

Figure 14: Pull factors

With regard to pull factors, most participants (116 or 50.2%) indicated that they had chosen to stay in Cape Town to further their studies, 60 (26%) for better job opportunities, 19 (8.2%) were not sure about the reason why they decided to stay, 16 (6.9%) for cost of living, eight (3.5%) for weather reasons and seven (3%) because of the large African immigrant community.

Participants who had lived in other provinces and towns in South Africa indicated that Cape Town offered more opportunities than those towns where they had lived before. Responses included better job opportunities, studies, security, better life stability and weather. On top of better life stability, **P25** emphasised the future of his children who were growing up in a good neighbourhood and attending good schools. The following are some of the other responses:

P10: *“Yes of cause, Cape Town is the only town where I feel a little freedom. What do we all look for in a life? Eeee ... First of all, you look for peace. I don't say there is not crime, but you can avoid it sometime. I have lived in Johannesburg, I didn't feel safe the way I feel here in Cape Town ... one thing I hurt about Johannesburg is the*

police, they are so corrupt ... if they catch you in the street with no permit is a problem, even if you tell them you left it at home they don't understand, so you must pay them something."

P25: *"The only thing ... or the most important thing that make me stay in Cape town is the school of my children, here you know that you are going to raise children in good condition ... I am sure that my children go to good school. That's a good thing which I never had when I was back home."*

P17: *"The only problem with here is ... there are jobs ... good jobs but they are not ready to give it out to people specially us who are not South African citizen. You cannot compare life in Congo and South Africa, standard of life ... if you want to talk about development and economic. There are a lot of opportunities in Cape Town. You can see that you have a better future if you are here, even if you don't have job for now but at least you have hope. But back at home you can't see that your future will be better, you just know you are living that all."*

P22: *"What surprised me the most was when I saw my uncles who is not even educated coming home back from Cape Town, full of pride ... and praising himself that he can feed me and my whole family for the full year with his one-month salary ... then only realise later that he is a security guard and he earn R2500. As you know in 2009, R2500 was not bad ... it was good money, it was far much more than what I was earning, and remember I was working in the office back home. My salary was 50 Dollars, something like R500 if you put in Rand equivalence."*

5.3.3 Section 3: Information needs

This section presents information about immigrants' information needs upon arrival in Cape Town and thereafter.

Question 13: What information did you need upon arrival in Cape Town?

Participants were asked to indicate which information they needed upon arriving in Cape Town. They were given an option to choose all that applied from the list: Accommodation, School, Health and social services, Language training, Employment or Other.

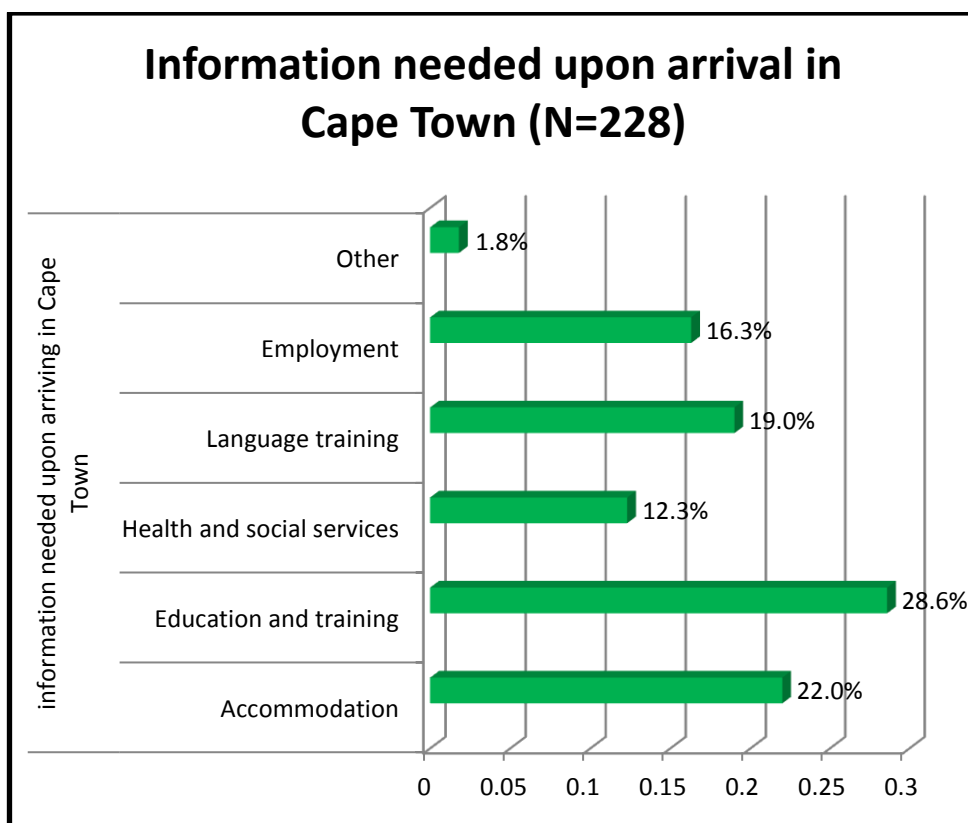


Figure 15: Information needed upon arrival in Cape Town

The need to find information about education and training with 95 responses (28.6%) was the information most needed, followed by accommodation with 73 responses (22%). The least important information need indicated was that of health and social services with 41 responses (12.3%). They were also six

responses (1.8%) indicating “Other” while one participant specified the need for telephone information.

Here is the story of one participant who was not concerned about information concerning health or health centres:

P1: *“In my mind I was not thinking about being sick or what so ever, all I need was job and place to put my head ... and God blessed me ... because for sometimes I did not get sick, I first went to the clinic in Wynberg after two years ... I think ... by then I knew already where to go.”*

One participant from the DRC was grateful for his friend who offered him accommodation and showed him a place to learn English:

P20 *(male participant from the DRC): “My friend that received me when I come to South Africa, took me to a place in town ... that place is called Scalabrini, they teach English there for free ... yea ... many foreigners go there if they want to study English. I did that English there for Six months because you can’t get a job in South Africa if you don’t speak English. So I have to thank my friend because he helped me a lot, he spent his money ... his time.”*

Question 14: For what type of information that you recently needed or currently need did you not look for upon your arrival in Cape Town? (Please tick all that apply.)

A list of things was provided, which included types of services and products about which immigrants might want to find some information. Participants were asked to tick all that applied regarding their recent and current information needs. The purpose was to obtain information on the needs that participants recently had or currently were searching for.

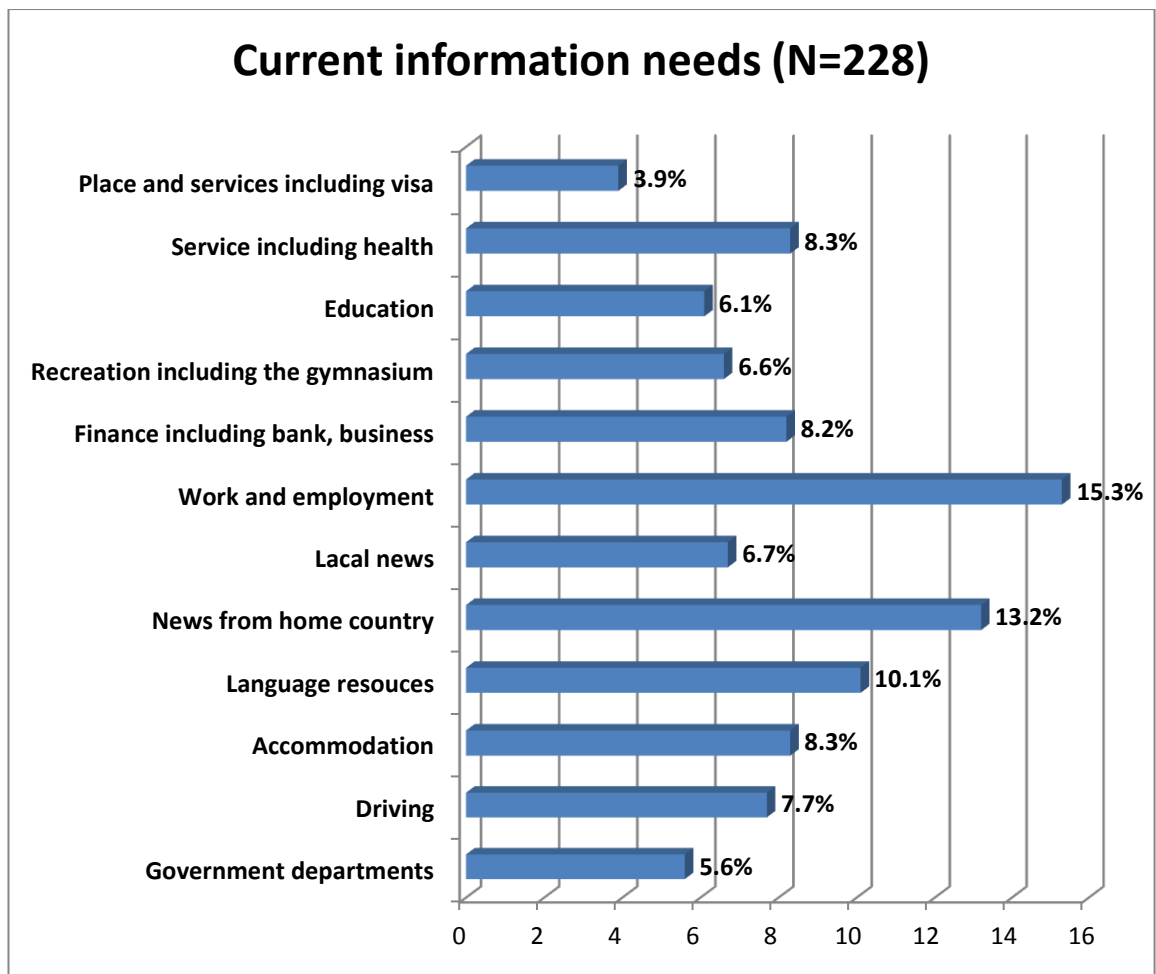


Figure 16: Current information needs

Information including different types of services and products, which participants recently needed or currently need, is presented in Figure 18. Information about work and employment was the most needed with 136 responses (15.3%), followed by information about news from home that had 116 responses (13.2%). Places and services including visa information was the least indicated by participants, with only 35 responses (3.9%).

Interviewed participants were prompted to indicate the places they go or the sources they recently use which they could not use upon their arrival to find the particular information they needed then.

P9: *“By next year I will be done with my studies, so I am already applying for work ... I can’t wait because only few months left before I finish my Honours ... I use internet, I know most of jobs are advertised there. Maybe next year when I am ready I will walk around but for now I am using only internet.”*

Some participants had taken jobs that were not related to their skills and education; for example, the meter taxi driver, waiters and chefs in restaurants and hotels and a security guard had no option but to keep searching for better job opportunities:

P7 (male from Zimbabwe): *“This country has putted us down man, do you know that I have a honours degree from home, see now here I am working as waiter in a restaurant ... I go sometime to companies to drop my CV ... I am just hoping one day I will get a call from them.”*

P16: *“I am not pride of my job; I am a professional nurse. For now, I am doing security job because my paper still stacking at SAQUA [South African Qualifications Authority] I have faith that I will get the job of my qualification one day.”*

Buy and sell websites such as Gumtree and OLX were the popular internet sites visited by participants when they needed to sell or buy second-hand products such as home appliances:

P21: *“Yes, whenever I need stuff like Fridge or any stuff that maybe ... are sold in my area, I just go on Gumtree. All the information is there ... or even on OLX. So I don’t waste my time going around or ask people about stuff, because I know where to find them.”*

Participants who mentioned local newspapers as their sources of information about local news placed more emphasis on the classified section of the newspapers:

P10: *“The classified section is always my favourite part of the newspaper, as I told you, every Wednesday we receive this newspaper called ... the Burger something ... inside there you find stuff for sale, jobs and other information.”*

Participants further indicated that they used the internet to book and pay for their airline tickets instead of visiting travel agencies.

P10: *“These days we do not have to struggle a lot about buying a flight ticket, you can do everything on internet. When I went to Congo last year, I bought my ticket online ... I was so afraid though ... because it was my first time. I paid with my normal bank account and I received the ticket via email ... I don't go anymore to airport or to agents to buy the ticket.”*

When particularly asked about information to learn English, most participants mentioned refugee centres and mutual community groups also provided useful information on courses to improve their English. The use of other sources for learning English such as dictionaries and audio-visual learning instruction kits were also mentioned.

One parent who valued friendship and family more than anything found suitable information about schools for their children:

P18: *“Honestly speaking, I don't know what I can do without my brother in law. He is a professor at CPUT [Cape Peninsula University of Technology], that guy always come in help when we need anything about education of my two boys. Last year my first boy went to the university at CPUT ... my brother in law did everything for him. He is my friend at same time my brother in law, he know[s] how to do this things man, he [is] very sharp ... quick, so I always leave everything to him.”*

Other parents looked for information by visiting the schools themselves:

P12: *“I look for information myself about school of my children by reading the profile of the schools of Cape Town, especially of my*

area ... This ... Southern Suburbs on their websites and visiting the schools myself.”

Information about recreation and leisure such as gymnasiums, games or social networking was found by chatting to friends and family members, social networks at church, local newspapers, as well as visiting the internet, local libraries and campuses.

P10: *“Yes ... In that newspaper sometimes you find all the adverts of all concert and performance that happening in the area ... I make sure I get that newspaper because I am a good fan of music and other nice performances like comedy ... I go to watch sometimes if I have money.”*

P17: *“Yes, I love movies; I download a lot from internet. Every time I check on internet if there is nice new movie.”*

Financial information such as information about banking and saving was most commonly sought via visits to the bank, and internet banking.

P19: *“I trust no one about budgeting or saving, and you can't ask a friend or people from the bank, they will tell you the same thing. They don't know what my expenses ... my problems ... are. And again in this country you ask someone, he will think you have a lot of money ... So I plan myself. I only go to the bank when I need to sort out something there but not for advice.”*

Most of the time information about services provided by government departments was obtained via the internet, friends and family, government officers and phone calls.

P17 indicated that he preferred to use the internet to obtain information he needed from government departments; he further elaborated by saying that sometimes he was neglected by officials or not even being received. Two participants who preferred to use the internet offered these as reasons:

P17: *“Before I used to go myself to offices like Home Affairs, but every day when I got there I don’t know if [I] was just not lucky, but I use to meet people [home affairs official] ... who will look at you as you are stinking. I don’t know what. And if you can’t speak Xhosa then it worse.”*

P25: *“I prefer to do what I can do online, because you will always find long queues to government offices, but sometime we don’t have choice, we have to go and things there ... yea ... if for information only I ask people or check it online.”*

The discussion regarding places where participants go to look information about housing and accommodation shows that participants who have been in Cape Town for longer are more familiar with more and reliable resources that may assist them to meet this information need, such as local housing agencies and the internet. Chatting with friends and family, looking at newspapers and advertisements for housing and rentals in public places has been mentioned by participants who are relatively new in Cape Town.

P1: *“You know what is the hardest information to find? There are many houses out there, but to get [them] is tough, owners of the houses and even agencies don’t want to rent out their houses to foreigners. I know people who have been looking for a place to stay for more than two years now ... They work; they have nice jobs but agencies don’t qualify them to get houses ... just because they are not South African.”*

P22: *“I rely on my connections to find a flat because I know I can’t qualify from the agents, they [housing agents] ask people to have a sustainable job and your salary must be ... am not sure but I think three times more than what you earn ... Yea ... So if I need a flat I ask my friend if he knows someone who has a flat available.”*

However, recent and current information about different types of products and services needed were compared with participants’ periods of stay in Cape Town (see table 8 below).

Table 8: Types of products and services information needed and the periods of stay in Cape Town

Types of products and services needed	Periods of stay in Cape Town			
	Less than 1 year (5 participants)	1-3 years (53 participants)	4-6 years (76 participants)	More than 6 Years (94 participants)
Places and services including visas	1	9	12	13
Services including health	1	20	16	37
Education	2	12	19	21
Finance including banks, business	2	15	27	29
Recreation including gym	1	8	24	25
Work and employment	4	32	47	53
Local news	2	15	22	20
News from home country	4	26	44	42
Language resources	3	23	33	31
Accommodation	2	17	24	31
Driving	0	17	24	27
Government departments	2	10	18	20

Need for work and employment and news from home country were the most popular information needs indicated by participants. Information about work and

employment had four responses from five participants who stayed in Cape Town for less than one year, 32 responses from 53 participants who stayed for one to three years, 47 responses from 76 participants who stayed for four to six years. And 53 of 94 who stayed in Cape Town for more than six years. However, none of the participants who stayed in Cape Town for less than one year was interested in information about driving, and only thirteen of those who stayed for more than six years looked for information on places and services, including visa applications.

5.3.4 Section 4: Information grounds and Channels

This section presents information such as immigrants' source of information upon arrival in Cape Town, their preferred mode of communication when looking for information, as well as current information sources.

Question 12: Upon arrival in Cape Town, to whom or where did you go to find information you needed?

Participants were asked to indicate all the places they consulted to find information or people who helped them to find information. Government officials, Public libraries, Relatives/friends, Friends on social media, Co-workers, Universities and Other places were all options to choose from.

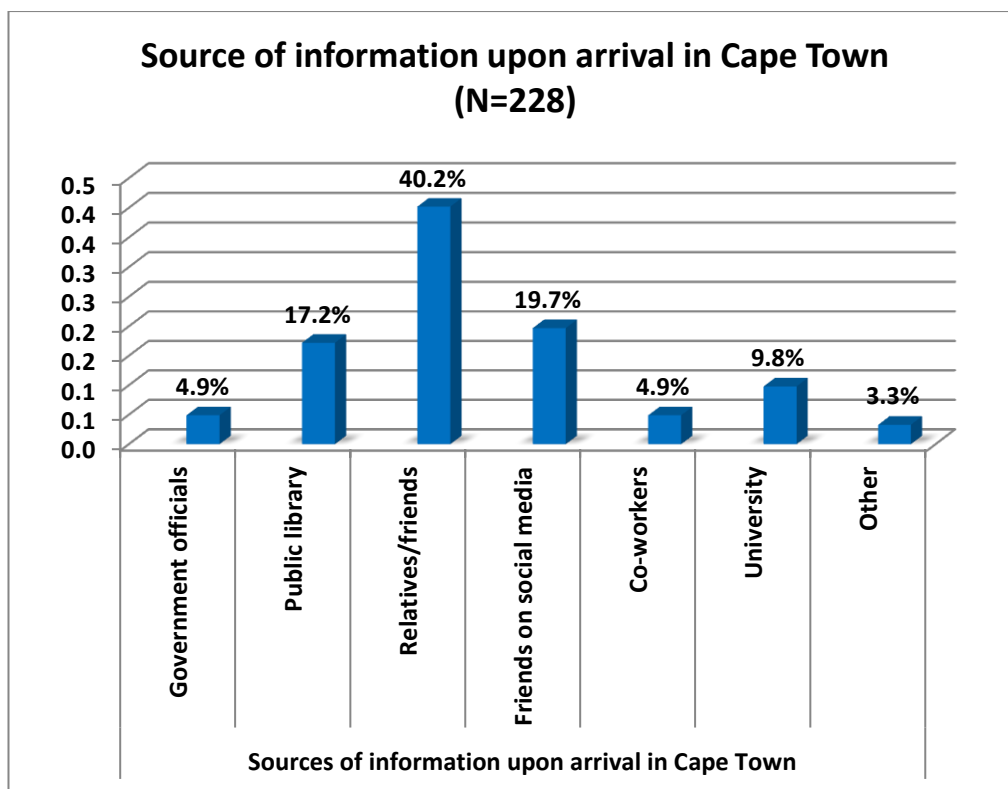


Figure 17: Sources of information upon arrival in Cape Town

With regard to places where participants went and people contacted to find information when they first arrived in Cape Town, the above table (Figure 16) shows that Relatives and friends with 49 (40.2%) were the sources of information with the highest frequency. Government officials and Co-workers were the least sources indicated by participants with only six (4.9%) responses for each.

