



MONGOLIA: URBAN MIGRANT VULNERABILITY ASSESSMENT

A PARTICIPATORY QUALITATIVE STUDY



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A PARTICIPATORY QUALITATIVE STUDY

Prepared for: International Organization for Migration, Mongolia
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Assessment report
August, 2018



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This report has been issued without formal editing by IOM.

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FOREWORD

The “Urban Migrant Vulnerability Assessment” is the first comprehensive study of this kind conducted in Mongolia to acquire a better understanding of challenges and vulnerabilities of urban migrants. It establishes baseline data to support suggested national and local policy approaches to reduce these vulnerabilities.

The assessment is part of the “Understanding and Managing Internal Migration in Mongolia” project, funded by the Swiss Agency for International Development and Cooperation and supported by the Ulaanbaatar City Municipality. Its findings are a valuable qualitative addition to the nationwide “Mongolia: Internal Migration Study”, which examines the nature of internal migration in Mongolia. Both studies are released simultaneously.

The Mongolian NGO, Ger Community Mapping Centre, led this assessment with technical support from the International Organization for Migration (IOM).

This participatory exercise offers a detailed look into the lives of migrants in Mongolia’s capital Ulaanbaatar, with a particular focus on hardships they face. Internal urban migrants move to the city with hopes for stable employment, better education opportunities and higher level health services as well as with the purpose of reuniting with or supporting family members. However, as the study reveals, they face a whole spectrum of challenges, magnified by the 2017 migration ban to Ulaanbaatar. These include difficulties with city registration, acquisition of land rights, availability of accommodation and employment, as well as barriers in accessing basic social services while confronting social and economic isolation and ostracism. Limited state resources and lack of government services targeting urban migrants amplify the challenges.

This study builds on the baseline data suggesting a suite of short and long-term policy measures and potential solutions that require changes and improvements in current policies and procedures.

On behalf of IOM, I am confident this study will help national and city policy makers and the Ulaanbaatar City Municipality to devise evidence-based policies and undertake measures to reduce vulnerabilities of urban migrants. IOM stands ready to render every support to the Government of Mongolia, Ulaanbaatar City officials, and the country and its people, to work together to uphold the human dignity and well-being of Mongolia’s internal migrants.



Richard Fairbrother
Officer in Charge
IOM China and Mongolia

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EXECUTIVE SUMMARY

Urban migrant vulnerability is found to be linked with three main factors, which include an individual's personal background, contextual vulnerability such as living area and access to urban services, and the lack of officially designated government services for urban migrants.

These factors result in varying degrees of vulnerability for urban migrants and each experience is unique. However, this qualitative study sheds light on the common challenges that Mongolian urban migrants face in the capital city of Ulaanbaatar. The migration ban was introduced in 2017 and was extended in 2018 by the Governor of Ulaanbaatar to 2020. This was to ensure the residents of the capital city are able to live in a healthy and safe environment, and free from the risk of pollution and disruption in environment balance. This decision could have had an overarching impact on the quality of life of the unregistered urban migrants. The disadvantages resulting from the lack of official resident status in the capital city prevents access to basic urban services such as information at the khoroo, schools and kindergarten, health and social welfare services. Furthermore, urban migrants have difficulty in securing stable employment due to the lack of registration as a city resident.

The study identified that the main impacts of existing vulnerabilities on urban migrants include challenges finding accommodation, along with land in the case of the ger areas, employment, access to urban services, financial disadvantage, information access, and social and familial conflicts.

Tangible service improvements could be made to reduce the negative impacts of urban migration on internal urban migrants. These include government services tailored to the needs of urban migrants, including information access channels, inclusive service provision at the local administration level, and easy-to-access land ownership database to prevent fraudulent land sales and scamming.

Further services could include inclusive social work and health care. Social welfare services could be improved to enable urban migrants to continue to receive social welfare service they are entitled to.

Tied in with the lack of government services targeting urban migrants, resources are limited at the different administrative levels of the city, particularly at the khoroo, to accommodate urban migrants. Finally, the migration ban could be lifted to improve rural–urban migration registry and enable better socioeconomic opportunities for urban migrants.

Challenges in economic development and infrastructure planning at the national level are not discussed in this assessment report. Many of the recommended policy improvements need to be incorporated at the national level planning and budgeting.

1. INTRODUCTION

Mongolia is going through dramatic rural to urban migration as a result of many factors, some of which are linked to climate change, such as declining livelihood opportunities in rural areas amplified by drought and *dzud*.¹ Rural migrants generally settle in *ger* districts on the outskirts of Ulaanbaatar.

The rapid growth of population in these areas has already outpaced the government's capacity to provide basic services such as running clean water, sanitation and sewage, health care and education. Limited data on migration trends and key demographics, absence of evidence-based policies and programmes, and the lack of government capacity to support migrants in informal settlements with basic services are the key challenges inhibiting migration management in Mongolia.

Despite some sources, such as the census providing cursory statistics on migration in Mongolia, information on current migrant movements is outdated and inadequate, and there is no data on anticipated future migration influxes. Since 2000, at least 9 large and small scale quantitative and qualitative studies on the nature, causes and consequences of internal migration have been carried out. However, the status of implementation of recommendations made with regard to the development strategies of related sectors and national programmes remains unclear.

Lack of updated and exhaustive data inhibits comprehensive planning and responses, particularly in relation to addressing the vulnerabilities of urban migrants. As part of the overarching project, "Understanding and Managing Internal Migration in Mongolia", implemented by IOM, this vulnerability assessment is conducted to provide the baseline assessment to guide national and local authorities in planning and carrying out interventions in Ulaanbaatar, and to improve management of migratory flows.

2. DEFINITIONS AND KEY CONCEPTS

Internal migration and vulnerabilities have been defined differently, suited to the context in which they are used. For example, internal migration, in some context, could refer to the process of people leaving their hometowns to flee environmental disasters, conflict and war. Consequently, internal migrant vulnerability would be in respect to dislocation of people, and largely different from the Mongolian context where internal migration is largely economic-driven.²

¹ Dzud is a Mongolian term for a winter disaster characterized by deep snow, severe cold, ice cover, or other conditions that reduce forage availability and lead to high livestock mortality. The frequency of dzud has increased, and in the last three decades Mongolia suffered dzud almost every four years (Gimenez 2012, ReliefWeb).

² Tsogtsaikhan, Tömörtolgoi and Chimedtseren (2014). Determinants of Internal Migration in Mongolia Study Report.

For the benefit of clarity and consistency, the key concepts have been defined for use within this document. These definitions correspond to the internal migration context in Mongolia and are useful to distinguish the commonly used key concepts from various other definitions available. The definitions in this document serve only the contents of this document.

Internal migration: A movement of people from one administrative area of a country to another area of the same country for the purpose or with the effect of establishing a new residence. This migration may be temporary or permanent. Internal migrants move but remain within their country of origin (e.g. rural to urban migration).³

Rural–urban migrants: Internal migrants who move from rural to urban areas, often in response to poverty, low agricultural incomes, low productivity, population growth, shortages, fragmentation and inequitable distribution of land, environmental degradation, and the relative lack of economic opportunities in rural areas.⁴

Vulnerability: The conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of an individual, a community, assets or systems to the impacts of hazards.⁵

Urban migrant vulnerability: Potential socioeconomic disadvantages faced by internal urban migrants during rural–urban transition due to individual, contextual and structural conditions present in urbanized settlements.

3. METHODOLOGY

The following sections briefly describe the methodology used in carrying out the qualitative study. The methodology employed such tools of open-ended questions, questionnaire, and discussions facilitated through participatory mapping exercises.

³ International Organization for Migration.

⁴ International Organization for Migration.

⁵ United Nations Office for Disaster Risk Reduction.

3.1 TARGET AREA

The *ger* area is part of the city that is not connected to central infrastructure such as central heating, running water and sewage system. The city’s master plan divides the *ger* area in to three tiers, including central, mid, and fringe. Among the city’s nine districts, the two largest districts on the east and west side of the city were selected as target areas.

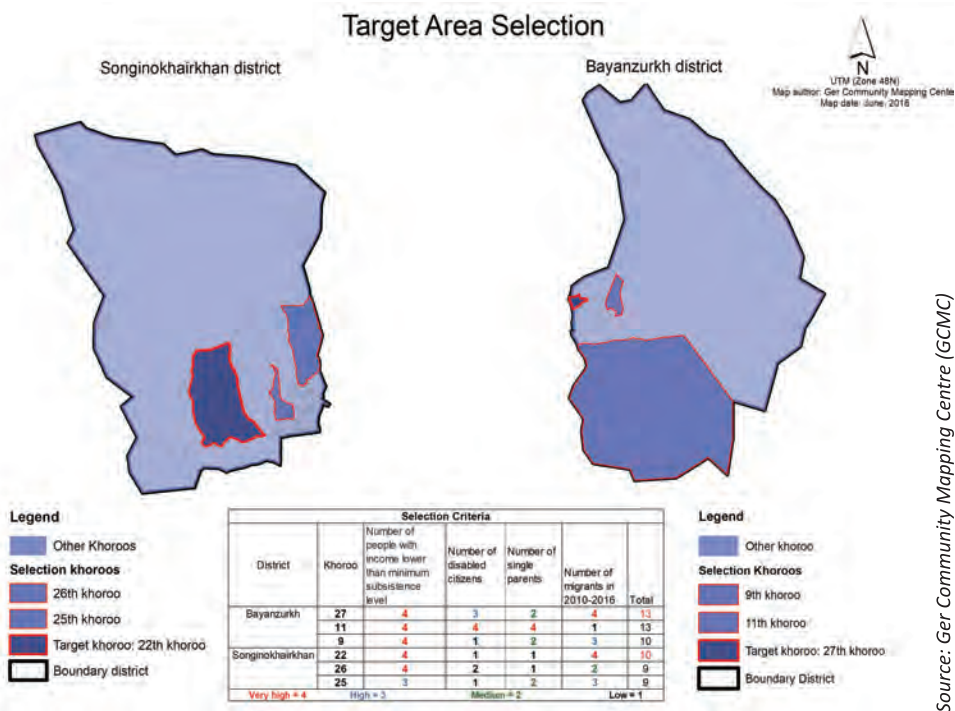


Figure 1. Target Area Selection

This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

Bayanzürkh and Songinokhairkhan districts were pre-identified as districts⁶ with the highest number of urban migrants.⁷

To select target *khoroo*s within these two districts, available migration and vulnerability statistics were used as a selection criteria.

- Number of in-migrants in 2010–2016;
- Population share of single-parent households;
- Population share of disabled citizens; and,
- Population share of low-income households.

As a result, 27th *khoroo* of Bayanzürkh district and 22nd *khoroo* of Songinokhairkhan district were identified as target areas.

⁶ The city of Ulaanbaatar is divided into 9 administrative districts or *düreg*, which are further subdivided into smaller administrative units called *khoroo*, of which there are 152.

⁷ www.ubstat.mn/Report#

3.2 RESPONDENTS

Assessment respondents, 15 migrants from each target area, were selected based on registration status, age, gender, employment and education level. One of the most important criteria for respondents was that they moved to Ulaanbaatar from other *aimags* (provinces) in the last three years, from 2015–2018. Many more number of respondents were unregistered residents in their *khoroos*.

The selection of migrants aimed to include equal number of respondents representing each of the category (registered–unregistered, male–female, employed–unemployed, aged 18–25, aged 26–35, aged 36–45, aged above 46, educated at primary, secondary or higher levels).

The respondent selection was not statistically representative. It was observed that in the last 3 years, the number of unregistered individuals were higher among migrants as compared to the registered migrants. However, whether this is statistically accurate remains unclear. The reasons why official registration is not obtained are described in section 4.4.1.

At the *khoroos* level, the following were interviewed: social workers, family clinic doctors, *khoroos* organizers, police officers, *kheseg* leaders⁸ and a governor.

At the district level, state registration officers, and labour and welfare officers, who are appointed by the Bayanzürkh and Songinokhairkhan districts for the respective *khoroos* were interviewed. At the city and national level, the Deputy Director of Land Agency at the Municipality of Ulaanbaatar and the Head of Civil Registration Department at the General Authority for Intellectual Property and State Registration (GAIPSR) were interviewed.

3.3 INDIVIDUAL INTERVIEWS

In total, 63 individual interviews were conducted with 34 different urban migrants. In conducting the individual interviews, the second-time interviews were important. The respondents were more likely to disclose more details and describe more accurately the processes of their relocation to the city and the events that took place in their lives. In total, 17 key informants were interviewed at the *khoroos*, district, city, and national levels.

The main challenge in conducting individual interviews was to do with logistical issues, scheduling time to meet for the interview and there were numerous postponements and cancellations.

Annex 1. Indicator questionnaire
Annex 2. Individual interview questions

⁸ *Kheseg* is an unofficial boundary within a *khoroos*, each containing about 200–250 households, to which *kheseg* leaders, who are remunerated volunteers, are assigned to work as a liaison between the administration and the residents.

3.4 PARTICIPATORY WORKSHOPS

In total, 6 participatory workshops were organized with 43 migrants. The workshop participants were selected from respondents of this qualitative assessment as well as those of a quantitative study conducted in parallel. Each workshop had a maximum of 10 and a minimum of 6 respondents.

To facilitate group-specific discussion related to urban migrant vulnerability, the following six groups were formed: male, female, aged 20–40, aged above 40, migrated for economic reasons, and migrated for non-economic reasons. The reasons for migration for each group was identified during the individual interviews and in-person or over-the-phone questions. Throughout the workshop, each group participated in open discussion on common issues they face as well as the causes, solutions and barriers.

Moreover, respondents worked on three mapping exercises, following the instructions provided, to illustrate contextual vulnerability, employment situation and in-city migration.

3.5 DATA ANALYSIS

Qualitative data analysis method of thematic analysis was used. This process included:

Reviewing and reading data:

1. Identifying thematic framework using methodology framework themes and emergent themes;
2. Textual coding of interview data;
3. Organizing coded texts into methodology framework and;
4. Interpreting concepts, patterns, and explanations.

The data collected were organized in three sections as below:

1. Primary data: individual interviews to illustrate the main thematic frameworks and to identify emergent themes;
2. Supporting data: participatory workshops to provide group consensus on findings and provide additional visual aide to complement the study findings;
3. Contrast data: key informant interviews to identify potential gaps in understanding urban migrant vulnerability, and to suggest improvements in services for urban migrants.

3.6. LIMITATIONS

Owing to its design and methodology, this study is subject to certain limitations which can affect the findings. Firstly, all the study respondents are *ger* area migrants, hence, it was not possible to comparatively analyse conditions that

create vulnerability between migrants and non-migrants, and between residents in *ger* areas and other city neighbourhoods. The study does not have enough data to conclude gender bias when it comes to experience of each challenge.

Moreover, the study does not compare migrants' living conditions in city with their areas of origin. Findings were based primarily on the interview data, which are self-reported data that can contain biases of the respondents. In addition, the number of sample or respondents is limited to draw any adequate quantitative conclusions.

Although, data collected from individual migrant interviews, participatory workshops and key informant interviews were cross-checked to identify errors, some biased information may have been overlooked.

4. KEY FINDINGS

4.1 DRIVERS OF RURAL-URBAN MIGRATION

The reasons why people move to urban areas remain diverse and personal. Four main contributing areas were identified as factors leading to a decision to move to urban areas.

These areas include factors in a) originating area; b) destination; c) personal; and d) family-related needs. The factors in originating area have been largely identified as unemployment.

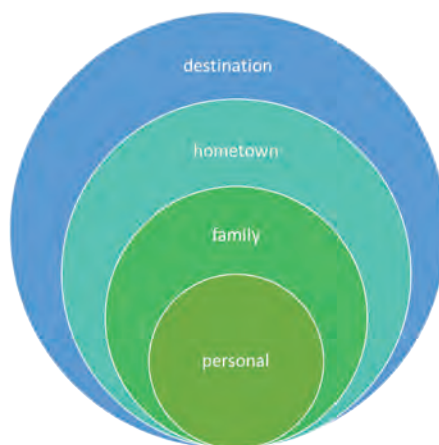


Figure 2. Migration Factors

The urban destination, or in this case, the capital city, is a highly centralized urban setting with better economic opportunities and availability of services. Personal circumstances refer to individual's own plans whereas family-related circumstances deal with life events and obligations concerning other family members.

4.1.1 Decision-making and preparation

The study observed that there is a difference between motivation and decision to move. While a motivation to move might be of single main factor, such as finding a job as a means of livelihood, the decision to move takes into consideration a wide array of factors. These factors are the circumstances in the four areas (see Figure 2). Decision-making to migrate, therefore, is a complex process that consists of

sharing information, conducting inquiries, negotiations within the family, and risk assessment and planning.

“Both I and my husband previously studied in the city and had realistic expectations. We had bought a plot of land in advance and were looking for stable employment opportunities in the city. When we learned about a new school opening, we applied for teacher positions and got the job. We brought our ger and all our furniture with us when we moved.” - Female, 34

This, however, does not mean all or even majority of the urban migrants make forward-planning decisions before, during and after the migration. While the process described above maybe universal, preparatory steps to ensure smooth transition could be neglected due to the circumstances compelling people to move to the city. There are instances where preparation and planning for migration was not possible due to the urgency of the need to migrate. An example of an emergency migration to the city is to take care of a sick family member after incidents of health or accident.

“In Gobi-Altai, I used to work as an assistant herder. My brother had moved to the city some two years ago. I thought I would join him and eventually find a job in the city. I moved to the city with nothing other than what I was wearing.” - Male, 38

People make the decision to move in consultation with their family members. The importance of both immediate and non-immediate family members was significant in the decision-making process. The consultation and taking decision with family members are also a part of the preparation to move to the city. In this sense, family members and, in some cases, social connections such as friends, colleagues or acquaintances serve as consultants who help assess migrant’s current circumstances, potential opportunities and provide orientation once they are in the city.

“My brother-in-law told us that he has an empty plot of land where we could set up our ger. That’s why, we moved in. He did not want any payment and said he needed our help to look after his land.” - Male, 60

It is common for urban migrants to have moved in between countryside and more urban locations before in their lives. This was especially obvious for those who had migrated to the city after losing their livestock and means of livelihood to climate hazards. The herders then move to the *soum* or *aimag* centre, in search of means of sustaining themselves and their families.

The lack of opportunities in hometown centres then compel people to move to bigger urban centres, namely the capital city. Moving to the capital city, for people who have family or social connections especially, becomes an easier decision than those who do not have the social capital to rely on.

4.1.2 Employment

Centralized urbanization of the country means people move for better services and economic opportunities. A number of migration theories and previous literature⁹ have concluded that migration is largely due to economic reasons. This also rings true for this qualitative study.

Unemployment levels in rural hometowns, and loss of previous livelihood have been identified as the major reasons for people to consider moving to the city for work. Respondents also revealed that had the economic circumstances been better, they would have preferred to have stayed back in their rural hometown.

“If there were enough jobs in the countryside that match people’s skills, they wouldn’t move to the city. Livestock husbandry is not that hard”.

- Male, 50

This shows us that people move, many times, seeking better opportunities, but some do so out of necessity to survive.¹⁰ Mongolia is disproportionately impacted by climate change¹¹ and pastoral herding is becoming increasingly challenging over the years.

A report states that rural–urban migration is a long-term process already in motion, stemming from shortage of livelihood options in the rural areas. Decreased productivity of pastoral livelihood system is directly linked to climate hazards such as droughts and harsh winters.¹²

Herders, experiencing climate change impacts, aggravated by lack of coordinated natural resources management, are more than often caught in a vicious cycle of deteriorating animal husbandry, making livelihood based on livestock breeding increasingly taxing.

“We had a small herd of livestock but we lost all of them to dzud in 2009. Since then, it has become increasingly tough to make a living.” - Female, 70

Regarding lack of opportunities, some migrants expressed that there is a lack of demand for certain skill-sets in the countryside, such as operating heavy machinery.

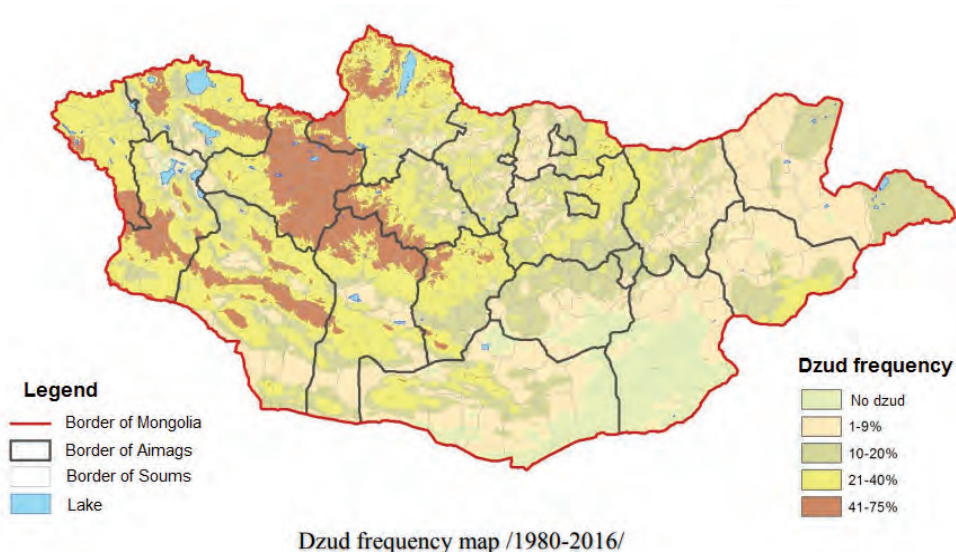
“I am a licensed stationary crane operator. There is no such machinery in my hometown.” - Male, 50

⁹ Tsogtsaikhan, Tömörtolgoi, Chimedtseren (2014) and Anqing Shi (2011).

