

## The Roles of NGOs for the Livelihood of Rohingya Refugees

Mohd Ramlan Mohd Arshad<sup>1</sup>, Mohd Na'eim Ajis<sup>2</sup>, Azreen Abdullah<sup>3</sup>

<sup>1</sup>Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA Kampus Seremban  
70300, Seremban, Negeri Sembilan, Malaysia

<sup>2</sup>School of Government, College of Law, Government and International Studies, Universiti Utara Malaysia,  
06010, Sintok, Kedah, Malaysia

<sup>3</sup>Air Operations Headquarters Royal Malaysian Air Force, RMAF Subang, Selangor, Malaysia

Email: mramlan2957@uitm.edu.my

Received Date: 15 February 2022

Accepted Date: 16 March 2022

### ABSTRACT

*This research is concerned about the Rohingya experiences during their migration from Myanmar to Malaysia and the strategies they embarked to integrate with the local people through NGOs. Qualitative research with in-depth interviews were employed on 3 NGOs set up by Rohingyas refugees from Klang Valley, Malaysia. The responds from informants were analyzed using NVIVO software for transcription and analysis. Thematic analysis was used to blend the information from informants based on the nodes created namely as registration with UNHCR, access to education and medical aid. Rohingya's NGOs played significant roles to help their own communities in Malaysia. Rohingya refugees were satisfied that the NGOs had helped them much but they still faced discrimination due to the law of Malaysian government which does not recognized the status of refugees. They faced issues of limited access to health, formal education and safety protection. Rohingya NGOs played significant strategies to ensure their communities get such basic needs to pursue their life. However, legality issues of refugees remained as the main barrier for livelihood of Rohingya in Malaysia. Currently, there is no refugee policy in Malaysia, thus policy-makers should established and align with the international standard of practice in managing Rohingya refugees. The involvement of NGOs should be considered to eliminate negative view of citizens on the migration and integration of Rohingya refugees in Malaysia. Collaboration efforts among government agencies, UNHCR and NGOs may help in resolving untangling issue of refugees in Malaysia for the past three decades.*

**Keywords:** NGO, Refugee, Rohingya, Social Works, Voluntary

### 1.0 Introduction

Rohingyas were an oppressed minority who had faced several series of cruel treatment and tyranny by military rule in a place named as Rakhine in Myanmar. Due to the unstoppable military oppression, most of Rohingyas fled to Bangladesh, Thailand and Malaysia to escape this extreme suppression. For more than three decades, this group of refugees has existed undetectably in Malaysia due to the policy framework that does not recognise refugees' status. As contrast to the other immigrants in Malaysia, the Rohingya refugees are not permitted to work legally and do not entitle for free healthcare and education in the nation (Letchamanan, 2013). Even though Malaysia does not recognise them but since the end of October 2019, there are some 177,800 refugees and asylum-seekers who have registered with UNHCR in Malaysia which shown 153 200 are from Myanmar, including some 98 130 Rohingyas, 23 500 Chins, 9 450 Myanmar

Muslims, 3 720 Rakhines and Arakanese and other ethnic groups from Myanmar (UNHCR Malaysia 2019). The number of refugees increased to 178 920 people as of March 2021 with vast incline in the number of Rohingya refugees to 102 560 people (UNHCR Malaysia 2021). However, in Malaysia, they do not stay in the camps but live within the local community. They generally live in crowded low-cost flats in the city where they might find jobs in the restaurants and also factories (Letchmanan 2013). These Rohingya refugees usually live in large numbers with several families in one home (Intan et al., 2016). Malaysians are mostly not aware of refugees as they have often misunderstood them as illegal immigrants (Letchmanan, 2010). Even though Malaysia is not a signatory to the 1951 Refugee Convention, Kuala Lumpur has become one of the largest cities in Asia to host the urban refugee populations for decades (Avyanthi, 2014). Approximately 150 000 Rohingya who went to Malaysia wish to be transferred to some other regions by the UNHCR programmes which some of whom to stay on board in Malaysia regardless of the lack of legal status (Azlinariah et al., 2018). The Rohingya refugees wish to stay in Malaysia, majority of them live in the urban areas and have no right to work (except in agriculture and manufacturing) or to send their children to formal school (Abdullahi et al., 2012). In addition, if they are not registered with UNHCR, they are not entitled to a 50 per cent discount for health costs in government hospitals and clinics.

