

DIASPORA ENGAGEMENT AND MOBILIZATION FRAMEWORK FOR ZAMBIA



Prepared by
The Diaspora Liaison Office
at the
Office of the President of the Republic of Zambia

In cooperation with
The International Organization for Migration (IOM) Zambia



IOM International Organization for Migration

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Acronyms and abbreviations

CEEC	Citizens Economic Empowerment Commission
DLO	Diaspora Liaison Officer
FNDP	Fifth National Development Plan
GRZ	Government of the Republic of Zambia
HC	High Commission
IMF	International Monetary Fund
IOM	International Organization for Migration
MOFA	Ministry of Foreign Affairs
MOLSS	Ministry of Labour and Social Security
NHA	National Housing Authority
RSA	Republic of South Africa
ZDA	Zambia Development Agency
ZUHWA	Zambia UK Health Workforce Alliance

Preface

Migration has always played a central role in the history of Zambia. As a nation sharing borders with as many as eight countries, the movement of people into, out of and inside Zambia forms a crucial fabric in the lives of all Zambians. This mobility is primarily responsible for the united yet colourfully diverse cultural heritage we proudly enjoy as Zambians today.

Yet, the outward flow of Zambians, particularly in recent decades, has come at a cost. Emigration, especially of highly skilled Zambians, has denied the country of much-needed expertise that would otherwise have contributed a great measure towards its development. The outward flow of professionals in critical sectors such as health and education has not only created a sizeable human resources gap, but also deprived the country of returns from its investment in educating them.

Unlike many nations on the continent, Zambia has enjoyed continuous peace. Therefore, the drive for outward movements in the majority of cases has not been fuelled by conflict and instability, but rather by a search for better opportunities or “greener pastures”. This has helped maintain a healthy relationship between the nation and its diaspora,¹ albeit one characterized by a lack of mechanisms for focused and structured cooperation so far.

It should not be assumed that the migration of Zambians, mostly to countries in higher stages of development, has been without its benefits. Many Zambians in the diaspora have taken the opportunity to advance their levels of expertise in various fields, thereby building massive potential for much-needed assistance in the development of the country. At the individual level, many are keen to participate in development initiatives back home by returning permanently or, where return is not a valuable option, extending a helping hand from their respective locations. Their sense of belongingness and desire to stay connected to Zambia is exhibited in the fact that many send back remittances to friends and family; these remittances have gone a long way in alleviating poverty at the household level. Others have embarked on various enterprises involving investments in Zambia, such as real estate development, manufacturing, agro-industry and charities.

¹ For the purposes of this study, the Zambian diaspora consists of individuals with Zambian nationality who are currently residing out of Zambia and includes those who have departed recently, as well as Zambians who have stayed out of the country for extended periods. Migrant individuals of Zambian origin who subsequently changed their nationalities but maintained links to Zambia are also considered to be members of the Zambian diaspora. The definition also covers second- or third- generation Zambians who have retained Zambian nationality, including those children born to Zambians out of the country. Second- and third-generation individuals of Zambian origin who have assumed other nationalities are excluded, however.

The Government of the Republic of Zambia (GRZ) recognizes the enormous potential of the diaspora to contribute towards national development. The GRZ is also cognizant that harnessing this potential and leveraging it for development purposes requires a deeper understanding of the diaspora, who are also keen to exercise their right to participate in the affairs of the nation. This is the primary reason for this study. I am confident that the findings will offer the GRZ a sound basis for future diaspora engagement and outreach strategies.

I wish to take this opportunity to thank all members of the diaspora who took part in the survey, as well as government and civil society partners who contributed to this study, for their time and valuable inputs. I am also pleased to acknowledge the special contributions of the International Organization for Migration (IOM) Mission in Zambia, which offered technical and financial assistance for the conduct of this study.

Ngoza Chilonga Munthali

Diaspora Liaison Officer at the Office of the President (GRZ)

Foreword

The past decade witnessed an increasing recognition of the link between migration and development in the global agenda. Today, there is growing awareness among countries, both of origin and destination, that properly managed migration brings numerous benefits. There has been a sizeable shift in outlook from the traditional negative perception of migration to an appreciation that it could and should be managed as a tool for achieving developmental goals.

It is in this context that IOM began implementing its Migration for Development in Africa (MIDA) projects more than 10 years ago. Migration for development is one of the main cross-cutting themes in IOM's work, outlined in its efforts to mobilize the financial and non-financial contributions of migrants and the diaspora towards home-country development. MIDA projects have registered much success in helping to increase African countries' capacities to redress the skills gap resulting from "brain drain". Notable examples of such projects include MIDA Ghana, which, since 2003, continues to engage expatriate Ghanaian health professionals from Europe in the development and strengthening of hospitals and other public and private health institutions through temporary assignments. MIDA Ghana has also been instrumental in broadening the collaboration between institutions in Ghana and migrants' destination countries. The MIDA Great Lakes Programme (Burundi, the Democratic Republic of the Congo and Rwanda) supports capacity-building in health care, education and rural development by matching skills shortages with available expertise among the Great Lakes diaspora in Europe.

Like many countries in the continent, Zambia has long been characterized by high levels of migration for the purpose of employment. In the context of an increasingly global labour market, many skilled Zambian nationals are recruited to work overseas. This labour migration tilts the benefits of migration in favour of the receiving countries, leading to skills shortages in the country that affect especially, but not only, the health care and education sectors.

The time has come for Zambia to reverse the situation and begin to benefit from the human and financial resources of its diaspora. The GRZ recognizes that Zambians in the diaspora have the right and the enormous potential to contribute to national human and financial capacity-building, through the sharing of knowledge, skills and experience and the transfer of financial resources via remittances. In line with this, the GRZ is currently taking steps to reach out to and effectively engage members of the diaspora in national development efforts.

IOM is pleased to be part of this process and assist the GRZ in its efforts to engage the Zambian diaspora, drawing on its MIDA expertise and experience in other countries. This study is the result of a collaborative effort between IOM and the GRZ within the MIDA framework. The findings and way forward contained in this study are intended to guide and inform policy formulation as well as practical interventions aimed at ensuring the diaspora's participation in Zambia's development.

I trust that this study will be of use to all stakeholders, including members of the Zambian diaspora, who seek to ensure the participation of the Zambian diaspora in national development efforts.

Andrew Choga
Chief of Mission
IOM Zambia

Executive summary

This study is intended to create a basis for the development of a framework for the Government of the Republic of Zambia (GRZ) to engage the Zambian diaspora in national development efforts. There is currently very little in terms of a coherent and articulated policy on diaspora issues in Zambia. The study is conducted as a direct response to calls from several stakeholders, including government partners, for detailed information on the diaspora that will enable the formulation of informed policies and related action. The study is primarily concerned with the views and aspirations of Zambians in the diaspora and their potential for participation in national development. It takes cognizance of the multidimensional nature of development and migration, and, therefore, by providing accurate and up-to-date information, aims to supplement the efforts of relevant development stakeholders in drawing up a preliminary road map for short- and medium-term interventions necessary to engage the Zambian diaspora. The study also offers guidance for the formulation of a national diaspora policy (which is currently lacking in Zambia) that would ensure the effective engagement of the diaspora in national development efforts. The ultimate goal for such engagement is not only the realization of the rights of Zambians in the diaspora to participate in national development, but also the utilization of resources² available among the diaspora as a means of productive investment in Zambia.

The data presented in this report is primarily drawn from an online survey among the Zambian diaspora. The online survey was posted on numerous websites of various institutions, both governmental and non-governmental, and has been accessible since June 2010. The survey is still accessible as it is intended to serve as an ongoing information collection tool. The present report covers the first 725 responses from the period between June and December 2010. Respondents were encouraged rather than obliged to provide personal details, particularly for future communication purposes. However, such personal data is excluded from this report and is protected by the standard IOM data protection principles.

The findings of the online survey were supplemented with data gathered through face-to-face interviews, as well as group discussions in the United Kingdom and South Africa.³ In an effort to authenticate the findings to the highest possible level, government departments closely linked to this matter were included as sources of data. Both the survey template and interview guidelines are included in the annex

² These resources include social, financial and material resources as well as skills and knowledge.

³ The United Kingdom and South Africa were deemed suitable for this exercise due to a study previously conducted on behalf of IOM that listed them as being among countries with high concentration of Zambians in addition to their proximity to Zambia (Ammassari, 2005: 61).

(see Annex II). A list of websites that featured the survey link is also annexed to this report (see Annex I).

The study places substantial emphasis on exploring ways to facilitate the participation of Zambian nationals in the diaspora in the development of their country. In this regard, the study acknowledges existing diaspora and government-driven initiatives and also explores potential channels for diaspora involvement that are of interest to members of the diaspora. The study sets out by attempting to create a profile on diaspora resources such as professional qualifications, educational achievements and financial capacities; it then goes on to explore diaspora wishes, aspirations and perceived constraints related to involvement in national development. The latter are identified by assessing opportunities and challenges in private investment and local employment. Philanthropic projects in Zambia of interest to the diaspora are also discussed.

Some of the key findings of the study include the following:

- The majority of Zambians abroad aspire to realize their right to participate in the national development process.
- The Zambian diaspora are eager for opportunities for active participation in Zambia's development, including through acquisition of property, private investment, philanthropic development projects and skills transfer programmes.
- Almost all Zambians who live abroad send remittances back home.
- Dual citizenship is widely desired by the diaspora as a means of facilitating participation in national development. Many question the fairness of current rules, the application of which deprives them of their nationality simply because they have assumed another nationality as a tool for survival.
- Members of the diaspora acknowledge a number of challenges in their engagement in national development. In their view, the main challenges curtailing diaspora participation in national development include the lack of government institutional capacity to effectively engage the diaspora, a dearth of information on opportunities in Zambia, perceived corruption and apathy in the civil service, severely restricted employment opportunities, and limited access to financing mechanisms/credit, land and reliable local partners.

A number of measures are recommended to be taken by relevant stakeholders in order to develop a sustainable diaspora engagement framework for Zambia. Based on the findings of the study, these include:

- Formulating, as soon as practicable, a cohesive diaspora engagement policy in an inclusive and participatory fashion involving all relevant stakeholders, including the diaspora themselves;
- Expanding and strengthening existing national institutional capacity to implement diaspora-related policies and ensure a sustained course of action for the effective engagement of the diaspora;
- Developing, with the active participation of the diaspora, a comprehensive information portal on the Web that would offer information on Zambia and a permanent database that could capture detailed information on the diaspora and generate up-to-date reports;
- Creating a sustainable partnership between the GRZ and diaspora associations to actively work towards joint exercises to reach out to the diaspora and support diaspora initiatives;
- Facilitating the inclusion of the Zambian diaspora in national development planning;
- Carrying out extensive sensitization and confidence-building measures among the diaspora, and locally, on issues surrounding the engagement of diaspora in national development; and
- Drawing up a national remittance policy that would promote the channelling of remittances towards developmental projects.

I. Introduction

The amplified emphasis on a strong positive relationship between development and migration is a fairly recent phenomenon both globally and in Zambia. Across the globe, diverse and more effective channels of maximizing the attainment of development have brought about the recognition of skilled and qualified human resources as being cardinal to development. Many parts of the African continent are currently affected by a shortage of qualified and skilled human resources partly resulting from the large-scale migration of professionals. Thousands of African professionals such as medical doctors, nurses, scientists, accountants, engineers, managers and teachers leave Africa each year. The main reason for their departure has been the search for improved opportunities and living conditions, by either pursuing studies or seeking better-paying jobs. Others depart to flee insecurity and/or unstable political and socio-economic conditions (Dumont and Lamaitre, 2004; Ammassari, 2005; Schachter, 2009; IMF, 2007).

Like many other countries, Zambia recognizes the value of its nationals living in the diaspora as partners to national development through, among others, being a rich pool of expertise, sending remittances and participating in private investment/development projects in Zambia (GRZ, 2008). Consequently, emphasis is shifting from negative attention to migration to a more positive intense exploration of the potential benefits of migration. A payoff in this regard has been deeper understanding and appreciation of how, if well managed, migrants are an invaluable source of development input. Contrary to the reinforced conceptualization that migration only poses an economic strain on the host countries and an economic loss to countries of origin, contemporary study shows the possibility of a reversal of this view (IOM, 2009; GRZ, 2008). However, migration requires deliberate effort, planning and investment before meaningful benefits can be acquired.

New trends have emerged in Zambia's development efforts that place substantial emphasis on an all-inclusive approach to development.⁴ In its comprehensive national development plan "Vision 2030", which envisages turning Zambia into a prosperous middle-income nation by 2030, the government recognizes that the realization of the vision "will depend on the actions and measures that (Zambians) undertake as government, private-sector cooperating partners, civil society and as

⁴ Zambia's National Vision 2030 was developed using this approach and states; "The need for a participatory and consultative process required that the Vision be acceptable and understood by the whole nation. The formulation process, therefore, utilized both top-down and bottom-up approaches, where various stakeholders at both national and regional level were consulted...Several stakeholders, including traditional leaders, civil society and ordinary citizens participated in the consultative process. In order to ensure the validity of the submissions made, the Vision was then submitted and later adopted at a national stakeholders' conference..." 2006, 1.4

individuals through short- and medium-term national development plans” (Republic of Zambia, Vision 2030: Foreword). The Zambian diaspora can thus make a significant contribution to the country’s development through the vast human, financial and material resources they are endowed with. However, deliberate efforts to engage the Zambian diaspora in national development are fairly recent and, though rapidly gaining momentum, still in the infancy stage. Consequently, the study not only draws on information from the existing achievements of a number of diaspora organizations, development partners and the GRZ, but also the experiences of other countries.

1.1. Background of the study

The IOM study paper, *Migration and Development: New Strategic Outlooks and Practical Ways Forward – The Cases of Angola and Zambia*,⁵ conducted a sample mapping of the Zambian diaspora in areas of high concentrations of skilled Zambians in Europe, especially the United Kingdom, South Africa and Botswana.⁶ Based on the expressed interest of Zambian nationals in the diaspora to invest and participate in development projects in their country of origin, the study recommended the establishment of mechanisms for the transfer of diaspora skills and other resources for the purpose of national development.⁷ The study also identified the need for further study on remittance flows and their utilization.

In 2008, the GRZ held a national consultative meeting on the then global economic crisis and its implications on Zambia, often referred to as the “*Indaba*”. The “*Indaba*”⁸ was attended by delegates from the diaspora, various relevant government ministries, civil society organizations and IOM. The national consultative forum recommended that the appropriate government ministries continue dialogue with the diaspora and establish methodologies for their engagement in national development. Several meetings were held between IOM and the Ministries of Labour and Social Security and Home Affairs; at these meetings, IOM was requested to assist in the preparation and implementation of labour migration and migration for development programmes in Zambia.

⁵ Ammassari, 2005: 61.

⁶ This study was planned as a follow-up activity to the MDSA Workshop on Migration and Development in Southern Africa, which took place in Zanzibar, Tanzania, on 17–19 March 2004. Several general recommendations were formulated during the workshop encouraging governments and other stakeholders to take concrete steps to mitigate the negative effects in particular of skills migration for national development, and to find innovative ways to foster its positive development implications.

⁷ Examples of the recommended mechanisms by this study included developing a centralized migration policy structure; improving migration data collection and analysis and evaluating the effectiveness of permanent return programmes.

⁸ See detailed report on the Indaba by Zambia Diaspora Connect at <http://www.scribd.com/doc/15637410/Zambia-Diaspora-Connect-Report-on-the-National-Indaba>.

On the opening of parliament in October 2009, the President of the Republic of Zambia highlighted the potential of the Zambian diaspora to contribute to national development and informed parliamentarians and other development partners present of the high interest demonstrated by many Zambians in the diaspora in investing in various sectors of the economy. In response to these requests, the President appointed a Diaspora Liaison Officer to facilitate liaison between the diaspora and appropriate national institutions.⁹ In the same month, the President visited South America and encouraged Zambian nationals studying in South America and other parts of the world to consider returning home and participating in the development of their country.

Following these events, the MOLSS approached IOM in Zambia to request for assistance in the establishment of the Office of Diaspora Affairs (ODA), which is responsible for the coordination of the transfer of skills and other resources from the diaspora. The request also covered support to quick-start the transfer of skills, through the establishment of a skills database that could be used to capture details on available expertise among the Zambian diaspora and a website for the purposes of feeding such data into the online database. According to the request, ODA was envisaged to deal with a number of diaspora-related issues, including: the facilitation of temporary or permanent return of qualified nationals living abroad; monitoring remittance flows and facilitating policy advice, particularly on reducing transaction costs incurred during remittance transfers; the provision of accurate and up-to-date labour market information on vacancies, as well as Zambian expertise in the diaspora. In order to address the multidisciplinary nature of migration and development, a steering committee chaired by the Diaspora Liaison Officer was established, with representation from various government stakeholders and IOM. The steering committee is mandated to support the development of a national diaspora engagement framework, and aspires to bring together the voices of government and diaspora members. Although the committee has registered a number of achievements, including the conduct of this study, this complicated structure has posed challenges in terms of effective inter-ministerial coordination and cooperation. Membership has failed to expand since the inception of the committee, resulting in limited or no participation from some crucial stakeholders. The structure also stands in contrast to the recent shift in many parts of the world away from a committee approach towards a central unit with wider mandates on diaspora issues under the MOFA.

⁹ Minutes from the Zambia Development Agency (ZDA) show that there was an earlier initiative driven by ZDA to coordinate diaspora affairs that seem to have ceased upon the establishment of the Diaspora Liaison Office. A working group composed of ZDA, the Ministry of Finance and National Development, the Ministry of Labour and Social Affairs, the Ministry of Foreign Affairs, the Ministry of Commerce, Trade and Industry, the Department of Immigration, the Citizens Economic Empowerment Forum, the Zambia Revenue Authority, the Bank of Zambia (BoZ) met four times between April and October 2009. The DLO attended the last meeting.

Soon after its establishment, the steering committee set about to address the current dearth of data and information relating to Zambians living outside the country, including data on their qualifications, their skill specializations and knowledge, and their interest or willingness to contribute to their country's development. Such data was imperative for the formulation of the engagement framework, and can lay the foundation for short- and long-term strategies.

It is against this background that the Diaspora Liaison Office called for a study of Zambians in the diaspora to be conducted in order to develop a more enlightened national diaspora. The study, through an online survey and face-to-face interviews, gathered information about the locations, concentration, skills, resources and, more importantly, interest of Zambians living in the diaspora in contributing to and participating in national development. Members of the diaspora were made aware of the online survey through advertisements on Zambian websites and group e-mails used by Zambian diaspora associations, including the Miss Zambia UK Beauty Pageant contact list. A radio interview with the British Broadcasting Corporation (BBC) Focus on Africa programme was also used to publicize the survey.¹⁰ Printed materials inviting members of the diaspora to take part in the survey were also distributed during social events such as the Zambian Independence Day celebrations. As the highest concentration of Zambians in the diaspora were deemed to be in the UK and South Africa, promotional efforts focused on these countries, although not exclusively. The findings of this study will help the GRZ to better structure the delivery of services to Zambians overseas, as well as address opportunities for job creation and investment at home. The survey was launched online in June 2010 with technical assistance from IOM, and has since served as an ongoing data collection tool. Data obtained through the survey is continuously being fed into the database on the Zoomerang website, which automatically generates reports. The report can be accessed through a results page on the website that is currently accessible only to IOM and DLO. This study only covers data collected until the middle of December 2010, when the study report was drafted.¹¹

1.2. Objectives of the study

The study aims to capture data from the Zambian diaspora on their views, aspirations and concerns as they relate to the development of their country of origin in order to assist the GRZ in building institutional capacity for diaspora engagement and coordination. In this regard, the data is analysed and used to create a platform from which a national framework that would facilitate the effective participation of the diaspora in national development efforts can be formulated. The results and

¹⁰ BBC Focus on Africa, Interview with YG Yitna, IOM Lusaka, 13 October 2010.

¹¹ Seven hundred twenty five respondents filled out the online survey by 14 December 2010.

recommendations of this study accordingly endeavour to provide policymakers with information that will aid them in devising diaspora-friendly national policies and strategies.

In addition, the study serves Zambian individuals living abroad by:

- Providing an opportunity for individual diaspora members, in various geographic locations, to share relevant up-to-date information, including their personal profiles, educational qualifications, expertise, finances and movement/migration profiles;
- Improving information-sharing among and between members of the Zambian diaspora;
- Providing opportunities for the Zambian diaspora to express their views on their potential role in national development; and
- Creating a forum for the articulation of concerns and the promotion of policies that make the realization of the Zambian diaspora's right to participate in national development easier, more convenient and less expensive.

1.3. Methodology

The study was conducted using an online, self-completion survey. Respondents had the option to fill out the survey anonymously or provide their personal details, particularly if they wished to be contacted in the future about diaspora programmes and further information. The survey questions were designed by the steering committee's Technical Working Group (TWG) on Diaspora Affairs under the leadership of the Diaspora Liaison Officer (DLO), with technical support from IOM. A link to the survey was placed on the Statehouse website for access by members of the diaspora; the link was also accessible on the Zoomerang site at <http://www.zoomerang.com/Survey/WEB22AGMN8Y5C7>.¹²

In addition, the online survey was posted on the websites of various institutions, both governmental and non-governmental,¹³ and has been accessible since June 2010. The survey comprises of 52 questions focusing on themes including background/demographic information, movement profile, citizenship profile, communication channels, skills, remittances, national development/investment and diaspora networks. The survey is still accessible as it is intended to serve as an ongoing information collection tool. The present report covers the first 725 responses from the period between June to December 2010.

¹² <http://www.zoomerang.com/Survey/WEB22AGMN8Y5C7>

¹³ See Annex II for a list of websites that featured links to the survey.

The study also collected supplementary data through face-to-face interviews as well as group discussions. A set of interviews and focus group discussions were conducted in the UK and the Republic of South Africa (RSA) with representatives of the High Commissions of Zambia and members of the diaspora, including leaders of diaspora associations, professionals, entrepreneurs, students, religious groups and professional associations. The interviewees and participants in the focus group discussions were selected based on website searches, recommendations from IOM missions and Zambian High Commissions, as well as contacts provided by Zambian diaspora groups in the UK and RSA. The interviews were carried out by IOM on 7–10 October 2010 in the UK (London) and on 23–27 October 2010 in RSA (Pretoria and Johannesburg). A total of 12 interviews (10 face-to-face and 2 telephone interviews) involving 15 individuals (12 males and 3 females) were conducted in the UK. In RSA, nine individuals (8 males and 1 females) were interviewed in seven face-to-face and one telephone interview sessions.

The UK and RSA were selected as appropriate sites for these interviews based on the preliminary findings of the online survey, which showed that the largest concentrations of the Zambian diaspora reside in these two countries. The Zambian High Commission in the UK estimates that there are 15,000 Zambians in the UK, while the High Commission in RSA puts the figure at about 5,000. However, both figures are admittedly rough estimates at best and do not reflect the number of Zambians with irregular immigration status in these countries.

The interviews covered themes ranging from identifying efforts by the Zambian High Commissions and diaspora associations to participate in national development to exploring available diaspora resources and the challenges the diaspora face in taking part in development activities in Zambia (see Annex II(b)).¹⁴ The findings are complementary to the results of the online survey and are intended to present a more comprehensive picture of issues that need to be addressed to ensure effective engagement of the diaspora by the GRZ. For ease of reference, the findings are presented by country, with those from interviews with the High Commissions separated from those from interviews with the various diaspora entities.

The study findings are analysed and discussed inclusively within the identified and emerging themes, using qualitative descriptions as well as necessary quantitative data in the form of graphs, tables and charts.

¹⁴ Annex II(b) contains the interview questions used for the interview data presented in this report.

1.4. Limitations of the study

The limitations of the study primarily lie in the overwhelming scarcity of adequate, documented and relevant information on Zambian migration trends. A glaring gap in this regard is the dearth of information on the size and distribution of the Zambian diaspora. Efforts made to gather any existing data in this regard from the MOFA and Zambian High Commissions; the Ministries of Labour and Social Security, Education and Health; the Department of Immigration; and the Central Statistics Office (CSO) yielded no tangible result.

Another notable limitation to the study lies in the area of coverage of the online survey. Despite extensive exercises to publicize the survey through online advertisements, group e-mails, a BBC interview and communication media used by diaspora associations, particularly in the UK and RSA, it is acknowledged that a large proportion of the Zambian diaspora were not reached by the survey and, as such, the data does not represent the views of all the members of the diaspora. Additionally, as personal interactions were lacking due to the use of the online data collection tool, it was not possible to verify if respondents fed accurate data into the survey. Naturally, this carries a number of implications on generalized conclusions made in the study. Be that as it may, the survey strived to reach and exceeded the minimum targeted number of 400 respondents that was deemed sufficient to provide a reasonable basis for the report. The survey remains accessible and, as a result, the number of respondents is still on the increase.¹⁵ By keeping the survey open, the GRZ hopes to create an ongoing data collection mechanism for future diaspora-related initiatives.

1.5. Scope of the study

This study explores the value and potential of Zambia's diaspora to participate in national development and assesses possible obstacles to the realization of their right to participation. As such, the data presented largely deals with the profiles and views of members of the Zambian diaspora about their resources, aspirations, experiences and concerns.

1.6. Operational definition of diaspora

The term "diaspora" conveys a collective dimension, such that it envisions diaspora as a community, a group or even as an organized network and association sharing common interests.

¹⁵ By March 2011, the number of respondents had reached 950.

This study is based on a conceptual framework of the term “diaspora” that stems from the IOM glossary. IOM (2004a: 19) refers to diaspora as any people or ethnic populations that leave their traditional ethnic homelands, being dispersed throughout other parts of the world.

For the purposes of this study, the Zambian diaspora consists of Zambian nationals who are currently residing out of Zambia and includes those who have left the country recently, as well as Zambians who have stayed out of the country for extended periods. Migrant individuals of Zambian origin who subsequently changed their nationalities but maintained links to Zambia are also considered to be members of the Zambian diaspora. The definition also covers second- or third-generation Zambians who have retained their original nationality, including those children born to Zambians out of the country. However, second- and third-generation individuals of Zambian origin who have assumed other nationalities are excluded.