¹⁰ www.japantimes.co.jp/news/2018/05/03/asia-pacific/urban-nomads-mongolian-herders-migrate-cities-climate-change-erodes-steppes-abundance/#.XBxd9VwzZ1v

¹¹ Germanwatch. 2014. Global Climate Risk Index 2014: Who Suffers Most from Extreme Weather Events? Weather– Related Loss Events in 2012 and 1993 to 2012: <https://germanwatch.org/sites/germanwatch.org/files/publication/8551.pdf>

¹² United Nations Children’s Fund (2017). Mining–related in–migration and the impact on children in Mongolia.



Source: <https://ds.data.jma.go.jp/tcc/tcc/library/EASCOF/2017/P3-4.pdf>

Figure 3. Dzud Frequency Map of Mongolia¹³

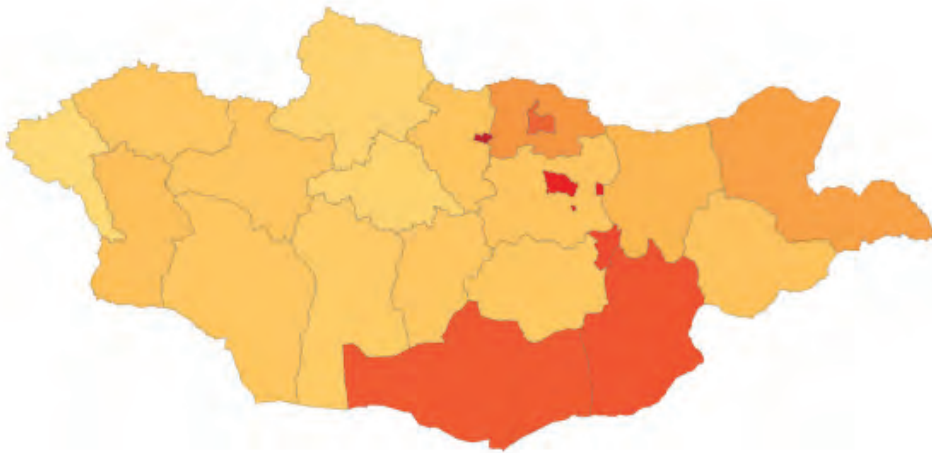
This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

Many also move in search for seasonal employment, and thus live in the city as a temporary resident on a yearly or so basis. In some cases, some migrants have seasonal business in their hometown, and when their seasonal business is on hold, they move to the city for the remainder of the year for reasons other than employment, such as being closer to family. For example, respondents engaged in meat trading business shuttle between countryside and Ulaanbaatar in summer, and spend the summer and fall working on construction projects.

Apart from availability of employment options in the city, the level of salary is also an important factor prompting migrants to decide to work in the city. The potential for better income in Ulaanbaatar is higher than it is in the *aimag* centre.¹⁴

¹³ Dzud early warning system over Mongolia, A. Davaadorj, B. Erdenetsetseg, N. Elbegjargal and L. Oyünjargal <https://ds.data.jma.go.jp/tcc/tcc/library/EASCOF/2017/P3-4.pdf>

¹⁴ Monthly average wages and salaries, by region, aimag and the Capital, as of January 2018 www.1212.mn/maps.aspx?TBL_ID=DT_NSO_0400_021V1



Source: www.1212.mn/maps.aspx?TBL_ID=DT_NSO_0400_021V1

Figure 4. Average Monthly Salary, January 2018

This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

4.1.3 Education

The centralized nature of Mongolian governance, education and infrastructure concentrated in the capital city, and its corresponding lack in the countryside, has inevitably led people to move to the capital city to seek higher education. The number of university students in Ulaanbaatar is more than 150,000,¹⁵ making up about 10 per cent of the city's population. Out of 113 higher education institutions in the country, 90 are based in Ulaanbaatar.¹⁶

There are migrants who move their families to the city when their children become university students. On the other hand, there are families who move with a long-term plan of adapting their children to the city life with a view that they would attend university in the capital. It should be noted, however, that both cases are considered forms of long-term planning. Families would rather their children attend universities in the capital city to maximize their prospects of available employment than stay put in their rural hometown.

The fact that more than 60 per cent¹⁷ of university graduates are not employed, coupled with the dim prospects of available employment opportunities in the provincial centres, means that the popular choice of urban migrants is to remain in the city, even after graduation.

4.1.4 Familial obligation

Many migrate to the city to be with their family members, and to receive and provide support to each other. Migrating to receive or provide familial support

¹⁵ <http://1212.mn>

¹⁶ <https://mecss.gov.mn/page/48>

¹⁷ www.mlsp.gov.mn/uploads/op/files/f642086f965c63004f63b1c14a81d933f8072287.pdf

often seems to happen within a nuclear family. Familial obligation can, at times, be the sole reason for migrants and their families to move, although familial obligation is often linked with other reasons for moving, such as better employment and education opportunities, and health services.

It was observed that the support provided to family members is often babysitting. Migrants, who are of retirement age, often move to be closer to their children who will then take care of them. In turn, the older migrants help take care of their grandchildren. This includes taking care of young children who are both attending and not attending kindergarten or school, so that their parents can continue to work.

“My daughter had emigrated to Korea and so I moved to join my son-in-law and help look after my grandchildren. My son-in-law works as a truck driver at a large mining company.” - Male, 67

In some cases, whole families move to take care of an adult family member who needs to be in the city closer to health care services. Many parents of university students decide to make the move as a family to provide security and stability for their children through their studies.

4.1.5 Health services

Similarly like the educational services, health services are highly centralized and one of the major reasons why people move from the countryside to the city. There is simply a lot more variety of and perhaps even better health services available in the capital city. Health services ranging from diagnosis to treatment and availability of medications all factor in for someone to decide to leave his or her rural hometown and migrate to the capital city. Doctors in the provincial hospitals often direct their patients to the city for better services as the availability of specialists and necessary equipment is far better than in the rural hospitals.

In addition, being closer to family members, while seeking and receiving health services, also becomes an instrumental factor in taking the decision to move. Navigating and accessing public health system is a challenge for locals, let alone a sick migrant. Health resources, in terms of funding and personnel, have not increased despite the increasing number of rural–urban migrants, leading to poor service delivery, high levels of referral, lack of incentive to accommodate the needs of migrants, who are already more vulnerable to health risks due to their living conditions.¹⁸ Even after having been admitted for treatment, having family around to help with care is almost always necessary.

“I moved to take care of my brother. Six years ago, he got into an accident and had a neck injury. My brother’s wife used to take care of him, but she also fell sick and is now in hospital due to backache.” - Male, 50

¹⁸ Benedikte V. Lindskog (2014) Natural calamities and ‘the Big Migration’: Challenges to the Mongolian health system in ‘the Age of the Market’, *Global Public Health*, 9:8, 880–893.

Health also becomes one of the basis whereby a migrant can obtain an official residency permit in the city, despite the migration ban.¹⁹ The Ministry of Health lists 17 illnesses²⁰ (Health Minister Order No. A/120 of 30 March 2017) that grant urban migrants the right to apply for residency in the capital city because medical aid and services for their treatment are unavoidable. However, in the course of this study, there was not a single case where someone had moved to the capital city to obtain official residency registration citing unavoidable medical treatment.

4.1.6 Shifting way of life

The fact that younger generations and their parents send their children to attain higher education is also an evidence of the shifting way of life being experienced in Mongolia. In the last 15 years (2004–2017), the number of university students across the country has grown by 36 per cent reaching more than 155,000 students, with the capital city of Ulaanbaatar becoming home to almost 93 per cent of all students.²¹

The tendency for members of the younger generations to make the choice to live in the capital city, without pursuing a herding lifestyle,²² illustrates the need for more accommodating urban centres in the future.

“I moved because I wanted to ensure a better future for my children. It’s hard to live in the countryside without livestock. Jobs are difficult to find for young people.” - Female, 34

Major life events such as marriage, divorce or becoming widowed have also been a motive for people to migrate to the city to begin a new life. Likewise, for the same reasons, people move out of the city to their own or their significant other’s hometown.

The preference to live in the city, again, is not only an individual decision. It makes sense for migrants to move due to the presence of other family members already in the city. Migration to the city is seen as a sensible decision given the general context that there are more and better employment and other economic opportunities added to the benefits of being closer to family.

“I was dismissed from my job at a local gas station in the aimag centre. I figured it would be better to start a small business and so I moved to the city where I could join my siblings. My daughter had also started university in the city.” - Female, 46

¹⁹ www.ulaanbaatar.mn/Home/newsdetail?dataID=28039

²⁰ www.mohs.mn/uploads/files/1ccb125af24633e03785ccd3bbec7871.PDF

²¹ www.1212.mn/stat.aspx?LIST_ID=976_L20_1&type=tables

²² www.theglobeandmail.com/news/world/the-globe-in-mongolia-why-a-herding-culture-is-dyingout/article29791679/

4.1.7 Conclusion

The decision to move to the city is complex, and numerous factors are at play. The reasons described above are rarely the sole factors for someone to move. Rather, a combination of these reasons eventually prompts people to make the decision. Across all the reasons why people move, the influence of family ties is constant. Family and social connections should be emphasized when discussing internal migration.

4.2 EXPECTATIONS

There is an absence of defined expectation of government support and notably, how moving to the city should be. The lack of standardized forms of migration processes mean there is no reference point and creates no uniform expectations of the process.

Nevertheless, it is common that migrants have prior knowledge of and exposure to the capital city before moving there, although the level of prior knowledge and experience may vary. Communication and broadcasting information sources, infrastructure such as paved road and public transportation system, family ties in the city, and occasional visits all add to the expectations for a better life in the city. It was observed that people often have positive expectations about moving to the city but underestimate the challenges. Still, people expressed anxiety due to uncertainties related to moving to the city. Generally, personal determination was considered an essential factor in settling down successfully after arrival. This seconds the perception that the conditions to “make it” in the city are there and it depends on an individual’s will and efforts.

“I thought it is possible to have a good life in the city if I make efforts to achieve my goal.” - Female, 31

One of the biggest expectations before moving to the city deals with economic opportunities and employment. It was expressed repeatedly that moving to the city would mean available jobs and better pay.

“I moved because I expected that there would be plenty of jobs and pay would be higher in the city.” - Male, 34

For many people, the expected available employment was believed to be manual labour. Many migrants expect to find and secure jobs at construction sites, hand-made production, and other service jobs as a means to sustain income, until a more stable and regular job is found.

“My three sons have been switching odd jobs such as carpentering or working at construction sites.” - Female, 70

Some people considered their move as temporary, with the plan to return after making enough money for a fresh start-up in their hometown. Some people move to the city to “test the waters”, to see how the situation is with employment, housing and other factors.

The contribution of family and social connections is also an expected support that migrants imagined would be a large part of their move to the capital city. Family-link is relied on before, during and after the migration. The anticipation of getting support from family plays a key part in the expectations migrants have about their move.

“I made the decision to move after discussing with my parents. My aunt lived in the city and I counted on her support. Until I had my own place, I lived with her for a while. Every month, my parents have been sending me a regular supply of meat from the countryside.” - Female, 31

Apart from expectations of how their life would be when they move, people also have long-term expectations. Personal and family goals, and planning create long-term expectations. The long-term expectations can be establishing a solid physical home, or economic and social base.

“I thought I will do my best to have my own plot of land and ger within 2–4 years.” - Male, 34

4.3 SETTLING DOWN

This section aimed to briefly describe the diverse experience in which migrants make the move to the city. People navigate the steps and hurdles of settling down in the city in different ways. The process of settling down is important to understand how this process underlies the challenges urban migrants often face.

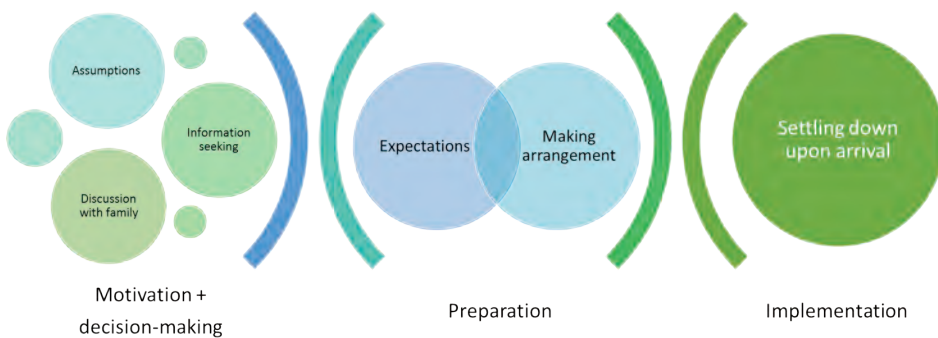


Figure 5. Migration Stages

The migrants’ expectations and the settling down process, as part of their move to the city, is directly linked with the level of their physical and mental preparation.

The types of preparation people engage in, before moving to the city, differ among migrants. Preparation is essentially anticipating and dealing with uncertainties such as where to live, what to do for income, and how other family members would adapt to unfamiliar environments.

Two women illustrate their experience (in Figures 5 and 6) living in the city, using the main events happening in their life, since moving to the city. Each urban migrant is differently prepared but experiences similar challenges and obstacles with different impact and resilience.

Indeed, for some migrants, who do not have family or other close social connections to rely on for support, the move to the city can be intimidating. The level of preparation also tends to be tied to the level of family or social support available for migrant. Some people have the security of housing and other amenities through family support, while the expectations and experience for others, who are on their own, are completely different.

People prepare and plan to minimize uncertainties. There are different ways people prepare for their migration to the city. These include saving money, preparing food to last (such as preparing frozen meat) until securing income to cover expenses, securing employment before making the move. Planning around a key certainty is also part of peoples' planning strategies, for example, looking for housing options near their workplace when an employment is a certainty.



Figure 6. Experience of a Female Migrant, Aged 37

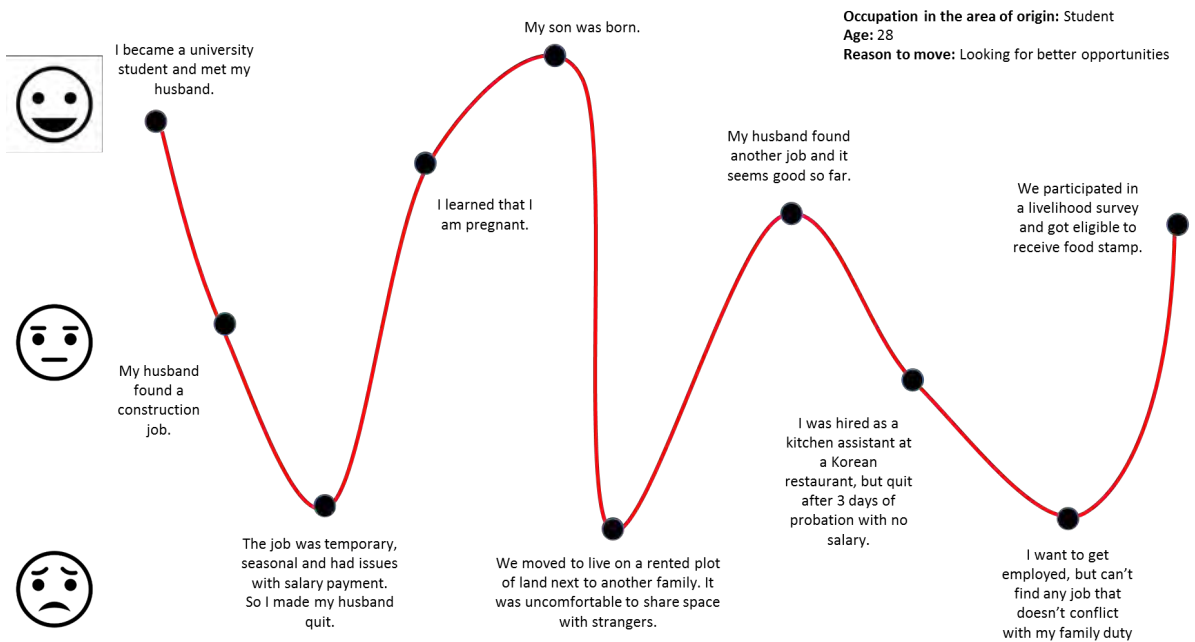


Figure 7. Experience of a Female Migrant, Aged 28

“Prior to moving, I worked with my wife for two months in the city. After making sure we will have the jobs later again, we decided to move our children and ger. Also, we arranged a plot of land to build our ger.” - Male, 36

Costs associated with moving to the city factored partly into how much preparation is done. For example, some migrants decide to pack bare minimum of possessions and furniture due to the high cost of hiring a truck for transportation.

“Bringing my own ger from Övörkhangaï to Ulaanbaatar would have cost me more than 1 million tögrög, so I had to leave it behind in the countryside and packed a few clothes and bedding items only.” - Female, 42

While preparation is an essential part of settling down, setting up a home once in the city is another long process. These include processing paperwork, setting up a physical home, and pursuing other arrangements to move on with their lives, such as being employed and accessing educational services for children.

Among these, the setting up of a physical home is an important process in which new migrants acculturate into their new environment and elements within it. Urban migrants discussed the process of getting electricity, toilet and building fences and other structures over time to accommodate their needs. Many of these processes are linked with the challenges that are identified in the next sections of this document.

4.4 CHALLENGES

It was observed that on the whole the respondents did not necessarily articulate themselves as being vulnerable, nor did they explicitly describe the process of setting up their new home in the city as a set of challenge.

Generally, urban migrants accept and deal with the situations they face with a sense of ownership and responsibility. This observation is consistent with the earlier statement about people’s belief that personal determination is a key factor to ensure their goals are met.



Figure 8. Formation of Migration Challenges

The respondents, while not literally defining “vulnerability” and “challenge”, referred to certain life events or certain period as “difficult”. At the beginning of the document, the urban migrant vulnerabilities are defined as “potential socioeconomic disadvantages during rural–urban transition by internal migrants due to individual, contextual and structural conditions present in urbanized settlements”. In this sense, challenges are defined as conditions and events that hinder the process of migrants’ reaching their goals and meeting their expectations.

Challenges that are shared among migrants and within specific groups of migrants have been identified. The situation of each migrant differs in degree in which these challenges are experienced.

In other words, although there are many challenges that are common to urban migrants, the impact on each migrant varies considerably. Challenging conditions are composed of both current situations migrants find themselves in and their individual characteristics and nature.

Depending on the conditions, events take place that determine what and how much impact is experienced. The process of experiencing impact from life events, created by the existing conditions, is not only linear, but is recurrent and reciprocal. For example, events and impacts may create previously non-

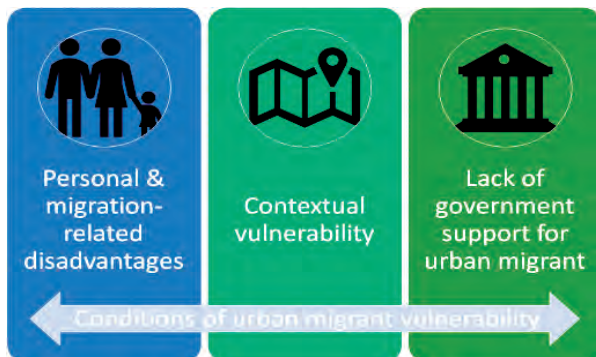
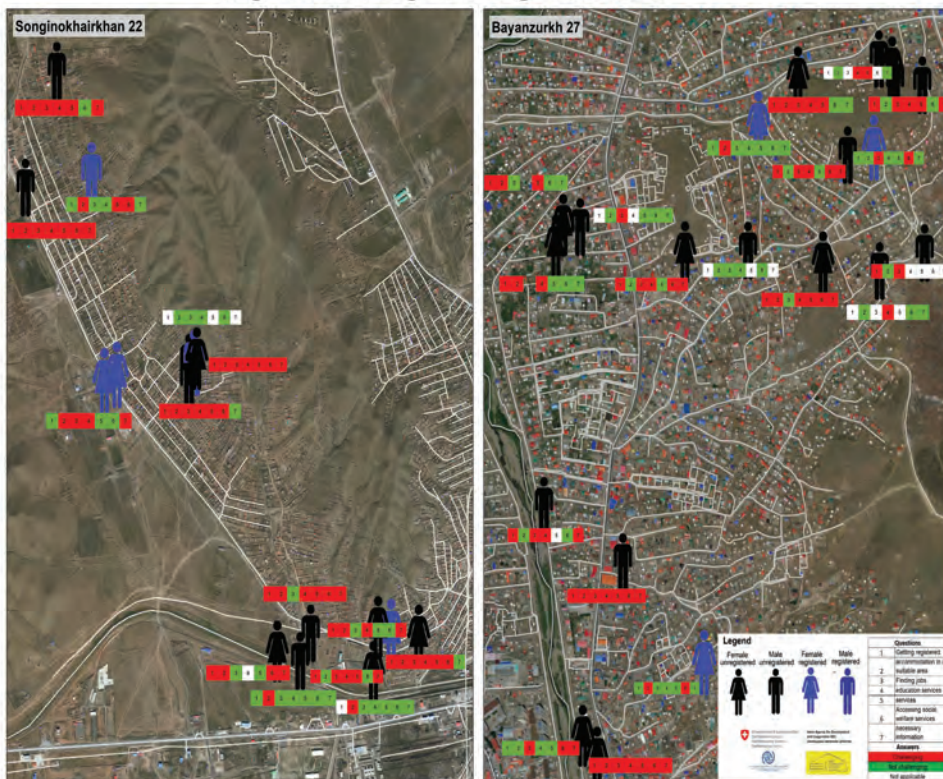


Figure 9. Conditions of Urban Migrant Vulnerability

existent conditions. This is illustrated in the differences in migration experiences between migrants.