The biggest obstacle for refugees to work in Malaysia is the absence of the identification document such as a UNHCR card or passport as the existence of it can help them to secure employment, alternative education and access to health facilities. However, holding the UNHCR card is still an incomplete form of legal documentation. Care International [CARE], (2016) has stated that the public at large often has misperceptions based on false assumptions about refugees who are usually established at the local level as there will be a conflict between the local population and refugees themselves. One refugee said that ‘Rohingya people are often detained at their workplace, even though they have a UNHCR passport’ (Wake & Cheung, 2016). This has proven that the UNHCR card is not the sole solution for a better livelihood for Rohingya refugees in Malaysia. Due to some conditions, they need a platform for better management of their life during their stays in Malaysia before being transmitted to the third countries. Therefore, they have established NGOs which function as service providers for their own communities in terms of alternative education, financial and health aids. Bedi (2017) has argued that NGOs need to improve cooperation and prevent prejudice to individuals who need protection, especially among the local community. While local communities must be educated that the Rohingyas are the most affected from the action taken by the military government in Myanmar. The collaboration between NGOs, UNHCR and the representative of Malaysian government will give a significant impact to the Rohingya refugees' lives in Malaysia. Therefore, it is important to study the roles that can be played by the Rohingya's NGOs in order to help their own communities that have faced several challenges in re-starting their life in Malaysia. This is also to ensure a proper plan can be drafted as most of the basic human needs are not the responsibility of the government as Malaysia is not a signatory country to the Refugee Convention 1951 and the Protocol 1967. Thus, the Rohingya refugees are just relying on UNHCR and their NGOs to sustain life in the country which have different languages, ethnics and norms compared to their country of origin. In conjunction to this, a study on NGOs can provide a significant view on the importance of Rohingya NGOs to the problem-solving framework that can be adapted by the government to cater long stand issues on Rohingya refugees.

## **2.0 Conceptual Analysis on NGOs and Rohingya Refugees**

According to Rossiter et al. (2015), a non-governmental organisation (NGO) is a citizen-based entity that establishes independently of the government, typically to provide services or fulfil a social or political function. In addition, the World Bank categorises NGOs as either operational NGOs which are mostly focused on development projects, or advocacy NGOs, which are mainly focused on supporting a cause. Non-governmental organisation is entities whose major purpose is social, rather than profit-making which is known as “not-for-profit” where these entities may be in the public and private sectors (Cordery et al.,

2019). As a non-profit entity, Rohingya NGOs in Malaysia have provided technical assistance to their community. Technical assistance can be described as a local non-monetary assistance or foreign experts, which may comprise an exchange of news and experience, guidance, skills training, work knowledge transfer and consulting services, as well as the transfer of technical data (United Nations Educational, Scientific and Cultural Organization [UNESCO], 2017). It is also stated that to enhance the impact and superiority of the project application with the supporting management, administration, capacity building and policy development is the objective of technical assistance. Besides, technical assistance is a broad term used to describe building general-capacity, program-specific capacity, and promoting collaboration and coordination between these structures with the overall purpose to break the gap between practice and policy of the research. Thus, Rohingya NGOs have developed strategic and creative partnerships with UN agencies, refugee community leaders and other actors who respond to refugees to guarantee their rights by showing understanding in the practice and policy. By doing this, the NGOs have managed to create awareness among the authorities on their existence and helped them to sustain their life in Malaysia.