P17: *“First of all, I was not speaking English ... so I can’t ask anyone. I can only ask those who understand my language ... I remember when I came in the bus from Johannesburg, people were talking to me ... eesh ... I just look as a fool, because I don’t understand what they are asking me. But now I’m sorted.”*

A woman from Congo Brazzaville who came to join her brother in order to further her studies was helped by her brother and sister-in-law:

P9: *“I was so lucky enough to have my brother and his wife already here ... I don’t know what I could have done without them, they are my hero. Everything I needed it was provided by them. My sister in*

law took some day off from work so she can take me to home affairs for papers, she showed me everything ... we took a walk to town showing me nice stuff around.”

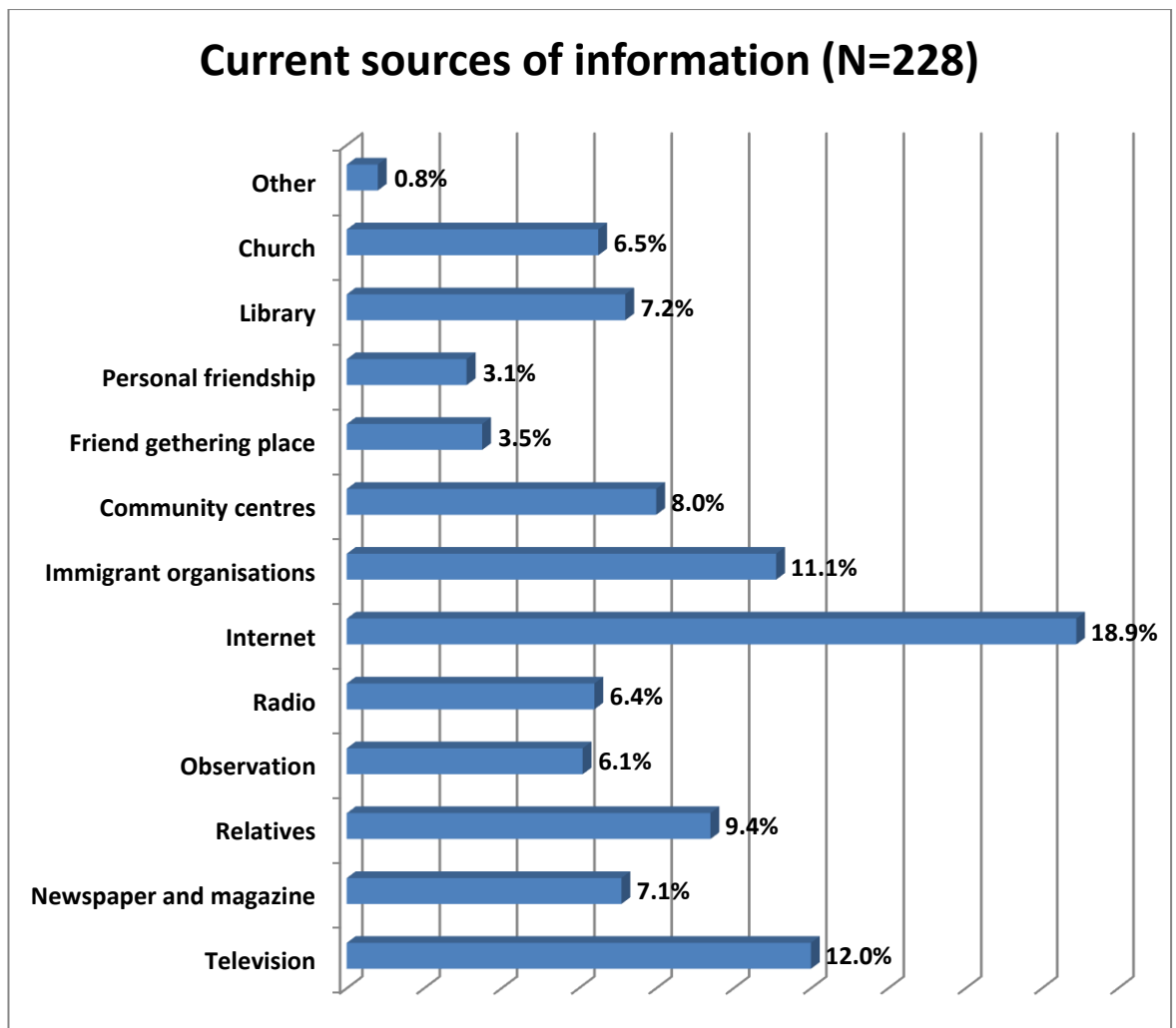
Two participants who came to South Africa for studies had similar stories. Their accommodation had already been arranged at the university residence before their arrival. They obtained most of the information they needed from university officials, colleagues and neighbours from the students’ residence.

P6: *“When I came to Cape Town, the first thing I did as I was alone, I started making friends ... I met another guy from Angola who was staying not far from my room. So I used to go to him if I need anything. I have to tell you that there was another guy from the international student office ... I think he is from Congo. He helped me a lot.”*

P10: *“Yea ... yea my friends from varsity and people who was working in international student office helped me, the registration process was a nightmare for me. I did know where to go and what to do, so I asked this other guy who told me to go international student office. From there I found other students who speak French ... yea that where I got help.”*

Question 15: Please indicate your current major source(s) of information (Please tick all that apply.)

Participants were asked to indicate their current major source(s) of information. They were required to tick all the sources from the list that they had recently used, even if they did not have success.



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Figure 18: Current sources of information

Based on the multiple responses received about the current major sources of information, the internet was the most used source of information with 173 responses (18.9%), and personal friendships was mentioned least by participants with 28 responses (3.5%).

Question 16: Which places where information can be found can you recommend to African immigrants who have recently arrived in Cape Town? (Please tick all that apply.)

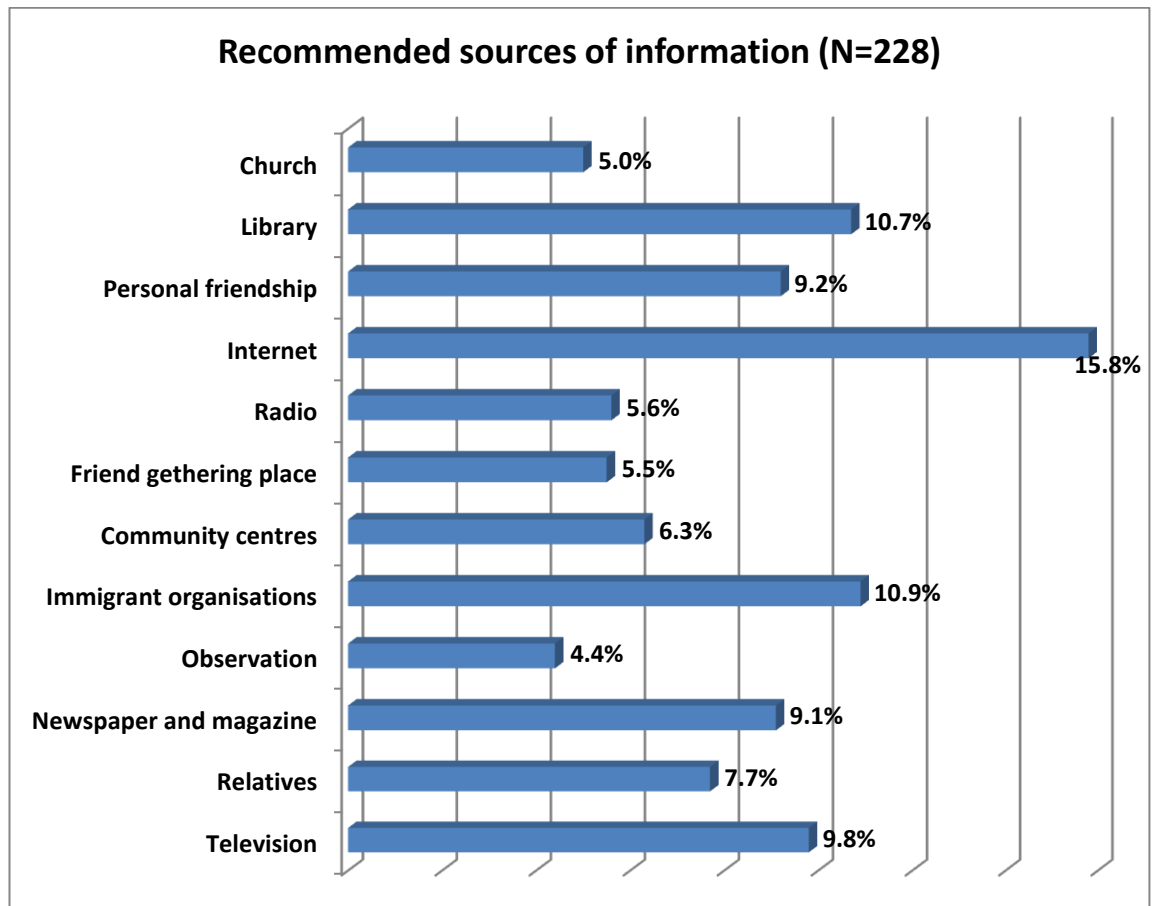


Figure 19: Recommended sources

The most recommended source of information was the internet with 149 responses (15.8%), followed by immigrant organisations which had 103 (10.9%) responses, and the least recommended was observation with 42 (4.4%) responses:

P2: *“I think that information can be found in churches where he/she visits for prayer, because most foreigners go where many people from his or her country are.”*

P10: *“Ask any friend or relative from home, who have lived in Cape Town for quite long.”*

P14: *“Seek advice from institutions that help foreigners and new comers, refugees.”*

P12: *“In the library specially this one [central library of Cape Town] if there are books in all language that can her or he information in order to get help.”*

P19: *“Don’t be afraid of asking for information people are very helpful, anyone can help with information if they know.”*

P24: *“I can advise people to visit offices where they speak their own language, so if the people don’t talk English they must go where they will get help in French or Portuguese.”*

P22: *“Since the newly comer don’t have much information about the new place, it’s very important for them to approach social organizations such as refugee centres or any other NGOs [non-governmental organisations].”*



Question 17: When finding out about something, which of the following do you prefer to use? (Please tick all that apply.)

Participants were asked to indicate from the list their preferences in terms of mode of communication.

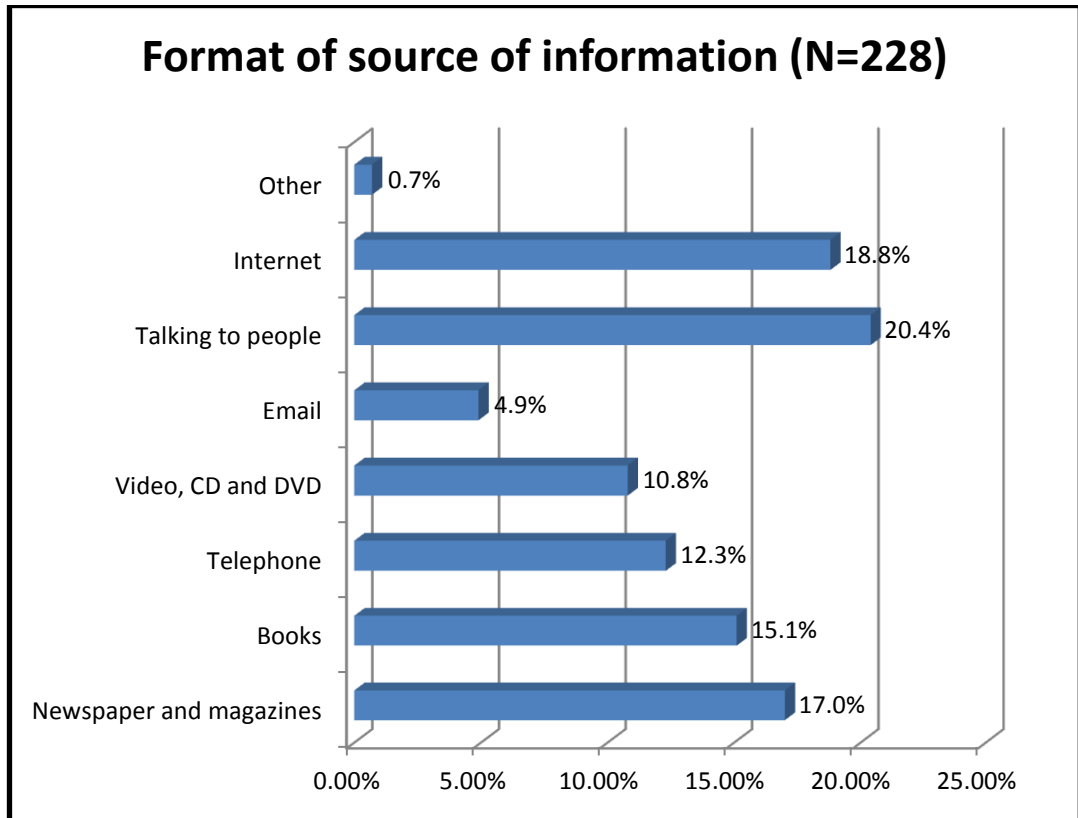


Figure 20: Format of source of information

Talking to people was definitely the most popular in terms of preferences of modes of communication by participants with 125 responses (20.4%), followed by the internet with 115 responses (18.8%), then newspapers and magazines with 104 responses (17%). Books with 93 responses (15.1%), telephone calls with 75 (12.3%) responses, videos, Compact discs (CD) and Digital Video Discs (DVD) with 66 (10.8%) responses and e-mails with 30 responses (4.9%) followed in descending order of popularity.

Question 18: If you use the internet, for what reason(s) do you use it? (Please tick all that apply.)

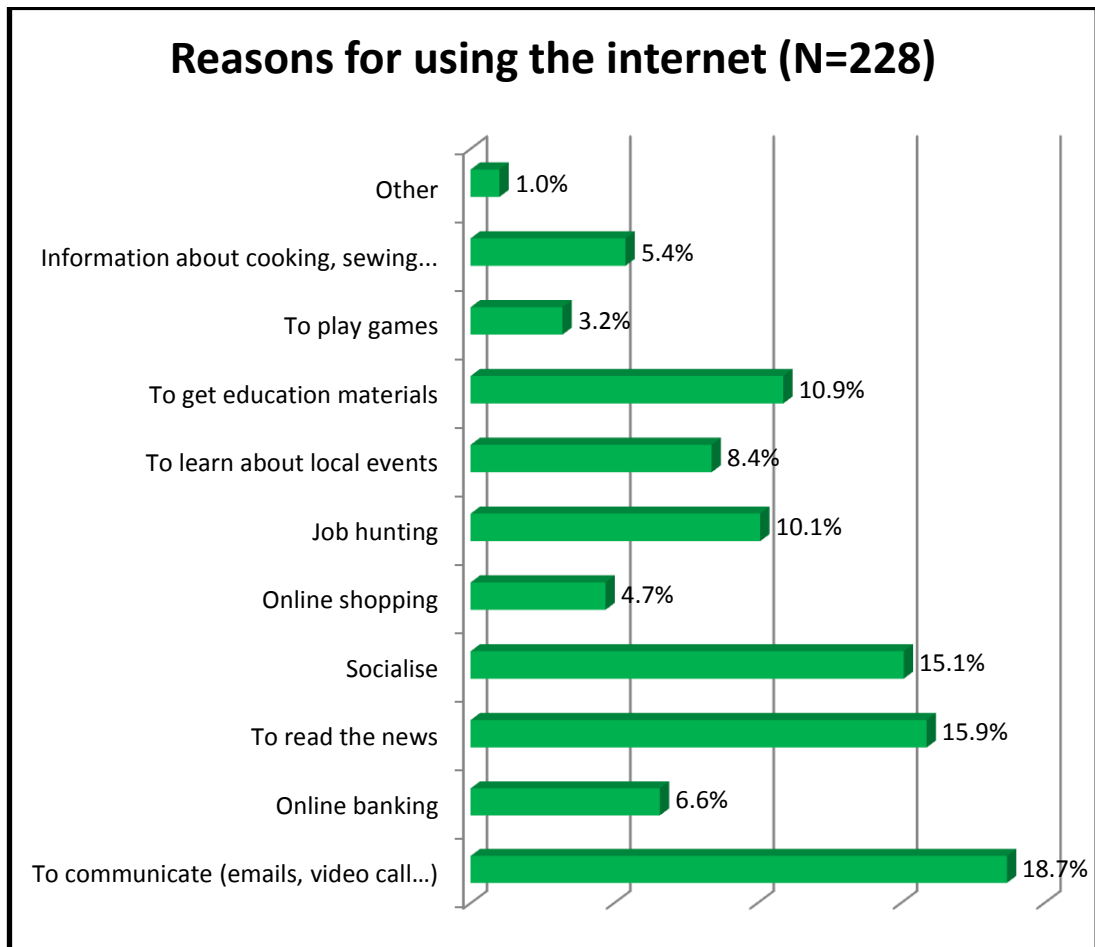


Figure 21: Reasons for using the internet

The percentages in figure 21 above show that most participants (185 or 18.7%) use the internet to communicate when they use it for e-mails or video calls. Playing games with 32 responses (3.2%) was the second least mentioned by participants.

P10, who answered that he used the internet to play games, said the following:

“I think I am addicted to video games; I can’t spend a day without playing at least one or two games on internet ... yea man ... you know ... most of my data I use them on games. Sometime if can’t download the game I like; I will keep playing it online.”

P16, who used the internet to communicate, said that he went to internet cafés every weekend to check his e-mails and to call his relatives on Skype:

“Yes, I use internet every weekend because I am not connected at home, so I go to internet café every Saturday because I work half day [on Saturday]. I call my brother sometime I talk to everyone at home. We can see each other on skype if the network is good, or we can just talk without video ... the problem is to talk to them.”

Responses from those who used the internet for job hunting included:

P9: *“The internet is very useful ... It very informative because it is updated every time and easy to apply just online.”*

P23: *“The internet is more reliable place to find information. Before arriving in Cape Town, I was in Pretoria, I used to check for jobs in Cape Town and that how I applied and got the job.”*

P4: *“These days a lot of companies don’t put their jobs in newspaper anymore, so if you are not connected you can’t find a proper job.”*

Responses from participants who consulted the internet to read news included:

P6: *“For news ... I feel comfortable using internet than newspaper or ... a book ... again, the internet gets new stuff every time.”*

P15: *“I noticed that there is more information about anything you need ... health care, education. Most of the stuff online, any think you need is there. You type anything you will get information.”*

Responses about use of the internet for social networks included:

P22: “I use internet for chatting with friends around the world, I am on Facebook, Tweeter, WhatsApp, Tango, of cause, and ... more.”

5.3.5 Section 5: Interpersonal information behaviour

This section presents immigrants’ relationships with other immigrant social groups, as well as family and relatives from their home countries.

