

School of Postgraduate Studies

An assessment of the effect of Zambia's immigration policy on the welfare of immigrants from Rwanda: "The case of Mtendere compound in Lusaka".

A

Dissertation presented

in Partial Fulfilment for requirement of the program

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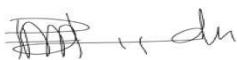
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21st March, 2025

Dedication

To my loving family, who have been a source of unwavering support and encouragement throughout my academic journey have been the driving force behind my academic pursuits. Your selfless sacrifices, guidance, and love have shaped me into the person I am today. I dedicate this dissertation to you, with deepest gratitude and appreciation.

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Abstract

This study aimed to evaluate the effect of Zambia's immigration policy on the welfare of Rwandese immigrants, with a particular focus on those residing in the Mtendere residential area, Lusaka. Given Zambia's history of hosting refugees, including Rwandese individuals, it is essential to understand the socio-economic challenges these immigrants face in relation to immigration policies. The study sought to explore their socio-economic status, community integration, access to essential services, and the effectiveness of immigration policies in addressing these issues.

The main objective of the study was to assess the effect of Zambia's immigration policy on the welfare of Rwandese immigrants in Mtendere. Specific objectives included examining the demographic profile and socio-economic status of the immigrants, assessing their level of integration within the community, evaluating the influence of immigration policies on access to services like education and employment, and identifying the challenges they face as a result of these policies.

The study employed a mixed-methods approach, combining both quantitative and qualitative data. A sample of 100 households was selected using stratified and purposive sampling from the target population of 1000 Rwandese immigrants in Mtendere. Data collection methods included face-to-face interviews, surveys, semi-structured questionnaires, and focus group discussions. Descriptive statistics were used for quantitative data, while qualitative data was analyzed thematically to understand the lived experiences of the immigrants.

The findings revealed that most Rwandese immigrants in Mtendere were young adults, many of whom worked in the informal sector, engaging in small businesses or casual labor. They faced several socio-economic challenges, including overcrowded living conditions and barriers to stable employment due to the non-recognition of foreign qualifications. While some had successfully integrated into the community, many faced social isolation and limited participation in local activities.

The study identified several challenges linked to Zambia's immigration policy, including delays in residence permits, limited access to essential services, and difficulty finding formal employment. These challenges were compounded by bureaucratic delays, discriminatory practices, and a lack of targeted support.

services. To improve the integration and welfare of Rwandese immigrants, the study recommended establishing community-based support centers offering multilingual assistance, legal aid, and vocational training programs.

It also suggested streamlining and digitalizing immigration procedures, recognizing foreign qualifications, and promoting anti-discrimination measures. Furthermore, organizing community integration activities was recommended to reduce social isolation and foster mutual understanding between Rwandese immigrants and local Zambians. This research contributes to understanding the impact of immigration policy on the welfare of Rwandese immigrants and provides practical recommendations for improving their quality of life in Zambia.

Key words: Immigration Policy, Rwandese Immigrants, Welfare, Community Integration

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CHAPTER ONE: INTRODUCTION

1.0 Introduction

Chapter one providing an introduction to the research work examines the research topic, which seeks to know about the effects of immigration policy on Rwandese immigrant's welfare in Mtendere, Zambia. The chapter starts with brief information regarding the immigration situation between Rwanda and Zambia, with specific Focus on Rwanda due to the civil wars experienced in the country including the genocidal issues of 1994. Zambia's immigration policy has evolved significantly over the years, reflecting broader socio-political and economic changes in the country and the Southern African region.

This policy framework is crucial as it influences the dynamics of migration, shapes the experiences of immigrants, and affects the country's socio-economic landscape. As mentioned earlier, Zambia is among the first countries that have embraced the issue of refugees, and Rwandese immigrants are also one of the groups that have been seeking refuge in Zambia; thus, the country provides a good case through which this study can understand the welfare of the Rwandese immigrants under the Zambian immigration policy.

To this extent, therefore, Immigration policy as an indirect predictor of the welfare status of individuals or groups of people in society. Therefore, concerns of policy approaches to immigration on the well-being of Rwandese nationals who are living in other countries for instance; Mtendere Residential Zambia.

The background section amplifies the exposition of receptor context and situates Mtendere compound area as a microcosm of immigration difficulties in Zambia's urban space In terms of experience, Rwandese immigrants undergo socio-economic integration challenges and struggles and legal limbo and access to basic services. Such dynamics explain how and why analysis of the role of immigration policy in the daily lives of the immigrants is crucial in Zambia.

In the problem background, the problem statement elaborates issues Rwandese experience in Mtendere especially when immigration policies are enforced. The policy under discussion include; education, health and employment and other human necessities as they determine the well-being of these people. To this end the study aims at meeting the following objectives: This research will fill this gap by assessing the current welfare status of Rwandese immigrants, and providing directions on how welfare policy could be enhanced.

The chapter also presents the general and specific research questions that inform the investigation of Rwandese immigrants' demographic background, integration experiences and the barriers to integration. Thus, research questions pertinent to these problems are formulated to define the range and degree of these challenges, which contributes to forming a logic of the research.

Moreover, the study can be of importance in that its findings may help to steer policymaking towards better immigration policy and humanitarian action on the well-being of foreign-born populations as well as policy implications for those policy makers governance levels, government authorities and humanitarian organizations. It then ends with the scope and limitations of the study implicating the author's potential bias while keeping the purpose of Mtendere as symbolic case in storytelling of immigration issues in Zambia.

1.1 Background

To assess the welfare impacts of Rwandese in Zambia (especially Mtendere) by study of immigration policy one must know Rwanda and Xatua backgrounds, wider historical contexts, socio economics relations about when Rwandans migrated for living to South construction.

Rwanda is in eastern Africa with a history of ethnic tension and several massacres, culminating in the genocide 1994. Rwanda genocide forced millions of Rwandans to flee to other countries including Zambia seeking safety and protection (Mamdani, 2011).

Zambia, a land linked country in Southern Africa, is generally perceived to be a politically stable country and some of the regions has been receiving refugees fleeing from neighboring countries. Since 1964, Zambia has been an open-border state regarding refugee, asylum seekers generally following its own humanitarian commitments and international refugee conventions (Mamdani, 2011).

The Mtendere neighborhood, located in the Centre of the capital city, Lusaka depicts mainly Zambia's urban space and diverse demographic. Mtendere has historically been a resettlement site for refugees and migrants, including Rwandese those who have taken refuge or been resettled in Zambia fleeing from various push factors from their country (United Nations High Commissioner for Refugees, 2019).

Mtendere hosts Rwandese migrants who are constrained in many areas of socio-economic integration and basic access to services (legal status as minors, etc.). Despite the existence of refugee policy in Zambia that legislate on how a host country should protect and assist refugees, implementation gaps, limited resources, and political dynamics are also likely to influence how well Rwandese in Mtendere have been cared for (United Nations High Commissioner for Refugees, 2019).

Zambia's immigration policy must be understood within the historical context of its post-independence journey in 1964. Primarily, Zambia as a host country embraced a relatively open immigration stance, welcoming individuals from neighboring countries, particularly during the liberation struggles in the 1970s and 1980s. However, as economic challenges arose, particularly in the late 1980s and 1990s, the government began to adopt more restrictive measures. This paradigm shift was largely influenced by economic needs and security concerns, resulting in the tightening of immigration regulations.

According to the constitution of Zambia, the current immigration policy is governed by the Immigration and Deportation Act of 2010 and its subsequent amendments.

The key components include:

Visa Regulations: Zambian immigration policy outlines various visa categories, including tourist, business, and residence visas, with specific requirements for each. The introduction of e-Visa options has streamlined the process for foreign nationals.

Permit System: For long-term residency, foreign nationals typically require permits, which have varying durations and criteria based on employment, investment, or family reunification.

Refugee and Asylum Policies: Zambia has a long history of hosting refugees from countries facing conflict, such as the Democratic Republic of Congo, Angola and Rwanda. The government has established protocols for accepting and processing asylum applications in line with international law.

Immigration Control and Enforcement: The Zambian government has increased enforcement measures to combat illegal immigration and human trafficking, leading to more stringent border control practices.

To date, Zambia's immigration policy has shifted from a welcoming stance to a more regulated and sometimes restrictive framework, reflecting internal and external pressures. In as much as there are opportunities for immigrants, significant challenges remain, particularly regarding legal residency, economic engagement, and social integration. However, policymakers must address these challenges before escalating social discrimination and prejudice as Rwandese immigrants strive to integrate into Zambian society.

In the context of Rwandese migration to Zambia, as well socio-economic profile of Mtendere settlement forms the backdrop for examining the welfare implications of immigration policy on Rwandese migrants in Zambia. Contextual factors are therefore important to consider in a full assessment and developing context specific interventions for this at-risk population.

The United Nation (UN) and East/South Africa governments are feeling the urgent need to address the increase in illegal Rwandese and Burundi immigrants that fled to Zambia from various socio-economic and security hardships (The impact of refugee inflows on public services in East and Southern Africa. United Nations High Commissioner for Refugees, 2023). A key issue is the mounting burden many public services--health, housing and education for example--are experiencing in host countries such as Zambia and South Africa. Having large numbers of undocumented immigrants in a country can heighten the problems of unemployment and poverty,

thereby leading the local populations to tensions with immigrant communities International Organisation for Migration (IOM). (2022).

Moreover, governments are concerned that undocumented immigration can facilitate criminal behavior human trafficking and smuggling networks that work along the migration routes from East Africa to Southern Africa (University of Pretoria 2021). It creates issues for social integration resulting to xenophobia and violence against migrants, especially in South Africa where anti-migrant rhetoric led to violent assaults as Chilangwa (2022). The UN, through agencies such the IOM has been advocating for increased regional cooperation on migration management aimed at protecting rights of migrants and dealing with root causes situations such as political instability & poverty in countries of origin.

1.2 Statement of the problem

Immigration policy and its effect on immigrants is a broad issue that has been one of the main streams in discussions in last few years. Given the expectation of higher immigration into border countries due to globalization with an increase in the people moving from one region to another geopolitically unstable, civil war torn, escalating conflicts, battle against militia on government military conflicts; it is imperative to understanding how immigration policy impact immigrants in their own locality do.

Zambia has historically been a destination for migrants within the Southern African region, with fluctuating immigration policy impacting immigrant welfare (Kalinda, 2018). While immigration policy aims to mitigate migration flows and protect national interests (Ministry of Home Affairs, 2015), the impact of the Zambia's immigration policy on Rwandese immigrant populations in Mtendere compound remains under-researched. This research study focuses on Rwandese immigrants in Mtendere Compound, Lusaka, a community known to host a significant immigrant population.

The nation of Rwanda has experienced periods of political instability like and economic hardship and political instability like (1994) hundred days of genocide, leading to outward huge migration, some of whom have sort refuge in Zambia (UNHCR, 2022). Zambia's National Immigration Policy according to Ministry of Home Affairs, (2015) provides well outlined regulatory frameworks with requirements for

foreign nationals to enter and reside in the country. The Zambian constitution Article 11, Section 4.2, for instance, provide inserted specific immigration policy detail about visa requirements or work permits.

According to Human Rights Watch (2020) reports that, the implementation of these regulations creates significant barriers for asylum seekers, potentially contradicting Zambia's obligations under the 1951 Refugee Convention. Furthermore, while the Zambia's immigration policy state specific policy about access to work or social services or the lack of a statement. In a study with Kalinda (2018) argues that restrictive work permit regulations disproportionately affect the livelihoods of refugees, limiting their ability to become self-sufficient and contributing to their vulnerability.

The existing literature provides limited empirical evidence on how Zambia's immigration policy specifically affects the socio-economic welfare (access to employment, housing, healthcare, and education) of Rwandese immigrants. Anecdotal evidence however, suggests that restrictive immigration policy may lead to increased vulnerability, marginalization, and difficulty integrating into Zambian society (Human Rights Watch, 2020). Furthermore, a disconnect may exist between the intended goals of Zambia's immigration policy and their lived consequences for this particular Rwandese immigrant.

This research seeks to address this gap by assessing the specific effects of Zambia's immigration policy on the welfare of Rwandese immigrants in Mtendere Compound, Lusaka. Understanding these effects is crucial for informing evidence-based policy recommendations that promote immigrant integration and well-being, while also aligning with Zambia's national development economic sustainable goals.

In 2022 according to the statistics of United Nations High Commission for Refugees on asylum seekers and refugees; 80,000; or in 2023; 93183, brought the total of the two from the year collective for Zambia, numbering 173,183. This in percentage is around 46.2% in 2022 and 53.8 for 2023. The Ministry of Home Affairs latest report from February 2024 showed that we have to 901 refugees and 15 asylum seekers recorded on entry henceforth as formers for already status Rwandese in Zambia giving

the total of 4081 integrated with the community. We have seen from these statistics that as a mere 1000 Rwandese have infiltrated into Zambia this has brought concerns over the welfare of these persons especially in the Mtendere residential area (The impact of refugee inflows on public services in East and Southern Africa) (UNHCR. 2019).

The Rwandese have been severely tested by the Zambian's immigration policy enforcement, difficulties to access to bare necessities affordable health care and education and employment. These issues are seen as harassment and a never-ending chase by immigration apparatus in particular. Rwandans victims describe instances of intimidation and abuse throughout Mtendere, inspiring a climate of fear in the community, yet immigration officers have got an open invitation to a dangerous game of hide and seek which has led to regular repatriations. (UNHCR, 2019).

However, some of the community fail miserably and come back to Zambia with plans of starting small businesses. The wave demonstrates how the intricate dance of immigration enforcement, harassment and socio-economic welfare for Rwandese residents in Mtendere intertwines with immigration policy. Nonetheless, immigration policy is of the highest importance to understand how immigrants fare in a host country. Thus, an important importation about how immigration policy affects the welfare of Rwandese immigrants in Zambia and specifically one of the areas Mtendere Residential.

1.3 Research Objectives

1.3.1 Main Objective

To assess the effect of Zambia's immigration policy on the welfare of Rwandese residents in Mtendere residential area, Lusaka.

1.3.2 Specific Objectives

- (i) To examine the demographic profile and socio-economic status of Rwandese immigrants residing in Mtendere.
- (ii) To assess the level of integration and community engagement of Rwandese immigrants within Mtendere residential area.

- (iii) To evaluate the influence of existing immigration policy on access to essential services, education, and employment opportunities for Rwandese residents in Mtendere.
- (iv) To identify challenges faced by Rwandese immigrants in Mtendere as a result of immigration policy and propose recommendations for policy improvement.

1.4 Research Questions

- (i) What are the demographic characteristics and socio-economic backgrounds of Rwandese immigrants residing in the Mtendere residential area?
- (ii) How do Rwandese immigrants in the Mtendere residential area engage with the local community and integrate into their surroundings?
- (iii) What is the impact of existing immigration policy on the access to essential services, education, and employment opportunities for Rwandese residents in Mtendere?
- (iv) What are the main challenges faced by Rwandese immigrants residing in Mtendere as a result of immigration policies, and what recommendations can be proposed for policy improvement to address these challenges?

1.4 Significance of the study

The significance of this study lies in its potential to contribute valuable insights into the lived experiences of Rwandese immigrants in Mtendere, Zambia, particularly in relation to immigration policy and their impact on key aspects of welfare. By examining issues such as access to healthcare, education, employment opportunities, social integration, and housing, the study provides a comprehensive understanding of the challenges faced by this immigrant population.

The findings can inform policy makers, government authorities, and humanitarian organizations to improve immigration policy, enhance support systems, and foster better social cohesion within the community. Moreover, the study contributes to the broader body of knowledge on immigration in Zambia, highlighting the importance of inclusive policy that promote the welfare and integration of immigrant communities.

1.6 Scope of the study

This research paper focused on the Mtendere compound in Lusaka Zambia, where a significant number of Rwandese immigrants resides. Furthermore, the study assessed the effect Zambia's immigration policy on various aspects of the welfare of Rwandese immigrants, including access to healthcare, education, employment opportunities, social integration and cohesion in the community, housing, and living conditions. The research also explored the experiences and challenges faced by Rwandese immigrants in the Mtendere area as a result of existing immigration policy.

1.7 Limitations of the study

One limitation of this research study could be the potential for sampling bias, as the research focuses solely on Rwandese immigrants residing in the Mtendere residential area, which may not represent the entire Rwandans immigrant population in Zambia. Additionally, the study's reliance on self-reported data may introduce response bias or inaccuracies. Moreover, the scope of the study might not fully capture the nuanced experiences and perspectives of Rwandese immigrants, given the complexity of their migration journeys and socio-economic backgrounds.

1.8 Definition of Key Terms

Immigration Policy

Immigration policy refers to a set of rules, regulations, and laws established by a government to control the movement of people into or out of a country, including criteria for entry, residency, and citizenship (Hollifield, 2017).

Welfare

Welfare refers to the overall well-being, living conditions, and quality of life of individuals or communities, including access to basic necessities such as food, shelter, healthcare, education, and employment opportunities (Titmuss, 2022).

Deportation

Deportation refers to the formal expulsion or removal of individuals from a country by government authorities due to violations of immigration laws or regulations. It involves the involuntary transfer of individuals back to their country of origin or another designated location. Deportation may occur for various reasons, including illegal entry,

overstaying a visa, criminal convictions, or posing a threat to national security (Hollifield, 2017)

Refugee

A refugee is an individual who has been forced to flee their home country due to persecution, war, violence, or other life-threatening circumstances. Refugees are unable or unwilling to return to their country of origin due to a well-founded fear of persecution based on race, religion, nationality, political opinion, or membership in a particular social group (Titmus, 2022).

Asylum

A place of safety refugee or shelter, especially for those fleeing persecution war or natural disasters (UNHCR, 1915).

1.9 Dissertation Lay out

This dissertation is outlined as follows:

Chapter One: Introduction

This chapter provides an overview of the research problem, outlining the background and context of the study, specifically focusing on Rwandese immigrants in the Mtendere residential area. It also introduces the research objectives, questions, and the significance of the study. The chapter concludes with a brief explanation of the scope of the research and a justification for why this study is important.

Chapter Two: Literature Review

The literature review explores previous research on immigration, welfare, and the impact of immigration policy on Rwandese immigrant communities. It critically examines relevant theories and frameworks, including discussions on access to healthcare, education, employment, social integration, and housing. The review identifies gaps in the existing literature that this study aims to address, highlighting the unique focus on Rwandese immigrants in Zambia.

Chapter Three: Research Methodology

This chapter outlines the research design, methods, and procedures used in the study. It describes the qualitative and quantitative approaches employed, including sampling techniques, data collection methods (e.g. interviews, surveys), and the rationale for selecting Mtendere as the research site. Ethical considerations, data analysis techniques, and the study's limitations are also discussed in this chapter.

Chapter Four: Presentation and analysis of the findings

In this chapter, the collected data is presented in a clear and structured manner, often using tables, charts, and narratives. The analysis focuses on the effect of Zambia's immigration policy on the welfare of Rwandese immigrants, discussing key findings related to access to healthcare, education, employment, housing, and social integration. Trends and patterns identified in the data are explored in detail.

