A Research on Determining the Viability of a Job Board Website for Refugees in Kenya

Prince Mugoya, Collins Oduor Ondiek, Patrick Kanyi Wamuyu

Abstract—Refugee Job Board Website is a web-based application that provides a platform for organizations to post jobs specifically for refugees. Organizations upload job opportunities and refugees can view them on the website. The website also allows refugees to input their skills and qualifications. The methodology used to develop this system is a waterfall (traditional) methodology. Software development tools include Brackets which will be used to code the website and PhpMyAdmin to store all the data in a database.

Keywords—Information technology, refugee, skills, utilization, economy, jobs.

I. INTRODUCTION

A. Background of the Study

A refugee is a person who has been forced to leave their country to escape war, persecution, or natural disaster. Currently, sub-Sahara has the highest number of asylum seekers in the world with 6.236 million individuals looking for a place to call home. In the world according to the Refugee Project, there are 71 million people who have been displaced. That is 1 of 107 people in the world [2]. In 2017, the world sadly achieved a record all-time high of 19,682,054 documented refugees from 166 countries around the world [2].

According to UNHCR, Kenya hosts 471,724 asylum seekers and refugees as of 31st December 2018 from East and Central countries [3]. Various humanitarian organizations such as FilmAid and Shape Up are present in Kenya but the situation is far from being resolved. UNHCR tries to send kshs.1, 400 to each of the refugees but that cannot satisfy their needs such as food and clothing considering they do not have an alternative source of income.

Other times the money comes in too late so most of them either borrow or starve. Without a proper source of income, the refugees seek alternatives such as joining extremist groups [5]. Refugees are acquiring jobs through company forums, meet and greet, career fairs and seminars.

B. Problem Statement

Firstly, there has been an influx of refugees in the world arising from the continuous civil war, environmental effects, and societal violence. These issues create refugees who leave their country in search of peaceful areas. With the introduction of a Job Board Website, the refugees can be smoothly integrated into the job market of the host nation. Secondly,

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refugees lack education while they are in their asylum countries. Thirdly, the refugees are exposed to gender-based harassment due to their vulnerability.

C. Objectives of the Study

- Registration of users
- Upload CV
- Update user's information
- Apply for a job

1. Overall Goal

To design and developed an online job portal for refugees to obtain jobs.

2. Specific Research Objectives

- To find out challenges refugees are facing to find jobs.
- To determine the benefit of using an online job portal.

D. Research Questions

- Question number 1: What are the challenges that refugees are facing?
- Question number 2: What are the benefits of using the job board website?

E. Scope of the Study

The scope will encompass a login portal where the job seekers can log in and view available jobs while job creators (organizations) will be able to post jobs onto the website. The website will not feature refugees' photos to protect their identity. Photos will be submitted upon selection by the organization. The website will narrow its scope and deal with the refugee crisis in Kenya to ensure the system runs efficiently before it is released to the world. The website will only allow refugees who are over 18 years old to register. The stakeholders of the system include the system administrator, employers, and refugees. The scope will only encompass refugees in Nairobi, Kenya, Africa.

F. Significance of the Study

The significance of the study is that through this initiative, the world issue of refugees would be resolved. The system is significant to the Sustainable Development Goals: Goal number 1, No Poverty and Goal number 8, Decent work and economic growth.

II. LITERATURE REVIEW

A. Introduction

This is a literature review of the refugee crisis. Most refugees are bolting civil war and famine, only to find

themselves unsettled, facing xenophobia and corrupt officials. Refugees find it problematic to get jobs while seeking asylum since it can take long years before the refugees return to their home country. It takes refugees 20 years to return to their home country so meanwhile; they might continue developing humanity in whatever way they can.

Below, the review will include the previous system of how the refugees acquire jobs and will address some of its demerits. The paper will also feature the proposed system (Workwithme) and how it will improve the process of acquiring jobs. The paper's scope is East Africa though it will address the refugee crisis in the world. It will also not cover internally displaced individuals in its statistics.