Question 19: Are you in touch with immigrants from other countries, places or immigrant (religious, social) societies?

Participants were asked to indicate whether they were in touch or associated with other immigrants from different places, countries or immigrant societies such as religious or social groups.

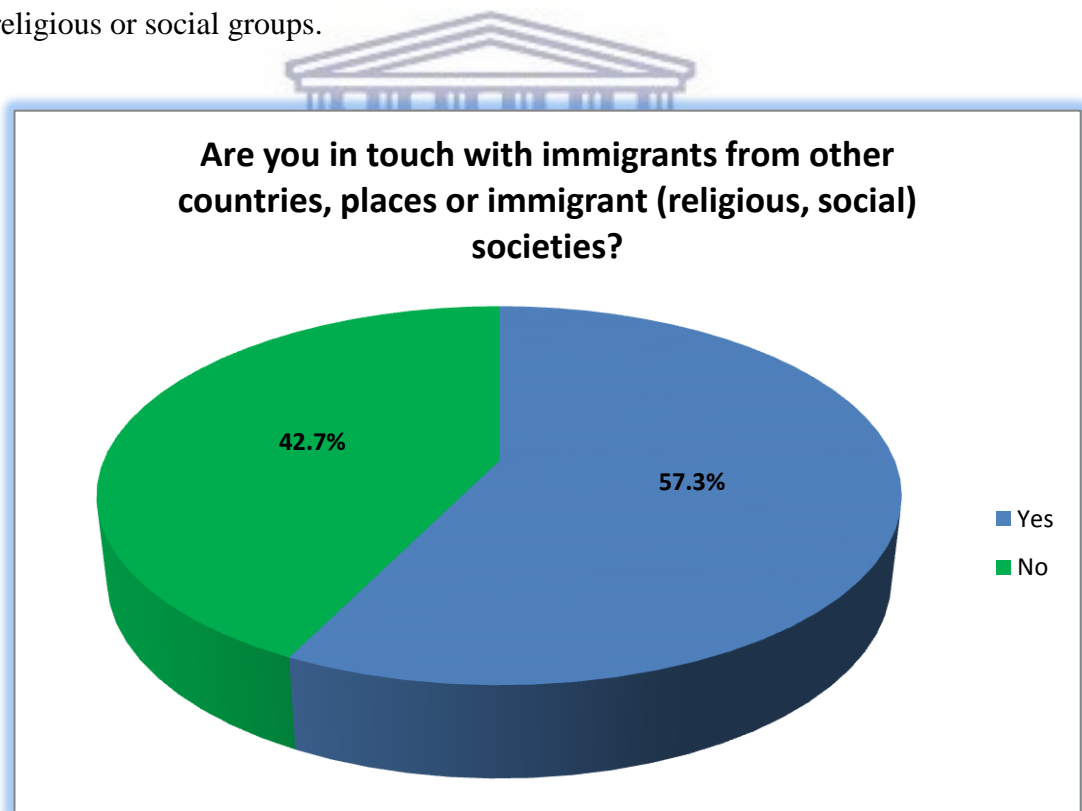


Figure 22: Association with other countries or immigrant societies

With regard to participants’ association with other immigrants or immigrant societies, 129 (57.3%) participants indicated that they were in touch with other immigrants or immigrant societies while 96 (42.7%) indicated that they were not

in touch. Three participants did not answer this question. Participants who indicated that they were in touch with other immigrants or immigrant societies were asked to specify.

Most participants emphasised that they always made friends at work, church, and in their neighbourhoods and other places. Responses from this question included:

P4: *“Plenty of them, my best friend is from Tanzania, we meet where I used to work before ... beside that my ex-girlfriend was from Zim [Zimbabwe], through her I made a lot of friends from Zim [Zimbabwe], and we still in touch till now.”*

P1: *“As I told you I am a pastor, in my church I do have people from all over, Zimbabwe, Zambia, Congo, South African ... more ... there is no way I can stay away from them ... they are all my brother and sisters. We share everything, we talk about anything ... sometimes I go to their houses when they have something like a family thing ... as pastor I feel at home.”*

Question 20: Are you a member of any social (religious, social) group?

This question was to investigate participants' membership or association with social groups such as religious, social, political or any other groups.

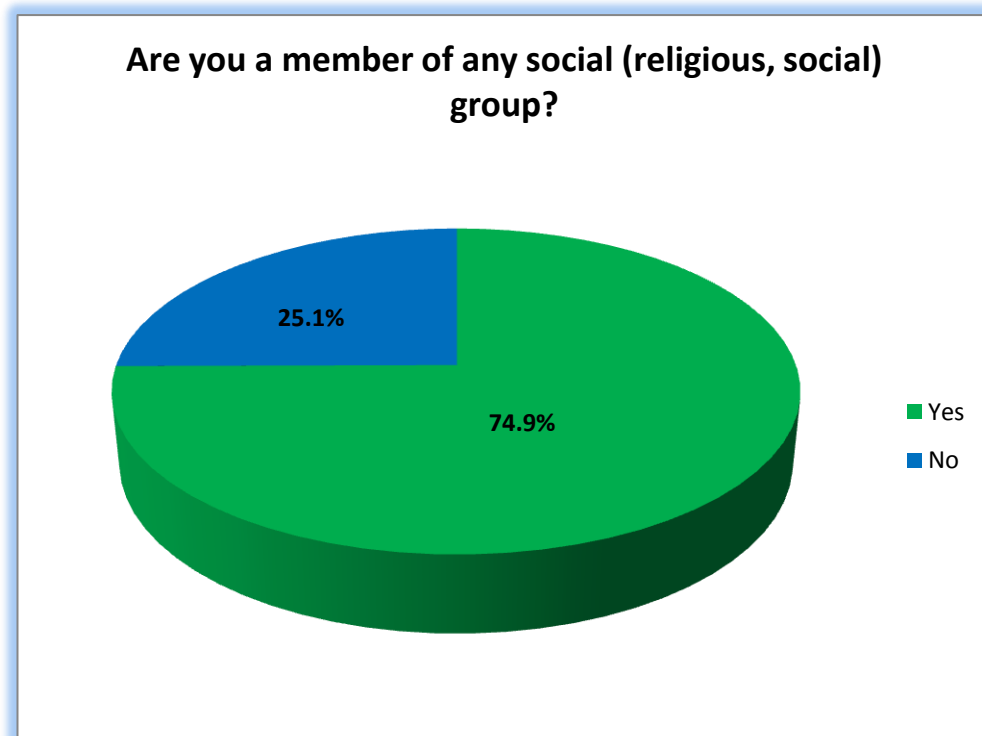


Figure 23: Immigrant social group membership

Percentages in figure 23 above showed that most of the participants (170 or 74.9%) were members of social groups, 57 (25.1%) of them were not and one participant did not answer this question. More than half of the participants (92) who were members of social groups specified that they were members of Cristian church groups, 22 participants stated that they belonged to mutual groups and the rest (56) did not specify.

Social groups mentioned by participants include mutual community groups such as the Nigerian Association in Cape Town and Amis BK, a mutual group of immigrants from the East DRC.

Question 21: How often do you keep in touch with family and relatives back home?

Participants were asked to indicate how often they communicated with their relatives/friends back home in their country of origin. Participants were given the following options: Every day; Weekly; A few times a month; Rarely; Not in touch at all, and Other

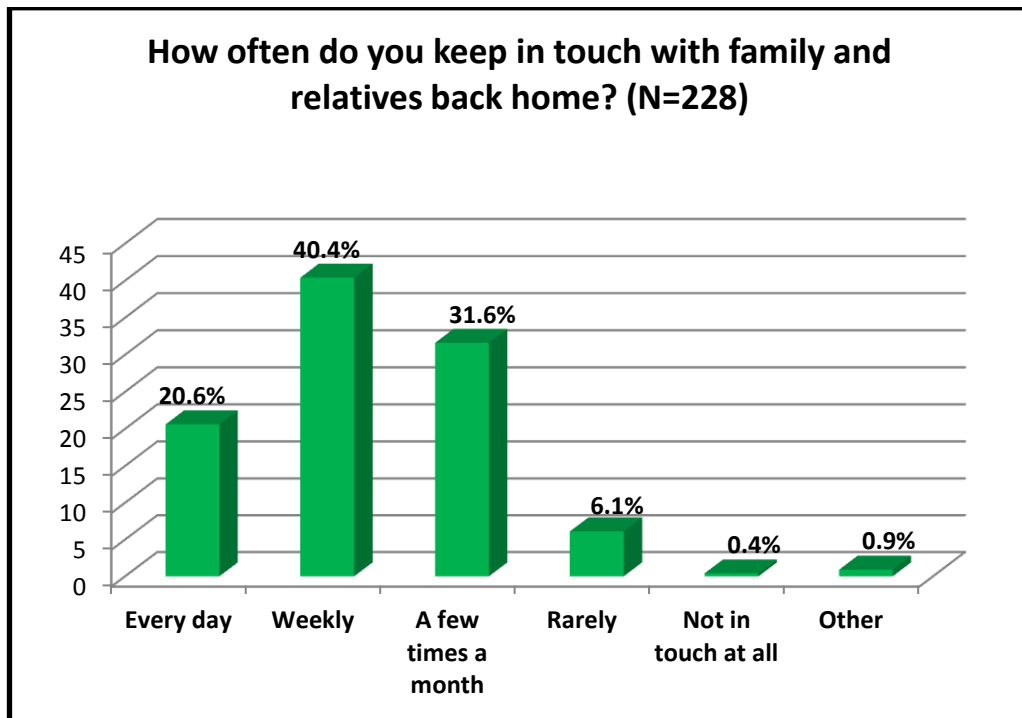


Figure 24: Keeping in touch with family and relatives back home

Weekly communication between participants and their family back home was the most popular with 92 participants (40.4%), while 72 participants (31.6%) indicated that they were in touch a few times a month; 47 (20.6%) participants indicated that they were in touch every day, while 14 (6.1%) indicated that they rarely communicated with their family, with only one (0.4%) participant indicating that he was not in touch at all and two (0.9%) ticked the “Other” option and did not specify.

P15: *“Of course I do call them, and sometimes they call me as well. When I was still new in South Africa ... I was calling like every day.”*

RE: *“What happened ... why not anymore?”*

P15: *“I think it happens to everyone ... like missing home, you feel like you want to talk to them every day. Now I call them when they say they need something or when I want to send them something.”*

P18: *“I can say two times a month ... Last time I spoke to my family was last week, it was my young sister’s wedding ... so yea I ... I am in touch with my family ... that all I can say.”*

P6: *“Yes, let me put it in this way ... with my parents yes ... like two or three times a month. Because you know you have to call them or they call you. But with my brothers we chat everyday on Facebook ... WhatsApp. I miss them man, but I can’t just go home. I can go on December when we close school.”*



Question 22: How often do your family members get together with other friends in Cape Town?

Participants were asked to indicate how often they gather with other friends or family in Cape Town. They had to choose between: Weekly; Monthly; A few times a year; Rarely; Not in touch at all, or Other.

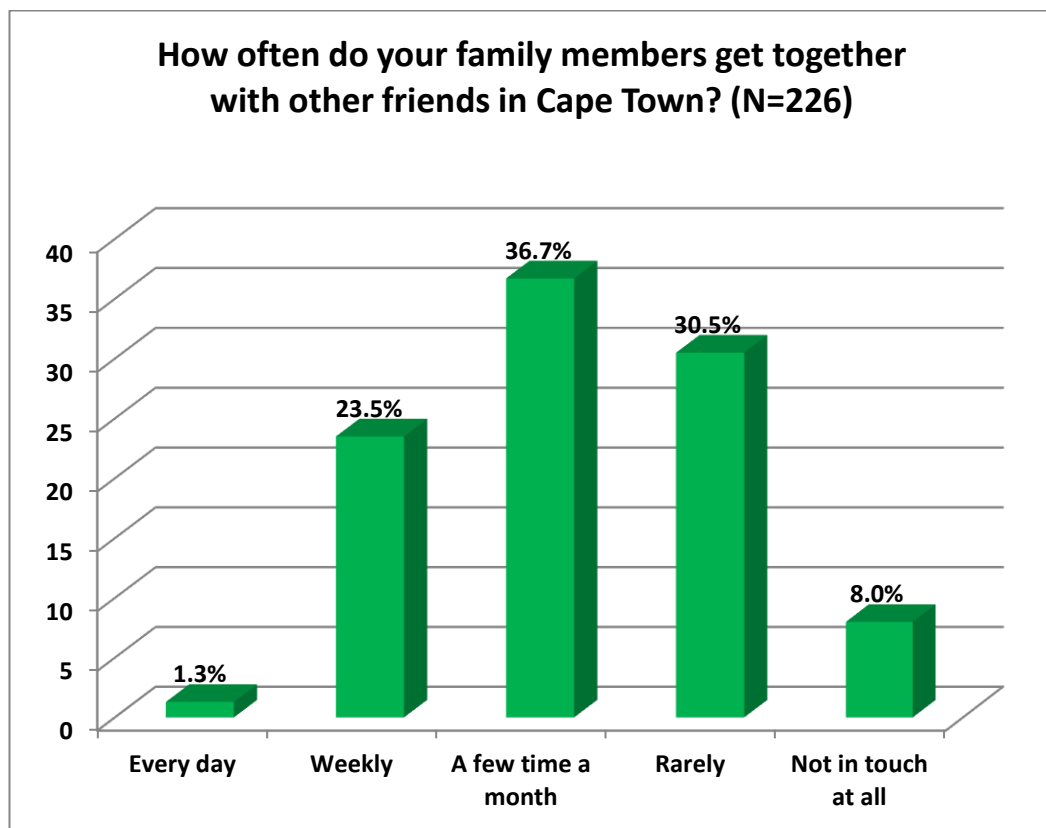


Figure 25: Family and friends gatherings

Figure 25 above shows that most participants (83 or 36.7%) come together with other friends or family members a few times a year, while 69 (30.5%) indicated that they rarely have get-togethers and 53 (23.5%) indicated that they gather monthly, with eighteen (8%) participants who indicated that they are not in touch at all and three (1.3%) participants who indicated that they gather every day. Two participants did not answer this question.

P16 stated that the family meet whenever a need arises or when ceremonies such as births, birthdays, weddings, funerals and year-end parties take place. The following are some of the participants' statements:

P16: *“Most of the times on things like parties or funerals.”*

P20: *“Oh yea my group meet every last Sunday of the month.”*

RE: *“What group do you belong to? Name of the group?”*

P20: *“It called AMI BK ... from Congo.”*

P12: *“... there is no specific time or day. We can meet any day when we have something to inform all the members ... sometimes we use sms or Facebook.”*

P13 (male participant from Ethiopia): *“These days people are busy man ... they can only show up when you call for party or again it ... Someone is getting married then everyone will get together.”*



5.3.6 Section 6: Barriers to access information

This section presents information relating to what the participants consider to be the barriers preventing them to gain access to the information they need.

Question 23: What was your occupation in your country of origin?

The question was asked in order to determine what occupations participants held in their home countries before coming to Cape Town. They were asked to select from the list: Formal employment in government, semi-autonomous or other; Informal employment such as artisan, farmer, trader, hawker or other; Never worked; Student and Other.

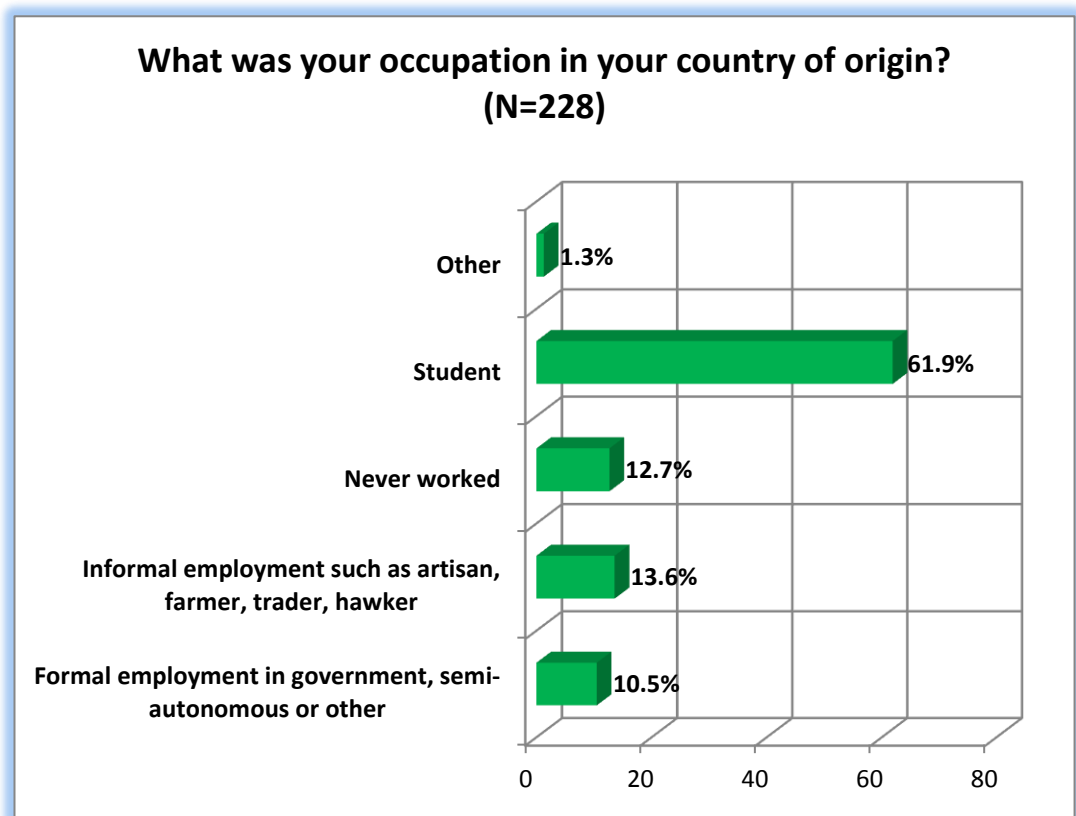


Figure 26: Participants' occupations in their country of origin

Responses from participants in terms of their occupations back home were that 24 (10.5%) participants indicated that they worked in formal employment in government, semi-autonomous or other institutions; 31 (13.6%) worked in the informal employment sector as artisans, farmers, traders and hawkers; 29 (12.7%) have never worked before; 141 (61.9%) of the participants indicated that they were students back home and three (1.3%) selected the “Other” option but did not specify.

Participants’ occupations in their countries of origin were compared with their current employment status (see table 9 below).



Table 9: Current employment status and occupation in the country of origin

Cross tabulation of current employment status and occupation in home country (N=226)

			Occupation in the country of origin					Total
			Formal employment in government, semi-autonomous or other	Informal employment such as artisan, farmer, trader, hawker	Never worked	Student	Other	
Current employment status	Working full-time	Count	9	22	7	44	3	85
		%	10.6	25.9	8.2	51.8	3.5	100
	Working part-time	Count	3	0	3	11	0	17
		%	17.6	0.0	17.6	64.7	0.0	100
	Unemployed: looking for work	Count	5	0	10	60	0	75
		%	6.7	0.0	13.3	80.0	0.0	100
	Unemployed: not looking for work	Count	5	6	7	17	0	35
		%	14.3	17.1	20.0	48.6	0.0	100
	Full-time student	Count	2	3	0	9	0	14
		%	14.3	21.4	0.0	64.3	0.0	100
	Total	Count	24	31	27	141	3	226
		%	10.6	13.7	11.9	62.4	1.3	100

Data in table 9 above show that nine of the 24 participants (10.6%) who had formal employment in government, semi-autonomous or other institutions back home are currently working full-time, three are working part-time, five are

unemployed and looking for work, five are unemployed but are not looking for work, and two are currently full-time students.