1.7. Structure of the study

The study consists of eight parts. The first chapter is the general introduction to the study, covering the background, objectives, methodology, limitations and scope of the study. Chapter 2 provides a brief overview of relevant literature related to the issue of migration, specifically in relation to Zambia’s national context. Chapter 3 discusses the diaspora migration profiles, and chapter 4 is about communication channels employed by the diaspora. Human and financial resources available among the diaspora are covered under chapter 5, while chapters 6 and 7 present diaspora networking trends and data from field interviews in the UK and RSA, respectively. Chapter 8 contains the conclusions and recommendations.

2. Literature review

2.1. Migration and Zambia's development

Zambia is a landlocked country surrounded by eight neighbouring countries. It is geographically situated in the southern-central region of sub-Saharan Africa with an estimated total surface area of about 752,614 sq kms (GRZ, 2006a: 16).

The Government of the Republic of Zambia (GRZ) carries out a routine population census every 10 years, with the most recent census conducted in 2010. The 2010 census marks the fifth National census of population and housing conducted in Zambia since Independence in 1964. So far, censuses have been conducted in 1969, 1980, 1990 and 2000. The results of the 2010 Zambia census estimated Zambia's total population at 13,046,508 (GRZ: 2010a).

According to the GRZ (2010), the 2000 census¹⁶ sets the age structure of Zambia as 0–14 years: 45.1 per cent (male: 2,685,142/female: 2,659,771); 15–64 years: 52.6 per cent (male: 3,122,305/female: 3,116,846); and 65 years and above: 2.3 per cent (male: 114,477/female: 164,199).

Endowed with diverse mineral resources, Zambia's main economic activity in the past has been predominantly mining, specifically copper mining. However, recent global economic trends have resulted in Zambia slowly moving away from a copper-dependent mono-economy to a mixed economy exploring potential in, among others, the agricultural and tourism industries. Zambia's economy has not performed satisfactorily in the past years and, as such, the economic factor has been identified as the main push factor for outflow migration in Zambia (Schachter, 2009).

2.2. Estimated diaspora population

Ammassari (2005: 60) reported that the international migration of skilled and highly skilled Zambians has been on the increase during the past decade. However, literature reveals that it is not easy to come across data with actual figures on Zambian migration trends, and this is more so in relation to data on outflow migration than inflow migration (Schachter, 2009: 10).

Data from *World Bank Factbook* (2011) estimates the total number of migrants from Zambia as a percentage of the total population at 1.4 per cent. The emigration

¹⁶ Further reading on Zambia's censuses can be accessed at <http://www.zamstats.gov.zm/>

rate of the tertiary-educated population is 16.8 per cent, while the total percentage of emigrating nurses born in the country is 9.2 per cent (1,110) and the rate for medical doctors trained in the country who have migrated to other countries is 24.7 per cent.

The Zambian Department of Immigration under the Ministry of Home Affairs keeps annual records of the number of entries and exits from its various regional offices. However, this data could not be considered reliable as it is evidently incomplete and thus inconclusive; this could be due to the fact that such data is manually compiled. The data also lacks detail on specific information, such as personal biographical data, and covers a relatively short period (the data does not go beyond 2008). Hence, such information is of limited use in terms of determining past migration trends in Zambia.

According to a study by Schachter (2009: 14) on Zambia's migration data collection, "Zambia does not have a centralized computer-based system for collecting such data, though one has been pilot tested." The author further points out that:

The Central Statistics Office recently redesigned the Zambian border entry and exit cards, with the hope of improving collection and accuracy of data. These cards are updated to include nationality as a variable. Other variables include place of birth, age, sex, country of residence, occupation and duration of visit, as well as reason for leaving Zambia. The study further states that data is manually collected at 18 crossing points. Each border-control station sends data to their regional office, which in turn sends it to Headquarters, where it is entered into a database. Reports are produced quarterly and an internal report is prepared annually by the Department of Immigration. A pilot study on the use of a computerized border-control system was tested at Lusaka International Airport and four major border crossings from 2006 to 2007. Furthermore, data from this manual system is not as reliable as it could be, and has not been released since the redesign of the entry and exit cards. Nor is the system updated regularly.

2.3. Zambia's migration waves

Since the period preceding Independence from colonial rule in 1964, Zambia has mined and traded in copper as its main economic activity. Zambia was then a mono-economy that was almost totally dependent on copper. Around the mid-1970s to late 1970s, world market copper prices experienced significant reductions, which consequently resulted in Zambia's economy slowing drastically (GRZ, 2007a: 2). This also resulted in heavy economic cutbacks that affected the government's production and provision of social services to its citizens. Despite

efforts to cushion these challenges, the Zambian economy continued deteriorating. Poverty levels escalated and were manifested through various social aspects such as poor nutrition, poor housing, inadequate education, low employment opportunities and significantly low literacy levels. During this period, Zambia recorded a significant migration wave of not only foreign immigrants, but also Zambian citizens leaving the country for other, more economically stable countries, both within and outside the African continent (Ammassari, 2005).

Following the period of change from one-party to multi-party politics in 1991, Zambia recorded another huge wave of emigration. This could be attributed to the economic stagnation that characterized this period, which emanated from the impact of the copper price slump and Zambia's subsequent adoption of emergency economic programmes such as the Structural Adjustment Programme and economic liberalization (Ammassari: 2005).¹⁷

Another period of notable mass emigration of Zambians is the period beginning from the late 1980s continuing through to the 2000s.¹⁸ This period witnessed a sharp sustained rise in demand for skilled labour in more advanced and industrialized countries within and outside the region.

During the late 1980s, a large number of Zambian professionals, among them teachers and health workers, especially registered nurses, started emigrating in significant numbers as demand for nurses in industrialized countries grew and rose further. In the UK, 15,000 nurses were recruited from around the world in 2001 and an additional 35,000 were needed by 2008.¹⁹ In the United States, 126,000 nursing posts were vacant in 2003 and the shortage, at the time, was expected to reach 500,000 full-time equivalent personnel in 2015. By 2005, the Ministry of Health (MOH) in Zambia was operating with only half the number of health professionals it required (USAID, 2003; Bach, 2003; GRZ 2004a, 2004b, 2004c).

In comparison to other countries, Zambia does not rank as highly in terms of being prone to skilled outward migration (Dumont and Lamaitre, 2004). However, evidence shows that of this seemingly lower number of migrants, a high proportion are highly skilled and educated professionals. A 2004 study by Dumont and Lamaitre (2004) found that a cause for concern was that almost half (49.3%) of the Zambian migrants residing in Organisation for Economic Co-operation and Development

¹⁷ Further reading on Zambia's economic situation during the period following the introduction of plural party politics can be accessed at http://www.zamstats.gov.zm/media/chapter_1_background_-_final.pdf

¹⁸ Further reading can be accessed at <http://www.human-resources-health.com/content/7/1/83>

¹⁹ In contrast, there were only 14,752 registered nurses in Zambia in 2007, while the total output of nurses stood at 570 in 2005. Between 1998 and 2003, the UK alone had recruited 461 Zambian nurses. For more information, see an article by Frida Hansdotter, "Why do nurses leave Zambia and how can they be retained?", 2007, Karolinska Institute, Sweden at <http://ki.se/content/1/c6/11/28/43/Frida%20Hansdotter.pdf>

(OECD) countries are qualified professionals. The study further illustrated that although Zambia never counted among the major countries of emigration in the region, and population flows out of the country are not that significant compared with other sub-Saharan African countries, the country has experienced a very critical brain drain, especially between the years 1990 and 2000.

2.4. Zambia's skill migration

Dumont and Lamaitre (2004) reiterated that the significant groups who have left Zambia constitute an important share of very highly qualified and experienced professionals. The best and the brightest have a higher chance of emigrating to more industrialized countries. Consequently, skills migration channels the benefits of migration in favour of receiving countries. As there is a finite amount of qualified people, the emigration of a specific labour sector can lead to shortages in the country of origin. In Zambia, this has affected especially, but not only, the health care and education sectors (Ammassari: 2005).

The International Monetary Fund (IMF, 2007) has reported, for example, that levels of attrition (degree of loss) of skilled workers in the health sector range from 15 to 40 per annum in Zambia and Zimbabwe. Additionally, data from 2006 showed that there was a decline in the number of licensed medical doctors operating in Zambia from 1,283 in 1997 to 646 in 2005, causing severe human resource shortages. This has thus been identified as a critical area of concern by the Zambian government. The report further showed that the growing demand for nurses in industrialized countries led to the increased migration of many registered Zambian nurses; this was coupled with the low capacity of health worker training institutions to train enough graduates to meet the demands of the public health system.

Data from the Zambian Central Statistical Office (GRZ, 2005) indicate that 10 per cent of workers are employed in the formal sector, while 68 per cent are employed in the informal sector²⁰ due to lack of new employment opportunities. This has led to increased brain drain that has continued to affect many important sectors, including education and health. Furthermore, massive job losses during the onset of the economic slump era in Zambia have continued to put further pressure on other economic sectors. In order to respond to various changes in the labour market, the GRZ, through the MOLSS, developed a national employment and labour market policy. The focal areas of this policy that were envisioned to be implemented under

²⁰ The informal sector is broadly characterized as consisting of units engaged in the production of goods or services with the primary objective of generating employment and incomes for the persons concerned. These units typically operate at a low level of organization, with little or no division between labour and capital as factors of production and on a small scale. Labour relations – where they exist – are based mostly on casual employment, kinship or personal and social relations, rather than contractual arrangements with formal guarantees. See *Glossary of Statistical Terms* by OECD, <http://stats.oecd.org/glossary/detail.asp?ID=1350>

the overriding development plan, the Fifth National Development Plan 2006–2010, include the reduction of brain drain in the country (GRZ, 2006b).

The impact of the loss of skilled and highly skilled professionals is diverse. The country does not benefit from investments that it has made in health and education, and the absence of highly skilled nationals means the country loses those most able to contribute to national development, which results in a constant need for foreign development assistance. In addition, the increased migration of various professionals compromises ongoing national efforts to combat development deterrents such as the HIV/AIDS pandemic. Zambia has an HIV adult prevalence rate of 14.3 per cent (USAID, 2010), and this has placed a strain on health care resources. Not only does this hamper national efforts to address the epidemic, it also impedes the ability of the GRZ to achieve its national development plans and international targets such as the Millennium Development Goals.

Evidently, human resources gaps need to be filled through other alternatives, such as diaspora engagement.

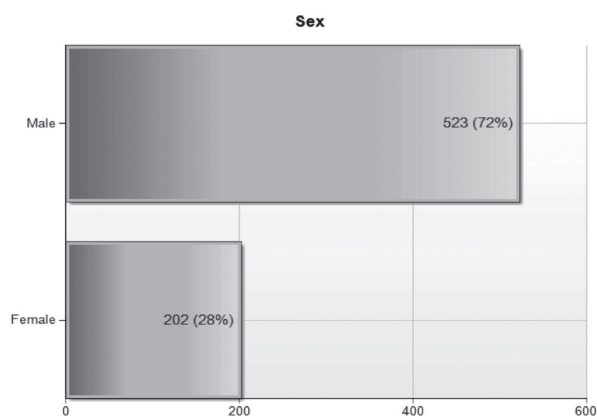
3. Zambian diaspora profile

This chapter presents the findings of the survey that relate to the profile of the Zambian diaspora and a brief analysis of these findings. The subjects covered by the survey questions range from personal traits, such as sex, age, marital and family status, to details about the respondents' migration experience, including reasons for departure and length of stay in the destination country, as well as visits to Zambia and plans for return. These findings are utilized in drawing up a generalized profile of the Zambian diaspora in the concluding chapter.

3.1. Sex and age

Females comprised 28 per cent of the survey respondents (see Figure 1), while males accounted for 72 per cent of the respondents, indicating a significant disparity between the two sexes. Various reasons could be forwarded for this disparity, including different levels of access to the Internet, the particular websites that posted a link to the survey, and varying opportunities and experiences among males and females in the diaspora. Although a definitive explanation cannot be offered, a higher number of male respondents is not uncommon in diaspora surveys, as evidenced by a number of similar surveys conducted by IOM.

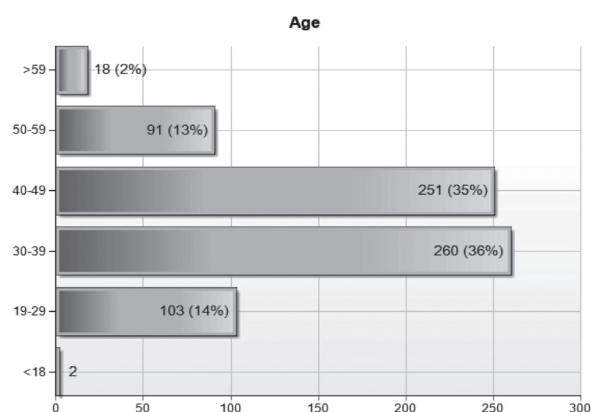
Figure 1: Sex of respondents



Source: IOM Zambia survey, 2010.

Less than 1 per cent of the respondents (2 persons) were below 18 years old (see Figure 2). Fourteen per cent (103 respondents) were aged between 19 and 29 years; 36 per cent (260 respondents) were between 30 and 39 years; 35 per cent (251 respondents) were between 40 and 49 years; 13 per cent (91 respondents) were between 50 and 59 years, while the remaining 2 per cent (18 respondents) were aged over 59 years.

Figure 2: Age of respondents



Source: IOM Zambia survey, 2010

Given this age structure, it is remarkable that the majority of the respondents (70%) are between 30 and 49 years. This is the most productive age group in terms of human resource and thus has serious implications for national development. Interventions targeting this group should therefore be primarily be geared towards employment creation. As a strategic consideration, such interventions should additionally aim at encouraging this age group to look into retirement planning and wealth creation for the future. Retirement-oriented interventions should also be devised to cater for the older age groups.

3.1.1. Gender and migration

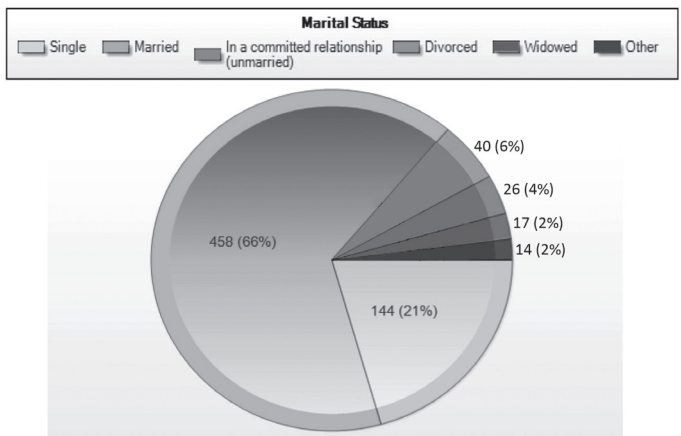
As mentioned in the preceding section, the percentage of female respondents to the survey (28%) is significantly lower than that of the male respondents (72%). Different interpretations could be forwarded for this. IOM (2004b: 1) found, for instance, that remitting behaviour is influenced by several factors, including, but not limited to, gender, age, education, marital status and position in the family, as well as opportunities in the destination countries. Therefore, gender, which can be defined as a set of characteristics distinguishing males from females, may have important implications for migration. It is noted that male and female migrants face different opportunities and vulnerabilities at each stage of the migration process and derive different returns from migration in terms of income and acquisition of skills. Therefore, programmes aimed specifically at men or women in the diaspora can be designed to address main areas of concern for both genders (Ionescu, 2006: 18). However, the results of this survey are inconclusive on the nexus between gender and migration among the Zambian diaspora. Future migration-oriented research on the link between gender and migration among the Zambian diaspora is desirable.

3.2. Marital and family status

Marital status

The majority of the respondents (66%) reported being married (see Figure 3). Six per cent were unmarried but were in a committed relationship; 4 per cent were divorced; 21 per cent were single; and 2 per cent were widowed.

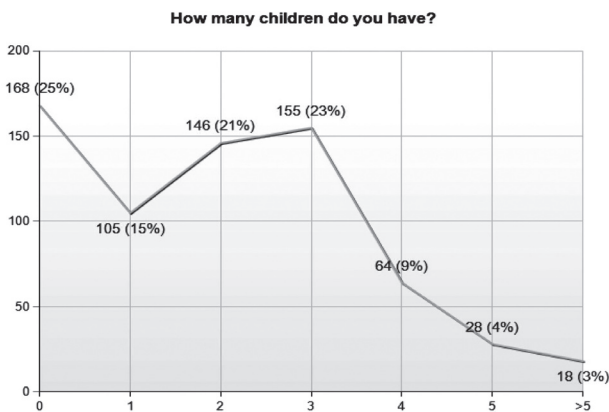
Figure 3: Marital status



Source: IOM Zambia survey, 2010.

A quarter of the respondents reported having no children (see Figure 4). Fifteen per cent have one child; 21 per cent have two children; 23 per cent have three children; 9 per cent have four children; 4 per cent have five children; and 3 per cent have more than five children.

Figure 4: Number of children



Source: IOM Zambia survey, 2010.

Given that a larger concentration of the respondents were married or in stable relationships (72%) and 78 per cent had children, it can be inferred that most

members of the diaspora have family responsibilities. Accordingly, diaspora engagement strategies should ensure that the needs of immediate family members are taken into consideration, especially for the 68 per cent of the respondents (see Figure 19) who reported having members of their immediate family living with them.

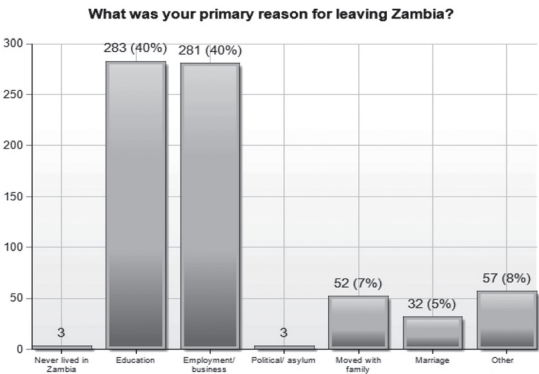
3.3. Motivation for migration

The main reasons for migration among Zambians are socio-economic in nature. With an economy that has suffered from chronic instability since the late 1970s, it is not surprising that a good percentage of Zambians seek to realize their economic potential elsewhere.

Various factors prompting migration from Zambia were put across by the respondents (see Figure 5). Notable among these were education (40%) and employment/business (40%). Although a relatively larger proportion of the respondents left for education purposes, it is interesting to note that the majority are not in the “traditional” student age group. One explanation for this may be that they have stayed in the country of destination for relatively long periods of time (see chapter 3.4 below), indicating that they might have stayed in that country after completing their studies. An alternative explanation could be that many left Zambia at a more mature age to pursue higher studies, which is supported by the finding showing high levels of qualification (see chapter 5.1).

Other primary reasons for migrating were family relocation (7%), marriage (5%) and asylum (less than 1%). The remaining 8 per cent had varied responses. Less than 1 per cent of the respondents have never lived in Zambia. The number of respondents who left the country for political reasons is evidently low compared to other factors. This could be attributed to Zambia being notably known as a peaceful country throughout its history (Amassari: 2005).

Figure 5: Primary reasons for migrating



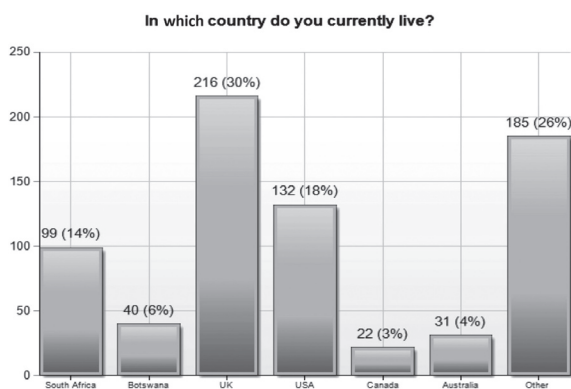
Source: IOM Zambia survey, 2010.

3.4. Destination countries

Hamada et al. (2009) has reported that initially the main destinations for Zambian health workers were more advanced countries in the region, such as RSA, Botswana and Namibia. Whereas these countries continue to attract many skilled and highly skilled Zambians, growing numbers of health workers are moving beyond the region to Europe, North America and Australia. The Australian 2006 census report, for example, reports an increase in Zambia-born immigrants in Australia from the figures recorded in the 2001 census. The latest census in 2006 recorded 4,080 Zambia-born people in Australia, an increase of 33.3 per cent from the 2001 census.²¹

The survey responses indicated that 30 per cent of the respondents were currently residing in the UK; 18 per cent were in the USA; 14 per cent, in South Africa; 6 per cent, in Botswana; 4 per cent, in Australia; and 3 per cent, in Canada. Twenty-six per cent²² gave varied responses (see Figure 6).

Figure 6: Current country of residence



Source: IOM Zambia survey, 2010.

The largest concentrations of the survey respondents were in the UK, followed by the USA, RSA and Botswana. This fairly squarely reaffirms findings from previous studies. However, the results also indicated that a good number of the UK- and US-based migrants have been in these countries for 6–10 years, on average, which appear to be longer than the length of stay of most the respondents in neighbouring countries. Thus, contrary to the view that the UK and other overseas countries are

²¹ Further information can be accessed at http://www.immi.gov.au/media/publications/statistics/comm-summ/_pdf/zambia.pdf

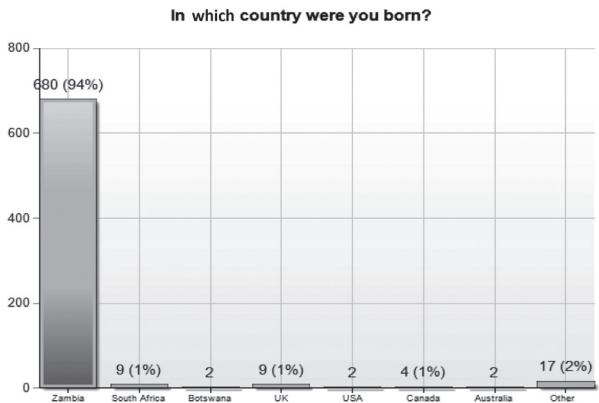
²² Countries under the “others” response category: Afghanistan, Algeria, Angola, Austria, Bahrain, Belgium, Bolivia, Brazil, Burundi, Canada, the Democratic Republic of the Congo, Czech Republic, China, Denmark, Ethiopia, Equatorial Guinea, Finland, Fiji Islands, France, Ghana, Germany, Ireland, Israel, Italy, Ivory Coast, Japan, Kenya, Kosovo, Liberia, Malaysia, Malawi, Mexico, Namibia, Netherlands, New Zealand, Nigeria, Norway, Philippines, Poland, Portugal, Russia, Scotland, Senegal, Serbia, Sierra Leone, Sudan, Swaziland, Sweden, Switzerland, Syria, Tanzania, Thailand, Timor-Leste, Tunisia, Turkey, Uganda, United Arab Emirates, Zanzibar and Zimbabwe.

recent destinations for the Zambian diaspora, the implications of this finding are that a good number of the Zambian diaspora have lived in these countries for longer periods.

3.5. Citizenship

The majority of the respondents (94%) were born in Zambia (see Figure 7). South Africa, the UK and Canada each accounted for 1 per cent of the places of birth. Lower figures were registered for Botswana, the USA and Australia as places of birth for the respondents. Two per cent of the total number of respondents indicated varied responses.

Figure 7: Country of birth

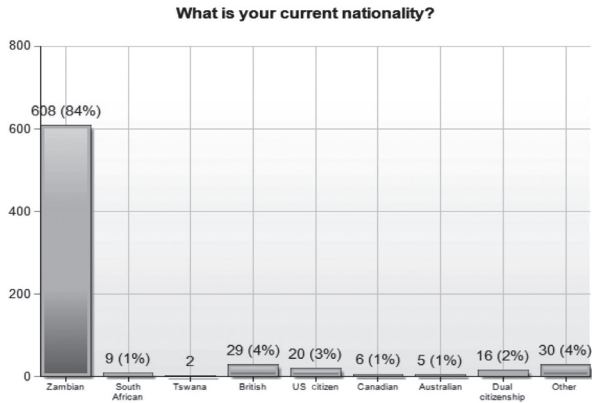


Source: IOM Zambia survey, 2010.

Respondents were asked to indicate their current nationalities. Over three quarters (84%) of the respondents maintained Zambian nationality; 1 per cent were South African; less than 1 per cent were Tswana;²³ 4 per cent, British; 3 per cent, American; 1 per cent, Canadian; and 1 per cent, Australian. One per cent of the respondents claimed to have dual citizenship, while the remaining 4 per cent gave varied responses (see Figure 8).

²³ Citizen of Botswana.

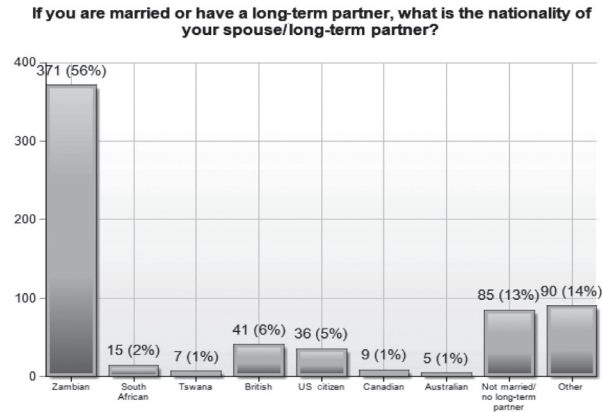
Figure 8: Current nationality



Source: IOM Zambia survey, 2010.

Figure 9 shows that nearly three out of every five respondents had spouses or partners of Zambian nationality; 2 per cent, South African; 1 per cent, Tswana; 6 per cent, British; 5 per cent, American; 1 per cent, Canadian; and 1 per cent, Australian. Thirteen per cent were neither married nor in a serious relationship, and 14 per cent gave varied responses.

Figure 9: Citizenship of spouse/partner



Source: IOM Zambia survey, 2010.

The survey findings imply that nearly 31 per cent of the married/in-a-relationship respondents have non-Zambian spouses/partners. The position of mixed couples should be taken into account in developing future diaspora engagement policies and related interventions. Zambians in mixed-couple arrangements are likely to consider the needs and wishes of their partners in decisions related to returning to, investing in or getting involved in various ventures in Zambia. Considering this and the relatively large number of those in such arrangements, it would be beneficial

to come up with outreach activities and incentive packages that would encourage non-Zambian partners in such arrangements to support the expressed eagerness of their Zambian partners to participate in developmental activities in Zambia.²⁴

3.6. Visits and return to Zambia

In order to acquire a clear understanding of the patterns of movement by the diaspora to and from Zambia, a number of questions were posed to the respondents on the visits they have made to the country and their plans for return. In this regard, the study first set out to establish the period of time that has lapsed since the respondents migrated from Zambia (see Figure 10).