Chapter Five: Discussion of the Findings

This chapter interprets and discusses the findings in relation to the research objectives and the literature reviewed. It compares the study's results with existing research, highlighting new insights and addressing the research questions. The chapter also reflects on the implications of the findings for immigration policy, welfare support, and social cohesion, particularly within the Zambian context.

Chapter Six: Conclusions and Recommendations

The final chapter summarizes the key findings of the study, addressing how the research objectives were met. It also offers practical recommendations for policy makers, local authorities, and non-governmental organizations to improve the welfare of Rwandese immigrants in Mtendere. Suggestions for future research are provided, emphasizing areas that require further investigation to support immigrant communities more effectively

1.10 Chapter Summary

Chapter One provides a comprehensive introduction to the study, detailing the background of Rwandese immigration to Zambia, particularly in the Mtendere residential area. It highlights the problem statement by addressing the socio-economic and legal challenges Rwandese immigrants face due to immigration policy.

The chapter outlines the research objectives and research questions, which form the basis for investigating the demographic and socio-economic status, integration, and impact of policy on Rwandese residents. The chapter also underscores the significance of the study by emphasizing its potential to improve policymaking and support systems for immigrants in Zambia. Finally, the scope and limitations of the study are discussed, preparing the groundwork for the subsequent chapters.

CHAPTER TWO: LITERATURE REVIEW

2.0 Introduction

This chapter provides a comprehensive literature review focused on the experiences of Rwandese immigrants in Mtendere residential area, Lusaka Zambia. This review synthesises existing research on Zambia's immigration policy, Visa regulation, work permits regulation, enforcements practices, policy regulation relates to social integration, and community dynamics, framing the study within relevant theoretical contexts.

The chapter begins by exploring key concepts such as immigration policy, social capital, integration theory, human capital, immigration theory, policy analysis Framework, Welfare Economics, political Economy of Migrants, and Rights Based theory. Application of these theories collectively illuminate how immigrants (Rwandese) navigate their new environments and the impact of these dynamics on their overall well-being.

They also addresses the unique challenges faced by Rwandese immigrants, including issues related to cultural assimilation, economic opportunities, and social support systems. By examining both global and local studies, this chapter aims to contextualise the specific experiences of Rwandese immigrants within broader trends in migration and integration. The insights drawn from this literature serve as a foundation for the subsequent analysis, guiding the exploration of how these factors collectively influence the quality of life and integration of Rwandese individuals in their host community.

2.1 Empirical Review

Global Level

The United Nations High Commissioner for Refugees (UNHCR) oversees around 45.2 million people displaced by global conflicts, with 80% residing in developing countries. United Nations High Commissioner for Refugees (UNHCR) promotes durable solutions for the challenges faced by refugees, primarily advocating for voluntary repatriation, local integration, or resettlement in a third country, in that order of priority.

Repatriation is increasingly viewed as the most viable option and is supported by both the international community and UNHCR as the best resolution to the global refugee crisis. This preference for repatriation stems from its potential to enable refugees to return to their home communities and support their reintegration. However, some refugees, such as Rwandese in this study, may choose not to return due to strong social connections in their host countries, a trend that can occur despite the emphasis on repatriation as the preferred solution (UNHCR, 2023).

The Zambia's immigration policy is increasingly scrutinized through the lens of international human rights and economic globalization. Castles and Miller (2020) argue that "immigration is influenced by both the push and pull factors stemming from economic disparities and conflict situations". Furthermore, the United Nations and various non-governmental organizations emphasize the need for humane immigration policies that respect the rights of immigrants while balancing national interests.

The main key themes of interest addressed are; The role of international agreements and conventions in shaping national immigration laws. The influence of global economic conditions on migration patterns. The intersection of migration and human rights. In his 2008 study, Finseraas sought to examine the complex relationship between immigration and welfare attitudes across 21 European countries. The core aim was to understand how public opinion on welfare redistribution is influenced by the perceived threat or benefit of immigration.

This research is particularly relevant in the context of the growing diversity in Europe and the evolving welfare policies aimed at balancing the needs of both immigrants and native citizens. To achieve this, Finseraas utilized survey data to capture public attitudes toward immigration and welfare redistribution. The methodology involved cross-country comparisons of individuals' perceptions regarding immigrants' impact on economic resources and welfare systems. The surveys helped distinguish between those who viewed immigration as a risk to their economic stability and those who saw it as a potential driver of growth.

The study's findings revealed a clear divide in public opinion. Individuals who perceived immigration as a threat to their economic well-being were generally less supportive of welfare redistribution. They feared that immigrants, especially low-skilled ones, would become a financial burden on welfare systems. On the other hand, people who believed immigrants contribute positively to the economy were more inclined to support policy that expanded welfare benefits. This dichotomy underscores the significant role public perception plays in shaping national welfare policy.

Overall, Finseraas' study highlights how attitudes toward immigration are deeply intertwined with opinions on welfare, suggesting that any shifts in immigration policy are likely to impact welfare structures depending on how the public perceives the immigrant population.

Continental Level

In (2012) research study on political economy and immigration was conducted. Razin, Sadka, and Swagel explored how immigration influences native citizens' political preferences, particularly concerning welfare redistribution. The authors focused on the growing tension between native citizens and low-skilled immigrants in welfare-receiving countries.

The central issue is how native citizens perceive the fiscal burden of immigration and how this perception influences their support for welfare policy. The literature on the continental level has addressed various areas of immigrant's challenges. However, Africa presents unique migration dynamics that differ significantly from those in Europe or North America. In a study with Adepoju (2018) suggest that intra-continental migration is essential for regional development, yet it is often met with restrictive policy.

The African Union has pushed for free movement protocols, highlighting the need for coherent immigration policies that benefit economic integration and human mobility. The key area of focus in this research was regional frameworks guiding migration policy in particular African Union. The study also addressed the impact of colonial legacies on current immigration attitudes and policy and the role of economic communities (like SADC) in shaping immigration rules.

The research study employed political economy theory, which looks at how immigration impacts the economy and the distribution of resources within a society. The researchers examined how native citizens adjusted their political attitudes in response to the perceived fiscal "leakage" caused by an influx of low-skilled immigrants. The analysis also considered how the degree of immigrant integration and skill level affects public perception.

Their findings indicate that immigration, particularly of low-skilled labor, tends to decrease native citizens' support for welfare redistribution. This reduction is driven by the belief that a larger portion of welfare funds is being directed to immigrants rather than the native population. The result of this dynamic is "fiscal leakage," wherein the native populace feels that the immigration flow undermines the welfare state.

This study has broader implications for how welfare systems are structured in immigrant-receiving countries. Policy makers are faced with the challenge of balancing immigration flows while maintaining public support for welfare policy. Without addressing the concerns of native citizens, immigration can erode the welfare state, potentially leading to political backlash and restrictive policy. Thus, immigration can affect not only the welfare of immigrants but also the social and political fabric of host countries.

In their 2009 study, Ortega and Peri examined the economic impact of immigration on OECD countries from 1980 to 2005, focusing on how immigration affects economic growth and productivity. The purpose of the research was to assess the role that immigrant labor plays in enhancing economic output and how immigration policy influence these outcomes in advanced economies.

The methodology of the study centered on econometric analysis, which looked at immigration flows and their correlation with various economic indicators, such as GDP growth, labor force expansion, and productivity. By analyzing data from numerous OECD countries, Ortega and Peri were able to provide empirical evidence of immigration's economic effects across different regions and time periods. They particularly focused on how the skill levels of immigrants and the openness of labor markets impacted productivity.

The findings of the research were significant. Ortega and Peri concluded that immigration positively contributes to economic growth by expanding the labor force and enhancing productivity. The influx of immigrant workers, particularly in countries with open labor markets, helped fuel growth and innovation. However, they also found that these benefits were not uniformly distributed across sectors or demographics. Some industries and native workers benefited more than others, leading to varied economic impacts depending on the local context.

Overall, the study underscores that while immigration can be a powerful driver of economic growth, the distribution of its benefits is complex. This has important implications for immigration and welfare policy, as the uneven spread of economic gains can influence public perceptions and policy decisions regarding immigrant integration and support.

Mama's (2015) study analyze the intricate ways in which gender politics shape social structures, governance, and economic development across various African nations. The research emphasizes the critical roles that women play in political movements and seeks to understand the broader impact of gender policy on societal change. By highlighting women's participation in political processes, the study addresses the persistent barriers they face, including entrenched cultural norms and patriarchal structures that hinder their access to leadership positions.

To conduct this research, the study employs a mixed-methods approach, combining qualitative interviews with quantitative data analysis. She interviews political activists, policymakers, and community leaders from several African countries, complementing these insights with surveys that gather public perceptions of gender roles in politics.

The findings reveal a complex landscape where, despite increasing representation, significant obstacles remain. Gender-responsive policy have shown promise in improving women's participation; however, their implementation often falls short. The study ultimately emphasizes the urgent need for sustained advocacy and educational efforts to challenge gender stereotypes, advocating for strategies that can enhance

women's political power and ensure their voices are adequately represented in governance across the continent.

Appiah (2017) investigated the critical link between cultural heritage preservation and sustainable development across the continent. The research aims to explore how local cultural practices can be harnessed not only for economic growth but also for empowering communities. By focusing on the importance of cultural identity, the study emphasizes that preserving cultural heritage can foster a sense of belonging and community pride, which are essential for sustainable development initiatives.

Appiah employed a case study approach, examining various African communities that have successfully integrated their cultural heritage into development projects. Data collection involves field visits, interviews with local leaders, and a thorough analysis of development plans. The findings reveal that communities that effectively leverage their cultural heritage experience improved economic outcomes and enhanced social cohesion. Notable examples include cultural tourism and traditional crafts that significantly contribute to local economies.

However, the study also highlights the challenges posed by globalization and urbanization, which threaten the viability of these cultural practices. The study advocates for comprehensive policy that support cultural preservation as a vital component of sustainable development strategies, urging stakeholders to recognize the value of cultural heritage in achieving broader developmental goals.

Regional Level

The Southern African Development Community (SADC) region has attracted considerable academic attention regarding immigration policy, reflecting the complexities of migration in a context marked by both economic integration and political challenges. By exploring Economic Integration and Mobility theory research finding reviewed that Immigration policies in the Southern African Development Community (SADC) region are often influenced by the goal of regional political, socio-economic integration.

According to Matlosa (2020) argue that free movement of people is critical to enhancing trade and investment among member states. However, this immigration process is restrictive on national policy that impede the system leading to undocumented migration and informal economies.

Another area of concern is the interplay of local politics and xenophobia is a recurring key theme in the literature. Crush and Williams (2018) have documented growing anti-immigrant sentiments in several Southern African Development Community countries (SADC), which complicates immigration policies and affects the treatment of immigrants. This research findings sheds more light on the conditions that fuel to ignites xenophobia and the need for more inclusive policy that recognise the contributions effort of immigrants.

Exploring Human Rights and Protection of Migrants: the study review that there is a significant focus on human rights within migration framework discussions in the Southern African Development Community (SADC) region. Studying with Mdlongwa (2019) pressed much emphasize the importance of aligning national immigration policies with international human rights standards to protect vulnerable immigrant populations against exploitation, discrimination and prejudice. Furthermore, the COVID-19 pandemic has reshaped pattern of immigration dynamics within the Southern African Development Community (SADC) region, as noted by Ndibwami (2021).

This literature discusses how health crises can exacerbate existing vulnerabilities for migrants and lead to tighter restrictions, which, in turn, affect socio-economic outcomes for immigrant communities. It also focused on how to mitigate deeper understanding of the complexity's paradigm in interstate immigration. The regional literature findings seek to emphasizes the necessity for collaborative frameworks that will immediately address both the needs of host countries and the rights of immigrants

Huq (2019) examined the multifaceted effects of climate change on agriculture, health, and economic stability in the region. The primary aim of the research is to identify effective adaptation strategies and policy responses that can mitigate these impacts. The study highlights the urgent need to understand how climate change exacerbates

existing vulnerabilities, particularly in agricultural systems that are vital for food security and livelihoods across Sub-Saharan Africa.

To achieve these objectives, the study employs a comprehensive methodology that includes a literature review and meta-analysis of existing research, supplemented by case studies from various Sub-Saharan countries. The study also incorporates surveys and interviews with farmers and local government officials to gather firsthand data.

The findings reveal that climate change significantly threatens agricultural productivity, resulting in increased food insecurity and heightened health risks for affected populations. Vulnerable groups, particularly women and children, face the brunt of these challenges. In response, the study recommends tailored adaptation strategies, such as sustainable agricultural practices and improved resource management. It emphasizes the necessity for regional cooperation in tackling climate challenges, underscoring that collaborative efforts are crucial for enhancing resilience and ensuring the sustainability of livelihoods in the face of ongoing climate impacts.

National level

Otunu (2017) observed a surge in hostility towards refugees in Uganda, particularly Rwandese, attributed to a perception among many Ugandans of being marginalized within their own country. The resentment stemmed from concerns of being treated as second-class citizens, fueling animosity towards refugees. Additionally, political violence against Rwandese had profound implications, including the erosion of international legitimacy for the Obote regime.

The presence of Rwandese refugees intensified demands from Ugandan citizens for the government to curb alleged Tutsi refugee warriors' role in fostering political instability across Uganda and Rwanda. These demands reflected broader anxieties about regional security and internal stability. Moreover, the politicization of refugee issues exacerbated tensions, amplifying fears of demographic shifts and ethnic tensions.

Consequently, the Rwandese refugee crisis became entangled in Ugandan domestic politics, complicating efforts to address the underlying socio-political grievances fueling hostility towards refugees. The conflation of refugee issues with broader political narratives underscores the complexities of managing refugee influxes within the context of regional dynamics and internal power struggles.

Otunu's analysis highlights the intricate interplay between refugee movements, political violence, and national identity crises, emphasizing the need for comprehensive approaches to refugee management that address underlying socio-political grievances while upholding humanitarian principles and international obligations.

Ngambi (2020) investigated the significant influence that traditional leaders exert on local governance and community development. The research aims to assess their roles in critical areas such as conflict resolution, resource management, and the implementation of policy at the local level. By exploring the intricate dynamics between traditional leadership and formal governance structures, the study provides insights into how these leaders can foster community engagement and trust in local administration.

To achieve her objectives, the study employed qualitative methods, conducting in-depth interviews with traditional leaders, community members, and government officials. She also analyses relevant policy documents and reports to better understand the legal framework surrounding traditional leadership in Zambia. The findings highlight that traditional leaders play a crucial role in mediating conflicts and managing local resources, often serving as vital intermediaries between communities and the government.

However, the research also uncovers tensions between traditional authority and formal governance structures, suggesting that these challenges can complicate effective governance. To enhance the positive impact of traditional leaders on local governance and community development. The study recommended strengthening their legal recognition and integrating traditional governance systems into broader

governance frameworks, ensuring that their contributions are acknowledged and effectively harnessed for community benefit.

2.2 Literature Gap

The existing literature on immigration and refugee studies reveals significant gaps that warrant further investigation. One major area is the inter-sectionality of refugee experiences, where the effects of identities such as gender, ethnicity, and socioeconomic status on refugees' perceptions and challenges are often overlooked. Nuanced studies in this area could illuminate how these intersecting identities shape public responses and the unique obstacles faced by different groups of refugees.

Additionally, while repatriation is frequently promoted as a solution to the refugee crisis, research often neglects the long-term socio-economic impacts on repatriated immigrants and their communities. Future studies should focus on how repatriation affects community dynamics, economic conditions, and the reintegration process over time to understand the broader implications of this approach.

Moreover, the role of local contextual factors and social media in shaping public attitudes toward immigration and refugees remains underexplored. Research that delves into specific regional, cultural, and historical contexts can provide valuable insights into public perceptions and policy responses. Furthermore, examining the effectiveness of community engagement strategies and specific integration policies can offer policy makers a clearer picture of how to address the challenges associated with refugee integration (UNHCR, 2023; Razin et al., 2002; Finseraas, 2008).

2.3 Key Theories

This study is underpinned by the following three key theories:

2.3.1 Social Capital Theory

Social Capital Theory is essential for understanding how social networks and relationships among Rwandese immigrants in Mtendere, Zambia, contribute to their overall welfare. This theory posits that social connections, community support, and interpersonal relationships are vital assets that individuals can leverage for their well-being, particularly in the context of immigration (Bourdieu, 1986; Putnam, 2000). For Rwandese immigrants, strong social capital can facilitate access to resources, such as employment opportunities, housing, and information about available social services.

The presence of a supportive community can also help mitigate feelings of isolation and enhance overall well-being. In immigrant communities, social capital can manifest in various forms, including bonding social capital, which refers to relationships among close-knit groups, and bridging social capital, which connects individuals to broader social networks. Bonding social capital can provide emotional support and practical assistance, such as help with language barriers or navigating local bureaucracies.

In contrast, bridging social capital can open doors to new opportunities and facilitate access to resources outside the immediate community (Woolcock & Narayan, 2000). This help Rwandese immigrants in Mtendere, fostering both types of social capital is critical for improving their integration and overall quality of life.

2.3.2 Integration Theory

Integration Theory focuses on how immigrants become part of the host society, which is particularly relevant for understanding the experiences of Rwandese individuals in Mtendere. This theory encompasses various aspects of integration, including language acquisition, cultural assimilation, and participation in community activities (Portes & Rumbaut, 2006).

Successful integration is often linked to the extent to which immigrants engage with the local culture while maintaining aspects of their cultural identity. Language acquisition is a fundamental component of integration, as proficiency in the host country's language enables immigrants to communicate effectively. This also enhances access to education and job opportunities, and builds relationships within the community.

Cultural assimilation involves adopting the customs and practices of the host society, which can lead to greater social acceptance and a sense of belonging. Participation in Zambian community activities, such as local events or volunteer opportunities, can further enhance integration by fostering connections with local residents and building social networks (Berry, 1997).

The Rwandese immigrants' understanding of the integration process is crucial, as it directly impacts their ability to navigate challenges and seize opportunities in Zambia's society. This theory in the study research has emphasized the significance of supportive environments that encourage inclusive integration while also recognizing and valuing the cultural diversity that immigrants bring to their new communities (Kymlicka, 2007).

2.3.3 Social Network Theory

Social Network Theory emphasizes the significance of social connections in international migration dynamics, offering a lens through which to understand the movement of Rwandese immigrants in Mtendere. This theory highlights how networks often facilitate "chain migration," where individuals migrate based on the presence of family members or community members who have previously settled in the host country (Massey et al., 1993). In this perspective, migrants are seen as rational actors who utilize existing networks to inform their migration decisions.

Social networks operate through the concept of social capital, which refers to the value embedded in interpersonal relationships. Unlike human or physical capital, which are tangible and individualized, social capital is relational and rooted in the connections between individuals (Bourdieu, 1986). For Rwandese immigrants, these social networks can provide critical resources such as financial support, job leads, and

access to housing. They can also facilitate remittances, allowing migrants to send money back home, thereby contributing to their families' welfare and reinforcing the ties between the diaspora and their home communities (Massey et al., 1993).

