Key Informant Interviews with RLO Leaders

Instructions to the interviewer

The research team will conduct in-depth KIIs with the leaders of RLOs selected for the study. These in-depth interviews will use semi-structured guides and will cover all three RQs, with a focus on the nature, scope and practices of the RLOs they lead and others they are in touch with (RQ1) and the factors that shape their response (RQ3).

During the interview, the researchers will also collect basic quantifiable information on the RLO, which will be analysed in a descriptive manner. This will help the team compare the RLOs in the sample. Basic information will include, among others, the sex, education level and nationality of the top management, whether the RLO is formally registered or not, how long they have been operating, and whether they are directly funded or not.

Researchers will also request that RLOs representatives share relevant supporting documents and data mentioned during interviews, to support their claims and provide an additional source of triangulation.

Presenting the project and objectives of the interview

My name is X and I am the Kenya/Uganda/Ethiopia/Tanzania lead researcher for the study on refugee-led initiatives in East Africa. The study is led by the Local Engagement Refugee Research Network (LERRN) at Carleton University in partnership with the Refugee Studies Centre (RSC) at the University of Oxford.

In this study, we are interested in exploring the work and impact of refugee-led organisations or refugee-led initiatives like you. We have included formal or informal associations, groupings, initiatives or organisations that work for the benefit of the refugee community. Those initiatives can be created and led by refugees, or have refugees in the management and leadership of the organisation. Your participation in this research is important, as a representative of [name of the RLO].

This is a follow-up of a previous interview. In the previous interview we were interested in identifying RLOs in a range of communities. In this follow-up interview we would like to discover more about the work and structure of the RLO you lead. If you agree to take part in the study, we will ask you to participate in a 1.30-hour key informant interview.

[At the beginning of the interview, go through the oral consent form.]

Level of anonymity

Thank you for agreeing to this interview. Before we begin, let me ask if you have a preference on the level of anonymity you would like if elements of this interview are included in published and publicly-available results from this research. What level of anonymity would you like me to employ:

1. Can I reference your contribution by name (ie. James Milner, professor of Political Science at Carleton University)?

2. Can I reference your contribution by division (a professor of Political Science at Carleton University)?

3. Can I reference your organisation (a professor at Carleton University)?

4. Can I reference your sector (a Canadian university professor)?

5. Or would you prefer your contribution to be anonymous?

Are there any other conditions you would like to place on the way I use the material from this interview?

Name:

Organisation:

Location:

Gender of the respondent:

Email address:

Phone number or Skype ID:

Language:

Length of the interview:

Time and date of the interview:

Referred by:

Section one: Nature, scope and activities of the RLO

1. Can you please tell me about your background and how you became the leader of this RLO? *[Prompts: how long have you been the leader of this RLO? Did you establish it yourself or take over leadership?]*

2. Can you please tell me about the organisation / initiative that you lead?

    a. What are your organisation's mission and vision?

    b. What motivated you to start a RLO?

    c. Who inspired you to start the RLO?

    d. What challenges/problems did you intend to solve?

3. What is the nature of your organisation? *[prompt: is it an international non-governmental organisation, a national non-governmental organisation, a community-based organisation, or a faith-based organisation]*

4. What is the year of establishment of the organisation?

5. Where are the headquarters of your organisation / initiative located?

6. Is your organisation / initiative operating in a camp setting or urban setting, or both?

7. What activities/services does your organisation / initiative provide?

8. Who are the beneficiaries of your organisation?

9. *[If applicable]* How many members does your organisation / initiative have?

10. *[If applicable]* How many staff does your organisation / initiative have?

11. *[If applicable]* On which basis are your staff members working? *[Prompts: full time with incentive or salary, part-time with incentive or salary]*

12. How many volunteers does your organisation / initiative have?

13. Which nationalities are represented in your organisation / initiative?

14. What is the percentage of non-refugees in the management position of your organisation / initiative ?

15. What is the source of funding of your organisation / initiative? *[Prompts: members/community contribution, funding from donors, income generating activities, partnership with other NGOs, or/and diaspora]*

16. Is your organisation / initiative registered?

17. *[If yes]* please provide the following details:

    a. Under which authority is the organisation / initiative registered?

    b. Which period of time does the registration cover?

18. *[If not]* Why? Are you planning to register later on?

19. What are your short-term and long-term plans to expand your activities?

Section two: Perceived impact of the RLO

20. How many beneficiaries did you reach last year?

    a. Can I have access to your last year's annual report?

21. How many individuals do you think your response will reach in the next year?

22. How would you describe your impact on the community you serve?

23. In your opinion, how does the community perceive your organisation / initiative and your impact?

24. In your opinion, how do other humanitarian and development actors (including other RLOs, UNHCR and its implementing organisations) perceive your organisation / initiative and your impact?

25. In your opinion, how does the local authority perceive your organisation / initiative and your impact?

Section three: Factors determining the impact of the RLOs

26. What helped you reach your impact/objectives?

27. What are the main challenges that you have faced/are facing in achieving the goals of your organization in regards to:

    a. Domestic and local political opportunities

    b. The regulatory environment

    c. The registration process and legal recognition

    d. Public infrastructure

    e. Accessing funding opportunities

28. Do you work in partnership with other actors (UNHCR, development and humanitarian agencies, local authorities, host communities, other RLOs ?

29. *[If yes]* can you please tell me about them and what that partnership looks like?

30. Is your organisation part of any networks?

31. *[If yes]* list them and explain how do these networks work

32. What type of support would you need to increase your impact? *[Prompts: funding, capacity building, more volunteers]*

For co-led RLO leader only:

33. Why did you think of starting a co-led organisation/group?

34. How is the composition of your organisation/group leadership (refugees vs citizens)?

35. How is the power inalance within your organization/group between refugees and citizens in terms of decision making?

36. What roles/responsibilities do citizens have?

37. What roles/responsibilities do refugees have?