

# The Role Of Non-Governmental Organisations In Crisis Management In Selected Internally Displaced Persons' (IDPS) Camps In Abuja, Fct Nigeria.

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**Abstract:** *The study focuses on Crisis Management in IDPs' camps in Northern Nigeria, from the perspective of basic and human needs and the roles of Non-Governmental Organisations (NGOs) to ameliorate the sufferings in these various camps. The study seeks to examine the implication of their involvement in IDPs camp, the level of their success and to know if measures can be taken to improve their effectiveness in IDPs camps. In chapter two, major concepts used in the study and are defined as well as the causes of insecurity in Nigeria which subsequently led to dislocation, dislodgment and relocation of people from the comforts of their homes, nativity or community for shelter in makeshift camps; away from the insecurity that had golfed their homes and communities. It equally examines the historical trends of IDPs in Nigeria which was traced to Nigeria Civil war (Biafra war of 1967 to 1970) and the recent causes of IDPs in northern Nigeria, ranging from inter-communal conflicts, religious, sectarian and electoral violence in Kaduna, Zaria, Jos etc. And most recently, the activities of the threaded Boko Haram which has turn north-earthen Nigeria into a battle theater. The paper uses is conceptualized using an analyses of Non-Governmental Organisations (NGOs) and the human needs theory.*

*The paper recommends that there should be transparency and accountability in the Management of fund meant for the IDP Camps, cooperation and synergy with NGOs on security surveillance and intelligence gathering and a better understanding of the role of NGOs in crisis management.*

**Key words:** *Crisis Management, Internally Displaced Persons, Non-Governmental Organisation*

## 1.1 Introduction

The world is characterized by regular movement of people from one location to the other; internally and externally. However, some of these movements are involuntary. These involuntary or forced movements result in displacement of people within their own country

either as Internally Displaced Persons (IDPs) or to other countries as Refugees. The forced movement can be due to natural causes such as floods, earthquakes, hurricanes, droughts and other disasters but often is human-made. The human causes of forced movements include wars, genocide, terrorism, insurgency, persecution, and political instability among others.

In 2017, there were 30.6 million Internally Displaced Persons (IDPs) globally, (translating to 80,000 people/day), associated with conflict and disasters across 143 countries and territories, with Syria, Congo (DRC) and Iraq accounted for more than half of the figure. Internally Displaced Persons (IDPs) are found in Syria, Yemen, Iraq, Congo, Chain, Cuba, Columbia, Nigeria, Sudan, South Sudan, the Democratic Republic of Congo, and Kenya. In the same year, up to 4.8 million people were internally displaced in Syria alone (GRID 2018). The Internal Displacement Monitoring Centre estimated that there were almost 1,707,000 IDPs in Nigeria as at 31<sup>st</sup> December 2017 found in 13 states and covering 27 local government areas. This estimate of IDPs in Nigeria does not include the increasing cases due to communal clashes and the incessant clashes between herdsmen and farmers (IDMC 2018).

Nigeria has witnessed numerous violent communal conflicts since the early 1960s. These violent ethnic conflicts were first witnessed in Western Nigeria when former party chieftains, notably Obafemi Awolowo and Ladoke Akintola, parted ways. This led to series of crises and clashes, tagged '*operation wetie*' which led to the declaration of a state of emergency in the Western Region. The Northern Region with Kaduna as headquarters was next. Crises erupted following the assassination of Ahmadu Bello, the Prime Minister of Nigeria and the leader of the ruling Northern Peoples' Congress in the coup d'état of January 15, 1966. The coup was led by Kaduna Nzeogwu, who, though detribalized as a person, was of the Igbo ethnic stock which is mostly located in Eastern Nigeria. The Igbo leaders in Eastern Nigeria were not assassinated and this created resentment among northerners, primarily the Hausas/Fulanis. The coup therefore, failed. This triggered a backlash against the Igbo by the Hausa of Northern Nigeria.