Gurak and Caces (1992) emphasize the dynamic nature of social networks, which can vary across ethnic groups and influence migration patterns and outcomes. The networks encompass various types of ties, including institutional, associational, familial, and friendship connections. For example, family members may provide emotional support and practical assistance, while community organizations can offer resources for navigating the local system.

Intermediaries, such as labour recruiters and travel agents, may also play a crucial role in facilitating migration. The media can disseminate information about conditions in both the home country and the host society, further influencing migration decisions (Willems, 2013). Personal networks typically include family and friends, while broader networks may involve co-ethnics or co-nationals, even if they are not personally acquainted.

The integration theory therefore, emphasise the interplay between these various types of networks can significantly impact the experiences of Rwandese immigrants in Mtendere, shaping their integration process, access to resources, and overall well-being.

Human capital Theory

This theory posits that individuals such as Rwandese immigrants can more invest in their education and skills to increase their productivity and, ultimately, earnings income education, training, and experience in enhancing an individual's economic value or well-being in integrated society of host country. However, they are implications of this theory that are profound, influencing policy on education, labour markets, and workforce development.

Even though nations' economies has become more knowledge-based, there is need for skilled labour to continue growing, making human capital a critical valuable asset for both individuals and nations. In a study with Becker (1993), argues that

investments in human capital significantly impact nations economic output when full integration of educated and skilled immigrants in various innovations gain trust.

Immigration Theory

Immigration Theory seeks to addresses the reasons and consequences of human (immigrants) migration. It explores to study the socioeconomic, political, and cultural factors that drive immigrants to move from their own country to another seeking refuge and asylum(Borjas,1990). s. This theory is significant in the research study to understanding labor markets, demographic changes, and the integration of immigrants into host societies in particular Mtendere compound, Lusaka Zambia.

However, the challenge that could be experienced, is a practical implication for policymakers in areas such as Zambia's immigration policy in social services, and labor market strategies can impact the well-being of Rwandese immigrant's social integration process. This concept of Immigration policy system can be understood through economic theories of migration (Borjas,1990). It is from this fact that each host refuge country like Zambia must have regulatory framework on how to mitigate excess immigrate.

Welfare Economics theory

Welfare economics provides a framework for assessing the economic well-being of immigrants and communities, particularly concerning resource allocation and the efficiency of public policies (Abubakar and Vang,2023). In the context of immigration policy, this theory helps to analyze how policy affect the welfare of immigrants and local populations. It explores its emphasis on cost-benefit analysis, considering factors like employment availability, income levels, and social services. In Zambia, studying the welfare of Rwandese immigrants involves evaluating how immigration policy impact their economic opportunities, access to healthcare, and social services.

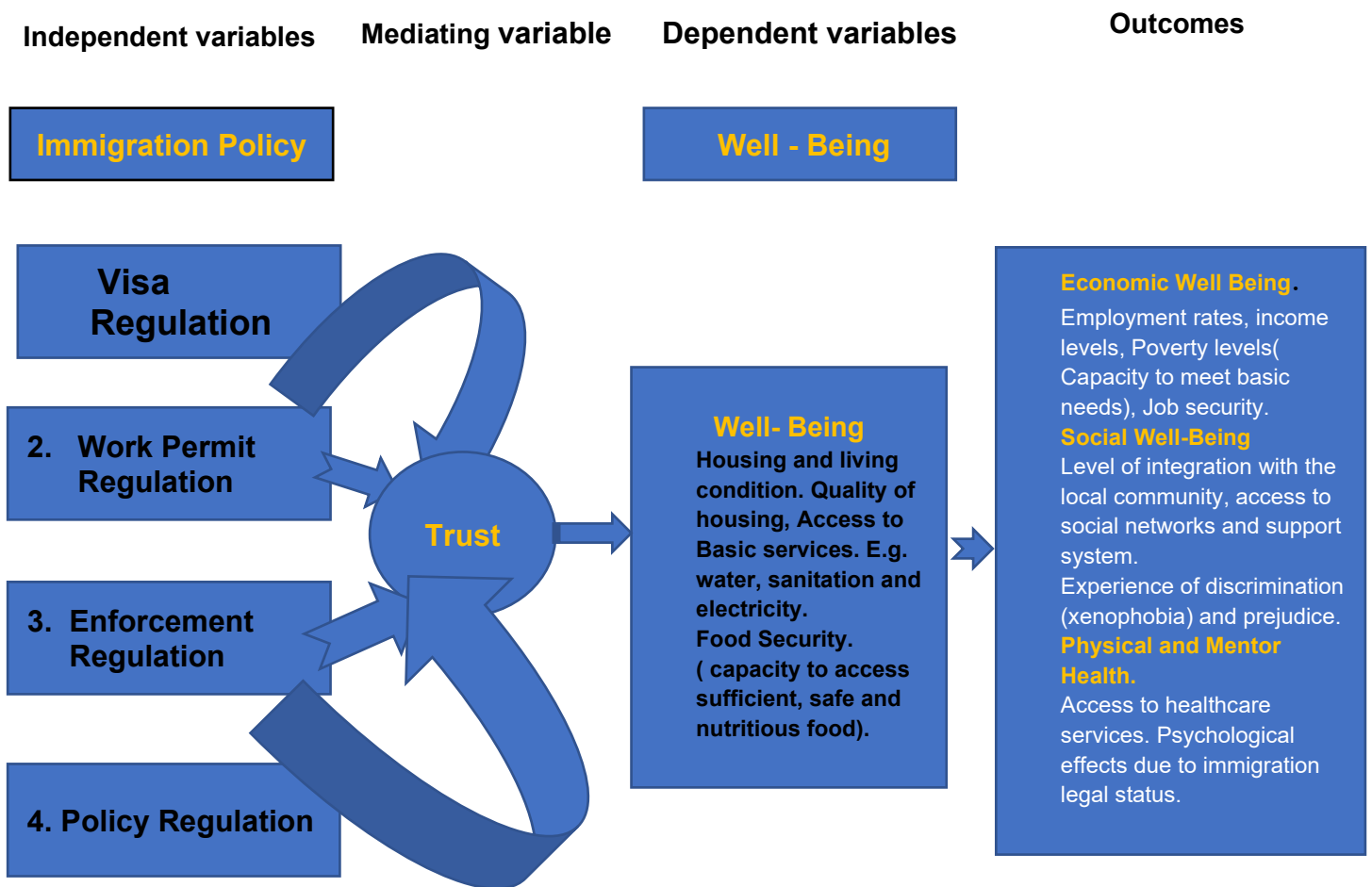
2.4 The Conceptual Framework

The conceptual framework is significant this study as it provides a structured approach to understanding the dynamics influencing the well-being of Rwandese immigrants in Mtendere compound. By identifying and examining the interplay among visa regulation, work permit regulation, enforcement practices and policy

regulation (immigration policy) the framework highlights how these independent variables contribute to overall immigrant (Rwandese) well-being.

This comprehensive perspective enables researchers and policy makers to pinpoint critical areas for intervention, facilitating targeted support services that enhance social cohesion and integration outcomes (Berry, 1997). Furthermore, the framework serves as a principle guide for empirical research, allowing for the systematic collection and analysis of data relevant to these variables. Ultimately, by elucidating the relationships among these factors, the conceptual framework contributes to a deeper understanding of Rwandese immigrant experiences, fostering the development of effective strategies to improve their quality of life and social integration (Putnam, 2000).

Figure 2.1: conceptual Framework



2.5 Explanation of the conceptual model

In this research study, the conceptual framework comprises of four independent variables visa regulation, work permit, enforcement regulation and policy regulation. The moderating variable is trust addressing legal status, social capital, education and skills recognition. One dependent variable, Well-Being of Rwandese Immigrants in Mtendere, Zambia.

2.5.1 The Independent Variable

Immigration policy: Article 11 (Protection of Fundamental Rights and Freedoms): This variable define that the article guarantees fundamental rights and freedoms to all persons in Zambia, including immigrants, though some rights may be limited for non-citizens. (Constitution of Zambia, Article 11: protection of Fundamental Rights and Freedoms).

However, Article 37 of the Zambian Constitution deals with citizenship by registration, which might be relevant to immigration policy regulation.

The Citizenship of Zambia Act and its subsidiary legislation provide more detailed regulations on citizenship, which might indirectly relate to immigration policy.

The **Immigration and Deportation Act, 2010**, are not Constitutionally, however, it is the primary legislation governing immigration in Zambia. This Act likely covers visa regulations, work permits, enforcement practices, and policy changes over time. The following are regulatory frameworks of Zambia's immigration policy on the welfare of immigrants (Rwandese).

- i. **Visa regulations:** A visa is an official document that allows a foreign national to enter and remain in a country for a specific purpose and period. This official document come different types such as tourist, student and family reunification. The diversity visa program (Green Card Lottery) was established as part of Zambia's immigration Act of 1990 to enhance diversity in immigration demographics. This program reflects a paradigm shift towards acknowledging multicultural contributions to society (Ewing et al.,2017)

- ii. **Work permit regulations:** A work permit also called a work visa in some countries and provide authority to a foreign national to work legally in a specific country for a specific period based on their professional qualification. From the research study under taken, since the commencement of temporary work permits initially created addressing acute labor shortages, temporary work permits began to be viewed as a means of influxes of labor while maintaining control (Zong, 2020)

- iii. **Enforcement practices:** This immigration regulatory framework refer to the actions taken by the Zambian immigration Department primarily through the implementation and uphold its immigration laws and policy. These practices involve serious border control by applying strictly monitoring documentation to immigrants. A deliberate random check up by department of immigration in the compounds help to regulates illegal foreign entries in to Zambian community.

The government set aside a window period of amnesty programs implementation or termination of programs that offer a path to legal status for undocumented immigrants. Successful integration into Zambian society facilitates emotional and social support, which is crucial for the well-being of immigrants (Berry, 1997; Portes & Rumbaut, 2006).

Since the global market continue to evolve in visa and permit regulations, Zambia's immigration policy will need to adapt to balance national security concerns with economic necessities. In this manner, enforcement practices will likely become sophisticated, integrating technology to ensure effective compliance.

The significance of understanding these changes however, lies in the recognising how laws reflect societal values economic needs, and the ever-shifting landscape of globalization.

- iv. **Policy change over time:** The changes in Zambia's immigration regulations and procedures over a specific period, involve: Visa requirements application processes, or eligibility criteria. Work permits regulations modifications to the

requirements for obtaining work permits, the type of jobs that immigrants can hold, or duration of work permits.

Citizenship laws changes to the requirements to formally integration of immigration of immigrants into Zambia society. This change over time must be understood in the context of changes with pandemics such as COVID-19 that necessitated re-evaluation in many permit regulations, by implementing bans on certain non – citizens or introducing measures to expedite process for essential work (Kozloski,2021)

2.5.2 Mediating variable: Trust is crucial and essential variable in as far as integration, social networking and social capital is concerned in the well-being of the Rwandese immigrants. Some of the important roles of trust in immigration policy are outlined as follows:

Building Social Cohesion: Trust is essential in fostering social cohesion between Rwandese immigrants and the local population. This trusted relationship can mitigate xenophobia and promote acceptance of immigrants (Bakker et al., 2020). In Mtendere compound, where social dynamics may be complicated by economic competition, trust could enhance community integration and welfare.

Impact on Policy Effectiveness: Immigration policy that are perceived as fair and equitable tend to cultivate trust among immigrant communities (Scholten & Penninx, 2020). If Rwandese immigrants in Zambia trust the immigration policy, they may be more likely to engage positively with local authorities and utilize available welfare services, thereby improving their overall well-being.

Trust in Governance: The perception of governmental integrity affects trust levels. If immigrants perceive the Zambian government as transparent and accountable in its immigration policy implementation, they are more likely to trust the system, which can lead to better compliance with regulations and enhanced social integration (Krause, 2021).

Economic Dimensions: Trust as a mediating variable in the conceptual framework above influences the economic welfare of Rwandese immigrants through access to employment opportunities and social assistance. When mutual trust exists between immigrant communities and local businesses, it can lead to increased economic participation, thereby improving welfare outcomes (Kelley, 2022). The relationship between Rwandese immigrants and Zambian employers may be shaped by existing trust levels, affecting both parties' economic outcomes.

Psychosocial Factors: Trust also plays a significant role in the psychosocial well-being of Rwandese immigrants. A sense of trust can alleviate the stresses associated with migration and integration, leading to better mental health outcomes and overall welfare (Pérez, 2022). The emotional and psychological support provided through trusted community networks may be essential for Rwandese immigrants in Mtendere compound in Lusaka.

The significance of trust as a mediating variable in the assessment of the effect of Zambia's immigration policy on the welfare of Rwandese immigrants in Mtendere compound cannot be overstated. Trust facilitates not only social and economic integration but also play a pivotal role in impacting Zambia's immigration policy compliance and community relations. As such, it serves as a vital mediating variable that should be carefully considered in any comprehensive evaluation of Zambia's immigration policy.

2.5.3 The dependent variable

The dependent variable, Well-Being of Rwandese Immigrants, reflects their economic, social, and psychological health outcomes. This framework posits that increased social capital, effective integration processes, and robust social networks positively influence the well-being of Rwandese immigrants in Mtendere residential area, in Lusaka. The mediating variable is trust gained by the Rwandese immigrant to freely connect

2.6 Chapter Summary

This chapter has reviewed the relevant literature surrounding the experiences of Rwandese immigrants in Mtendere, focusing on three primary independent variables: Zambia's immigration policy, visa regulation, work permit regulation, enforcement practices and policy change over time. It highlighted the critical role that Zambia's immigration policy plays in fostering community support and interpersonal relationships that enhance immigrants' well-being.

Additionally, immigration theory, integration theory and other stated theories provided a framework for understanding the challenges Rwandese individuals face in adapting to Zambian society, including language barriers and cultural differences. Social network theory was discussed in terms of its significance in facilitating migration patterns and access to resources through established connections.

The chapter emphasized the complex interplay of trust between these variables and their collective impact on the overall integration and quality of life for Rwandese immigrants. By synthesizing various studies and theories, this literature review lays the groundwork for the subsequent empirical research, ensuring that the study is grounded in a robust understanding of the relevant academic discourse.

By integrating these theories into the research study, it creates a nuanced understanding of the effects of Zambia's immigration policy on the welfare of Rwandese immigrants in Mtendere residential area. Considering the mixed research of pairing qualitative and quantitative methods to enhance discussed findings and bring the theoretical frameworks to life through real-world challenges experienced.

CHAPTER THREE: RESEARCH METHODOLOGY

3.0 Introduction

This chapter outlines the research methodology employed to investigate the impact of immigration policy on the welfare of Rwandese immigrants in the Mtendere residential area of Zambia. A mixed-methods approach was adopted, integrating both quantitative and qualitative techniques to capture a comprehensive understanding of the subject matter.

The chapter begins by detailing the research design, sampling procedures, and data collection methods utilized in the study. It emphasizes the importance of selecting a representative sample and employing ethical considerations throughout the research process. By combining statistical analysis with qualitative insights, the methodology aims to provide a holistic perspective on how immigration policies affect the lived experiences of Rwandese immigrants. This approach not only enhances the validity of the findings but also facilitates informed discussions and policy recommendations to improve the welfare of this community.

3.1 Research Approach

The research design for this study employed a mixed-method approach, combining both quantitative and qualitative approaches. Quantitative data were collected through surveys or structured interviews to gather numerical information on household expenditure, coping strategies, and perceptions of immigration policies.

The qualitative data were gathered through in-depth interviews or focus group discussions to explore the lived experiences and perspectives of Rwandese immigrants regarding immigration policy and their impact on welfare. The sampling technique procedure involved purposive sampling of Rwandese households in the Mtendere residential area, ensuring representation across demographic and socio-economic characteristics. Data collection methods included face-to-face interviews, surveys, and observations to capture comprehensive insights into the research questions (Creswell, 2014).

3.2 Research design

The study employed a mixed-methods approach, which justified the integration of both quantitative and qualitative methods to gather comprehensive data from Rwandese immigrants living in Mtendere compound. This approach facilitated a deeper understanding of the challenges and opportunities faced by the Rwandese community, as well as the effects of immigration policy on their welfare.

Quantitative methods, such as surveys and semi structured questionnaires, were utilized to gather numerical data regarding various welfare indicators, including access to essential services, education, and employment opportunities. This quantitative analysis enabled researchers to quantify the impact of immigration policies and identify statistical associations or trends (Creswell, 2014).

Conversely, qualitative methods, including in-depth interviews and focus group discussions, allowed for exploration of the lived experiences, perceptions, and coping strategies of Rwandese immigrants in response to immigration policy. These qualitative insights enriched the understanding of how immigration policies shaped their everyday lives and well-being (Denzin & Lincoln, 2011).

By employing a mixed research design, the study triangulated data from multiple sources, enhancing the validity and reliability of the findings while providing a holistic evaluation of the effects of immigration policy on the welfare of Rwandese in the Mtendere residential area, in Lusaka.

3.3 Population

In evaluating the effect of Zambia's immigration policy on the welfare of Rwandese individuals in Zambia, particularly within the Mtendere residential area, the population of interest included Rwandese households residing in that vicinity. However, due to the emphasis on assessing the impact of Zambia's immigration policy, the population was expanded to encompass stakeholders such as local authorities, community leaders, and service providers operating within the area.

According to ZamStat (2023), the population statistics of the Munali constituency, where the Mtendere residential area is located, was reported to be sixty thousand (60,000). However, the Rwandese targeted population in the study specifically Mtendere residential area is about one thousand (1000).

3.4 Sample size

A sample size of 111 households was determined using Cochran formula which deemed adequate to ensure representation across various demographic characteristics and economic statuses within the Rwandese community in Mtendere compound. Applying the adjusted Cochran formula on the initial sample the actual sample size was obtained as follows:

$$n \text{ adjusted} = \frac{n}{(n+(n-1)/N)}$$

Where n = initial sample size

N = Targeted Population size

Substituting variables gives:

$$n \text{ adjusted} = \frac{111}{(1+(111-1)/1000)}$$

$$n \text{ adjusted} = \frac{111}{(1+(110-1)/1000)}$$

$$n \text{ adjusted} = \frac{111}{(1+0.110)}$$

$$n \text{ adjusted} = \frac{111}{1.110}$$

n adjusted = 100.00.

Therefore, the adjusted sample size is approximately **100**

Justification for sample size

According to Cochran (1977), a sample size of 100 is sufficient for achieving a high degree of statistical reliability and precision in surveys, particularly in social research contexts. This sample size allows for the identification of patterns and relationships while minimizing the potential for sampling error, thereby enhancing the validity of the findings.

Additionally, a sample of this size facilitates the analysis of subgroups within the population, ensuring that diverse perspectives are captured, which is essential for

understanding the complex dynamics of immigration policy and their effects on welfare.

3.5 Sampling technique

Purposive sampling was employed in this research study to select specific participants who could provide rich and relevant information about the experiences of Rwandese immigrants in Mtendere. This technique allows researchers to focus on individuals who possess unique insights or characteristics pertinent to the research questions, such as demographic diversity, socioeconomic status, or familiarity with immigration policy (Bryman,2015).