Figure 10: Length of time that has lapsed since leaving Zambia



Source: IOM Zambia survey, 2010.

Two per cent of the respondents indicated having left Zambia less than six months ago. Three per cent left Zambia 6–12 months ago; 7 per cent, 1–2 years ago; 18 per cent, 3–5 years ago; 30 per cent, 6–10 years ago; and 41 per cent left more than 10 years ago.

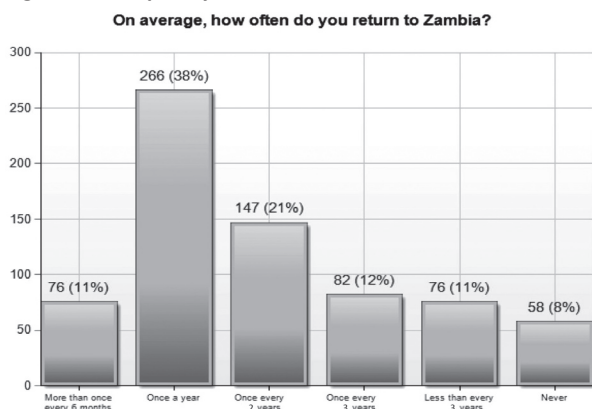
More than 70 per cent of the respondents left Zambia over five years ago. Roughly two out of every five respondents said they left more than 10 years ago. These times can be matched with the major emigration flows from Zambia that began in the late 1980s and continued up to the last decade. It is interesting to note that these migration waves were predominantly of qualified professionals, particularly in the health care field. Further support to this statement is given by the findings of this study, which show that most Zambians in the diaspora are indeed highly qualified (see Figure 22), with three out of every four respondents having obtained at least a bachelor's degree, with health care accounting for the largest (16%) of the respondents' professions (see Annex III).

²⁴ See chapters 5.3 and 5.4.

Respondents were also asked if they visit Zambia and how often. Ninety-two per cent of the respondents stated that they still return to Zambia for visits (see Figure 11). Among this group, 11 per cent do so more than once every six months; 38 per cent, once a year; 21 per cent, once every two years; 12 per cent, once every three years; and 11 per cent, less than every three years.

This clearly shows that about half of those who return for visits Zambia do so only once every 12 to 24 months. This further alienates them from current affairs in Zambia and, as such, exacerbates their need for timely information on Zambia.

Figure 11: Frequency of visits to Zambia

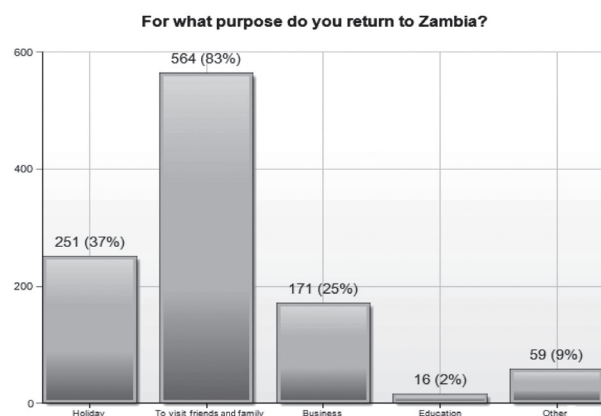


Source: IOM Zambia survey, 2010.

Reasons for visiting Zambia

The respondents who return to Zambia indicated various reasons for visiting (see Figure 12).

Figure 12: Reasons for visiting Zambia



Source: IOM Zambia survey, 2010.

Thirty-seven per cent visit for holiday purposes; 83 per cent, to see family and friends; 25 per cent, for business purposes; 2 per cent, for educational purposes; and 9 per cent, for various other reasons.

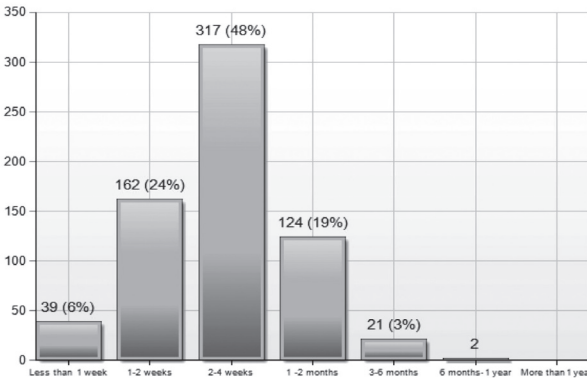
This shows that a high number of respondents (4 in 5) come back only for visiting purposes, indicating low business interest/investment/work. Thus, outreach activities will likely need to focus on supporting and nurturing investment interest among the diaspora.

Duration of time spent on visits to Zambia

The usual length of time spent on such visits was less than one week for 6 per cent of the respondents; 24 per cent spend one to two weeks; 48 per cent spend two to four weeks; 19 per cent spend one to two months; 3 per cent spend three to six months; 2 per cent spend six months to one year; and less than 1 per cent spend more than one year (see Figure 13).

Figure 13: Duration of time spent on visits to Zambia

On average, how long do you stay in Zambia when you visit?

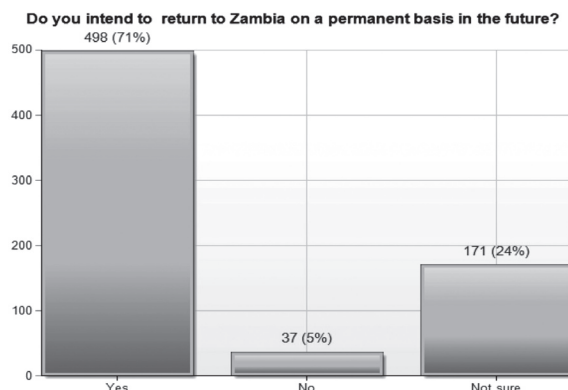


Source: IOM Zambia survey, 2010.

This shows that three out of four visitors can spare two to four weeks per visit. Given that a high number of respondents (79%) also showed interest in taking part in short-period development initiatives such as skills transfer programmes (see Figure 31), this duration should be factored into the design of short-term assignments in future development projects.

Nearly three quarters (71%) of the respondents indicated that they were interested in permanently returning to Zambia; 5 per cent were not interested, while 24 per cent were not decided about returning permanently (see Figure 14).

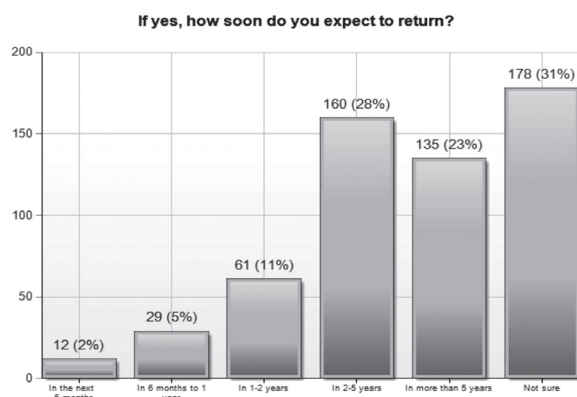
Figure 14: Diaspora interest to return permanently



Source: IOM Zambia survey, 2010.

Of those interested in permanently returning, 31 per cent indicated that their intention was to return in the next six months; 5 per cent, in six months to a year's time; 11 per cent, in one to two years; 28 per cent, in two to five years; and 23 per cent, in more than five years. Thirty-one per cent were not sure (see Figure 15).

Figure 15: Expected period of intended permanent return to Zambia

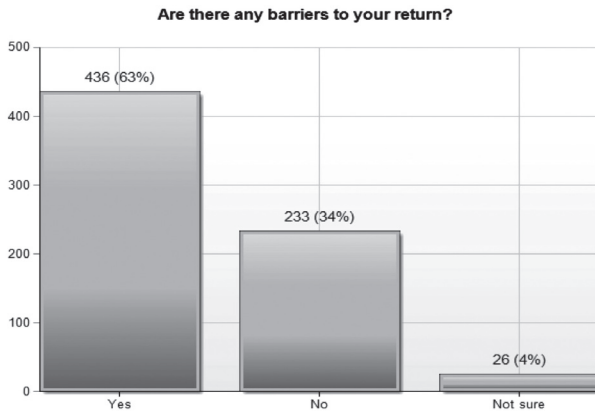


Source: IOM Zambia survey, 2010.

The findings imply that planning for assisted voluntary return programmes targeting the huge number of those interested in returning permanently (71%; see Figure 14) should be a part of the diaspora engagement framework. Additionally, as nearly a third (31%; see Figure 15) of those interested to return intend to do so in less than a year's time, there is a need to hasten the development and implementation of diaspora engagement initiatives.

Three in five of the respondents indicated that they faced some barriers to their return (see Figure 16). Thirty-four per cent said they faced no barriers and 4 per cent were not sure. Various barriers to permanent return were cited. Respondents gave multiple responses.

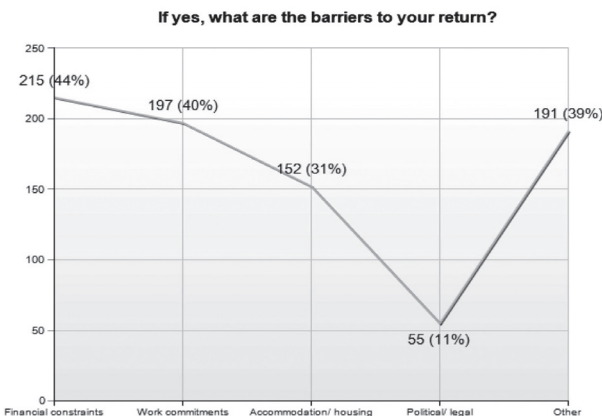
Figure 16: Existence of barriers to diaspora return migration to Zambia



Source: IOM Zambia survey, 2010.

As Figure 17 shows, the main barriers to returning to Zambia were financial constraints (cited by 44% of the respondents), work commitments (40%), accommodation and housing (31%), politics and legal matters (11%) and other barriers (39%). The other barriers mainly included a non-conducive business environment, unwelcoming civil service, lack of dual nationality and lack of supportive integration policies. As these reasons accounted for a sizeable proportion of the responses (39%), they need to be carefully examined in the formulation of the engagement framework.

Figure 17: Types of barriers to diaspora return to Zambia



Source: IOM Zambia survey, 2010.

The responses attest to the earlier statement that Zambia's outflow migration is motivated by socio-economic factors more than any other. The results further exhibit that if the diaspora are to be successfully engaged, the issue of access to credit facilities, land and housing, among others, need to be addressed.

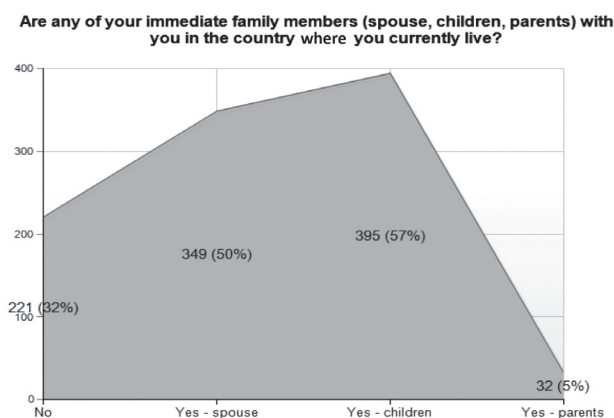
4. Diaspora communication channels

The study sought to establish the types of communication channels used by members of the Zambian diaspora to keep in touch with family, friends and associates in Zambia. Further enquiry was also made on how respondents receive information about the happenings in Zambia.

4.1. Communication with family, friends and associates in Zambia

The survey showed that a high number of respondents (68%) were currently living with some members of their immediate families in the countries where they reside (see Figure 18). Fifty-seven per cent of the respondents indicated that they lived with their children; 50 per cent lived with their spouses, while 5 per cent lived with their parents. Thirty-two per cent did not have any members of their immediate family living with them in their current countries of residence.

Figure 18: Diaspora living with immediate family members in current country of residence

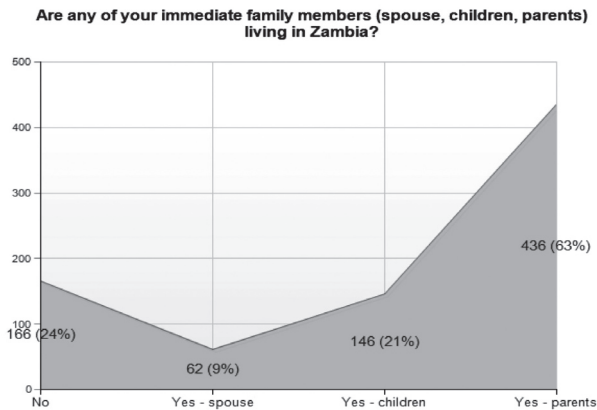


Source: IOM Zambia survey, 2010.

The findings point to the need for diaspora engagement strategies to take cognizance of immediate family needs, such as children's educational requirements, housing and accommodation, and general family upkeep.

On the other hand, 76 per cent of the respondents also indicated that some of their immediate family members were still living in Zambia (see Figure 19). Of these, 9 per cent indicated that their spouses were still living in Zambia; 21 per cent indicated that their children were still living in the country; and 63 per cent said that their parents were still in Zambia. This indicates strong links (also indicated by remittance flows in Figures 34–36) between the diaspora and Zambia. These links could be utilized as basis for maintaining and cultivating the diaspora's interest in national development.

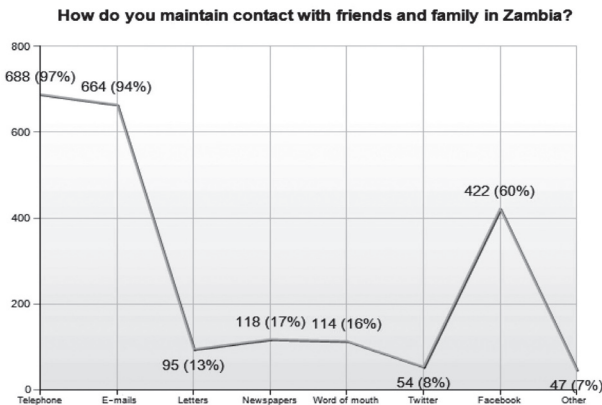
Figure 19: Diaspora with immediate family members still living in Zambia



Source: IOM Zambia survey, 2010.

Respondents also indicated the different communication channels they use to keep in touch with their families, friends and associates in Zambia (see Figure 20). Nearly all respondents (97%) indicated using telephones to communicate with family, friends and associates in Zambia. Nearly all (94%) indicated e-mail as their channel of communication; 13 per cent indicated letters; 17 per cent indicated newspapers; 16 per cent, word of mouth; 8 per cent, Twitter; 60 per cent, Facebook;²⁵ and 7 per cent indicated other channels of communication.

Figure 20: Diaspora channels for communicating with contacts in Zambia



Source: IOM Zambia survey, 2010.

²⁵ Facebook and Twitter are online social networking tools.

Future communication strategies can make effective use of these already existing channels of communication to send and receive information to and from the diaspora. Additionally, such strategies should target not only the diaspora, but also the other actors who serve as sources of information to the diaspora.

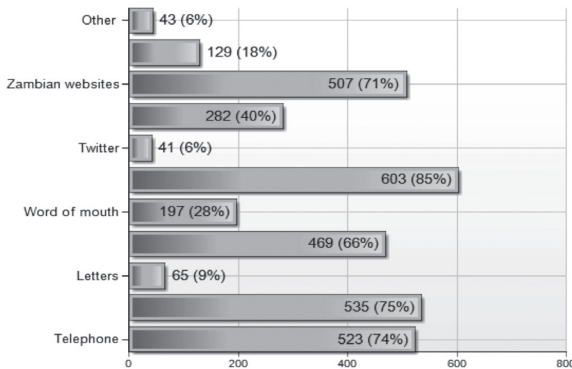
4.2. Access to information on Zambia

The respondents were asked to identify the various ways they access information on what is happening in Zambia when they are not there.

Nearly three quarters of the respondents (74%) indicated that they use of telephones (see Figure 21); three quarters (75%), e-mail; 9 per cent, letters; 66 per cent, newspapers; 28 per cent, word of mouth; over three quarters (85%), the Internet; 6 per cent, Twitter; nearly half (40%), Facebook; nearly three quarters (71%), Zambian websites (unspecified); 18 per cent, the Zambian High Commission; and 6 per cent, others.

Figure 21: Ways of accessing information on Zambia

How do you get information on what is happening in Zambia when you are not there?



Source: IOM Zambia survey, 2010.

The pattern exhibits similarities with the means of communication employed by the diaspora to keep in touch with their family members (see Figure 45), indicating high usage of IT-based communication systems to access information on Zambia. Thus, IT-based communication should be at the core of future diaspora communication strategies.

5. Human and financial resources among the diaspora

To ensure that Zambia's development efforts yield the desired results, it is imperative for resources, including social, financial and material resources, as well as skills, knowledge and labour, to be directed in appropriate amounts to targeted activities. Apart from articulating development priorities, Zambians abroad can play other active roles by exercising their right to participate in the development of Zambia.

Zambian development planning in recent years, such as the Fifth National Development Plan (FNDP), takes cognizance of the diaspora's potential role. The principal imputes to the contents of the FNDP is the attainment of Vision 2030, whose end is towards Zambia becoming a middle-income country. Complementing this are the Millennium Development Goals (MDGs). Influencing the methodology of formulating Vision 2030²⁶ and the attainment of the MDGs is the need to allow the process to be as inclusive and as participatory as is practical.

Conspicuous in the national vision formulation process is the omission of the Zambian diaspora. This omission rests primarily in the fact that the diaspora are not domiciled in Zambia, which presents a challenge to mobilizing opinions to a significant level of representation. Be that as it may, identifying and matching the development needs of Zambia with resources in the diaspora is clearly a step forward in the right direction to ensure the attainment of desired results in an all-inclusive development process.

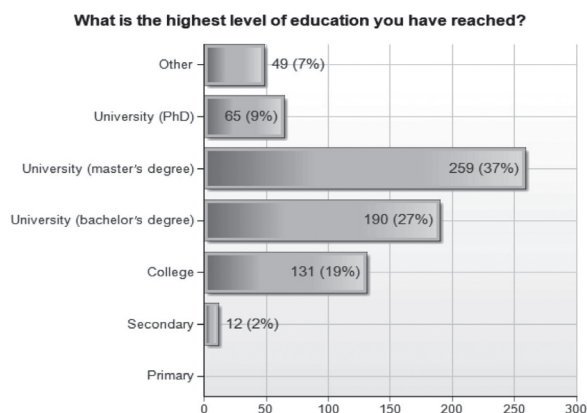
5.1. Qualifications

Respondents to the survey were asked to indicate the highest level of education they had attained.

Thirty-seven per cent of the respondents have reached master's degree level; 27 per cent, bachelor's degree level; 19 per cent, college level; and 9 per cent, Doctor of Philosophy (PhD) level. Seven per cent have reached various post-high school levels, while 2 per cent have reached secondary level of education (see Figure 22).

²⁶ Vision 2030, "A prosperous middle-income nation by 2030", is described as Zambia's first-ever written long-term plan, expressing the aspirations of the Zambian people to be accomplished by the year 2030. See http://www.zambiachambers.org/index.php?option=com_docman&task=doc_download&gid=3&Itemid=61

Figure 22: Qualifications of the diaspora



Source: IOM Zambia survey, 2010.

A good number of Zambian migrants are thus highly skilled individuals. This is indicated by the fact that roughly three out of four of the respondents have reached at least a bachelor's degree level of education. These findings are in conformity with earlier studies²⁷ that held that a high proportion of Zambian emigrants are highly skilled and educated professionals.

5.2. Professional status and skills

The survey sought to find out areas of expertise among the Zambian diaspora.

The responses indicated a myriad list of professional expertise available amongst the Zambian diaspora (see Annex III). Of these professions, health care accounted for 16 per cent of the responses; accounting/banking/finance stood at 12 per cent; and IT and engineering accounted for 10 per cent of the responses each. These findings are consistent with earlier statements that health care professionals emigrated in large numbers as part of the emigration wave that began in the 1980s and continuing up to the last decade.

A striking finding relates to the education sector (only 6%). Contrary to the widely held assertion that education/training is one of the identified sectors critically affected by rising migration in Zambia, it appeared that only a small proportion of the total number of respondents to the survey are teachers or professionals in the field of education. This could be possibly due to the fact that most respondents were from outside the African continent, while most Zambian teaching professionals may be practising in neighbouring African countries (Ammassari, 2005: 64). An alternative explanation may be that once professionals migrate, they do not

²⁷ For additional information, see studies by Dumont and Lamaitre (2004) and Ammassari (2005).

necessarily remain in their areas of professional training, opting instead to avail of employment opportunities in other professional areas.

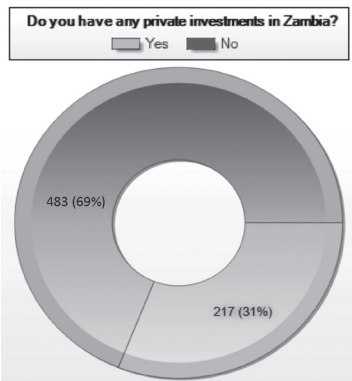
5.3. Investment activities/property ownership of the diaspora

The study also explored levels of private investment activity, current property and asset ownership of the diaspora in Zambia.

Private investment in Zambia

Thirty-one per cent indicated that they currently have private investments in Zambia (see Figure 23).

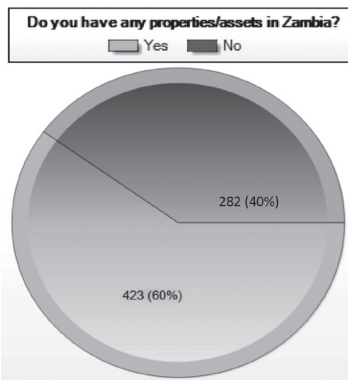
Figure 23: Private investment in Zambia



Source: IOM Zambia survey, 2010.

Sixty per cent of the respondents indicated that they had properties in Zambia, while 40 per cent did not (see Figure 24).

Figure 24: Property/asset ownership in Zambia

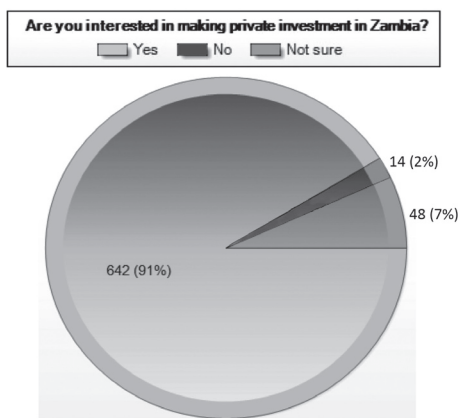


Source: IOM Zambia survey, 2010.

The study also set out to ascertain the number of respondents interested in private investment activity in Zambia. Current property and asset ownership, as well as existing private investment activity in Zambia, were also examined.

Ninety-one per cent of the respondents are interested in privately investing in Zambia; 2 per cent stated that they had no such interest; and 7 per cent were not sure (see Figure 25).

Figure 25: Interest in privately investing in Zambia



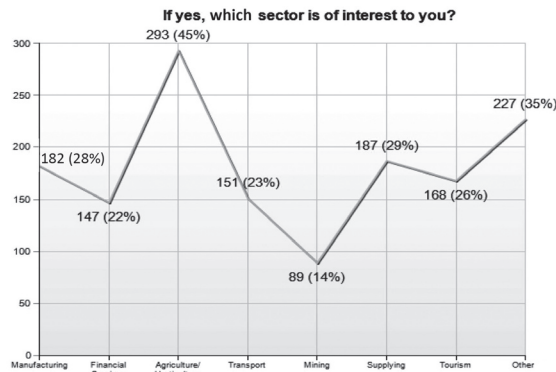
Source: IOM Zambia survey, 2010.

5.3.1. Private investment projects in Zambia of interest to the diaspora

Although three out of five of the respondents to the survey have property in Zambia, only three in 10 have investments (see Figure 23). It appears that a large proportion of the wealth of the diaspora is not geared towards investment or commercial ventures but rather the acquisition of property for personal use. However, interest in investing in Zambia is considerably high (Figure 25). It is then imperative to understand why the diaspora are not making capital investments in Zambia. This could be inferred from the high number of respondents who indicated barriers to their participation in national development (more than 50%; see Figure 42), citing financial constraints and work commitments as their main barriers (see Figure 43).

Respondents who are interested in private investment in Zambia indicated their preferred sectors of interest (see Figure 26). Twenty-eight per cent indicated interest in the manufacturing sector; 22 per cent, in financial services; 45 per cent, in agriculture/horticulture; 23 per cent, in transport; 14 per cent, in mining; 29 per cent, in supplying; 26 per cent, in tourism; and 35 per cent, in various other sectors.

Figure 26: Private investment sectors of interest to the diaspora



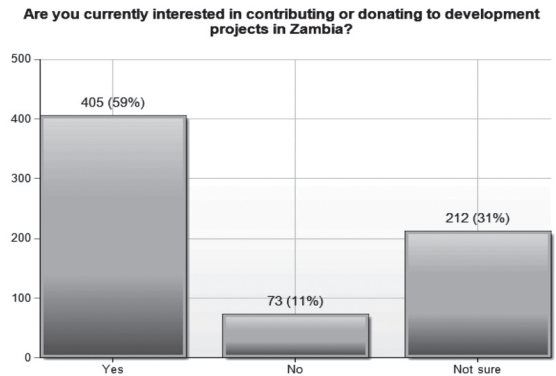
Source: IOM Zambia survey, 2010.

5.3.2. Development projects in Zambia of philanthropic interest to the diaspora

Respondents were asked if they were interested in voluntarily supporting development projects by way of contributions and donations.

Fifty-nine per cent stated that they were interested, 11 per cent were not interested, and 31 per cent were not sure (see Figure 27).

