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Gratitude for the Grace of God

_I dedicate this study to my wife Caroline and my children; Nadia, Josephine, Benedict and Maia._
ABBREVIATIONS

AACC  All Africa Conference of Churches
AU    African Union
BANACO  Bana Consultancy
BCC    Botswana Christian Council
BCR    Botswana Council for refugees
BMA    Botswana Muslim Association
BRCS   Botswana Red Cross Society
DRC    Democratic Republic of Congo
FNLA   Front for the National Liberation of Angola
GB     Government of Botswana
HFHI   Habitat for Humanity International
ICR    International Committee of the Red Cross
ICRC   International Committee of the Red Cross
IDP    Internally Displaced People
IFRC   International Federation of Red Cross and Red Crescent Societies
IGCR   Inter-Governmental Committee on Refugees
IOM    International Organisation for Migration
IRO    International Refugee Organisation
LRCS   League of Red Cross Societies
LWF    Lutheran World Federation
MPLA   Patriotic Movement for the Liberation of Angola
NEPAD  New Partnership for Africa’s Development
NGO    Non-Governmental Organisation
OAU    Organisation of African Unity
RBX    Roll Back Xenophobia Campaign
ROSA   Regional Office for Southern Africa
SADC   Southern African Development Cooperation
SCRDP  Special Committee on Refugee and Displaced Person
UN     United Nations
UNDP   United Nations Development Programmes
UNFPA  United Nations Population Fund
UNHCHR United Nations High Commissioner for Human Rights
UNHCR  United Nations High Commissioner for Refugees
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Name</th>
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<tbody>
<tr>
<td>UNICEF</td>
<td>United Nations Children’s Fund</td>
</tr>
<tr>
<td>UNITA</td>
<td>Union for the Total Independence of Angola</td>
</tr>
<tr>
<td>UNRPRO</td>
<td>United Nations Relief for Palestinian Refugees Organisations</td>
</tr>
<tr>
<td>UNRRA</td>
<td>United Nations Relief and Rehabilitation Agency</td>
</tr>
<tr>
<td>WCC</td>
<td>World Council of Churches</td>
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<tr>
<td>WHO</td>
<td>World Health Organisation</td>
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<tr>
<td>ZRC</td>
<td>Zimbabwe Refugees Committee</td>
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The purpose of this study was to analyse the support systems for refugees in Southern Africa with specific reference to the Republic of Botswana. Qualitative framework as described by Lofland and Lofland (1984), Schensus and Schensus (1992) was used to conduct the investigation. Interviews were conducted with thirty refugees who currently living in Botswana as a refugee or asylum seeker. Focus group discussion was also held with twenty-six refugee workers.

Interview findings were derived using Glaser and Straus' (1976) and Van Maanen, (1979) constant comparative method of qualitative analysis and were grouped into four major categories. Among the most significant findings were that the subjects agreed that on paper and by design, there are structures for providing the different services to refugees but refugees are not provided with adequate services. The second finding is that the support systems for refugees in Botswana are more focused on the provision of material support with little attention given to the psychosocial needs of the refugees. The third finding is that the Botswana government withheld some of the Articles of the 1951 UN refugee Convention, which deal with the socio-economic rights of refugees in Botswana. The fourth finding is that refugee workers need specialised training to enable them to address a wide rage of psychosocial issues affecting refugees. Last major finding is that there is no established clear system of service delivery in the participating agencies. The researcher concluded that because of trauma and stress experienced by refugees and refugee workers, there is a need to improve on the psychosocial support provided to refugees and refugee workers in Botswana by improving the knowledge and skills of refugee workers and promoting refugee participation.

The researcher recommends two urgent actions that should be taken. First, the refugee management in Botswana need to improve on its service quality control mechanism, including evaluating its legal and operational framework. Second, psychosocial components need to be integrated into every aspect of the refugee programmes. This will support recovery for the many traumatised refugees and refugee workers in Botswana.

**Key terms:** Refugees, Support system, Psychosocial support, Botswana