B. Literature Review Based on the Specific Research Objectives

In principle, displaced people in Kenya can take part in any type of independent work without the need to acquire formal approval and they may take paid work after obtaining a work permit. The Act gives that each refugee and member of his family in Kenya will, regarding age-earning employment, be subjected to the same limitations as people who are not citizens of Kenya. Refugees may apply for a Class M work permit. The permit allows the holder to engage in any occupation, business, trade, or profession.

Kenya has made several strides by waiving the charges on getting a 2-year class M working permit. The initial cost of obtaining the Class M work permit was $700 which then dropped to $0 [4]. On the contrary, refugees and asylum seekers are forced to seek employment in the informal sector since the process of seeking formal jobs in the practical sense is gruesome. Also, the encampment policy limits the refugees' movement within the country. All in all, the system has many flaws. With the new system, however, the process will be made easier. The new process will seek to record refugee's information, therefore, creating credibility and authenticity from all the refugees registered. This will ensure all refugees are held accountable for their actions. The system will be online therefore cutting down the costs of paperwork and making it easy for the data to be accessed in one single database. The system will help the refugees to apply for jobs by mapping their skills to the available jobs. The new system proves to be very vital since without income and being dependent on UNHCR for funds is not enough for both a family and an individual.

1. Specific Research Objective 1: To find out challenges refugees are facing to find jobs.
2. Specific Research Objective 2: To determine the benefit of using an online job portal.
3. *Specific research objective 3: To find out skills that the refugees possess.*

C. Conclusion

In conclusion, there is a huge demand for this type of system to be in place as soon as possible.

III. RESEARCH DESIGN AND METHODOLOGY

A. Locality of the Project and Beneficiaries to the Project

The locality of the project will be in Nairobi, Kenya, Africa, and the beneficiaries will be organizations and refugees.

Fig. 1 Map of Nairobi, Kenya [1]

B. Research Approach

A quantitative methodology was followed. Quantitative research is defined as a formal, objective, orderly procedure to depict and it tests connections and looks at circumstances and logical result collaborations among factors. A descriptive survey design was used in this study. In this study, the information was collected through self-administered questionnaires distributed personally to the subjects by the researcher.

C. Population of the Study (Target Group) and Sampling Method

Data collection is the process of preparing and collecting data. The data are specifically collected to provide information on a subject. It can be classified as primary and secondary data collection methods.

D. Data Collection Methods and Primary Data Collection Methods

These methods involve data that are collected for the first time. For the proposed system, interviews and observation methods were done.

a. Questionnaire (Google Form)

Some of the refugees in Nairobi were asked to use the system and provide any updates and changes that they would like to see being implemented.

E. Data Analysis Methods

Data collected from the various sources will be analyzed with simple, descriptive, statistical and analytical tools such as frequencies, percentages, graphs and charts (control, Pareto, monitoring, bar, pie etc.).

IV. RESEARCH FINDINGS AND ANALYSIS

A. Response Rate

Response rate refers to the number of people who answered the questionnaire divided by the number of the study sample.

In our case, we administered 48 questionnaires and of which 48 refugees completed the study successfully. This turn-up rate gives a response rate of 100%

B. Demographics Results

The study sought to establish the distribution by gender of the respondents in the selection of the sample. From the study, 69.6% represented the male while 30.4% female. Table I shows the distribution by gender.

TABLE I
GENDER DISTRIBUTION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	32	69.6	69.9	69.9
	female	14	30.4	30.4	100.0
	Total	48	100.0	100.0	

C. Results of Specific Research Objective 1

Y-axis labels on Fig. 2 are:
- Difficulties obtaining legal recognition and personal documents.
- Lack of safety, security, and freedom of movement
- Poor access to job opportunities
- Gender inequality, discrimination, exploitation, and violence, including LGBTQ youth.
- Difficulty in accessing quality learning, education, and skills-building opportunities.
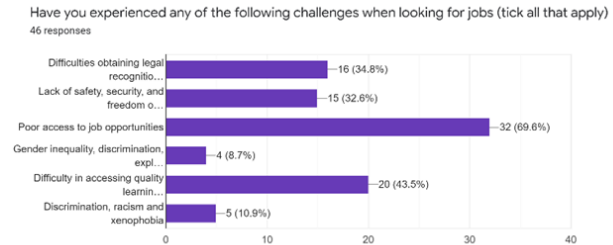- Discrimination, racism, and xenophobia.