Next, the Rohingya NGOs also provide their communities with assistance and information on legal processes to obtain work permits, registration businesses as well as information on the employment rights of refugees (Wirth, 2014). The assisting in terms of legal aid would avoid Rohingya refugees becoming marginalised in the workplace or other labour abuses. Due to these circumstances, the UNHCR Malaysia and The Bar Council of Malaysia has urged more lawyers to provide legal assistance to the refugees in the country because current laws do not accord them the recognition and protection and also there lacks of comprehensive policy framework to deal with the issues faced by the refugees despite their large presence in Malaysia (Gupte et al., 2019). According to UNHCR Malaysia (2020) the practical sessions provided by Rohingya's NGOs for refugee communities on their legal rights and obligations under Malaysian Law especially in relation to employment, immigration, civil and Shariah law is highly important to ensure that they are not against the stipulated rules and regulations. Therefore, strategic processes may play a significant role in personalised legal services with the NGOs offering individual legal assistance that coordinates with specialised groups to offer impacts which will set strong statutory precedents in the context of employment law (Zetter, 2019). The roles of Rohingya' NGOs in the legal issue is to ensure freedom to organise as it is essential for self-direction, building their lives and safeguarding their integrity and maintaining their host communities (Zetter, 2019). By having the legal and protection programmes for Rohingya refugees who seek protection in Malaysia to know their rights, have access to protection services and able to navigate the often-complicated legal systems that lead to stable status and security.

Another task of NGOs is to include Rohingya refugees at all levels, where the leadership in the community are exposed to news and resources which it will allow for them to acknowledge the refugees' rights and freedom with the support and encouragement from other parties (Wirth, 2014). This role is aligned with the International Refugees Congress (2018) suggestion where NGOs should provide a committed and long-term political and financial support that can assist equal involvement of refugee organisations in policy and programme formulation forums which affect their rights, including through structures and mechanisms that can help refugee organisations to ensure continuity of their networks and involvement. Thus, the involvement of refugee and host community organisations within national and local levels humanitarian coordination systems should be implemented as a standard practice. This is due to the Rohingya refugees living in scattered areas throughout Malaysia. Their NGOs must work in parallel at national and local level to ensure each of them is counted into their aid programmes. By doing this, Rohingya refugees are engaged and participated on the issues such as short-term needs and assistance and also on the medium and long terms needs, plan and aspirations (Hossain et al., 2021). In addition, participation generally refers to a position of power that can lead people to be able to make or influence decisions as an opportunity that enables the powerless groups to hold and make the more powerful stakeholders to be accountable (Irom et al., 2021). Thus, active participation from the Rohingya communities through their NGOs will make their voice heard by the policy maker. This is in line with Drozdowski and Yarnell (2019) who stated that in making decisions about policies and programmes, it is

essential to include the refugees which will be fundamentally impacted by those decisions. Therefore, the Rohingya's NGOs in Malaysia are working to provide additional opportunities for the refugees to engage in shaping the policies priorities and to have a meaningful participation that will be addressed at the Global Compact on Refugees (GCR) forum.

### 3.0 Research Design

This paper had examined the experiences of Rohingya refugees' livelihood strategies which are the social phenomenon in Malaysia, thus an interpretivist method was recognised to be the best one to explore it. The Rohingya refugees are the individual social actor thus this has indicated the experiences as grounded among them. Bryman (2016) explained further about the social actor as the person who may significantly transform social structure. There are several scholars who suggested an interpretivist method such as Burrell and Morgan (2017) which stated that the traditional philosophy to recognise the world by directly confronting the issue and phenomena is considered as phenomenology technique. In addition, interpretivist method through phenomenology approach in qualitative research was effective to examine a social phenomenon (Myers 2013; Ryan 2019). Therefore, to fulfil the research objectives, this study required an in-depth review of the social phenomenon and phenomenology among the Rohingya refugees. This technique was appropriate in examining their livelihood strategies by the help of their own NGOs.

In this study, qualitative design was used as researchers must examine in depth the phenomena which were the strategies that Rohingya's NGOs used in order to have a better life in Malaysia. Thus, this technique with in-depth interviews as the tool gave more information related to the phenomenon being studied in this study. Numerous scholars suggested qualitative design if researchers want to retrieve valuable reasons behind phenomena such as Creswell & Poth (2017; Flick, 2018; Ryan, 2019). Creswell and Poth (2017) suggested that valuable data design can be created through qualitative information as information from informants outlay the reason for a social phenomenon that is being studied. In addition, Flick (2018) explained that to study human behaviour, it is best to use qualitative design where the assumptions from the subject are worth for the phenomenon that is being examined. Furthermore, Ryan (2019) also suggested that qualitative design in an interpretivist approach whose assumptions are related met the phenomenon being examined. Therefore, researchers decided to use qualitative design to examine the phenomena which were the strategies used by Rohingya's NGOs in assisting the Rohingya refugee communities in Malaysia.