According to Patton (2015), purposive sampling is particularly effective in qualitative research as it enables the collection of in-depth data from knowledgeable respondents, which enhances the depth and richness of the findings. By targeting key stakeholders, including community leaders and local authorities, the study aimed to gain a comprehensive understanding of the challenges and opportunities faced by the Rwandese community. This intentional selection process ensured that the data collected would be both relevant and meaningful, ultimately contributing to a nuanced evaluation of the impact of immigration policy on their welfare.

3.6 Data collection tools and methods

Data collection involved a mixed-method approach, utilizing both primary and secondary sources. Primary data were collected through semi-structured questionnaires administered to selected households, gathering quantitative information on household welfare indicators as well as qualitative insights into experiences and perceptions of Rwandese immigrants regarding immigration policy.

The semi-structured format allowed for flexibility in responses, enabling participants to express their views and experiences in their own words, which enriched the qualitative aspect of the data (Creswell & Creswell, 2018). In addition to the primary data, secondary data were gathered from government reports, academic articles, and relevant literature. These secondary sources provided important context and background information that complemented and validated the findings from the primary data collection (Yin, 2018).

By integrating both types of data, the study aimed to achieve a more comprehensive understanding of the impact of immigration policy on the welfare of Rwandese immigrants in the Mtendere residential area. This mixed-method approach enhanced the reliability and validity of the study's findings by triangulating data from multiple sources, which allowed for a more nuanced analysis of the complex issues at hand (Babbie, 2016). Ultimately, this methodology facilitated a deeper exploration of the lived experiences of Rwandese immigrants while grounding those experiences in broader socio-political contexts, contributing to informed discussions and potential policy recommendations.

3.7 Data analysis

In evaluating the effect of immigration policy on the welfare of Rwandese in Zambia, specifically within the Mtendere residential area, a mixed research design incorporating both quantitative and qualitative data analysis methods were employed (Creswell & Creswell, 2017).

Quantitative analysis involved statistical techniques to quantify numerical data collected from surveys, focusing on variables such as access to essential services, education, and employment opportunities. Descriptive statistics helped identify trends and patterns in household welfare indicators, while regression analysis was used to assess the relationship between immigration policies and welfare outcomes.

Qualitative analysis delved into the lived experiences, perceptions, and coping strategies of Rwandese immigrants through thematic analysis of interview transcripts. This qualitative approach provided depth and context to the quantitative findings, elucidating the nuanced ways in which immigration policy impacted the welfare of Rwandese residents in Mtendere.

By integrating both quantitative and qualitative data analysis methods, this mixed research design offered a comprehensive understanding of the multifaceted effects of immigration policy on the welfare of Rwandese in Zambia, informing policy recommendations and interventions to enhance their well-being.

3.8 Research Ethics

Ethical standards were upheld throughout this study, ensuring that all participants engaged voluntarily and provided informed consent. They were fully briefed on the study's objectives, procedures, and potential risks and benefits before participation, with the option to withdraw at any stage respected. Confidentiality and privacy were maintained at all times, with data securely stored and participant identities protected through anonymity measures.

The research study strictly adhered to ethical guidelines set forth by institutional review boards and regulatory bodies, prioritizing integrity, respect, and the safeguarding of participants' rights throughout the entire research process (Beauchamp & Childress, 2013).

3.9 Chapter Summary

This chapter has presented a detailed overview of the research methodology employed in this study. It highlighted the mixed-methods approach, which combined quantitative data collection through surveys and qualitative data through interviews and focus group discussions.

The chapter elaborated on the sampling strategy, emphasizing the use of purposive sampling to ensure the inclusion of diverse perspectives within the Rwandese immigrant community. Ethical considerations were also addressed, ensuring that participants were fully informed and their rights respected throughout the research process.

The integration of both quantitative and qualitative data aimed to provide a comprehensive understanding of the complex relationship between immigration policy and the welfare of Rwandese immigrants in Mtendere. Overall, the methodology established a solid foundation for the study's findings and recommendations

CHAPTER FOUR: DATA ANALYSIS AND DISCUSSION OF THE FINDINGS

4.0 Introduction

Chapter Four focuses on the presentation, analysis, and interpretation of the data collected during the study. It explores the various dimensions of the research objectives, highlighting key themes related to the demographic profile, socio-economic status, integration, and challenges faced by Rwandese immigrants residing in Mtendere. This chapter provides a detailed breakdown of the responses gathered through surveys, interviews, and other data sources.

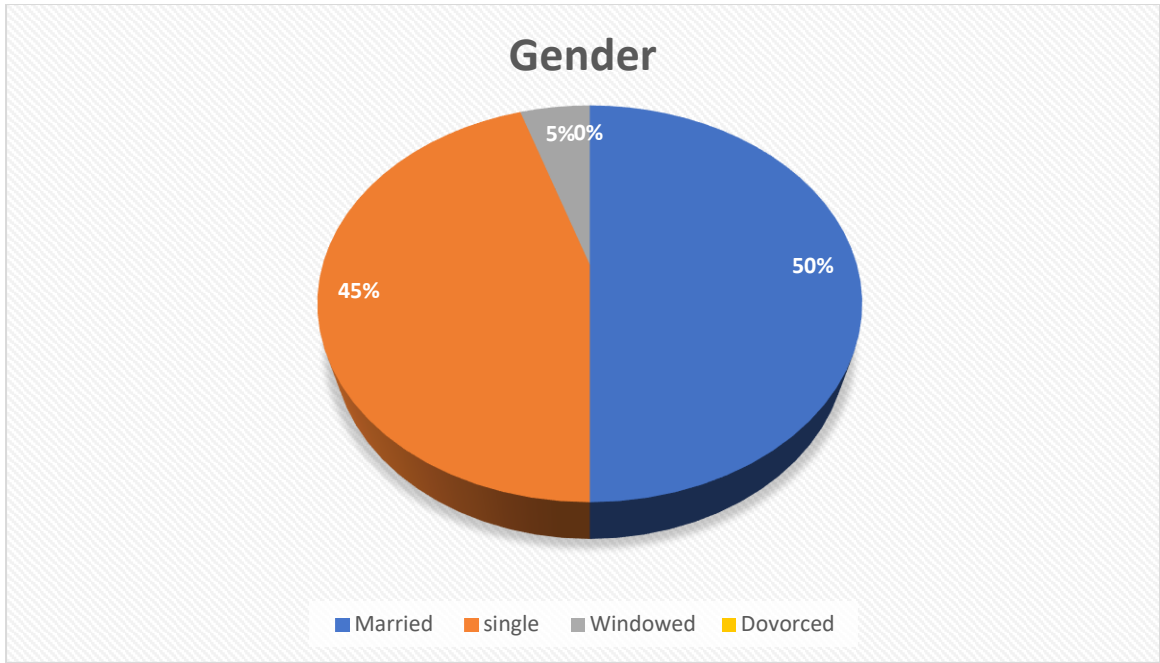
By analyzing these findings, the study aims to provide a clearer understanding of the conditions and experiences of Rwandese immigrants, as well as how Zambia's immigration policy impacts their lives. The data analysis also discusses patterns and trends, drawing comparisons with existing literature and offering insights into the broader socio-political context.

Gender

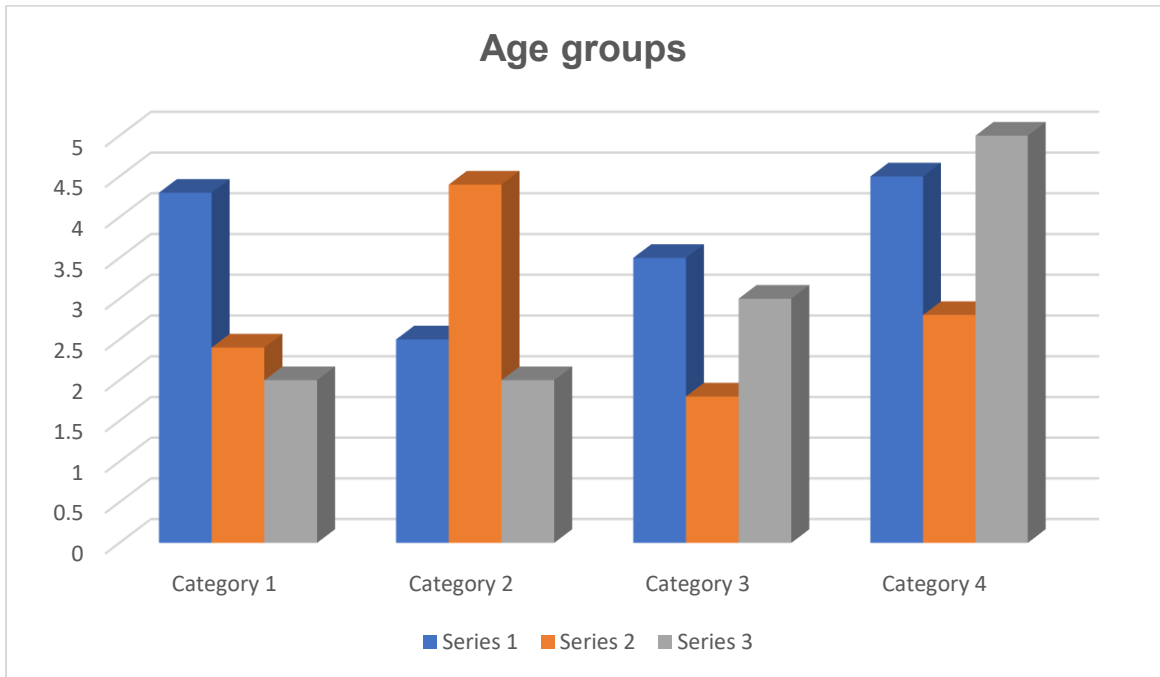
Out of the total of 120 only 100 returned the questionnaires with complete responses and other captions are at the end of the dissertation to supporting data evidence collection.

4.1 Raw Data: On personal identification

a)

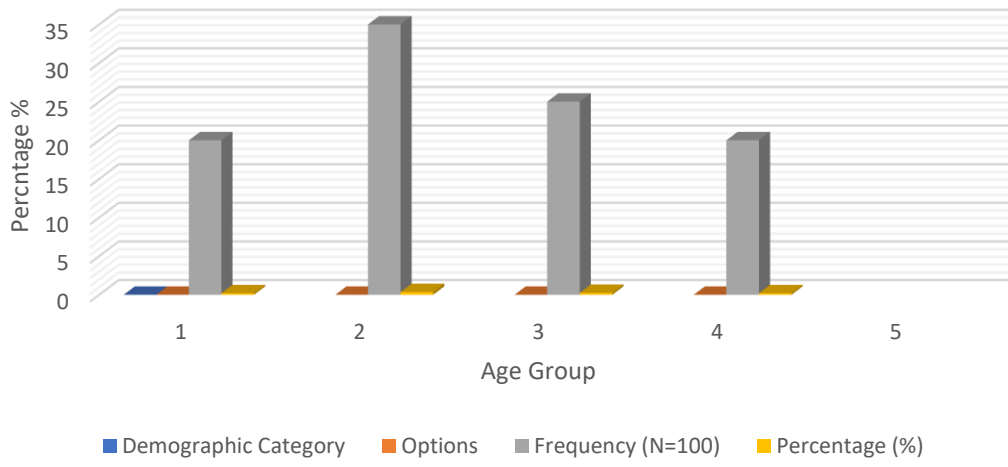


b)



c)

DEMOGRAPHY OF AGE GROUP



4.2 Demographic Data Table 4.1 Demographic Information of Rwandese Immigrants in Mtendere

Demographic Category	Options	Frequency (N=100)	Percentage (%)
Age Group	18-24	20	20%
	25-34	35	35%
	35-44	25	25%
	45 and above	20	20%
Gender	Male	55	55%
	Female	45	45%
	Other	0	0%
Marital Status	Single	40	40%
	Married	50	50%
	Divorced	5	5%
	Widowed	5	5%
Level of Education	No formal education	5	5%
	Primary school	10	10%
	Secondary school	40	40%
	Tertiary education (College/University)	40	40%
	Other (specify)	5	5%
Length of Stay in Mtendere	Less than 1 year	10	10%
	1-3 years	30	30%
	4-6 years	40	40%
	7 years or more		

The table presents a detailed demographic breakdown of Rwandese immigrants residing in Mtendere, covering key categories such as age, gender, marital status, education, and length of stay in the area.

Age Distribution: The sample is fairly balanced across different age groups, with the largest group falling within the 25-34 age range 35 (35%), and followed by the 35-44 group 25 (25%). This suggests that a significant portion of the Rwandese immigrant population in Mtendere consists of young to middle-aged adults, potentially in their prime working years. The smallest group is those aged 45 and above 20 (20%), indicating a relatively lower number of older immigrants. The 18-24 group also accounts for 20 (20%), pointing to a notable presence of young adults in the community.

Gender Distribution: There is a higher number of male immigrants 55 (55%) compared to female immigrants 45 (45%). This slight male dominance could reflect migration patterns where men are often the first to migrate for employment or educational opportunities, followed by their families.

Marital Status: The majority of respondents are married 50 (50%), followed by single individuals 40 (40%). The presence of a significant number of married immigrants may indicate a family-oriented community, with many individuals likely bringing their families or settling down in Zambia. Only 5 (5%) are divorced or widowed, which is a relatively small portion of the sample.

Education Level: The majority of immigrants have attained at least a secondary education 80 (80%), with 40 (40%) holding tertiary education (college/university). This suggests a relatively educated population, which could facilitate better integration into the community and access to job opportunities. A small proportion 5 (5%) has no formal education, pointing to potential challenges in accessing employment or services.

Length of Stay in Mtendere: A large proportion 40 (40%) of immigrants have lived in Mtendere for 4-6 years, while 30 (30%) have been there for 1-3 years. This indicates a relatively stable community with many individuals having settled for several years, although there is also a significant number of newer arrivals 10 (10%).

This demographic profile provides valuable insights into the composition of Rwandese immigrants in Mtendere, highlighting their potential needs and opportunities for integration into the local community.

Table 4.3: Respondents Main Occupation

Main Occupation	Frequency (N=100)	Percentage (%)
Self-employed	20	20%
Employed full-time	40	40%
Employed part-time	10	10%
Student	5	5%
Unemployed	20	20%
Other (specify)	5	5%

The table illustrates the main occupations of Rwandese immigrants in Mtendere. A significant portion of the sample is employed full-time 40 (40%), reflecting economic participation and stability. Self-employment also accounts for 20 (20%), indicating entrepreneurial activity within the community. However, 20 (20%) remain unemployed, which could highlight barriers to employment or challenges in obtaining formal jobs. A smaller proportion of individuals 10 (10%) are employed part-time, and 5% are students, suggesting that some are still pursuing education or skill development. The presence of 5 (5%) in "Other" occupations may indicate varied, non-traditional work roles. These figures suggest a mix of stable employment, entrepreneurial activity, and potential barriers to full integration into the workforce.

Figure 4.1: Respondents Monthly Income

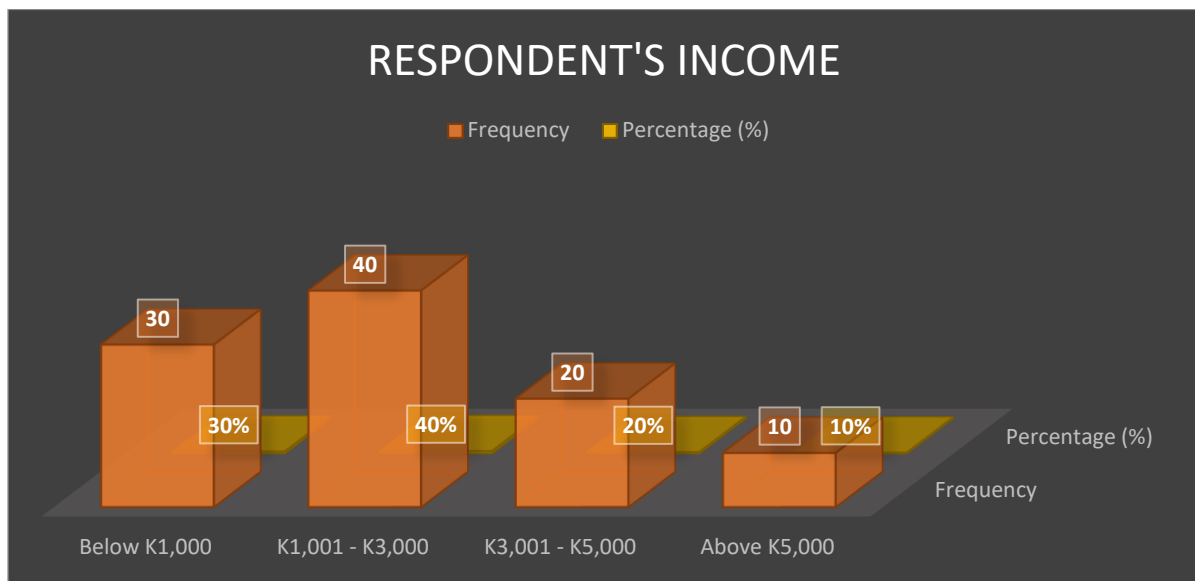


Figure 4.1 above provides an overview of the approximate monthly income of Rwandese immigrants in Mtendere. The largest group of respondents 40 (40%) earn between K1,001 and K3,000, which suggests that many individuals are employed in lower-to-middle-income jobs.

The data presentation in the scatter bar graph show that a significant portion 30 (30%) earns below K1,000, indicating that some members of the community may face economic challenges or are employed in informal or part-time jobs. Only 20 (20%) earn between K3,001 and K5,000, and just 10 (10%) earn above K5,000, highlighting that high-income earners are a minority in this sample.

These figures suggest that the majority of immigrants in Mtendere are in the lower income brackets, reflecting potential economic challenges they may face in terms of affordability and access to services.

Figure 4.2 Respondents Housing Ownership Status

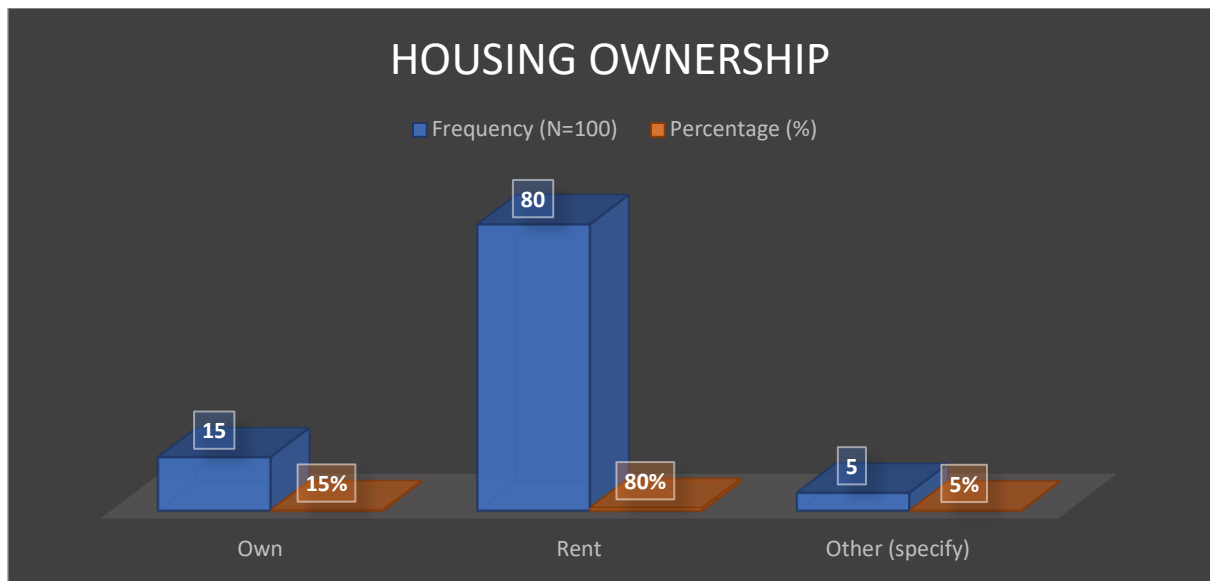


Figure 4.2 above reveals that the majority of Rwandese immigrants in Mtendere 80 (80%) rent their accommodation, which is a common housing arrangement for many immigrants, particularly those in lower income brackets.

