

Contents

Acknowledgements

Abbreviations

Executive summary	1
1 Introduction	3
2 General background	4
2.1 The “smartphone refugee”	4
2.2 Conditions for a successful implementation of ICT tools	5
3 Research sites	7
3.1 Nairobi	8
3.2 Tana Delta	9
3.3 The Kakuma Refugee Camp	11
4 Empirical strategy and instruments	12
5 Results	14
5.1 ICTs and forcibly displaced persons in Nairobi	14
5.1.1 Barriers and facilitators for successful ICT uptake	14
5.1.2 ICTs for integration	15
5.1.3 Forcibly displaced persons and international organisations	17
5.2 ICTs and forcibly displaced persons in Tana Delta	18
5.2.1 Barriers and facilitators for successful ICT uptake	18
5.2.2 ICTs for integration	19
5.2.3 Forcibly displaced persons and international organisations	20
5.3 ICTs and forcibly displaced persons in the Kakuma Refugee Camp	21
5.3.1 Barriers and facilitators for successful ICT uptake	21
5.3.2 ICTs for integration	23
5.3.3 Forcibly displaced persons and international organisations	24
6 Conclusions and practical recommendations	25
References	29