Further, this study used semi-structured interviews between January and November 2020 in gaining primary data from the informants. Semi-structured interviews had allowed for flexibility in answering the questions and permitting informants viewpoints being explored (Daae and Boks, 2015). Thus, researchers choose to use semi-structured interviews to ensure enough information is gathered on Rohingya's NGOs in Malaysia. Interview sessions were conducted on three representatives from three Rohingya NGOs located in Klang Valley, Malaysia which comprises Kuala Lumpur and Selayang. To protect informants and the NGOs confidentiality, fictitious names were used in this study which were Informant A, B, C. The sampling technique used was purposive as specific judgement was set up in choosing the informants from which NGOs that had been established, organised and operated by Rohingya refugees. Researchers questioned the informants on the strategies and roles of the NGOs in supporting the migration and integration process from Myanmar to Malaysia. The informants were awarded full authority to explain and portray their views on the questions asked by researchers.

Other than that, during data analysis, researchers used thematic analysis with the help of NVIVO 12 which was the software for qualitative research. In this data analysis method, researchers shaped the information received, summarised and analysed into themes by nodes and reported the finding in terms of discussions and related thematic analysis (Creswell and Poth, 2017). By conducting this analysis, it met the

requirement of scientific qualitative research and the findings were credible in explaining the strategies and roles of Rohingya' NGOs in Malaysia.

## **4.0 Analysis**

### **4.1 Registration with UNHCR**

In Malaysia, there is no specific policy that governs Rohingya refugees but the government provides several benefits if Rohingyas register with UNHCR in showing mercy towards the refugees such as 50 per cent discount on government hospitals and clinics. Thus, the Rohingya NGOs had stepped forward to help their communities to get refugee card from UNHCR. The help given was in terms of procedures and regulations that must be fulfilled to avoid rejection from UNHCR. This is due to the stricter rules implemented by the government as some Rohingyas are involved in syndicating fake UNHCR registration cards. Therefore, the help from NGOs has made it easier for them to get a UNHCR registration card. This was explained by Informant A (in-depth interview, 2 May 2021) by stating that "In Malaysia, registration with UNHCR is the main issue that our NGO must deal. We need to ensure all of them are registered and received refugee identification card. This card is important to ensure that they are protected by UNHCR." With regards to registration with UNHCR, Informant B also raised the importance of this card. However, NGO must help the Rohingyas to avoid them from being cheated with syndicate as claimed by Informant B (in-depth interview, 30 June 2021), "There are many syndicates who sell fake UNHCR card. It is better for Rohingyas to meet us and apply the card through our NGO. These syndicates charge higher fees but in return, the card is not valid to be used for government services such as health and immigration services". In addition, the NGOs also need to play their role to help the Rohingyas because majority of them are not fluent in English language. This was raised through a statement by Informant C (in-depth interview, 25 October 2021) who said that "Majority of Rohingyas in Malaysia are not able to speak either Malay or English Languages. Thus, our NGOs have translator to help them in applying for UNHCR card. Therefore, they should work with us."

Refugee community organizations are helpful in supporting refugees and acting as promoters. They can give information, orientation and cut down the remoteness that have been experienced by many refugees. Ideal strategies should be done towards the use of traditional and familiarly used information dissemination (Zetter, 2019). By advancing and disseminating computerized refugee registration methods, the Rohingya's NGOs can help UNHCR to provide beneficiary members with an information-based displacement geography that is capable for completing the spatial descriptions as required in promoting international human rights. This can be achieved by giving them the impression that refugees and refugee claimants can be handled favorably within the system and no liberty-loving people need to be left outside from the system. Thus, registered refugees should receive information, accommodation, food aid, education, water, sanitation, health and nutrition support from UNHCR and the NGOs (Hossain et al., 2021). In contrast, inability to provide for documentation causes many psychological and practical problems especially for refugee and displaced people in their societies who are the primary caregivers. Registration is not only essential for the purpose of determining legal status, age and citizenship, but also to receive assistance in many circumstances. The guiding principles here are to highlight the need of government to offer all documentations required for the exercise of their rights and protections, including passports, personal identity certificates, birth records and marriage certificates to the Rohingya refugees. Other than that, the refugee's registration must be extended by filling with recognizable proof of people or families. The reason for this pragmatic field control had recently appeared as there were no methodical methods applied to pool the experience that can be picked up to offer new changes of approach and instruments that can be applied to shifting situations. As the time passes, the techniques portrayed can be applied or adjusted to a level of circumstance that requires data about the outcast populace.