The animosity generated by the above crisis led to the civil war of 1967-1970, essentially between the Igbo and the Hausa but with other ethnic groups fighting on the side of the Federal Government headed at that time by Yakubu Gowon from Northern Nigeria. Barely ten years after the civil war, came the Maitatsine crisis with a series of violent uprisings instigated by Islamist militants in northern Nigeria between 1980 and 1985 which led to over 8,000 deaths and served as northern Nigeria's first major wave of religiously-inspired violence. The riots prompted immense ethno-religious discord between Muslims and Christians in years to come (Elizabeth, 1987).

## 1.2 Statement of the Problem

This study focuses on Crisis Management in IDPs' camps in Northern Nigeria, from the perspective of basic and human needs and the roles of Non-Governmental Organisations (NGOs) to ameliorate the sufferings in these various camps. Enwereji (2009), has rightly observed that in crisis situation IDPs are exposed to different forms of vulnerability and needs. More worrisome is the trauma experienced by these victims who are not adequately protected by the state agencies. Thus, there has been a lack of political will by

the government in the provision of the fundamental and human needs of victims in IDPs' camps (Channels News 2015). The rationale behind displacement is multifaceted and it ranges from human right violation to wars and insurgencies (Salkida, 2012). International attention is drawn when the government of these countries experiencing this phenomenon cannot provide the necessary support for the people and the refugees are practical examples (Essia & Yearoo, 2009)

## **Conceptualisation**

**Crisis management** – It is a process whereby an organisation deals with a disruptive and unexpected event that threatens to harm the organisation or its stakeholders. The study of crisis management originated with large-scale industrial and environmental disasters in the 1980s. It is considered the most important process in public relations. Three elements are common to a crisis: (a) a threat to the organisation, (b) the element of surprise, and (c) a short decision time. Venette argues that "crisis is a process of transformation where the old system can no longer be maintained". Therefore, the fourth defining quality is the need for change. If change is not needed, the event could more accurately be described as a failure or incident.

**Internally Displaced Persons (IDPs)** – Internally Displaced Persons are people that have been forced from their homes for various reasons but have not crossed an international border. They are victims of circumstances who are left with no other option than to change their location for survival. A working definition that was put forth in 1992 by the United Nations Secretary-General, which defined internally displaced persons as:

*“Persons or groups who have been forced to flee their homes suddenly or unexpectedly in large numbers, as a result of armed conflict, internal strife, systematic violations of human rights or natural or man-made disaster, and who are within the territory of their own country” (UNHCR 1992).*

## **Non-Governmental Organisations**

Non-Governmental Organisations are viewed differently by different people with each bearing the imprint of its socio-ideological context. A broader definition of NGO however, suggests that it is any organisation that is not part of government but which operates in civil society (Otite, 2001). This means NGOs are independent and free from governmental control. Ball and Dunn (1996) see NGOs as “Organisations which are not serving the interests of members, but are concerned in one way or another with disadvantage and or the disadvantaged, or with concerns and issues which are detrimental to the well-being, circumstances or prospects of people or society as a whole.” Diamond also (1997) defines civil society as the realm of organized social life that is open, voluntary, self-generating, at least partially self-supporting, and autonomous from the state, and bound by a legal order or set of shared rules. It differs

from the general society in that it involves a group of individuals with a common humanitarian aims who act collectively to express their concerns, passions, interest, preferences, and ideas, to achieve collective goals, to inform and/or bring pressing concerns about a group to the notice of the government, make demands on their behalf, contribute to the community and sustainable development of the state by providing social services, etc (Dodo & Mabvurira, 2014; Gberevbie, 2013).

