

Key Informant Interview with external stakeholders

Instructions to the interviewer

The research team will conduct in-depth KIIs with external stakeholders who provide services to refugees and who are part of the regulatory environment. The purpose of the KII is to collect information from a wide range of people who have first-hand knowledge about the RLOs response to the community. KIIs with stakeholders will primarily focus on gathering insights about their perceptions of the response and impact of RLOs (RQ2), but it will also include questions related to the factors that shape RLOs' responses (RQ3).

Stakeholders will include: regional actors (e.g. Intergovernmental Authority on Development, IGAD), State representatives, local authorities, the UNHCR, other humanitarian and development service providers, academics, experts, and community leaders. There will be no gender, age or nationality criteria for external stakeholders: participants will be selected based on their role in organisations and their knowledge of RLOs.

This tool is semi-structured: you do not have to stick to the script. Keep the research questions in-mind and try to explore to answer the research questions during the interview session.

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.

This study focuses on initiatives and organisations led by refugees in East Africa. In this study, we are interested in exploring the work and impact of refugee-led organisations or refugee-led initiatives. This includes 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.

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 are interested in speaking to you to better understand the context under which those initiatives operate, to ask about your perceptions of these initiatives and their impact, and to ask whether you are engaging with those initiatives, or are planning to in the future.

If you agree to take part in the study, we will ask you to participate in a phone-based interview or in-person interview that will last up to one hour.

[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 organization (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:

Email address:

Phone number or Skype ID:

Language:

Length of the interview:

Time and date of the interview:

Referred by:

Section one: Knowledge of refugee-led organisations and initiatives

1. Do you know about organisations and initiatives led by refugees?
2. Can you describe the landscape of refugee-led initiatives in your community and / or country?
 - a. What services do they provide, and to what groups of refugees and/or host community members?
 - b. Who leads and creates them?
 - c. Who funds them?
 - d. Do they work with other actors, including the United Nations Refugee Agency (UNHCR), local authorities and traditional humanitarian and development service providers?

Section two: Current engagement and plans for engagement

3. Does your organisation / administration engage with refugee-led organisations and initiatives?
4. *[If yes]* Can you please explain what that engagement looks like?
5. Do you have plans to further engage refugee-led organisations and initiatives?
6. *[If yes]* What are your plans to further engage refugee-led organisations and initiatives?
7. *[If not]* Why not?

Section three: Perceptions of RLOs

8. What do you think is the impact of the work of RLOs on refugee communities? Can you please give examples?
9. What is the impact of the work of RLOs on the humanitarian and development sectors? Can you please give examples?
10. What are the strengths of refugee-led initiatives and organisations? Can you please give examples?
11. What are the weaknesses of refugee-led initiatives and organisations? Can you please give examples?

Section three: Factors determining the impact of the RLOs

12. What are the main challenges that refugee-led initiatives have faced/are facing in with regard 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
13. In your opinion, what should refugee-led initiatives and organisations do to have a more important impact on their communities in the future?
14. Are there opportunities for refugee-led initiatives and organisations to increase their impact in the future? If so, which opportunities?
15. Are there threats to refugee-led initiatives and organisations that might prevent them from increasing their impact in the future? If so, what threats?
16. Is there anything else that you want to tell me about RLOs, that you think I should know and will help with the study?

Questions for specific stakeholder categories

Local Authorities	<ol style="list-style-type: none">1. Do you allow RLOs to operate in the community you administer?2. If so, what is the process for RLOs to operate in the community you administer?
Community Leaders	<ol style="list-style-type: none">1. As a community leader, can you compare and contrast the responses from RLOs and NGOs in your community?
State representatives	<ol style="list-style-type: none">1. Are there plans to change policies regarding refugee-led initiatives and organisations in the near future? If so, which ones?