing refugees and migrants					
	Linking of tough					

<i>Diego but across the US.</i>	economic times to benefits refugees receive					
	Americans feel that refugees are of a burden to the government					

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