Twenty-two of the 31 (13.7%) participants who have worked in the informal sector back home as artisans, farmers, traders or hawkers are currently working full-time, six are unemployed but not looking for work and three are currently full-time students. Of the 27 (11.9%) who never worked back home, seven are currently employed full-time, three are employed part-time, ten are still unemployed and looking for work, and seven are still unemployed but not looking for work. Forty-four of the 141 participants who were students back home are currently employed full-time, eleven are working part-time, 60 are unemployed and looking for work, 17 are not working but not looking for work, and nine are still full-time students, even here in Cape Town. Three participants who did not specify their work back home are currently employed full-time.



Question 24: If you answered Question 6 as that you are not working, what do you consider to be the reason? (Please tick all that apply.)

Participants who indicated at Question 23 that were not currently working, were asked to indicate what they considered the problem or barrier to be.

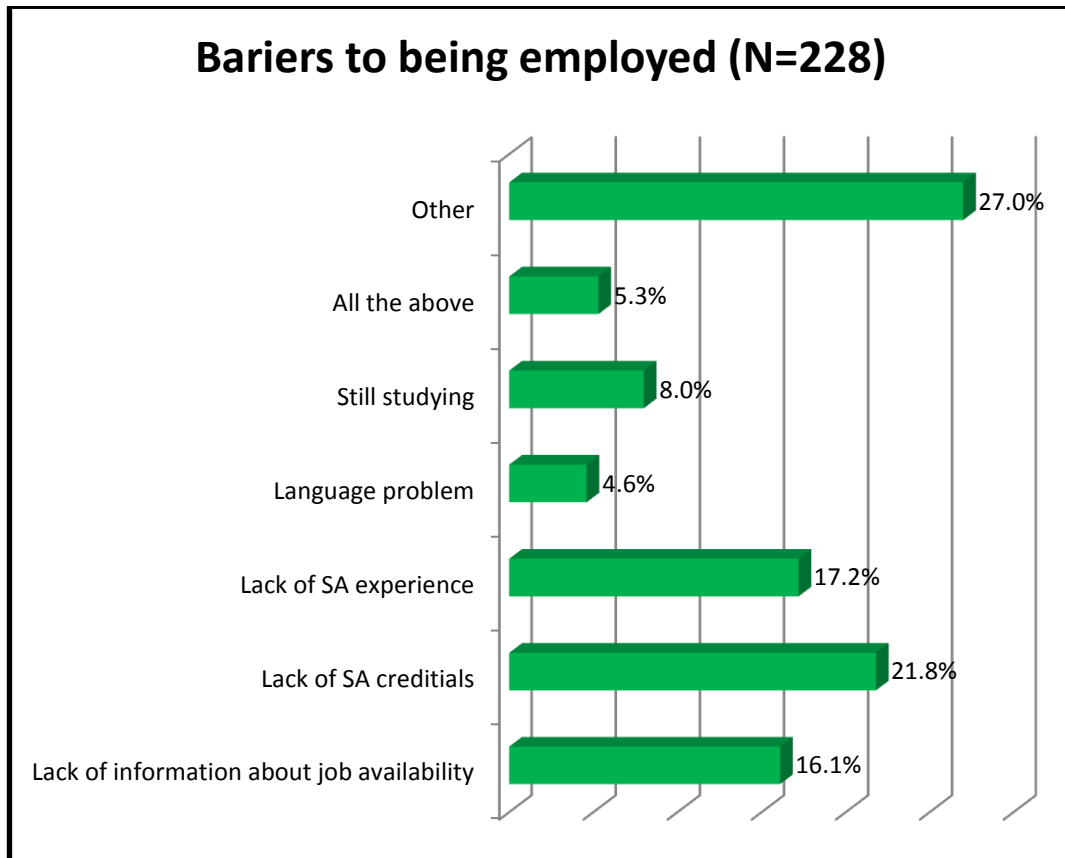


Figure 27: Barriers to being employed

Responses to the question about barriers to being employed were as follows: 28 respondents (16.1%) indicated a lack of information about job availability, 38 respondents (21.8%) indicated a lack of South African credentials, 30 respondents (17.2%) indicated a lack of experience in South Africa, eight respondents (4.6%) indicated language problems, eight respondents (5.3%) indicated that all the above were barriers to them being employed, fourteen respondents (8.0%) indicated they were still studying, and 47 respondents (27.0%) chose the “Other” option.

Among issues that came from participants who chose the “Other” option, strongly emphasised government policies against immigrants, racism and xenophobia as reasons:

P18: *“... it not easy these days to find a job if you are foreigner, I used to work before I got pregnant ... my maternity leave was like a way to fire me ... and that was all.”*

RE: *“Did you go back after giving birth?”*

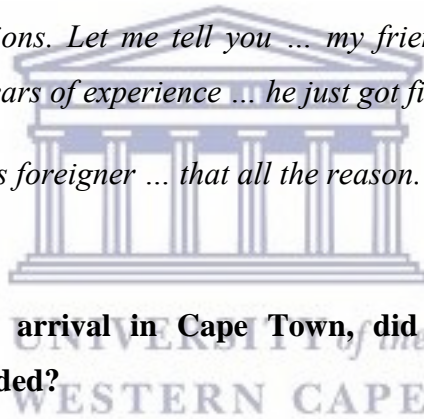
P18: *“Yes I did but I was replaced already by a South African ... and that was it.”*

RE: *“So what do you think was the reason for not taking you back?”*

P18: *“They did not want foreigners anymore ... even my Malawian friend who I left there ... she was fired.”*

P7: *“Eeeesh ... I think if you don't study here ... you don't have any paper from here ... it not easy to find a job. They don't recognise our qualifications. Let me tell you ... my friend in Durban was teacher with 10 years of experience ... he just got fired ... you know why?”*

P7: *“He is foreigner ... that all the reason.”*



Question 25: Upon arrival in Cape Town, did you expect to find the information you needed?

This question was about participants' expectations with regard to finding information upon their arrival in Cape Town. Participants who indicated that they expected to find all the information they needed upon their arrival in Cape Town were asked to specify the places or the sources where they expected to find this information and whether their expectations were met. Those who indicated that they did not expect to find information were asked to provide reasons:

P6: *“Yes ... [I] did have expectations, and all I can say is fine ... I got all information I needed ... at campus ... friends.”*

P7: *“In Cape Town if you don't have someone to help you to find information, you will struggle. You know when you still at home people are talking ... South Africa is like haven, is like you will find*

everything you need easily ... for me I am telling you I [struggled]. I started working after five Months. It's not like I don't qualify but the problem is connection. That why I said you need someone to help you ... showing you around ... asking peoples about connections, you know what I mean."

P19: *"There is definitely racism here in Cape Town but people don't just notice it, or maybe people don't want to face it. You know why ... you can ask someone maybe in the shop or other place, when they know that you are foreigner, they won't tell you anything ... now you look like stupid ... It was surprising to find the racism and arrogance against other Africans."*



Question 26: What do you think are the main reasons which prevent African immigrants from accessing information?

The following were the responses from surveyed participants:

Table 10: Reasons for not gaining access to information

Reason for not gaining access to information (N=49)	Number of responses
People are unwilling to provide information	9
Problems with access to internet	3
A lot of policies and procedures to follow	2
Language problem	21
Things are always changes and public services are careless	1
Lack of media availability	1
Laziness	4
Lack of information online	1
Lack of money	1
Busy with work	2
Don't always have time	2
Lack of the right people to provide the right information	3
Sometimes information is restricted to some category of persons	1
Not in possession of SA credentials	1
All my friends also do not know	1
Lack of connectivity	1
People are not helpful	2
Too young and did not know where to go for information	1

Among the reasons that hinder access to information, as mentioned by the participants, the language problem was mentioned most (21 responses), followed by “People are unwilling to provide information” (nine responses):

P20: *“I think English is a big problem.”*

RE: *“Why?”*

P20: *“When people don’t speak English, they don’t even ask for information ... It happened to me as well.”*

RE: *“Okay.”*

P20: *“I remember one day I was looking for the train to go to Bellville ... I was coming from home affairs. So after I finish at home affairs ... I went to take the train. I knew I’m going to Parow ... right ... so I have to take the train that go to Bellville right ... so me now I thought all the train that go to Bellville ... they will stop to Parow. So I took the train ... I think ... now I know that I took the century city train. You know ... I read where they were writing Bellville ... that all I saw. I knew that it can be a wrong train because my cousin told me that trains that go to Bellville are on platform eight or ten ... the one I took was on platform ... 20 I think or 21. I doubted but because I can’t speak English that time, I can’t ask any question ... you see.”*

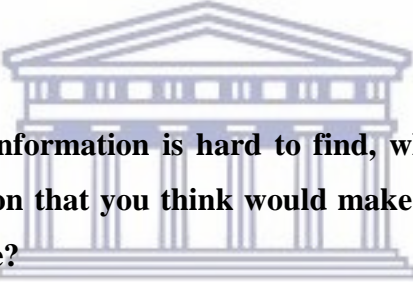
P8: *“Language problem ... everywhere in the world, if you can’t talk the local ... locale language you will always have problem, especially with finding information. Yes, I ... I thing and I can confirm you that the language is a big issue in this thing.”*

Some responses from participants who emphasised the issues of discrimination, racism and xenophobia as main reasons for their not accessing information:

P13: *“When I need information, I don’t go to government offices anymore, first there are long queues, then when is your turn they don’t*

serve you with respect ... not at all they see as something ... not as people. But when a South African come especially if he is white, they will serve nice without problem ... that why I said racism will never finish.”

P20: *“The system itself it discriminating foreigners ... do you know that you can’t open a [bank] account in Standard bank or Capitec ... even ABSA [Amalgamated Banks of South Africa] now if you don’t have a green ID[Identity Document]. I went one day to Capitec, I asked why I can’t open account with them ... eeeeh ... they had no clear reason. It’s just discrimination ... purely discrimination ... that how it is. I asked them for more info ... Because I wanted to know really why that. There was no clear information. They just say if you don’t have green ID we can’t help.”*



Question 27: What information is hard to find, which you think should be available? Information that you think would make you reach your potential and improve your life?

The respondents mentioned that information about places to rent, home loans, employment, including feedback from job applications, education and training, including English learning centres and bursaries, and requirements for asylum-seeking was hard to come by.

P23 was one of the many participants who mentioned information about jobs and employment was hard to find. He was asked whether he was aware of job internet sites such as LinkedIn or Job Portal where companies advertised available jobs. He confirmed that he was aware of those sites and he did apply online but he never received any feedback. **P25** and **P16** mentioned information about housing was hard to find and they said that banks and housing agents did not waste their time giving full information about home loans or flats available to rent once they realised their clients did not have a green South African ID. Some responses regarding this question included:

P16: *“Information on apartment to rent and home loans and all the procedures to buy a house is generally difficult to find.”*

P25: *“Honestly speaking almost all information is so difficult to find ... from job search, to education and school fees, bursaries and so housing and other necessary information.”*

P23: *“It difficult to get any information or the feedback from companies where you applied job and sometimes you do interviews or test and then that all, you will never hear from them again ... if it was unsuccessful.”*

P17: *“I struggled to find information about places where I could go to study English, there were many places but the price was killing. So I needed information about where I could do it for free because there places like that or even cheaper.”*

P16: *“I think that more information on house bond would have been useful.”*

P13: *“Information on changing drivers licences.”*

P23: *“... more information on employment especially for people who don't have a green ID and related issues would have been useful.”*

10: *“It would have been very useful to have a marketing of existing immigrant groups that are operating hire in Cape Town, so that they can assist new immigrant with this basic information ... you know.”*

P9: *“Information about bursaries available at school and that everyone can apply for.”*

P11: *“Centres such as libraries or churches should have list of places where people can go to learn English.”*

P22: *“Information about employment for people with disability.”*

P2: *“I need information on business for sale.”*

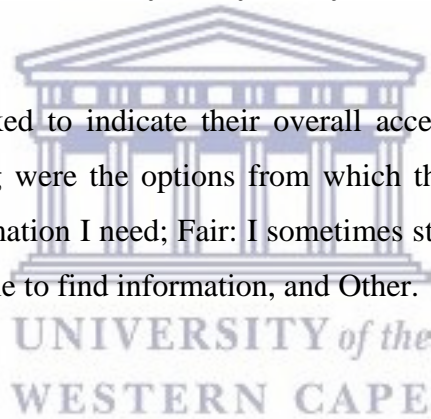
P21: *“Information to set up a business.”*

P18: *“I think it would have been more useful to talk to people who still back home [Zimbabwe] about the true life of immigrant experience here in South Africa ... I mean the whole truth about the job market so they can make a good decision before leaving the country.”*

P17: *“It would be a good idea, especially for those who come from French-speaking countries, that when they come they should be able to access language schools whereby they will learn the Basic English so that they go to look for work easily themselves.”*

Question 28: What is your overall life in Cape Town like with regard of access to information? Would you say that you always find the information you need?

Participants were asked to indicate their overall access to information in Cape Town. The following were the options from which they could choose: Good: I always find all information I need; Fair: I sometimes struggle to find information; Poor: I always struggle to find information, and Other.



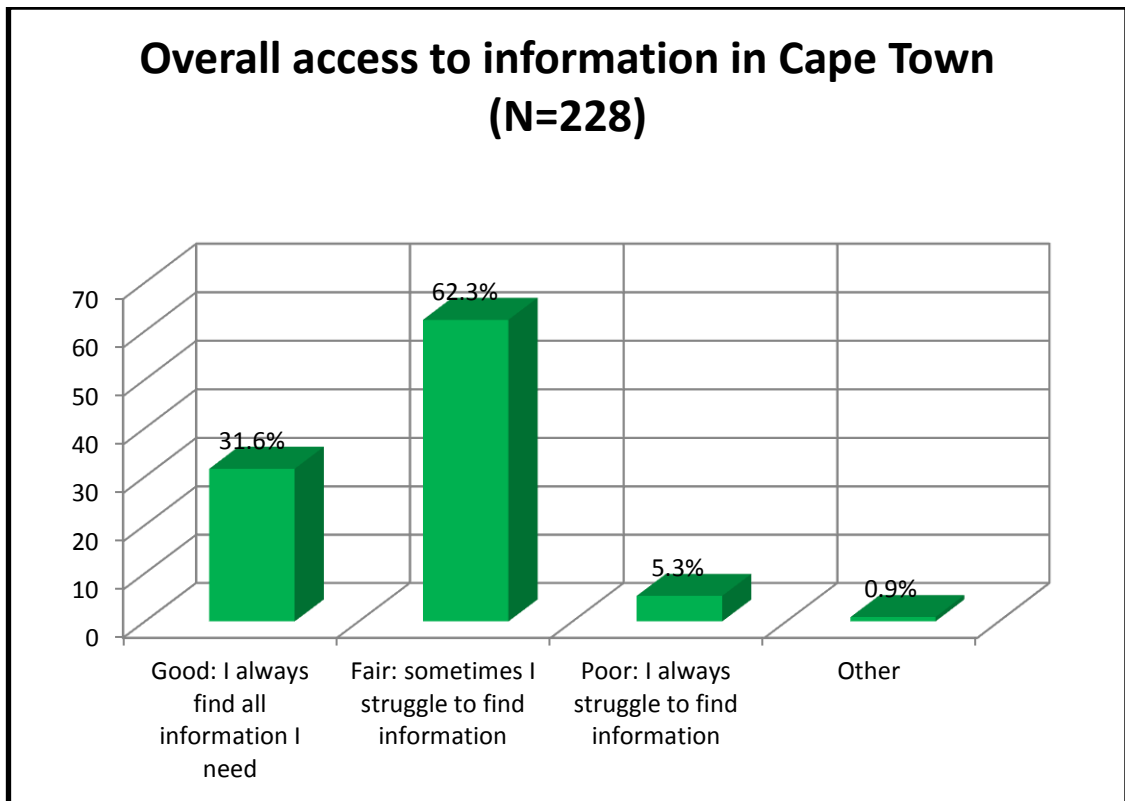


Figure 28: Overall access to information in Cape Town

Most participants (142 or 62.3%) indicated that their overall access to information in Cape Town was fair, meaning that they sometimes struggled to find information, while 72 (31.6%) of participants indicated that their access to information was good, with 12 (5.2%) participants indicating it was poor and 2 (0.9%) participants selecting the “Other” option but they did not specify.

The following were the responses arranged in groups: People provide the wrong information, language problems, a lack of good internet connection, a lack of time, laziness, a lack of money, and a lack of accurate sources of information. Here is what some participants said:

P2: *“I would say no ... not always ... because sometimes I just don’t have time to go around, I know I can find it but time is a problem.”*

P14: *“Because everything cost money and time, for all information you need, you must call or go on internet ... all this is money.”*

P8: *“I say not always because I have struggled with some information as I told you before ... I didn’t know where to go ... all my friends also don’t know so it, it was tough.”*

Question 29: Do you have any comments or additional information?

The last question was meant to entice any comments or any additional information. Only a few participants commented and provided additional information. Here are the responses:

- *“South African should make immigrants more comfortable and stop the hatred.”*
- *“I am straggling to get a mentor to assist me starting my own company, need idea from someone already get involved, challenges they faced and advantages and disadvantages.”*
- *“The lack of information for me is due to money matter and not to the availability of tools of information (internet, television).”*
- *“The language is the big barrier to find information.”*
- *“People are very busy that is the reason why they don’t have information.”*
- *“I think because I’m lazy reason why I don’t have access to all information that I need.”*
- *“We need to have money in order to get access to all information.”*
- *“The better way to find information is to be in touch with this people.”*
- *“Lack of time makes us a problem to find information because we struggle with life.”*
- *“I can’t ask South African for information, if is black, she will look at me like rubbish.”*

- *“You can’t ask a question if you can’t speak English well.”*
- *“If you look for information and you ask anyone, he will know that you are a foreigner.”*
- *“Please try to help all immigrants by your research to be well accepted and help the refugee centre.”*
- *“Life is not easy in South Africa when you don’t have citizenship, you can’t even access information.”*
- *“Information access in Cape Town is better when comparing with Johannesburg.”*
- *“May this research bring change to our society.”*
- *“I’m so busy so I don’t have access to information.”*
- *“The government should also consider foreigner national for job opportunity, we are all human.”*
- *“The access to information is perfect in cape town.”*

Four participants provided research with their contact details, such as their e-mail addresses, and requested the searcher to send them a copy of the thesis when completed.

5.4 Summary of the chapter

This chapter presented the results of the study. Research data were collected from two main sources, namely an administered questionnaire and semi-structured interviews with African immigrants who lived in the City of Cape Town. A total of 228 African immigrants completed and returned the questionnaire, and 25 were interviewed by the researcher. Both qualitative and quantitative data were presented in this chapter. The findings of the study are discussed in chapter 6.



CHAPTER SIX: DISCUSSION AND INTERPRETATION OF FINDINGS

6.1 Introduction

The purpose of the present study was to investigate the information behaviour of African immigrants living in the City of Cape Town, South Africa. The study was guided by Burnett and Jaeger's (2011) theory of information worlds as a theoretical framework for the study. This chapter links the literature review components with the research results, and this process was guided by the research questions supporting the study and the selected theory used of the study.