## 4.2 Access to Education

Malaysia is not signatory to Refugee Convention 1951 and Protocol 1967; thus, the government does not hold any responsibility to provide access to education to any refugees who seek protection in the country. Therefore, the Rohingya are not allowed to enter national type school. However, they are permitted to join alternative schools run by NGOs or UNHCR. Due to this, Rohingya's NGOs had taken the initiative to start their own school or called as madrasah to ensure that the children have opportunity to get knowledge from academic and non-academic lessons. This has been suggested by the statement, "Rohingyas in Malaysia rely 100 per cent on the academic and non-academic lessons provided in our NGOs. We have several classes for academic subjects such as Mathematics, Science and English. For non-academic, we have crafting and technical skills classes" (Informant C, in-depth interview, 25 October 2021). For NGO, education is vital for the Rohingyas because most of them are not getting formal and structured education in Myanmar. This is due to the military government policy that has denied the rights of the Rohingyas in Rakhine. This explained by informant which is "If our NGO do not provide educational programmes, the children definitely have no other schools to attend. Thus, in any manner, we must provide educational access. The children must be equipped with knowledge and skills for their future undertaking" (Informant B, in-depth interview, 30 June 2021). As the NGO is the sole education provider, they need to cater higher number of Rohingya children. Currently, there are almost 102 thousand of Rohingya refugees in Malaysia. This is a huge number as compared to the ability of the NGOs to provide education. Thus, the academic and non-academic lessons provided are at minimum level and quality can be questioned. An informant clarified this situation, "We cannot afford to cater all Rohingya children as our NGOs have limited resources. We provide basic education that is required for low skills employment. However, we have taken several initiatives to expand our NGO Schools so we will have bigger space for classes." (Informant A, in-depth interview, 2 May 2021).

Education is known as an active and complex process that takes place continuously in one's life through different experiences, whether formally or informally in which the knowledge and information from learning process contributes to a successful future. There are many positive features of education, such as good career, social status and self-confidence. Thus, the right to education or education itself plays a crucial role in the development of individual potential and a country's success in terms of economic development, social justice, spiritual strength, moral and ethical standards (Letchamanan, 2013). As the Rohingya refugees are not allowed to enter formal school, alternatively, some limited education is offered through an unofficial parallel system of more than 133 community-based learning centers. These centers are administrated by Non-Governmental (NGOs), charities and the refugee community and also depend on donations and international aid. UNHCR Malaysia currently has developed educational unit and collaborated with Rohingya's NGOs and local NGOs as the implementation partners are running these 133 learning centers (Irom et al., 2021). They also work together in organizing programmes such as teacher training and compensation for teachers. This effort is to push up the percentage of Rohingya children's enrolment of the alternative education provided by the NGOs. However, these learning centers have no facilities that would usually be offered by a typical school, such as classroom, libraries and laboratories. Therefore, current educational programmes run by UNHCR should be strengthened in terms of funding, infrastructure and human resource. It is vital for the government through the Ministry of Education (MOE) to interfere in this issue. The advices and helps from MOE will strengthen the educational programmes offered by preserving the quality in the syllabus taught in the school run by the NGOs. Frequent checking and review must be made to ensure it is following the national education policy goals even though the Rohingyas are temporarily seeking protection in this country.