Only 15 (15%) own their homes, suggesting that homeownership is less accessible for this group, possibly due to financial constraints or the temporary nature of some immigrants' stays. Additionally, 5 (5%) of respondents fall into the "Other" category, which may include informal housing arrangements or shared living spaces.

These figures highlight the significant reliance on rental housing within the community and may indicate challenges related to long-term stability or asset accumulation for many immigrants.

4.2 Integration and Community Engagement

Figure 4.3: Level of Integration of Rwandese Immigrants in Mtendere

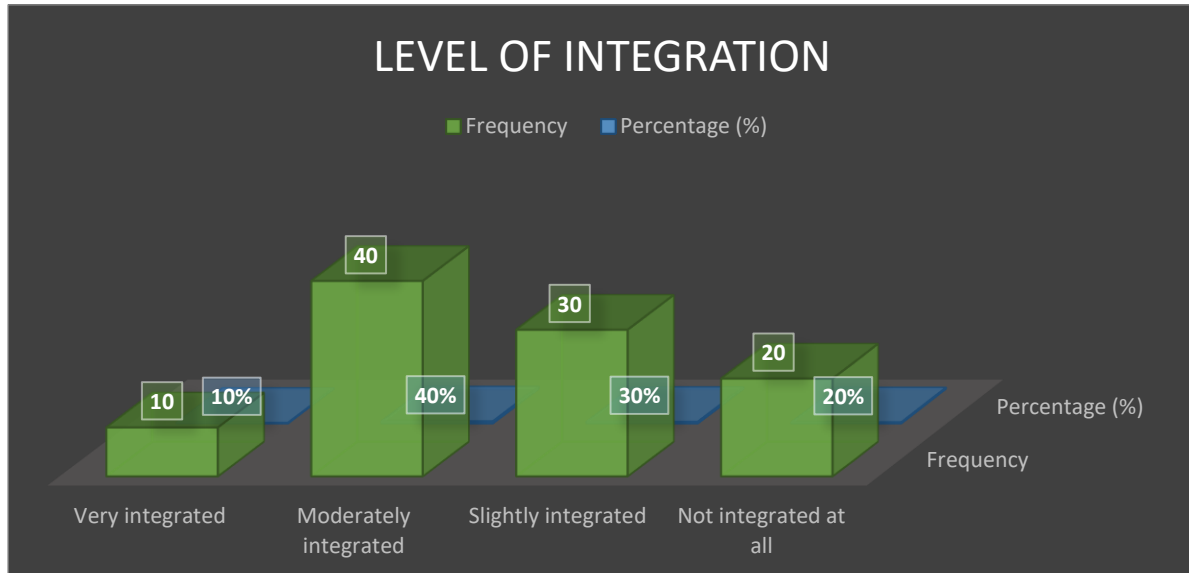


Figure 4.3 above provides insights into the integration levels of Rwandese immigrants within the Mtendere community.

A significant portion 40 (40%) considers themselves moderately integrated, suggesting they participate in some aspects of community life but may not be fully involved. A smaller group 30 (30%) feels only slightly integrated, indicating limited engagement or challenges in connecting with the local community.

Interestingly, 20 (20%) report not being integrated at all, which could reflect barriers such as language, cultural differences, or social exclusion. Only 10 (10%) feel very integrated, highlighting that full integration into the community remains a challenge for many immigrants.

Therefore, this figures above suggest that while some Rwandese immigrants are able to integrate, many face difficulties in establishing strong community ties.

Figure 4.4 Membership in Community Groups or Organizations in Mtendere

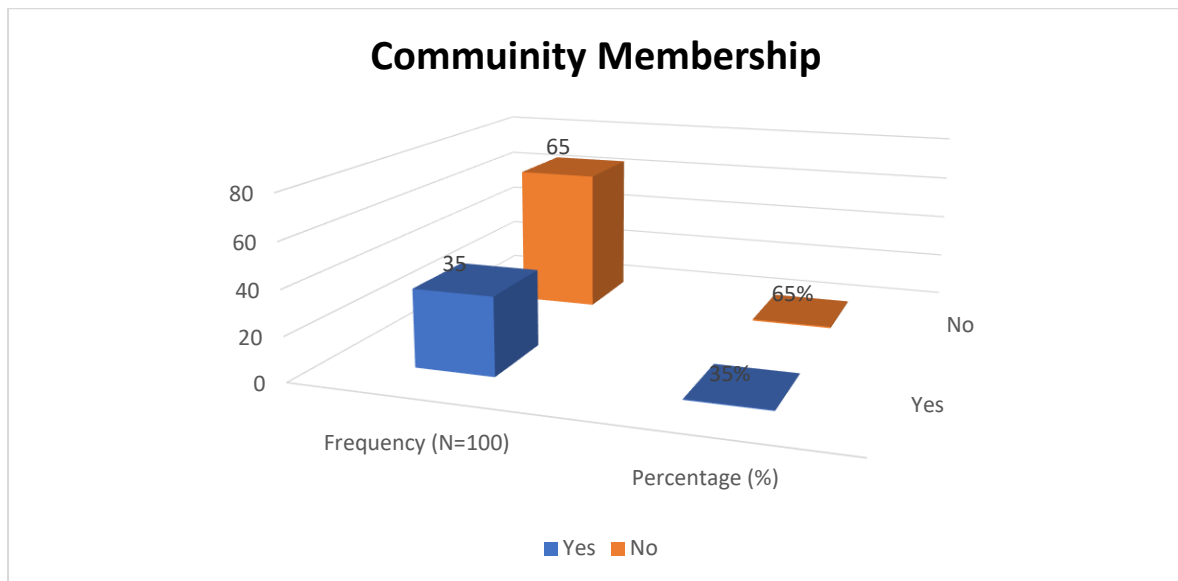


Figure 4.4 shows that a minority 35 (35%) of Rwandese immigrants in Mtendere are members of community groups, organizations, or associations, suggesting that engagement in formal or organized community activities is limited within this group.

The majority 65 (65%) do not belong to any community organizations, which could indicate either a lack of opportunities to join or a lack of interest in such groups. This lower participation rate may also point to challenges in integration or the prioritization of other concerns such as employment and housing. Those who do participate in community groups may benefit from greater social support and networking opportunities, contributing to improved integration into the broader community.

Figure 4.5 Frequency of Participation in Community Events

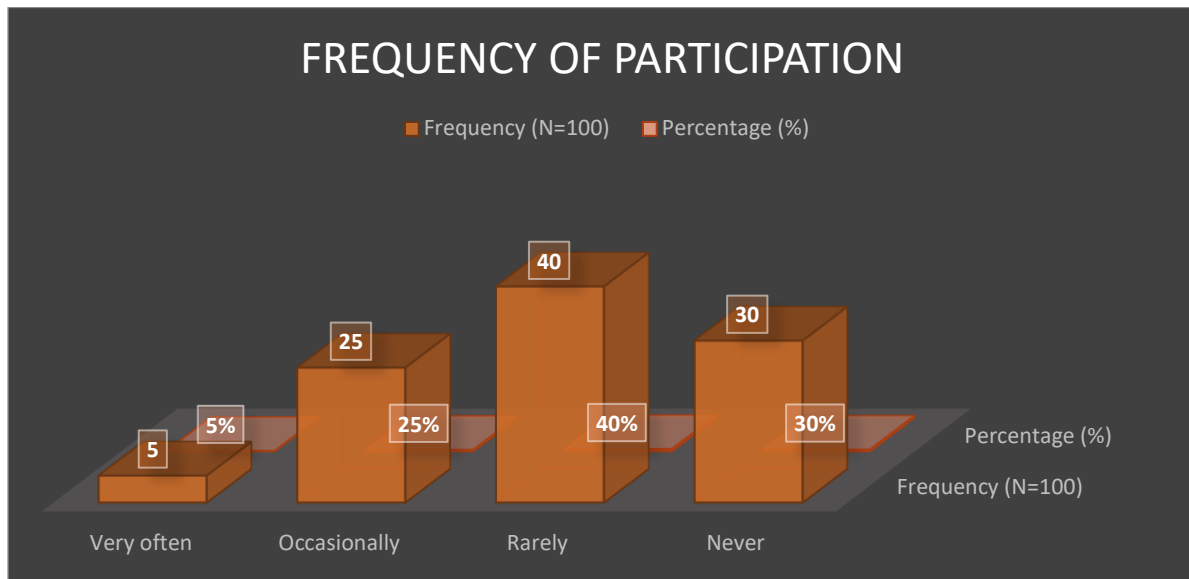
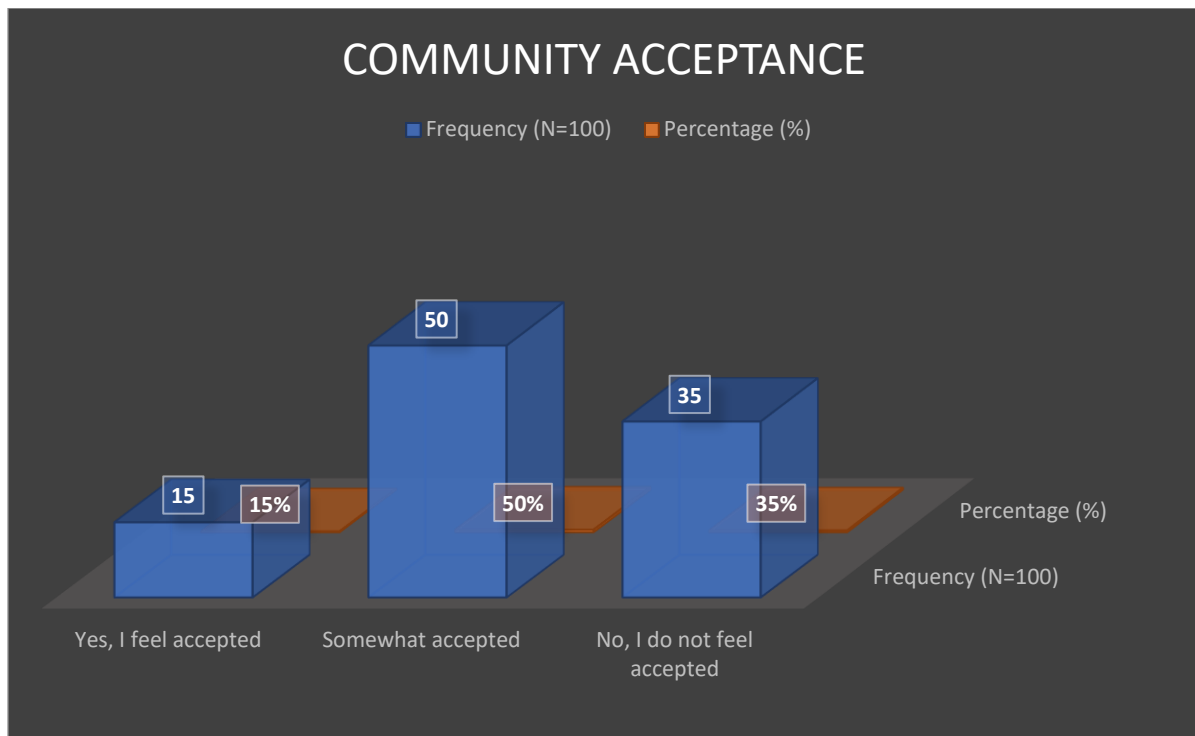


Figure 4.5 above illustrates the frequency of participation of Rwandese immigrants in community events or activities in Mtendere. A very small portion 5 (5%) participates "very often," which suggests limited engagement in frequent community activities. A quarter of respondents 25 (25%) attend events "occasionally," indicating some level of involvement, though it is not regular.

A significant portion 40 (40%) participates "rarely," reflecting a more disengaged group that may face barriers such as lack of time, language differences, or limited awareness of events. Finally, 30 (30%) report never participating in community activities, which suggests a considerable portion of the immigrant population is not involved in communal life at all. These figures point to a need for more inclusive and accessible community events to encourage greater participation among Rwandese immigrants in Mtendere.

Figure 4.6 Perception of Acceptance by the Local Community in Mtendere



The table reflects the perceptions of Rwandese immigrants regarding their acceptance within the local community in Mtendere. A small percentage 15 (15%) feel fully accepted, indicating that a limited number of individuals have experienced a high level of integration or positive reception by the local population.

The majority 50 (50%) feel "somewhat accepted," which suggests that while they may be tolerated, they might not feel fully integrated or embraced by the community. A significant portion 35 (35%) do not feel accepted at all, highlighting potential issues such as discrimination, cultural differences, or exclusion.

These figures suggest that despite the presence of some degree of acceptance, a large part of the immigrant population faces challenges related to social integration and acceptance in Mtendere compound.

4.3 Access to Services, Education, and Employment

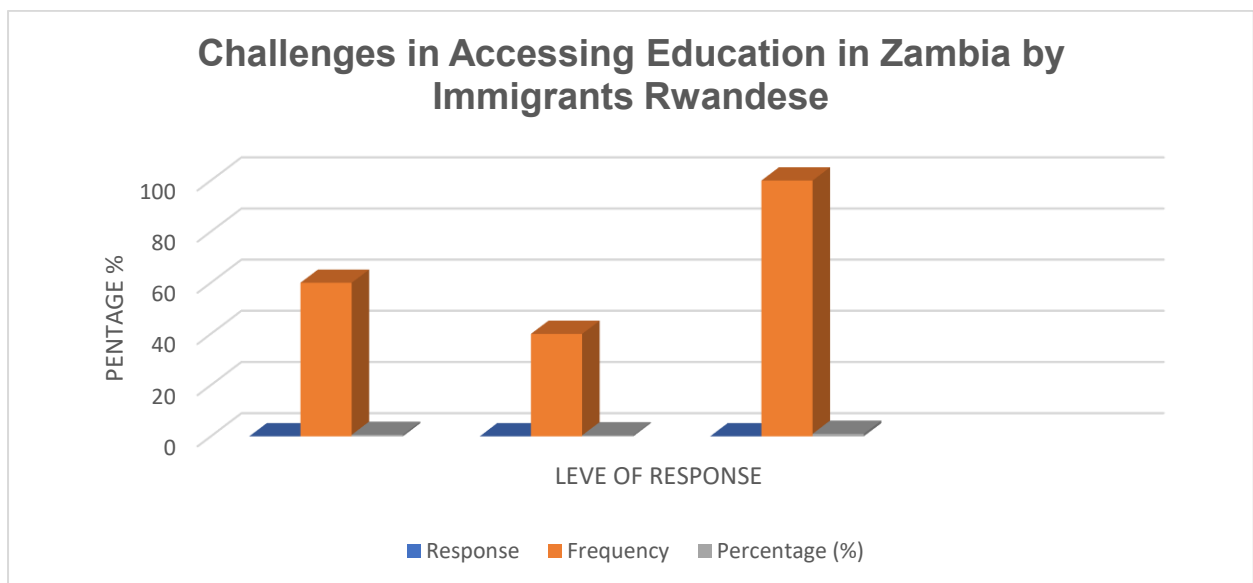
Table 2: Access to Essential Services in Mtendere (Sample Size: 100)

Access Level	Frequency	Percentage (%)
Full Access	30	30%
Limited Access	50	50%
No Access	20	20%

The survey of 100 respondents in Mtendere compound highlights disparities in access to essential services. While 30 (30%) report having full access, 50 (50%) experience limited access, indicating challenges in reaching services like healthcare and banking as revealed in Table 4.2. Notably, 20 (20%) have no access, which may stem from infrastructural or socio-economic barriers. These findings emphasize the need for targeted interventions to improve service delivery, particularly for the 70 (70%) of the population facing limitations of the Rwandese population in Mtendere.

Table 4.3: Challenges in Accessing Education in Zambia as an Immigrant

Response	Frequency	Percentage (%)
Yes	60	60%
No	40	40%
Total	100	100%



The data in table 4.3 reveals that 60 (60%) of immigrant respondents in Zambia face challenges in accessing education, while 40 (40%) report no issues. Common challenges, as specified by respondents, include language barriers, lack of documentation, and financial constraints. These barriers can hinder educational attainment and integration into the local community. Addressing these challenges requires collaborative efforts between government agencies and non-governmental organizations to provide language support, streamline documentation processes, and offer scholarships or financial assistance. Tailored policy can ensure that immigrants have equitable access to education, fostering inclusion and personal development.

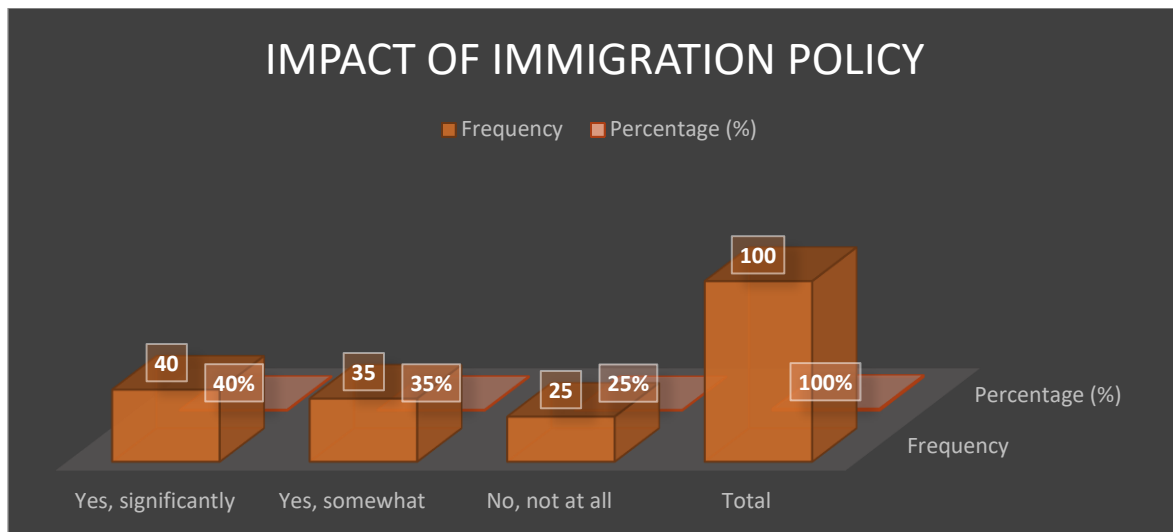
Table 4.4 Employment Status of Immigrants in Zambia

Employment Status	Frequency	Percentage (%)
Employed full-time	25	25%
Employed part-time	20	20%
Self-employed	30	30%
Unemployed	25	25%
Total	100	100%

According to 4.7 shows a diverse employment landscape among immigrants in Zambia. A combined 45 (45%) are engaged in full-time or part-time employment, while 30 (30%) are self-employed, reflecting entrepreneurial efforts despite potential barriers. However, 25 (25%) remain unemployed, pointing to challenges such as skill mismatches, discrimination, or limited job opportunities.