This chapter further discusses and interprets the findings presented in chapter five. Quantitative and qualitative data were collected through the questionnaires administered to the African immigrants and analysed to address the research questions. Quantitative data were analysed by using SPSS and Microsoft Excel. Qualitative data was gathered through interviews with key informant who did not participate in the questionnaire. Qualitative data were analysed using thematic content analysis.

In order to ensure completeness of the discussion and interpretation of the findings, appropriate and relevant data presented in chapter five have also been reproduced in this chapter. The eight research questions were as follows:

- What are the information needs of immigrants, and what influences their needs?
- What are the information grounds and channels they use to get information they need?
- What role does interpersonal information seeking behaviour play in their lives and family?
- What major problems do immigrants experience when seeking information?

- What are the pull factors of African immigration into the City of Cape Town?
- What are the factors that push of African immigration to leave their home countries?
- What is the nature of African immigrants' links with big public spheres, and how do these ties affect their information behaviour?
- What is the nature of contact between different African immigrant communities?

6.2 Demographic profiles

African immigrants who participated in the study were described generally based on gender, age range, marital status, county of origin, level of education, employment status, and level of English comprehension.

The total number of participants was 228. Great effort was made to include all age groups from 18 upward in order to obtain the different views of all ages. Having a large number (55.7%) of participants between 18 and 29 years of age (Figure 7), this suggests that most African immigrants who come to Cape Town are relatively young, and able to work and study.

With regard to the level of education which participants had attained, having only four out of the 228 participants with less than a secondary school qualification, one can confirm that African immigrants in Cape Town are relatively educated; therefore, they can potentially contribute to the country's economy if their information needs were met.

6.3 Immigrating to South Africa

Different studies in connection with African immigration by Akokpari (2001: 3), Campbell (2007: 11), El-Khawas (2004: 41), Martell (2010: 106) and Weda (2012) have revealed that forced or involuntary immigration and voluntary immigration are the leading types of immigration in Africa due to war, incessant

conflicts, economic and other reasons ravaging the continent that are not beyond their control.

Forced immigration occur in the cases where people have to travel for reasons beyond their control such as in the movement of refugees and exiles, and others who leave because of political, ethnic, gender or other forms of persecution.

The findings of the study reveal that some Africans immigrate to South Africa voluntarily for various reasons, including studying or joining their families. Others leave involuntary due to war or economic instability in their home countries.

This section now discusses push and pulls factors of African immigrants living in Cape Town, South Africa.

6.3.1 Push factors

According to Valji (2003), there are many factors which motivate the need for a geographical change of location. For some, it may be a natural need for progression in life as the neoclassic economic theory proposes, whereas for others, it may be a sudden decision flickered by the serious conflict and violence in their own countries.

With regard to factors which had pushed the surveyed participants to immigrate to South Africa (Figure 12). In terms of the responses given by interviewed participants, political and economic instability, education and joining family members were also strongly emphasised.

Similarly, this was revealed by the findings of two researchers in international immigration, namely De Blij (1993) and Vaccarro (1998) who grouped various factors influencing international immigration. These were poverty, education, economic or political instability and persecution in their own countries.

Furthermore, considering the major push factors of the study, the findings support Boswell (2002) who has argued that immigration tends to be an outcome of a combination of the macro or economic environment and micro or interpersonal

factors, such as the availability of information, encouragement from family members and the individual's own curiosity and aspirations to improve their lives. Likewise, these tend to be facilitating factors in the African immigration process.

Interviewed participants from various class backgrounds and even different countries have similar memories of the declining economic fortunes of their families. A Congolese man explained how difficult it was to get a job in his home country after finishing his honours degree and, although his family could provide for him for basic needs such as food and shelter, he had no hope to get employment and therefore he immigrated to South Africa in search of employment. Similarly, a Zimbabwean woman who was working as teacher but still could not provide for her family (P25)

Based on the findings of the study, it is evident that Africans immigrate from poor underdeveloped countries with low standards of living, few job opportunities and low wages to South Africa where they expect better living conditions and better wages. Thus, these economic differences between South Africa and other African countries initiate desires for immigration. This finding supports the view of Boswell (2002: 14) who has stated that immigrants make rational choices to immigrate in order to maximise the expected benefits. According to Boswell, immigration is explained by the level of rational decisions taken by individuals, based on the cost-benefit analysis of their situations.

Education was the most important reason to immigrate. The findings of the study show that the unfavourable conditions including lack of access to quality higher education as well as lack of infrastructure in many African countries are the reasons for immigration of many African students to South Africa.

Voluntary types of immigration were to unite with family members and abusive relationships, as well as other factors which were found popular in African immigration to South Africa, especially for women. When comparing male and female reasons for immigration (Table 7), the survey findings of the study show that 10 (6.9%) males and 19 (22.9%) of females left their countries of origin in order to join their families in Cape Town. On one hand, the natural needs for progression in life and family reunification might motivate African immigration, as proposed by the neoclassic economic theory, and on the other hand, it may be a sudden decision caused by the serious conflict and violence in their own countries (Valji 2003).

Escaping from war and insecurity or political instability were the second and third popular push factors mentioned by participants. This was expected, having considered civil wars and political crises in countries like the Democratic Republic of the Congo (DRC), Rwanda, Somalia and Burundi, and civil unrest in many African countries; certainly, these factors have fuelled African immigration to a more peaceful South Africa. Two interviewed participants (**P19** and **P15**) narrated that war in their countries underlie the trauma and fear of involuntary migration. They narrated how wars separated their families, disrupted their education and generally traumatised them.

It is important to note that, in some instances, both immigrants and their families make decisions to immigrate with great benefit expectations. The findings of the study reveal that sometimes Africans' decisions to immigrate are not made only by the individuals who immigrate, but rather by the whole family or household. Therefore, the expected return benefits cannot be only for the individual who immigrates but also for the whole family.

Data from surveyed participants shows that 83 (57.6%) of the 144 male participants made a decision to immigrate themselves, 56 (38.9%) indicated that the family made the decision for them. Of the 80 female participants, 23 (28.8%) made the decision to immigrate themselves and 55 (68.7%) indicated that their family had made the decision (Figure 14).

By comparing push factors and decisions to immigrate the surveyed data of the present study suggest that the proportion of female participants who come to unite with their families is higher than that of male participants. This suggests that, in African households, most of the time, women do not just decide to immigrate but the family decides for them while most males decide themselves.

Among male interviewed participants who stated that they made decisions themselves, some of them further argued that they were mostly influenced by their friends who were already in Cape Town.

One Zimbabwean woman was not given choices as she was married and her husband had to decide for her:

P25: *“My husband decided, I had no choice I had to come with him ... I’m glad he chose to ... you know.”*

Based on societal factors, including community norms and cultural values, not all African women seem to be in the position where they can decide whether they can immigrate or not. This means that for many societies it is the culture that determines the likelihood of women immigrating to South Africa.

Boswell’s (2002: 14) micro and macro theories explain the launch of immigration on individual and family levels, and on the level of rational decisions made by individuals mainly based on the cost-benefit analysis of their situation. This research study confirms that immigration decisions are either based on the participation of the whole family or individual decisions but the decisions are also influenced by friends or relatives already staying abroad.

It is evident that African immigrants’ responses are multiple, with overlapping reasons for immigrating. In this regard, it is important to note that, while some push factors are structural and objective, others are personal, relating to personal circumstances at the time when it is decided to immigrate.

6.3.2 Pull factors

Vaccarro's (1998) study has shown that international immigrants' destination choices are grouped into various reasons, such as a search for better economic opportunities, as well as a more peaceful and politically stable environment.

With regard to the pull factors of this study (Figure 15), Three of those who have lived in other provinces and towns of South Africa have further indicated that Cape Town offers more opportunities than those towns where they have lived before. Interviewed participants' choice of staying in Cape Town included job opportunities, studies, security, better life stability and weather. On top of better life stability, **P25** further emphasised the future of their children who are growing up in a good neighbourhood and attending nice schools.

“The only thing ... or the most important thing that make me stay in Cape town is the school of my children, here you know that you are going to raise children in good condition ... I am sure that my children go to good school. That's a good thing which I never had when I was back home.”

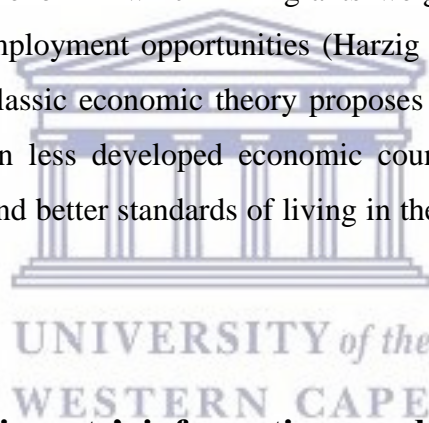
Based on the findings of the study, it is clearly seen that there is a perception that South Africa courses or degrees are better than those offered in other African countries. Some interviewed participants argued that they had decided to stay in Cape Town because of good quality education, the availability of education facilities with a wide choice of courses and employment opportunities after completion of study. This supported McDonald et al's (2000) study who were of the opinion that Africans from other countries were attracted to South Africa by the country's advanced economic, social and political climate.

South Africa seems to be one the most developed African countries when compared with other African countries, it has more job opportunities and better paying jobs than other African countries. Thus the difference in wages between South Africa and other African countries is one of the main pull factors.

Taking the history of South Africa into consideration, one should understand that before 1994 when South Africa was still under the apartheid regime, South Africa was not a good destination for Africans, based on the bad socio-political

relationship between South Africa and the rest of the continent. Things changed when late president Nelson Mandela took over and made significant changes to the economic and socio-political environments in South Africa, including cooperation between South Africa and the rest of Africa. This made it socio-politically possible for some Africans to come to South Africa. Thus, on the one hand, the combination of the economic crises and the political and civil unrest on the other side of the African continent, and on the other hand, the opening of South Africa's borders as well as the flourishing economy and better education system and job opportunities made it possible for African immigrants to consider South Africa as a potential destination.

In addition, the findings of the study support the neoclassic economic theory, which highlights the economic factor in immigration, as it views immigration as an economic phenomenon in which immigrants weigh the cost and returns of current and future employment opportunities (Harzig and Hoerder 2009: 62). In other ways, the neoclassic economic theory proposes that low salaries and poor standards of living in less developed economic countries push away workers, while higher wages and better standards of living in the more developed countries pull them in.



6.4 African immigrants' information needs, grounds and small worlds

This section discusses the findings regarding channels or grounds which African immigrants use to access information; their information needs; their information seeking behaviour on micro, macro and meso level; and challenges African immigrants face to access information.

6.4.1 African immigrants' information needs

This section discusses African immigrants' information needs in data that were presented in chapter five. Cuesta (1990) and Flythe (2001) postulated that new immigrants have different needs from those immigrants who had stayed in a

country for longer. Machet and Govender (2012: 2) suggest that “understanding the stages of immigrants’ adaptation to the host country, their differing environments and the situations they face can elicit findings about how and whom they approach in order to find information to solve their everyday problems and to meet their needs”.

In order to collect and interpret the data regarding the information needs of the participants, questions were asked to identify their information needs at the time they arrived in Cape Town, as well as their recent and current needs. In addition, Information needed was compared with participants’ periods of stay in Cape Town. Similar questions were asked to interviewed participants.

It was important to discuss the information needs of African immigrants when they first arrived in Cape Town in the study. African immigrants have to consider everyday life matters, while they live outside their home countries.

The information needs discussed in this section include information about places where they may obtain visas, services including healthcare and education, finances including banks, business opportunities, recreation including gymnasiums, work or employment, local news, news from home country, language resources, accommodation, driving schools and government departments. It is important to highlight that one surveyed participant has suggested that a need for telephone information must essentially be considered among information needs which African immigrants need upon arriving in Cape Town. Places regarding visa information and services were the least recent and current information needed as indicated by participants, with only 35 responses (3.9%) (Figure 18).

Among the interviewed participants, P10 was one of the participants who stayed in Cape Town for more than five years. He indicated that he had a need to travel and so he needed information about finding passports, visas and other travel-related information. He wanted to return to his home country and visit other countries around the world in order to visit family members and friends abroad.

Information about recreation and leisure concerning gymnasiums had 58 responses (6.5%) and 68 responses (7.7%) for information about driving schools.

However, when information needed was compared with participants' periods of stay in Cape Town (Table 8), there was one response for information about places and services (including visas), one response for information about recreation (including gymnasiums), and no response for information about driving schools from five surveyed participants who were relatively new in Cape Town.

Five participants stated that they had been living in the country for less than one year while 94 participants indicated that they had been living in Cape Town for more than six years. Thirteen (13) participants were searching for places and services (including for visas), 25 participants were searching for recreation including gymnasiums, and 27 participants were searching for information about driving schools. It is important to note that additional information about games, movies and football was also identified by interviewed participants.

The findings of this research study support the research done by Cuesta (1990) who argued that newly arrived immigrants have more basic, survival-related information needs, while settled immigrants have more needs in areas such as leisure or pleasure reading.

With regard to healthcare, it is important to note that even though health matters inevitably reflect a major life concern, it was revealed that participants, especially those who were relatively new in Cape Town, could only think about searching for such information when they were sick unlike other information needed such as work and learning English, which were considered to be the most important priorities upon arrival in Cape Town.

Needs for information about education and training were the most important information needed by surveyed participants, with 95 responses (28.6%) (Figure 17), while recent and current information needs gave rise to only 6.1% responses.

When comparing information needs about education and training with the period which participants had been living in Cape Town, there were two responses out of the five surveyed participants who had been living in Cape Town for less than one year, while 21 of the 94 participants who had been living in Cape Town for more than six years indicated that they needed information regarding education and training. As Feather and Sturges (1997) stated that the needs vary within societies

and among individuals, and keep on changing over time, this study confirms that African immigrants' information needs continuously change over time. Based on the educational backgrounds of the participants of this study, most of them are relatively educated. It is to be expected that information about education and training would be top priority for them.

There were 73 (8.2%) responses for recent and current information related to finances, including banking and business for two of five surveyed participants who had been living in Cape Town for less than a year. Twenty-eight (28) of the 94 participants who had been living in Cape Town for more than six years indicated that they had been looking for information about financial matters such as banking and business. Being relatively new to Cape Town or having lived there for some time shows that financial information is often needed. It may be critical to those who are relatively new to Cape Town, as they are still adjusting to life in a new city.

It is important to note that one of the interviewed participants (**P20**) who recently needed information about banking was disappointed, as he did not receive help from a certain bank.

Fisher, Durrance and Hinton (2004), in their work on the theory of information grounds while using an outcome evaluation approach enriched by its focus on context to explore the use of need-based services by immigrants in New York City, found that immigrants had significant information needs to help with adjusting to life in a new country.

Upon first arriving in Cape Town, African immigrants demonstrated a need for work and employment, which was indicated by 63 (16.3%) respondents, while it was also the most recent and currently needed information with 136 responses (15.3%). However, when information needed was compared with participants' periods of stay in Cape Town (Table 8), information about work and employment was the most needed from four of five surveyed participants who were relatively new to Cape Town, while 53 of 94 participants who had been living in Cape Town for more than six years needed information about work and employment (Table 8).

Some interviewed participants have shown their concerns and mentioned reasons why the search for employment was their top priority even if they had been living in Cape Town for more than six years. These participants had taken jobs that were not related to their skills and education; for example, the meter taxi driver, waiters and chefs in restaurants and hotels, as well as a security guard had no option but to keep searching for better job opportunities.

Upon their arrival in Cape Town, accommodation was the second most important priority for two of the five surveyed participants who had been living in Cape Town for less than one year, with 73 responses (22%) in total. It was placed in fourth place with 8.3% for recent and current information needs. Thirty-one (31) of the 94 participants who had been living in Cape Town for more than six years indicated that they needed information about accommodation.

Accommodation is one of the important information needed but it seems to be problematic for African immigrants living in the City of Cape Town. One interviewed participant (**P1**) classified information regarding accommodation as the hardest information to find.

Upon arrival in Cape Town, information about language resources was important for 12.3% of the surveyed participants who indicated that they needed this information, with another 10.1% participants indicated that they recently or currently needed information about language resources.

When data regarding information needed about language resources were compared with the period of time participants had been living in Cape Town, three of five surveyed participants living in Cape Town for less than a year needed this information, while 31 of the 94 participants living in Cape Town for more than six years also needed this information.

The study shares similar findings with those of Rincon and Associates (2000) in their study where they interviewed two groups of people in New York City, including representatives of different public service agencies which serve immigrant communities and recently arrived immigrants. Rincon and Associates' study has confirmed that learning English as a second language, housing and

employment were the three immediate information needs for recently arrived immigrants.

Since African immigrants do not live in isolation from local communities, it was important to hear from them about the need to obtain information about local news. Based on the data regarding recent and current information needs about local news, there were 59 responses (6.7%), with two of five surveyed participants who had been living in Cape Town for less than one year, and 20 responses of immigrants living in Cape Town for more than six years. All of these immigrants indicated that they needed information about local news.

Some interviewed participants added that they needed information about promotions from local supermarkets, as well as information about events taking place in the local libraries. As much as African immigrants need to be informed about what is happening in their surroundings; they also need to be informed about what is going on back home.

In his study on information needs and behaviours of diasporic populations in New York, Pyati (2009) noted that information needs of immigrants were not only limited to basic living skills in the new country or to basic English literacy but they also needed information about maintaining cultural ties to the home country. Chatman (1999) further emphasised that the need to stay in touch with family and friends in their home countries was one of the immigrants' information needs.

This study reveals that African immigrants significantly need information about news from their home countries. In this regard, information about news from home was the second highest ranked information need, with 116 responses (13.2%) after information about work and employment. It clearly seems that both new participants and those who have been living in Cape Town for a longer period of time valued information about news from home as one of the most needed kinds of information.

Information about services provided by government departments was the second lowest recent and current information needed by participants, with 50 responses (5.6%) after places and services, including visa centres. For those who were relatively new to Cape Town, two of the five participants indicated that they

needed information about government departments, while 20 of the 94 participants living in Cape Town for more than six years also needed information about government departments.

In summary, information needs, according to Feather and Sturges (1997: 216), continuously vary within societies and among individuals, as they keep on changing over time. While the study shows that information about education and training, news from home countries, as well as language training were the information most needed by new immigrants, there is no difference from the participants living in Cape Town for more than six years.

Though the information about driving training, recreation including gymnasiums, and services, including healthcare, was not top priority among participants, it was needed significantly by participants living in Cape Town for more than six years. The findings of this study support Cuesta's (1990: 27) study. He confirmed that new immigrants had special interests in areas such as learning English, the use of dictionaries, obtaining information about food, jobs, housing, medical and legal matters, especially immigration policies.

Therefore, based on the findings of this study, it is evident that, in some instances, there are no significant differences in the information needed most by both new and settled African immigrants in Cape Town. Both groups first need basic information to survive, such as information about jobs and a means of self-improvement, including training and learning English. These needs continuously persist as people look to improving their lives. The need for other types of information about driving training, recreation and services keeps on changing over time. As immigrants become established over time, some of their information needs change.

6.4.2 African immigrants' information grounds

If people did not have information needs, then libraries and other information systems would cease to exist, even basic interpersonal human communication would be altered (Chimah and Udo 2015).

Government offices and public libraries are the ideal institutions to visit when looking for information, especially information about government services. These facilities are useful sources of information for both immigrants and local communities, as one of the primary aims of their services is to provide information to whoever is in need of information.