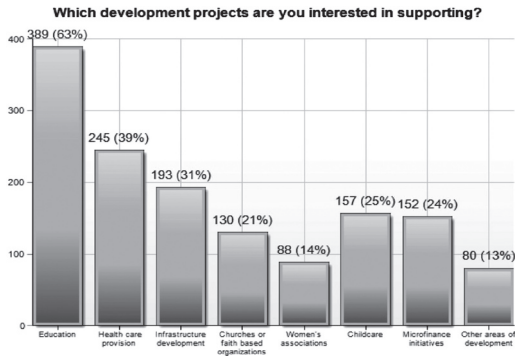
Figure 27: Interest of diaspora in contributing to philanthropic development projects in Zambia



Source: IOM Zambia survey, 2010.

Sixty-three per cent indicated preference for supporting the education sector (see Figure 28); 39 per cent, health care provision; 31 per cent, infrastructure development; 21 per cent, churches/faith-based organizations (FBOs); 14 per cent, women's associations; 25 per cent, childcare services; 24 per cent, microfinance initiatives; and 13 per cent, various other enterprises.

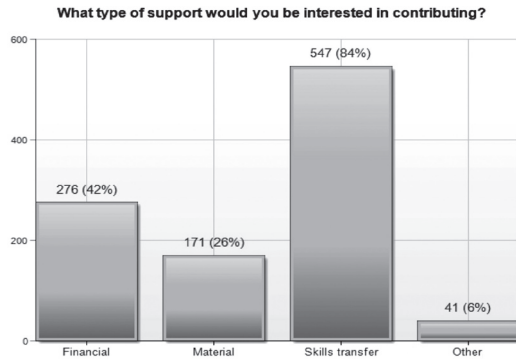
Figure 28: Philanthropic development projects of interest to the diaspora



Source: IOM Zambia survey, 2010.

As Figure 29 shows, of the nearly 60 per cent of the respondents who revealed that they had interest in providing such support, 42 per cent would like to offer financial support, 26 per cent indicated material support, 84 per cent indicated skills transfer support, and 6 per cent indicated various other forms of support.

Figure 29: Forms of support



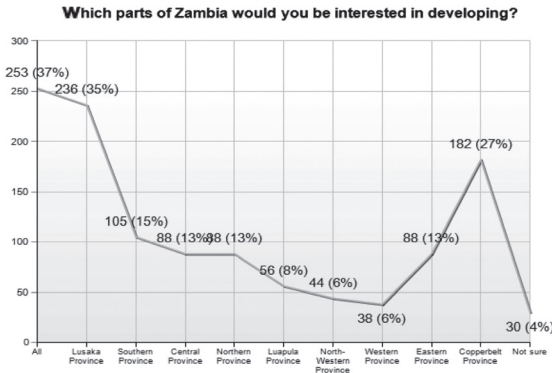
Source: IOM Zambia survey, 2010.

A very large portion of the respondents (84%) are interested in skills transfer, while only half that size are willing or able to make financial contributions (see Figure 29). These findings imply the absence or limited presence of readily available financial resources for investment purposes, while it confirms the finding that many members of the diaspora are highly skilled professionals with transferable knowledge. Seen in light of the average annual income (see Figure 33), it is fairly clear that most of the respondents do not earn enough to save much for purposes of investment.

Thirty-five per cent of the respondents indicated preference for supporting development projects in Lusaka Province; 15 per cent, in the Southern Province;

13 per cent, in Central; 13 per cent, in the Northern Province; 8 per cent, in Luapula; 6 per cent, in North-Western Province; 6 per cent, in the Western Province; 13 per cent, in the Eastern Province; and 27 per cent, in the Copperbelt Province (see Figure 30).

Figure 30: Preferred parts of Zambia for supporting development projects



Source: IOM Zambia survey, 2010.

A high number (37%) of the respondents had no particular area of preference for their support. The potential for contributions to both rural and urban priority development areas in Zambia appears quite strong.

5.4. Skills transfer programme

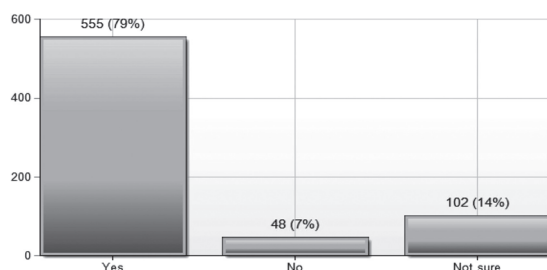
A skills transfer programme is one of the strategic approaches in migration for development and refers to the many different ways of transferring expertise and knowledge (IOM: 2009). These include, for instance, the actual return of skilled expatriates, or virtually, via electronic channels. In particular, the latter method allows highly skilled expatriates to share their expertise with colleagues in their countries of origin without having to be physically present, by using modern communication technology.

Respondents had the opportunity to say whether they would be interested in participating in a “skills transfer” programme that will enable skilled, experienced and educated Zambians living abroad to return on a volunteer basis to assist with developing human skills and institutional capacities (i.e. in health and education), through the physical or virtual transfer of human and financial resources.

Over three in four of the respondents (79%) stated that they were interested in returning on voluntary short-term skills transfer projects; 7 per cent were not interested, while 14 per cent were not sure (see Figure 31).

Figure 31: Interest in skills transfer programmes

Would you be interested in returning to Zambia temporarily as part of a "skills transfer" programme? The skills transfer programme will enable skilled, experienced and educated Zambians living abroad to return on a volunteer basis to assist with developing human skills and institutional capacities (i.e. in health and education) through the physical or virtual transfer of human and financial resources.

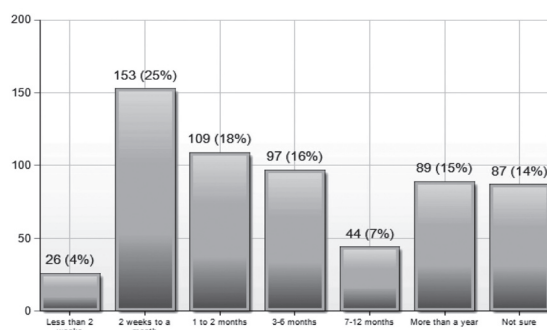


Source: IOM Zambia survey, 2010.

Of those that expressed willingness to participate in skills transfer programmes, 4 per cent stated that they will be able to spend less than two weeks on such voluntary assignments; 25 per cent indicated two to four weeks; 18 per cent, one to two months; 16 per cent, three to six months; 7 per cent, seven to 12 months; and 15 per cent, more than one year (see Figure 32).

Figure 32: Duration of time spent on skills transfer

If yes, how much time would you be willing to spend in Zambia on a "skills transfer" programme?



Source: IOM Zambia survey, 2010.

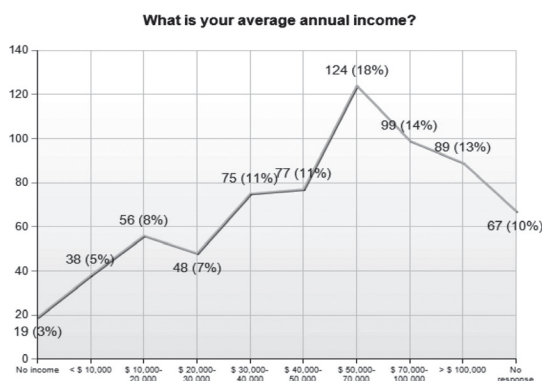
The majority of the respondents are evidently prepared to be physically present for the transfer of knowledge and expertise for a period of time. Considering the substantial interest in transferring expertise, virtual transfer options (e.g. virtual analysis of patient clinical records by diaspora physicians, remote supervision of graduate students, online knowledge sharing and consultations on policy inputs) must be actively explored for projects/initiatives that may require longer periods.

5.5. Finances

In order to determine levels of income among the Zambian diaspora, respondents were asked to indicate the equivalent of their annual average income in United States dollars (USD).

Three per cent of the respondents indicated that they had no annual income (see Figure 33). Five per cent indicated an income of above USD 10, 000 annually; 8 per cent, between USD 10, 000 and USD 20,000; 7 per cent, between USD 20,000 and USD 30,000; 11 per cent between USD 30,000 and USD 40,000; 11 per cent between USD 40,000 and USD 50,000; 18 per cent between USD 50,000 and USD 70,000; 14 per cent, between USD 70,000 and USD 100,000; 13 per cent, above USD 100,000. Ten per cent of the respondents did not disclose their annual income.

Figure 33: Income levels of the diaspora



Source: IOM Zambia survey, 2010.

5.6. Remittances

Remittances are, above all, private funds, which offer development possibilities for entire communities and countries.²⁸ They can be broadly defined as “monies earned or acquired by non-nationals that are transferred back to their country of origin” (IOM, 2004b: 54). The value of remittances is particularly significant especially when seen in light of their impact in countries that have managed and developed them well. Remittances contribute to poverty alleviation, particularly for receiving individuals and households.²⁹ In addition to contributing to financing the growing

²⁸ See *IOM and Remittances: Definition, Scale and Importance of Remittances* at http://publications.iom.int/bookstore/free/iom_remittance_EN.pdf

²⁹ See International Fund for Agricultural Development (IFAD), “Sending Money Home” at <http://www.ifad.org/pub/factsheet/remittances/e.pdf>

trade deficit more in favour of receiving countries, they can also be used to import capital goods and provide investment funds for entrepreneurs.³⁰ This increases the financial capacity and, thus, the buying power of recipients. Remittances also lead to increased consumption, which, despite the risk of inflation, boosts imports and, consequently, import duty and value added tax (VAT) receipts.³¹ Moreover, remittances serve as a significant source of foreign exchange and account for a significant contribution to gross domestic product (GDP) in many nations.³²

Remittances are a potentially positive outcome of migration. According to the World Bank's latest *Migration and Remittances Factbook* (2011), worldwide remittance flows were expected to reach USD 440 billion by the end of 2010, up from USD 416 billion in 2009. About three quarters of these funds (USD 325 billion) will go to developing countries, up from USD 307 billion in 2009. Remittances to developing countries were a resilient source of external financing during the recent global financial crisis. Remittance flows constitute the largest source of financial flows to developing countries after foreign direct investment (FDI), and exceed FDI flows for many countries (World Bank: 2011).

In 2009, Zambia received an estimated USD 68 million in remittances from its diaspora through formal channels. A study dating back to 2007³³ estimates that the total flow of remittances to the country, both through formal and informal channels, is as high as USD 200 million per annum, or 1.8 per cent of GDP (Ammassari, 2009). In relation to the data on Zambian remittances collected through banks, Ammassari (2009) observed that the data is patchy at best and therefore does not provide any conclusive picture of remittance volumes. A meaningful strategy aimed at making the best use of remittances will need to be informed by adequate research. While the findings in this chapter offer a rough picture of remittances from the Zambian diaspora, more focused and thorough research will be beneficial in the future.

³⁰ See the *International Migration Report 2002* by the United Nations Population Division, p. 5, at <http://www.un.org/esa/population/publications/ittmig2002/2002ITTMIGTEXT22-11.pdf>

³¹ For instance, this was found to be the case in Colombia. See "International migration and development: the socio economic impact of remittances in Colombia" by David Khoudour-Castéras, pp. 151–154; also available at <http://www.eclac.org/publicaciones/xml/5/31995/KhoudourCasteras.pdf>

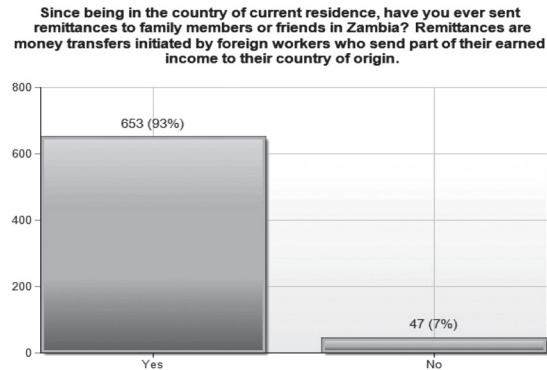
³² See International Fund for Agricultural Development (IFAD), "Sending Money Home" at <http://www.ifad.org/pub/factsheet/remittances/e.pdf>

³³ International Fund for Agricultural Development (IFAD), "Sending Money Home: Worldwide Remittances Flows to Developing and Transitional Countries" (2007); also available at http://www.ifad.org/remittances/maps/brochure_f.pdf

5.6.1. Remittance frequency and recipients

Almost all (93%) of the respondents send remittances to Zambia (see Figure 34).

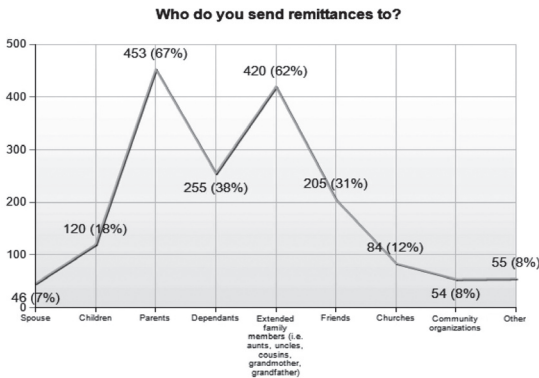
Figure 34: Number of respondents who send remittances



Source: IOM Zambia survey, 2010.

As shown in Figure 35, the respondents indicated that the recipients of the remittances were spouses (7%), children (18%), parents (67%), dependants (38%), extended family members (62%), friends (31%), churches (12%), community organizations (8%) and others (8%). Considering that many members of the diaspora are in the young and productive age group, it is not surprising that their parents are still alive and receive support from them. However, the support goes beyond parents to include extended family members. This financial responsibility should be taken into account in devising remittance policies.

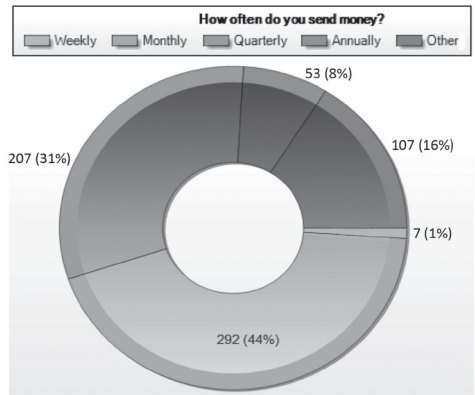
Figure 35: Remittance recipients



Source: IOM Zambia survey, 2010.

A good number of respondents also indicated that they sent money either monthly (44%) or quarterly (31%) (see Figure 36).

Figure 36: Frequency of remittance



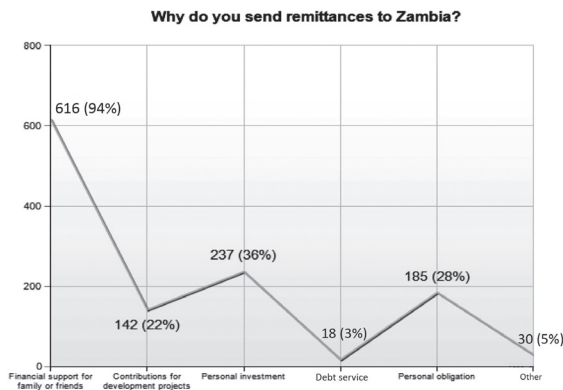
Source: IOM Zambia survey, 2010.

Whilst the study acknowledges that the observations and estimates inferred from this study cannot be used to provide an overview of remittances to Zambia, the data does provide valuable insights on current remittance patterns, both locally and among the diaspora population.

5.6.2. Reasons for sending remittances and cost of sending

Respondents were asked to indicate their reasons for sending remittances and what the transaction costs them (see Figure 37).

Figure 37: Reasons for sending remittances



Source: IOM Zambia survey, 2010.

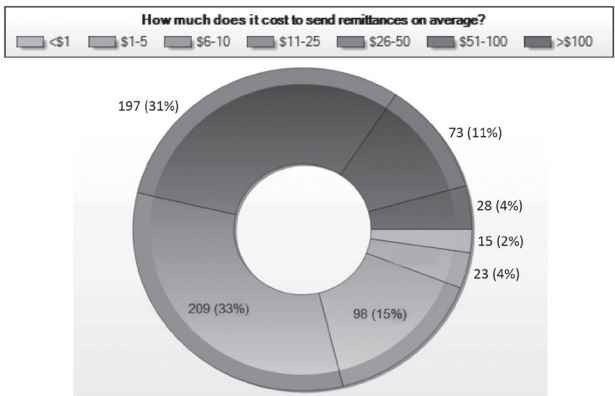
Ninety-four per cent of the respondents indicated that they send remittances to financially support family or friends; 22 per cent, to contribute to development projects; 36 per cent, for personal investment; 3 per cent, for debt services; and 28 per cent, for personal obligations. Five per cent of the respondents indicated other reasons.

Remittances were largely used for household consumption rather than for investment purposes. Remittances possibly contribute significantly to poverty alleviation at the household level.

With a high number of respondents (93%) sending remittances to Zambia (see Figure 34), the indication that parents and extended family members are the major recipients of remittances and that the main reason for remitting is financial support to family and friends reaffirms the strong bond between the diaspora and Zambia.

The respondents indicated the costs they incurred per transaction in sending remittances to Zambia (see Figure 38). Fifteen per cent of the respondents said it costs them less than USD 1; 4 per cent indicated that it costs them USD 1–5; 15 per cent, USD 6–10; 33 per cent between USD 11–25; 31 per cent, USD 26–50; 11 per cent, USD 51–100; and 4 per cent indicated more than USD 100 per transaction.

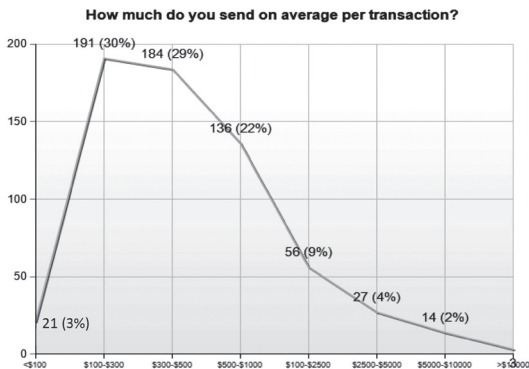
Figure 38: Cost of sending remittances



Source: IOM Zambia survey, 2010.

Respondents were asked to indicate the amount of remittances they sent per transaction (see Figure 39).

Figure 39: Amount of remittances sent per transaction



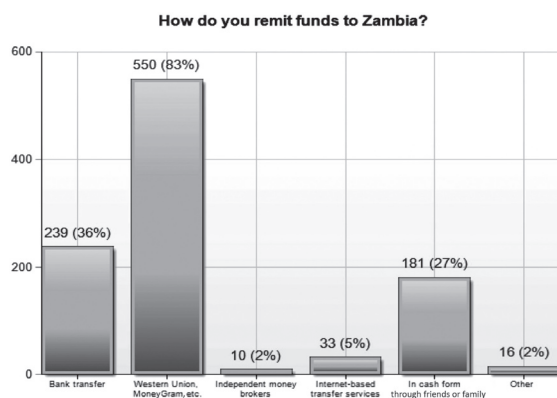
Source: IOM Zambia survey, 2010.

Three per cent of the respondents sent less than USD 100 per transaction; 30 per cent sent USD 100–300; 29 per cent, USD 300–500; 22 per cent, USD 500–1,000; 9 per cent, 1,000–2,500; 4 per cent, USD 2,500–5,000; and 2 per cent, USD 5,000–10,000. About 1 per cent sent more than USD 10,000.

5.6.3. Remittance channels used by the diaspora

The channels used to send remittances are identified under two main categories: formal and informal channels. Formal channels are by nature documented, while informal remittance channels lack records and are thus difficult to assess. Though a good number of respondents indicated that they use formal channels to send remittances (see Figure 40), a little over one in four of the respondents also use the informal system. This is a likely result of informal methods of remittance flows being known to be cheaper, quicker and user-friendly. An alternative explanation may be the lack of information or knowledge about formal remittance channels.

Figure 40: Remittance methods used



Source: IOM Zambia survey, 2010.

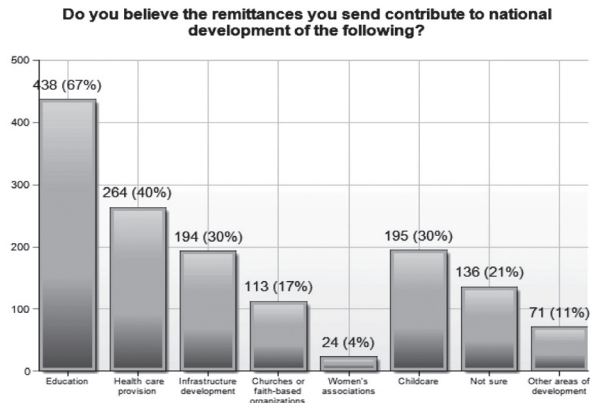
As Figure 40 shows, 36 per cent use banks for fund transfer; 83 per cent, Western Union/MoneyGram; 2 per cent, independent money brokers; 5 per cent, Internet-based transfer services; 27 per cent, cash through friends; and 2 per cent, others.

A higher usage of formal channels compared to informal channels is evident. Controlling and monitoring mechanisms appear to be necessary to discover the full value of remittance thus transferred. Devising less complicated and cheaper methods might also boost remittance flows to Zambia. The usage of informal channels (by 27% of the respondents) is also quite significant and would be more beneficial to national development if brought to the lowest possible level.

5.6.4. Diaspora views on the contribution of remittances to national development

Respondents were asked if they thought the remittances they sent contributed to a number of identified development sectors of Zambia (see Figure 41).

Figure 41: Views on the impact of remittances on national development



Source: IOM Zambia survey, 2010.

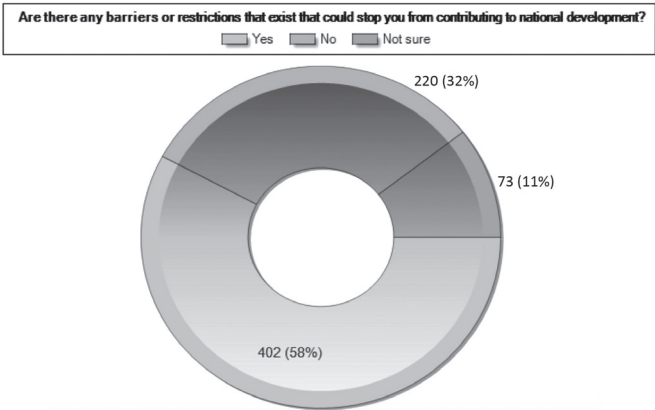
The fact that a majority of the recipients are parents (67%) and members of extended families (62%), on the one hand, and that a large portion of the remittances are believed to be used for education, health care provision and childcare purposes, on the other, is further evidence that remittances play an important role in poverty alleviation at the household level. It also further implies that only a small fraction of these resources are directed towards capital investment. However, it is encouraging that a large proportion of these resources is geared towards education, which can be considered a form of investment in human capital.

5.7. Constraints to diaspora investment and contribution to national development

The study sought to find out if the diaspora had any barriers that prevented them from participating and supporting national development in Zambia.

Fifty-eight per cent responded that they had barriers to their participation in national development; 32 per cent stated that they had no barriers; and 11 per cent were not sure (see Figure 42).

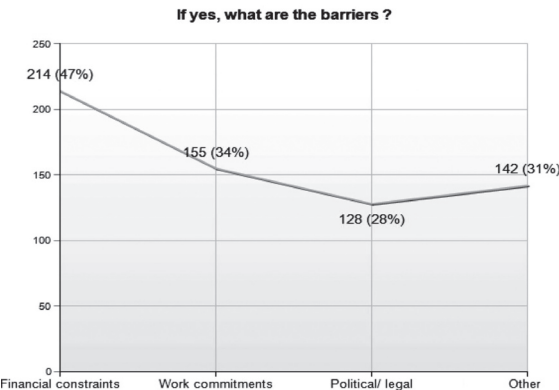
Figure 42: Existence of perceived barriers to contributing to national development



Source: IOM Zambia survey, 2010.

The respondents identified various barriers that prevent them from contributing to national development (see Figure 43). Forty-seven per cent indicated financial constraints as the barrier that prevents them from contributing to national development; 34 per cent, work commitments; 28 per cent, political/legal matters; and 31 per cent, various other reasons, notably the lack of infrastructure, a culture of poor accountability, high levels of corruption, poor economic policies, a poor work culture, bureaucracy, inaccessible financial services and the negative attitude of the civil service towards the diaspora.

Figure 43: Types of barriers to diaspora contribution to national development



Source: IOM Zambia survey, 2010.

Almost half of the respondents faced financial constraints, implying that access to capital is a major concern despite the availability, skills and willingness to take part in national development. This underscores the need for creating affordable and easy-access credit schemes that focus on members of the diaspora.

6. Diaspora networks

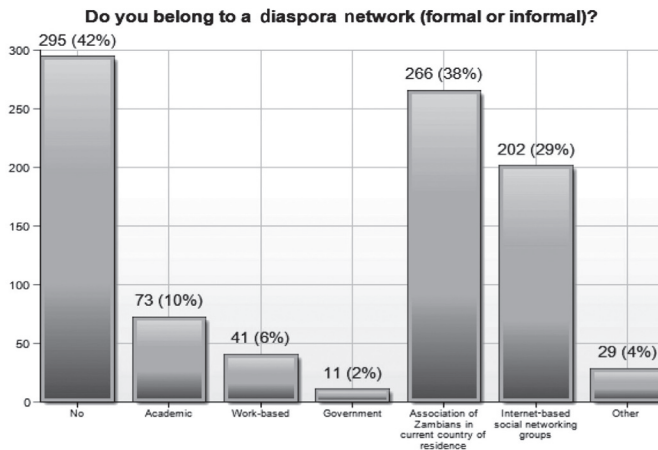
It is not uncommon for dispersed groups of people with historical ties to have certain sentiments that unite them. Zambians abroad are no exception. This chapter describes the findings of this study as they relate to networking among the Zambian diaspora.

6.1. Membership in networks

The respondents were asked if they belonged to any formal or informal diaspora networking group.

Forty-two per cent indicated that they do not belong to any form of networking group (see Figure 44). This means that about two in five respondents do not belong to any diaspora network. There is a need to do outreach activities to establish connections with this large group and ensure their participation.

Figure 44: Diaspora membership in formal or informal networks, organizations and associations



Source: IOM Zambia survey, 2010.

Those who belong to some form of network were requested to indicate the nature of networks they belonged to. Respondents were free to indicate more than one response. Thirty-eight per cent belong to an association of Zambians in their country of residence (see Figure 44). These associations are important stakeholders in engaging the diaspora and they deserve support from the government so that they can reach out to more members and serve as meaningful means of communication.