Zambia's immigration policy to support immigrant employment could include skills training, job placement programs, and initiatives promoting self-employment through access to microfinance and business development services. Such measures would enhance economic participation and stability for immigrants while contributing positively to Zambia's workforce and economy.

Figure 4.7 Impact of Immigration Policy on Job Opportunities in Mtendere

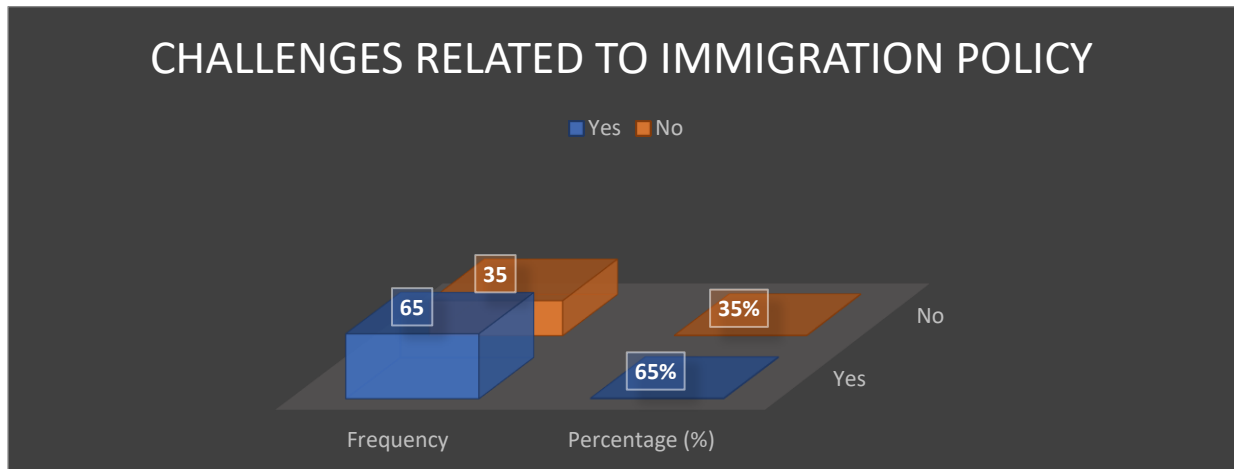


The findings in figure 4.8 indicate that immigration policy impacts job opportunities for immigrants in Mtendere to varying degrees. A significant 40 (40%) feel that policy has greatly affected their ability to secure jobs, while 35 (35%) report a moderate impact. Conversely, 25 (25%) believe policy has no influence on their employment prospects.

This suggests that while policy may aim to regulate immigration, they can inadvertently create barriers to employment for immigrants. To mitigate these challenges, policy makers could consider reforms that balance regulatory objectives with the inclusion of immigrants in the workforce, such as streamlining work permit processes and recognizing foreign qualifications.

4.4 Challenges and Policy Influence

Figure 4.8: Challenges Related to Immigration Policy in Mtendere

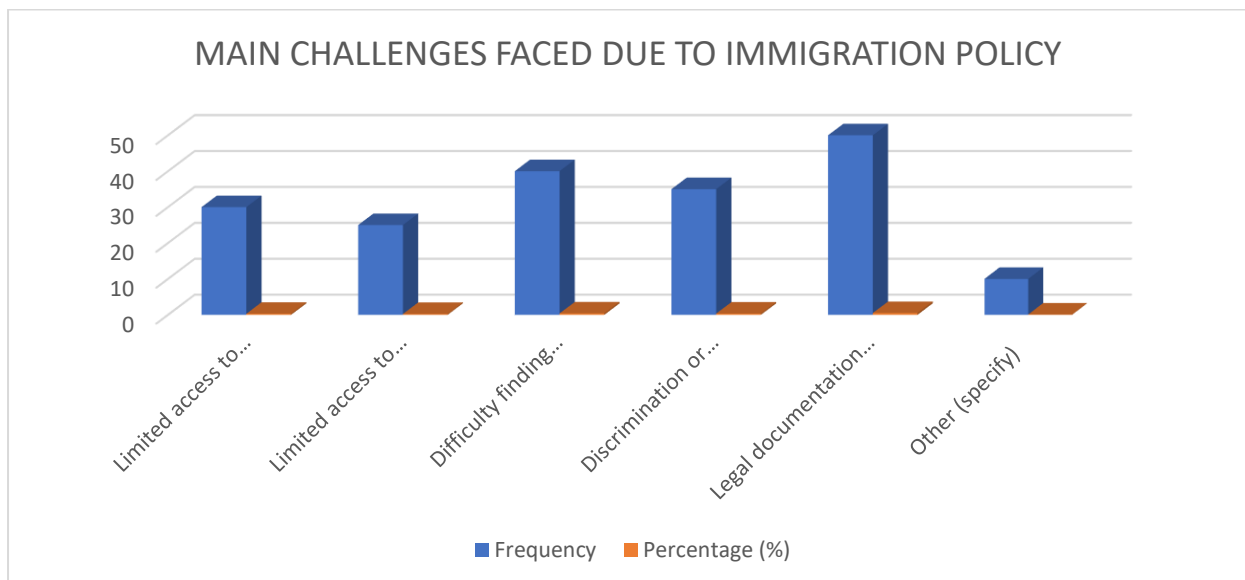


The survey reveals that 65 (65%) of respondents in Mtendere face challenges related to immigration policy, while 35 (35%) do not. Respondents commonly cite issues such as delays in obtaining documentation, high costs of permits, and lack of clarity on policy requirements.

These reviewed hurdles can limit access to employment, education, and other essential services, compounding the difficulties of settling and integrating into the community. To addressing these challenges necessitates greater transparency, efficiency, and affordability in immigration processes. Implementing support systems, such as legal aid for immigrants and public awareness campaigns about policy requirements, could foster a more inclusive environment.

Table 4.5 Main Challenges Faced Due to Immigration Policy

Challenge	Frequency	Percentage (%)
Limited access to healthcare	30	30%
Limited access to education	25	25%
Difficulty finding employment	40	40%
Discrimination or prejudice	35	35%
Legal documentation issues	50	50%
Other (specify)	10	10%
Total Responses	190	N/A*



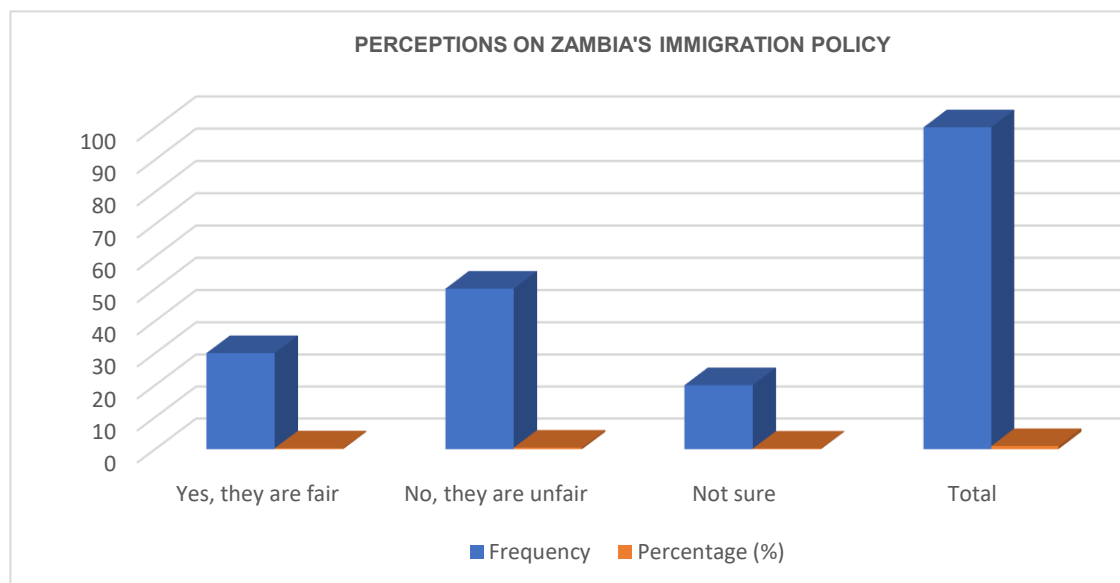
The data in table 4.5 highlights significant challenges immigrants face due to immigration policies. Legal documentation issues 50 (50%) are the most commonly reported, followed by difficulty finding employment 40 (40%) and discrimination 35 (35%). Limited access to healthcare 30 (30%) and education 25 (25%) also impact immigrants' quality of life.

The 10 (10%) reporting "other" challenges specify issues like restricted movement and lack of support networks. These findings underscore the need for policy revisions that streamline documentation processes, enhance access to services, and promote anti-discrimination measures. Tailored programs could help mitigate these issues, fostering a more equitable and supportive environment for immigrants in Mtendere.

Table 4.6: Perceptions of Fairness of Immigration Policy for Rwandese

Immigrants in Zambia

Response	Frequency	Percentage (%)
Yes, they are fair	30	30%
No, they are unfair	50	50%
Not sure	20	20%
Total	100	100%



The survey results in Table 4.6 show mixed perceptions about the fairness of immigration policy for Rwandese immigrants in Zambia. Half of the respondents 50 (50%) believe Zambia's immigration policy is unfair, citing issues such as legal documentation hurdles, limited access to employment, and systemic discrimination.

Conversely, 30 (30%) feel Zambia's immigration policy is fair, possibly reflecting a smoother adaptation for some immigrants. Meanwhile, 20 (20%) are uncertain, indicating a lack of understanding or awareness of the policy. These findings highlight the importance of transparent and inclusive immigration practices. Efforts to address identified challenges could foster trust and improve the perception of Zambia's immigration system among Rwandan immigrants.

4.5 Recommendations for Improving Immigration Policy

Zambia's Immigration policy plays a pivotal role in shaping the experiences of immigrants. For Rwandese immigrants residing in Mtendere compound, several areas of improvement can help address the challenges they face and foster a more inclusive and supportive environment.

4.5.1 Streamlining Documentation Processes

One of the most commonly reported challenges is the complexity and delays in obtaining legal documentation, such as residence and work permits. Simplifying and digitizing application processes can reduce bureaucratic hurdles, while providing clear guidelines and timelines for processing can increase transparency. Establishing local immigration offices or mobile outreach services in Mtendere can bring services closer to residents. Additionally, offering multilingual support can assist applicants facing language barriers.

4.5.2 Enhancing Employment Opportunities

Employment challenges, linked to restrictive policies and lack of recognition for foreign qualifications, require urgent attention. Implementing programs to validate and recognize foreign educational and professional credentials can help immigrants (Rwandese) find meaningful work.

Vocational training and job placement services tailored to immigrant communities are also necessary. Partnerships with private-sector organizations to create inclusive hiring policies and opportunities for immigrants can further address this issue. Moreover, ensuring that work permits are issued promptly and at an affordable cost would alleviate a significant burden.

4.5.3 Improving Access to Essential Services

Access to essential services, such as healthcare and education, is another pressing issue. Introducing community-based healthcare programs specifically catering to immigrant populations, along with financial support or subsidies for healthcare and education, can significantly benefit low-income immigrant families. Encouraging

schools to adopt inclusive policies that address language and cultural challenges faced by immigrant students can enhance educational outcomes. Financial literacy programs and banking services tailored to the needs of immigrants, such as low-cost savings accounts, would also promote economic stability within the community.

4.5.4 Addressing Discrimination and Prejudice

Discrimination and prejudice hinder the integration of immigrants into Zambian society. Enforcing stricter anti-discrimination laws in workplaces, schools, and public services is crucial. Community awareness campaigns can promote tolerance and understanding of immigrant contributions to society. Establishing reporting mechanisms for incidents of discrimination, with assurances of swift and fair resolution, is equally important

4.5.5 Providing Legal Support and Advocacy

Navigating Zambia's legal and policy frameworks can be challenging for immigrants, so providing affordable or free legal aid services can help them better understand and comply with immigration laws. Establishing immigrant advocacy groups to represent their interests and organizing workshops and seminars to educate them about their rights and responsibilities can empower them in the long term.

4.5.6 Facilitating Social and Cultural Integration

Social and cultural integration is vital for the well-being of immigrants. Creating community centres in Mtendere where immigrants and local residents can interact and share cultural experiences can foster inclusivity. Participation in local governance and community development projects can also promote a sense of belonging. Mentorship programs pairing immigrants with local families or individuals can further strengthen mutual understanding and cohesion.

4.5.7 Reviewing Immigration Policy Periodically

Periodic reviews of immigration policy are essential to ensure they remain fair and relevant. Engaging immigrant communities in policy formulation and review ensures their perspectives are included. Research and surveys can identify emerging issues and track the impact of existing policy. Collaborations with international organizations can help Zambia adopt best practices from countries with effective immigration systems.

4.5.8 Reducing Financial Barriers

Financial barriers present a significant challenge for many immigrants. Introducing sliding-scale fees for permits based on income levels and offering scholarships and financial aid programs for immigrant students can make essential services more accessible. Subsidizing healthcare premiums for low-income immigrants would further reduce the financial burden they face.

4.5.9 Strengthening Regional Cooperation

Given the regional context of migration, Zambia can benefit from stronger cooperation with neighbouring countries. Enhancing bilateral agreements with Rwanda can facilitate easier movement and recognition of documentation. Participation in regional initiatives addressing root causes of migration, such as conflict and economic disparity, can provide long-term solutions. Knowledge exchange and resource sharing with neighbouring countries can also improve the management of immigrant populations.

4.5.10 Establishing Monitoring and Evaluation Mechanisms

Lastly, robust monitoring and evaluation mechanisms are necessary to ensure the effectiveness of reforms. Independent bodies can assess policy impact and recommend adjustments, while regular reports on the status of immigrant communities and policy outcomes can guide future decisions. Collecting feedback from immigrants through surveys and focus groups can further enhance service delivery and policy development.

4.6 Suggestions to improve the integration of Rwandese immigrants

To improve the integration of Rwandese immigrants in Mtendere, several key areas must be addressed based on the views of the respondents. One major factor identified is the need for better access to services and support systems. Immigrants often struggle with accessing healthcare, education, and legal services due to language barriers and complex administrative processes.

Establishing community-based programs tailored to the needs of immigrants would make these services more accessible. Respondents emphasized the importance of creating multilingual resources, offering translation services, and simplifying the documentation process for residence and work permits. Moreover, local immigration offices or mobile services in Mtendere could reduce the logistical challenges immigrants face when trying to access essential services.

Education was another area highlighted by respondents. Schools in Mtendere should adopt inclusive practices that acknowledge and accommodate the cultural and linguistic differences of Rwandese students. This includes providing language support programs to help students integrate better into the local education system. Additionally, vocational training and adult education programs were seen as crucial for improving employability and economic integration. Recognizing foreign qualifications and offering pathways to validate them would also help immigrants' access better job opportunities.

Employment opportunities for immigrants were often restricted by bureaucratic hurdles and the lack of recognition for foreign credentials. Respondents suggested that partnerships with local businesses and non-governmental organization NGOs could help create job placement initiatives aimed at immigrants. Employers should also be encouraged to implement inclusive hiring practices, ensuring equal opportunities for Rwandese immigrants. Furthermore, respondents recommended establishing programs that allow immigrants to develop skills that align with local job market demands, thus improving their employability.

To address social and cultural integration, respondents emphasized the importance of building stronger community ties between Rwandese immigrants and local Zambians.

Creating spaces for interaction, such as community centers or cultural exchange programs, was seen as essential for fostering understanding and mutual respect. In addition, mentoring programs where immigrants are paired with local families or individuals could help break down cultural barriers and promote social cohesion.

Finally, respondents highlighted the importance of reducing discrimination and prejudice. Stronger enforcement of anti-discrimination policies, along with public awareness campaigns about the positive contributions of immigrants, could create a more inclusive environment in Mtendere. Additionally, establishing accessible channels for reporting discrimination would ensure that issues are addressed in a timely and fair manner.

Improving the integration of Rwandese immigrants in Mtendere requires a holistic approach that addresses access to services, education, employment, social integration, and anti-discrimination measures. Collaboration between government authorities, local communities, NGOs, and immigrants themselves is crucial for creating an environment where Rwandese immigrants can

Respondents shared a mix of challenges and positive experiences about their lives in Mtendere. Many acknowledged the welcoming nature of the local community, where some Rwandese immigrants have managed to establish meaningful relationships and build a sense of belonging. They expressed gratitude for the support they receive from Zambian neighbors, including assistance in adapting to the local culture and customs.

However, several challenges were highlighted, particularly related to accessing basic services. Immigrants often face difficulties navigating the bureaucratic processes for obtaining residence permits, work visas, and other documentation, which can delay their ability to settle fully. Additionally, the lack of recognition of foreign qualifications has hindered some from securing stable employment, and many rely on informal work or small businesses to make a living.

Language barriers were frequently mentioned, with many immigrants facing challenges in communication, especially in healthcare settings or when dealing with public services. Some respondents felt isolated due to these barriers, which can limit their ability to integrate effectively into society.

On a positive note, a few immigrants shared stories of successfully starting businesses in Mtendere, contributing to the local economy. Others expressed hope for better educational opportunities for their children, with the expectation that they would have a brighter future in Zambia than in their home country.

Overall, while the experiences of Rwandese immigrants in Mtendere are varied, respondents called for more support in the areas of documentation, employment

CHAPTER FIVE: DISCUSSION OF FINDINGS

5.0 Introduction

This chapter presents the raw data appendices showing various responses on each research question and face to face interviews undertaken in the field. The data collected and analyzed then discussed to ascertain the findings of the study in relation to the research objectives, existing literature, and theoretical frameworks.

The purpose of this discussion is to critically interpret the significance of the results and provide a comprehensive understanding of their implications. The chapter is structured to address each research objective, highlighting key insights, potential contradictions, and the relevance of the findings to the study context.

5.2 Discussion of Findings in Light of Literature

The findings from the survey of Rwandese immigrants in Mtendere reflect a complex interplay of integration, community engagement, access to essential services, and the impact of immigration policy, all of which echo themes discussed in the literature on immigration and welfare, economic impact, and the social challenges faced by immigrants.

5.3 Integration and Social Acceptance

The survey data reveals that integration into the local community remains a significant challenge for Rwandese immigrants in Mtendere. With 40 (40%) of respondents reporting moderate integration and 30 (30%) feeling only slightly integrated, the survey underscores the difficulties faced by immigrants in connecting with the local population.