Fig. 2 Challenges that the refugees have faced while in search of jobs

D. Results of Specific Research Objective 2
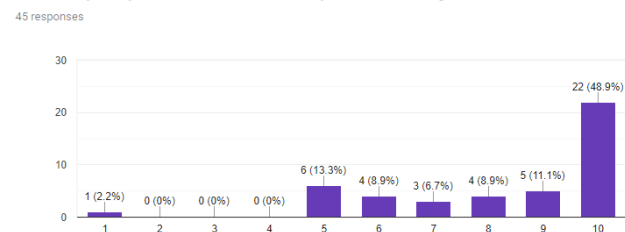

Fig. 3 Likelihood of refugees recommending this system to other refugees

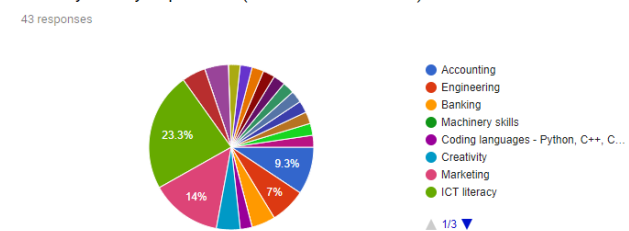### E. Results of Specific Research Objective 3

Fig. 4 Skills that refugees possess

V. DISCUSSION, CONCLUSION AND RECOMMENDATIONS

A. Discussion

From the study, it was observed that most of the respondents (69.6%) were males compared to the female who were (30.4%). From the above information on age group, most of the respondents were the youth of the age group of between 18-25 years and adults of age group 26-35 years who contributed 56.5% and 39.1% respectively. This implies that the youths of between 18-24 years and grown-up adults of between 31-45 years are willing to participate in the

development of the economy.

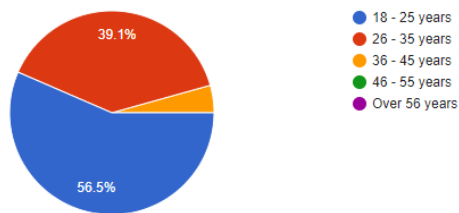What is your age bracket?

46 responses

Fig. 5 Age distribution of the 46 respondents

From the results gathered in Fig. 6, most of the respondents had attained college and university education level 41.3%. 47.8% of the respondents had achieved a secondary education certificate. This information shows that most of the people who are enlightened/educated are more knowledgeable about the job board website.

What is the highest level of education you have achieved?
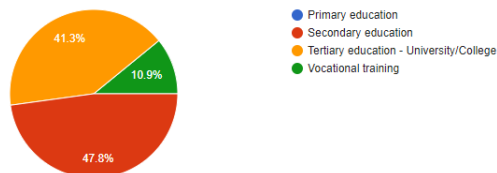
46 responses

Fig. 6 The highest level of education the 46 refugee respondents possess

From the information gathered on the list of skills that they possess, most of the respondents had ICT skills, marketing skills, accounting, and engineering skills as the top 4 skills. From the study, the results on the expectations of the job board website show that the system will be important if the following expectations are met, receiving a notification upon getting a job, proper verification of the companies and assurance of data protection.

The findings on challenges of acquiring jobs show that poor access to job opportunities, difficulty in accessing quality learning experience and difficulties in obtaining legal recognition are the top 3 challenges that refugees face.

B. Conclusion

Based on the results, this study concluded that online acquiring system is much better than the manual system which is used in most parts of Kenya. The findings show that most of the respondents prefer the use of the job board website because it offers many advantages and benefits that lead to its effectiveness and efficiency. Due to the increased confidence of users on the system, it can be concluded that the job board website should be fully implemented in Kenya to ease the whole process of searching for jobs.

C. Recommendations

According to the above findings, many refugees need the system to be fully implemented in most parts of Kenya. This is because the system will eventually assist in uplifting the well-being of refugees in the country. The system will also assist in creating a better and safer society.

D. Future Work

The system needs further upgrades to be able to suit all refugees' needs. Such upgrades include introduction of other languages on the website.

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