### **4.3 Healthcare Aid**

Most of Rohingya refugees in Malaysia have lived in poor condition, thus they are depending on the NGOs aid if suffering from diseases or accidents. Even though Rohingya with UNHCR refugee card is entitled for 50 per cent discount on government hospitals and clinics but they still cannot afford to bear the cost as the amount of healthcare sum in Malaysia is literally high for non-residents and expatriate. Informant A (in-depth interview, 2 May 2021) stated that, “Majority of Rohingyas suffered poverty and some even eat one time per day. Thus, if they fall sick, they are not able to get health check from hospitals and clinics. We thank the government for the 50 per cent discount but majority of us cannot bear the cost. So, our NGOs provide basic health aid to those needed. If they have critical or suffered chronic disease, we will refer the case to UNHCR to get financial aid before dealing with the hospitals for better treatment.” Healthcare aid is important for Rohingya communities because they live in the residential areas together with the local people. There is potential for disease outbreak if they get infected and not treated. This was the reason for NGO giving healthcare screening without charge for the Rohingya refugees. Informant B (in-depth interview, 30 June 2021) clarified this as, “We need to put extra efforts in giving medical aid and relief for our Rohingya community. They can be the potential spreader of disease including COVID-19. Our NGOs have weekly medical check and health screening for them. The main aim is to ensure all the Rohingyas living in this area are free from any diseases especially the infants and older people.” Other than that, the healthcare issue must be catered by the NGO because employers have made it mandatory for their workers including Rohingyas to be fully fit for their job. This was as instructed by health authority in Malaysia which are the Ministry of Health (MOH), Ministry of Human Resources (MHR) and the Occupational Security and Health Authority (OSHA). Therefore, the health aid provided by NGO is highly significant for the Rohingyas to sustain their job. This is clearly stated by Informant C (in-depth interview, 25 October 2021), “Malaysia health authorities are very serious in combating disease outbreak among the foreign workers in Malaysia including Rohingya. However, majority of Rohingyas can afford to spend their penny for health check in hospitals or clinics even it is belonged to the government. So, we help them by giving free health screening and advise them on the healthcare. We did this without any specific charge. It is based on their affordability to pay. In addition, we also work with UNHCR and the other funding institutions to help us in term of monetary and non-monetary to ensure that we can serve more Rohingyas”.

Rohingya refugees have no equal connection to the national health programmes thus they require access through the help of NGOs to clinics and dedicated health centre. The cost of healthcare is in increasing trend as the government has amended the Medical Fees Act which has led to 100 per cent increase in the hospitals and clinics bill for foreigners. This is the reason for collaboration between NGOs with a private insurance company, funding institutions and UNHCR (Drozdowski & Yarnell, 2019). Due to this, UNHCR had launched the Refugee Medical Insurance (REMEDI) plan for Rohingya with RHB Insurance as the funding partner in order to reduce that obstacles as well as to improve accessibility to secondary and tertiary medical treatment. With the implementation of such medical plan, registered refugees may seek general hospitalisation and personal injury insurance, even for a fairly small annual fee, covering a variety of health and specialist services, even their wives and children are under the age of 18 years old (Bedi et al., 2017). This plan does not only work for government medical institution but is also extended to the reliable private hospitals and clinics. Rohingya refugees just need to tender their UNHCR cards and receive health treatment in the medical institutions over the country without any payment once they have registered with the plan. As majority of Rohingya refugees works in 3D (Dirty, Dangerous, Difficult) industry, this plan is essential for them as they are exposed to accident and fatality.

In addition, the NGOs that established by Rohingya refugees had taken strategies needed to help their own community. However, there are obstacles and limitations that they have encountered. Therefore, the involvement of government agencies and authorities in helping the Rohingya refugees in Malaysia is highly needed by this marginalised groups. Besides, the government remained as the main actor in handling and solving Rohingya refugees long stand problems because this issue is not related to protect human right

and life but it affects the national security and sovereignty. Thus, the government cannot wait for another decade to solve this unresolved issue since the first migration of Rohingya to Malaysia in 1995. A holistic approach must be taken to cater the migration and integration of Rohingyas from Myanmar to Malaysia as the situation in Myanmar has shown no changes to better condition. So, it is believed that more Rohingyas will migrate from Rakhine to seek protection in Malaysia which this humanitarian crisis will directly affect our image in the eyes of human right if not properly attained.