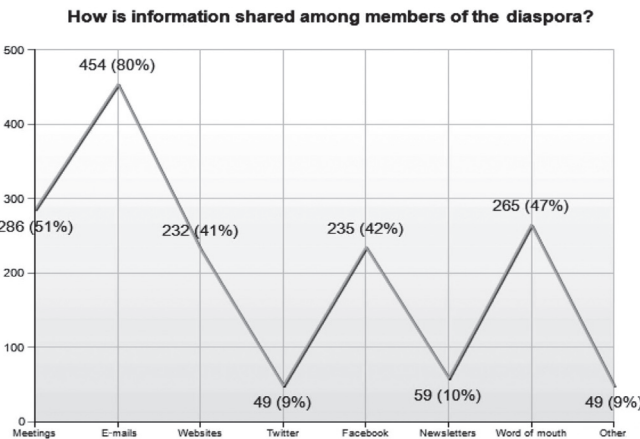
6.2. Information dissemination

The respondents were asked to indicate the means through which information is shared among members of the diaspora. Respondents were free to indicate more than one response.

Fifty-one per cent responded that information sharing was through meetings; 80 per cent, through e-mail; 41 per cent, through websites; 9 per cent, through Twitter; 42 per cent, through Facebook; 10 per cent, through newsletters; and 47 per cent, through word of mouth. Nine per cent gave various other responses (see Figure 45).

IT-based tools of communication appear to be the most favoured conduits of information among diaspora networks.

Figure 45: Modes of information sharing



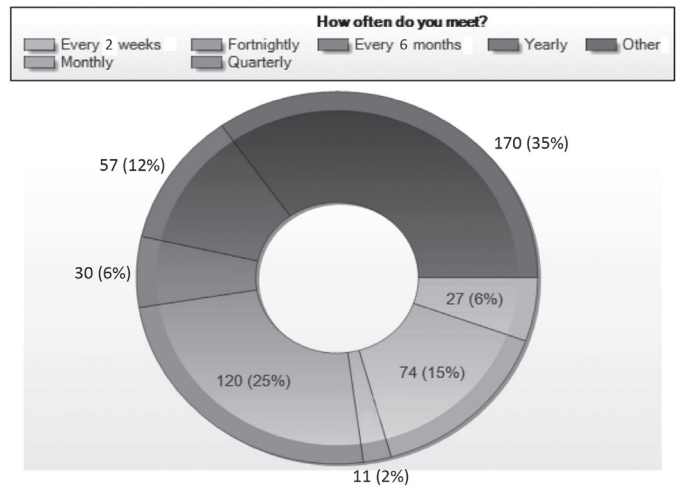
Source: IOM Zambia survey, 2010.

6.3. Frequency of meetings

For those that indicated that they met with other members of the diaspora, the survey further probed into the frequency of their meetings.

Six per cent of the respondents indicated that they met every two weeks; 2 per cent, indicated fortnightly; 15 per cent, monthly; 25 per cent, quarterly; 6 per cent, every six months; and 12 per cent, yearly. Thirty-five per cent of the respondents gave various other responses (see Figure 46).

Figure 46: Frequency of meetings



Source: IOM Zambia survey, 2010.

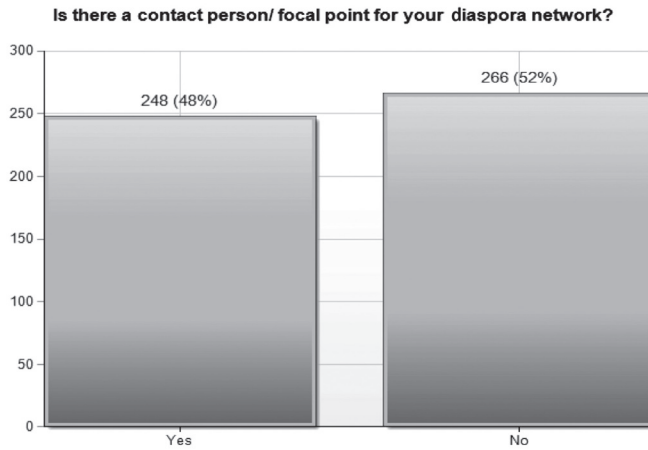
The findings imply that members of the diaspora do not meet frequently, probably due to busy daily schedules including work and other commitments. Instead of face-to-face interaction, it appears that they rely heavily on IT-based channels of communication to exchange information and maintain contact. Future communication strategies targeting the diaspora should recognize and capitalize on this finding.

6.4. Focal points and contact persons among members of the diaspora

Respondents were asked if there was a contact person or focal point in their networks; they were also asked to provide the contact details of these contact persons.

Forty-eight per cent of the respondents responded in the affirmative, while the remaining 52 per cent indicated that they did not have a contact person (see Figure 47). Of those that have a contact person, 69 per cent provided the contact details of the contact person, while the remaining 31 per cent did not.

Figure 47: Networking focal points



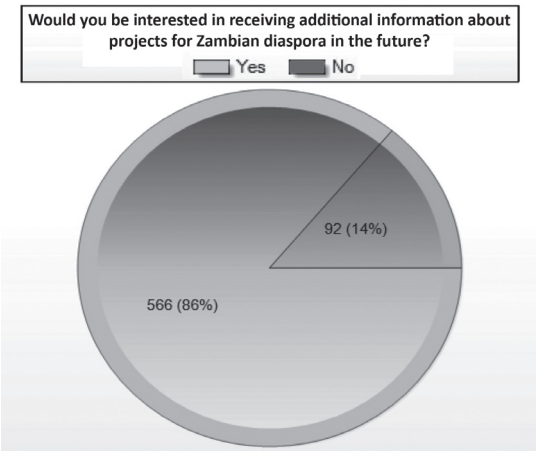
Source: IOM Zambia survey, 2010.

6.5. Interest in receiving additional information on future diaspora projects

Respondents were asked if they were interested in receiving additional information on future diaspora projects.

Eighty-six per cent of the respondents indicated having interest in receiving additional information on future Zambian diaspora projects, while 14 per cent declined (see Figure 48). Outreach and communication strategies targeting the diaspora need to be cognizant of this massive demand for information and keenness to participate in the affairs of the nation.

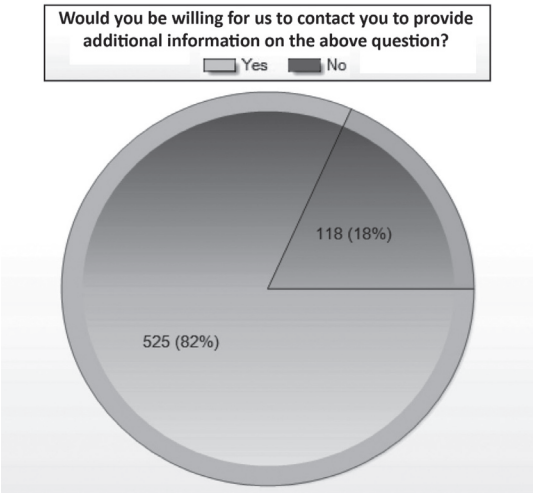
Figure 48: Interest in receiving additional information



Source: IOM Zambia survey, 2010.

Furthermore, the respondents were asked if they were willing to be contacted further to provide additional information on the survey questions (see Figure 49).

Figure 49: Willingness to be contacted further



Source: IOM Zambia survey, 2010.

Eighty-two per cent of the respondents indicated a willingness to be contacted further in order to provide additional information on the survey questions, while 18 per cent declined to be contacted. These figures further reaffirm the substantial demand for up-to-date information, the importance of national development issues to the diaspora and their eagerness to maintain ties with Zambia.

7. Findings of interviews in the UK and RSA

Individual and group interviews as well as focus group discussions were conducted in the UK and the Republic of South Africa (RSA) with representatives of the High Commissions of Zambia and members of the diaspora, including leaders of diaspora associations, professionals, entrepreneurs, students, religious groups and professional associations.³⁴

The interviews were carried out by IOM between 7 October 2010 and 27 October 2010.

7.1. Findings from the UK

7.1.1. Major findings and recommendations from the interview conducted with the Zambian High Commission in the UK

(see Annex II(b) for interview questions)

The Zambian Diaspora

The Zambian High Commission in the UK estimates that there are about 15,000 Zambians living in the UK currently, although they are quick to admit that this figure is based on their in-house registers and that many more may be present in the UK without their knowledge. Members of the Zambian diaspora are engaged in various fields of work. Many are medical professionals, with a substantial number of nurses among them. The high number of nurses is attributed to the large-scale recruitment programme by the UK dating back to almost two decades, under which many nurses migrated from Zambia. Others are professionals in the fields of accounting/finance, energy, information technology and teaching at various universities. There are at least two highly qualified Zambian scientists known to the High Commission. Cognizant of the enormous potential of these professional resources, the High Commission (HC) is preparing to establish a think-tank in the UK.

³⁴ The interviewees and participants in the focus group discussions were selected based on website searches, recommendations from IOM missions and Zambian High Commissions, as well as contacts provided by Zambian diaspora groups in the UK and RSA.

Organization of the diaspora in the UK

There is no Zambia UK association as such at the moment. There are, however, numerous Zambian groups and associations in the UK. Zambians form associations based on their respective localities in the UK (e.g. there is a Zambia Association in Manchester, Scotland, etc.). Some are organized in the form of church groups. There are several e-mail lists created by individuals and groups including one that is used by the HC itself. Doctors, particularly those in the north-western part of the UK, are reportedly better organized along professional lines than other groups.

Challenges related to networking include, but are not limited to, resources for travel and holding meetings; lack of coordination between the leaderships of the numerous Zambian groups; and the absence of an umbrella body that can serve as a central communication channel.

Outreach efforts by the GRZ

The HC asserted that it is in constant contact with Zambians in the UK and reported a number of outreach activities in which it took active involvement. The High Commissioner travelled to various parts of the country between February and June 2010 and held a round of meetings with Zambians. As part of the GRZ effort to reach out to the Zambian diaspora, representatives of the Citizens Economic Empowerment Commission (CEEC)³⁵ visited the UK to explain the process involved in accessing the various facilities offered by the Commission. The Zambia Development Agency (ZDA)³⁶ undertook a similar visit during the course of the year. It was also reported that the Diaspora Liaison Officer at the Office of the President of the

³⁵ CEEC is an integrated broad-based and multifaceted Zambian government strategy established under the CEE Act No. 9 of 2006 aimed at substantially increasing the meaningful participation of targeted citizens and companies in the economy and decreasing income inequalities. Its policy is aimed at empowering the local people economically. For more information, visit <http://www.ceec.org.zm/>

CEEC functions to coordinate and implement empowerment programmes for targeted citizens, to substantially increase the meaningful participation of targeted citizens and companies in the economy in order to decrease income inequalities, ensure economic empowerment of targeted citizens, citizen-empowered companies, citizen-influenced companies and citizen-owned companies.

One of the critical areas of CEEC's focus is on foreign direct investment, where it encourages a foreign and local partnership approach to achieving CEE. CEEC works closely with the Zambia Development Agency to promote investment partnerships with locals.

³⁶ ZDA was established in 2006 by an act of parliament and became operational in 2007 following the amalgamation of five institutions that previously worked independently to foster economic growth and development into one. ZDA undertakes all the services that were previously offered by the five institutions. It is responsible for fostering economic growth and development in Zambia, through promoting trade and investment in an efficient, effective, and coordinated private sector-led development strategy. ZDA also has the responsibility of developing an internationally competitive Zambian economy through innovations that promote high skills, productive investment, and increased trade. The Act gives powers to the ZDA in key areas of trade development, investment promotion, enterprise restructuring, green fields' development, small business and enterprise development, trade and industry fund management, and contributing to skills training development. For more information, visit www.zda.org.zm/

Republic of Zambia visited the UK in July 2010 and held meetings with Zambians in at least six different locations across the UK. The HC often encourages Zambians in the UK to return to Zambia and engage in voluntary work, such as that carried out by the *Zambian Health Workers Alliance in the UK (ZUHW)*,³⁷ of which the High Commissioner himself is the co-chairperson.

Trade and investment initiatives

The HC is aware of a number of trade and investment initiatives by Zambians in the UK including *Amakaya Bwingi*,³⁸ *ZINITZ*³⁹ and others. Many Zambians in the UK are believed to own businesses and real estate with larger concentrations in Lusaka than other parts of the country. A major challenge faced by potential investors is the difficulty of registering companies in Zambia from overseas. However, CEEC is said to have a plan to establish a presence in the UK to assist with this process. Concerning the facilitation of access to credit facilities, ECO Bank has shown some interest, and is engaging with the HC. Nonetheless, interest among Zambians in the UK to return to Zambia for investment purposes appears to be high. Many are interested in farming, construction, IT and retail businesses.

The HC is involved in a GRZ process, which is working towards facilitating access to land for Zambians abroad. Expectations are rather high in this regard and an overwhelming number of applications are being received by the HC.

Recommendations from the *Zambian High Commission (UK)*

The HC recommended the following measures to ensure the active participation of the *Zambian diaspora* in the UK in national development efforts.

1. Procedures for investing in Zambia need to be simplified, including a revision of bureaucratic requirements and processes that are currently time-consuming.

³⁷ The *ZUHW* was established in response to Zambia's critical shortage of health workers. It is one of the collaborative initiatives between Zambia and the UK to address this shortfall through training more people to become health workers.

ZUHW is a network of *Zambian-based* and *UK-based* organizations that work together to promote and improve the coordination and impact of *Zambian-UK* joint work in health. It was launched in June 2009 in the UK and has over 40 member organizations. *ZUWH* was set up to enable the many *Zambian* and *UK* groups that are already working together, to do so more effectively and, in particular, to ensure that their efforts to train more health workers in Zambia are both well coordinated and effective.

UK organizations and individuals help Zambia relieve the plight of its health sector by providing human resource on short- and long-term basis to help with the training. The links between Zambia and the *UK* organizations also provide opportunities for mutual learning by enabling *British* health workers gain better understanding of working with fewer resources and more constraints, and hence seeing their own work in the *UK* from a different perspective, these workers are able to take new ideas and experiences back home from Zambia.

³⁸ Involved in share trading on the *Zambian Stock Exchange* with membership contributions.

³⁹ Involved in manufacturing of concrete roofing tiles in Zambia, <http://www.zinitz.com/>

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2. The use of IT for purposes of communication has to be carefully looked into; a priority aim should be to boost the use of Internet facilities, which need to be up to world standards. Businesses such as stock market exchanges are heavily reliant on such tools and will not be able to thrive in the current state.
 3. Access to land has to be made easier with clear, fair and transparent criteria for acquisition, which will help to build confidence in the system.
 4. Access to banking services will need to be made easier. It must be noted that it is difficult for Zambians to access such services in the UK.
 5. The CEEC should work on becoming more transparent and show that it can deliver. In particular, CEEC should strive to set up a system which will be able to filter proposals based solely on merit.
 6. University of Zambia's retention capacity appears to be low, particularly in the area of medicine. Low numbers of graduates and dropout levels should be carefully studied and addressed. A specialized agency dedicated to training medical professionals should be considered an option.
 7. In terms of communication, there should be closer ties between the HC, which has a huge untapped potential for serving as a source of valuable information on realities in Zambia, and the Zambian diaspora in the UK.
 8. There is also a need to address the dark images about Zambia painted by the media, such as those about high levels of corruption, inefficient bureaucracy and a stagnant economy.

7.1.2. Main findings and recommendations from interviews with Zambian diaspora associations and individuals in the UK

Major findings from interviews with Zambian diaspora associations and individuals

Networking

Zambians in the UK have created a number of networking opportunities for themselves, including: football clubs; professional and business groups; religious associations; online communication fora such as websites, blogs, e-mail groups, online media and discussion platforms; as well as various associations based on geographic proximity. Active online communication channels include the websites of the Zambia Diaspora Connect⁴⁰ and the Zambian Economist,⁴¹ as well as blog radios such as Zambia Blog TalkRadio⁴² and Diaspora Voice.⁴³ Skype conferencing,

⁴⁰ See Zambia Diaspora Connect at <http://www.zambiaconnect.org/1.html>

⁴¹ Zambian Economist at <http://www.zambian-economist.com/>

⁴² Zambia Blog TalkRadio at <http://www.blogtalkradio.com/zambiablogtalkradio>

⁴³ The Diaspora Voice at <http://www.thediasporavoice.com/>

Yahoo and Google groups, and Facebook and Twitter are also widely used. Zambian media based overseas not only serve as vessels for communication between individuals and groups, but also as sources of news and information about realities back home.

Social events such as birthdays, funerals, weddings, national holidays and entertainment events (e.g. beauty pageants) bring Zambians together. The absence of formal structures, however, was cited as a major challenge. This was largely attributed to lack of resources. This is said to be compounded by the lack of clarity in the role of the HC as it relates to social networking, and the HC's perceived lack of initiative to organize social events. It was reported that many Zambians seldom visit the HC unless they seek consular services.

Challenges in networking

Zambian networks in the UK face a number of challenges in terms of their outreach and their efficiency in promoting networking. Limited resources and a weak sense of volunteerism among the membership of numerous associations are blamed for a less than satisfactory level of interaction among Zambians. Lack of trust and individual differences are also said to affect networking. At the moment, Zambians in the UK are organized under numerous associations without an umbrella body to look after coordination. Additional challenges in networking relate to: time constraints; geographic disparity; political indifference or frustration; the absence of a common vision among members; and limited financial capacities, particularly in the case of students.

Interest to engage in local development

Almost all interviewees expressed the view that the majority of Zambians in the UK are keen to return to Zambia and are very much interested in engaging in one or another form of economic activity in Zambia. Most, being qualified professionals, are interested in pursuing professional careers, while a lesser number are looking into investment opportunities. The most vocal interest appears to be in the fields of health, commercial enterprise, education, agriculture and information technology. A decent number of individuals are also believed to be prepared to engage in philanthropic projects. Elderly members of the diaspora are particularly interested in participating in community development projects. The deep desire to participate in local development, coupled with resourcefulness, specialized skills and experience in working in an extremely competitive environment are considered by some to be the most substantial assets possessed by Zambians in the UK. It was also reported that recent austerity measures in the UK in response to the global financial crisis have made it difficult to retain jobs. Along with news from home that the economy

is doing rather well, this seems to have further intensified the desire to return to Zambia.

Available resources

It is generally believed that a higher proportion of Zambians in the UK are highly skilled professionals. They are reported to have expertise in various fields such as engineering, agriculture, management, sales, medical care, information technology, finance, quantity survey, architecture, teaching and science. Many are said to be capable of offering high-level policy and strategic advice on a range of issues due to their rich exposure and extensive experience.

Many have properties and business interests in Zambia (although these appear to be mainly small in scale), such as residential houses and farms, and are in constant contact with friends and relatives. It is customary for almost everyone to send remittances regularly.

Zambian businesses in the UK have begun to network their investments with visible success in the past years. Examples include one business whose membership contributes to trade in stocks on Zambia's stock exchange. Another is a successful business involved in farming development formed by a group of Zambian engineers who attended the same high school in Zambia. At least one manufacturing enterprise reported reaching a stage where it was preparing to launch its products into the Zambian local market. The Zambian Economist, Zambia Diaspora Connect (network) and the Zambia Institute of Strategic Studies (a think-tank) have also embarked on a business networking exercise covering a range of investment initiatives, including consultancy services.

Many of the interviewees know a number of Zambians who have already invested in Zambia in a diverse variety of businesses. These businesses included construction, retail trade, farming, auto trading, manufacturing, bio/alternative energy production, research and publication, and service in the hospitality sector. Some members of the diaspora have physically relocated to pursue these ventures although there were also reports about some who have failed in this attempt only to return to the UK with a deep sense of frustration and disappointment.

On the philanthropic side, it was pointed out that several Zambian local development projects such as schools receive assistance from members of the diaspora in the UK. A number of these efforts exhibit a higher form of organization such as the Zambia UK Health Workforce Alliance⁴⁴ that supports the health sector in Zambia through capacity-building, largely on a voluntary basis.

⁴⁴ See Zambia UK Health Workforce Alliance at <http://www.zuhwa.com/>

Challenges

Despite the high levels of interest to return and invest in Zambia, it was reported that many members of the diaspora face enormous challenges in realizing their plans. The major challenges identified in this respect include:

1. **Limited financial resources:** Moving is often an unaffordable exercise as many lack the financial resources to effect the move itself and cushion the impact it may cause. Many are anxious that their meagre savings will not be able to cope with the financial strains of returning, particularly in terms of keeping them financially buoyant during the initial period of transition, when they are unlikely to generate income.
2. **Lack of job security in Zambia:** Many are sceptical about the possibility of finding jobs that offer reliable tenure.
3. **Unattractive working and living conditions:** Adequate housing and means of transportation, remuneration commensurate with qualification, professional incentives, and social services such as schools and medical facilities are perceived to be either lacking or in poor state.
4. **Inability to acquire dual citizenship:** Although this issue is being addressed in the revised, though not yet in force, version of Zambia's constitution, many feel that it has been a serious impediment to plans to actively engage in local development. A number of individuals have taken up other nationalities, compelled by necessities of employment, particularly for jobs that carry nationality as a requirement. Others fear that acquiring another nationality will exclude them from exercising their rights in Zambia, which they may otherwise. The problem is compounded by the threat of loss of acquired immigration status in the UK, should an individual decide to spend a considerable amount of time in Zambia (e.g. for investment purposes), which could be avoided if the individual enjoyed dual citizenship.
5. **Antipathy, particularly among the Zambian civil service:** It is widely believed that members of the diaspora are met with an unfriendly and uncooperative attitude when they seek the services of national and local authorities.
6. **Corruption, nepotism and "red tape":** Frustration levels are high regarding the inability to acquire public services without "oiling the machinery". Nepotism, especially in the context of securing employment, appears to be a major concern. Strong statements are made by members of the diaspora about a culture of bribery and corruption characterizing the business environment in Zambia. At the individual level, many complained that agents entrusted by members of the diaspora to look after their projects in Zambia misappropriate resources, often sending back false reports on the progress of the projects, leading to wastage of resources and lack of interest to invest in the future. Bitter complaints emerged during the interviews about the

amount of bureaucratic procedures and the time-consuming nature of dealings with public authorities. This was particularly so among those who, at some point, returned to invest in Zambia.

7. **Limited access to credit facilities and business protection schemes:** As many Zambians abroad work as professionals and their incomes fall below the high-income brackets, they will require credit facilities to establish and run private investments in Zambia. However, they believe that access to these services is curtailed by the fact of their geographic alienation and what they see as exaggerated interest rates on loans. CEEC is lending money; however, many wish that the organization will go beyond that and assist in setting up investments with a clearer position on how the diaspora fit into its framework. Some who have already invested in Zambia also expressed concerns about heavy-handed competition from non-Zambian businesses with access to local markets.
8. **Dearth of information about realities in Zambia:** This includes an inability to access information on vacancies issued in Zambia. Several interviewees were of the opinion that the GRZ's communication policies and channels remain obscure, depriving them of official sources of reliable information. At the individual level, prolonged stay overseas has left many wondering where they would start if they went back home, for they have few or no contacts or formal structure they could rely on for information. Little faith is placed in the HC to deliver the desired information in this regard, although many were complementary to the active role played by the High Commissioner. In order to ensure visibility, a home coming "*Indaba*", where members of the diaspora could meet and exchange ideas with the GRZ as well as other local partners, was suggested.
9. **Structural and policy shortcomings in dealing with the diaspora:** Many feel that past promises to the diaspora, particularly returnees, largely remain unfulfilled. Designated focal points to deal with members of the diaspora and a strong central structure for coordination of diaspora affairs is a widely desired arrangement among those who feel that insufficient efforts have been made in this regard.

Recommendations from the interviews with Zambian diaspora associations and individuals in the UK

Interviewees suggested a range of measures that should be taken to overcome the challenges they face in terms of actively taking part in national development and the exercise of their rights related thereto. These recommendations are summarized below:

1. **Policy and structures:** There was a repeated call for closer dialogue and interaction between members of the diaspora and the GRZ. This, it was

suggested, would require the formulation of clear policies on diaspora engagement; a process that should ensure the full participation of the diaspora. Recognition that Zambians abroad can contribute meaningfully to the development of Zambia should form the basis of the policy. The policy should at a minimum, define the diaspora, identify mechanisms for matching skills in the diaspora with national demands, place due emphasis on targeting young professionals, contain provisions for promoting diaspora investment in Zambia, and be cognizant of the potential negative reaction from local stakeholders who might not be impressed with the preferential treatment accorded to the diaspora. Furthermore, the policy should create a framework for long- and short-term interventions. Equally important would be the strengthening of national structures, which address issues related to the diaspora. In this regard, special attention should be paid to strengthening the Diaspora Liaison Desk (Office) at Statehouse, or to the establishment of an independent entity with equivalent mandates. The process of engaging the diaspora should be formalized and governed by an enacted piece of legislation.

2. **Incentives:** An extended list of incentives, which may be offered by the GRZ to attract diaspora resources, was drawn up. Swift and easy access to land, a favourable tax regime on import of personal effects and capital goods for businesses, free or subsidized housing, and low-interest loans were the prominent items on the list. Remuneration packages for professionals should be revisited to reflect fair compensation based on qualification and experience. A protection scheme for Zambian-owned businesses will allow the diaspora to withstand stiff competition from multinational corporations and safely invest their resources in Zambia. The GRZ was urged to explore the possibility of opening a bank in the UK with a view to reducing the costs of remitting money and assisting Zambians who wish to invest in Zambia. Those with children additionally urge the government to address the limited presence of schools with equivalent standards of education to those which their children currently attend.
3. **Dual citizenship:** Most interviewees were aware of the fact that dual citizenship is an issue already addressed by the draft amendment to the constitution. They nevertheless insisted that it is one of the most important matters that need to be dealt with if the diaspora are to fully take part in national development. Despite an apparent consensus that the amendment allowing dual nationality will go into effect soon and settle the matter once and for all, many felt the need to express their concerns along with their support for the proposed amendment.
4. **Information dissemination:** The GRZ is called upon to create structures to disseminate accurate and up-to-date information on opportunities, legislative frameworks, institutions and procedures that will allow the diaspora to

take part in national development. These include information on priority development areas, in general, and vacancies and local skill demands, in particular. Displaying achievements and the potential for development in Zambia should form the core of the messages. It would be useful to include success stories of Zambians who have already returned. Appropriate messages should also be developed to counter the hostility of local populations, such as members of the civil service, and foster a welcoming attitude towards the Zambian diaspora. High Commissions should be actively involved in making sure important information reaches Zambians. Consular offices should be opened in places where larger Zambian populations reside for this purpose. Representatives of the GRZ are called upon to travel and engage in dialogue with members of the diaspora in addition to opening easier channels of communication.