### **Roles of Non-Governmental Organisations**

People and policy makers are both in agreement on one thing that NGOs play a very important role in development. Roles of NGOs vary over the years as the policy of government changes. NGOs are almost dependent on policies of government. Socio-economic development is a shared responsibility of both i.e. government and NGOs. Role of NGOs are complementary but vary according to policies of government. A close examination of the voluminous literature on NGOs shows that many roles can be found according to the expectations of the people. The major development roles ascribed to NGOs are to act as:

- *Development and Operation of Infrastructure:* Community-based organisations and cooperatives can acquire, subdivide and develop land, construct housing, provide infrastructure and operate and maintain infrastructure such as wells or public toilets and solid waste collection services. They can also develop building material supply centres and other community-based economic enterprises. In many cases, they will need technical assistance or advice from governmental agencies or higher-level NGOs.
- *Supporting Innovation, Demonstration and Pilot Projects:* NGOs have the advantage of selecting particular places for innovative projects and specify in advance the length of time which they will be supporting the project - overcoming some of the shortcomings that governments face in this respect. NGOs can also be pilots for larger government projects by virtue of their ability to act more quickly than the government bureaucracy.
- *Facilitating Communication:* NGOs use interpersonal methods of communication, and study the right entry points whereby they gain the trust of the community they seek to benefit. They would also have a good idea of the feasibility of the projects they take up. The significance of this role to the government is that NGOs can communicate to the policy-making levels of government, information about the lives, capabilities, attitudes and cultural characteristics of people at the local level.
- *Technical Assistance and Training:* Training institutions and NGOs can develop a technical assistance and training capacity and use this to assist both CBOs and governments.
- *Research, Monitoring and Evaluation:* Innovative activities need to be carefully documented and shared - effective participatory monitoring would permit the sharing of results with the people themselves as well as with the project staff.

- *Advocacy for and with the Poor:* In some cases, NGOs become spokespersons or ombudsmen for the poor and attempt to influence government policies and programs on their behalf. This may be done through a variety of means ranging from demonstration and pilot projects to participation in public forums and the formulation of government policy and plans, to publicizing research results and case studies of the poor.

## **Theoretical Framework**

The study adopts an eclectic approach using liberal theory of civil society and human needs theory to analyse the problem under study.

### **The Liberal Theory of Civil Society**

The liberal theory of civil society is founded on the premise that Civil Society Organisations are very important in any democratic nation, especially in societies with multiple societies and cultures since they promote unconstrained freedom, equality, ability to live comfortably with one another, the freedom to express one's self and the freedom to freely associate with other, all of which are important criteria for building a democratic society free from violence. By providing guidelines and legal provisions for openness and freedom, citizens are better informed and empowered to participate in governance (Abah & Adihikon, 2014). The survival of these liberal tenets inhibits the emergence of dictators and attenuates democratic culture. The theory holds that the existence of CSOs is highly imperative in a democratic society because it promotes freedom, equality, tolerance, accountability, and progress. Liberalism is a negation to autocratic ideology and is the sine qua non to democracy (Fadakinte 2013). The proponents of this theory believe that CSOs help to deepen good governance by providing certain basic services which the state and private sector may be unable to provide. To them, CSOs in a democratic society are expected to engage in the design, monitoring, and implementation of public projects (Diamond 1999; Osaghae 1997). CSOs are a cognomen for liberal democracy because it promotes the building of social capital (Fukuyama 2011) and provides a virile platform for galvanizing group trust through consensus building and value cum interest distribution (Fukuyama, 2001; Diamond, 1999).

#### **2.6.2 Human Needs Theory**

Human needs are a powerful source of explanation of human behaviour and social interaction. All individuals have needs they strive to satisfy, either by using the system 'acting on the fringes' or acting as a reformist or a revolutionary. Human needs theory, just a few decades old, was popularized in the works of Abraham Maslow, John Burton, Marshall Rosenberg and Manfred Max-Neef (Coate & Rosati, 1988). In Marshall Rosenberg's approach, human needs are universal and meeting them is essential to human survival and well-being. Manfred Max-Neef, a Chilean economist also proposes nine universal human needs and argued thus that through the settlement of these needs, human development and a peaceful society is achievable. According to this theory, human beings need certain essentials

if they must live and attain well-being in any ramification of life. Such essentials are known as basic human needs. Human needs theory is premised on the wings of conventional expectations of humanity as its modules of operation. The human needs theory reconstructs the notion of unification of all human beings, those who are from different locality and ethnicity. It also creates the platform and a common ground towards the personality of human beings particularly it studies the nexus between the needs of others, and one's own needs (Danielsen, 2005). He strongly holds that there is a big distinction between a need and interest as the former is such that cannot be traded or suppressed or bargained away for any reason. The human needs approach offers a platform for turning away from the usual traditional model of negotiation that jettisoned non-negotiable issues on critical issues.