## 5.0 Discussion

NGO plays an important role in promoting and bringing advocacy to influence the policies of the country and for the political elites to be held accountability to the citizens. Hence, Freedman (2015) supported by Koster et al. (2019) stated that advocacy NGO plays an important role to ensure that, other organisation behave sustainably. In addition, to differentiate between individual people and NGO is through their mode of engagement, tools, and approaches, which have democratised their advocacy space. This is aligned with UNHCR aim, which is to protect the refugees, advocacy plays an important role in bringing the important elements for UNHCR to work worldwide to promote the refugees all over the world.

Other than that, UNHCR's exercises incorporate distinguishing areas focusing on education, providing course readings and other materials, as well as, financial related help, including instructor remuneration. Since a considerable number of the schools have very constrained resources, NGO can provide continual support towards schooling the young refugees with course readings and other materials (Hamzah et al., 2016). Most of the refugees attend casual learning centre or training ventures run by NGO in association with non-legislative associations or network-based classes planned by the network with the help of religious gatherings. Educate the young refugees to the fullest of their potential and to develop the individuals into a grown-up who will championing his or her advocated reason.

Apart from UNHCR card holders are entitled to discounts when paying medical bills in Malaysia's general health clinics, but this does not include waiting to be enrolled (Wake & Cheung, 2016). Therefore, those registered with UNHCR entitled to this benefit. Thus, it is very important for the refugees to be registered with UNHCR and possess the card to access all resources open to them. Therefore, the involvement from civil society groups such as NGO in providing medical care would enable refugees to bear high hospital expenses. The research finds that it is important for the NGOs to provide health care treatment. It would be able to reduce the number of refugees needing critical care from diseases and reduce the number of the refugees needing medical treatment. Government providing 50% discount in government hospitals, this is also a great help to the refugees seeking medical treatment. The research shows that, healthcare is a big concern and NGOs providing medical treatment helps to hinder sickness and disease. In most cases NGOs function includes health and wellbeing of refugees. In summary, the involvement of NGO in helping Rohingya refugees in Malaysia is highly necessary. This is due to the current condition in Myanmar that shows no sign of the ethnic cleansing done by the government will stop soon. Thus, the progressive and effective involvement of various groups in international, national, regional, and local level is important in solving refugee's problem in Malaysia.

## 6.0 Conclusion

This study aims to explore the roles of NGOs established by Rohingya refugees in Malaysia especially in Klang Valley, Selangor, Malaysia. This study has drawn several contributing roles that may help the Rohingya refugees as interviews output shows that NGOs had played vital roles associated to registration with UNHCR, educational and healthcare aids. This paper also has justified the important of NGOs involvement in helping Rohingya refugees as the government has no mandatory responsibilities to help



these vulnerable groups. On the other hand, this article is believed to provide an insight into why NGOs should be involved in developing a policy on refugees as Malaysia has none of such policy that currently applied in managing Rohingya in Malaysia. Hence, it can help the authorities to be more aware and concern about the importance of certain elements to ensure conflict does not arise between refugees and local citizen through effective policy. Additionally, the information about refugees must be fairly delivered as it can influence the works of Rohingya's NGOs in helping their own communities. Nevertheless, this study benefited several parties such as the National Security Council, Immigration Department, Ministry of Health, Ministry of Human Resource, NGOs and individual residents in Malaysia.