5. **Addressing mistrust:** Many in the diaspora look at the GRZ's efforts for engagement with suspicion. Some tend to associate it with political processes intended to exploit the issue of the diaspora merely for political gains. The GRZ needs to empower intermediaries who can act as independent and impartial brokers between the government and the diaspora. Confidence-building should include highlighting actions that support claims and show that the system does deliver on promises. Assurances should be made that the process of engaging the diaspora is dissociated from the political landscape and will not be hampered by changes thereto.
6. **Tackling corruption, nepotism and "red tape":** The GRZ should strive to enforce transparency and accountability; this move would boost confidence among potential development partners, including the diaspora. Employment in the public sector should be made purely merit-based, widely advertised and open for competition among members of the diaspora. Rules and procedures for accessing services from public authorities, especially land, should be carefully revised to cut down unnecessary and lengthy paperwork and speed up service delivery.
7. **Setting up structures with clear mandates on diaspora affairs:** The GRZ is called upon to create a legally constituted structure, which exclusively deals with affairs of the diaspora, and serve as a port of call for information and assistance. High Commissions should be utilized to capture accurate data on the diaspora and assist in the identification of resources and opportunities with potential.

7.2. Findings from RSA

7.2.1. Main findings and recommendations from the interview with the Zambian High Commission in RSA

The Zambian diaspora

Although, accurate figures are unavailable, the Zambian High Commission in RSA estimates that there are about 5,000 Zambians legally residing in the country. However, it was pointed out that the number could be much higher if those staying irregularly were counted, although the HC does not have an estimate on these. The Zambian diaspora in RSA consist of two major groups broadly divided into highly qualified professionals, on the one hand, and Zambians who are not in this category, on the other. The professional group is composed of doctors, professionals working for government, university and college lecturers, mining technicians, consultants and financial experts. The other group consists mainly of those employed in various industries and engaged in trade, including cross-border traders. There are also a sizeable number of university and college students. The biggest concentration of Zambians in RSA is believed to be in Gauteng Province (especially Johannesburg), followed by the Western Cape and the mine areas.

Organization of the diaspora in RSA

The most formal and by far well-organized association that serves as an umbrella body for Zambians in RSA is the Zambia Association in South Africa (ZASA).⁴⁵ The HC enjoys smooth working relations with ZASA.

Outreach efforts by the GRZ

Many Zambians approach the HC individually when they are in need of assistance (e.g. loss of passport, in the event of death, need for emergency travel document). The HC receives several applications for assistance for the acquisition of land in Zambia. The majority of these applications relate to land for residential building and farming purposes. The HC certifies that the applicant is a member of the diaspora and co-signs the applications. Out of 63 applications, which went through the HC, 40 had a favourable response. The HC attempts to encourage Zambians to return to Zambia and invest, mostly through informal communication. ZASA is working with the HC to set up a diaspora investment fund.

⁴⁵ See the Zambia Association in South Africa (ZASA) at <http://www.zambians.co.za/>

Trade and investment initiatives

Most Zambians in RSA are keen to return to Zambia and take part in national development. This appears to be particularly true among older generations. As evidence by the applications lodged with the HC for acquiring land, a good number of Zambians wish to build houses and engage in farming back home. Others have expressed interest in the hospitality industry based on Zambia's enormous potential for tourism.

Challenges faced by the Zambian diaspora

The HC identified several challenges faced by Zambians in RSA who wish to take part in national development efforts. Some of the major challenges identified were the following:

1. Absence of mechanisms to network or communicate with contacts and relevant institutions in Zambia;
2. Weak financial capacity, as many are unable to save enough resources to finance projects in Zambia;
3. Inability to access land easily, which is currently being addressed by the GRZ through its initiative to offer land to members of the diaspora;
4. Prohibition of dual nationality, which is also being addressed currently through the draft amendment to the constitution.

Recommendations from the interview with the Zambian High Commission in RSA

During the interview, the HC forwarded the recommendations below, which consist of steps that could be taken to allow the active participation of the Zambian diaspora in RSA in national development efforts.

1. Creation of a diaspora-friendly policy that would foster a conducive environment to address the disadvantages of distance and time that currently affect the diaspora: Such a policy will need to be promptly put in place so as not to lose the momentum gained as a result of the diaspora's desire to participate in the affairs of the nation and return to Zambia.
2. Fast-tracking processes for access to public services, including the acquisition of land: Long queues and lengthy paperwork have a discouraging effect and need to be addressed.
3. Intensive information dissemination: The absence of readily available, reliable and accurate sources of information hold back the diaspora from engaging in national development exercises. There is a dire need to make information easily accessible in a sustained manner.

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4. Tax holidays and duty-free import privileges to the diaspora: This and other related incentives would encourage members of the diaspora to look for and invest in opportunities in Zambia.

7.2.2. Main findings and recommendations from interviews with Zambian diaspora associations and individuals in RSA

Networking

Zambians in RSA have formed a number of organizations for the purposes of networking. The Zambian Association in South Africa (ZASA) has a membership of more than 300 individuals, most of whom reside in the Johannesburg area. The membership is composed of Zambians from “all walks of life”, including professionals, traders, service providers and students. The majority, however, appear to be in the professional category; they are engineers, journalists, accountants and business experts. The association has undergone a change of leadership recently and is working to realize its grand vision covering various social, economic, and developmental issues, not least of which is diaspora participation in the development of Zambia. In the past, ZASA had organized numerous events to promote networking among Zambians in the country, as well as with the homeland. Going beyond the traditional cultural and music events, ZASA has also organized platforms for business networking and exchange of ideas between the diaspora in RSA and public-sector stakeholders from Zambia. It works closely with the HC, especially in assisting Zambians in need (e.g. in the event of the death of a compatriot).

The Zambia Association in Cape Town (ZACPT) is another active network in an area where an estimated 500 Zambians, mostly students, live. ZACPT organizes social events and gatherings for fund-raising, information sharing and networking. It extends morale support to new arrivals and disseminates information on realities in Zambia, which it acquires from the HC.

Birthdays, funerals, weddings and the like bring Zambians in RSA together. At the individual level, people keep in touch through the telephone and various IT-based means of communication.

Challenges in networking

Zambians in RSA face numerous challenges in establishing and maintaining their networks. Prominent challenges in this regard are described below:

1. **Resources:** With a limited sense of volunteerism and accompanying time constraints due to the demands of personal life and work, associations such

as ZASA struggle to secure enough resources that would allow them to implement their plans. A number of Zambians in RSA, particularly those in the higher education and income categories, are reportedly not interested in joining networks as they do not see many benefits in membership. Membership contributions are an important yet small source of income compared to the resources required to strengthen the network.

2. **Perceptions about social status:** There appears to be a tendency to see associations as platforms for the elite; hence, some people shy away from membership. High-income groups are also inclined to be exclusive and further contribute to this perception.
3. **Immigration status:** Zambians with irregular immigration status in RSA prefer to remain anonymous; they refrain from joining networks for fear that such activity might expose them to the authorities.
4. **Role of the High Commission:** The HC is seen as not fully taking advantage of its unique role to promote networking, what with its limited initiatives to engage communities. In response, the HC has also been neglected by the diaspora, creating distance and lack of communication.

Interest to engage in local development

Levels of interest among Zambians in RSA to participate in national development appear to be high. There is a popular desire to return and invest in fields such as farming, real estate, stock exchange, transport, mining and retail. However, diaspora members in the professional category are more interested in offering their expertise to relevant local stakeholders. There is a universal sense of strong belongingness and ties to Zambian roots. With xenophobia on the rise and increasing difficulties to secure employment under the Black Economic Empowerment (BEE) scheme as a foreigner, the desire to return to Zambia has intensified in recent years.

Available resources

Although reliable data is not available, the Zambian diaspora in RSA fall into diverse categories. Small proportions are known to be unskilled workers, while the majority are employed in managerial and clerical positions. Those in the unskilled labour category are employed in restaurants, hair saloons, workshops and the like. Informal cross-border trade is also said to involve a relatively large number of Zambians. It is estimated that a decent number of highly qualified professionals are working in fields such as accounting, engineering, aviation and finance. The number of those running their own businesses is assumed to be low. Estimates on the total number of Zambians in RSA vary highly and are not based on any reliable method of data collection.

Sending remittances to Zambia appears to be the norm, although the use of formal channels is reportedly low. Most people send money to meet family responsibilities, such as the purchase of agricultural inputs, school fees and the upkeep of households.

Investment in Zambia appears to be low, although many have built residential houses back home. A few have invested in mining and poultry businesses, and some have partnered with South African businesses to set up joint ventures.

Challenges

A number of challenges were identified during the interviews, challenges which the Zambian diaspora see as obstacles that prevent their full participation in national development efforts, notwithstanding their high levels of interest to contribute. These challenges are summarized as follows:

1. **Access to credit:** While the efforts of the CEEC in offering loans to set up and finance investment initiatives were praised, concerns were expressed as to the ease of access to these resources by the diaspora.
2. **Trust and credibility:** Public institutions entrusted with the responsibility to facilitate and regulate businesses are looked upon with suspicion. This appears to be largely based on claims that some institutions rejected submitted proposals only to pass them on to other investors who would take them up as their own.
3. **Dual citizenship:** Many of the early Zambian migrants to RSA are said to have assumed South African citizenship. With the prohibition of dual citizenship in Zambia, this would mean that they will be treated as foreign investors should they decide to invest in Zambia, which they find discouraging.
4. **Public services:** Procedures and processes to gain access to public services, including land, are deemed too cumbersome and geared towards catering for local populations, to the exclusion of members of the diaspora. Some are said to lack transparency and ridden with nepotism.
5. **Protection schemes:** Some sense an atmosphere favouring non-Zambian businesses and professionals. Expatriate remuneration is seen to be high for positions that are equivalent to those assumed or could be assumed by nationals.
6. **Technology:** The absence or limited availability of fast and reliable technology, especially in communication, is taken to be one factor increasing the cost of doing business in Zambia with undesirable effects on would-be investors.
7. **Working and living conditions:** Many are anxious about the high levels of unemployment in Zambia and the scarcity of jobs. They are also worried about housing. Some find it difficult to adjust to standards of living in Zambia

and are uneasy about cultural shocks that may be experienced by children born during their years in RSA.

8. **Attitude:** Many reported that it is not uncommon to be seen as having committed an offence to have left Zambia. There is a sense of antagonism among Zambians who have stayed behind, particularly functionaries at public offices.
9. **Contacts:** Due to their length of stay and infrequent visits to Zambia, many do not have reliable contacts who can feed them with accurate information or offer them support at the ground level. Members of the diaspora do not know where to start should they decide to go back or get involved in ventures back home. The need for a central body that would assist and direct the diaspora was emphasized.

Recommendations from interviews with diaspora associations and individuals in RSA

The following set of recommendations is a summary of measures proposed by interviewees for consideration by the GRZ:

1. **Banking:** Zambia's current legislation on banking need to be reviewed carefully to encourage the diaspora to easily send remittances and invest in Zambia.
2. **Dual citizenship:** There is wide support for the amended version of the constitution allowing Zambians to assume dual citizenship.
3. **Policy and structure:** The GRZ is called upon to draw up a clear and focused policy acknowledging the role of the diaspora and promoting national participation. There is a need to steer away from the traditional concept of "brain drain" and embrace the understanding that those who left have been refined because of their exposure to the outside world. The policy should create a basis for consultations with the diaspora on national policy and related issues, including the national budget. National priority sectors of development that require diaspora involvement should be clearly identified, along with mechanisms for matching diaspora resources with local needs. Some suggested that it is the GRZ's role to mobilize the diaspora towards defined developmental goals and it should not be left entirely to the diaspora to determine what direction to follow. A firm institutional framework should be set up to implement the policy, designed in such a way to work with and receive support from structures such as Zambia's High Commissions. High Commissions across the globe should be restructured in line with the realities in the host country, including volumes of trade, cultural ties and the size of the Zambian diaspora. A broader review of foreign policy that puts the diaspora at the heart of engagement to support the economy is also welcome. High

Commissions are urged to assume a proactive role in reaching out to the diaspora and promoting participation in national issues. To this end, the GRZ should design a policy for sound, timely and clear communication with the diaspora.

4. **Incentives:** Packages that would attract the diaspora to take up employment in Zambia should be considered. These could include affordable housing, equitable remuneration, duty free imports and land. The current tax regime should be revised to allow the import of resources for personal and commercial use by the diaspora under favourable terms. Certain sectors of employment should be reserved for nationals or, at a minimum, give priority to Zambian applicants before hiring expatriates.
5. **Public service:** The GRZ is urged to address corruption, nepotism and inefficiency in the public service that frustrates and discourages those who wish or attempt to take up worthy ventures in Zambia.
6. **Communication:** The GRZ is called upon to formulate a clear two-way communication policy with the diaspora. It was suggested that a mechanism to convey and receive information from the diaspora should be put in place. Such a mechanism would not only put the GRZ in a position to have accurate data on citizens who live abroad, with complete profiles on skills, qualifications, resources and interests; it could also be used to inform the diaspora of national issues, concerns, priorities and strategies. In particular, the system should allow Zambians in the diaspora to know about and apply for jobs/vacancies. High Commissions should go beyond consular services and strive to engage proactively with Zambians in their areas of coverage with tailor-made information packages.

Given this scenario, the study presents the following conclusions and measures for the way forward.

8. Conclusion and recommendations

8.1. Conclusion

Synthesis of findings of the online survey

Based on the information from the online survey, the following group profile was created for the Zambian diaspora.

On average, the members of the Zambian diaspora are more likely to be in the mid-30s to 40s age range. They are mainly economic migrants who have worked their way through to economic stability. They have gone through secondary education, have some form of tertiary-level education and work professionally in a range of fields, most prominent of which are finance, engineering, health care and technology. Their annual earnings are difficult to determine although in two out of five cases, earnings will fall within the USD 30,000 to USD 70,000 per annum bracket.

Almost all members of the Zambian diaspora were born in Zambia and have retained Zambian nationality, with higher chances of current residence in the UK, USA or South Africa, in order of priority. They either are married or have a long-term partner, of whom slightly more than half are Zambians. On average, they left Zambia more than six years ago and aspire to permanently return in one to five years' time. However, they face a number of barriers to their return, notably financial constraints, work commitments and lack of accommodation/housing. They visit Zambia to see family and friends or to go on holiday once every one to two years, and they usually stay for any period between a week and a month. They maintain contact with Zambia mainly through telephone and IT-based means of communication, including e-mail and Facebook.

The Zambian diaspora also send remittances to their families in Zambia at frequencies ranging from monthly to quarterly. They remit between USD 100 and USD 1,000 per transaction, mainly through Western Union and MoneyGram. Remitted funds are usually to support families and friends for education and health care provision.

The majority own private properties in Zambia and are interested in making future investments in different parts of the country. Many prefer to invest in the Lusaka and Copperbelt provinces, although a slightly higher number are willing to invest in any part of the country. They hold memberships in different diaspora associations, where the main means of communication are IT-based media.

Zambia's need to call on the development potential of its nationals living in the diaspora cannot be overemphasized. In addition to establishing this fact, this study highlighted the high level of skills, educational qualifications and other relevant social and professional experiences with which the diaspora population is richly endowed. However, the study also sheds light on the critical need for more deliberate efforts on both the parts of government and diaspora entities, particularly diaspora associations, in terms of tapping this dormant reservoir of development potential. A majority of the Zambian diaspora have expressed a keen interest in returning home to engage in both commercial and philanthropic investment prospects in Zambia. Unfortunately, the possibilities of realizing these prospects are marred by barriers such as financial constraints, work commitments and the general lack of a deliberate diaspora engagement framework/policy. The need for formulating a deliberate engagement policy came out significantly in the study. Unless concerted efforts are solicited from all stakeholders, these will continue to hamper the effective utilization of the development potential of the diaspora and the exercise of their right to participate in the affairs of the nation. In this regard, the study pointed to a number of specific needs as being critical for the successful engagement of the diaspora in national development.

Synthesis of findings of the interviews and focus group discussions (UK and RSA)

The interviews and focus group discussions held with representatives of the Zambian High Commissions and diaspora associations in the UK and RSA highlighted a number of important findings that, in conjunction with the findings of the online survey that they complement, are used in this report as a basis for the recommendations forwarded in chapter 8.2. These findings are summarized below.

Estimates vary on the number of Zambians living in the UK and RSA, which are believed to have some of the biggest concentrations of Zambians out of Zambia. Modest estimates by Zambia's High Commissions put the figure at 15,000 and 5,000 for the UK and RSA, respectively. Many members of the Zambian diaspora are believed to be highly skilled professionals, although Zambians with lesser qualifications also constitute a sizeable proportion of the diaspora, especially in RSA.

There are some efforts by the government, particularly through the High Commissions, to reach out to the diaspora with relevant information for engagement. This is particularly so when it comes to promoting trade and investment in Zambia. A good example in this regard is the GRZ's programme facilitated by the High Commissions to allocate land for real estate and investment purposes through the Commission of Lands. However, many of these fragmented efforts appear to be

organized on an ad hoc basis for specified or short-term purposes, such as facilitating meetings with visiting government delegations.

On the contrary, interest among Zambians in the diaspora to engage in trade, investment and developmental projects in Zambia is very high. Many are keen to physically relocate to Zambia to pursue such enterprises. In this regard, major obstacles that prevent active engagement and return include financial constraints (particularly limited access to credit at affordable rates), the scarcity of jobs in Zambia, less-than-attractive living and working conditions, and bureaucratic hurdles. Additionally, members of the diaspora are frustrated at the prohibition of dual nationality, the absence of a national diaspora policy, the lack of a central diaspora affairs coordination structure, and the limited availability of accurate information about current realities in Zambia. Under the circumstances, it is not surprising that there are only a few businesses in Zambia that are set up and run by members of the diaspora. Much of the investment by members of the diaspora is also confined to small-scale real estate.

Members of the Zambian diaspora in the UK and RSA are often organized under loose social networks and, sometimes, professional associations. Much information-sharing, however, appears to be conducted using IT-based media of communication. Diaspora associations face several challenges in bringing Zambians together, including resource constraints, a weak sense of volunteerism among the membership, the absence of effective coordination and inadequate leadership.

Representatives of the High Commissions and diaspora associations in the two countries offered a range of recommendations for consideration by the GRZ. A majority of these are linked to measures that need to be taken to create a conducive trade and investment environment for the diaspora. Equally important are the recommendations related to the steps that are required to match human resources and the accompanying need to participate in national development among the diaspora with skills demands in Zambia. Active two-way communication between the diaspora and the GRZ – and the steps to create mechanisms for the same – has also been strongly recommended.

Implications of the findings

Many of the findings of the survey, including those from the field interviews and focus group discussions, carry a number of policy and operational-level implications. These are presented below alongside broad recommendations on policy considerations and possible future measures for diaspora engagement. Recommendations that are more specific are presented in the recommendations section of the study (see chapter 8.2 below). The discussion in this section is thus confined to generalized observations.

One major observation that can be made based on the findings of the study is that there is a dearth of information relating to the Zambian diaspora. There is a significant need among the diaspora for adequate data on the diaspora and information about Zambia. Increased future migration-oriented research on Zambia is thus desirable. This not only ensures that development stakeholders have access to information such as diaspora profiles, but will also support the much-needed identification and matching of the development needs of Zambia with the resources of the diaspora, thus ensuring desired results in an all-inclusive development process.

However, the study indicated that a good number of the respondents were in the productive age range, pointing to serious implications for national development. Interventions targeting this group should focus on employment and wealth creation. Retirement-oriented strategies, however, will be required for this age group as future social security interventions and also as a means of attracting older age groups.

The study also indicated that a good number of the respondents have been living in the diaspora for six to 10 years, on average. Seen in light of the high levels of interest to return to Zambia that was also confirmed by the interviews and focus group discussions, it is advisable to plan for comprehensive voluntary assisted return programmes for these individuals.

The study established that a larger concentration of the respondents were married or in stable relationships (72%) and had children (78%). It was thus evident that most have family responsibilities. Therefore, diaspora engagement strategies should ensure that the impact on the immediate family is taken into consideration.

The findings also indicated that a substantial number of respondents (4 in 5) come back only for visiting purposes, indicating low business interest/investment/work. This obviously necessitates outreach focusing on support and encouragement of investment interest among the diaspora. Closely related to this, the study also showed that three out of four respondents can spare two to four weeks per visit. This duration should be factored into designing short-term skills transfer assignments in future development projects. This is especially so given the high number of respondents (79%) who showed an interest in such development initiatives.

It is also noteworthy that nearly three quarters (71%) of the respondents indicated that they were interested in permanently returning to Zambia. The majority of the respondents are prepared to be physically present for the transfer of knowledge and expertise for a period of time, instead of providing financial support to development projects in Zambia. Considering the substantial interest in transferring expertise and the high levels of qualifications in a range of critical sectors among the diaspora,

there is a need for programmes that work around their schedules (short periods that they can spend in Zambia) to be developed. Additionally, virtual transfer options need to be actively explored for projects/initiatives that may require longer engagements than those that could be afforded by the diaspora.

The interest to invest in Zambia is considerably high among the diaspora. However, a large proportion of their wealth appears to be geared towards the acquisition of property for personal use rather than investment in Zambia. It is then imperative to understand why the diaspora are not making capital investments in Zambia and finding measures to alleviate barriers. The set of challenges identified in this regard by the interviews and focus group discussions shed light on the nature and extent of such barriers.

Though a large majority (93%) of the respondents indicated that they send remittances to Zambia, the study also indicated that the use of remittances was largely for household consumption rather than for investment purposes. Remittances clearly contribute to poverty alleviation at the household level. However, given the high number of remitters, the frequency of remittance and the high usage of formal remittance channels, developing a support mechanism necessary to tap the full potential of remittance contributions to national development is desirable. Additionally, the more than 27 per cent usage of informal channels is quite significant. It would be beneficial to national development if monies so remitted were brought to the lowest possible level.

The study attests to earlier assertions that Zambia's outflow migration is motivated by socio-economic factors than any other. This implies that if the diaspora are to be successfully engaged, economic-oriented strategies such as access to credit facilities, land and housing, and a generally conducive business environment need to be put in place.

The need for better communication was echoed by the diaspora. Existing communication channels among the diaspora, as well as between the diaspora and Zambian-based contacts, are mainly IT-based. Future communication strategies targeting the diaspora can build on this finding and incorporate IT as a useful tool. There is much need to improve government outreach efforts, many of which do not seem to form parts of a comprehensive outreach strategy. Additionally, information campaigns should target not only the diaspora, but also the other actors who serve as their sources of information.

The desire for dual citizenship is very high among the respondents. Though this is currently being addressed, there is a need to hasten the process as the study established that many respondents desire dual citizenship for convenience. Many

see dual nationality as a useful tool that facilitates their participation in national development.

Nearly half of the diaspora do not belong to any diaspora association. There is a need for outreach activities to establish connections with already existing networks, while at the same time striving to reach out to those outside these networks. Diaspora associations are important stakeholders in engaging the diaspora and deserve support from the government in order to reach out to more members and serve as a meaningful means of communication. The networking challenges identified through the interviews and focus group discussions can serve as basis for planning capacity-building interventions targeting diaspora associations.

In conclusion, the GRZ recognizes the valuable potential of members of the country's diaspora as development partners. The GRZ has also committed to ensuring the diaspora's active participation in national development efforts and is prepared to take steps that will harness this sizeable resource for national developmental goals. This commitment is matched by the keen interest on the part of the diaspora to make significant contributions to the development of Zambia. While several challenges remain to be tackled before the diaspora can fully and effectively be engaged, as evidenced by the findings of this study, the process appears to have gained significant momentum, reaching that critical mass where concrete steps are required to move it forward. In this regard, a comprehensive approach, requiring measures in a range of fields and involving multiple actors, need to be adopted. With this in mind, and based on the findings of this study, the following set of concrete measures are submitted for consideration by relevant stakeholders.

8.2. Recommendations

As indicated early on in this study, effective engagement of the Zambian diaspora can make a significant contribution towards national development, particularly the realization of National Vision 2030. Harnessing the diaspora's rich human, financial and material resources, including their high levels of skill and qualification, for local development needs will require planning and implementing a number of measures that foster diaspora engagement and promote their right to participation. Based on the findings of this study and analysis thereof, as well as suggestions collected from the diaspora during the study, the following recommendations have been compiled to inform and guide future interventions. Where necessary, good practices from other countries are presented by way of examples, without prejudice for adaptation to suit local contexts.

The recommendations are presented in three categories, namely:

- Short-term recommendations: These cover measures that are suggested to be implemented in one to two years.
- Medium-term recommendations: These are actions for implementation in two to five years.
- Long-term recommendations: These cover steps that can be considered for implementation beyond five years.

Short-term recommendations (1–2 years)

1. Policy and legislation

The lack of a cohesive diaspora engagement policy for Zambia is a major barrier that prevents the full participation of citizens who live abroad in national development. Several addresses by the President and statements by the DLO have reiterated the GRZ's commitment to fully and effectively engage the diaspora in national development efforts. Some practical measures to encourage diaspora return, such as the National Housing Authority Diaspora Housing Strategy and the granting of duty-free privileges for returnees, have also been taken.⁴⁶ However, to date, Zambia lacks a national diaspora policy articulated in any single document. The recognition that the diaspora are important development partners necessitates a deliberate policy on how they can be effectively engaged. Swift action is thus required to formulate such a policy in an inclusive and participatory fashion, involving all relevant stakeholders including members of the diaspora themselves.

Prior to the establishment of the DLO, ZDA had led an initiative in which it was coordinating with a number of government partners in the development of what appeared to be a national diaspora policy framework. The responsibility, however, seems to have been handed over to the DLO upon its establishment, albeit informally, as ZDA no longer played the coordination role. The DLO remains the most suitable institution to lead the policy formulation process, as matters stand currently, since it is the only structure set up by the GRZ to exclusively deal with diaspora affairs.