In their survey of library needs for North Carolina immigrants, Rincon and Associates (2000) found that almost 60% of immigrants had not been to the public places such as public libraries where they were supposed to obtain information in the year before. A lack of time, problems with the location of these facilities, language problems and a lack of need or interest were provided as reasons.

Similar to their study, government offices and public libraries also seem to not be the preferred sources of information for African immigrants in Cape Town. The findings of this study show that, upon arrival in Cape Town (Figure 16), only six participants (4.9%) consulted government offices for information and 21 (17.2%) for public libraries.

In terms of current sources of information (Figure 19), 60 respondents (7.2%) indicated that they had visited public libraries but surprisingly they were recommended by 101 (10.7%) surveyed participants. One of the interviewed participants (**P12**) recommended the Cape Town Central Library for new immigrants, as there are books in different languages.

In addition, two other interviewed participants (**P14** and **P7**) who have been living in Cape Town for more than five years seemed to be familiar with the various government departments, and indicated that they preferred meeting government officials and interact with them face-to-face to ensure they are being understood in terms of their needs. It is important to note that speaking to family and friends, and using the internet and telephone about the services offered by government departments were also mentioned by interviewed participants.

The fact of not considering government offices and public libraries as major sources for information by African immigrants is explained by the theory of information worlds. The theory argues that everyday activities of people living in a small world, including activities related to information, are not considered

seriously and frequently taken for granted as being standard across all small worlds regardless of their uniqueness to a specific group. Moreover, “social type” is one of the key concepts of the theory of information worlds. This concept argues that people living in a small world share perceptions of individuals’ roles in context.

In addition, Chatman (1996) stated that immigrants shared perceptions of the relevance of the public information centres available. Talking to friends and family and checking online for information about services offered by government departments might be perceived as relevant by African immigrants rather than physically visiting government departments.

This study reveals that African immigrants use different media, including television, radio, newspapers and magazines as sources of information. As a current source of information, the data shows that television is the second most used source of information after the internet. There were 110 responses (12%) for television, 59 responses (6.3%) for radio and 65 responses (7.1%) for newspapers and magazines. Interviewed participants who use media for information said that they read newspapers and watch television as well.

The findings of the study correlate strongly with those of Savolainen (2009) who emphasised that everyday life information needs and information seeking behaviour are affected by a number of cognitive, emotional, cultural and situational factors. According to him, everyday life information seeking behaviour consists of two major modes. On the one hand, people search for orienting information by monitoring daily events through the media such as newspapers, television and the internet; on the other hand, they may search for problem-specific information.

However, discussions regarding places where participants go to look for information about housing and accommodation reveal that participants who had been in Cape Town for longer were more familiar with more and reliable resources such as local housing agencies and the internet, which might assist them to meet this information need. Chatting with friends and family, reading

newspapers and advertisements for housing and rental properties in public places were mentioned more by participants who were relatively new in Cape Town.

African immigrants who participated in the study further highlighted that they recently used the internet to meet their information needs regarding work and employment, healthcare, accommodation, education and finances. The internet was the source of information mentioned most, except for healthcare, for which participants said that they physically visited local clinics and public hospitals for information regarding their health.

In addition, interviewed participants stated that they used the internet for other reasons such as social networking, online banking, online shopping, to read the newspapers, to download movies and music, to play games, to communicate via e-mail and to video-call. For surveyed participants, the internet was the source of information they currently used most with 173 responses (18.9%). It was also the source of information recommended by most participants, with 147 responses (15.8%).

Initially, Habermas (1992) pointed out that locals and communication channels of the public sphere such as public libraries, the internet, media and other settings played an important role in information behaviour; not only by making free discourse about political and social information possible, but also in their function as mediators between the rights of the individual and the power of the state.

Immigrant organisations, including non-profit organisations which serve immigrants, identified immigrants' mutual community groups and meeting places with friends such as hair salons as other places participants visited for obtaining information. As far as current information sources used by participants were concerned, immigrant organisations were the third preferred source of information with 102 responses (11.1%) after the internet and television.

As a recommended source of information, immigrant organisations were the second most mentioned source with 103 responses (10.9%) again after the internet. Meeting places for friends was not as popular as immigrant organisations, with only 32 responses (3.5%) as a current source of information and with 52 responses (5.5%) as a recommended source of information.

Meeting places where African immigrants usually meet include clubs, pubs, hair salons and tuck shops. Normally they visit these places for various reasons such as having a haircut or just to pass the time. This confirms the findings of the study conducted by Fisher et al (2004: 811) who concluded that information grounds were environments temporarily created when people come together for a specific purpose but from whose behaviour emerged a social atmosphere that promoted the spontaneous and opportune sharing of information.

Some of interviewed participants also mentioned that refugee centres and mutual community groups provided useful information about courses to improve their English.

P22: *“Since the newly comer don’t have much information about the new place, it’s very important for them to approach social organizations such as refugee centres or any other NGOs [non-governmental organization].”*

Social groups mentioned by participants included mutual community groups such as the Nigerian Association in Cape Town and Amis BK, a mutual group of immigrants from the East DRC. Unlike meeting places for friends where African immigrants go not primarily for information purposes, this study revealed that NGOs which served immigrants were visited for information purposes such as information about English courses and legal matters, while immigrants’ social groups were visited for information purposes, including information about news from home.

6.4.3 African immigrants’ information seeking behaviour

Wilson (1999: 249) states that “information behaviour describes those activities a person may engage in when identifying his or her own needs for information, searching for such information in any way, and using or transforming that information”. In addition, the theory of information worlds examines the role of information, information behaviours and perceived values of information across social contexts of large and small worlds.

The findings of this study show that African immigrants look for information from interpersonal sources such as friends or relatives, as well as from larger social influences, including public libraries, NGOs, the media and the internet. It is important to note that African immigrants living in the Cape Town community in fact come from many different cultures and therefore, they are comprised of many different small worlds. Participants engaged in this study come from sixteen countries in Africa. The theory of information worlds argues that as long as societies contain a range of cultures and thus a range of small worlds, the public sphere will be a viable concept.

This section covers African immigrants' information behaviour at the micro, macro and meso levels.

6.4.3.1 Micro level

The concept of “small worlds” draws attention to the social environments in which people live and work, linked by a set of common interests and expectations, as well as a common set of information needs and behaviours, and more often even by geographic proximity and similar economic situations. A common characteristic of people living in a small world is a strong emphasis on family and kin relationships which explains their standards of behaviour and suitable approaches to future goal-setting.

The literature review shows that immigrants prefer to seek information from interpersonal sources such as friends, relatives or co-workers rather than from institutions or organisations (Fisher et al 2004). Given the language, economic and cultural barriers attached to immigrants' everyday needs, it is clear that African immigrants would rely on interpersonal information sources, especially close relatives and friends rather than institutionalised sources of information.

The findings of this study showed that, upon arrival in Cape Town, relatives and friends were the sources of information most used by participants (Table 16). Friends and relatives were also the sources of information used most by the interviewed participants upon their arrival in Cape Town. It is still one of the most used recent sources of information when participants were looking for information

regarding employment, local news, news from their home countries, travel, health and education such as help with learning English, recreation, financial matters, government departments, accommodation and driving training.

Based on the findings, this study suggests that African immigrants depend on relatives and kin friendships for information, especially those immigrants who are relatively new in Cape Town due to a variety of factors, including ignorance or lack of awareness of other sources of information available to them and language barriers for those who cannot speak English.

The findings of this study also confirm the Flythe (2001) study on information needs, information seeking patterns and sources of information of immigrants living in New York City. It was discovered that new immigrants relied on information from friends and family, and were often not aware of public services available to them. According to Flythe, perhaps preferring personalised methods of gathering information was more familiar to new immigrants than the institutionalised formal methods or sources of information.

One interviewed participant arguably showed that he had no choice but to look for any information he needed from his relatives and friends who spoke and understood the same language as he did.

It is important to note that African immigrant information seeking behaviour changes over time as they become familiar with the environment in which they live and the nature of the information they need. This finding supports that of Machet and Govender (2012) who also recognised that immigrant information seeking behaviour changes over time. They suggested that “understanding the stages of immigrants’ adaptation to the host country, their differing environments and the situations they face can elicit findings about how and whom they approach in order to find information to solve their everyday problems and to meet their needs” (Machet and Govender 2012: 2).

Some of the reasons why information needs and behaviour of new immigrants differ from those who have been in the country for longer are because new immigrants may not have yet developed a social network upon their arrival in the new country, or as emphasised by Machet and Govender (2012: 26), they may

have a social network which is not adequate in size, density and strength to help facilitate their transition.

As African immigrants establish themselves over time, their information needs and behaviour change, their social network characteristics may develop and change as well, reflecting their interactions with the environment. Another reason might be that, when African immigrants interact with other immigrants, they fully understand one another and this may lead to easier access to information due to prompt feedback from their friends and/or relatives. According to Wilson (1999), this refers to the element of positive exchange of information that happens in most cases when people, arguably immigrants, find themselves on the same level of professionalism or in the same situations.

6.4.3.2 Macro level

Access to information on the macro level is explained by Habermas (1992) with his concept of lifeworlds. Habermas defines a lifeworld as collective information and a social environment that weaves together the various information resources, perspectives and voices of all of the members of a society. Central to Habermas' work are larger social influences, including public sphere institutions, media, technology and politics.

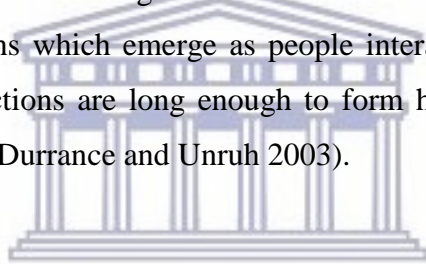
The findings of this study show that African immigrants in Cape Town do not only rely on relatives and friends for information, but also consult the internet, public libraries, NGOs, government officials, school officials and media including television, radio and newspapers. The internet was the source of information used most as both a current and a recommended source of information, followed by television, then immigrant organisations as both current and recommended sources of information.

Some interviewed participants (**P6, P14 and P17**) who mentioned that they used the internet to communicate with friends and relatives, further explained that they always visited news websites including television and radio websites from their home countries. It is important to note that Facebook, Skype and e-mailing friends

and family were other ways of communicating with those still in their home countries, as mentioned by interviewed participants **P1, P5, P3** and **P13**.

Based on the findings, it is evident that the internet has become a highly popular source of information globally, including for immigrant communities, largely due to the availability of search engines such as Google and social networking websites. Taking into consideration that technology is one of the elements that have influenced the theory of information worlds, much research has proven that ICT has played an important role in creating and maintaining the dispersion of people.

The internet has further facilitated the creation of effective information communities. Another important role that the internet has played in immigrant information seeking behaviour is the ability to create worlds and to connect people within these worlds through a virtual community. Virtual communities are the social aggregations which emerge as people interact over the internet. Such discussions or interactions are long enough to form human feelings or personal relationships (Fisher, Durrance and Unruh 2003).



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6.4.3.3 Meso level

Because the African immigrant society in Cape Town as a whole is composed of a large and diverse range of small worlds, and because the success or failure of a society depends largely on the possibility of an open interaction between these worlds, it is necessary to define not only their own little worlds, but also interconnect concepts of information access and exchange of information between these little worlds.

With regard to participants' association with other immigrants or immigrant societies (Figure 23), interviewed participants agreed that they had friends from other places or different countries. Most participants emphasised that they always made friends at work, church, and in neighbourhoods and other places.

In their study on bridging local and global information sources, Srinivasan and Pyati (2007: 1737) emphasised that as much as local environments are important, immigrants' information seeking behaviour is not merely limited to local contexts.

Similar to the findings of this study, Srinivasan and Pyati's (2007) study shows that Somali refugee communities in Boston were not isolated, as the online environments provided them with a space that kept them in constant communication with immigrants in other parts of the United States, Kenya and Italy.

This situation can also be understood with the concept of globalisation coming into play. Online environments are important instruments which serve as easy links to different small worlds. Pyati (2009) understands globalisation as a fundamental factor concerned with the increasing interconnectedness of social, economic, political and cultural relations in the world. According to Pyati, the diaspora, as a framework for understanding the information needs and behaviours of certain ethnic groups, is important and cannot be discussed without reference to globalisation.

African immigrants work and live in fellowship with other people from different places and countries, including local South Africans; thus, it is evident that African immigrants interact and exchange information with people from outside their small worlds. Chu's (1999) study on immigrant information behaviour showed how children can serve as linguistic, cultural and information intermediaries for their immigrant parents, and eventually brings connection between two or multiple small worlds.

Taking the importance of interpersonal networks and the use of intermediaries of immigrant information seeking behaviour into consideration, the findings of this study have shown that African immigrants do not live in isolation. Just as African immigrants use ICT-enabled technologies to communicate with their friends and relatives, Srinivasan and Pyati (2007) showed in their work how ICT-mediated diaspora also acknowledges that ICTs and ICT-enabled technologies play an important role in the process of maintaining and creating the diaspora.

6.5 Barriers

Barriers can relate to language, distance, cultural background, information poverty and social exclusion, discrimination or lack of accessibility to information. Many such problems have been outlined by African immigrants in relation to searching for information in their everyday lives. African immigrants come from different backgrounds, and they experience different needs and multiple problems in Cape Town. The findings of this study indicate that participants experience issues relating to language, information poverty and social exclusion. Some participants also experience other sorts of barriers related to racism and discrimination.

Language is an important part of people's cultural identity and the resources they use are affected by their language and culture. Language plays an important role in how participants search for information. For African immigrants who come from a non-English-speaking background, English proficiency is a basic requirement for communication.

In order to understand the participants' level of English comprehension, they were asked to indicate their level of English comprehension (Figure 10). When the paper survey forms were completed, the researcher observed difficulties among participants in understanding a number of the questions. In a number of cases, participants requested clarification of the meaning of questions before completing their responses or answering some of the questions. Some interviewed participants said that, as they could not speak English at all when they first arrived in Cape Town, they did not expect to find information upon their arrival in Cape Town.

In terms of accessing online information, it is important to note that beyond the financial considerations, a minimum amount of human capital is needed. The individual must first be able to understand the information presented by the medium. This requirement involves literacy, as well as language requirements. In South Africa, all the websites participants can visit for information, including the Department of Home Affairs and NGOs, use the English language; thus, African immigrants who do not speak English may be discouraged to visit these websites.

Among the reasons that hindered access to information, as mentioned by participants (Table 10), the language problem was the most important reason,

giving rise to 21 responses. It is also important to note that both surveyed and interviewed participants, who indicated that they did not expect to find information upon their arrival in Cape Town, stated that their problem with language was the most important barrier to access the information they needed at the time.

Immigrant communities consist of more than ten categories of groups who may be socially excluded, as identified by Peace (2001). While the findings of this study may indicate potential barriers being present because of the use of the English language, some participants had a good or excellent command of the English language but were still not able to gain access to information due to social exclusion. Hungwe (2013) understand social exclusion as a failure to develop effective information practices that connect to passivity, making available all the information of the day, which set the landscape elements of information that need to be accessed, and understand to participate in their adopted community.

Hungwe (2013), in his study on Zimbabweans' integration into new societies in Johannesburg, has indicated that continuing social exclusion can put immigrants at greater risk of remaining information poor, resulting in being excluded from participation in democratic processes, lacking opportunity and feeling a lack of inclusion in the broader community. Being denied access to certain services, such as opening a bank account, as indicated by one of the interviewed participants, can put African immigrants in a situation where they feel socially excluded, and therefore limited in their economic and social potential. The sense of feeling socially excluded was also remarkable when participants explained the reason why they thought they were not employed or were not appointed in appropriate jobs in accordance with their qualifications.

Based on the findings of this study (Figure 28) it is important to point out that issues such as government policies against immigrants like the Black Economic Empowerment (BEE) system, racism and xenophobia were strongly emphasised by the surveyed participants as well as some interviewed participants who chose the "Other" option from the list provided in the questionnaire.

In terms of specific information needed which was hard to find, most of the participants agreed that there were certain types of information they needed but never had access to it. Information about specific medicines, work permits, bursaries, places to rent and home loans, employment including feedback from job applications, education and training including English learning centres, and requirements for asylum-seeking were mentioned as information which was hard to find. When asked what they thought the reasons could be for not having full access to such information, the inability to speak English, a lack of connections, too many policies and procedures, discrimination, racism and xenophobia, bad service delivery by public servants and a lack of money were mentioned by the participants.

The findings of this study correlate favourably with other research conducted in practice. Hanken (1995) and Flythe's (2001) studies identified institutional barriers, including staff attitudes, rules and regulations, personal and social barriers, including low self-esteem, perception barriers, including a sense of isolation, educational disadvantages and a lack of knowledge of existing facilities and services to be additional barriers associated with a lack of access to information by immigrants.

An example of an institutional barrier faced by African immigrants is emphasised by two interviewed participants (**P1** and **P16**). They mentioned that bankers and estate agents did not spend time providing them with full information about home loans or flats available to rent once they realised their client did not have a green South African ID.

Another interviewed participant decided to not physically visit the Department of Home Affairs anymore because of the poor attitude displayed by the staff members of that department.

6.6 Findings related to the theory of information worlds

The study was guided by the theory of information worlds, which combines concepts drawn from small worlds and the lifeworld. The theory of information worlds thus examines the role of information, information seeking behaviours and perceived values of information across social contexts of large and small worlds.

- **The concept of small worlds: macro level**

Chatman (1991) defines “small worlds” as the social environments in which an interconnected group of individuals live, work and bond together by common interests, behaviour, expectations, and often by economic status and geographic relatedness. A common characteristic of people living in a small world is a strong emphasis on family and kin relationships, which explains their standards of behaviour and suitable approaches to future goal-setting. In relation to the findings of the study, it has been proven that African immigrants, especially those who are relatively new in Cape Town, prefer to seek information from interpersonal sources such as friends, relatives, church members or co-workers rather than from institutions or organisations. However, this preference changes over time when they become more familiar with the environment in which they live.

- **The concept of lifeworld: micro level**

The concept of lifeworld focuses almost exclusively on the social world and its information resources in a much broader context; it is wide, reaching across a broad binding of a culture. Members of a social collective normally share a lifeworld. Lifeworld emphasises the larger social influences, including public sphere institutions, media, technology and politics. This study has revealed that there is a strong impact on the broader social context within which a small world exists. As African immigrants become familiar with the environments in which they live, their information seeking behaviour changes significantly, as they are influenced by big public spheres. They then tend to use the internet, public libraries, NGOs and media such as television, radio and newspapers much more often.

- **Intermediate worlds: meso level**

While the theory of information worlds draws its conception from small worlds and a broader lifeworld, it also acknowledges that there are intermediate worlds, which can mediate or intervene between the macro and micro worlds. The theory further suggests that, as small worlds exist within a broader lifeworld context, which influences them just as the lifeworld can be influenced by specific small worlds, the intermediate levels can interact with both.

The findings of this study confirm that African immigrant communities, though they comprise multiple small worlds, they do not live in isolation; they interact with one another on an individual and a group or communal level. The study shows that African immigrants upon arrival in Cape Town heavily rely on their friends and relatives who have been living in the country for longer for information. As they start to work, talk to church members, visiting libraries and NGOs, they connect with and exchange information with people from different places and countries, as well as with local South Africans.