In Nigeria, the citizens are often confronted with the same situation: lack of access to the necessities of basic needs approach that is healthcare, decent sanitation, inadequate facilities for accommodation or shelter. To properly resettle into the society, the needs of internally displaced persons must be adequately met. According to Coate and Rosati, (1988), when individuals are deprived of certain needs especially the basic survival needs in the early years of development, they may suffer physically and psychologically. CSOs hence come to the aids of IDPs by providing them with essential amenities and infrastructures that enable than resettle more safely and securely under a better living condition.

### Research Design

The research design adopted for this study is survey design. Selected IDPs' camps were visited and data generated directly from the IDPs' camps located in the Federal Capital Territory, Abuja. Survey studies are conducted to describe the nature of existing conditions, identify standards against which existed conditions are compared or determine relationships that exist between specific events (Cohen, 1998).

The camps emanated as a result of the Boko Haram insurgency in North East Nigeria which is regarded as the theatre of the insurgency. There were several formal and informal NGOs operating with the IDPs camps in Abuja but for the lack of systematic record, we were unable to get an appropriate figure. However, 3 camps were purposefully selected based on the population. i.e. the most populated camp and two averagely populated camps. They are Gwoza and Bama IDP Camps located at Durumi II, Area 1; Abuja IDP Camp located at Durumi I, Area 1 and IDP Camp, New Kuchingoro located in New Kuchingoro, off Airport Road with a total of 3,397 (Abuja Facts (2017).

### Internally Displaced Persons in Sampled Camps

S/N	Name of IDP Camp	Location	Population
1	Gwoza and Bama IDP Camp	Durumi II, Area 1	2,226
2	Abuja IDP Camp	Durumi I, Area 1	671

3	IDP Camp, New Kuchingoro	New Kuchingoro	500
		<b>TOTAL</b>	<b>3,397</b>

The study adopted multistage sampling techniques. To determine the sample size, different sampling techniques were adopted for the populations. For an IDP of the selected camp, purposive sampling technique was adopted cutting across the three selected IDPs' camps, while 20 of the NGOs were purposely selected to form sample size for the study.

**Sample Distribution**

S/N	Source	Distribution
1	Gwoza and Bama IDP Camp	262
2	Abuja IDP Camp	79
3	IDP Camp, New Kuchingoro	59
4	NGOS Officials	20
<b>TOTAL</b>		<b>420</b>

Sample Size = 420

**Presentation and Analysis of Data**

The data was obtained through the administration of structured questionnaires and interviews. A total of 400 Internally Displaced Persons living in selected camps in Abuja and 20 NGOs were involved in this process.

Four hundred and twenty (420) copies of questionnaire were administered, and four hundred and eight (408) responses representing 97.14% of total respondents were returned, while twelve (12) questionnaires representing 12.86% were not returned. The number dully returned is considered adequate.

**Humanitarian Roles offered by NGOs in IDPs Camps**

There were a number of NGOs offering humanitarian services at the IDP camps. The respondents involved in this study acknowledged that they have interacted these various NGOs.

Number of NGOs	Frequency	Percentage %
Less than 3 NGOs	35	8.6
4 – 6 NGOs	128	31.4
7 and above NGOs	245	60

<b>Total</b>	<b>408</b>	<b>100</b>
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Source: Field Work, 2019

The above table indicates that the majority of respondents (about 60%) had interacted with at least 7 NGOs and above. Similarly, 31.4% of the respondents had interacted with 4 – 6 NGOs, while 8.6 % interacted with less than 3 NGOs. Thus, all the respondents had interacted with NGOs and had clear picture about the operation of the NGOs in the management of crisis in camps.