These findings are consistent with the work of Razin, Sadka, and Swagel (2002), who explored the tension between native citizens and immigrants in welfare-receiving countries. In their study, they found that the integration of low-skilled immigrants often led to a reduction in native citizens' support for welfare redistribution. This tension likely reflects a sense of social and economic competition, where immigrants are perceived as competing for limited resources such as jobs and social services. In Mtendere, the challenge of integration may stem from similar perceptions of immigrants as economic competitors, exacerbating social exclusion and limiting opportunities for deeper community involvement.

The literature suggests that the perception of immigration as a fiscal burden can hinder social acceptance, as natives may feel that their tax contributions are being directed towards supporting immigrants, particularly in welfare-dependent communities (Razin

et al., 2002). In Mtendere, the substantial portion of respondents 50 (50%) feeling "somewhat accepted" and 35 (35%) not feeling accepted at all aligns with these broader concerns. Discrimination, cultural differences, and exclusion may reflect the same dynamics identified by Razin et al., where the presence of immigrants leads to a sense of marginalization among the native population.

5.4 Community Engagement and Participation

Community participation is another area where the findings from Mtendere align with broader theoretical discussions on the role of immigrants in society. While 35 (35%) of Rwandese immigrants are engaged in community groups, the majority 65 (65%) report no participation in organized activities, suggesting barriers to involvement. The low levels of participation may reflect the social exclusion and discrimination mentioned earlier.

As Finseraas (2008) found in his study of European countries, public opinion on welfare redistribution and the role of immigrants in society is shaped by perceived threats to economic well-being. Similarly, in Mtendere, Rwandese immigrants may perceive their limited participation in community activities as a consequence of both systemic barriers and a lack of acceptance from the broader community.

Additionally, the 40 (40%) who report participating "rarely" in community events may face time constraints, language barriers, or a lack of awareness of opportunities, all of which are common obstacles to greater engagement in immigrant populations. Finseraas' (2008) findings suggest that when immigrants are perceived as contributing positively to the economy, they are more likely to gain support for welfare policy and social integration. In Mtendere, the lack of consistent community engagement could be an indication that both immigrants and the local population perceive limited mutual benefits from increased social interaction, thereby perpetuating a cycle of exclusion.

5.5 Access to Essential Services

The survey findings on access to essential services show a significant disparity in the availability of services such as healthcare, banking, and legal documentation. While

30 (30%) report full access, 50 (50%) face limited access, and 20 (20%) report no access at all.

This finding resonates with Ortega and Peri's (2009) research on the economic impact of immigration, which found that immigrants contribute positively to economic growth but may face barriers in accessing services due to restrictive Zambia's immigration policy and legal documentation issues.

In Mtendere residential area, these access barriers may stem from similar challenges, such as delays in obtaining documentation, high costs of permits, and unclear policy requirements, all of which create significant obstacles for immigrants in obtaining basic services. The 60 (60%) of respondents in the survey who report challenges in accessing education further illustrate the structural barriers immigrants face. Language difficulties, lack of documentation, and financial constraints hinder their ability to integrate into society and access opportunities for upward mobility.

A study with Ortega and Peri (2009) suggests that immigrant labour is essential for economic productivity, but these benefits are often unevenly distributed, with some sectors or native workers benefiting more than others. Similarly, in Mtendere, immigrants may struggle to access services, thereby hindering their full economic and social contribution to the local community.

5.6 Employment and Immigration Policy

The findings on employment are crucial in understanding the broader socio-economic integration of immigrants in Mtendere. A combined 45 (45%) of immigrants are engaged in full-time or part-time employment, while 30 (30%) are self-employed. However, 25 (25%) remain unemployed, with respondents citing challenges such as skill mismatches, discrimination, and limited job opportunities. These findings mirror the experiences highlighted by Razin et al. (2002), who argued that restrictive immigration policy can exacerbate the competition for jobs and welfare benefits, especially in low-skilled sectors. In Zambia, the high unemployment rate among immigrants reflects the broader structural challenges that impede their ability to contribute to the local economy.

The literature also suggests that Zambia's immigration policy directly affects the employment prospects of immigrants. As Finseraas (2008) noted, those who view immigration as a threat to their economic well-being are generally less supportive of welfare policy and may advocate for more restrictive immigration policy.

In Mtendere residential area, the survey findings suggest that restrictive Zambia's immigration policy, such as delays in documentation, high costs of work permits, and lack of clarity on policy requirements, contribute to the difficulties immigrants (Rwandese) face in securing employment and accessing services. The perception of immigration policy as unfair, as indicated by 50 (50%) of respondents, underscores the need for policy reforms that balance regulatory objectives with the inclusion of immigrants in the workforce.

5.7 Perceptions of Zambia's Immigration Policy

The survey results reveal mixed perceptions of immigration policy, with 50 (50%) of respondents believing Zambia's immigration policy is unfair, while 30 (30)% feel they are fair. This highlights the importance of policy revisions that streamline documentation processes, enhance access to services, and promote anti-discrimination measures.

The mixed perceptions may reflect the broader tension between the economic benefits of immigration and the social costs perceived by native populations. This dichotomy is evident in the findings of Finseraas (2008), who noted that individuals who view immigration as a threat to their economic well-being are less likely to support policies that benefit immigrants. In Mtendere, the perceived unfairness of immigration policy may be linked to the challenges faced by immigrants in securing employment, accessing education, and integrating into the community.

The survey findings from Mtendere provide a detailed picture of the challenges faced by Rwandan immigrants in Zambia. These challenges, which include limited community engagement, difficulties in accessing essential services, and barriers to employment, align with broader theoretical discussions on immigration, welfare policies, and economic integration.

The literature on immigration highlights the tension between economic contributions and social costs, the role of Zambia's immigration policy in shaping public opinion, and the need for comprehensive reforms to support the integration of immigrants into society. To address these challenges, Zambia should consider policy reforms that promote the inclusion of immigrants in the workforce, streamline immigration processes, and foster social cohesion through community engagement initiatives.

Improving the integration of Rwandese immigrants in Mtendere requires a comprehensive approach that considers both the challenges they face and the broader social theories that can help explain their experiences. The integration process for immigrants is complex, involving not only the practical aspects of daily life but also cultural, social, and economic factors that influence their interactions with the local community.

Drawing on theoretical frameworks such as **Social Capital Theory, Integration Theory, and Social Network Theory**, we can develop targeted recommendations for improving the integration of Rwandese immigrants in Mtendere. These frameworks help contextualize the challenges faced by immigrants and guide the creation of policy and initiatives that foster social inclusion and economic stability.

5.8 Social Capital Theory

Social Capital Theory emphasizes the importance of social networks and relationships in improving the welfare of individuals, particularly in the context of migration. According to Bourdieu (1986) and Putnam (2000), immigrants often rely on their social capital—networks of family, friends, and community connections—to navigate challenges in their new environment. For Rwandese immigrants in Mtendere, the presence of strong social capital can significantly enhance their access to essential services, employment, and community support. In this regard, encouraging the formation of social ties between immigrants and local **community-based programs** residents could be instrumental in enhancing the integration process.

The survey data highlights that many Rwandese immigrants in Mtendere experience isolation, both socially and economically, due to language barriers and a lack of social networks. By creating **community centres or cultural exchange programs** that

promote interactions between Rwandese immigrants and Zambians, social capital can be strengthened. These spaces allow immigrants to share experiences, exchange knowledge, and build trust, which can lead to improved access to job opportunities and social services.

Additionally, **mentorship programs** that pair immigrants with local families or community leaders can provide the guidance and support necessary to overcome cultural barriers and integrate more effectively into the local society. Moreover, the importance of **networked support systems** for employment opportunities cannot be overstated.

Social capital can facilitate access to jobs through word-of-mouth referrals or by providing information about available opportunities. This is particularly important in informal economies, where immigrants often rely on **family or community networks** to find work. Encouraging the development of **immigrant-run businesses** and promoting **entrepreneurship programs** can enhance social capital while also contributing to the local economy.

5.9 Integration Theory

Integration Theory provides a framework for understanding how immigrants become part of the host society. It **emphasizes cultural assimilation, language acquisition, and community participation** as key components of integration. For Rwandese immigrants in Mtendere, integration into Zambian society is not only about learning the language and customs but also about having access to opportunities for social participation, including education and employment (Portes & Rumbaut, 2006).

The challenges faced by Rwandan immigrants in terms of accessing education, employment, and healthcare can be addressed by **policy reforms** that make essential services more accessible. Language barriers, for example, are a significant impediment to integration, as many immigrants face difficulties in communication, particularly in healthcare and education.

To address this, **language support programs** for both students and adults are essential. Schools in Mtendere compound should implement **inclusive education practices**, such as **language assistance**, **cultural sensitivity training** for teachers, and resources tailored to the needs of immigrant students. This would not only facilitate the educational success of Rwandese children but also help them adapt to the broader social context of Zambia.

In terms of **employment**, the lack of recognition for foreign qualifications is a significant issue for many Rwandese immigrants. **Credential recognition programs** and the establishment of **vocational training initiatives** tailored to immigrants' needs can help them acquire the skills needed to succeed in the local labour market. Additionally, involving local businesses in these efforts through **inclusive hiring practices** can promote integration by providing immigrants with better job opportunities and reducing discrimination in the workplace.

Furthermore, the **participation of immigrants** in community activities is vital for fostering social cohesion. By involving Rwandese immigrants in **local governance or community development projects**, they can build a stronger sense of belonging and contribute to the development of the broader community. Such initiatives also give local Zambians the opportunity to engage with immigrants and learn more about their culture, which can reduce prejudice and foster greater understanding.

5.10 Social Network Theory

Social Network Theory examines the role of **social connections** in migration dynamics and the flow of information between communities. This theory is particularly relevant for understanding how immigrants use their existing networks to navigate the immigration process and integrate into the host society (Massey et al., 1993). For Rwandese immigrants in Mtendere, the **chain migration process**—where individuals migrate based on the presence of family members or community members already settled in the area—plays a crucial role in shaping their experiences. **Family and community networks** serve as vital resources for newcomers, helping them find housing, employment, and access to social services.

The importance of **social networks** in facilitating integration cannot be overstated. **Social connections** help immigrants to secure housing, jobs, and information about local services, and they also provide emotional and social support during the adjustment process. By strengthening existing networks and encouraging the creation of new ones, policymakers can facilitate smoother transitions for immigrants. **Bilateral agreements** with Rwanda and other countries in the region can help streamline migration processes and provide more predictable pathways for individuals to reunite with family members who have already settled in Zambia.

Additionally, the use of **technology** can enhance social networks by providing immigrants with access to information about services, job opportunities, and community events. For example, an **online platform or mobile app** that connects immigrants with local resources, job listings, and social events can help integrate them more effectively into the local community. This platform can also serve as a tool for immigrants to share their experiences, ask questions, and provide feedback on their integration process.

5.11 Immigration Theory: Looks at how policy shape the **experiences of immigrants, influencing their ability** to build on their human capital in a new environment. They also provide more information on immigration policy need more and further assistance immigrates to feel hospitable as they integrate into Zambia's society.

The immigration policy that focuses on economic contributions often overlook these vulnerabilities, leading to a lack of support systems for women immigration. Women who might prioritize care giving roles may be left without adequate support or options (Baker et al.,2020). In the study with Telles and Ortiz (2016) argues that immigration policies that disproportionately affect certain racial groups can perpetuate cycles of poverty and marginalization.

5.12 Migration Theory: This encompasses various perspectives explaining why people migrate. Migration theory uses push-pull factors to analyse what drove Rwandese immigrants to Zambia. These push factors from Rwanda include, escalating genocide civil war conflict, economic hardship, political instability and of

course not ignoring positive pull factors in Zambia, like economic opportunities or peace and safety (security).

In this world riddled with inequalities, the justifications for excluding the poor from wealthy states carry little weight. Rather, the right to migrate across borders ought, under these profoundly unequal conditions, to be protected from wealthy states' desire to restrict entry, even where the attempt to restrict entry is defended for its contribution to protecting egalitarian resource distribution in the domestic state. For at least some thinkers, where the welfare state is at risk as a result of an influx of migrants, so much the worse for the welfare state (Kukathas 2005).

The wealth disparities between in many states, these migrants are prevented, by prevailing law, from obtaining citizenship and in most states, the constraints placed on them make it clear that they are to consider their sending state their home (Lenard and Straehle, 2012). The poorest and wealthiest of citizens may have lessened slightly since Carens' proposal to think of migration as (at least) a second-best mechanism by which to enable at least some redistribution of wealth, but remedying global poverty remains a profound and seemingly intractable challenge.

5.13 Human Capital Theory: Emphasizes that *policy fostering the skill development of immigrants* can lead to *better economic outcomes* both for the immigrants and the host country. Further it posits that immigrants (Rwandese) bring varying innovation and vocational levels of education, skills, and experiences that affect their economic outcomes in the host country. This theory *investigates* how the *education* and *skills of Rwandese immigrants influence their ability* to succeed in Zambia and how immigration policy might impact their human capital development.

Claudia Goldin (2016) explains that the human capital definition centres on the idea that investments in people, such as education, increase workers' productivity and skill sets play a pivotal role in their well-being. The author further explains that educational attainment and public spending on career building are correlated positively to economic growth" (p. 714).

This theory relates to the knowledge economy because it highlights the common assertion that the more educated individuals become the more economically stable,

they are being desired for their specific knowledge skill and increase their human capital. Korres (2008). Further argues that, “a lack of investment in human capital restricts underdeveloped countries from catching up with rich ones.

5.14 Policy Analysis Framework: It helps evaluate the direct impact of Zambia's immigration policy on the welfare of Rwandese immigrants. This framework also critically analyzes specific policies, by looking at their intended and unintended consequences on immigrants (Rwandese) in terms of education provision, job access, social services, access to healthcare and their legal status.

5.15 Welfare Economics: Welfare economics concepts examines how immigration policy impacts the overall well-being of both immigrants and the host country (Dustman et al, 2017). It considers factors like *income distribution, access to healthcare, education, and housing*.

A welfare economics theory perspective analyses whether *Zambia's immigration policy facilitates or hinders Rwandese immigrants' access to essential services* (Borjas, 2017). The theory critically asks questions like does the policy allow Rwandese immigrants to *participate in the labor market, contribute to the tax base, and improve their living standards?*

Conversely, does it create barriers that lead to *poverty, inequality, and social exclusion?* Does Zambia's immigration policy lead to a net increase or decrease in social welfare, considering both Rwandese immigrants and Zambian citizens?

How does the policy *affect the distribution of resources and opportunities between these groups?* Based on the analyzed data and discussed findings, *there is moderate significant inclusion* of Rwandese on the labor market dynamics to contribute to Zambia's economy.

5.16 Cultural Assimilation Theory: This theory examines the process by which immigrants adapt to the cultural norms, values, and behaviors of the host society (Zambia). In this study the theory analyses the extent to which Zambia's immigration policy encourages or restricts the cultural assimilation of Rwandese immigrants (Abal et al, 2015).

By assessing the extent of how the Zambian immigration policy promotes language acquisition, cultural exchange, and social interaction between Rwandese and Zambian communities. It assesses to identify if the policy creates barriers that lead to **cultural isolation** and **marginalization** to reviews identified as a "melting pot" or a "salad bowl" approach to cultural integration (Vasquez et al, 2019).

The discussed finding shows that the **cultural differences between Rwandese immigrants** and Zambian society affect **Rwandese well-being** because some they have not fully integrated due to challenges such as discrimination and prejudice based on trust.

5.17 Intersectionality Framework: This framework can help to understand how various demographic identities such as ethnicity, gender, and socioeconomic status intersect, affecting the welfare experience of Rwandese immigrants differently within the context of Zambia's policy.

Coined by Kimberlé Crenshaw in the late 1980s, intersectionality Framework provides a lens to examine how overlapping identities shape immigrants' experiences of discrimination and privilege (Crenshaw, 1989). In the context of immigration, intersectionality helps elucidate not only how policy affects diverse immigrant populations but also how those effects are compounded by the intersections of various social identities (Choo & Ferree, 2010).

Legal status and vulnerability: From demographic factors significantly influence how Zambia's immigration policy affects Rwandese in Mtendere compound. Those with undocumented status often face heightened vulnerability, lacking access to legal protections, healthcare, and employment rights (Zong et al., 2021). Intersectionality reveals that undocumented immigrants who also belong to marginalized racial or ethnic groups may experience compound discrimination, which adversely affects their mental and physical well-being.

The study shows that undocumented immigrants are often subject to greater social stigma and economic disadvantage than their white counterparts (Gonzales,2020).

From gender and family dynamics perspective, women immigrants often face unique challenges, such as intimate partner violence, which can be exacerbated by their immigration status (Rojas et al. 2021).

5.18. Political Economy of Migration: This theory examines how global economic systems, local labor markets, and immigration policy intersect. It also analyzes how economic conditions in Zambia affect the welfare of immigrants and the role that immigration policy plays in shaping these dynamics.

Political Stability and Economic Growth: The sense of trust in political institutions influences overall political stability, which is a vital component of economic growth in host countries. An immigrant community that trusts the Zambian government may feel more secure and be better positioned to flourish economically, thereby enhancing their welfare (Schmidt, 2022).

By considering the political economy of migration, trust emerges as a fundamental mediating variable influencing economic opportunities, political stability, and policy compliance among immigrants. Understanding the role of trust can provide critical insights into the welfare of Rwandan immigrants in Zambia, particularly in relation to local immigration policy.

5.19. Rights-Based Approach: This approach focuses on the human rights of immigrants. Furthermore, the theory critically evaluates how Zambia's immigration policy aligns with international human rights standards and how this alignment (or lack thereof) impacts the welfare of Rwandese immigrants.

A rights-based approach ensures that the rights of Rwandan immigrants are recognized and protected under Zambian law. This perspective can help assess whether Zambia's immigration policy aligns with international human rights standards and commitments (González, 2021).

In order to promote empowerment of immigrant communities. Assessing how well Rwandan immigrants participate in policy dialogues and decision-making processes in Lusaka can provide insights into the inclusiveness of Zambia's immigration

policies. Engagement with local authorities can facilitate better compliance and integration (Mamdani, 2023).

By adopting a rights-based approach to assess Zambia's immigration policy offers a valuable framework for ensuring that the rights of Rwandese immigrants in Mtendere Compound are recognized and upheld. This perspective can illuminate the challenges they face and guide policy improvements aimed at enhancing their welfare and integration into Zambian society.

5.20 Addressing Discrimination and Prejudice

Despite the potential for strong social capital, many Rwandese immigrants face significant challenges related to **discrimination and prejudice**. These barriers hinder their ability to integrate fully into Zambian society. In light of these issues, **anti-discrimination policy** and **awareness campaigns** are crucial in fostering a more inclusive environment. Public campaigns can highlight the positive contributions of immigrants to the local economy and society, challenging stereotypes and misconceptions.

Additionally, creating **safe spaces** for immigrants to report discrimination and receive legal support can ensure that such issues are addressed swiftly and fairly. Establishing **community outreach programs and legal aid services** can help immigrants navigate discrimination-related challenges, ensuring they understand their rights and have access to appropriate resources.