6.7 Summary of the chapter

This chapter further discussed and interpreted the findings of this study. The discussion comprehensively included the research results and literature review in alignment with the theory of information worlds which guided the study. One of the key findings of the study is that the majority of participants who have been living in the City of Cape Town for a long period of time have different information needs from those African immigrants who are relatively new in Cape Town

The study discussed information needs, information grounds and information seeking behaviour patterns of African immigrants involved in the study, as well as the challenges they face when searching for information. Like the theory of information worlds, this study also found that African immigrants' information seeking behaviour is shaped simultaneously by both immediate influences such as friends, family, co-workers and trusted information sources from the small world in which they live, and larger social influences such as public sphere institutions,

the media and the internet. In addition, this chapter highlighted the fact that the African community in Cape Town consisted of different small worlds, which, although separate, did not function in isolation, as they interacted with one another.

The following chapter provides a summary of the major findings by answering the research questions, reaching conclusions, as well as making recommendations and suggestions for further studies.

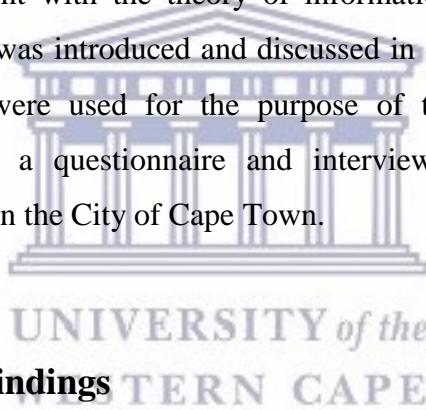


CHAPTER SEVEN: SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

7.1 Introduction

This chapter presents a summary of the findings of this study which investigated information seeking behaviour of African immigrants living in the City of Cape Town. It also contains conclusions as well as recommendations. The summary includes the overview findings based on the fundamental problem of the study, as well as answers to the eight research sub-questions.

The findings of the study were presented in chapter five and were further discussed and interpreted in chapter six. The findings were summarised and explained in alignment with the theory of information worlds by Burnett and Jaeger (2011) which was introduced and discussed in chapter two. Different data collection methods were used for the purpose of the study. These methods included the use of a questionnaire and interviews involving 228 African immigrants who live in the City of Cape Town.



7.2 Summary of findings

Results were presented in chapter five, systematically following the main sources of research data, which were administered questionnaires and interviews with African immigrants in the City of Cape Town. This was followed by intensive discussions and interpretations in chapter six by linking the research results with literature reviewed and the theory of information worlds.

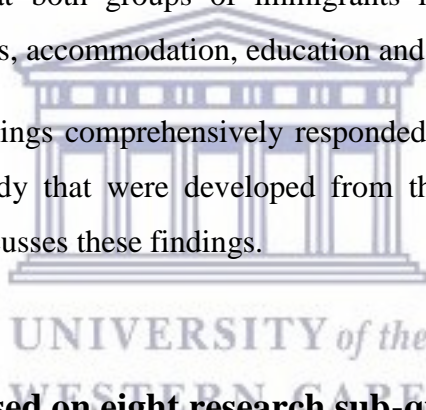
This summary section serves to link all related research outcomes under one umbrella for a better understanding of the research findings. Thus, this section is divided into two sub-sections: overview findings based on the research problem, and findings based on the eight sub-questions underpinning the study.

7.2.1 Overview findings based on the research problems

The research problems of the study were (a) to identify information needs and information seeking patterns of African immigrants in the City of Cape Town; (b) to identify barriers between information and these immigrants; and (c) to form strategies or suggestions for overcoming these barriers so that the organisations which serve immigrant communities may better address their information needs.

The study found that the majority of participants who have been living in the City of Cape Town for a long period of time have different information needs from those African immigrants who are relatively new in Cape Town. The first group of participants indicated that, overall, they found information they needed from different formal sources, including government offices, NGOs and the internet, while the second group mainly consulted friends and relatives for information. The study found that both groups of immigrants looked for, among others, information about jobs, accommodation, education and training.

The summary of findings comprehensively responded to the eight sub-questions underpinning the study that were developed from the research problems. The following section discusses these findings.



7.2.2 Findings based on eight research sub-questions

7.2.2.1 What are the information needs of African immigrants, and what influences their needs?

The study revealed that African immigrants who participated in the study had different information needs. These information needs involved information about places and services related to their life in Cape Town, starting from preliminary services, social adjustment to the new environment, to leisure and recreation. African immigrants' information needs included:

- Places and services, including visa- and other travel-related information
- Health-related information, including clinics, pharmacies and medication

- Education and language resources, especially English learning services and materials
- Finances, including banking and business
- Recreation, including gymnasiums and movies
- Work and employment
- Local news, including local events and information regarding shops and supermarket advertising for specials
- News from their home countries
- Accommodation, including houses and flats for rent and for sale, as well as home bonds
- Driving- and driving licence-related information
- Telephone
- Services offered by government departments

The study has further revealed that, when African immigrants first arrive in Cape Town, they search for basic information to survive, such as information about jobs, accommodation and a means of self-improvement including training and learning English. These needs continuously persist as people always look for improvement in life. Over time the needs for other types of information such as information about driving, recreation including gymnasiums, and services including healthcare, also become prominent. Therefore, time is one of the factors that influence African immigrants' information needs, as they become established over time some of their information needs change.

Furthermore, circumstances such as sickness or unemployment are other factors which influence African immigrants' information needs. Based on the results of the findings, it was revealed that participants, especially those who are relatively new in Cape Town, could only think about looking for such information when they are sick or unemployed, unlike other information needs such as work and

learning English, which are considered the most important priority upon arrival in Cape Town.

7.2.2.2 What information grounds and channels do they use to obtain the information they need?

The study indicated that African immigrants often consult multiple sources to satisfy their information needs during the information seeking process. These sources may involve digital or manual sources. Predominantly, the study revealed that the following sources of information were consulted by African immigrants who participated in the study:

- Television
- Newspapers and magazines, including local weekly newspapers
- Friends and relatives
- Radio
- Use of the internet, including social networking, and selling and buying websites such as Gumtree and OLX
- Immigrant organisations, including Amis BK and the Nigerian Association of Cape Town
- Community centres
- Meeting places for friends, including hair salons and shops
- Church members
- Government officials and the Department of Home Affairs
- Public libraries
- Friends on social media
- Co-workers

- University/school offices

It is important to note that communication with friends and family members was identified as the most common source of information when African immigrants arrived in Cape Town. The study revealed that, as they became familiar with the environment in which they lived, they tended to use the internet more as a tool to find the information they needed. These African immigrants indicated that they used the internet for various reasons, including:

- To communicate with relatives and friends around the world by means of e-mails, calls and video-calls
- To do online banking
- To read the newspapers
- To learn about local events
- To be updated with circumstances back home
- To socialise by using Facebook and Twitter
- To do online shopping through websites such as Gumtree and OLX
- To conduct job searches
- To get education materials
- To play games
- To obtain information about skills such as cooking and sewing

The majority of African immigrants who participated in the study indicated that they preferred talking to people face to face when searching for information; but surprisingly, most of participants recommended internet as source of information for those who recently arrive in Cape Town; while most of interviewed participants recommended Immigrants 'organizations and NGOs that serve immigrants.

7.2.2.3 What role does interpersonal information seeking behaviour play in the lives and family of African immigrants in Cape Town?

This study shows that African immigrants had information needs that were met by using different channels, but their overall preference was interpersonal sources. Based on language and economic barriers, especially of those African immigrants who are relatively new in Cape Town, it is obvious that they relied on interpersonal information sources, namely people who speak same language as they do like close family members and friends. One participant said that he had no choice but to seek for any information he needed from his relatives and friends who spoke the same language as he did.

Other significant, interpersonal sources of information consist of church members, co-workers and other people introduced by family and friends. Through these referrals introduced by family and friends African immigrants learn about schools, NGOs which serve immigrants, African immigrant community groups, libraries, and other agencies and institutions.

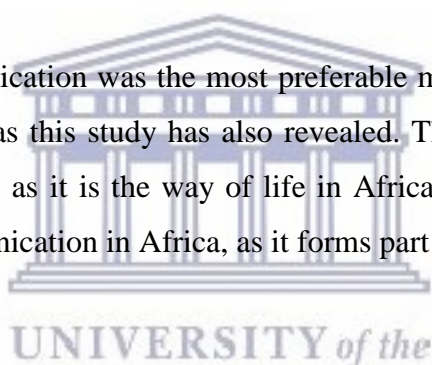
Interpersonal information seeking behaviour plays a critical role in the lives of African immigrants, not only because of the language barrier which does not allow them to connect with the outside world, but also because of its credibility and trustworthy networking. It has been discovered that most African immigrants do not come to Cape Town with the whole family straight away without knowing someone already living there. Men first come alone, as it is easier for them to survive all kinds of surprises along the journey and to live anywhere with friends while trying to save money, and to make sure they become comfortable with the new surroundings before bringing their families.

In doing this, they build information connections with fellow-African immigrants at work, at church and in the area where they live. These new friends become their primary sources of information. Having friends who look like them, share similar backgrounds or speak the same language, it builds trustworthy and credibility in African immigrant information seeking behaviour. This network kept growing as African immigrants meet new people throughout their lives. Thus, African men who first immigrate themselves can only call their families to join them after they have established this trustworthy and credible network.

Furthermore, taking into consideration the aspects of xenophobia and discrimination that were mentioned as barriers to access information, the larger world is considered relatively unfriendly and therefore, African immigrants tend to not trust others who are not from their small worlds.

Another role that interpersonal information seeking behaviour plays in African immigrants' lives is shown in influences of cultural backgrounds. Case (2002), in his survey on research on information seeking needs and behaviour, acknowledges that people use various channels in their information seeking process. However, the use of other channels than interpersonal seeking behaviour tends to be predicted by the social presence they offer. This means that it depends on how they are perceived as a face-to-face conversation with another person. In other words, it depends on the extent to which they expose the presence of other human interaction.

Face-to-face communication was the most preferable mode of communication by African immigrants, as this study has also revealed. This is strongly emphasised by many participants, as it is the way of life in Africa; it is the most commonly used mode of communication in Africa, as it forms part of the African culture.



7.2.2.4 What major problems do immigrants experience when seeking information?

The findings of the study indicated the following as issues that African immigrants experience when searching for information, as these issues hamper them to not fully access information in order to satisfy their needs:

- *Inability to speak English:* Most participants who came from countries where English was not one of the official languages reported to have problems with accessing the information they needed, as they could not communicate in English.
- *Lack of connections:* The study revealed that information, especially about jobs and employment and flats or houses to rent, was mostly obtained from interpersonal connections. This meant that the more the person was

connected with other people, the more chance he/she had to be informed. Obviously for those African immigrants who were relatively new in Cape Town and who had not yet fully developed networks with fellow-Africans, faced a lack of connection in their information seeking behaviour.

- *Policies and procedures:* It was reported that government policies such as the Black Economic Empowerment (BEE) system works against immigrants when they looked for information. Many African immigrants argued that they did not even bother to look for information about work in government institutions because they knew that the BEE policy would reject them.
- *Discrimination, racism, xenophobia and a sense of social exclusion:* Some African immigrants said that they had been discriminated against, especially by government officials and certain banks. This was the case with one participant who felt socially excluded when he was denied access to open a bank account just because he had no green identity document (ID).
- *Bad service from public servants and staff attitudes:* One interviewed participant decided to not physically visit the Department of Home Affairs anymore because of the poor attitude displayed by the staff members of that department
- *Personal and social barriers:* Some African immigrants could not obtain all the information they needed because of a lack of basic literacy skills, including problems to access the internet, low self-esteem and a lack of money.
- *Laziness, lack of information online and lack of South African credentials:* These factors were also identified as barriers to access information.

7.2.2.5 What are the pull factors for African immigration into the City of Cape Town?

The search for better places to live in terms of peace, better job opportunities, good schools, lower cost of living, pleasant weather circumstances, as well as large African immigrant communities were identified as major factors which pulled African immigrants to come and stay in Cape Town.

Some African immigrants argued that, even if they had not secured their ideal jobs yet, at least they were working and earning some money to sustain them and their families, unlike the situation in the countries from where they had come. There they had finished their studies but could not be employed and had no hope of ever being employed.

As much as the search for good schools and universities was reported as one of the main push factors for African immigrants, the study showed that it remained the leading factor that pulled them into Cape Town. Most African immigrants who participated in the study, especially those who came for studies and those who were planning to study, emphasised that Cape Town universities were the best in Africa, and that was why they wanted to stay: to further their studies. In this regard, it was also noted that, after finishing their studies, most of these African immigrants did not want to return to their home countries; they preferred to stay and work in Cape Town.

7.2.2.6 What are the factors which push African immigration to leave their home countries?

With regard to factors which pushed participants to immigrate to South Africa and in particular to Cape Town the findings of this study show that some African immigrants voluntarily leave their home countries for various reasons, including studies, economic reasons and a desire to explore the world, while others are involuntarily forced to leave due to political instability such as a civil war or genocide.

The following were identified as the main push factors:

- *Education:* As most of African immigrants who participated in the study were young people between 18 and 29 of age, it was expected to hear from them that education was the most important factor which has pushed them to leave their countries. Most of interviewed participants who indicated that they had left their countries in search of a good education emphasised the perception that qualifications from developing countries such as South Africa were considered to be of more value than those obtained in their home countries.
- *Political instability:* This was the second most important push factor after education. Most participants who indicated that they had left their home countries because of political instability were from countries predominantly engulfed by civil war, genocide and other forms of economic and political instability. They were mostly from the DRC, Rwanda, Burundi, Zimbabwe and Somalia.
- *To reunite with relatives:* This study revealed that some African immigrants, especially women and children, had left their home countries in order to reunite with their relatives.
- *Financial reasons:* Financial deterioration in the households of some of these African immigrants was also identified as one of the push factors.
- *Adventure:* It was revealed that some African immigrants just wanted to explore other places around the world, regardless of their financial situation or the political circumstances in their home countries. They left their countries not for better opportunities or running from anything but just for a desire to explore.
- *Tourism:* It is important to note that some participants explained that they did not think or plan to leave their countries for long or for good. They have left their countries as tourists, visited relatives or the area, and then they ended up by settling in Cape Town.

Based on the findings of the study, it was found that education was the leading push factor for both men and women, followed by political instability only for men, while family reunification was the second leading push factor for females. It is important to note that when most women decided to immigrate, they did not

make the decision themselves, but instead the family decided for them, while most men decided for themselves.

7.2.2.7 What is the nature of African immigrants' links with big public spheres? How do these ties affect their information seeking behaviour?

Apart from interpersonal information behaviour, the findings of this study indicated that African immigrants in Cape Town also linked with big public spheres in their information seeking behaviour. They consulted the internet, public libraries, NGOs, government officials, school officials and the media, including television, radio, and newspapers when they were looking for information.

The internet was the source of information most consulted. It was mentioned that African immigrants used the internet to communicate with friends and relatives, and to visit news websites, television stations and radio websites from their home countries. Public libraries, especially the Cape Town Central Library because of its collections that included books in foreign languages such as French, was significantly used by African immigrants and even recommended to those who were relatively new in Cape Town and who could not speak fluent English. This study showed that NGOs, school officials and the media were used significantly by African immigrants.

Another factor that strengthened the link between African immigrants and big public spheres was the fact that most African immigrants who participated in the study were relatively young and educated. They were ambitious to know what was happening around the area where they lived and in the world around them. In this regard, the study showed that, although immigrants, especially those from non-developed countries, were generally perceived as information poor, as stated by Fisher (2004). Despite the barriers they had to face, the nature of African immigrants' links with big public spheres was strong and sustainable. It is important to note that the ability to use and connect with big public spheres, and the satisfaction derived from connecting with these big public spheres, positively affected their information seeking behaviour, it created a sense of independence to

the extent that they did not have to fully rely only on interpersonal sources for them to function properly in Cape Town.

7.2.2.8 What is the nature of contact among different African immigrant communities, and among immigrants and the local population?

Based on the fact that African immigrants work, live and share fellowship with other people from different places and countries, including local South Africans, it is evident that they formally or informally share information. The study has revealed that there are many African immigrant communities in Cape Town.

For the present study, African immigrants who participated in the study came from sixteen African countries. Most participants indicated that they always made friends at work, at church, in their neighbourhoods and in other places. These people were not necessarily from their home countries; they were members of social or ethnic groups. The participants emphasised that they were in touch and got along well with other immigrants or immigrant societies.

Therefore, African immigrants who live in the City of Cape Town do not live in isolation; they connect with fellow-African immigrants, African immigrant communities and with the local population.

It is important to take note of the significant and vital role that the internet plays in assisting these immigrants to overcome issues of distance. The internet has facilitated the creation of effective information communities. It has been found that African immigrants use Facebook and other social media, not only to keep in touch with people from their home countries, but also to create worlds and to connect people within these worlds through virtual communities.

7.3 Conclusions

This study presented the summary of findings based on the research problems, and analytically addressed all eight sub-questions. The discussion also linked the findings and related literature. The theory of information worlds provided the theoretical framework for the study and guided the discussion of the findings.

The study highlighted key and major information needs of African immigrants. In this regard, the study has found that, when African immigrants first arrive in Cape Town, they search for basic information to survive, such as information about jobs, accommodation and a means of self-improvement, including training and learning English. These needs continuously persist as people always seek to improve their lives. Over time the need for other types of information, such as information about driving training, recreation and services also become prominent.

The results of the study indicated the African immigrants used formal and informal sources of information, from interpersonal sources, to the internet, to media, and to public libraries and NGOs. In addition, the study discovered that African immigrants used social media for their information needs, mainly for interacting with relatives and friends from back home and the rest of the world.

The study revealed the major problems experienced by these immigrants when seeking information. The study identified key factors that pushed African immigrants to leave their home countries, as well as those factors which pulled them to stay in Cape Town. Lastly, based on the findings of the study, strategies and suggestions for overcoming barriers that hindered African immigrants to access information were formulated so that the organisations which served immigrant communities might better address these information needs.

To close the gaps this study had not covered, suggestions for further research on other aspects regarding information seeking behaviour of African immigrants were made.

7.4 Contributions and originality of the study

The review of the literature indicated adequate studies which had been conducted in the field of information seeking behaviour of immigrants, but limited studies have been conducted on information seeking behaviour of immigrants by applying the theory of information worlds.

On the one hand, the literature review of the present study presented an overview of the studies that had been done on the information seeking behaviour of immigrants around the world, including in South Africa. This includes Fisher (2004) who studied the information behaviour of migrant Hispanic farm workers and their families in the Pacific Northwest.

On the other hand, the literature highlighted the studies which had been conducted on other aspects of life of African immigrants living in South Africa, in general and particularly in Cape Town. This includes Akokpari's study (2001) in which he studied international migration xenophobia and the dilemma of the South African state.

Although there was adequate literature on other aspects of the life of African immigrants living in the City of Cape Town, very little was known about their information needs, information channels and grounds, and their information seeking behaviour. In this respect, this study has contributed to the body of knowledge in the field of information studies by revealing the following:

- It identified information needs and information seeking patterns of African immigrants in the City of Cape Town.
- It identified information grounds and channels African immigrants used to obtain the information they needed.
- It identified barriers to gain access to information by African immigrants.
- It highlighted African immigrants' information gathering activities.
- It identified the role which interpersonal information seeking behaviour played in the lives of African immigrants and their families.

- It identified pull factors of African immigration into the City of Cape Town.
- It identified factors that had pushed African immigrants to leave their home countries.
- It identified the nature of African immigrants' links with big public spheres and how these links affected their information behaviour.
- It identified the nature of contact among different African immigrant communities, and among African immigrants and the local population.