On the other hand, the absence of a legally defined and sanctioned mandate on the part of the DLO may prove to be an impediment for assuming the leadership role in the formulation of a national diaspora policy. It is recommended that this challenge be tackled by enacting a piece of legislation defining, inter alia, the mandates of the DLO or establishing another body entrusted with similar responsibilities. Should the latter approach be adopted, the responsibility of leading the initiative to formulate

⁴⁶ See incentives below under recommendation no. 3.

the policy should shift to the legally mandated structure.⁴⁷ Either way, resources for the policy development process need to be allocated by the central government and other development partners.

One of the primary objectives of the future policy should be to clearly define the Zambian diaspora so that those to be targeted by the policy itself and related legislation are appropriately identified. A clear definition will allow stakeholders to design actions that focus on a specific target population, avoiding ambiguities that may arise in the course of implementation.

The diaspora engagement policy would serve to identify selected national development needs and create a framework for mechanisms to match these with diaspora capacities in a systematic manner. The policy will also play a significant role in designing long- and short-term interventions, including outreach activities; fostering incentives for the diaspora; and assisting the government to channel diaspora-led initiatives to home-country development priorities. Clear guidelines should be provided on how Zambia can attract investment by the diaspora, with a specific focus on those areas that could benefit both the diaspora and the nation.

In particular, ways of tapping into the potential of young professionals must be explored. The policy must aspire to transform “brain drain” into “brain gain” by building and nurturing networks and developing targeted strategies to harness the scientific and technical expertise of diaspora members. A realistic agenda for reversing the brain drain is to concentrate on utilizing information and communication technologies (ICTs), virtual networks and partnerships, online mentoring programmes, short-term visitations and professional exchange programmes much favoured among the youth. ICT, in particular, should be recognized in the future policy as a convenient and preferred means of communication with the diaspora. Not only can they serve as fast, reliable and cheap tools for collecting and disseminating crucial information (e.g. vacancy announcements; government tenders; automated matching of jobs and applicant profiles; updated packages on rules, regulations and procedures for accessing facilities such as land and investment permits), but also as a means for transferring skills and knowledge (e.g. tele-medicine, telemarketing, online mentoring and tutorials, e-courses). In this regard, an existing initiative by the MOLSS to establish an online job portal, which will be used to place vacancies on the Internet and capture applications from jobseekers that will be automatically matched to shortlisted candidates, is a commendable example.⁴⁸ Physical repatriation is no longer a prerequisite for diaspora contributions to home-country development.

⁴⁷ See recommendations under “National capacity-building” below.

⁴⁸ Also, see discussion on a centralized dynamic website below under “Information and communication”.

However, effective engagement of the diaspora necessitates the development of targeted strategies that take into account the diversity of diaspora capacities and interests. Focusing on one aspect, investment promotion for example, while neglecting another, such as attracting the highly skilled, undermines the optimal use of diaspora resources for capacity development. There is a need to develop effective strategies that would revolve around the establishment of programmes targeting specific segments of the diaspora. Different groups to consider when devising programmes to attract the diaspora include: the highly skilled and educated, those with financial assets to invest, entrepreneurs, retired professionals, those engaged in low-wage sectors, the youth, and so forth.

Legislative as well as policy revision and the promulgation of new laws should accompany the formulation of the policy to ensure effective implementation. Existing legislation and policy on tax, investment, banking and finance will particularly need to be revisited to check if they go far enough to promote active diaspora involvement in trade and investment. For instance, the Zambia Development Agency Act accords ZDA wide mandates, which, broadly interpreted, cover investors in the Zambian diaspora. However, its provisions gravitate towards drawing foreign investors to Zambia. In order to qualify for tax holidays under the Act, for instance, an investor is required to invest a minimum of USD 500,000.⁴⁹ This amount is beyond the means of most members of the diaspora, implying that the provisions target foreign investors. Additionally, Part VIII of the Act, under which this incentive is provided for, contains provisions about double taxation agreements in clear reference to foreign investors.⁵⁰ If diaspora investors are to be attracted and are to enjoy similar privileges, the investment requirements will need to be lowered accordingly.

Concerning banking, access to credit at affordable rates emerged as a core issue affecting diaspora involvement in trade and investment in Zambia. In a study conducted in 2010, the Bank of Zambia (BoZ) admits that local lending interest rates are significantly higher in Zambia than in other countries with similar banking systems such as Uganda and Kenya. BoZ proposes a transparent policy that aims to anchor inflation expectations and improve provision of banking services.⁵¹ The implementation of this recommendation will benefit from addressing the needs and concerns of the diaspora on credit and interest rates. There is also a need to ensure that the proposed amendment to the constitution allowing dual citizenship goes through swiftly. Depending on the time frame that may be required to see the amendment through, interim measures, such as issuing documents that allow Zambians who have assumed other nationalities to enjoy the same rights as other

⁴⁹ The Zambian Development Agency Act No. 11 of 2006, Sec. 56.

⁵⁰ Sec. 61.

⁵¹ See BoZ publication, *Survey on How Commercial Banks Determine Lending Interest Rates in Zambia*, September 2010 at <http://www.boz.zm/publishing/speeches/CommericalBankInterestRateSurveyReport.pdf>

Zambians, may be considered. Ethiopia has successfully implemented such an initiative (Belai, 2007: 53).

Overall, a comprehensive piece of legislation addressing issues related to the diaspora and their engagement in developmental activities may be considered. Fundamental to these measures will be ensuring the full and active participation of the diaspora.

2. National institutional capacity

Strong national institutions and structures will be required to implement diaspora-related policies and ensure a sustained course of action for the effective engagement of the diaspora. As a cross-cutting issue affecting many fields, migration may fall under the portfolios of different government departments, such as the Ministry of Finance, Labour and Foreign Affairs. This fragmentation may render migration merely incidental to the work of government departments (IOM, 2009: 115). Apprehensions about too deep an involvement by one or another department may result in the failure of any department taking the lead on the integration of migration into national and regional development. On the other hand, if migration is left to a specific ministry or focal point department, it risks being seen as an issue bringing little benefit to other departments. This can lead to migration being addressed from a single or narrow perspective (IOM, 2009: 115). Striking a balance between these two approaches is thus crucial.

The trend in Africa appears to be that of entrusting the coordination of diaspora affairs either to a specific ministry set up for the purpose, or to a department dealing with diaspora issues under the MOFA. Yet, other structures are not unknown in other parts of the world. One of the earliest examples is in the Philippines. In 1981, the government created the Overseas Workers Welfare Administration, an agency under the Department of Labor and Employment that is tasked with protecting Filipino migrant workers by providing various services, from repatriation to livelihood loans.⁵² In Zambia, the MOLSS may be considered for housing the coordination of diaspora affairs, considering its mandate on labour migration and the concrete steps it has taken so far in relation to the diaspora, such as the development of an online job portal.⁵³

⁵² See "The Age of Mobility: Can we make migration work for all?" by Peter Sutherland, 28 February 2010 also available at <http://www.globalpolicyjournal.com/articles/population-and-migration/age-mobility-can-we-make-migration-work-all>

⁵³ See description of the online job portal under recommendation no. 5 below.

A list of African government agencies charged with coordinating diaspora affairs at the national level, reported in Belai (2007:23), is provided below:

- Benin: Representation at the Ministry of Foreign Affairs by the Deputy-Minister charged with African Integration and Beninese Abroad
- Burkina Faso: High Council of Expatriate Burkinabé, Ministry of Foreign Affairs and Regional Cooperation
- Egypt: Emigration and Egyptians Abroad Sector, Ministry of Manpower and Emigration
- Ethiopia: Ethiopian Expatriate Affairs Directorate General, Ministry of Foreign Affairs
- Ghana: Ministry of Tourism and Diasporan Relations
- Kenya: A diaspora office has been set up in the Ministry of Foreign Affairs
- Mali: Ministry of Malians Abroad and African Integration
- Morocco: Representation at the Ministry of Foreign Affairs and Cooperation by the Deputy-Minister charged with Moroccan Community Living Abroad
- Nigeria: Office of the Special Assistant to the President on Diaspora Activities (advisory body) and Nigerian National Volunteer Service, Office of the Secretary to the Government of the Federation (implementing agency)
- Rwanda: Diaspora General Directorate/Ministry of Foreign Affairs and Cooperation (MINAFFET has the following five departments: administration, investment promotion, mobilization and advocacy, capacity-building, and information and communication) (The Republic of Rwanda, 2010)
- Senegal: Ministry for Senegalese Living Abroad
- Tunisia: Ministry of Social Affairs, Cooperation and Tunisians Abroad

In Zambia's case, one of the options that can be considered is building on the already existing Diaspora Liaison Office at the Office the President, and exploring possibilities for expanding and strengthening this structure. An alternative option is establishing an independent body with similar mandates. As a central body entrusted with the task of coordinating diaspora affairs in Zambia, a structure under either option requires sufficient human and financial resources to operate effectively. Yet, the DLO lacks a legally sanctioned mandate or any piece of legislation demarcating its roles and responsibilities. Consequently, the establishment by law of a full-fledged Diaspora Liaison or a Diaspora Affairs Office with its own full-time staff and budget appears to be the more attractive option. The multitude of actors with interest in diaspora affairs that need to be coordinated and the volume of work related to the implementation of activities offer sufficient justification for a separate structure. The establishment of this office will respond to repeated calls from the diaspora for a central "port of call" that would offer tailored information and support to members of the diaspora wishing to embark on development ventures.

A driving force behind current diaspora engagement activities that could play a more proactive role is the existing Technical Working Group serving as a steering committee for diaspora-related activities by the GRZ. Considering the numerous stakeholders with vested interest in diaspora affairs and the necessity to be as inclusive as possible, there is an urgent need to broaden the membership of the body to include line ministries, government departments, civil society actors and representatives of the diaspora. A clear mandate should be crafted out for this body, detailing its powers and responsibilities, including leading, overseeing, monitoring and implementing diaspora programmes. At the minimum, the TWG should devise appropriate consultative mechanisms for interaction with the diaspora associations and other stakeholders. If Zambia is to adopt a decentralized approach to coordinating diaspora affairs, the TWG may be the right structure. Even if a centralized approach (i.e. an independent diaspora affairs office or a diaspora department under a ministry) is chosen, the TWG can still work under the coordinating structure by providing technical support in developing and implementing diaspora-related programmes. It must be noted that the decentralized approach has been also successful in some countries such as Chile, where national institutional capacity is augmented by capitalizing on resources that already exist in various government agencies.

Diaspora engagement covers many traditional areas – from finance and trade to arts and culture. Government expertise already exists in these areas and, instead of creating new institutions to launch the diaspora effort, governments may, for instance, choose to adopt a more decentralized approach. They may create intergovernmental committees or choose to support diaspora initiatives at the local government level in order to create synergy among different parts of the government. For instance, Chile created the Inter-ministerial Committee for Chilean Communities Abroad to formulate public policies on the diaspora. The committee is composed of 12 public institutions that, in one way or another, are responsible for addressing the needs and demands of the nearly 1 million Chileans residing abroad, including, for instance, the Directorate for Civil Registration and Identity, which issues ID cards and passports and registers marriages and births, and the National Health Fund, which provides publicly funded national health-care coverage (IOM, 2010d: 12).

While central coordination is of paramount importance, the operational-level engagement of the diaspora in national development efforts may involve several levels of government actors, including local governments. The value added in providing for interaction between local government units and the diaspora lies in the unique position local government units enjoy for the accurate identification of gaps in local development that can be addressed by diaspora resources. However, caution must be exercised to ensure that efforts are not duplicated at the local and

central government levels and that undue competition does not develop between the two.

With proper coordination, (local government units) can complement the activities of the central government and share the cost of engagement. China, for instance, exhibits one of the most expansive networks of local diaspora offices. The competition for talent among local governments is so stiff that cities reportedly send delegations overseas to seek diaspora talent without notifying officials at Chinese consulates (Agunias, 2006). The Chinese Central Government has chosen to provide the overall policy direction on diaspora engagement, while giving relative independence to local offices so that they can adopt innovative methods suiting local needs (Agunias, 2009). Aggressive engagement at the local level can be also be found in some states in India, particularly Kerala and Gujarat, and in 29 of the 32 Mexican states (IOM, 2010d: 12).

Ultimately, Zambia can follow the lead of many other African countries by creating a specialized ministry or a department thereunder, opting for a centralized approach. Alternatively, it may choose a more decentralized approach, like China, India and Mexico did, with more involvement at the local government level. The decision should be taken after thorough consultations with government stakeholders involved in diaspora issues and members of the diaspora. In any case, the need for a strengthened coordination structure is one that must be addressed immediately.

3. Incentives

An open policy to encourage Zambians in the diaspora to engage in investments in Zambia might require making concessions to other investors. Incentives can include diaspora-friendly tax regimes for the import of personal belongings and capital goods, as well as tax holidays during the initial period of investment. There are a number of already existing incentives in Zambia for members of the diaspora. One such scheme grants the privilege of importing personal effects free of duties for returnees who have stayed for more than two years abroad.⁵⁴ Information on this incentive scheme, however, is not widely publicized (none of the interviewees during this study appeared to know about the scheme and the information does not appear on the Zambian Revenue Authority website). Another little known scheme is spearheaded by the National Housing Authority (NHA), whose diaspora housing strategy states that the strategy is a “cardinal part of NHA’s overall strategic and business plan for 2010–2014”.⁵⁵ Under the strategy, NHA offers to design and build

⁵⁴ Information supplied by participants to the validation workshop on this study, 9 March 2011, Lusaka. Also see <http://webportal.atlasintl.com/Customs%20Docs/zambia.pdf>

⁵⁵ Brochure of the National Housing Authority(NHA) Diaspora Housing Strategy (undated).

residential houses for members of the diaspora at specified prices in eight prime locations in the cities of Lusaka and Kafue. These and any other existing incentives schemes, if any, will obviously need to be widely publicized among the Zambian diaspora.

Incentive schemes will need to be tailored for specific groups and a one-size-fits-all approach might not bring about the desired effect (Belai, 2007: 53). Careful mapping of what various target groups find appealing assists in designing appropriate packages. Younger age groups may be motivated by financial considerations, while older groups might be incited along conservative lines of patriotism and doing well for the community. Incentives offered to these two groups will thus have to be responsive to their respective motivations. Incentive schemes must not ignore small-income earners who are often considered as “unskilled”. This group is often capable of transferring valuable skills acquired abroad in various fields, including the service industry, manufacturing, production and distribution (Belai, 2007: 53).

Additionally, there is a need to be proactive and approach highly skilled Zambians in the diaspora, and implement skills transfer schemes and programmes directed at professionals such as doctors, engineers, professors and information technology experts. In this context, a competitive working environment will need to be put in place to attract Zambians working abroad to take part in national efforts to fill human resource gaps in the country, including through recruitment services that facilitate and coordinate the recruitment of nationals abroad. Factors to consider in designing skills transfer schemes include the expressed interest of Zambian professionals to take part in such programmes, their areas of expertise, local needs and the time frame diaspora members have indicated as viable for their participation. The “Nigerian Experts and Academics in Diaspora Scheme” and Mexico’s “Presidential Fund for Retention in Mexico and Repatriation of Mexican Researchers” may betaken as good practices in this regard.⁵⁶

⁵⁶ The “Nigerian Experts and Academics in Diaspora Scheme” was devised by the Nigerian National Universities Commission as a mechanism to enlist lecturers and researchers in the Nigerian diaspora in the development of the Nigerian university system through short-term academic appointments at a local university of their choice. This programme offers participants round-trip economy airfare and a monthly salary of USD 1,200. Accommodation and local travel costs related to the assignment are also covered (Belai, 2007: 26).

In 1991, the “Presidential Fund for Retention in Mexico and Repatriation of Mexican Researchers” was established, resulting in 1,149 repatriations through 1996, with the aim of reinforcing the academic staff of higher education institutions. NACYT provided the necessary funds for one year to cover salaries and other monetary incentives, depending on the decision of the collective institutional organs and the evaluation committee of the repatriation programme. It also covered the travel expenses of researchers and their families to settle in the selected location. The funds were granted to the recipient institution and aimed to facilitate hiring of researchers, thus giving time for the institution to plan the creation of the new position required within a year. The programme attracted mostly young researchers willing to start their professional lives after obtaining their doctorates or carrying out post-doctoral stays (the average age of the researchers is 35 years), while only a few Mexican senior researchers established abroad applied. The field of biological sciences registered the highest proportion of beneficiaries, followed by those in applied sciences (biological and engineering) and basic sciences. There were few applications from the human and behavioural sciences. Of the repatriated researchers, 62 per cent joined the National System of Researchers. Of all those repatriated in the 1991–1996 period, 0.9 per cent went abroad again World Bank (2006: 36).

The willingness of the diaspora to return and start businesses in the home country, or to run such ventures while travelling back and forth, hinges on a favourable business environment and attractive business opportunities. It is therefore of paramount importance to increase Zambia's Doing Business ranking by providing the right framework to enable business development. A range of measures that can be taken to attain this goal include further reducing bureaucratic hurdles, improving access to finance, providing modern infrastructure and committing to good governance.⁵⁷ Access to title deeds for land and property acquisitions should be made easier and should be fast-tracked to assure diaspora investors about the security of their investment. In relation to land, dialogue must be initiated between the GRZ, the diaspora and local chiefs who are in charge of most of the land in Zambia to see how best to address diaspora requests. Members of the diaspora should also be encouraged to approach their respective chiefs with requests for land, which could be an excellent opportunity to discuss local development projects and the use of diaspora resources in community development.

Furthermore, the Zambia Development Association (ZDA), in cooperation with other concerned ministries, could prepare a list of sample projects that can be implemented by Zambian nationals abroad, explaining the mechanisms of engagement and detailing procedures for the implementation of such projects.

In anticipation of their return to Zambia, many members of the diaspora have ongoing investments or other projects in Zambia that they either manage themselves from abroad or have family members managing in their absence. However, to meet their desire to invest more, transparent investment procedures and related information, such as small-print material on opening a business or establishing a charity, should be produced.

4. Information and communication

Efforts by the government to consult the diaspora and other relevant stakeholders in creating national development plans can increase communication and information exchange between the diaspora and the government, potentially leading to lasting partnerships for development.

The Zambian diaspora require timely and accurate information on which they can base decisions as to where and how they allocate their resources as regards

⁵⁷ For example, in Ethiopia, the following measures were taken to make the country investment-friendlier: extensive civil service reform, including massive overhaul of the legislative framework as well as working procedures; infrastructure upgrade; tax break incentives; the Ethiopian Investment Agency's improved service delivery time; lifting of restrictions for expatriate workers; stringent anti-corruption laws; and increased privatizations, led by the Ethiopian Privatization Agency (Belai, 2007: 33).

national development initiatives. The information needs of Zambians in the diaspora are essentially: (1) information on mechanisms, policies and programmes targeting diaspora engagement; and (2) information on conditions on the ground, including opportunities for involvement as well as local needs. Information provision on both counts remains deficient. The diaspora-related policies and activities of the government are not as visible as they should be to the diaspora – the very group they are targeting. A comprehensive communication and information dissemination strategy targeting the diaspora is thus imperative. The role of Zambian missions overseas to serve as two-way conduits of information cannot be overstated. A component that should not be overlooked in the communication strategy is sensitization among Zambians at home, particularly in the civil service, on the values of diaspora engagement, with a view to curbing potential and existing feelings of antipathy towards the diaspora.

As efforts to improve information provision continue, the potential of the Internet as an effective communication medium needs to be exploited better. The fact that Internet communication is not easily available in Zambia has meant that the potential of the World Wide Web is not always readily recognized. However, Zambians in the diaspora are accustomed to getting information online, and it is important that the government adapt to this new reality. This is especially crucial in establishing communication links with the younger generation (for instance, see the recommendations for a centralized dynamic website below).

It is equally important for all government ministries, departments and agencies, to have user-friendly, informative, functional, dynamic and regularly updated websites. The latter aspect is the most important, as a website that reflects outdated information undermines the credibility of the entire site with the user. A uniform structure across government websites, including the websites of missions abroad, is advisable, as it would facilitate easy access to information.

One option that might be considered in the bid to appeal to the diaspora is the creation of a dynamic website that would centralize all pertinent information. This website, which will need to be actively publicized, could serve as a “one-stop-shop” information provider and include, among other items:

- A forum that would provide opportunities for networking among the diaspora, as well as between diaspora and local organizations and individuals;
- A regular newsletter to keep subscribers apprised of new developments;
- A section where employment and other opportunities for diaspora involvement are announced and which would serve as a mechanism to relate local needs with resources available abroad;

- A section that would allow members of the diaspora to register themselves and post their profiles on relevant databases, thus aiding the government in compiling information on resources available in the diaspora;
- Information on investing and establishing businesses in Zambia, along with related financial and legal matters;
- Information on local development projects where diaspora skills and capital may be applied; and
- Updated and accurate information on policies, programmes, and directives related to the diaspora.

It is recommended that the DLO or any future structure legally mandated to address diaspora issues run the website with resources allocated from the GRZ with assistance from development partners.

Medium-term recommendations (2–5 years)

5. Research and data collection

The availability of reliable data is central to the successful engagement of the diaspora in home-country development. The collection of such information is currently a challenge to the government. For instance, there is a lack of statistical data and research on the impact of diaspora activities in national development efforts, the size and composition of the diaspora, the expertise available in the diaspora, as well as the various modalities to target different segments of the diaspora according to their interest and capacity. However, it must be noted that unless resources are allocated by the GRZ for research and data collection, it will only be possible to allocate ad hoc resources such as those for the present survey. An option that can be considered for capturing more data on the diaspora would be to strengthen registration by Zambian High Commissions – a task that can be rendered easier if incentives, such as dual nationality, could be offered (i.e. those who wish to acquire dual nationality, which is widely desired, will have to register with the HCs).⁵⁸

Interventions targeting the diaspora, including policy formulation and legislative review, would benefit immensely from accurate data and research. Resources should be set aside to collect and analyse data on the diaspora for comprehensive mapping purposes. Databases and data management tools that could capture detailed information on the diaspora, including their profiles, skills, professional qualifications, geographic distribution, interests and availability of resources should be set up. Again, the recent initiative by the MOLSS in developing an online job

⁵⁸ See discussion above on dual citizenship under “Policy and legislation”.

portal is a step in the right direction. The portal, which has not yet been launched at the time of this study due to resource constraints, is designed to advertise jobs in Zambia and allow applicants to upload their profiles and submit their applications for jobs they desire. The portal can also be used to automatically match the profiles of applicants with available vacancies for the purposes of shortlisting. With more detailed data, more specific reports can be generated by databases and data management tools mentioned earlier. Generated reports can be used not only for job placement purposes, but also for a range of other practical exercises such as designing skills transfer programmes, locating experts and developing innovative financial services for specified groups. Zambian missions abroad are uniquely placed to gather and compile such information. Confidentiality and principles of data protection must be built into the system to protect personal information and gain the confidence of the diaspora. This information should be updated and analysed regularly for use by policymakers, legislators, strategic planners and other stakeholders. It should be borne in mind, however, that the development and maintenance of databases is often resource-intensive and thus should be planned carefully with clearly defined purposes.

Interdisciplinary research to this end could be conducted on a variety of issues, including, but not limited to, migration patterns, remittance flows, investment potential, mechanisms for skills transfer and matching with local demands, and communication with the diaspora. The following should be considered as options in this regard:

- Government partnership with relevant local and foreign academic and research institutions to commission studies on major issues related to diaspora and development;
- Government- and donor-sponsored initiatives, in partnership with diaspora organizations, to conduct research on Zambians abroad, with an emphasis on assessing diaspora potential; and
- Intensified efforts by Zambian missions abroad/embassies to assess, in partnership with diaspora organizations, diaspora activities, as well as to identify the type of assistance required to facilitate their participation in developmental endeavours.

6. Remittances

Deliberate steps should be contemplated to increase volumes of remittance and use of formal channels. The creation of innovative financial products that will decrease the costs of remitting need to be examined. Mechanisms for channelling remittances towards development projects and away from household consumption

should form the basis for action. Some examples of such mechanisms, as summarized by Belai (2007: 8), are as follows:

- Bangladesh, India, and Pakistan: Foreign currency-denominated government bonds allow the government to channel remittances into priority areas for investment.
- El Salvador: The “*Programa Unidos por la Solidaridad*” provides for co-financing arrangements between diaspora members and local authorities for social and infrastructure development projects in the community.
- Ethiopia: Aware that unofficial transfers of funds inhibit the productive use of remittances, the National Bank of Ethiopia has taken steps to reduce remittance costs and increase access to reliable and efficient services, in a bid to make the formal remittance transfer system more attractive to diaspora Ethiopians.
- Mexico: The “*Tres por Uno*” (Three for One) programme established in 1999 by Mexican federal, state and municipal governments provide USD 3 for every USD 1 sent in remittances.
- Sierra Leone: Channels remittances towards poverty alleviation projects.
- Tunisia: Promotes the development of a database of local development projects, for use by potential Tunisian investors abroad.

Other measures that could be taken include:

- Providing information to the diaspora about the real costs of remitting and the various transfer options available in their host countries;
- Lowering costs and expanding access to banking services. From a macroeconomic perspective, it is desirable that a larger part of remittances be channelled through banks and deposited in bank accounts, which would increase the assets of banks and enable them to increase their lending activities. Such deposits could eventually become the basis for innovative capital market financial products, such as securitization of bonds, as has been done in other receiving countries of diaspora remittances. Banks should develop a broader range of remittance products that accommodate lower minimum requirements for money transfer (such as the need for a bank account or identification documents) and reduce dependence on money transfer operators (MTOs). An example of this service is ProCash implemented by ProCredit in Ghana, which provides services similar to Western Union but enables the bank to maintain flexibility and competitiveness in the products and services it offers.⁵⁹
- Capacity-building for increasing consular services for the diaspora, including a database and issuance of ID documents, allowing the diaspora, especially irregular migrants, to access available formal remittance channels where possible.

⁵⁹ For more information, see http://www.procredit.com.gh/?pg=lo_products

Depending on national requirements and the level of significance attached to remittances, there may be a need to formulate a separate national remittance policy for Zambia.

Channelling remittances into productive investments may be a rather difficult exercise, essentially since remittances are private funds with which the individual does what he or she pleases. However, certain measures can be considered to this end.

- Encouraging philanthropic remittances to local development projects from migrant associations: Strengthened relations between migrant communities/associations and local authorities are a prerequisite for such ventures. If successful, the effect will be to multiply the resources available for development initiatives.⁶⁰
- Disseminating information to the diaspora on savings and investment options for remittances.
- Generating development opportunities: Banks and other financial institutions can provide remittance investment and housing opportunities.