The integration of Rwandese immigrants in Mtendere, Zambia, can be improved by focusing on the multifaceted challenges they face, from legal documentation and employment barriers to social and cultural integration. Drawing on **Social Capital Theory, Integration Theory, and Social Network Theory**, a more inclusive and supportive environment can be created by strengthening social networks, providing access to essential services, and promoting intercultural understanding. Policy reforms, community initiatives, and support systems that target the specific needs of Rwandese immigrants will not only improve their experience but also contribute to a more cohesive and vibrant Mtendere community.

By integrating the above discussed theories into this dissertation, they have created a nuanced understanding of the effects of Zambia's immigration policy on the welfare of Rwandese immigrants in Mtendere. Consider the fact of pairing qualitative and quantitative (mixed) methods to enhance data findings thematically and descriptive statistically analyzed and bring the theoretical frameworks to reliable and validity through real challenges experienced by Rwandese.

CHAPTER SIX: CONCLUSIONS AND RECOMMENDATIONS

6.0 Introduction

Chapter Five presents the practical recommendations derived from the study's findings on the integration and challenges faced by Rwandan immigrants in Mtendere

compound. Based on the analysis of the demographic profile, socio-economic status, level of integration, and the impact of immigration policy, this chapter aims to offer actionable solutions for improving the experiences of Rwandese immigrants in Zambia.

The chapter outlines five key recommendations: the establishment of local support centers, the creation of vocational training programs, the organization of community integration activities, the streamlining of immigration procedures, and the recognition of foreign qualifications for inclusive employment policy. Each recommendation is rooted in the findings of the study and seeks to address the primary challenges identified, including limited access to services, economic hardships, and social isolation. These recommendations aim to promote the well-being and integration of Rwandese immigrants, benefiting both the immigrant population and the local community in Mtendere.

6.1 Conclusion

Objective One sought to examine the demographic profile and socio-economic status of Rwandese immigrants residing in Mtendere. The study concludes that the majority of Rwandese immigrants in Mtendere compound are young adults, with a significant proportion in the 25-40 (65%) age group. They are primarily from urban areas in Rwanda, with a higher concentration of individuals who have some form of secondary education or vocational training. Socio-economically, many immigrants work in informal sectors, with a large percentage engaged in small businesses or casual labor. A notable portion of the population faces economic challenges, with many living in overcrowded conditions and lacking stable, long-term employment due to barriers such as limited recognition of foreign qualifications.

Objective Two sought to assess the level of integration and community engagement of Rwandese immigrants within the Mtendere residential area. The study concludes that while some Rwandese immigrants have successfully integrated into the local community, many still experience social and cultural isolation.

Engagement in local activities is relatively low, with barriers such as language differences, cultural practices, and unfamiliarity with Zambian customs contributing to their limited participation. However, there are positive experiences, with a few immigrants building social networks and businesses that contribute to the local economy. The integration process is ongoing, and there is room for improvement through more inclusive community initiatives.

Objective Three sought to evaluate the influence of existing Zambia’s immigration policy on access to essential services, education, and employment opportunities for Rwandese residents in Mtendere. The study concludes that existing Zambia’s immigration policy presents several barriers to accessing essential services, education, and employment. Delays in obtaining residence permits and work visas hinder Rwandese immigrants from fully engaging in the formal economy and accessing healthcare and education.

The lack of recognition of foreign qualifications limits employment opportunities, while limited access to government-provided services and financial support exacerbates socio-economic challenges. The policy, while generally supportive, requires significant adjustments to enhance their effectiveness in facilitating immigrant access to key services.

Objective Four sought to identify challenges faced by Rwandan immigrants in Mtendere as a result of immigration policy and propose recommendations for policy improvement. The study concludes that Rwandese immigrants face numerous challenges stemming from bureaucratic delays, the complexity of the documentation process, and discriminatory practices in both employment and public services.

The lack of targeted support services for immigrants, such as language assistance, vocational training, and community outreach, exacerbates these challenges. To improve the integration process, the study recommends simplifying immigration procedures, providing better access to education and employment opportunities, and promoting anti-discrimination measures.

Additionally, the establishment of community-based support services, including multilingual information and legal aid, is critical for improving the overall experience of

Rwandese immigrants in Mtendere residential area. Policy reviews should prioritize immigrant engagement to ensure that their needs are met effectively and equitably.

6.2 Recommendations

The recommendations provided to improve the integration of Rwandese immigrants in Mtendere, Zambia, are well-supported by both academic literature and successful practices implemented in other regions dealing with similar challenges. Each recommendation addresses a specific area of need identified in the study and builds on established theories and practices.

1. **Establish Local Support Centres:** The establishment of community-based support centres aligns with the literature on immigrant integration. According to *Chavez et al. (2014)*, local support centres play a critical role in helping immigrants navigate bureaucratic systems, access essential services, and build networks within their new communities. These centres often provide multilingual assistance, legal aid, and education, which reduces isolation and promotes smoother integration into society. *Kunz et al. (2011)* emphasize the importance of centralized support services in reducing barriers for immigrants, enabling them to better engage with both local institutions and the wider community. Therefore, establishing such centres is an effective strategy to improve the welfare and integration of Rwandese immigrants.
2. **Community Integration Activities:** Promoting community integration through cultural exchange programs and community-building activities is a common recommendation in studies on immigrant welfare. *Alba & Nee (2003)* highlight that intercultural dialogue and social activities help reduce tensions and misunderstandings between immigrant and local populations. Activities like sports, cultural exchange, and community service initiatives help immigrants and locals interact in positive ways, fostering social cohesion. *Vertovec (2007)* supports this by noting that such integration initiatives can lead to better mutual understanding, reducing social isolation and improving immigrants' quality of life. Additionally, these activities help to create social bonds, which can improve both individual and community resilience.
3. **Streamline Immigration Procedures and Documentation:** The need for streamlined immigration procedures is well-documented in the literature. *Piper*

(2005) discusses how complex and bureaucratic immigration procedures can hinder immigrants' ability to fully integrate into society. The adoption of digital systems, such as e-visas, has been shown to significantly improve the efficiency of immigration processes, making it easier for immigrants to access work and residence permits. According to *Koser (2016)*, simplifying immigration procedures allows immigrants to focus more on their economic and social contributions rather than being bogged down by administrative delays. Therefore, digitalizing and streamlining the immigration process aligns with best practices for improving immigrant access to documentation and full participation in society.

4. **Recognize Foreign Qualifications and Promote Inclusive Employment**

Policy: Recognition of foreign qualifications is a key policy recommendation that is supported by significant research. *Ruhs (2013)* argues that recognizing foreign qualifications helps to integrate immigrants into the formal workforce, increasing their economic stability and contribution to the host country. In particular, *Cerna (2010)* suggests that employers should adapt their hiring policies to ensure that immigrants with foreign qualifications are given equal opportunities to demonstrate their skills. This can reduce the unemployment rate among immigrants and allow them to contribute to sectors where they have expertise. The emphasis on inclusive employment policies also reflects the findings of *Chiswick (2012)*, who notes that such policies help mitigate the skills mismatch between immigrants and available jobs.

By implementing these recommendations, Zambia can enhance the integration and welfare of Rwandese immigrants, improving their quality of life and fostering a more inclusive society. These recommendations are grounded in established immigration theory and practice, offering a practical and comprehensive approach to addressing the challenges faced by Rwandese immigrants in Mtendere.

6.3 Recommendations for Further Study

Longitudinal Study on Integration over Time: A longitudinal study could provide deeper insights into the long-term integration process of Rwandese immigrants in Zambia. This study could track changes in socio-economic status, employment

opportunities, and social integration over several years to assess the effectiveness of implemented policy and community programs.

Comparative Study with Other Immigrant Groups in Zambia: A comparative study that looks at the experiences of Rwandese immigrants alongside other immigrant groups in Zambia could offer a broader understanding of the challenges and successes of different communities. This study could help identify best practices for immigrant integration and provide valuable recommendations for policy makers to refine their approach to immigration.

6.4 Chapter summary

Chapter Five provided a comprehensive set of recommendations based on the study's findings, focusing on practical solutions to improve the integration of Rwandese immigrants in Mtendere. It began by suggesting the creation of community-based support centers to assist immigrants with legal aid, housing, and essential services.

Additionally, the chapter proposed the development of vocational training programs to enhance the employability of immigrants, linking them to the local job market. To foster greater social integration, the chapter advocated for community activities that would bring together Rwandese immigrants and local Zambians. It also called for the simplification of immigration procedures, including a digitalized system for residence and work permits, to reduce bureaucratic delays.

Lastly, the chapter emphasized the importance of recognizing foreign qualifications and encouraging inclusive employment practices to expand job opportunities for immigrants. The chapter concluded by offering recommendations for further studies to track long-term integration and compare immigrant groups across Zambia.

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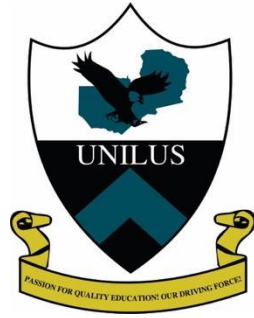
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Appendix: Questionnaire for Rwandese Immigrants in Mtendere



UNIVERSITY OF LUSAKA

Demographic Information

1. **What is your age?**
 - 18-24
 - 25-34
 - 35-44
 - 45 and above
2. **What is your gender?**
 - Male
 - Female
 - Other (please specify): _____
3. **What is your marital status?**
 - Single
 - Married
 - Divorced
 - Widowed
4. **What is your level of education?**
 - No formal education
 - Primary school
 - Secondary school
 - Tertiary education (e.g., college/university)
 - Other (please specify): _____
5. **How long have you lived in Mtendere?**
 - Less than 1 year
 - 1-3 years
 - 4-6 years
 - 7 years or more

Section A: Socio-Economic Status

6. What is your main occupation?

- Self-employed
- Employed full-time
- Employed part-time
- Student
- Unemployed
- Other (please specify): _____

7. What is your approximate monthly income?

- Below K1,000
- K1,001 - K3,000
- K3,001 - K5,000
- Above K5,000

8. Do you own or rent your accommodation in Mtendere?

- Own
- Rent
- Other (please specify): _____

Section B: Integration and Community Engagement

9. How would you rate your level of integration within the Mtendere community?

- Very integrated
- Moderately integrated
- Slightly integrated
- Not integrated at all

10. Are you a member of any community group, organization, or association in Mtendere?

- Yes
- No

If yes, please specify the type of group or association: _____

11. How often do you participate in community events or activities in Mtendere?

- Very often
- Occasionally
- Rarely
- Never

12. Do you feel accepted by the local community in Mtendere?

- Yes, I feel accepted
- Somewhat accepted
- No, I do not feel accepted

Section C: Access to Services, Education, and Employment

13. Do you have access to essential services (e.g., healthcare, banking, etc.) in Mtendere?

- Yes, I have full access
- Limited access
- No access

14. Have you faced any challenges in accessing education in Zambia as an immigrant?

- Yes
- No

If yes, please specify: _____

15. What is your employment status in Zambia?

- Employed full-time
- Employed part-time
- Self-employed
- Unemployed

16. Do you feel that immigration policies have affected your ability to find a job in Mtendere?

- Yes, significantly
- Yes, somewhat
- No, not at all

Section D: Challenges and Policy Influence

17. Have you encountered challenges related to immigration policies in Mtendere?

- Yes
- No

If yes, please describe: _____

18. What are the main challenges you face as a result of immigration policies? (Please select all that apply)

- Limited access to healthcare
- Limited access to education
- Difficulty finding employment
- Discrimination or prejudice
- Legal documentation issues
- Other (please specify): _____

19. Do you think the current immigration policies in Zambia are fair to Rwandese immigrants?

- Yes, they are fair
- No, they are unfair
- Not sure

20. What improvements would you recommend to the current immigration policies to enhance your experience as a resident in Mtendere?

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Section E: General Opinions

21. In your opinion, what could be done to improve the integration of Rwandese immigrants in Mtendere?

22. Any other comments or experiences you would like to share about your life in Mtendere?

Thank you for your participation!

SUPPORTING RAW DATA: (SOURCE OF EVINDENCE)

Zambia's Constitution of 1991 with Amendments through I 2016

Article 11: Fundamental Rights and Freedoms

It is recognised and declared that every person in Zambia has been and shall continue to be entitled to the fundamental rights and freedoms of the individual, that is to say, the right, whatever his race, place of origin, political opinions, colour, creed, sex or marital status, but subject to the limitations contained in this Part, to each and all of the following, namely:

- a. life, liberty, security of the person and the protection of the law;
- b. freedom of conscience, expression, assembly, movement and association;
- c. protection of young persons from exploitation;
- d. protection for the privacy of his home and other property and from deprivation of property without compensation;

and the provisions of this Part shall have effect for the purpose of affording protection to those rights and freedoms subject to such limitations designed to ensure that the enjoyment of the said rights and freedoms by any individual does not prejudice the rights and freedoms of others or the public interest.

Article 12: Protection of Right to Life

1. No person shall be deprived of his life intentionally except in execution of the sentence of a court in respect of a criminal offence under the law in force in Zambia of which he has been convicted.
2. No person shall deprive an unborn child of life by termination of pregnancy except in accordance with the conditions laid down by an Act of Parliament for that purpose.

CHAPTER 123 OF THE LAWS OF ZAMBIA

CHAPTER 123 THE IMMIGRATION AND DEPORTATION ACT

THE IMMIGRATION AND DEPORTATION ACT

ARRANGEMENT OF SECTIONS

PART I PRELIMINARY

PRELIMINARY

Section

1. Short title
2. Interpretation

PART III EXAMINATION OF PERSONS ENTERING AND LEAVING ZAMBIA AND OTHERS
PART III

EXAMINATION OF PERSONS ENTERING AND LEAVING ZAMBIA AND OTHERS

9. Entrants to appear before immigration officer
10. Examination of entrants and others
11. Certain visitors to reappear before immigration officer
12. Security may be required from entrants
13. Examination of persons leaving Zambia

PART IV ISSUE, VARIATION AND REVOCATION OF PERMITS
PART IV

ISSUE, VARIATION AND REVOCATION OF PERMITS

14. Entry permits

PART V PROHIBITED IMMIGRANTS AND DEPORTATION
PART V

PROHIBITED IMMIGRANTS AND DEPORTATION

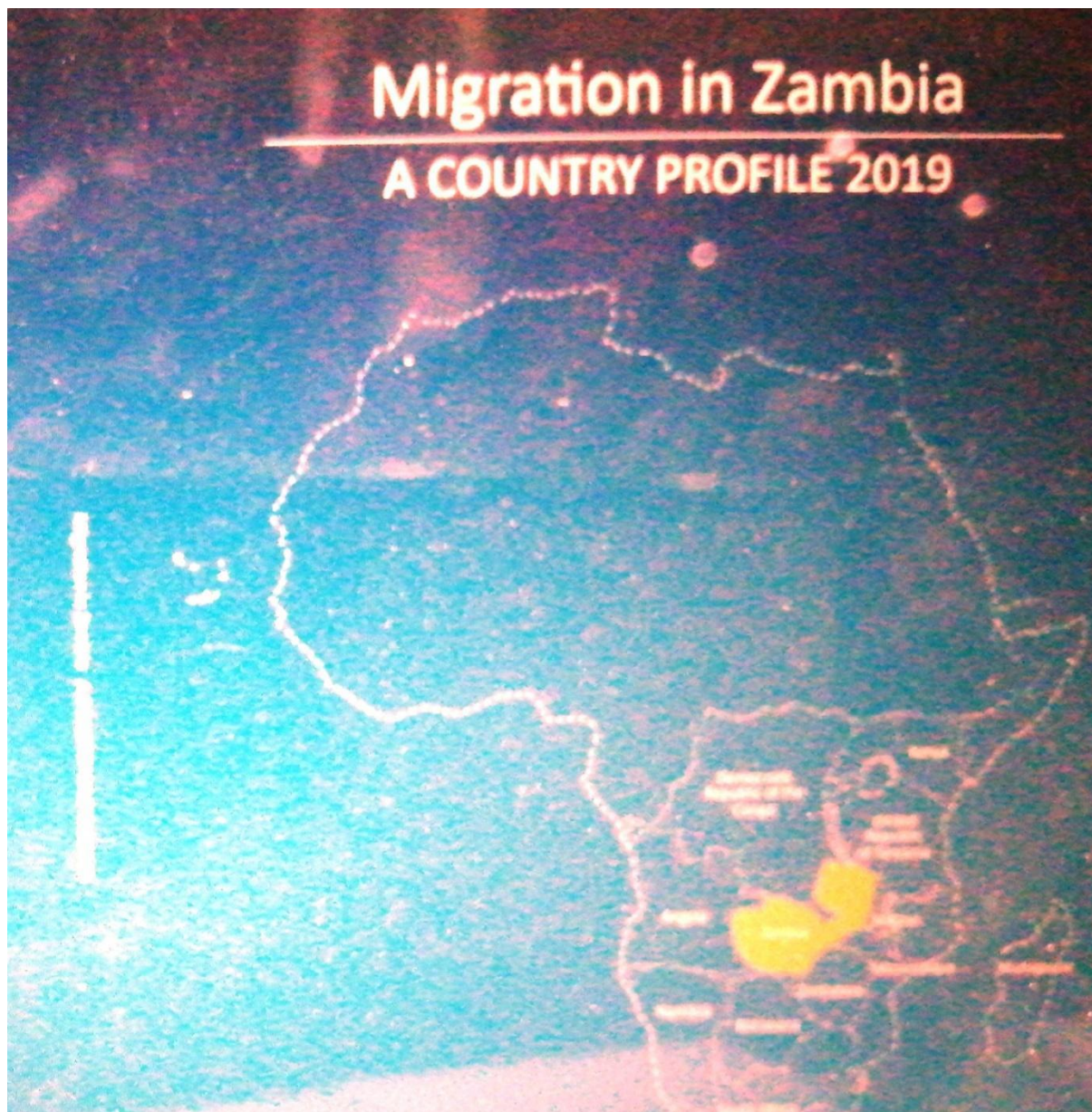
22. Prohibited immigrants
23. Prohibited immigrants required to leave Zambia
24. Representations against requirement to leave Zambia
25. Suspected prohibited immigrants
26. Deportation

PART VI MISCELLANEOUS
PART VI

MISCELLANEOUS

Migration in Zambia

A COUNTRY PROFILE 2019



LAW REVIEWS

Expert Panel 201

ZAMBIA: The Corporate Immigration Review - Edition 9



Andreas Krensel
Partner IBN Immigration Solutions

+ Follow





LIFE AND LIVING IN MTENDERE



RELOCATION OF IMMIGRANT BY UNHCR IN ZAMBIA



ZAMBIA RED CROSS SOCIETY

Zambia Red Cross Society is a humanitarian Organization that was established by an Act of Parliament under the Societies Act Cap 307. The collective plan of action for the Society is to tackle major humanitarian and developmental challenges in the Country, with the Society being committed to saving lives and changing mind sets. The Society has been in existence since 1966 after taking over from the British Red Cross Society, two years after Zambia gained its Independence from Northern Rhodesia in 1964.