## References

- Abdullahi, A. A., Zulkarnain, A. R., & Abdul Majid, H. M. (2012). The Refugee Crisis in Southeast Asia: The Malaysian Experience. *International Journal of Novel Research in Humanity and Social Sciences*, 3(6), 80-90.
- Avyanthi, A. (2014). Urban refugees in graduated sovereignty: the experiences of the stateless Rohingya in the Klang Valley. *Citizenship Studies*, 18(8), 839-854.
- Azlinariah, A., Azharudin, M. D., & Mohamad Rodzi, A. R. (2018). Surviving Stateless Refugees: The uncertain future of Rohingya's children in Malaysia. *JEBAT: Malaysian Journal of History, Politics & Strategic Studies*, 45 (1).
- Bedi, R., Sharma, R. K., Sharma, S., Meharda, B., & Chaudhary, P. (2017). Knowledge, attitude, and practices of the community regarding family welfare service with emphasis on never users of contraception. *IOSR-JDMS*, 16(10), 20-5.
- Bryman, A. (2016). *Social research methods*. Oxford University Press.
- Burrell, G., & Morgan, G. (2017). *Sociological paradigms and organizational analysis: elements of the sociology of corporate life*. Routledge.
- Care International (CARE). (2016). *CARE International position on the 2016 Global Refugee Summits*. **Error! Hyperlink reference not valid.**
- Cordery, C., Belal, A. R., & Thomson, A. (2019). NGO accounting and accountability: past, present, and future. *Accounting Forum*, 43(1), 1-15.
- Creswell, J. W., & Poth, C. N. (2017). *Qualitative inquiry and research design: choosing among five approaches*: SAGE Publications.
- Daae, J., & Boks, C. (2015). Classification of user research methods for design for sustainable behaviour. *Journal of Cleaner Production*, 106, 680–689.
- Drozdowski, H., & Yarnell, M. (2019). *Issue Brief, Report Promoting Refugee Participation In The Global Refugee Forum: Walking The Walk*. Refugees International.
- Flick, U. (2018). *An introduction to qualitative research*. SAGE Publications Limited.
- Gupte, J., Lintelo, D. T., Patel, S., Rao, V. K., McGregor, A., & Lakshman, R. (2019). *Demolition, forced evictions and wellbeing in the city*. Institute of Development Studies.
- Hossain, A., Baten, R. B. A., & Sultana, Z. Z. (2021). Pre displacement Abuse and Post displacement Factors Associated with Mental Health Symptoms after Forced Migration among Rohingya Refugees in Bangladesh. *JAMA Netw Open*. 4(3).

- Intan, S. H., Sity, D., & Nor Azizan, I. (2016). Rohingya's Discrimination and Immigration to Malaysia. *International Journal of Research in Social Sciences Year*, 6(5), 271-288.
- International Refugee Congress. (2018). International Refugee Congress 2018 Consultation Report. [http://www.refugeecongress2018.org/resourcefiles/Consultation\\_Report\\_2018\\_March\\_03.05.2018.pdf](http://www.refugeecongress2018.org/resourcefiles/Consultation_Report_2018_March_03.05.2018.pdf)
- Irom, B., Borah, P., Vishnevskaya, P., & Gibbons, S. (2021). News framing of the Rohingya crisis: content analysis of newspaper coverage from four countries. *Journal of Immigrant and Refugee Studies*.
- Letchamanan, H. (2013). Myanmar's Rohingya refugees in Malaysia: Education and the way forward. *Journal of International and Comparative Education*, 2(2), 86–97.
- Myers, M. D. (2013). *Qualitative research in business and management*. SAGE Publication.
- Rossiter, M. J., Hatami, S., Ripley, D., & Rossiter, K. R. (2015). Immigrant and Refugee Youth Settlement Experiences: "A New Kind of War". *International Journal of Child, Youth and Family Studies*, 6 (4-1),746-770.
- Ryan, G. (2019). Introduction to positivism, interpretivism and critical theory. *Nurse Researcher*, 25(4), 14-20.
- UNESCO. (2017). EMIS: *Technical assistance to enhance accessibility and use of the Education Management Information System*. <https://en.unesco.org/emis>
- UNHCR Malaysia.(2019). *Figure at Glance*. <https://www.unhcr.org/en-my/figures-at-a-glance-in-malaysia.html>
- Wake, C., & Cheung, T. (2016). *Livelihood strategies of Rohingya refugees in Malaysia "We want to live in dignity."*<http://www.odi.org/hpg>
- Wirth, A. (2014). Reflections from the encampment decision in the High Court of Kenya. *Forced Migration Review*, 48, 80–82.
- Zetter, R. (2019). Theorizing the refugee humanitarian-development Nexus: A political- economy Analysis. *Journal of Refugee Studies*.