**Provision of food, water, clothing and shelters in IDPs Camps**

<b>Variables</b>	<b>Frequency</b>	<b>Percentage</b>
Yes	380	93
No	28	7
<b>Total</b>	<b>408</b>	<b>100</b>

Source: Field Work, 2019

The above Table indicates that 93% of the respondents acknowledged that NGOs provide food, clothing and shelter, while 7% of the respondents indicated NO. The provision of these humanitarian basic needs is vital in managing crisis in IDP camps because most of the victims of this insurgency left their homes in a hurry without their personal effects. With the 93% YES from the survey it is a clear assertion that the NGOs have been able to meet with this demand in order to ameliorate their sufferings in time of crisis especially in terms of the human basic needs requirement.

**Provision of Health facilities, in IDPs Camps**

<b>Variables</b>	<b>Frequency</b>	<b>Percentage</b>
Yes	388	95
No	20	5
<b>Total</b>	<b>408</b>	<b>100</b>

Source: Field Work, 2019

The above table reveals that 95% of the respondents avowed that most of the health facilities were provided by the NGOs, while 5% felt otherwise.

Health facilities are very important both in times of conflict and peace. Thus majority acknowledged the role of the NGOs in providing health facilities to meet the exigent needs of the camp. However, NGOs needs to double their efforts especially during conflict since people are concentrated in camps; a situation that poses health hazard that culminate into disease outbreak. What is needed, is a stable health facility and not only intermittent intervening measures.

### Provision of Educational facility by NGOs

Variables	Frequency	Percentage
Yes	373	91.4
No	35	8.6
<b>Total</b>	<b>408</b>	<b>100</b>

Source: Field Work, 2019

The above table shows that 91.4% of the respondents acknowledged that educational facilities were provided by NGOs, while 8.6% thinks otherwise. NGOs have done a lot in the provision of educational facility to assist the IDPs, 91.4% acknowledge the fact in the affirmative although this should have been the responsibility of government.

### Provision of Skill Acquisition/Empowerment by NGOs

Variables	Frequency	Percentage
Yes	390	95.6
No	18	4.4
<b>Total</b>	<b>408</b>	<b>100</b>

Source: Field Work, 2019

The above table indicates that 95.6% of the respondents asserted that NGOs provide Skill acquisition/empowerment trainings for the IDPs while 4.4% thinks otherwise.

It is important to state here that the essence of skill acquisition/empowerment cannot be over emphasised bearing in mind the large number of unemployed youth in these IDPs camps coupled with increasing crime rate which has exacerbated the vulnerability of these youth into restiveness if their minds are not adequately and properly channelled into productive ventures. Thankfully, the NGOs are doing exactly that, with the recorded 95.6 affirmative YES received from the survey.

### Effective management of crisis in IDPs camps by NGOs

#### Respondents' view on the effectiveness of NGOs in IDPs Camp

Variables	Frequency	Percentage %
Very adequate	16	4
Barely adequate	196	48

Inadequate	147	36
Undecided	49	12
<b>Total</b>	<b>408</b>	<b>100</b>

Source: Field Work, 2019

The above table reveals that 48% of the total respondents believed that the effectiveness of NGOs was barely adequate. 36% of the total respondents were of the view that the effectiveness of NGOs was inadequate, 4% were of the opinion that they were very adequate, while 12% were undecided. It is clear that despite the efforts of the NGOs in providing essentials to IDPs camps, it barely able to record 50% cumulatively from the respondents. Their efforts seem not to be felt because of the overwhelming demands associated with the IDPs and the corresponding paucity of fund in the provision of social service to IDPs by the NGOs.