The feasibility of channelling diaspora investments through diaspora bonds⁶¹ should be explored. Continued dialogue with the diaspora, as well as an extensive review of best practices from other countries that have experimented with such programmes,⁶² namely Israel and India, will need to be carried out to come up with a programme specifically tailored to Zambia's circumstances.

⁶⁰ For example, members of the Council of Ewe Associations of North America (CEANA), an umbrella group of the Ewe people of Ghana, Togo and Benin recently (July 2007) provided communal labor and USD 25,000 toward the construction of a three-unit classroom complex for a junior secondary school in Ghana. CEANA had in the past undertaken various activities, including a donation of about USD 3.4 million worth of medical equipment to 10 hospitals in Ghana and Togo. The items included an electro-cardiogram and large quantities of hospital supplies. Many African immigrant groups operate scholarship programmes for needy students pursuing secondary education in their home communities. In China, these acts of philanthropy and community development would have attracted 60 per cent local counterpart funding (World Bank, 2006: 18).

⁶¹ A diaspora bond is a sovereign debt instrument to raise financing from a country's overseas diaspora. Israel and India have raised USD 35–40 billion with diaspora bonds. Diaspora bonds can have two objectives: they can keep the diaspora affiliated with their original home country; and they can offer countries possibilities to raise funds that are partially concessional, because a diaspora member is likely to accept under-market interest rates for patriotic reasons. See <http://www.fininnov.org/img/Glossary%20Innovative%20Financing%20October%209%202009.pdf>

⁶² See "Development finance" via *Diaspora Bonds Track Record and Potential* by Suhas L. Ketkar and Dilip Ratha at <http://siteresources.worldbank.org/INTPROSPECTS/Resources/334934-1100792545130/Diasporabonds.pdf>

Banks can also play an important and valuable role⁶³ by taking steps that:

- Consider introducing a charging structure that does not penalize low-value transfers;
- Consider introducing a wider range of services to cater for the different uses of transferred money, e.g. education and health care;
- Expand collection and distribution outlets in Zambia: In Zambia this may be through new partnerships with microfinance institutions or technology companies, especially in rural areas;
- Develop marketing strategies that build remittances as an entry point into offering a wider range of financial services; and
- Develop their services and brand awareness so that these services are recognized as trustworthy and competitive.

Financial literature and public awareness programmes among both the diaspora and Zambians at home can complement efforts aimed at gearing remittances to development projects. Carefully designed information packages may be delivered using a range of communication media with clear messages:

- Specifying the development benefits to Zambia of remitting through formal channels and highlighting the benefits to the remitters and recipients, including the nation;
- Highlighting the role of the government in facilitating this financial flow in-country;
- Educating individuals with detailed and easy-to-understand information on how to remit securely and cost-effectively;
- Comparing the range of products available for remitting money to Zambia, variations in costs and the time taken to remit;
- Providing detailed and periodic information about additional financial services available to those who remit money to Zambia, e.g. mortgages, loans, savings and equities;
- Promoting to the diaspora available investment and development finance opportunities in Zambia; and
- Publicizing the projects that diaspora organizations are implementing.

⁶³ In countries such as Brazil, Mexico and Guatemala (to mention a few), additional financial services are being provided to remittance senders and recipients to multiply the economic impact of remittances. Increasingly, remittances are being leveraged to “provide additional financial options to the recipients, such as savings accounts, checking accounts, and various forms of credit.” Products and credit services linked to remittances, for example, mortgage loan origination and funding support for microenterprises, have been developed, and strategic partnerships have been established to provide financial education and business training to strengthen the entrepreneurial acumen of both senders and recipients. In fact, countries such as Brazil, Argentina and Costa Rica are able to leverage the flow of remittances as collateral for bond issues and securitization of loans (World Bank, 2006: 54).

In conclusion, periodic and consistent monitoring and analysis of collected remittance data must be carried out to provide an overview of the status of remittances and their uses. To achieve this, it is crucial to work closely with remittance-sending/remittance-receiving agents such as banks, Western Union and MoneyGram. This information may then be used to inform, justify and identify ways of using incentives to encourage the involvement of remittance-senders in priority development areas, by directing them to attractive economic opportunities.

Long-term recommendations (beyond 5 years)

7. Confidence-building

While both the government and the diaspora shoulder the responsibility to initiate good and solid interactions, it must be noted that the government enjoys a more advantageous position when it comes to spearheading this effort. One way of achieving this could be by involving the views of the diaspora in identifying initiatives aimed at engaging them. Admittedly, this would require reinforcing the role of the Zambian High Commissions (ZHC)/Zambian missions abroad.

Zambian missions should be at the forefront of carrying out confidence-building measures among the diaspora. In this regard, Ethiopia's practice, where community outreach and constituency-building form part of the core mandate of Ethiopian missions abroad, can be replicated (Belai, 2007: 24). A starting point could be opening a dialogue about the types of services that the diaspora would like the missions to offer. This dialogue could take the form of consultations with various groups and/or a survey. Through engaging and further interacting with the Zambian diaspora, a deeper understanding of the diaspora's internal dynamics may be gained, based on which future programmes to harness the diaspora's human and capital resources can be devised. It is important that the diaspora find the ZHCs approachable and responsive, as bad reception reflects negatively on the potential partnership. It is also important that consular services are provided efficiently, as the diaspora will likely to try to limit their contact with the ZHC if basic services cannot be provided in an orderly and timely manner.

Many Zambians view their migration as temporary and have intentions to return to Zambia within a certain amount of time or when they have achieved certain goals (e.g. when they have saved up money or put their children through school/university). However, returning to Zambia is a daunting prospect for many and there are a number of obstacles that need to be overcome to ensure a sustainable return. Information on realities at home is vital in decisions related to return. Zambian missions should set up and revitalize their existing information and media centres to make such information easily available to the Zambian diaspora. They should

gather all relevant information about sustainable solutions and services required by the diaspora upon return and offer it centrally. There is a need for the ZHCs to offer diaspora-friendly advice on return possibilities.

A number of confidence-building measures are required to foster closer partnerships with the diaspora. An important measure in this regard would be to increase the visibility of the extensive anti-corruption programme in Zambia to improve the country's image among the diaspora. Success stories in the fight against corruption must be factored into the communication strategy targeting the diaspora. Highlighting national success stories should not be confined to the fight against corruption, however. Potential areas for coverage include success stories of members of diaspora who have returned, reforms in government offices and services, innovative business ideas and projects, as well as messages from local development partners to the diaspora.

Fast-tracking the amendment to the constitution allowing dual nationality, something diaspora members have been advocating for many years, will boost confidence to invest in Zambia. Dual nationality will allow for easier investments and movements, and should be accompanied by overseas voting rights, an important symbolic measure to prove that the nation values the contributions of the diaspora. The experience of Ghana in this regard may be replicated.

Ghana now allows dual citizenship; moreover, non-resident Ghanaians were awarded voting privileges in February 2006. Ghana's Citizenship Act also provides for Indefinite Stay for those Ghanaians who cannot hold dual citizenship due to host government restrictions, while extending the Right of Abode to people of African descent in the diaspora... Investments in Ghana – whether from non-resident Ghanaians or other descendants of Africans in the diaspora – have been greatly facilitated through the extension of Dual Citizenship, Indefinite Stay or Right of Abode to the diaspora, allowing them investment opportunities similar to resident Ghanaians (Belai, 2007: 25).

Zambian missions overseas should consider reaching out to second-generation Zambians in the diaspora. This could be done through the facilitation of various Zambian cultural festivals that allow the reconnection of diaspora-born Zambian children with Zambia, as well as strengthening the relationship with their parents. The deep sense of belongingness and strong ties to roots characteristic of Zambians in the diaspora must be tapped into in this respect, assuring citizens abroad that the country values them.

In the short run, the services of intermediaries such as IOM and other development partners such as United Nations agencies, NGOs and civil society groups that can act

as independent and impartial brokers between the government and the diaspora should be taken into account.

8. Partnership and support to diaspora associations

If the efforts to engage the diaspora are to yield fruit, there is a need to enhance the financial capacities of diaspora associations since they are crucial partners in mobilizing the diaspora. Development partners, including the central government, should explore the possibility of allocating budget to support diaspora initiatives, possibly in the form of a “diaspora fund”.⁶⁴ Diaspora associations should have a role in the establishment and management of the government-backed diaspora fund. Working closely with the board members of the fund, they could, *inter alia*, assist with the development and review of project proposals and the preparation of business plans, models and reports.

In addition to budgetary support, diaspora organizations need to be provided with technical and organizational assistance. These could include: training in research skills; proposal writing; project implementation, monitoring and evaluation; financial management; and international development engagement. The availability of expertise in many of these fields among the diaspora themselves will reduce costs dramatically, while the benefits are manifold. By enhancing their institutional capacities through minimal support for skills circulation, numerous capable partners may be created that can work with the government and other stakeholders based on realistic objectives, tools and time frames.

Diaspora associations should also receive support to better organize themselves and speak with a common voice. A group composed of representatives from the various identified diaspora associations could be established to function as the focal point of the diaspora. The diaspora association focal group can assume several responsibilities, including, but not limited to:

- Coordination between diaspora associations in different geographic locations to establish a wider network;

⁶⁴ While the majority of remittances are individual in nature, which are essentially money transfers sent to families and friends, migrants are also sending group donations called collective remittances to fund development projects in their home communities. The practice is a kind of philanthropic activity undertaken by migrants at the transnational level to promote development in their home communities. Such resources can be supported by a “diaspora fund” offering counterpart funding from the government and other development partners to multiply impact. For instance, China provides about 60 per cent matching funds for diaspora investments in schools, hospitals, etc. World Bank (2006: 71) Mexico has primed the collective remittance pump by creating a 3-for-1 programme, in which every dollar remitted for such development projects is matched with a dollar each from the federal, regional, and local governments. See “The Age of Mobility: Can we make migration work for all?” by Peter Sutherland, 28 February 2010; also available at <http://www.globalpolicyjournal.com/articles/population-and-migration/age-mobility-can-we-make-migration-work-all>

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- Assistance in monitoring and evaluation through the review of projects to ensure adequate performance and efficient use of resources;
 - Provision of guidance on financial management, business planning and audits;
 - Creation of linkages with relevant local projects and expertise; and
 - Identification of projects on the ground that may require funding.

A further key function of the diaspora association focal group will be to facilitate communication between the government, stakeholders and the various diaspora associations in order to:

- Raise awareness about the fund;
- Mobilize members of the diaspora to contribute small amounts on a regular basis by direct debit or standing order;
- Develop a broad portfolio of projects in Zambia that take into consideration gender, cultural, geographical and religious issues to ensure the fair allocation of project funds; and
- Provide regular information on the progress of projects, investment information and news about the fund.

Monitoring and evaluation

Finally, it is crucial to emphasize the importance of monitoring and evaluating diaspora engagement initiatives. The implementation of all measures presented in the recommendations will need to factor in a strong monitoring and evaluation component.

A strong emphasis on monitoring, evaluation and frequent adjustments should also be the foundation of more sustainable initiatives. It is extremely important to gather data on outcomes and evaluate whether the measures implemented produced the desired effects at a reasonable cost. Programmes meant to encourage diaspora engagement are also unlikely to work if they are too bureaucratic, too inflexible, or too slow to respond to diasporas' needs, interests and changing economic conditions. For policymakers, understanding when to make necessary adjustments is critical to effective implementation. Monitoring and evaluation can also prevent exploitation by vested interests and maintain trust among the various partners involved (IOM, 2010d: 16).

Adequate monitoring and evaluation would thus be required to ensure the success of Zambia's diaspora engagement policies and programmes.

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Annex I: List of websites in which the survey link was posted

1. The Post Newspapers Zambia, <http://www.postzambia.com>
2. UKZambians Magazine, <http://www.ukzambians.co.uk>
3. Zambian Economist, <http://www.zambian-economist.com>
4. IOM London, <http://www.iomlondon.org/>
5. IOM Pretoria, <http://www.iom.org.za>
6. Statehouse, <http://www.statehouse.gov.zm/index.php/zambia-diaspora-survey>
7. Ministry of Labour and Social Security, Republic of Zambia,
<http://www.mlss.gov.zm/>
8. Zoomerang, <http://www.zoomerang.com/Survey/WEB22AGMN8Y5C7>

Annex II: Data collection tools used for the study

a. Survey of Zambians in the diaspora (template)

What is this survey about?

This survey is designed to find out more about Zambians living abroad, including their wishes in the context of contributing to national development. The results will be used to inform the development of diaspora-friendly policies and legislation that aim to make it easier for members of the Zambian diaspora to play a role in national development processes.

How can you help?

To help maximize the development impact of migration and the resources of the diaspora community, members of the Zambian diaspora are asked to complete this brief questionnaire, which aims to gather information regarding the demographics, professional skills, available resources, interests and experiences of Zambians living abroad. The survey should take no more than 10 minutes to complete.

Why should you help? What is the incentive?

The results of this survey will provide policymakers with information that will aid the formation of effective national development strategies.

In addition, it will serve Zambian individuals living abroad by:

- Providing an opportunity for individual diaspora members, in various geographic locations, to share relevant up-to-date information;
- Improving information sharing among and between members of the Zambia diaspora;
- Strengthening existing Zambian diaspora networks and associations;
- Providing opportunities for the Zambian diaspora to contribute to national development;
- Creating a foundation for the development of future programmes and the promotion of policies that make it easier, more convenient and less expensive.

*** All personal information contained in this survey is strictly confidential and will not be released without prior consent from the respondents. We encourage you to provide your name, telephone number or e-mail address, though this is not mandatory.

Click “submit” below to start the survey.

Survey of Zambians in the diaspora

BACKGROUND INFORMATION			Notes
Q1	First name		Please specify
	Middle name		
	Surname		
Q2*	Sex	Male	
		Female	
Q3*	Age	< 18	(Drop down)
		19–29	
		30–39	
		40–49	
		50–59	
		> 59	
Q4	Marital status	Single	Specify most appropriate response
		Married	
		In a committed relationship (unmarried)	
		Divorced	
		Widowed	
		Other	
Q5	How many children do you have?	0	(Drop down)
		1	
		2	
		3	
		4	
		5	
		>5	
Q6	What is the highest level of education you have reached?	Primary	Specify most appropriate response
		Secondary	
		College	
		University (bachelor’s degree)	
		University (master’s degree)	
		University (PhD)	
		Other, please specify	

Q7	What is your profession?	Accounting/finance/banking	Specify most appropriate response
		Administration	
		Media/advertising/entertainment	
		Finance/banking	
		Customer services	
		Community services	
		Construction	
		Consulting/corporate strategy	
		Education/training	
		Engineering	
		Government	
		Health care/medical	
		Hospitality/tourism	
		HR/ recruitment	
		IT/technology	
		Insurance/legal	
		Manufacturing	
		Mining/environmental resource management	
		Retail/consumer industry	
		Transport/logistics	
		Sales/marketing	
		Science/research	
		Sport/ health/cosmetology	
		Other, please specify	(Drop down)
Q8	What is your average annual income?	No income	Specify most appropriate response
		< USD 10,000	
		USD 10,000–20,000	
		USD 20,000–30,000	
		USD 30,000–40,000	
		USD 40,000–50,000	
		USD 50,000–70,000	
		USD 70,000–100,000	
		> USD 100,000	
		No response	
			(Drop down)

CITIZENSHIP/DIASPORA PROFILE			
Q9*	In what country were you born?	Zambia	
		South Africa	
		Botswana	
		UK	
		USA	
		Canada	
		Australia	
		Other, please specify	
Q10*	What is your current nationality?	Zambian	
		South African	
		Tswana	
		British	
		US citizen	
		Canadian	
		Australian	
		Dual citizenship (specify)	
		Other, please specify	
Q11*	In what country do you currently live?	South Africa	
		Botswana	
		UK	
		USA	
		Canada	
		Australia	
		Other, please specify	
Q12	When did you leave Zambia?	Less than 6 months ago	Specify most appropriate response (Drop down)
		6–12 months ago	
		1–2 years ago	
		3–5 years ago	
		6–10 years ago	
		More than 10 years ago	
Q13	What was your primary reason for leaving Zambia?	Never lived in Zambia	Specify most appropriate response (Drop down)
		Education	
		Employment/business	
		Political/asylum	
		Moved with family	
		Marriage	
		Other, please specify	

Q14	If you are married or have a long-term partner, what is the nationality of your spouse/long-term partner?	Zambian	(Drop down)
		South African	
		Tswana	
		British	
		US citizen	
		Canadian	
		Australian	
		Not married/ no long-term partner	
		Other, please specify	
Q15	Are any of your immediate family members (spouse, children, parents) with you in the country in which you currently live?	No	Specify all that apply
		Yes - spouse	
		Yes - children	
		Yes - parents	
Q16	Are any of your immediate family members (spouse, children, parents) living in Zambia?	No	Specify all that apply
		Yes - spouse	
		Yes - children	
		Yes - parents	
MOVEMENT PROFILE			
Q17	On average, how often do you return to Zambia?	More than once every 6 months	Specify most appropriate response
		Once a year	
		Once every two years	
		Once every three years	
		Less than every three years	
		Never	
Q18	On average, how long do you stay in Zambia when you visit?	Less than 1 week	Specify most appropriate response
		1–2 weeks	
		2–4 weeks	
		1 –2 months	
		3–6 months	
		6 months–1year	
		More than 1year	
Q19	For what purpose do you return to Zambia?	Holiday	Specify all that apply
		To visit friends and family	
		Business	
		Education	
		Other, please specify	

Q20	Do you intend to return to Zambia on a permanent basis in the future?	Yes	
		No	
		Not sure	
Q21	If yes, how soon do you expect to return?	In the next six months	Specify most appropriate response (Drop down)
		In 6 months to 1 year	
		In 1–2 years	
		In 2–5 years	
		In more than 5 years	
		Not sure	
Q22	Are there any barriers to your return?	Yes	
		No	
		Not sure	
Q23	If yes, what are the barriers to your return?	Financial constraints	Specify all that apply
		Work commitments	
		Accommodation/housing	
		Political/legal	
		Other, please specify	
Q24	Would you be interested in returning to Zambia temporarily as part of a “skills transfer” programme? <i>The skills transfer programme will enable skilled, experienced and educated Zambians living abroad to return on a volunteer basis to assist with developing human skills and institutional capacities (i.e. in health and education) through the physical or virtual transfer of human and financial resources.</i>	Yes	
		No	
		Not sure	
Q25	If yes, how much time would you be willing to spend in Zambia on a “skills transfer” programme?	Less than 2 weeks	Specify most appropriate response (Drop down)
		2 weeks to a month	
		1–2 months	
		3–6 months	
		7–12 months	
		More than a year	
		Not sure	

COMMUNICATIONS			
Q26	How do you maintain contact with friends and family in Zambia?	Telephone	Specify all that apply
		E-mails	
		Letters	
		Newspapers	
		Word of mouth	
		Twitter	
		Facebook	
		Other, please specify	
Q27	How do you get information on what is happening in Zambia when you are not there?	Telephone	Specify all that apply
		E-mails	
		Letters	
		Newspapers	
		Word of mouth	
		Internet	
		Twitter	
		Facebook	
		Zambian websites	
		Zambian High Commission	
		Other, please specify	
REMITTANCES AND DONATIONS			
Q28	Since being in the country of current residence, have you ever sent remittances to family members or friends in Zambia?	Yes	
		No	
		<i>Remittances are money transfers initiated by foreign workers who send part of their earned income to their country of origin.</i>	
Q29	Who do you send remittances to?	Spouse	Specify all that apply
		Children	
		Parents	
		Dependants	
		Extended family members (i.e. aunts, uncles, cousins, grandmother, grandfather)	
		Friends	
		Churches	
		Community organizations	
		Other, please specify	

Q30	How often do you send money?	Weekly	Specify most appropriate response
		Monthly	
		Quarterly	
		Annually	
		Other, please specify	
Q31	How much do you send on average per transaction?	< USD 100	Specify most appropriate response
		USD 100–300	
		USD 300–500	
		USD 500–1,000	
		USD 100–2,500	
		USD 2,500–5,000	
		USD 5,000–10,000	(Drop down)
		> USD 10,000	
Q32	How do you remit funds to Zambia?	Bank transfer	Specify all that apply
		Western Union, MoneyGram, etc.	
		Independent money brokers	
		Internet-based transfer services	
		In cash form through friends or family	
Q33	Why do you send remittances to Zambia?	Other, please specify	Specify all that apply
		Financial support for family or friends	
		Contributions for development projects	
		Personal investment	
		Debt service	
		Personal obligation	
Q34	How much does it cost to send remittances, on average?	Other, please specify	Specify most appropriate response
		< USD 1	
		USD 1–5	
		USD 6–10	
		USD 11–25	
		USD 26–50	
		USD 51–100	
		> USD 100	(Drop down)

Q35	Do you believe the remittances you send contribute to the development of the following?	Education	Specify all that apply
		Health care provision	
		Infrastructure development	
		Churches or faith-based organizations	
		Women's associations	
		Childcare	
		Not sure	
		Other areas of development (specify)	
NATIONAL DEVELOPMENT/ INVESTMENT			
Q36	Do you have any properties/ assets in Zambia?	Yes	
		No	
Q37	Do you have any private investments in Zambia?	Yes	
		No	
Q38	Are you interested in making a private investment in Zambia?	Yes	
		No	
		Not sure	
Q39	If yes, what type of investment is of interest to you?	Manufacturing	Specify all that apply
		Financial services	
		Agriculture/horticulture	
		Transport	
		Mining	
		Supplying	
		Tourism	
		Other, please specify	
Q40	Are you currently interested in contributing or donating to development projects in Zambia?	Yes	
		No	
		Not sure	
Q41	Which development projects are you interested in supporting?	Education	Specify all that apply
		Health care provision	
		Infrastructure development	
		Churches or faith-based organizations	
		Women's associations	
		Childcare	
		Microfinance initiatives	
		Other areas of development (specify)	

Q42	What type of support would you be interested in contributing?	Financial	Specify all that apply
		Material	
		Skills transfer	
		Other, please specify	
Q43	Which parts of Zambia would you be interested in developing?	All	Specify all that apply (Drop down)
		Lusaka Province	
		Southern Province	
		Central Province	
		Northern Province	
		Luapula Province	
		North-western Province	
		Western Province	
		Eastern Province	
		Copperbelt Province	
		Not sure	
Q44	Are there any barriers or restrictions that exist that could stop you from contributing to national development?	Yes	
		No	
		Not sure	
Q45	If yes, what are these barriers?	Financial constraints	Specify all that apply
		Work commitments	
		Political/legal	
		Other, please specify	
DIASPORA NETWORKS			
Q46	Do you belong to a diaspora network (formal or informal)?	No	Specify all that apply
		Academic	
		Work-based	
		Government	
		Association of Zambians in current country of residence	
		Internet-based social networking groups	
		Other, please specify	
Q47	How is information shared among members of the diaspora?	Meetings	Specify all that apply
		E-mails	
		Websites	
		Twitter	
		Facebook	
		Newsletters	
		Word of mouth	
		Other, please specify	

Q48	How often do you meet?	Every two weeks	Specify most appropriate response
		Monthly	
		Fortnightly	
		Quarterly	
		Every six months	
		Yearly	
		Other, please specify	
Q49	Is there a contact person/ focal point for your diaspora network?	Yes	
		No	
Q50	If yes - please indicate contact details		
	Name	(specify)	
	Address	(specify)	
	Phone number	(specify)	
	E-mail	(specify)	
Q51	Would you be interested in receiving additional information about projects for Zambian diaspora in the future: If yes, please indicate your e-mail address	Yes	
		No	
		(specify e-mail address)	
Q52	Would you be willing for us to contact you to provide additional information on the above questions? If yes, please indicate your e-mail address	Yes	
		No	
		No	
		(specify e-mail address)	

Note: * = mandatory question.

b. Interview guideline

Interview with High Commissions in London and Pretoria

1. How many diaspora associations are there in the UK/RSA? Which ones are the main ones?
2. What activities/services are they engaged in?
3. What resources are there in the diaspora that may contribute to Zambian development efforts?
4. Are there any development and investment/trade initiatives in Zambia driven by the Zambian High Commissions? Please describe any efforts to encourage the diaspora to return to Zambia/invest/participate in development back home.
5. Are there any development and investment initiatives/activities in Zambia driven by the diaspora?
6. What are the major challenges faced by the diaspora in terms of participating in development efforts in Zambia?
7. What are the major constraints related to engaging the diaspora in national development?
8. What strategies are/can be used for engaging the diaspora in national development?
9. What are the major challenges the diaspora face in their bid to return home?
10. What would the diaspora like to see changed or addressed to help with their long- and short-term return plans to participate in national development?
11. Please state any issues you would like addressed in the diaspora engagement strategy to be developed by the GRZ.

Interview with diaspora associations in UK and South Africa

1. What are the main activities of your association?
2. How many members do you have?
3. How do you do your networking and what challenges do you face in that regard?
4. What skills and resources are available in your membership? Profile of members.
5. Is the association or any of its members involved in any development and investment/trade initiatives in Zambia? If yes, what are they?
6. What constraints exist in engaging the members in development activities in Zambia?
7. Are there members who wish to return to Zambia on a short-term or long-term basis? If so, what are the major challenges they face in this regard?
8. Would you encourage your members to return to Zambia on a long-term or short-term basis?
9. What measures would encourage members to engage in investment/trade or development activities in Zambia?
10. Are there any areas in which the diaspora have expressed interest in terms of investment?
11. Please state any issue you would like addressed in the diaspora engagement strategy to be developed by the GRZ.

Annex III: List of diaspora professions

What is your profession?	Numbers	Percentage
Accounting/ finance/banking	87	12%
Administration	28	4%
Media/advertising/entertainment	20	3%
Finance/banking	9	1%
Customer services	3	0%
Community services	8	1%
Construction	21	3%
Consulting/corporate strategy	16	2%
Education/training	40	6%
Engineering	74	10%
Government	11	2%
Health care/medical	113	16%
Hospitality/tourism	4	1%
HR/recruitment	3	0%
IT/technology	68	10%
Insurance/legal	12	2%
Manufacturing	2	0%
Mining/environmental resource management	14	2%
Retail/consumer industry	3	0%
Transport/logistics	6	1%
Sales/marketing	15	2%
Science/research	28	4%
Sport/health/cosmetology	3	0%
Other, please specify	120	17%

Source: IOM Zambia survey, 2010.

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