The challenges identified are not unique only to urban migrants in Ulaanbaatar. In fact, many of the same challenges of living in the *ger* area are shared by new migrants and locals alike. The shared challenges largely lie in the contextual vulnerabilities, which is explained further in the document. Although challenges are shared with city residents who have lived in Ulaanbaatar a lot longer, the conditions in which these challenges are created are unique to urban migrants.

Migrant challenges during settlement



Source: Ger Community Mapping Centre (GCMC)

Figure 10. Vulnerabilities in the Course of Settling In

In Mongolia, migration tends to be a family matter. All the steps in the process of migrating concerns not only the self-individual, but also all other family members involved. It has been observed that an individual might not identify significant obstacles in his or her life related to migration to the city. However, a family member, who is related to the individual, could be facing a hurdle of challenges simply due to the difference in their individual circumstances and needs.

4.4.1 Obtaining official city residency permit

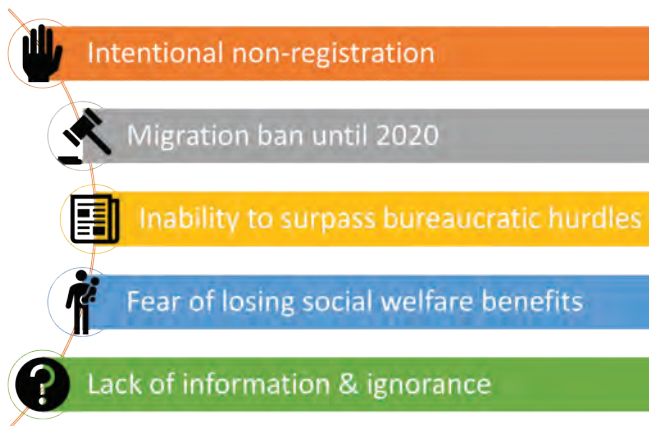


Figure 11. Registration Challenges

Obtaining official registration as a local resident in the city is a high-stake issue that has major implications. In other words, the lack of official registration at the *khoro* is prohibitive to accessing public services, securing housing and employment, and prevents migrants from obtaining beneficial

information and other opportunities.

The most prominent factor making registration a challenge is the Mayor’s decree on migration ban from 2017–2020. Migrants who are caught in the timeframe of this decision, remain registered in their hometown.

Related to the matter of registration, the issuing of temporary residence status has also been stopped since January 2016. Temporary resident status was issued for people who resided in an area for less than six months, allowing them access to public services.

Although presently there appear to be irregularities between different *khoro* (smallest administrative unit of the city) offices in terms of issuing temporary residence status, the migration ban essentially means no new residents from other *aimags* can now be registered at a *khoro*.

When official registration was still possible before the ban, personal factors were important determinants whether registration was a challenge or not. For example, a migrant who is uninformed or is ignorant about the registration process and requirements, may have a much more challenging time to figure out how to transfer their official registration to the city.

Box 1. KEY INFORMANT PERSPECTIVE

The status of temporary resident has been invalidated since January 2016. However, temporary residency reference letters are required in accessing some services. For example, in order to obtain student bus passes, university students must provide a proof of city residence. Migrants who require treatment at the tertiary-level state hospitals also need to provide the letter. *Khoro* organizers help migrants by issuing reference letters that serve as informal, yet functional replacement for official city residence.

In addition to lack of information, there are those who make the decision not to register in the city. People who do not intend to settle permanently in the city do not make the transfer of registration. Those who did not realize the consequences of not registering, due to lack of information or foresight, find themselves at a disadvantage at a later stage.

People also do not pursue official registration due to the fear of losing their current social welfare benefits or not being able to obtain retirement. See more in section 4.4.7.

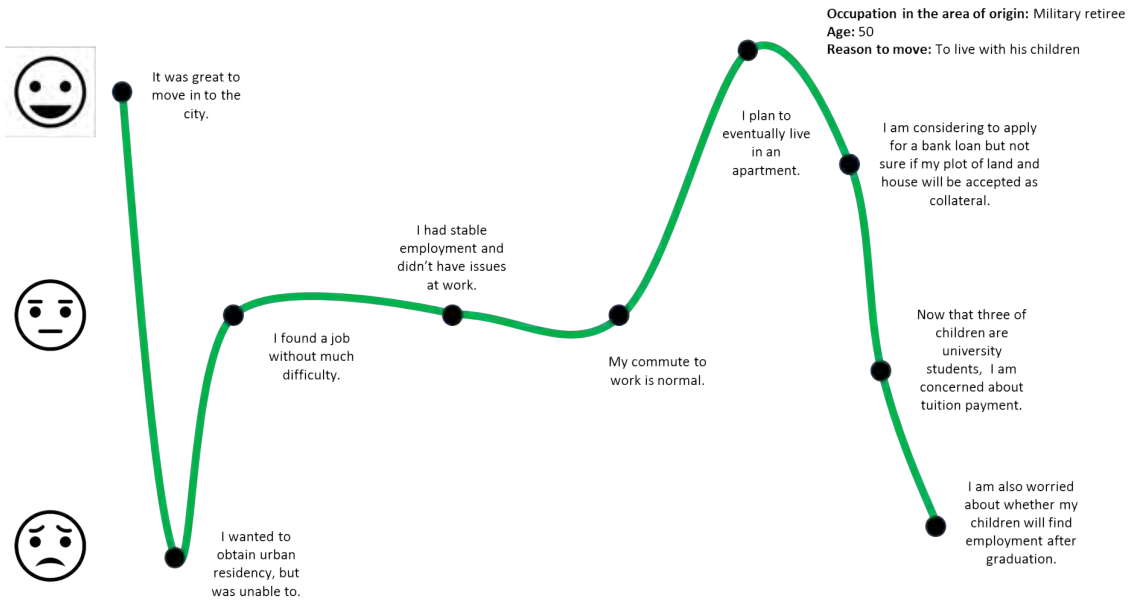


Figure 12. Experiences of a Migrant with a Registration Challenge

On the other hand, there are people who have tried and were unable to obtain official registration before the migration ban came into effect. These circumstances were often related to the inability to navigate bureaucratic hurdles and squandering time on futile efforts at obtaining registration.

Box 2. KEY INFORMANT PERSPECTIVE

Unregistered urban migrants are seen as lacking in understanding or ignoring their civil duties to maintain accurate registration records as stated in the Civil Registration Law. On the other hand, they could be perceived as failing to meet requirements for legal transfer registration, including settlement of debt obligations in their place of origin.

"I tried to process the transfer of my registration for a few summers in a row. I could go to my hometown registration office only during the summer because of my schedule as a university student, but the officer would always be out of the office for annual leave as well. Then came the elections, and residency transfer was frozen and I didn't have time to register before the ban was introduced." - Female, 25

Finally, there are people who did not anticipate the migration ban to take effect and did not prioritize the process of getting their registration transferred, and thus lost the opportunity to migrate.

Discontinuation of official registration for urban migrants has become one of the main underlying challenges in other areas of people’s lives. Therefore, the issue of registration is viewed as one of those conditions that lead to vulnerability. See section 4.5 for coping mechanisms.

4.4.2 Accommodation

Setting up housing as one of the most basic needs is the first step for migrants to start building their new life in the city. The challenge of finding the right accommodation is essential for the well-being of migrants and their families. To secure accommodation, one must first look for it, negotiate, move in and settle down. It is common for urban migrants to have moved at least twice since their arrival in the city. The below maps explain the urban migrants’ movement within the city after arrival.

People go through different trial-and-error processes of finding accommodation that best meets their needs. Moving from one house to another within the city is time-consuming and energy intensive. This process often proves financially and psychologically burdensome on the migrants and their families.

Adequate housing is fundamental to physical and financial security, economic productivity, healthy communities, and human well-being, but ensuring access to adequate, secure and affordable housing has been a growing challenge.²³ Dealing with logistics of moving within the city can also be demanding. Sometimes people are taken advantage of monetarily or are provided poor services when they finally find and negotiate the fee with the movers. Unfamiliarity with the local area, and lack of local knowledge of “how things work,” make new urban migrants vulnerable to scams, theft, and safety issues.



Figure 13. Types of Migrant Accommodation

²³ Confronting the Urban Housing Crisis in the Global South: Adequate, Secure, and Affordable Housing www.wri.org/sites/default/files/towards-more-equal-city-confronting-urban-housing-crisis-global-south.pdf

Adequacy, affordability and security of accommodation have proven problematic for many urban migrants. Finding accommodation that meets their own budget, one that is close to essential public services, workplaces, and is in a safe and secure neighbourhood is not an easy task.

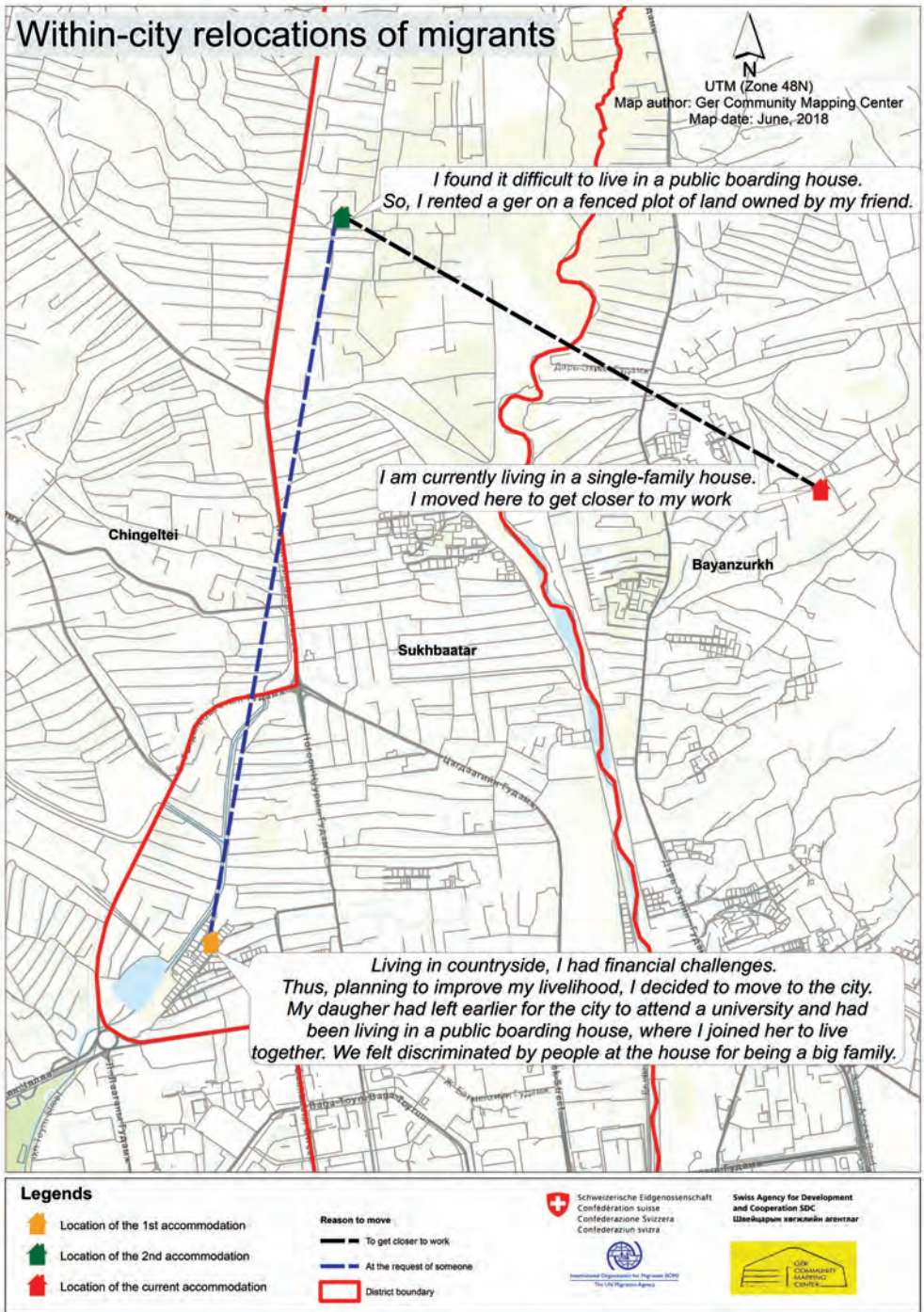


Figure 14. In-city Relocations of Migrants – Case 1

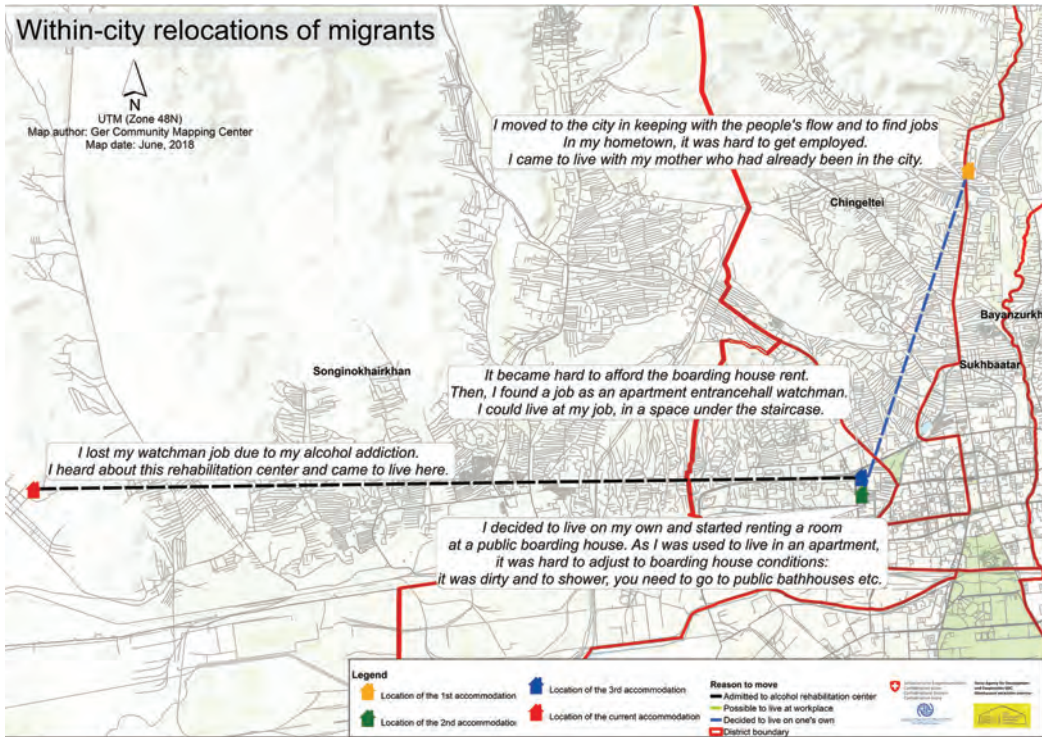


Figure 15. In-city Relocations of Migrants – Case 3

This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

Renting or purchasing an apartment in the city is unaffordable for many with inflated real estate costs. The shortage of affordable housing is getting worse, not better, and the cost of housing is rising faster than incomes because of external market forces. Although housing construction has been booming in Ulaanbaatar, most of the new construction projects target middle and higher-income households.²⁴

Many urban migrants are frugal, trying to save money for expenses to make sure that the basic family needs are covered until stability is achieved. Unless free accommodation is a possibility with a relative or other social connections, migrants turn to renting. This includes either renting a room in a shared apartment, or a plot of land to set up their own *ger* or a house on a plot of land.

“Since we moved to the city, we have lived at a relative’s house and we have also changed several different public rental houses.²⁵ When we can afford the rent, we live in boarding houses. We are a young couple and we still don’t have our own ger. Once we have a ger, we will rent a plot of land.” - Female, 25

One of the most affordable rent options is rented room in a public rental house in the *ger* area. These rental houses are not connected to central services such as

²⁴ www.usip.mn/uploads/reports/en/Affordable.pdf

²⁵ Public rental houses are privately owned small buildings in *ger* areas where rooms are rented on a monthly basis. Typical monthly charge ranges from 150,000 MNT to 200,000 MNT.

sewage, heating, or running water, and mostly becomes an option for low-income families and those living in poverty. Several respondents have gone through public rental house arrangement after arriving in the city. Issues with safety and security are common due to alcoholism of other residents, violence, and sometimes bullying from the landlords.

“Since coming to the city, I have mostly lived at public rental houses and I still do. Recently, my neighbour got burglarized. The public rental I used to live in in Songinokhairkhan had many alcoholic tenants.” - Male, 38

Social issues, notably alcoholism and family violence, are prevalent among migrant households. Public boarding houses, one of the main types of accommodation opted for by the migrants, tend to be hotspots of alcoholism and family violence offenses, with women and children as victims.

“Living in public rental houses was the most difficult. I was always scared of disturbing other tenants. After a while, I realized that I had become so used to whisper-talking and walking on tiptoes.” - Female, 42

4.4.3 Land

Another option many resort to is to set up their own *ger* on unoccupied land. The act of setting up a home on a plot of land without land title or registration at the *khoro* is illegal. The issues of land and accommodation are closely connected with each other especially in the *ger* areas. Many urban migrant families face challenges finding and securing land. These challenges are largely due to the migration ban, registration complications, and gaps in current land management.



Figure 16. Central and Mid-tier Ger Areas

This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.



Figure 17. Fringe Ger Area

This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

Because of lack of available land, the areas on which new migrants set up homes without official documentation tend to be unsuitable for habitation, on hillside, near gullies, and in the outskirts of the city. The geographic characteristics of these areas are that they are far from basic urban services, prone to environmental pollution and hazards (such as waste accumulation, sewage runoff, flooding, underground water leakage) and are legally insecure too.

Capital city residents²⁶ can participate once a year in an online lottery system of free land allotment for up to 0.7 hectare per person. The land lottery system started in 2015 and lands were allotted to more than 32,000 residents in 2017. Land allotment, either for land ownership or land leasing, is managed by the capital city land management authority. Without official registration at the *khoroos*, urban migrants are unable to secure land ownership legally.

Furthermore, while purchasing land is possible, obtaining land title in one's own name without official registration is not possible.

Box 3. KEY INFORMANT PERSPECTIVE

Key informants understand that unregistered migrants choose areas of settlement by considering proximity of the plot of land to the city centre or depending on the availability of uninhabited land. In the latter case, migrants most often settle down on unoccupied land without consultation and approval from the authorities. Illegal, informal settlement by migrants are often difficult to track and hinders implementation of land use plan approved every year by the city's land management authority.

²⁶ Residents of other aimags can claim free land allotment locally.



Figure 18. Experiences of a Migrant with Accommodation Challenges

The process of Ulaanbaatar’s urbanization is being rendered ever more complicated by illegitimate actions related to land privatization such as bribery, corruption and overlapping of land tenure, where land is legally allotted, but to more than one person simultaneously.²⁷



Figure 19. Land Ownership Challenges

Indeed, many urban migrants experience illegal land sales-scam land sales, particularly to people without official residency registration, are not an uncommon experience for new urban migrants, where official land title and cadastral certification are not produced. Migrants who purchase land in this manner are vulnerable to eviction in the future and have no legal safety-net.

²⁷ Bayaraa, Ariunjargalan and Yoo, Suk. (2017). The Influence of the Land Privatization Policy on Urban Area—Focused on Ulaanbaatar, Mongolia - Journal of Korea Planning Association. 52. 63. 10.17208/jkpa.2017.02.52.1.63.

There is a widespread practice of people setting up homes on a self-selected plot of land, and later acquiring formal paperwork after having inhabited the land for a few years although no definite amount of time is a standard. It is argued that land-related conflicts are mainly due to the ongoing process of land privatization in Mongolia.