#### Respondents' view on the involvement of NGOs in IDPs Camps

Variables	Frequency	Percentage %
Very adequate	61	15
Barely adequate	265	65
Inadequate	82	20
Undecided	0	0
<b>Total</b>	<b>408</b>	<b>100</b>

Source: Field Work, 2018

The above table reveals that 65% of the total respondents believed that the involvement of NGOs was barely adequate. 20% of the total respondents were of the view that they were inadequate, while 15% were of the opinion that they were very inadequate. This analysis reveals that despite the involvement of NGOs in managing crisis in the IDPs camps, their involvement seems not to be enough in meeting the needs of the IDPs. They believed that much more can still be done to improve their involvement towards ameliorating the suffering of the IDPs.

#### Respondents' view on the success of NGOs in managing crisis IDP Camps

Variables	Frequency	Percentage %
Very successful	41	10
Barely successful	237	58
Not successful	114	28
Undecided	16	4

<b>Total</b>	<b>408</b>	<b>100</b>
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Source: Field Work, 2019

The Table above reveals that 58% of the respondents believed that NGOs managing crisis were barely successful. 28% of the total respondents were of the view that NGOs managing crisis were not successful, 10% were of the opinion that they were very successful, while 4% of the respondents were undecided. Despite the misgivings, the respondents still scored the NGOs overall success cumulatively based on their performance in their effort to solve the overwhelming crises in the IDPs camps.

### **Implication of Findings**

Generally, the NGOs have indeed contributed immensely in the management of crisis in IDPs camps though, their efforts still appear to be like a scratch on the surface. It thus appears that the NGOs themselves need more help in order to meet the desires of the IDPs. Our finding shows that the IDPs believe much more in the NGOs than the government arising from the latter's ineptness in handling challenges of the IDPs due to bureaucratic bottlenecks and failed promises. Governments at all levels have a lot of work to do in order to regain the trust of the IDPs.

### **Conclusion**

Though, the roles of NGOs are supposed to be complementary to government's leading role, they have made tremendous impact in ameliorating the conditions of IDPs. Their activities however, vary according to policies and specialisations. They have thrived in attending to the essential needs of most internally displaced persons especially where the government is not forthcoming or inadequate. In some instances, they were the first to provide needed essential facilities before the appearance of State Agencies like NEMA and SEMA.

From the foregoing, it crystal clear that the NGOs serve as the fulcrum in which most IDPs camps today survived. Non-governmental Organisations in the views of Ikelegbe (2013) and Keane (1989) have globally become active non-state agents of development saddled with the multifaceted responsibilities of providing social welfare, economic empowerment, humanitarian services, political participation, human capital development and economic activities. The NGO is known as the third sector because it serves as a vibrant social intermediary between the state, business, and family (Harbeson, 1993).

### **Recommendations**

Based on its findings, the study recommends that the first step towards resolving the crisis of Internally Displaced Persons is to ensure the restoration of adequate security and stability to the original habitation of internally displaced person. Even though, provision of

security is not the primary responsibility of NGOs, they could collaborate with government in the area of intelligence sharing and security to enable displaced persons return home.

Inadequacy/unavailability of a clear mechanism to monitor and track the displaced people living outside their host communities has been found to hinder proper planning for humanitarian assistance. Hence, there is a need for a periodic census of IDPs in camps across the nation (even in areas where there were no crises) for proper targeting and planning.

IDPs have also been found to complain about wellbeing, even in camps, hence providing relief materials are crucial. Occupants of IDPs camps should be, therefore, provided with adequate supply of food and non-food items, that equals or surpasses their previous conditions, and alleviate their sufferings before other relief measures are given.

IDPs have also been identified with mismanagement of funds and materials as well as certain levels of financial irregularities among the camp's officials. Hence, proper supervisor is required from NGOs to ensure that materials and funds provided are used for the welfare of poor IDPs and not for the welfare of paid camp officials. The rights and privileges due to the IDPs are often easily violated since they constitute members of the vulnerable category. As a result, the right and privileges of IDPs must also be guaranteed, and this can be achieved through respecting, protecting and promoting their rights and privileges through the inclusiveness of government decisions and actions. Finally, it is advisable and essential to establish a warm and dependable relationship by setting aside different obstacles between government, NGOs and other stakeholders for the overall development and interest of citizenries.

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