

“FROM MYANMAR TO MALAYSIA”: EXAMINING THE STRATEGIES BY NGOS FOR LIVELIHOOD OF ROHINGYA

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Abstract: Malaysia is a popular destination country among the Rohingya refugees but few studies have been conducted to examine the strategies of NGOs established by Rohingya to assist their own communities during their migration and integration in Malaysia. As Malaysia is not signatory to Refugee Convention 1951 and Protocol 1967, Rohingya refugees faced issues of limited access to health, formal education and safety protection. To fill this gap, a qualitative research with in-depth interview was employed on NGOs set up by Rohingyas refugees. Findings indicated that the Rohingyas's NGOs played vital roles to help their own communities. It is recommended that policy-makers should ensure the proper implementation of refugee policy and align them with the international standard of practice in managing Rohingya refugees in Malaysia. The involvement of NGOs should be considered by Malaysian government in order to eliminate the negative view of citizens on the migration and integration of Rohingya refugees from Myanmar to Malaysia.

Keyword: NGO, Refugees, Human Rights, Rohingya

Introduction

Rohingyas were an oppressed minority who faced several series of cruel treatment and tyranny by military rule in a place name as Rakhine in Myanmar. Due to the unstoppable military oppression, most of Rohingya 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 recognize 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 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 in cline 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 (Letchamanan, 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 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 (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 and Cheung, 2016). This has proved that the UNHCR card is not the sole solution for a better livelihood for Rohingya refugees in Malaysia. Due to 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 Malaysia government will give a significant impact to the Rohingya refugees' livelihood 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 relied 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.

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 (UNESCO, 2017). It is also stated that to enhance 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 due 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's 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 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.

Materials and Methods

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 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 and Poth (2017), Flick (2018) and 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 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.

Results

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, 20 July 2021) as below:

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. Informant B (in-depth interview, 10 May 2021) stated in the statement as follows:

There are many syndicates that selling 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. Informant C (in-depth interview, 25 May 2021) clearly stated as follows:

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

As UNHCR is the sole organization that work for Person of Concern (POC) in Malaysia, the registration card is vital for the Rohingya refugees. Thus, the active role of NGOs in helping them with UNHCR's registration simultaneously help the government with updated data on refugees' situation in Malaysia. Even though the possession of UNHCR card will help the Rohingya to have better access for some of basic human rights such as medical aid, it does not represent legal acceptance by the government on the status of refugees. However, 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 (Wirth, 2014). Ideal strategies should be done towards the use of traditional and familiarly used information dissemination. By advancing and disseminating computerised 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 favourably within the system and no liberty-loving people need to be left outside from the system (Ryan, 2019). Thus, registered refugees should receive information, accommodation, food aid, education, water, sanitation, health and nutrition support from UNHCR and the NGOs. 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 (Myers, 2013). Registration is not only essential for the purpose of determining legal status, age and citizenship, but also to receive assistance in many circumstances (Rossiter et al., 2015). 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 recognisable 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. The circumstance may related to education level of hold by refugees (Hossain et al., 2021).

Access to Education

As 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 *madrrasah* to ensure that the children have opportunity to get knowledge from academic and non-academic lessons. This has been suggested by Informant A's statement as below:

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 class (NGO A, Informant A)

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 B as follows:

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 (NGO B, Informant B)

As the NGO is the sole education provider, they need to cater higher number of Rohingya children. Currently, there are almost 102,000 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. Informant C clarified this situation as follows:

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 (NGO C, Informant C)

Alternative education model provided by the NGOs will help to improve the level of literacy among the Rohingya especially their young generations as they are not allowed to enroll in formal educational system in their country of origin. This was among the reasons for the low intellectual and skills possessed by majority of them. Besides, 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, and spiritual strength, moral and ethical standards (Drozdowski and Yarnell, 2019). 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 centres. These centres 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 centres (Cordery et al., 2019). 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 (UNHCR Malaysia, 2019). 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.

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. This statement strengthen by statement as follow:

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 to the government for 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 (Informant A, in-depth interview, 20 July 2021)

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. The informant statement clarified this as below:

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 NGO 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 (Informant B, in-depth interview, 10 May 2021)

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. The informant justified this as below:

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 works 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 (Informant C, in-depth interview, 25 May 2021)

From the findings, it is obviously that Rohingya refugees are marginalized group that not entitle for equal medical treatment but the NGOs had played significant role in helping the refugee community. Furthermore, Rohingya refugees have no equal connection to the national health programmes thus they require access for medical aid through the help of NGOs to clinics and refugees dedicated health center. 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 (Wake and Cheung, 2016). This is the reason for collaboration between NGOs with a private insurance company, funding institutions and UNHCR. 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 (UNESCO, 2017). 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. 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. Therefore, a serious measure must be taken among the related parties included UNHCR, government, NGOs and researchers to tackle the health issues among the Rohingya refugees. They are known to be lived scattered all over the states in Peninsular Malaysia and have potential to be the disease spreader as they stay within the same residential areas with local citizens. This is the reason behind the active roles of NGOs to help their own communities.

In addition, the NGOs that established by Rohingya refugees also had taken strategies needed to help their own community. However, there are obstacles and limitations that they have encountered. The lacks of funds and social workers that willing to help them voluntarily are among the challenges faced by the NGOs. As the number of Rohingya refugees inclining, direct help from the various sectors either state and non-state actors are important. This argument is aligned with the researcher whom said that the involvement of government agencies and authorities in helping the Rohingya refugees in Malaysia is highly needed by this marginalised groups (Irom et al., 2021). Besides, the government is remained as the main actor in handling and solving Rohingya refugees long stand problems because this issue is not related to only protecting human right and life but it affects the national security and sovereignty (Abdullahi et al., 2012). Thus, the government cannot wait for another decade to solve this

unresolved issue since the first migration of Rohingya to Malaysia in 1995 (Hossain et al., 2021). 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.

Conclusion

In conclusion, NGOs play an active role in protecting and helping the refugees in Malaysia. In terms of health, diseases do not only affect the Rohingya refugees but also society as a whole, hence it is important for NGO to provide health care and medical assistance to the Rohingya refugees to keep them healthy and disease free. For a better educational access, the NGOs do provide learning opportunities to the Rohingya refugees with casual and informal learning environments. Syllabus were developed as suit to the refugees learning pace. Lastly advocacy on the matter related to registration with UNHCR. Each NGOs established had played their advocacy roles according to ensure each of Rohingya refugees registered with UNHCR as international regulating body for refugees. From this study, the involvements of NGOs is important to spread awareness on refugee's rights and needs. This can be achieved through the direct involvement in protecting the Rohingyas's human right. This perhaps the dominant roles of NGOs in protecting the refugees and marginalize group in this country. NGOs believes that with protecting the human rights of the Rohingya refugees can change the way of their lives and will be able to prepare themselves for their life in the future. Thus, the findings from the research will benefited various parties that involved directly or indirectly with the issue of Rohingya refugees especially in terms of making a public policy to regulate this group as there is none of such policy existed in Malaysia at the moment.

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Conflict of interests

The data collected in this study using approved instrument by expert in interview protocol from the Faculty of Administrative Science and Policy Studies, Universiti Teknologi Mara Negeri Sembilan. The authors also have no conflict of interest in terms of financial or non-financial. Besides, we are using consent form attached to the interview protocol to ensure consent from the informants (Human Participants) involved in this study.

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