The Mongolian society is not fully familiar with land conflicts, and potential private ownership of land will bring more conflicts over land in the future.²⁸

Box 4. KEY INFORMANT PERSPECTIVE

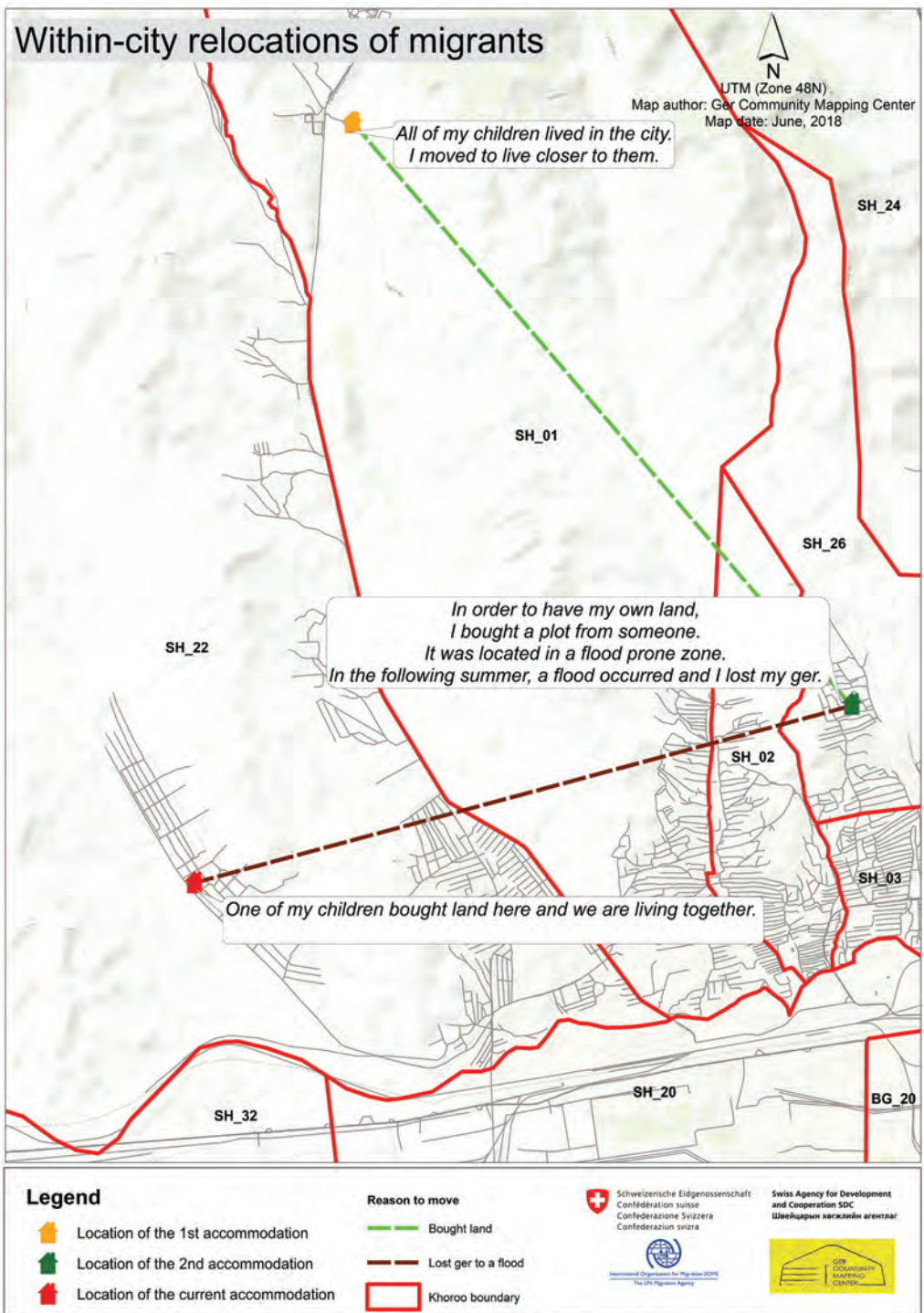
It's often observed that urban migrants intentionally settle on unoccupied land without seeking any prior approval, planning to stay as long as possible to eventually claim the land as their own. This is, however, an illegal practice irrespective of city regulations that incur further risks and damages beyond the migrants ...themselves.

Box 5. KEY INFORMANT PERSPECTIVE

“The key considerations in land use planning are to (i) maximize opportunities for generating synergies between compatible land uses, and (ii) prevent incompatible uses that create risks to public safety, health, or the environment”. Residential use lands should not be allotted in unauthorized areas.

Furthermore, setting up a home on an uninhabited land, without the formal procedures, brings about more than legal risks. New migrants may choose plots of land that are uninhabited for reasons such as the area being flood-prone, hazardous or are non-settlement zones, putting themselves in a further vulnerable situation. Urban migrants facing these challenges with accommodation and land suffer loss of time, money and psychological toll.

²⁸ Kim, D. and Dorjderem, O. (2012). Land conflict and solution issues in Mongolia: Based on institutional approach. *International Review of Public Administration*. 17. 21–44.



Source: Ger Community Mapping Centre (GCMC)

Figure 20. In-city Relocations of Migrants - Case 2

This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

4.4.4 Contextual vulnerability

The challenges in finding accommodation and acquiring land deprive the migrants of their access to basic urban services and safe living environments. *Ger* areas, by definition, are unplanned settlements without connection to central infrastructure like running water, heating, and sewage. The lack of infrastructure extends to inadequate electricity grids, transportation, and public spaces. Majority of water kiosks in *ger* areas are operated by the city's water utility authority and delivery cost is 10 times higher than water supplied through the centralized system.²⁹



Figure 21. Vulnerabilities of Informal Land Occupation

Pollution is another important contextual vulnerability. Air pollution from household stoves burning raw coal contributes to the majority of air pollution, making Ulaanbaatar one of the most polluted cities in the world in winter. Soil pollution has been a concern due to household pit-latrines, poor solid waste management and flooding, although studies identifying the level of soil pollution are not to be found in the public domain. Water pollution, especially open, natural water sources can be caused from both soil and air pollution.

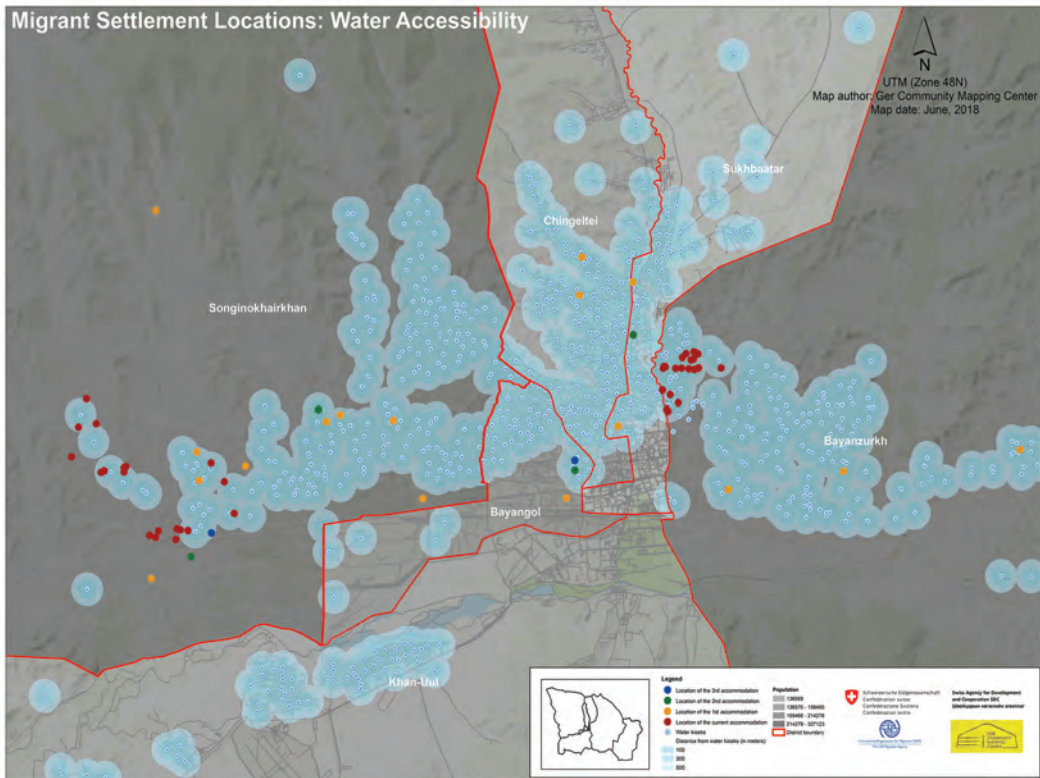
The conditions are particularly deplorable in the fringe *ger* areas where newer urban migrants tend to settle down informally. Here, contextual vulnerability is exacerbated by the disadvantages experienced by urban migrants such as lack of information, local know-how, social connections and financial capital. Many of the vulnerabilities of urban migrants are shared by the urban poor.³⁰ Unregistered urban migrants, who have settled down in an informally inhabited plot of land, cannot qualify for proper electrical connections. But this commonly faced problem is easily and commonly dealt with by direct tapping from the electrical line on someone else's land and paying them privately for the service. Such illegal electrical tapping connections may be overhead, or even buried underground, both of which are major safety hazards.

²⁹ http://siteresources.worldbank.org/INTMONGOLIA/Resources/Presentation_Eng.pdf

³⁰ <http://pubdocs.worldbank.org/en/459481506972842865/Urban-Poverty-in-Ulaanbaatar-Final-20170810.pdf>

“We currently live on an untitled land without permit and so do our neighbours. As there is no designated electrical power connection nearby, we are relying on electricity illegally hooked from a family living 600 meters away. Power outages are frequent, and voltage is quite poor.” - Female, 47

Maintaining functional sanitation is a challenge in areas that are hilly, rocky, and near riverbeds. This is an issue shared by locals and migrants alike, although new urban migrants may be ignorant as to which areas need to be avoided when setting up a pit-latrine. Areas affected by flooding or composed of rock bed are not suitable for digging a toilet, which can cause health and sanitation issues and add to environmental pollution woes.



Source: Ger Community Mapping Centre (GCMC)

Figure 22. Migrant Settlement Locations - Water Accessibility

This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

“Arriving in the city, I first lived in Chingeltei district at my sister’s place. The neighbourhood was very dirty with trash and waste water dumped in the streets, which in addition to pit latrines, pollute the soil. I have avoided using public bathhouses because of inadequate sanitation and I prefer to bath at home.”

- Female, 25

Public bathhouses are variably frequented depending on their proximity, service rate, and preference. Some migrants said they were not able to go to public bathhouses alone, and some said they are restrained by the cost of the service.

Those living far from the nearest water kiosks spend much time and energy to fetch water, especially when they need to take a bath, do their laundry and for other sanitation needs. On an average, *ger* area residents use 10 litres of water/day/person for drinking and hygiene, which is far below the WHO recommended minimum of 20 litres/day/person.

“Every two or three days, I go to water kiosk, which is 30 minutes walk from my home. Each time, I buy about 60 litres of water and bring it back home in water container loaded onto a pushcart.” - Male, 50

Non-settlement areas, largely inhabited by unregistered urban migrants, may not receive services such as street lighting, waste collection, and public space maintenance and security surveillance. Poor roads and pedestrian sidewalks make it difficult for people to navigate the neighbourhood and increase commute times, they pose risks of injury, and discourage mobility and independence of the more vulnerable groups such as the elderly, children, pregnant mothers, and those with health problems and disabilities.

“It’s difficult to walk safely at night in the neighbourhood. Some of the neighbouring residents are alcoholics. There are stray dogs in the streets and there are no lights and surveillance cameras.” - Female, 28

These disadvantages create neighbourhoods that are prone to pollution, crime, and general neglect. Almost everyone in the study had fallen victim to burglary since moving to the city, losing valuables and in some cases, important documents. Obviously, isolated and neglected neighbourhoods do not attract businesses or other services - a lost opportunity for local economy and employment.

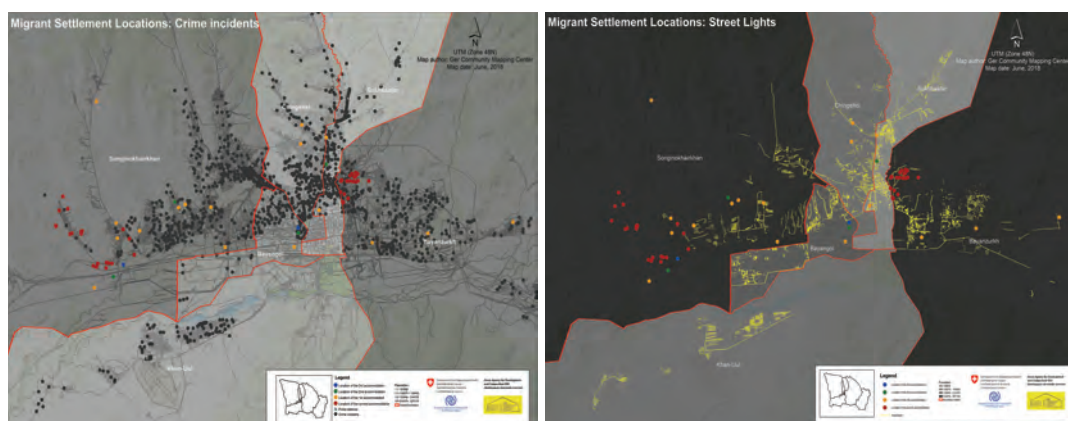
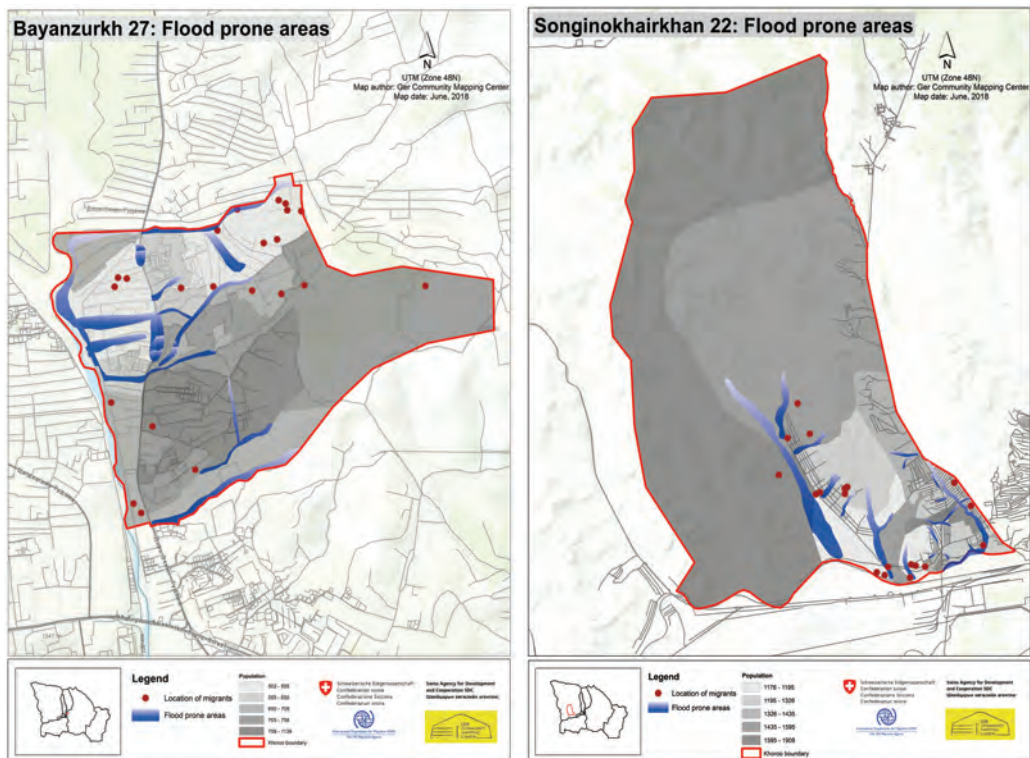


Figure 23. Migrant Settlement Locations - Crime Incidents and Street Lighting

This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

***“We once had a thief break into our ger, who took our stove. We reported to the police, but they failed to act, and so we ended up buying a new stove.”
- Female, 25***

Source: Ger Community Mapping Centre (GCMC)



Source: Ger Community Mapping Centre (GCMC)

Figure 24. Migrant Settlement Locations - Flood Prone Areas in Khorooos 27 and 22 in Bayanzürkh 27 and Songinokhairkhan Districts Respectively

This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

“It sounds like that you can get a lot of information by visiting the khoroo, but I have never been there even though I wanted to. I don’t have a city residency registration, so I am afraid I have no right be served at the khoroo.” - Male, 40

Unregistered migrants are also often not able to access services and information at the local administration and the *khoroos*. Migrants perceive that their local *khoroos* provide services to registered residents only, which prevents them from seeking help or accessing resources at the *khoroos*. Lack of contact or acquaintance with the *khoroos* social worker or the *kheseg* (unofficial subunit within *khoroos*) leaders is added disadvantage, in terms of information access and potential assistance.

4.4.5 Employment

Urban migrants, after arrival in the city, go through different types of experiences when job hunting or seeking out better employment opportunities. Typical milestones related to employment include searching, finding, securing, performing, receiving compensation, and maintaining job stability. The illustration below details the challenges faced by urban migrants in each milestone.

The process of getting hired takes time, especially for stable jobs with larger-scale companies. Some expressed the difficulty of waiting in limbo – waiting in the hope of getting hired for the ideal preferred job, in the meantime, turning down short- or- medium-term jobs.

“I have arranged to work at the state railway through a personal connection and I have been waiting to start. It’s a reliable government job with a good pay. I could have found temporary jobs, but this job is worth the long process and the wait.” - Male, 25

Family and social connections play an important role in finding employment after arrival. Those without advantages of drawing on social networks rely on other means of finding employment including advertisements in newspapers and elsewhere. It was commonly reported that advertisements become outdated quickly, making in-person interviews a waste of time as the positions are often already filled up.

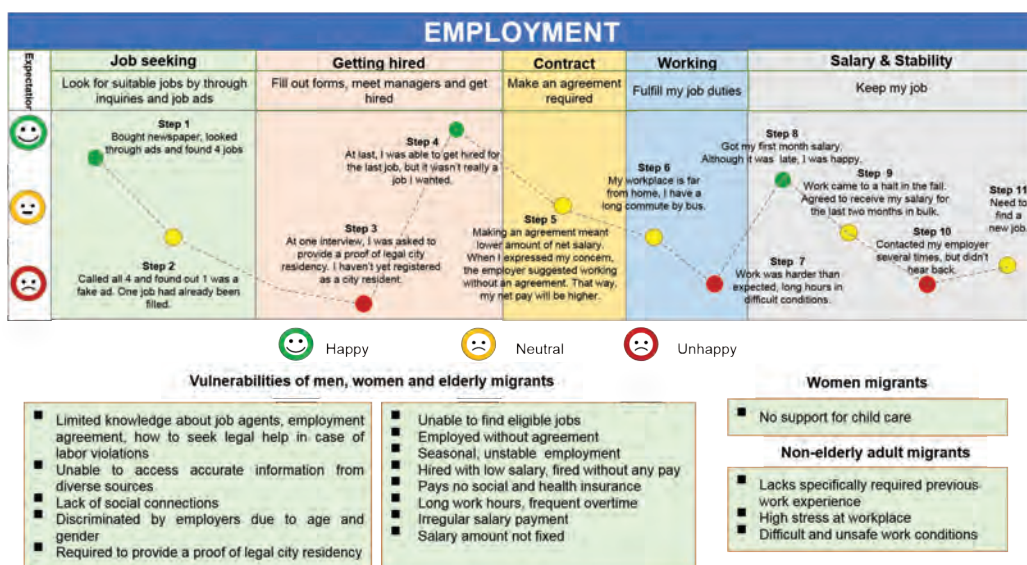


Figure 25. Employment-Related Migrant Vulnerabilities

Registration-related challenges in employment

Migrants spoke about their experiences of being denied employment because of their registration status. The mandatory requirement of official registration in the city limits employment options.

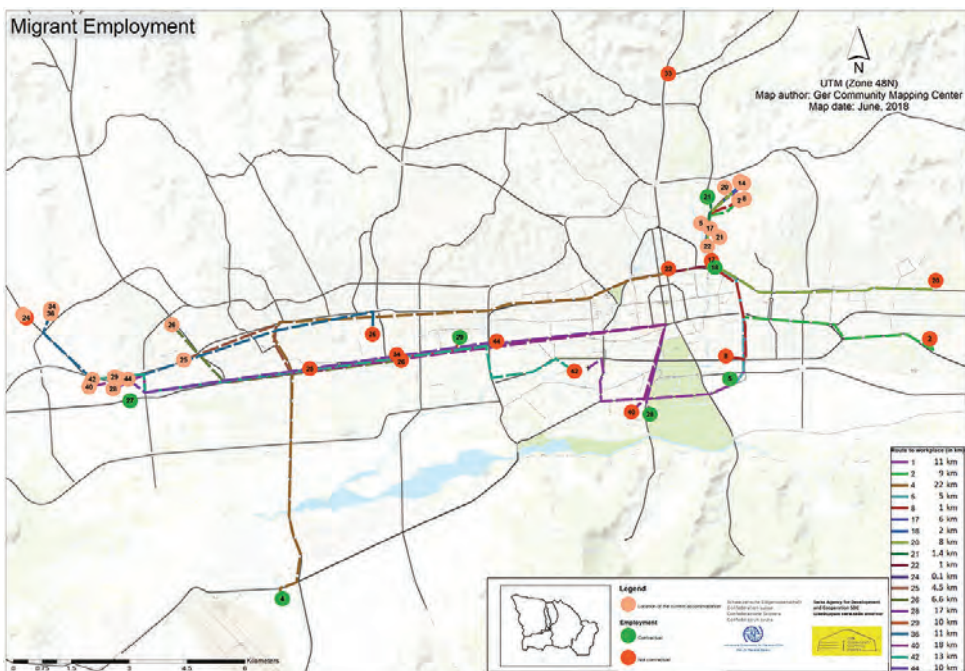
“It’s very challenging that potential employers always require urban residency permit. Lack of documentation and not having official city registration is the biggest challenge in getting employed. I have been trying albeit with no success to get a temporary residency letter through the kheseg leader.” - Male, 33

Although one can obtain official registration in the city through employment at public institutions - becoming a public servant for instance - some people are caught in a situation where one has to first have the official registration to be considered for a public service post.