7.5 Recommendations

The study investigated the information seeking behaviour of African immigrants who live in the City of Cape Town. A total of 228 immigrants from sixteen African countries successfully participated in the study.

Based on the findings, the study makes the following recommendations:

- The inability to speak English was the most important factor affecting the information seeking behaviour of most African immigrants who came from countries where English was not one of the official languages. Language plays an important role in how people search for information. For African immigrants who came from a non-English-speaking background, English proficiency was a basic requirement for communication. Participants reported that they had problems to access the information they needed, as they could not communicate in English. Therefore, it is recommended that government; public libraries of the City of Cape Town and NGOs which serve African immigrants take this barrier into consideration and create as many facilities as possible where African immigrants can easily learn English at a minimum cost. Some NGOs were reported to already be undertaking such initiatives, but it seems as it is not enough, as new African immigrants are still struggling to find places where they can learn English.

- The study revealed that government policies, such as Black Economic Empowerment (BEE), worked against immigrants when they were looking for information. Many African immigrants argued that they did not bother to look for information about work in the government institutions because they knew that the BEE policy would reject them. It is, therefore, recommended to review such policies and restrict them in such a way that they can become inclusive of other groups of people such as immigrants.
- African immigrants reported issues related to discrimination, racism and xenophobia. Some African immigrants stated that they had been discriminated against, especially by government officials and certain banks. This was the case with one participant who felt discriminated against when he was denied access to open a bank account just because he had no green identity document (ID). This treatment creates in them a sense of social exclusion. As Hungwe (2013) has indicated, continuing social exclusion can put immigrants at a greater risk of remaining information poor, resulting in being excluded from participation in democratic processes, lacking opportunity and feeling a lack of inclusion in the broader community. In this regard it has been found that these issues negatively affect African immigrants' information seeking behaviour. It is on this basis that it is highly recommended that government institutions, banks and other institutions with which African immigrants may interact in terms of access to services and information consider the consequences associated with social exclusion. It is also recommended that these institutions create an environment that will be free of all kinds of discrimination in order for African immigrants to feel welcomed and socially included. This can be achieved by revising policies, providing educational workshop and educational advertisement on media
- Bad service delivery from public servants and poor staff attitudes were also identified as barriers which African immigrants face when searching for information. In order to make access to information a little easier for African immigrants, it is recommended that information providers and public servants understand that African immigrants come from different

backgrounds and different cultures. It is, therefore, recommended that public servants be patient with African immigrants, especially with those who cannot speak English properly. It recommends that the City of Cape Town employ French speaking librarians who can sometime mediate librarians and French speaking patrons.

- Based on the findings of the study in terms of literacy skills, including problems to access the internet, it is recommended that public libraries and NGOs which serve African immigrants provide more technology and training facilities for African immigrants so they may be able to use information available on the internet effectively. This will boost their information seeking practice, as well their self-esteem.
- There are many skills which are declining in African immigrants just because of a lack of South African credentials. These skills can benefit both African immigrants and the South African public. Some African immigrants have reported that they are doing jobs that are not in line with their professional training. They further argue that this is due to the South African Qualifications Authority (SAQA) which takes forever to evaluate their qualifications obtained in their home countries. They have also experienced serious problems with the Department of Home Affairs with issuing their work permits. It is, therefore, recommended that the personnel involved in these kinds of institutions pay more attention to these issues in order to make African immigrants' information seeking behaviour as well as their lives a lot easier.
- The Cape Town City Council should develop proper integration mechanisms for African immigrants, since these immigrants are here to stay. As the findings of the study show, African immigrants are mainly young, educated and hardworking; they are potential employees in many sectors. It would be in the best interest of the South African government and other potential employers to support African immigrants rather than ignoring them.

7.6 Suggestions for future studies

The following future studies could be conducted:

- The present study only included a few student participants; therefore, it did not highly many of the academic needs of African immigrants. It might be useful to expand the research to African international students, as well as African immigrant students at UWC in order to gain a better understanding of African immigrants' information seeking behaviour in terms of their academic needs.
- Due to their nature, philosophy and orientation public libraries are weighed down by the responsibility of providing in the diverse and ever-changing informational, socio-cultural, educational and recreational needs of the entire communities in which they operate. As the City of Cape Town is becoming more and more culturally and ethnically diverse, it is crucial for public libraries of the City of Cape Town to respond to this factor by reflecting diversity in both their services and collections. In this regard, further study is needed to investigate how far public libraries of the City of Cape Town have progressed in terms of meeting African immigrants' information needs.
- There is a need to find out whether there are gender-specific differences in terms of African immigrants' information seeking behaviour.
- The population groups that participated on this study included students, professionals, unemployed, House wives, males, females, and all the age groups but the findings of the study were reported collectively. Further study is needed to distinguish information behaviour between these population groups.

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Appendix 1: Survey questionnaire

University of the Western Cape

Faculty of Arts

Department of Library and Information Science

Private Bag X17

Bellville

7535

Dear Participant

My name is Herman Muhambe, a PhD student in the Department of Library and Information Science (LIS) at the University of the Western Cape in Cape Town, South Africa. I am conducting research on **information seeking behaviour of African immigrants living in the City of Cape Town.**

The objectives of this study are to identify information needs and information seeking patterns of African immigrants living in the City of Cape Town; to determine whether their information needs are marginalised or not met in terms of accessing and using information resources available in the City of Cape Town; to identify barriers between information needs and these immigrants; and to formulate strategies or suggestions for overcoming these barriers so that the organisations which serve the immigrant community may better address these information needs.

Please be so kind as to complete the questionnaire below. Participation in this research is voluntary and therefore, you are free to withdraw at any stage. You will remain anonymous and your responses will be kept confidential.

If need be, you can e-mail me at hermanmuhambe@yahoo.com. For more information about this research, feel free to contact my supervisor, Dr Gavin Davis, at gavin.davis58@gmail.com

Thank you for your decision to participate.



SECTION 1: DEMOGRAPHIC INFORMATION

- 1. Gender** a. Male
 b. Female
- 2. Age** a. Younger than 18
 b. 18 – 29
 c. 30 – 39
 d. 40 or older

3. Marital status

- a. Single, never married
b. Divorced
c. Widowed
d. Married
e. Separated
f. Other



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4. Country of origin (please specify).....

5. What is your highest level of education?

- a. Less than secondary school
b. Secondary school
c. Technical school
d. College diploma
e. Bachelor's degree
f. Honours degree
g. Master's degree
h. Doctoral degree
i. Other (please specify).....

6. Which of the following best describes your present employment situation?

- a. Working full-time
- b. Working part-time
- c. Unemployed (looking for work)
- d. Unemployed (not looking for work)
- e. Full-time student
- f. Other (please specify)

7. How comprehensive is your English?

- a. Very good
- b. Good
- c. Average
- d. Not good
- e. Not at all



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SECTION 2: IMMIGRATING TO SOUTH AFRICA
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8. For how long have you been staying in Cape Town?

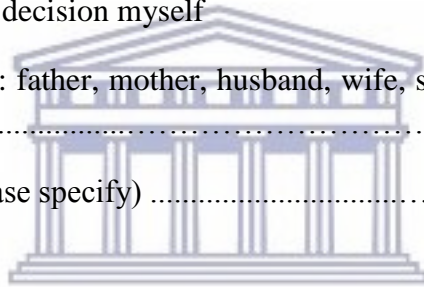
- a. Less than 1 year
- b. 1 – 3 years
- c. 4 – 6 years
- d. More than 6 years

9. What was the most important reason(s) which pushed you to leave your home country?

- a. Education
- b. Financial
- c. Political conditions
- d. Religious issues
- e. To reunite with relatives
- f. Other (please specify).....

10. Who made the decision to come to South Africa?

- a. I made the decision myself
- b. My family: father, mother, husband, wife, sister, brother, other (please specify)
- c. Other (please specify)



11. For what reason(s) did you choose to stay in Cape Town (please tick all that apply)

- a. Better job opportunities
- b. To further my studies
- c. Weather conditions
- d. Cost of living
- e. The large African immigrant community
- f. Don't know
- g. Other (please specify)

SECTION 3: CHANNELS AND INFORMATION WORLDS

12. Upon arrival in Cape Town, to whom or where did you go to find the information you needed? (please tick all that apply)

- a. Government officials
- b. Co-workers
- c. Public librarians
- d. University (if you are a student)
- e. Relatives/friends
- f. Friends on social networks
- g. Other (please specify).....

13. What information did you need upon arrival in Cape Town? (please tick all that apply)

- a. Find accommodation
- b. Language training
- c. Finding a good school
- d. Employment
- e. Healthcare and social services
- f. Other (please specify)

14. What type of information which you recently needed or currently need did you not look for? (please tick all that apply)

- a. Television
- b. Radio
- c. Newspapers and magazines
- d. Internet

- e. Relatives
- f. Personal friendships
- g. Observations
- h. Libraries
- i. Immigrant organisations
- j. Church
- k. Community centres
- l. Meeting places for friends (e.g. hair salons, tuck shops)
- m. Other (please specify).....

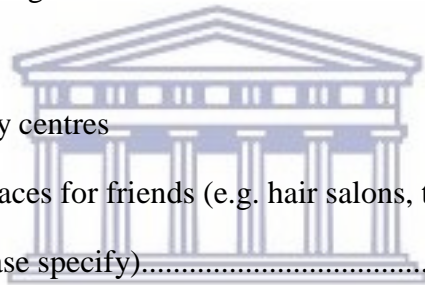
15. Please indicate your current major source(s) of information (please tick all that apply)

- a. Television
- b. Radio
- c. Newspapers and magazines
- d. Internet
- e. Relatives
- f. Personal friendships
- g. Observations
- h. Libraries
- i. Immigrant organisations
- j. Church
- k. Community centres
- l. Meeting places for friends (e.g. hair salons, tuck shops)
- m. Other (please specify).....



16. Where can you recommend to those who recently arrived in Cape Town about places where information can be found? (Please tick all that apply)

- a. Television
- b. Radio
- c. Newspapers and magazines
- d. Internet
- e. Relatives
- f. Personal friendships
- g. Observations
- h. Libraries
- i. Immigrant organisations
- j. Church
- k. Community centres
- l. Meeting places for friends (e.g. hair salons, tuck shops)
- m. Other (please specify).....



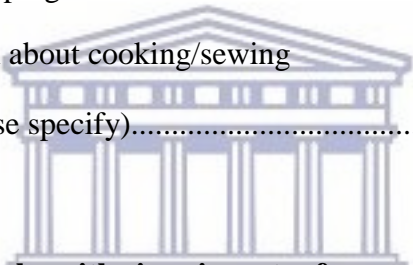
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17. When finding out about something, which of the following do you prefer to use? (please tick all that apply)

- a. Books
- b. Telephone
- c. Video, CD and DVD
- d. Newspapers and magazines
- e. E-mail
- f. Talking to people
- g. Internet
- h. Other

18. If you use the internet, for what reason(s) do you use it? (please tick all that apply)

- a. To communicate (e-mail, Skype)
- b. Job-hunting
- c. Online banking
- d. To learn about local events
- e. To read the newspapers
- f. To obtain educational materials
- g. To socialise
- h. To play games
- i. Online shopping
- j. Information about cooking/sewing
- k. Other (please specify).....



19. Are you in touch with immigrants from other countries/places or immigrant societies (religious/social groups)?

- a. Yes (If yes, please specify).....
- b. No

20. Are you a member of any social group (religious, societal)?

- a. Yes (If yes, please specify).....
- b. No

21. How often do you keep in touch with family and relatives back home?

- a. Every day
- b. Weekly
- c. A few times a month
- d. Rarely
- e. Not in touch at all

22. How often do your family members get together with other friends in Cape Town?

- a. Every day
- b. Weekly
- c. A few times a month
- d. Rarely
- e. Not in touch at all



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SECTION 4: BARRIERS

23. What was your occupation in your country of origin?

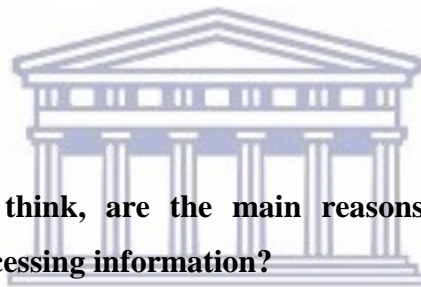
- a. Formal employment in government, semi-autonomous or other institution
- b. Informal employment such as artisan, farmer, trader, hawker
- c. Never worked
- d. Student

24. If you answered question 6 by indicating that you are not working, what do you consider the reason(s) to be? (please tick all that apply)

- a. Lack of information about available jobs
- b. Language problem
- c. Lack of South African credentials
- d. Lack of South African experience
- e. Still studying
- f. Other (please specify).....

25. Upon arrival in Cape Town, did you expect to find information you needed?

- a. Yes
- b. No



26. What, do you think, are the main reasons which prevent African immigrants from accessing information?

.....
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.....
.....

27. What information that you think should be available is hard to find? This is information that you think would make you reach your potential and improve your life.

.....
.....

28. How is your overall life in Cape Town with regard to access to information? Would you say that you always find the information you need?

- a. Good: I always find the information I need.
- b. Fair: Sometimes I struggle to find the information.
- c. Poor: I always struggle to find the information.
- d. Other (please specify).....

29. Do you have any comments or additional information?

.....
.....
.....

Thank you for completing this questionnaire. Your participation is highly appreciated.



Appendix 2: Questions for interview schedule

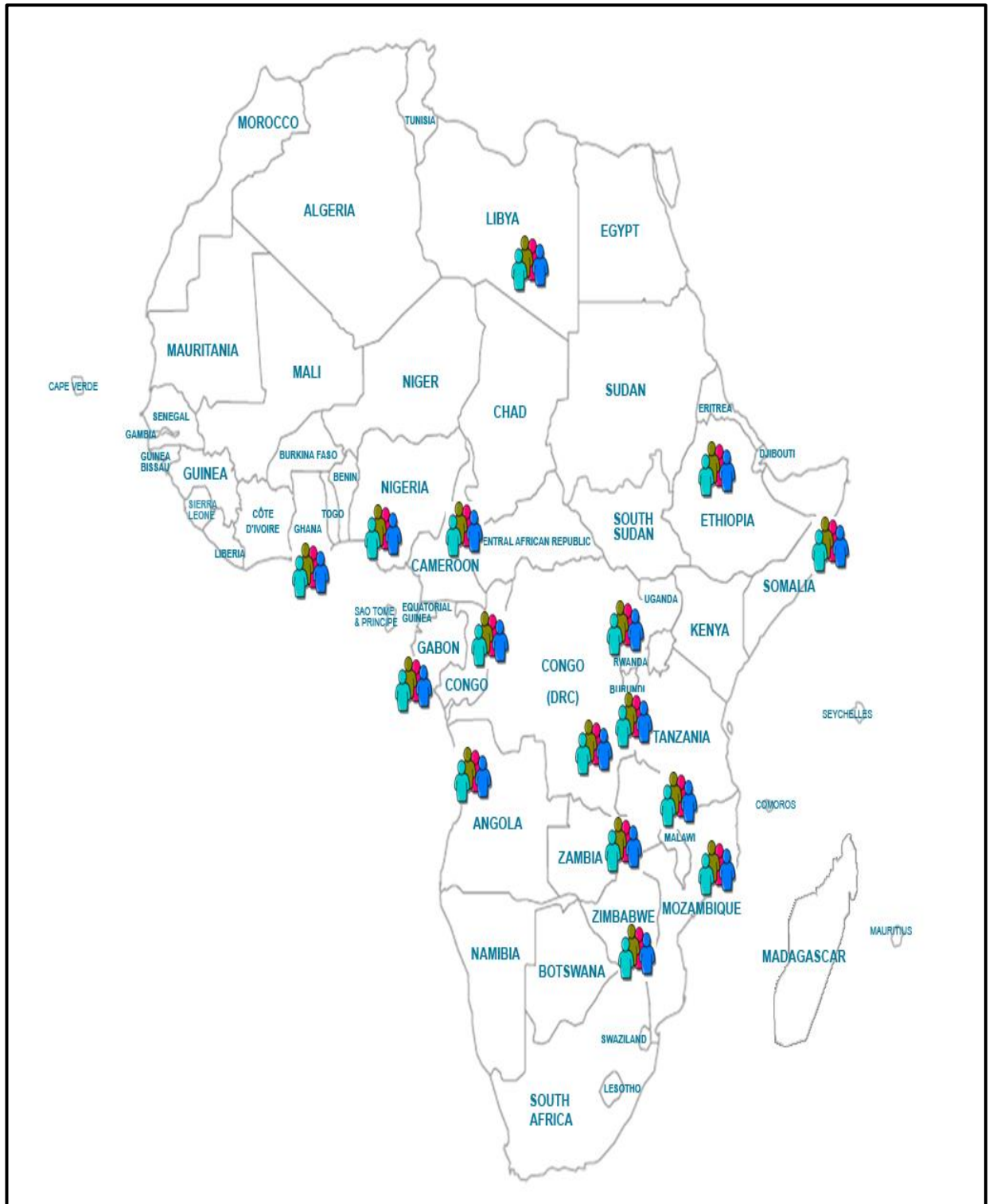
1. Before settling in Cape Town, where else did you stay after leaving your home country, and why did you decide not to stay there?
2. Why did you decide to leave your country?
3. Tell me about the decision-making. Who made the decision to come to South Africa?
4. For what reason(s) did you choose to stay in Cape Town?
5. Upon your arrival in Cape Town, what did you do in order to find the information you needed?
6. A) Can you remember the type of information you needed most upon arrival in Cape Town?
B) After living in Cape Town for some time, have your information needs changed at all? For what type of information which you recently needed or currently need did you not look for upon your arrival in Cape Town?
7. What advice would you give someone (African immigrant) who has recently arrived in Cape Town regarding where information is to be found?
8. Tell me about your use of the internet. For what purpose do you use it?
9. Tell me about your relationship with other African immigrants or social groups such as religious groups from your home country or the local community.
10. How often do your family members get together with other friends in Cape Town?
11. How often do you keep in touch with family and relatives back home?
12. What was your expectation regarding finding information upon your arrival in Cape Town?
13. A) As you mentioned earlier that you are currently not working, what do you consider to be the reason? OR

B) Do you know any African immigrant who is not working? What do you consider the reason(s) to be?

14. What information which you think should be available is hard to find?
This is information which you think would make you reach your potential and improve your life.
15. Tell me about your overall life in Cape Town in regard to access to information.
16. Do you have any comments or additional information?



Appendix 3: Map of Africa



Map of Africa ( Participants' countries of origin)

Appendix 4: Approval obtained from the UWC Ethics Committee



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OFFICE OF THE DEAN DEPARTMENT OF RESEARCH DEVELOPMENT

07 September 2015

To Whom It May Concern

I hereby certify that the Senate Research Committee of the University of the Western Cape approved the methodology and ethics of the following research project by:
Mr H Muhambe (Library and Information Sciences)

Research Project: Information behaviour of African immigrants living in the City of Cape Town.

Registration no: 15/4/9

Any amendments, extension or other modifications to the protocol must be submitted to the Ethics Committee for approval.

The Committee must be informed of any serious adverse event and/or termination of the study.

A handwritten signature in black ink, appearing to read 'Josias'.

*Ms Patricia Josias
Research Ethics Committee Officer
University of the Western Cape*

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