“I applied for a job with two government organizations but my application was rejected because I did not have registration. I was also denied two construction jobs with high pay. They said I am not eligible to work unless I am a city resident or provide a proof of residency.” - Male, 28

Employment conditions

Discouraged by rejection, not only due to registration, but also due to factors such as lack of qualification, skills and experience, people then resort to taking up jobs in the informal sector, namely informal construction, taxi, restaurant or other services. Manual labour in challenging conditions, and without proper training, and on-site safety regulations and protection often take a toll on the individual’s health. Because of the need to generate income to sustain self and family in the city, many choose to work at labour-intensive jobs with low-pay.³¹



Source: Ger Community Mapping Centre (GCMC)

Figure 26. Migrant Employment

This map is for illustration purposes. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

Most of the respondents were working or had worked in the manual labour sector. Jobs in the informal sector tend to be seasonal, temporary, and irregular. The lack

³¹ Not all urban migrants, but those who are in vulnerable employment conditions, are in this employment pattern.

of employment stability and insecurity requires people to be constantly in search for employment.

Exploitation by employers

There is a common practice of systematic exploitation of migrant labourers by some employers. This includes having someone work for free under so-called probationary period, not signing an employment contract, and not paying due compensation or social security taxes.



Figure 27. Causes of Employment Challenges

Employment contracts are sometimes intentionally delayed and/or not delivered by the employer. On the other hand, many employees prefer to receive the full salary amount without having personal income tax and social security taxes deducted. In cases where an employer does not provide a contract, no social security and health insurance payment is made for the employee, which in turn disqualifies the individual from certain social welfare benefits. According to the National Statistics Office, in 2016, about 33 per cent³² of the population of Mongolia was registered as paying social insurance premium, including both mandatory (through employment) and voluntary (self-funds).

Many of the male respondents had experienced first-hand not being paid for their labour for months, particularly in the construction sector. Many of the female respondents talked about employers in restaurants routinely scamming people, by making prospective employees to work for free one after another, under so-called temporary probationary period, without paying any compensation for the work done during this period.

³² Number of social security payers, National Statistics office of Mongolia www.1212.mn/tables.aspx?tbl_id=DT_NS0_2200_003V1&SI002_select_all=0&SI002SingleSelect=_1&YearY_select_all=0&YearYSingleSelect=_2016&viewtype=table

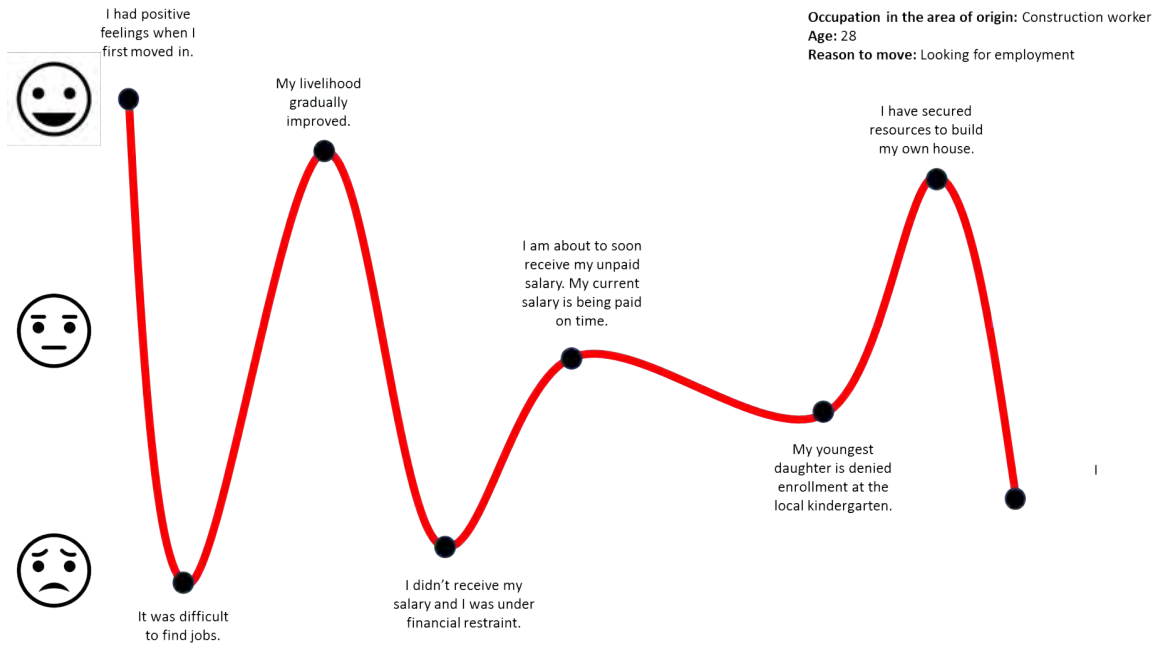


Figure 28. Experiences of a Male Migrant Worker

“When working seasonally at a construction site, it’s frustrating not to be paid on time. Salary is already low. I only hope that eventually I will be paid what I rightfully deserve.” - Male, 34



Figure 29. Urban Migrant Employment

In districts on the outskirts of the city, available employment is often very limited, prompting people to look for jobs in specific areas in the more centralized part of the city.

Time spent on commuting incidences of coming late to work increases, with people being penalized by their employers.

Age and gender related challenges in employment

Age and gender can result in different employment outcomes. Many migrants

revealed that employment is often denied for those who are over 40 years of age, and the options are even more limited for those who are still older.

Low-skill and less labour-intensive jobs, such as security guards at company properties or at apartment complexes, remain the options for older men. While older men may be able to find work in manual labour, women of similar age do not seem to have as many options. Child-rearing duties are often assigned to women of all ages as well as for men of retirement age.

Many young women are not able to hold jobs because of the need to take care of their young children. Men were often employed in the seasonal construction sector, where the labour demand is high, and disposable.

I tried looking for jobs several times but failed. When I inquired about some cleaning jobs, they asked me “At your age, how will you be able to work?”
- Female, 52

4.4.6 Financial capacity

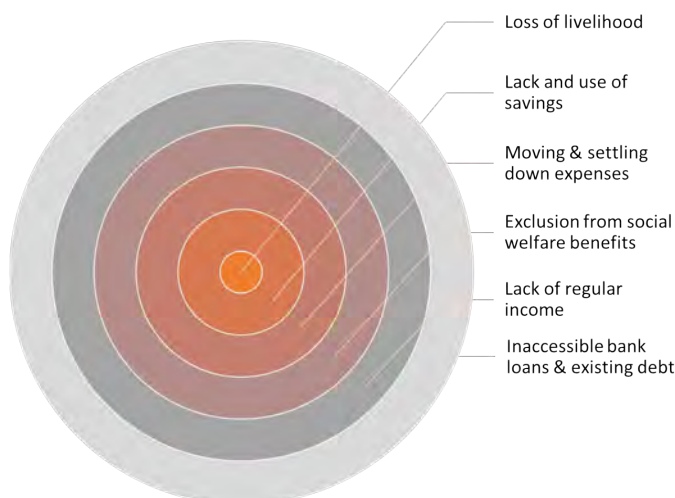


Figure 30. Financial challenges

Some create savings as part of the preparation to move to the city. However, saving money was not a commonly identified activity among the respondents. Additionally, the conditions to start, maintain and build savings are not always favorable for urban migrants, especially during their process of settling down.

Expenses related to moving, unemployment and job instability are prohibitive. Expenses to cover accommodation, food, transportation and other needs while hunting for a job were said to be higher than initially anticipated. Many said that their monthly income barely or just covers their monthly expenses, and are left with none for saving.³³

“Sometimes, our electricity supply is cut off when we can’t afford to pay the electricity bill. Once, our television antennas blew up when the electricity was suddenly cut. We disregarded the incident at the time, but later learned that we could have filed a complaint with the district office within 24 hours.”
- Male, 18

A World Bank survey (2013) carried out in Mongolia found that people had different financial capabilities depending on their income levels. The survey stated that the low-income segment is significantly better at managing their day-to-day finances or budgeting than the high-income segment. On the other hand, the latter segment tends to be more active in making long-term investments than the former segment.³⁴

³³ The minimum wage in Mongolia is 240,000 tögrög (about USD 97) since January 2017. The minimum subsistence level for Ulaanbaatar in 2018 is 198,600 tögrögs (about USD 80).

³⁴ World Bank, USAID, “Paving the road to better Financial Decision-Making in Mongolia”, August 2013.

“Getting by with my own and my husband’s salary is hardly possible. Since arrival, our income has become even more insufficient.” - Female, 34

In regard to accessing financial services, inconsistent employment and irregular income prevents people from qualifying for bank loans. Additionally, the absence of making social security payments, either voluntarily or through employment, reflects negatively on bank loan approval.

A drawback of not legally owning the plot of land or having real-estate property evaluation and certification of individual house, is not being able to apply for bank loans, or other institutionalized financial services. While many expressed their avoidance of debt or taking loans, when in need, the remaining option is going for high-interest, high-risk loans from pawn shops.

The inability to access financial service means the transition from countryside to the city for urban migrants and their families is slower. For example, many aspire to upgrade their *ger* into a house, purchase land for ownership, or move into an apartment. However, these transitions require financial stability and access to loans and mortgages.

Most respondents responded that the largest chunk of expenses in the winter is for coal and wood for heating and cooking. Living in the *ger* area means the cost of coal in winter is an additional financial burden.

4.4.7 Social welfare services

Social welfare benefits, including child allowance, old-age pension, disability compensation and other benefits are, for some, the only regular incomes of the household. In some cases, due to registration issues, some migrants are excluded from the social welfare benefits they qualify for or are entitled to.

Migrants who qualify and receive social welfare benefits do not always continue to receive them after moving to the city because social welfare is tied to registration address. Some experience delays or interruption in their social welfare benefits related to the registration paperwork.

“I wasn’t able to buy medicines at a discounted rate because I have countryside registration”.
- Female, 58

There is a common perception that transferring registration to the city would result in their removal from

Box 6. KEY INFORMANT PERSPECTIVE

Social workers assist migrants with a variety of inquiries and requests, ranging from school and kindergarten enrollment, employment, family violence, child welfare to land permits among others. *Khoroo* governors assist migrants in obtaining land permits, and with school and kindergarten enrollment. Legal education workshops and trainings are organized occasionally by *khoroo* employees.

welfare benefits. Information on how rural–urban migration affects one’s ability to qualify for and receive social welfare services is unclear.

“It’s not possible to transfer disability allowance to the city. I have to travel to Övrkhangai in order to extend it. If transferred to the city, my allowance would be discontinued after 2 months.” - Male, 36

In other cases, take for example the disability benefits among others, a migrant is unable to access the services and benefits for disability status without official registration in the city. Migrants whose hometowns are farthest are affected the most, since costs (time and money) travelling back and forth to deal with the paperwork required for accessing these benefits, outweigh the benefits themselves.

“It’s an expensive and a time-consuming process to access health services. Three years have passed and I haven’t yet been able to replace my artificial limb with a new one.” - Male, 60

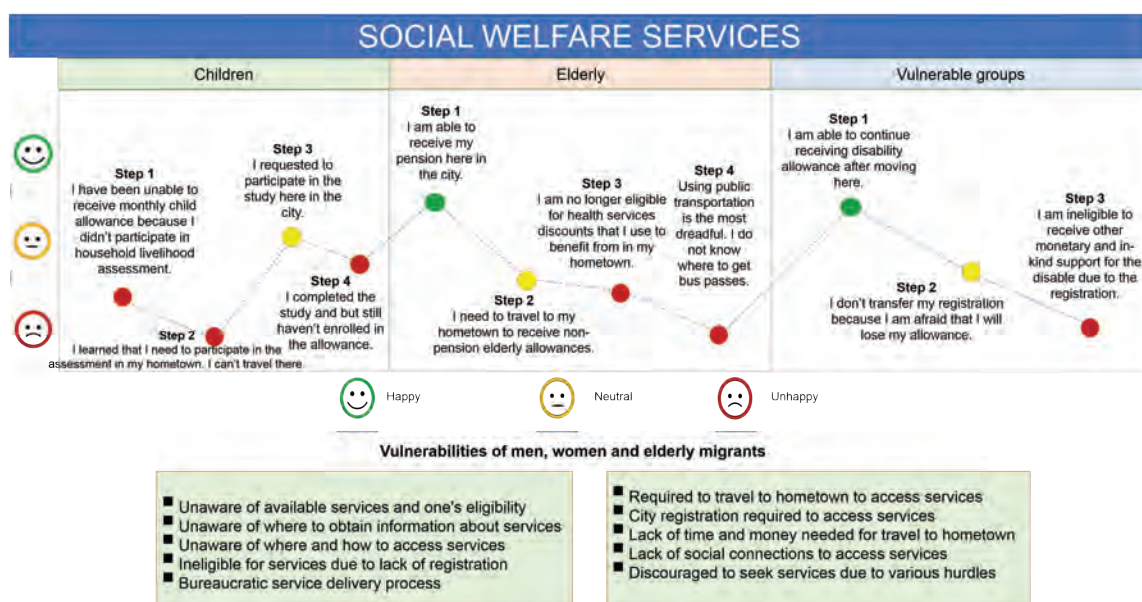


Figure 31. Social Welfare-Related Migrant Vulnerabilities

Some services are available for and accessed by unregistered migrants at the *khoro* level. Due to lack of information and unequal distribution of public service centres, some migrants, who even are official registered in the city, are unable to receive benefits that are available independently of them. For example, free public transportation e-cards for senior citizens are available to all elderly citizens regardless of registration status, however, many senior people perceive they are excluded from this benefit or do not know how to access it.

Box 7. KEY INFORMANT PERSPECTIVE

Khoroo district officials believe that only registered residents are eligible for these (free public transport pass) benefits. Among more than 70 different social welfare programmes, unregistered migrants are eligible for food stamps, child money programme and community-based services.

Clinic doctors provide migrants with prescription for medicines at discounted rates, which however are not accepted by the pharmacies. According to the health insurance regulations, prescriptions by *khoroo* family clinic doctor is valid at any pharmacy located within the respective district.

“I didn’t attempt to get a bus pass for free travel since I am not registered”.

- Male, 67

Box 8. KEY INFORMANT PERSPECTIVE

Allocation of social welfare benefits, which are monthly cash allowances for those who are not entitled to any pension under social insurance regulation, is facilitated at the *khoroo* level by the Livelihood Support Council, an adjunct work unit formed under a decree of the Labour and Welfare Minister. Social workers act as the key member of the Livelihood Support Council, which includes *kheseg* leaders and representatives of non-governmental organizations and civilians.

Services available are far from enough support to the migrants. The resulting gap has been filled by international aid agencies, non-governmental organizations, individuals and civil society groups, with whom *khoroo* and district employees connect migrants.

4.4.8 Health services

Living in the city, migrants are exposed to health hazards because of their living and working conditions. Among the different types of environmental pollution in the *ger* areas, air pollution³⁵ in wintertime has the most severe impact on the population, especially children.

“In winter mornings, my child wakes up coughing and with a sore throat. His nose also gets congested and eventually he gets headache as well.” - Female, 28

Headaches, breathing difficulty, and eye and throat irritation are commonly experienced. The respondents noted increased rate of contracting respiratory diseases in winter since migrating to the city. Migrants employed in the construction sector, an industry where men predominantly work, report of working in unsafe conditions of cold, noise, dust and at height.

“I rarely got sick when I lived in the countryside. Now, I catch cold in winters.”

- Female, 21

Unsafe water supply, poor transportation, storage, wastewater disposal and waste dumping practices, coupled with flooding risks in the *ger* areas increase hazards of outbreak of water-borne diseases and exposure to pathogens and heavy metal contaminations.³⁶

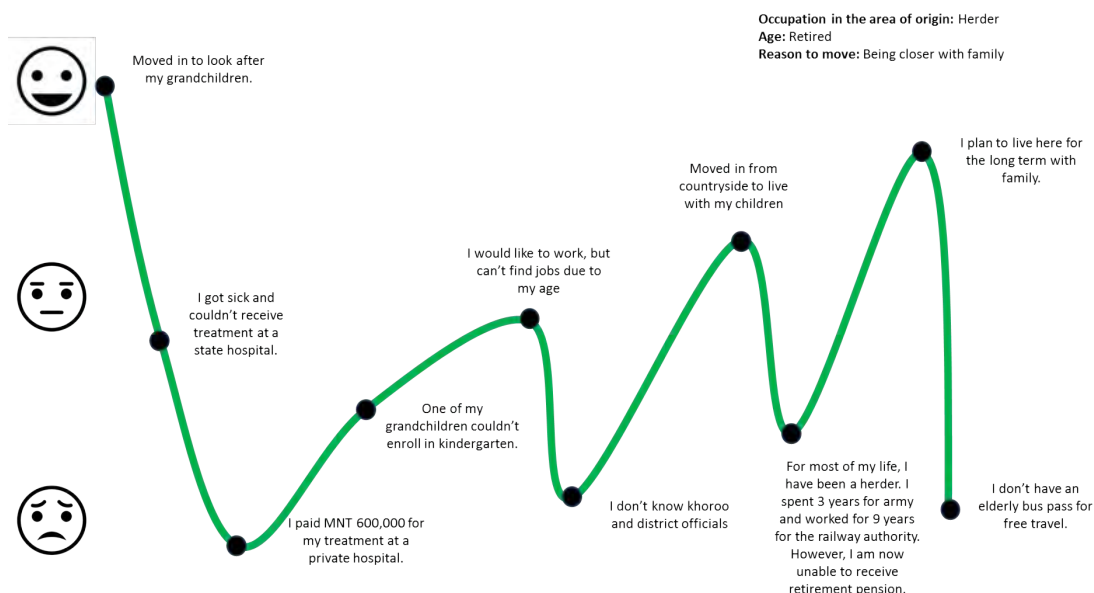


Figure 32. Experiences of a Retired Migrant

Health-seeking behaviours of migrants include home treatment, visits to primary-level family clinics, secondary- and tertiary-level state hospitals and private hospitals.³⁷ Provision of primary health care is based on urban residency³⁸ and health insurance coverage.

A government resolution passed in 2011 that mandated family clinics to provide free health care services for temporary and non-residents was revoked in 2017.³⁹

Box 9. KEY INFORMANT PERSPECTIVE

Family clinics reportedly serve migrants regardless of their unregistered status. Pregnant women (entitled to health service access in the current area of residence regardless of registration according to the resolution of the Ministry of Health), women with children aged 0–5 years old, and the elderly predominantly rely on family clinics for basic health check-ups and vaccinations. The family clinic at the 22nd *khoroo* of Songinokhairkhan is a model clinic that provides a wider range of services compared to other typical family clinics, including ambulatory care, laboratory tests and physical therapy, all of which are provided for free.

"I don't have an official registration and I visit private clinics only when in need." - Female, 34

³⁶ Uddin et, al. 2014. Exposure to WASH-borne hazards: A scoping study on peri-urban Ger areas in Ulaanbaatar, Mongolia.

³⁷ www.wpro.who.int/health_services/service_delivery_profile_mongolia.pdf

³⁸ World Bank. 2017. Toward Inclusive Urban Service Delivery in Ulaanbaatar, Mongolia.

³⁹ www.legalinfo.mn/law/details/12355?lawid=12355

Currently, only certain groups of people, including pregnant women, elderly citizens, physically challenged people and students can access services at family clinics regardless of their residency status, whose monthly health insurance premiums are covered from the state budget. Migrants who do not belong to these groups have no option but to opt for home treatment or seek health care at private hospitals.

Box 10. KEY INFORMANT PERSPECTIVE

An important concern is that the human resources, budget allocation and other capacities of khoroo district offices are designated based on the number of registered residents (most recent census data being that from 2 years ago). Unregistered migrant needs are thus not accounted for from the beginning and therefore, lead to a huge increase in the workload of khoroo officials, a shortage in the already limited resources, and affect the overall khoroo performance index (increase in unemployment, crime rate, and environmental pollution among others).

“I never visited a family clinic. I figured I am ineligible because I don’t have city registration.” - Female, 58

Access to secondary and tertiary-level public hospitals requires referral from family clinic doctors or a filled-up form issued by the hospital in the person’s place of origin. However, state hospitals are even more crowded than family clinics, and connections or bribes are widely used to enable and expedite service delivery. Migrants who lack social or financial means are either denied or receive overly delayed services.

Migrants are most disadvantaged in times of emergency. When nearing childbirth, pregnant women are referred by family clinics to state maternity hospitals, where they often experience long delays, neglect and overall lack of supportive care.

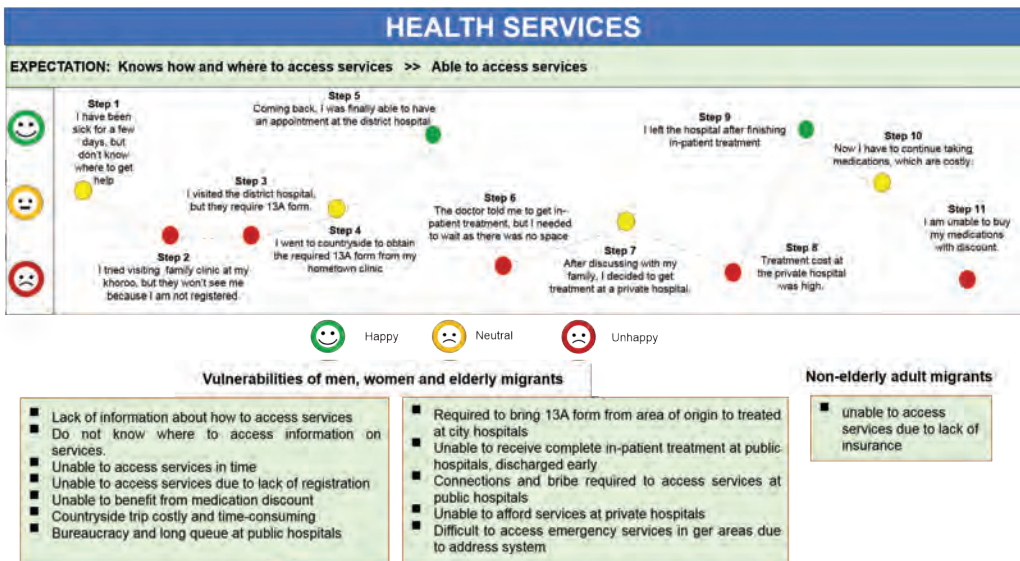


Figure 33. Health Services-Related Migrant Vulnerabilities

“I was sent back when I visited a maternity hospital to give birth. They said no beds are available and other patients are waiting. I was repeatedly sent back, and, in the meantime, my delivery date was overdue by 2 weeks. It was unbearable in the end, the family clinic doctor urged me to get help in time. I had to secretly give a bribe of MNT50,000 to a midwife because there was a surveillance camera at the hospital.” - Female, 22

4.4.9 Educational services

A paradox with the educational service⁴⁰ is that when one family member becomes a college or university student, the entire family⁴¹ moves to the city with the student, but such families encounter difficulties as they are unable to access kindergartens⁴² for their younger family members.

Despite their willingness, migrants often opt out of sending their children to pre-school education institutions and instead, resort to childcare at home, provided either by the migrant mothers themselves or by other family members. Limited space at public kindergartens are allocated by drawing a lot and giving bribery is an accepted norm to ensure entry.

*“It is no secret that people have to pay bribe to the kindergarten for entry.”
- workshop participant*

Securing access to education at all levels is often challenging for migrants due to its high cost. Routine expenses required at public kindergartens and high monthly fee of private kindergartens most effectively discourage pre-school education enrollment. Overcrowded kindergartens are unsafe environments for children, with increased exposure to infectious respiratory diseases.

“It’s out o question or unregistered migrants to access public kindergartens. There is no way I can afford the bribe or entry and I didn’t even think o trying. I saved some money during summer and I was able to enroll my child at a private kindergarten. Now, I am no longer able to afford it and I must withdraw my child.” - Female, 34

⁴⁰ 7.1 The education system of Mongolia shall comprise informal and formal education, including pre-school, elementary, secondary and higher education. Law of Mongolia on Education. www.ilo.org/dyn/natlex/docs/ELECTRONIC/71503/105360/F-1157543910/MNG71503_per_cent20Eng.pdf

⁴¹ 15.1. The higher education institutions shall consist of university and colleges. Universities shall be of research-training type and colleges shall be of vocational type. Law of Mongolia on Education. www.ilo.org/dyn/natlex/docs/ELECTRONIC/71503/105360/F-1157543910/MNG71503_per_cent20Eng.pdf

⁴² 14.1. The pre-school, elementary and secondary education institutions shall consist of kindergartens, secondary education schools and vocational training centres. Law of Mongolia on Education. www.ilo.org/dyn/natlex/docs/ELECTRONIC/71503/105360/F-1157543910/MNG71503_per_cent20Eng.pdf

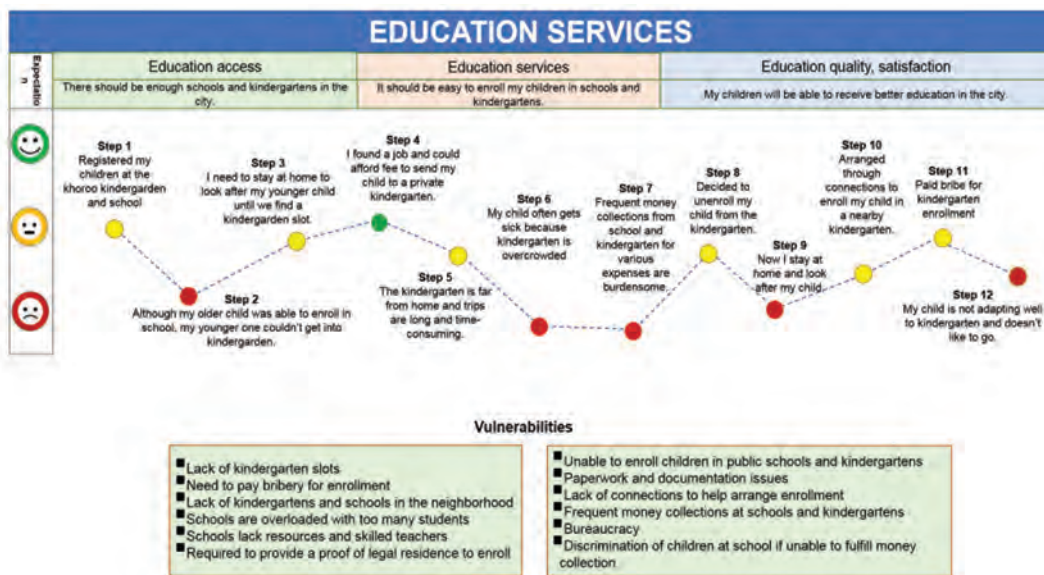


Figure 34. Education Services - Related Migrant Vulnerabilities

Children of migrants are disadvantaged with regard to education access due to registration issues and financial barriers. Access to public schools is relatively easier for migrants than accessing kindergartens due to the availability and demand. However, migrant children often need to commute longer distances, and experience discrimination and stress when they are unable to afford frequent money collections at schools for various extra-curricular expenses.

Adult migrants face either high university tuition fees or costly professional training. While migrant students are supported by their families, other migrants are often unable to invest in professional development and personal growth of their children. Although there are some free trainings provided by aid organizations and projects, only certain skills, such as sewing, are taught that target women only.

4.4.10 Social and family well-being

Urban migrants, sampled for this assessment, described social challenges, including depression, drug abuse, household conflict and social isolation. Uprooting, particularly for older people, can be more painful than for younger people, where their sense of belonging and community is lost. In the rural areas of Mongolia, social relationships and interactions with neighbours and community members are significantly more frequent because of close-knit social circles.

“It feels weird not to have people to talk to and visit in the neighbourhood. You know, people here in the city do not visit each other.” - Male, 67

Countryside social connections contrast starkly to the social experiences of urban areas.

Social deprivation and isolation are felt, at least during the initial stages of moving to the city, more strongly for those who do not already have close family or social ties in the city.

Social exclusion is considered⁴³ as not being able to participate in the larger society, including geographical isolation and lack of mobility.

Further, inability to secure land tenure and living in informal area without settlement recognition would also be considered social exclusion.⁴⁴



Figure 35 Migrant well-being vulnerabilities

“I live with my sister’s family in Songinokhairkhan; it is quite far from my university. Initially, I wanted to live in a student dorm in the city centre but couldn’t afford the rent. The city still feels overwhelmingly large to me that I can’t go around different parts of the city on my own.” - Male, 18

The stress of moving to the city-experiencing hardship in finding adequate places to live and securing stable means of income and facing other challenges - can lead to depression and prompt some to turn to drugs and alcoholism. The psychological stress for people, such as herders, is already significant for those who are moving to the city after having lost their means of livelihood. The same is true for those moving to fulfill familial obligations, such as taking care of sick family members.

“I was often concerned about my safety, worrying about not having a place to stay at night and worrying about who might attack from where. Thus, I often drank to suppress my fears.” - Male, 37

Stress and financial strain test families. Some scholars consider migration as a stressful situation, straining the adaptive resources and efforts of family members, and increasing tensions between marital partners.⁴⁵ In addition, it was evident that age, number of children and length of marriage had some impact on either the levels of marital satisfaction or marital strain.⁴⁶ Respondents noted that young

⁴³ Bayartsetseg Terbish and Margot Rawsthorne, 2015. Social exclusion in Ulaanbaatar city Mongolia
Published online: 21 Jul 2016

www.tandfonline.com/doi/citedby/10.1080/02185385.2016.1199324?scroll=topandneedAccess=true

⁴⁴ <https://blogs.ucl.ac.uk/mongolian-economy/2015/06/24/social-exclusion-in-the-ger-districts-of-ulaanbaatar/>

⁴⁵ www.jstor.org/stable/41601588?seq=1#page_scan_tab_contents

⁴⁶ www.sciencedirect.com/science/article/pii/S1877042813050271

couples are likely to suffer from household conflict more than the older ones. Despite conflicts and tensions, the support system of the family is the main agent through which the adjustment to migration occurs.⁴⁷ Conflicts and arguments arise out of the struggle to maintain stability and security within the family.

“My husband and I divorced shortly after we moved in to the city. My in-laws lived in the city and as we interacted more with them, my husband and I had more quarrels between us. He found temporary jobs at construction sites and factories and often disappeared without words, not coming home. Eventually, I decided to file for divorce.” - Female, 28

Our respondents often talked about the difference between urban migrant and local city resident in terms of moral code. While the study found that migrants experience occasional judgment from locals, they did not identify systematic discrimination for being an urban migrant. Instead, a study revealed that urban migrants face cultural barriers, with indications such as physical appearance, clothing, and dialect.⁴⁸

“While on the bus, I was scolded and discriminated against for coming from the countryside. I did not know where to get that thing (bus e-pass card) you needed to swipe in order to travel in the bus.” - Male, 60

4.4.11 Information access

Lack of understanding of legal rights and responsibilities is common among migrants, further aggravating their vulnerabilities. Access to useful information about government services and appreciation of procedures at different levels of administrative institutions is minimal among new urban migrants. There are a number of reasons including non-registration, unavailability of and/or inaccessibility to information, and the incapacity of individual migrants to obtain the necessary information.

Unregistered migrants, after coming to the city do not know which local *khoroos* they belong to and subsequently, they are unable to access the *khoroos* staff and therefore, they are unable to obtain relevant information related to government services.

It is common that information is scarce and what's more, there is not much information either. Consequently, an individual spends much time trying to find the missing information and what's more, they also do not know where to look for the information. Related to this is the problem of

Box 11. KEY INFORMANT PERSPECTIVE

Khoroos and district employee turnover rate is high. Among the khoroos employees, family clinic doctors, nurses, social workers and kheseeg leaders interact with migrants the most, in addition to serving registered residents. The extra workload of khoroos employees is not compensated.

⁴⁷ <https://scholarworks.wmich.edu/cgi/viewcontent.cgi?referer/www.google.com/&httpsredir=1&article=2256&context=jssw>

⁴⁸ <http://mongolmed.mn/article/4602>

accessing available information. Although reasonable time is spent, they do not know the route through which to obtain the information they are looking for, but more significantly, they often do not know where to look for the information.

The above factors combined with the lack of an individual's skill and knowledge to search and locate the required information make it much more challenging and cumbersome to access the information. Weary of red tape, an individual may perhaps either stop looking for the information or delays the search to another time. The individual would have to spend more time and energy should the individual has to visit another relevant government agency to obtain the necessary information.

Urban migrants genuinely desire to get information about the rights to official registration, the eligibility terms and conditions and obtain access to basic services such as education, health, and social welfare. In addition, in high demand among the new urban migrants are information related to land use and ownership.

Apart from the essential but basic information on the challenges described above such as registration, employment, social welfare, education, health care, in high demand are information on one-off events, trainings, and other opportunities organized either by the local *khoroos* or relevant projects and initiatives run by local and international organizations. Initiatives that are not dependent on the government and that are relevant to the new migrants can be made more accessible to the latter if they are managed through the *khoroos*.

Box 12. KEY INFORMANT PERSPECTIVE

Key informants point to the fact that people are not informed enough, both due to the way information is delivered or made available, and lack of competency of the public to access necessary information. Still, general consensus of the key informants is that the government agencies are doing their part in making information and services available, and the rest of the process need to be picked up by the migrants themselves so they can ensure compliance with the system.

4.5 COPING MECHANISMS AND BARRIERS

Box 13. KEY INFORMANT PERSPECTIVE

The government officials at the *khoroos* level are engaged to a certain level and provide services and support to unregistered urban migrants, despite the lack of structured government support focused on internal/urban migrants. However, the unofficial nature of the support from the *khoroos* officials at the *khoroos* level means that the certainty, standard and quality of support is dependent on personal willingness of the *khoroos* officials. The relationship built between migrants and *khoroos* officials also plays an important role in the likelihood of the migrants benefiting from resources at the *khoroos*.

Migrants often rely upon means and ways that are either self-sourced or made possible with support from others in order to navigate through various challenges and obstacles. Common types of support migrants seek include information access, in-kind, and financial support. In the early phase

of transition to urban life, certain degree of support is always essential, whether it is from a relative or is provided by the social circle that previously existed or was built after arrival in the city. Social circles of migrants mainly consist of friends, employers, *kheseg* leaders,⁴⁹ and people living in the neighbourhood. While there are community groups, such as groups for senior citizens, youth, community collectives, or local NGOs, no specific community group is known to support new migrants.

Box 14. KEY INFORMANT PERSPECTIVE

The lack of planning for projected internal urban migration results in issues of urban planning, in particular, that of land management. Urban planning, that has been developed without consideration of the future increase in population growth of the city, clearly cannot accommodate the needs. Land conflict results from the creation of settlements of new migrants on previously developed urban lands.

Migrants rarely find on their own their very first accommodation and job. Again, social connections, especially nuclear family, has been essential in the ease of transition for urban migrants. Family members largely act as orientation resource to new migrants. Through trial and error, migrants gradually adjust to urban context and grow more self-reliant.

Some of the coping mechanisms adopted by migrants affect them negatively. For example, changing accommodation and not having permanent address hinders access to social welfare, voting during elections and overall trustworthiness/stability of migrants for *khoroos* employees. Informal settlement without prior consultation complicates land tenure and inaccessibility to electricity and safe water.

The inability to access information, secure employment and most importantly, land ownership are the major consequences if the migrants remain un-registered. Therefore, the study finds that the most important need of the urban migrants is to secure legal residency permit and have better access to services which other city residents are unable to access equally fully.

Beyond the *khoroos* administration, the perception at the district and city level is that the urban migrants are fully responsible for obeying the rules and regulations, and preventing vulnerable situations from arising. Urban migrants are seen to choose to settle down informally, rather than acquiring information and transitioning properly in the city. In addition, the lack of integrated approach to managing internal migration is evident in recognition of and lack of responsiveness to the needs of urban migrants at all levels of the city administration.

Box 15. KEY INFORMANT PERSPECTIVE

Khoroos officials maintain that the capacity of the *khoroos* personnel is simply not adequate to reach and support urban migrants. For example, *khoroos* officials are aware of the challenges migrants face in securing land. However, the *khoroos* do not have the resources and time to prevent or reduce vulnerabilities faced by urban migrants.

⁴⁹ Community administrators serving local neighbourhoods within a *khoroos*. <https://asiafoundation.org/2017/09/06/mongolias-local-leaders-essential-urban-service-delivery/>

In conclusion, the resources and capacity of the *khoroos* are overstretched, while at the district and city-levels the officials are yet to recognize the fact that there is a dire need to improve access to services and improve policy and service delivery.

5. CONCLUSION

Internal rural–urban migrants are facing challenges in registration in the city, employment, land and accommodation, and accessing basic services. The challenges are often interrelated to one another. For example, non-registration for official residency in the city could negatively impact an urban migrant while seeking employment, and public services such as education and health care.

Urban migrants, because of these challenges, find themselves in a situation that is totally different from their initial expectations after their move to the city. The quality of their life thus directly depends on how well and fast they adapt to their new environment in the city. Migrants must rely on their own capabilities and resources to settle down in the city, but family plays an important role in adapting and switching to the city life. Those who do not have social connections, such as family and friends, have expressed difficulty adapting to the new life.

Lack of information and local knowledge often seem to put urban migrants in a much more disadvantaged situation. Information on public services and ways to access them are insufficient for many new urban migrants, especially if they do not have local social connections. Government administration at the *khoroos* and *kheseg* levels also plays a key role in informing and providing guidance and support to the new urban migrants.

Acquiring a plot of land is an important indicator of relative stability for new urban migrants. Finding and securing an adequate accommodation for new migrants is seen as a challenge, partly also due to land allocation issues. For residents in the *ger* area, land can be capitalized on to create sources of income, in addition to providing security of accommodation. The lack of transparent and efficient land management and ownership process create further vulnerabilities for migrants.

Land security and lack of infrastructure in informal settlements contribute to health and safety vulnerabilities. Urban migrants settling in the *ger* area, in many ways, share the disadvantages of the *ger* area context with other non-migrant residents. Accessing public services such as health care, education, social welfare is hindered due to lack of official registration status, in addition to lack of information on how to access them. Public services at the *khoroos* are often far stretched to provide outreach to new urban migrants, especially in *khoroos* with higher population growth such as the target *khoroos* of this study.

Inadequate public services are linked with the lack of infrastructure in the *ger* areas such as running water, central heating and sewage system. In addition, infrastructure such as electricity power lines, roads, delineation of public spaces

affect the quality of life of not only new urban migrants, but also of all those living in these areas. Lack of adequate services and infrastructure means these communities experience a certain level of social and economic isolation.

The experience of urban migrants moving to the city is different and not similar, but the socioeconomic background clearly influence their trajectory in the city which are observed mainly in employment. Discriminatory practices by employers against new urban migrants include discrimination on the basis of age, engaging in illegal employment, and the inability to receive the remuneration for the work done.

It is unclear if the migration ban by the city authorities is helping effectively reduce the number of new urban migrants coming to the city or if the ban is controlling the number of unregistered urban migrants in the city. The limitation of resources intended specifically for the urban migrants seems to further disadvantage those who already cannot access urban public services.

6. RECOMMENDATIONS

There are ways to reduce the exposure to and the impact of vulnerabilities experienced by recent urban migrants. The following suggestions for potential solution are both for the short and the long term, both requiring changes and improvements in current policies and procedures.

The recommendations outlined below are proposed with the sole intention of reducing urban migrant vulnerabilities. National and city level policies, such as those dealing with urban planning, economic development, and poverty reduction, should be considered when developing policies to reduce urban migrant vulnerabilities.

- Enable opportunities for legal migration by implementing a more flexible and overall bureaucracy-free residency transfer, which also aligns easily with migration registry.
 - This will require appropriate urban planning, development of informal *ger* area settlements, and extension of services that need to be reflected in the national budget, city planning and infrastructure development.
- Streamline internal migration registry mechanism and set up a common database for improved and accurate statistics that can help predict population change in each district and *khoro*.
 - This will enable accurate accounting of urban migrant flow in the city;
 - Improvements in the national and city-level census and other surveys to include unregistered urban migrants;

- Improvement in *khoroos* level registry of the *khoroos* population including consistent issuance or removal thereof, the temporary residency status across all *khoroos*;
- Increase resources and capacity in *khoroos* in line with the size of their population.
 - This requires reliable data to appropriately plan and allocate budgetary and human resources to sufficiently handle the workload at the *khoroos* level;
 - Increasing capacity of service provision at the *khoroos* level will also benefit the city municipality to work more efficiently by reducing unaccounted burden at *khoroos* officials which would result in improved quality of services;
 - Quality services at the *khoroos* can, in their turn, reduce the need for residents to repeatedly seek service from the *khoroos*.
- Tailored services at the *khoroos* by demand arising from urban migrant vulnerability.
 - This requires the use of qualitative study such as this document and other related migration studies to identify service needs for urban migrants;
 - Services should primarily focus on addressing the rights of urban migrants and their family members requiring public services;
- Devise much more efficient and effective ways to deliver information to the *khoroos* population, irrespective of their residency registration status:
 - Package existing information and current services designed for urban migrants, including rights, risks (identified vulnerabilities), and resources to seek further information and help;
 - Identify community groups that can serve as support network for new migrants and facilitate ways to connect new migrants and their families with existing active community groups;
 - Identify channels and methods that are inclusive of all demographics of people such as social network channels to provide official information, to simultaneously reduce circulation of unofficial and unreliable information among the *khoroos* population;
- Improve ease of access to information on land ownership and ways for urban migrants (by making it available for all public) to verify land ownership status to prevent scam practices and corrupt land sales:
 - Land ownership information made accessible and transparent to help prevent land conflict and land-related vulnerability;

- Set up mechanisms to report or lodge grievances on land claim/ownership issues.
- Create mechanism within the existing government services to report employment grievances:
 - Facilitate mechanism to report and avoid labour law violations and exploitation practices that could be found in informal employment arrangements, namely in the construction sector;
 - Facilitate legal consultation for urban migrants, namely on issues related to land use/ownership, employment and social welfare access processes.
- Set up call/information centres for urban migrants to obtain information about services and support available, and form a support group of former and current migrants:
 - This will serve as a resource hub for urban migrants to obtain information and guidance to reduce the exposure of urban migrants to vulnerabilities;
 - Provide access to information on vocational classes/services provided by NGOs;
 - Identify the challenges and vulnerabilities encountered by the new urban migrants by way of promoting collaboration of the city with the civil society organizations.
- Improve neighbourhoods in the *ger* areas to provide better basic urban services, safe public spaces, and address other *ger* area-specific challenges to reduce vulnerabilities of all *ger* area residents.
 - This will require actions to reduce socioeconomic isolation of new urban migrants by planning and budgeting based on *khoro* population growth projections;
 - Efficiency assessment of the Local Development Fund⁵⁰ allocated to the city districts can result in improved prioritization of projects to reduce contextual vulnerabilities affecting both the local residents and the new urban migrants in the *ger* areas.

ANNEXES



ANNEX 1

Vulnerability indicator questionnaire

#	Question	Indicators	
1	<i>Settlement type</i>	Now	Upon arrival
1.1	Are you a permanent or temporary resident? Have you transferred your registration status to city resident?	<input type="checkbox"/> Permanent resident <input type="checkbox"/> Temporary resident <input type="checkbox"/> Not registered as a city resident <input type="checkbox"/> Other _____ <input type="checkbox"/> I do not know	<input type="checkbox"/> Permanent resident <input type="checkbox"/> Temporary resident <input type="checkbox"/> Not registered as a city resident <input type="checkbox"/> Other _____ <input type="checkbox"/> I do not know
1.2	Please describe the area of your settlement.	<input type="checkbox"/> Informal, without permission or papers <input type="checkbox"/> Formal, with permission or papers <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> Informal, without permission or papers <input type="checkbox"/> Formal, with permission or papers <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know
1.3	Please describe the land ownership of your residence.	<input type="checkbox"/> Private ownership by self <input type="checkbox"/> Private ownership by someone <ul style="list-style-type: none"> <input type="checkbox"/> Pays rent <input type="checkbox"/> Does not pay rent <input type="checkbox"/> Unauthorized zone, no land permit <input type="checkbox"/> Authorized settlement zone, no land permit <input type="checkbox"/> I do not know	<input type="checkbox"/> Private ownership by self <ul style="list-style-type: none"> <input type="checkbox"/> Pays rent <input type="checkbox"/> Does not pay rent <input type="checkbox"/> Unauthorized zone, no land permit <input type="checkbox"/> Authorized settlement zone, no land permit <input type="checkbox"/> I do not know
2	<i>Settlement area</i>		
2.1	How would you describe the area you are settled in?	<input type="checkbox"/> Unauthorized zone <input type="checkbox"/> Flood prone zone <input type="checkbox"/> Hilly <input type="checkbox"/> Near landfill <input type="checkbox"/> Near wastewater treatment facility <input type="checkbox"/> Near cemetery <input type="checkbox"/> Near high voltage <input type="checkbox"/> Near construction site <input type="checkbox"/> Area planned for public use <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> Unauthorized zone <input type="checkbox"/> Flood prone zone <input type="checkbox"/> Hilly <input type="checkbox"/> Near landfill <input type="checkbox"/> Near wastewater treatment facility <input type="checkbox"/> Near cemetery <input type="checkbox"/> Near high voltage <input type="checkbox"/> Near construction site <input type="checkbox"/> Area planned for public use <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know
3	<i>Housing</i>		
3.1	Could you describe the type of your housing?	<input type="checkbox"/> House <input type="checkbox"/> Ger <input type="checkbox"/> Shared house	<input type="checkbox"/> House <input type="checkbox"/> Ger <input type="checkbox"/> Shared house

		<input type="checkbox"/> Apartment <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> Apartment <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know
3.2	Do you pay for your housing?	<input type="checkbox"/> Personal ownership <input type="checkbox"/> Rental <input type="checkbox"/> Do not own and do not pay rent <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> Personal ownership <input type="checkbox"/> Rental <input type="checkbox"/> Do not own and do not pay rent <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know
4	<i>Basic services</i>		
4.1	What is your main source of water?	Authorized water sources <input type="checkbox"/> Centrally connected water kiosk <input type="checkbox"/> Water tank Unauthorized water sources <input type="checkbox"/> Natural sources – Protected <input type="checkbox"/> Natural sources – Unprotected <input type="checkbox"/> Open, surface water reservoir <input type="checkbox"/> Water wells <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	Authorized water sources <input type="checkbox"/> Centrally connected water kiosk <input type="checkbox"/> Water tank Unauthorized water sources <input type="checkbox"/> Natural sources – Protected <input type="checkbox"/> Natural sources – Unprotected <input type="checkbox"/> Open, surface water reservoir <input type="checkbox"/> Water wells <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know
4.2	On average how long does it take you to collect water from the above source (4.1)?	<input type="checkbox"/> _____ minutes <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> _____ minutes <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know
4.3	On average how much water do you use on daily basis?	<input type="checkbox"/> _____ litres <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> _____ litres <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know
4.4	What water treatment methods do you use?	<input type="checkbox"/> None <input type="checkbox"/> Let it stand and settle <input type="checkbox"/> Boiling <input type="checkbox"/> Strain through a cloth <input type="checkbox"/> Water filter <input type="checkbox"/> Add bleach/chlorine <input type="checkbox"/> Solar disinfection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> None <input type="checkbox"/> Let it stand and settle <input type="checkbox"/> Boiling <input type="checkbox"/> Strain through a cloth <input type="checkbox"/> Water filter <input type="checkbox"/> Add bleach/chlorine <input type="checkbox"/> Solar disinfection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know

4.5	What is your main means of transportation? (check with no. 1)	<input type="checkbox"/> Public buses <input type="checkbox"/> Minivans <input type="checkbox"/> Taxi <input type="checkbox"/> Own vehicle <input type="checkbox"/> On foot <input type="checkbox"/> Bicycle <input type="checkbox"/> Someone else's vehicle <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know	<input type="checkbox"/> Public buses <input type="checkbox"/> Minivans <input type="checkbox"/> Taxi <input type="checkbox"/> Own vehicle <input type="checkbox"/> On foot <input type="checkbox"/> Bicycle <input type="checkbox"/> Someone else's vehicle <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know																																																																										
4.6	In the past, how did you usually commute to the following locations? And how long does this take? (only select the box with used mode of transport/only fill out duration for selected boxes)	<table border="1"> <thead> <tr> <th></th> <th>Work</th> <th>Kindergarten</th> <th>School</th> <th>Market</th> <th>Khoroo</th> <th>Family clinic</th> <th>Police</th> <th>Bath house</th> </tr> </thead> <tbody> <tr> <td>Bus</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td>Minivan</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td>Taxi</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td>Own vehicle</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td>Bicycle</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td>Foot</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> <td><input type="checkbox"/> _____</td> </tr> <tr> <td><input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know</td> <td colspan="8"></td> </tr> </tbody> </table>					Work	Kindergarten	School	Market	Khoroo	Family clinic	Police	Bath house	Bus	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	Minivan	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	Taxi	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	Own vehicle	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	Bicycle	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	Foot	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> Do not want to answer <input type="checkbox"/> I do not know								
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4.8	<p>Could you describe your electricity connection?</p>	<table border="1"> <tbody> <tr> <td> <input type="checkbox"/> Informal connection <input type="checkbox"/> Metered (night tariff applies) <input type="checkbox"/> Metered (night tariff does not apply) <input type="checkbox"/> No connection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer </td> <td> <input type="checkbox"/> Informal connection <input type="checkbox"/> Metered (night tariff applies) <input type="checkbox"/> Metered (night tariff does not apply) <input type="checkbox"/> No connection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer </td> </tr> </tbody> </table>	<input type="checkbox"/> Informal connection <input type="checkbox"/> Metered (night tariff applies) <input type="checkbox"/> Metered (night tariff does not apply) <input type="checkbox"/> No connection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Informal connection <input type="checkbox"/> Metered (night tariff applies) <input type="checkbox"/> Metered (night tariff does not apply) <input type="checkbox"/> No connection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer																																																																						
<input type="checkbox"/> Informal connection <input type="checkbox"/> Metered (night tariff applies) <input type="checkbox"/> Metered (night tariff does not apply) <input type="checkbox"/> No connection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Informal connection <input type="checkbox"/> Metered (night tariff applies) <input type="checkbox"/> Metered (night tariff does not apply) <input type="checkbox"/> No connection <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer																																																																									

4.9	Is your connection voltage powerful enough for all your electricity needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.10	Do you experience any power outages?	<input type="checkbox"/> No <input type="checkbox"/> About once a week <input type="checkbox"/> About once a month <input type="checkbox"/> About once every six months <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> No <input type="checkbox"/> About once a week <input type="checkbox"/> About once a month <input type="checkbox"/> About once every six months <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.11	Could you describe your heating?	<input type="checkbox"/> Central heating <input type="checkbox"/> Electric heater <input type="checkbox"/> Low pressure boiler <input type="checkbox"/> Brick stove <input type="checkbox"/> Stove Please choose the fuel type <input type="checkbox"/> Coal– Baganuur <input type="checkbox"/> Coal– Nalaikh <input type="checkbox"/> Coal– Unknown source <input type="checkbox"/> Wood <input type="checkbox"/> Dung <input type="checkbox"/> Briquettes <input type="checkbox"/> Non–fuel materials (tire, rubber etc.) <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Central heating <input type="checkbox"/> Electric heater <input type="checkbox"/> Low pressure boiler <input type="checkbox"/> Brick stove <input type="checkbox"/> Stove Please choose the fuel type <input type="checkbox"/> Coal– Baganuur <input type="checkbox"/> Coal– Nalaikh <input type="checkbox"/> Coal– Unknown source <input type="checkbox"/> Wood <input type="checkbox"/> Dung <input type="checkbox"/> Briquettes <input type="checkbox"/> Non–fuel materials (tire, rubber etc.) <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.12	Could you describe your sanitation facility-toilet?	<input type="checkbox"/> Open field <input type="checkbox"/> Outside toilet, not shared <input type="checkbox"/> Outside toilet shared with other household <input type="checkbox"/> Inside toilet, not shared <input type="checkbox"/> Inside toilet, shared <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Open field <input type="checkbox"/> Outside toilet, not shared <input type="checkbox"/> Outside toilet shared with other household <input type="checkbox"/> Inside toilet, not shared <input type="checkbox"/> Inside toilet, shared <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
4.13	Could you describe your sanitation facility - bath house/shower?	<input type="checkbox"/> Home bath <input type="checkbox"/> Someone else’s place <input type="checkbox"/> Public bath, paid <input type="checkbox"/> Public bath, free <input type="checkbox"/> Open water source <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Home bath <input type="checkbox"/> Someone else’s place <input type="checkbox"/> Public bath, paid <input type="checkbox"/> Public bath, free <input type="checkbox"/> Open water source <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
4.14	How often do you use bath house/shower?	<input type="checkbox"/> times every season <input type="checkbox"/> times every month	<input type="checkbox"/> times every season <input type="checkbox"/> times every month

	<input type="checkbox"/> times every week <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> times every week <input type="checkbox"/> Do not want to answer
4.15 How do you dispose of your household waste?	<input type="checkbox"/> Designated disposal site <input type="checkbox"/> Collection trucks <input type="checkbox"/> Open disposal <input type="checkbox"/> Burning <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Designated disposal site <input type="checkbox"/> Collection trucks <input type="checkbox"/> Open disposal <input type="checkbox"/> Burning <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
4.16 Could you describe public space in your neighbourhood? Check all that apply	<input type="checkbox"/> Playground <input type="checkbox"/> Basketball court <input type="checkbox"/> Football field <input type="checkbox"/> Park <input type="checkbox"/> Shades, public space <input type="checkbox"/> Green spaces <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Playground <input type="checkbox"/> Basketball court <input type="checkbox"/> Football field <input type="checkbox"/> Park <input type="checkbox"/> Shades, public space <input type="checkbox"/> Green spaces <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.17 Is the pedestrian walkway you use everyday paved?	<input type="checkbox"/> Yes <input type="checkbox"/> Mostly yes <input type="checkbox"/> Mostly no <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Yes <input type="checkbox"/> Mostly yes <input type="checkbox"/> Mostly no <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.18 How safe do you consider your neighbourhood?	<input type="checkbox"/> Very safe <input type="checkbox"/> Safe <input type="checkbox"/> Unsafe <input type="checkbox"/> Dangerous <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Very safe <input type="checkbox"/> Safe <input type="checkbox"/> Unsafe <input type="checkbox"/> Dangerous <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.19 Have you or your family faced any of the following security concerns in the last three months / the first three months of moving to UB?	In the last 3 months, <input type="checkbox"/> Robbery, _____ times <input type="checkbox"/> Theft, _____ times <input type="checkbox"/> Verbal insult, _____ times <input type="checkbox"/> Physical insult, _____ times <input type="checkbox"/> Other concerns, _____ times <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	In the first 3 months after arriving in UB <input type="checkbox"/> Robbery, _____ times <input type="checkbox"/> Theft, _____ times <input type="checkbox"/> Verbal insult, _____ times <input type="checkbox"/> Physical insult, _____ times <input type="checkbox"/> Other concerns, _____ times <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.20 In case of security concerns, do you rely on law enforcement?	<input type="checkbox"/> Yes <input type="checkbox"/> Frequently <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Yes <input type="checkbox"/> Frequently <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer

4.21 Are the streets you use every day have working street lights?	<input type="checkbox"/> Yes <input type="checkbox"/> Mostly yes <input type="checkbox"/> Mostly no <input type="checkbox"/> No <input type="checkbox"/> Do not know	<input type="checkbox"/> Yes <input type="checkbox"/> Mostly yes <input type="checkbox"/> Mostly no <input type="checkbox"/> No <input type="checkbox"/> Do not know
4.22 How often does your kheseg leader visit your place?	<input type="checkbox"/> times every year <input type="checkbox"/> times every season <input type="checkbox"/> times every month <input type="checkbox"/> times every week <input type="checkbox"/> Only when necessary <input type="checkbox"/> Does not visit at all <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> times every year <input type="checkbox"/> times every season <input type="checkbox"/> times every month <input type="checkbox"/> times every week <input type="checkbox"/> Only when necessary <input type="checkbox"/> Does not visit at all <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
4.23 Could you describe the interaction with your kheseg leader?	<input type="checkbox"/> Know kheseg leader <input type="checkbox"/> Obtain useful information from kheseg leader <input type="checkbox"/> Receives support through kheseg leader <input type="checkbox"/> Do not know kheseg leader <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Know kheseg leader <input type="checkbox"/> Obtain useful information from kheseg leader <input type="checkbox"/> Receives support through kheseg leader <input type="checkbox"/> Do not know kheseg leader <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
4.24 Could you describe your interaction with your family clinic?	<input type="checkbox"/> Know how to access services <input type="checkbox"/> Do not know how to access services <input type="checkbox"/> Have access to services <input type="checkbox"/> Do not have access to services <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Know how to access services <input type="checkbox"/> Do not know how to access services <input type="checkbox"/> Have access to services <input type="checkbox"/> Do not have access to services <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
4.25 Have you participated in khoroo events/trainings in the last 3 months?	In the last 3 months <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer	In the first 3 months after arriving in UB <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer
4.26 Do you have access to educational services in your khoroo? Check all the apply	<input type="checkbox"/> School <input type="checkbox"/> Kindergarten <input type="checkbox"/> Vocational training centres <input type="checkbox"/> Continued education <input type="checkbox"/> Other skill training (e.g., cultivating produce) _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> School <input type="checkbox"/> Kindergarten <input type="checkbox"/> Vocational training centres <input type="checkbox"/> Continued education <input type="checkbox"/> Other skill training (e.g., cultivating produce) _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer

5	<i>Socioeconomic</i>		
5.1	Could you describe your income sources? Check all that apply	<p>Regular</p> <input type="checkbox"/> Salary <input type="checkbox"/> Pension <input type="checkbox"/> Child money <input type="checkbox"/> Social welfare benefits <input type="checkbox"/> Savings <p>Irregular</p> <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<p>Regular</p> <input type="checkbox"/> Salary <input type="checkbox"/> Pension <input type="checkbox"/> Child money <input type="checkbox"/> Social welfare benefits <input type="checkbox"/> Savings <p>Irregular</p> <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
5.2	Is your personal average income sufficient enough to meet monthly expenses?	<input type="checkbox"/> Yes – for myself <input type="checkbox"/> Yes – for myself and my household <input type="checkbox"/> Sometimes– for myself and my household <input type="checkbox"/> No – it is not enough to meet monthly expenses (not myself, nor my household) <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Yes – for myself <input type="checkbox"/> Yes – for myself and my household <input type="checkbox"/> Sometimes– for myself and my household <input type="checkbox"/> No – it is not enough to meet monthly expenses (not myself, nor my household) <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
5.3	How does your monthly income compare with minimum subsistence level (185,300/month/ person)?	<input type="checkbox"/> Above minimum subsistence level <input type="checkbox"/> Below minimum subsistence level <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Above minimum sustenance level <input type="checkbox"/> Below minimum sustenance level <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
5.4	Do you receive support from the following? Check all the apply	<input type="checkbox"/> Family/relatives <input type="checkbox"/> Friends <input type="checkbox"/> Charity organizations <input type="checkbox"/> Social welfare system <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Family/relatives <input type="checkbox"/> Friends <input type="checkbox"/> Charity organizations <input type="checkbox"/> Social welfare system <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
5.5	Do you receive any of the following non-financial support?	<input type="checkbox"/> Food stamp <input type="checkbox"/> Food <input type="checkbox"/> Non-food items (sanitation items, medications) <input type="checkbox"/> Clothes <input type="checkbox"/> Coal, fuel <input type="checkbox"/> Other supplies <input type="checkbox"/> _____ <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Food stamp <input type="checkbox"/> Food <input type="checkbox"/> Non-food items (sanitation items, medications) <input type="checkbox"/> Clothes <input type="checkbox"/> Coal, fuel <input type="checkbox"/> Other supplies <input type="checkbox"/> _____ <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer
5.6	Do you have social security coverage?	<input type="checkbox"/> Yes, through employment <input type="checkbox"/> Yes, personally	<input type="checkbox"/> Yes, through employment <input type="checkbox"/> Yes, personally

	<input type="checkbox"/> No <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> No <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer				
5.7 Do you have any savings?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not want to answer				
5.8 Could you describe your assets? Check all the apply	<input type="checkbox"/> Land <input type="checkbox"/> Real estate <input type="checkbox"/> House <input type="checkbox"/> Savings <input type="checkbox"/> Car <input type="checkbox"/> Motorbike <input type="checkbox"/> House <input type="checkbox"/> Ger <input type="checkbox"/> Refrigerator <input type="checkbox"/> Washing machine <input type="checkbox"/> Livestock <input type="checkbox"/> Workspace, work tools <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Land <input type="checkbox"/> Real estate <input type="checkbox"/> House <input type="checkbox"/> Savings <input type="checkbox"/> Car <input type="checkbox"/> Motorbike <input type="checkbox"/> House <input type="checkbox"/> Ger <input type="checkbox"/> Refrigerator <input type="checkbox"/> Washing machine <input type="checkbox"/> Livestock <input type="checkbox"/> Workspace, work tools <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer				
5.9 What percentage of your monthly income do you spend on monthly living expenses?	<input type="checkbox"/> Less than 50 per cent <input type="checkbox"/> 50 – 75 per cent <input type="checkbox"/> More than 75 per cent <input type="checkbox"/> Almost 100 per cent <input type="checkbox"/> More than 100 per cent <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Less than 50 per cent <input type="checkbox"/> 50 – 75 per cent <input type="checkbox"/> More than 75 per cent <input type="checkbox"/> Almost 100 per cent <input type="checkbox"/> More than 100 per cent <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer				
5.10 How would you rank the following expenses currently (as part of your monthly income)	Now					
		Highest	Middle	Lowest	Do not know	Do not want to answer
	Rent/housing					
	Food					
	Education					
	Heating					
	Non-food household needs					
Medications						

	Transportation					
	Telephone, internet					
5.11 Rank your expenses, during your settlement (as part of your monthly income)	After arrival in UB					
		Highest	Middle	Lowest	Do not know	Do not want to answer
	Rent/housing					
	Food					
	Education					
	Heating					
	Non-food household needs					
	Medications					
	Transportation					
	Telephone, internet					
5.12 Do you have other financial obligations apart from monthly expenses? Such as debt?	<input type="checkbox"/> No <input type="checkbox"/> Yes– able to pay on schedule <input type="checkbox"/> Yes– unable to pay on schedule <input type="checkbox"/> Do not want to answer			<input type="checkbox"/> No <input type="checkbox"/> Yes– able to pay on schedule <input type="checkbox"/> Yes– unable to pay on schedule <input type="checkbox"/> Do not want to answer		
5.13 How long have you been in debt?	<input type="checkbox"/> day/month/year <input type="checkbox"/> Do not want to answer			<input type="checkbox"/> day/month/year <input type="checkbox"/> Do not want to answer		
5.14 To whom do you have debt?	<input type="checkbox"/> Bank <input type="checkbox"/> Family <input type="checkbox"/> Friends <input type="checkbox"/> Employer <input type="checkbox"/> Other individuals <input type="checkbox"/> Pawnshop <input type="checkbox"/> Grocery shops <input type="checkbox"/> Communities, groups <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer			<input type="checkbox"/> Bank <input type="checkbox"/> Family <input type="checkbox"/> Friends <input type="checkbox"/> Employer <input type="checkbox"/> Other individuals <input type="checkbox"/> Pawnshop <input type="checkbox"/> Grocery shops <input type="checkbox"/> Communities, groups <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer		

<p>5.15 Could you describe your employment situation? Check all that apply. If unemployed, go to question 5.12</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Formal (under contract) <input type="checkbox"/> Informal (without contract) <input type="checkbox"/> Self-employed, _____ <input type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer 	<ul style="list-style-type: none"> <input type="checkbox"/> Formal (under contract) <input type="checkbox"/> Informal (without contract) <input type="checkbox"/> Self-employed, _____ <input type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
<p>5.16 Could you describe your working conditions?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Exposed to dust, fumes, or gas <input type="checkbox"/> Exposed to extreme temperatures or humidity <input type="checkbox"/> Exposed to loud noise or vibration <input type="checkbox"/> Required to work at heights <input type="checkbox"/> Required to work with chemicals <input type="checkbox"/> Exposed to other _____ <input type="checkbox"/> Do not want to answer 	<ul style="list-style-type: none"> <input type="checkbox"/> Exposed to dust, fumes, or gas <input type="checkbox"/> Exposed to extreme temperatures or humidity <input type="checkbox"/> Exposed to loud noise or vibration <input type="checkbox"/> Required to work at heights <input type="checkbox"/> Required to work with chemicals <input type="checkbox"/> Exposed to other _____ <input type="checkbox"/> Do not want to answer
<p>5.17 Are you willing to take hazardous jobs?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> No <input type="checkbox"/> Yes, depending on salary <input type="checkbox"/> Yes, regardless of salary <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer 	<ul style="list-style-type: none"> <input type="checkbox"/> No <input type="checkbox"/> Yes, depending on salary <input type="checkbox"/> Yes, regardless of salary <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
<p>5.18 Could you describe your unemployment situation?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Retired <input type="checkbox"/> Unemployed for less than 6 months <input type="checkbox"/> Unemployed for more than 6 months <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer 	<ul style="list-style-type: none"> <input type="checkbox"/> Retired <input type="checkbox"/> Unemployed for less than 6 months <input type="checkbox"/> Unemployed for more than 6 months <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
<p>6. Sociocultural</p>		
<p>6.1 Do you or anyone in your family fit the following? Check all that apply.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Disabled (mental, physical) <input type="checkbox"/> Has income below the minimum subsistence level <input type="checkbox"/> Single parent <input type="checkbox"/> Under 2 years old (kindergarten enrollment) <input type="checkbox"/> Senior citizen <input type="checkbox"/> In other's care due to medical condition <input type="checkbox"/> Drug or alcohol dependent <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer 	<ul style="list-style-type: none"> <input type="checkbox"/> Disabled (mental, physical) <input type="checkbox"/> Has income below the minimum subsistence level <input type="checkbox"/> Single parent <input type="checkbox"/> Under 2 years old (kindergarten enrollment) <input type="checkbox"/> Senior citizen <input type="checkbox"/> In other's care due to medical condition <input type="checkbox"/> Drug or alcohol dependent <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
<p>6.2 Have you observed or experienced any discrimination in your neighbourhood?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> Frequently <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Do not know 	<ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> Frequently <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Do not know

	<input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
6.3 Have you observed or experienced gender-based violence in your neighbourhood?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
7 Health		
7.1 How often have you fallen ill since moving to UB?	<input type="checkbox"/> Once every month <input type="checkbox"/> Once every 3 months <input type="checkbox"/> Once every 6 months <input type="checkbox"/> Once a year <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Once every month <input type="checkbox"/> Once every 3 months <input type="checkbox"/> Once every 6 months <input type="checkbox"/> Once a year <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
7.2 What would you say are the reasons for your illness? Check all that apply.	<input type="checkbox"/> Living condition <input type="checkbox"/> Working condition <input type="checkbox"/> Nutrition <input type="checkbox"/> Mental stress <input type="checkbox"/> Physical stress <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Living condition <input type="checkbox"/> Working condition <input type="checkbox"/> Nutrition <input type="checkbox"/> Mental stress <input type="checkbox"/> Physical stress <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer
7.3 Are you able to afford treatment when ill?	<input type="checkbox"/> Can afford <input type="checkbox"/> Can hardly afford <input type="checkbox"/> Cannot afford <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Can afford <input type="checkbox"/> Can hardly afford <input type="checkbox"/> Cannot afford <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
7.4 Where do you get treatment when you are sick?	<input type="checkbox"/> Home remedies/ self- treatment <input type="checkbox"/> Community member/traditional <input type="checkbox"/> Public clinics <input type="checkbox"/> Primary health care facilities – family clinics <input type="checkbox"/> Secondary health care facilities – district hospitals <input type="checkbox"/> Tertiary health care facilities– state hospitals <input type="checkbox"/> Private clinics <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Home remedies/ self- treatment <input type="checkbox"/> Community member/traditional <input type="checkbox"/> Public clinics <input type="checkbox"/> Primary health care facilities – family clinics <input type="checkbox"/> Secondary health care facilities – district hospitals <input type="checkbox"/> Tertiary health care facilities– state hospitals <input type="checkbox"/> Private clinics <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer
7.5 How many meals a day do you usually have?	<input type="checkbox"/> Less than once daily <input type="checkbox"/> Once <input type="checkbox"/> Twice	<input type="checkbox"/> Less than once daily <input type="checkbox"/> Once <input type="checkbox"/> Twice

	<input type="checkbox"/> Three times <input type="checkbox"/> More than three times <input type="checkbox"/> Do not want to answer <input type="checkbox"/> Other _____	<input type="checkbox"/> Three times <input type="checkbox"/> More than three times <input type="checkbox"/> Do not want to answer <input type="checkbox"/> Other _____																																				
7.6 How many of the following foods did you/ your family have in the last week? Check all that apply.	<input type="checkbox"/> Meat from livestock <input type="checkbox"/> Meat from wild animals, game meat <input type="checkbox"/> Vegetables <input type="checkbox"/> Dairy <input type="checkbox"/> Grains <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Meat from livestock <input type="checkbox"/> Meat from wild animals, game meat <input type="checkbox"/> Vegetables <input type="checkbox"/> Dairy <input type="checkbox"/> Grains <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer																																				
8. Environment and hazard																																						
8.1 Please describe environmental pollution in your neighbourhood and how it affects your livelihood.	<table border="1"> <thead> <tr> <th>Pollution type</th> <th>Exposure: H, L, M</th> <th>Impact: H, L, M</th> </tr> </thead> <tbody> <tr> <td>Air pollution</td> <td></td> <td></td> </tr> <tr> <td>Water pollution</td> <td></td> <td></td> </tr> <tr> <td>Soil pollution: Waste, sewage, cemetery</td> <td></td> <td></td> </tr> <tr> <td>Flooding</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </tbody> </table> <input type="checkbox"/>	Pollution type	Exposure: H, L, M	Impact: H, L, M	Air pollution			Water pollution			Soil pollution: Waste, sewage, cemetery			Flooding			Other			<table border="1"> <thead> <tr> <th>Pollution type</th> <th>Exposure: H, L, M</th> <th>Impact: H, L, M</th> </tr> </thead> <tbody> <tr> <td>Air pollution</td> <td></td> <td></td> </tr> <tr> <td>Water pollution</td> <td></td> <td></td> </tr> <tr> <td>Soil pollution: Waste, sewage, cemetery</td> <td></td> <td></td> </tr> <tr> <td>Flooding</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </tbody> </table> <input type="checkbox"/>	Pollution type	Exposure: H, L, M	Impact: H, L, M	Air pollution			Water pollution			Soil pollution: Waste, sewage, cemetery			Flooding			Other		
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Pollution type	Exposure: H, L, M	Impact: H, L, M																																				
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Water pollution																																						
Soil pollution: Waste, sewage, cemetery																																						
Flooding																																						
Other																																						
9 Political																																						
9.1 Do you exercise your right to vote?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No <input type="checkbox"/> Do not know <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not want to answer																																				
9.2 Have you participated in local development fund voting?	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> Sometimes <input type="checkbox"/> No																																				

	<input type="checkbox"/> Do not know <input type="checkbox"/> Other <input type="checkbox"/> _____ <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Do not know <input type="checkbox"/> Other <input type="checkbox"/> _____ <input type="checkbox"/> Do not want to answer																																				
10. Access to information																																						
10.1 What is your main source of information? Please rank in order	<input type="checkbox"/> Family, relatives <input type="checkbox"/> Friends <input type="checkbox"/> Neighbours or community <input type="checkbox"/> Kheseg leader <input type="checkbox"/> Khoroo <input type="checkbox"/> TV <input type="checkbox"/> Internet <input type="checkbox"/> Social media, e.g. facebook <input type="checkbox"/> Radio <input type="checkbox"/> Newspaper s <input type="checkbox"/> Ad boards <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Family, relatives <input type="checkbox"/> Friends <input type="checkbox"/> Neighbours or community <input type="checkbox"/> Kheseg leader <input type="checkbox"/> Khoroo <input type="checkbox"/> TV <input type="checkbox"/> Internet <input type="checkbox"/> Social media, e.g. facebook <input type="checkbox"/> Radio <input type="checkbox"/> Newspaper s <input type="checkbox"/> Ad boards <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer																																				
10.2 Could you describe your ability to access information? Check all that apply.	<input type="checkbox"/> Know where to look for necessary and reliable information <input type="checkbox"/> Able to obtain necessary information <input type="checkbox"/> Able to obtain reliable information <input type="checkbox"/> Able to obtain information on time <input type="checkbox"/> Do not know where to look for necessary information <input type="checkbox"/> Not able to obtain necessary information <input type="checkbox"/> Not able to obtain reliable information <input type="checkbox"/> Not able to obtain information in time <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Know where to look for necessary and reliable information <input type="checkbox"/> Able to obtain necessary information <input type="checkbox"/> Able to obtain reliable information <input type="checkbox"/> Able to obtain information on time <input type="checkbox"/> Do not know where to look for necessary information <input type="checkbox"/> Not able to obtain necessary information <input type="checkbox"/> Not able to obtain reliable information <input type="checkbox"/> Not able to obtain information in time <input type="checkbox"/> Other _____ <input type="checkbox"/> Do not know <input type="checkbox"/> Do not want to answer																																				
11. Social inclusion/network																																						
11.1 Could you describe your social network? Check all that apply.	<table border="1"> <thead> <tr> <th>Network types</th> <th>Network strength</th> <th>Network value</th> </tr> </thead> <tbody> <tr> <td>Family members</td> <td></td> <td></td> </tr> <tr> <td>Friends</td> <td></td> <td></td> </tr> <tr> <td>Neighbours</td> <td></td> <td></td> </tr> <tr> <td>Colleagues</td> <td></td> <td></td> </tr> <tr> <td>Kheseg leaders</td> <td></td> <td></td> </tr> </tbody> </table>	Network types	Network strength	Network value	Family members			Friends			Neighbours			Colleagues			Kheseg leaders			<table border="1"> <thead> <tr> <th>Network type</th> <th>Network strength</th> <th>Network value</th> </tr> </thead> <tbody> <tr> <td>Family members</td> <td></td> <td></td> </tr> <tr> <td>Friends</td> <td></td> <td></td> </tr> <tr> <td>Neighbours</td> <td></td> <td></td> </tr> <tr> <td>Colleagues</td> <td></td> <td></td> </tr> <tr> <td>Kheseg leaders</td> <td></td> <td></td> </tr> </tbody> </table>	Network type	Network strength	Network value	Family members			Friends			Neighbours			Colleagues			Kheseg leaders		
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Social group/ club		
Community, church, NGO event		
Other		
Do not want to answer		

Social group/ club		
Community, church, NGO event		
Other		
Do not want to answer		

ANNEX 2

Individual interview form

Enumerator ID:	
Location of interview:	
Date of interview:	
Duration of interview:	
Interview participant ID:	

A – PROFILE

Sex	<input type="checkbox"/> Female <input type="checkbox"/> Male	
Age	<input type="checkbox"/> _____ (fill out number) <input type="checkbox"/> Do not want to answer	
Marital status	<input type="checkbox"/> Married/civil union <input type="checkbox"/> Divorced/separated <input type="checkbox"/> Widowed <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Engaged <input type="checkbox"/> Single <input type="checkbox"/> Other _____ <input type="checkbox"/> Unknown
Children	<input type="checkbox"/> None <input type="checkbox"/> Yes: _____ (#) <input type="checkbox"/> Do not want to answer	
Place of origin	<input type="checkbox"/> _____ <input type="checkbox"/> Do not want to answer	
Data of arrival in UB	<input type="checkbox"/> _____ <input type="checkbox"/> Do not want to answer	
Highest education level completed	<input type="checkbox"/> Primary education <input type="checkbox"/> Vocational training <input type="checkbox"/> Master degree <input type="checkbox"/> No education <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> Secondary education <input type="checkbox"/> Bachelor degree <input type="checkbox"/> PhD or higher <input type="checkbox"/> Other _____
Employment status	<input type="checkbox"/> employed (private) <input type="checkbox"/> daily wages <input type="checkbox"/> unemployed <input type="checkbox"/> retired <input type="checkbox"/> Do not want to answer	<input type="checkbox"/> employed (public) <input type="checkbox"/> self-employed <input type="checkbox"/> student <input type="checkbox"/> Other _____

B. REASONS FOR (INTERNAL) MIGRATION

Reasons for moving

Key questions	Supporting questions
<ol style="list-style-type: none"> 1. Why did you move to UB? 2. What would you say is the most relevant reason for you to have moved? <ol style="list-style-type: none"> a. Loss of livelihood in place of origin; b. Lack of employment opportunities; c. Lack of services such as health; d. Education for self or family members; e. Personal reasons; Can you explain what they are? f. Other, specify: 	<ol style="list-style-type: none"> 1. Why did you choose to move to Ulaanbaatar, and not other urban areas/aimags? 2. When you moved, did you move ...? by yourself/ with family/with relatives 3. What did you do in your area of origin? 4. Could you tell me more about the situation in your hometown? <ol style="list-style-type: none"> a. in terms of employment/ education/ services/ climate /other 5. Did you move already before in your life? <ol style="list-style-type: none"> a. Why or why not? b. How many times?

<i>Making a decision to move</i>	
Key questions	Supporting questions
<ol style="list-style-type: none"> 1. Why did you start thinking of moving? 2. With whom did you discuss your potential migration to UB? 3. When did you decide to move exactly? Why? 	<ol style="list-style-type: none"> 1. How long did you think of moving before you made the actual decision to migrate? 2. Would you have moved here if you did not know anyone here? Why? Why not? 3. What information did you need in order to make a decision? <ol style="list-style-type: none"> a. how and where did you get the information you needed to make a decision? 4. How and what did you prepare before moving? 5. Did you choose when to move for any specific reasons? Did you consider a particular season of the year more convenient to move? 6. Could you please talk about the moving process in terms of transportation, expense, time, people you moved along with?

C. EXPECTATIONS

Expectations before moving (at the place of origin)

Key questions	Supporting questions
<ol style="list-style-type: none"> 1. What were some expectations you had before you moved here? 2. What goals did you have before moving here? 3. Did you have any plans to? What were your plans to? <ol style="list-style-type: none"> a. find a job b. look after the children c. to enroll yourself/ your children in school/ kindergarten/educational institution d. how did you imagine accessing public services e. to achieve other goals? 	<ol style="list-style-type: none"> 1. What was your idea of Ulaanbaatar? 2. Were you happy about the idea of moving? Why or why not? 3. What did you think would be difficult about moving to UB? 4. What did you think would be easy about moving to UB?

Impressions upon arrival (compared to expectations)

Key questions	Supporting questions
<ol style="list-style-type: none"> 1. Would you say your expectations are met? Why or why not? 2. When you first moved here, was it harder or easier for you and your family members than expected? Why was it harder, or easier? 	<ol style="list-style-type: none"> 1. Were you happy when you first moved to UB? Why or why not? 2. Do you think you made the right decision to move here? 3. Do you think about going back home sometime? Why or why not?

D. SETTLEMENT AFTER ARRIVAL

Key questions	Supporting questions
<ol style="list-style-type: none"> 1. How did you settle in after arriving in the city? What processes took place? 	<ul style="list-style-type: none"> · Where did you stay upon arrival? (Someone else's place– relatives, friends, shared house, rental apartment, own ger, own house)
<p>Could you elaborate the settlement in terms of time, expenses, and effort you made?</p>	<ul style="list-style-type: none"> · How long did it take you to find your current place of residence? (khashaa/fence, land, ger, house) · What assets and resources did you have arriving in the city? (furniture, clothes, ger, savings, stock of meat) · Since arriving in the city, how did you improve your home and living environment? (Furniture bought, electricity connection, water carts etc.) · If you did not have enough resources for settling in, how did you solve it?

E. CHALLENGES FACED UPON ARRIVAL

Key questions	Supporting questions
What were some challenges when you first moved here?	In your opinion, what are the reasons for these challenges?
Accommodation	
<ol style="list-style-type: none"> 1. When you moved, did you have a hard time finding an accommodation? 2. What was difficult in arranging accommodation? 3. How did it change now? 	<ol style="list-style-type: none"> 1. What kind of accommodation arrangement did you have? 2. How did you choose the accommodation arrangement, why? 3. Were you able to settle in an area you wanted to? If no, why not? 4. How did it change now?
Electricity, heating	
<ol style="list-style-type: none"> 1. Did you face difficulties with having stable electricity? 2. What are the reasons behind electricity outages? 3. Do outages happen due to issues regarding electricity bill? 4. Did you face difficulties with having stable heating? 	<ol style="list-style-type: none"> 1. Was it difficult to establish electricity line for your household? If so, why? 2. Did you have issue with feeling cold due to bad heating? Why? 3. How did it change now?
Public services	
<p>Registration</p> <ol style="list-style-type: none"> 1. Are you registered at the khoroo? If not why? 	<ol style="list-style-type: none"> 1. Did you find it easy of difficult to register, why? 2. Did you have hard time finding information on how to register?

<p>2. When did you get registered after moving?</p> <p>a. if took a while, what was the reason?</p>	<p>3. How did it change now?</p>
<p>Social welfare</p> <p>1. Did you try to receive social welfare services? Did you manage? If no, why?</p>	<p>1. What kind of social welfare service were you qualified for?</p> <p>2. How did you find out you were qualified?</p>
<p>Information access</p> <p>1. Did you find it difficult to find the information you needed?</p> <p>2. What kind of information did you find difficult to find? Why?</p> <p>3. Where and in what cases do you seek legal services?</p>	<p>1. How did it change now?</p> <p>2. Do you think you could make better decisions if you had better information? Or had information earlier?</p>
<p>Water</p> <p>1. From how far do you collect water?</p> <p>2. Do you find it easy or difficult to access water, why?</p> <p>3. What difficulties do you face in collecting water?</p> <p>4. Do you wish to improve water quality, access situation? Why?</p> <p>5. What containers do you use to collect water?</p> <p>6. How and how often do you clean your water containers?</p>	<p>1. How did you use to collect/access water when you first moved?</p> <p>2. How did it change over time?</p>
<p>Education</p> <p>1. Were you or your family members able to access education? If no, why not?</p> <p>2. Were you able to access education that you wanted for yourself or your family?</p> <p>a. if not, what were the issues?</p>	<p>1. Did you find it easy or difficult to access education for you or your family?</p> <p>2. Did you have a hard time finding information on how to access education?</p>
<p>Transportation</p> <p>1. Did you find it hard to get to places when you first moved here?</p> <p>2. Did you have any difficulties accessing public transportation services?</p>	<p>1. Did you have hard time finding information on directions of bus lines/services?</p> <p>2. Were you able to go to work, school, to get services if your main means of transportation was not available?</p>
<p>Safety</p> <p>1. Has safety been an issue for you and your family? If yes, why?</p> <p>2. Were you able to get help from the police when you needed? If not, why?</p> <p>3. What safety issues are you concerned about?</p>	<p>1. Did you feel safe living in your neighbourhood when you moved?</p> <p>2. Did you feel you could trust people when you moved here?</p> <p>3. How did it change now?</p> <p>4. Have there been instances where your safety has been threatened?</p>
<p>Health service</p> <p>1. Have you been able to access health services?</p>	<p>1. Did you ha receive any health service since you moved here? Why?</p> <p>2. Can you tell me what your experience was like to try to get health services?</p>

<p>2. Do you feel you have enough information on health care, and staying healthy? If no, why not?</p>	<p>3. Do you know where to find pharmacies, family clinic, and district hospitals? 4. Do you find it easy or difficult to access health services, why? 5. Do you have a hard time finding information on health services?</p>
<p>Health and nutrition</p> <p>1. Did you have health issues since moving here? In your opinion, what are the reasons?</p> <p>2. Was it difficult for you to treat yourself or your family members?</p> <p>3. Did you make any changes in your nutrition since moving here?</p> <p>4. Do you find it more expensive to buy food in the city?</p>	<p>1. Were you concerned about your health when you moved here? 2. Did you have difficulties getting the prescribed medications? If so, why? 3. How did it change now? 4. How do you stock up on staple food such as meat, flour, rice and vegetables? 5. Would you say you are eating well? Why? 6. Was grocery shopping difficult for you? If so, why? 7. What would you like to include more in your diet, but cannot?</p>
<p>Employment</p> <p>1. Did you find it challenging to find a job? If so, why?</p> <p>2. If you worked when you moved here, what was your working condition/ experience was like?</p> <p>3. Did you face any issues at work, what were they and why?</p>	<p>1. Did you plan to work when you moved here? 2. What was the most difficult part about finding a job? a. skills, commute, lack of network, lack of information? 3. Were you ready to take a job that had health and safety conditions poorer than your expectations? 4. How did it change now?</p>
<p>Financial situation</p> <p>1. Were you able to cover your expenses upon arriving in UB?</p> <p>2. Did you have any unexpected expense when you moved?</p> <p>3. What were the biggest challenges due to finances?</p> <p>4. Did you face difficulties getting financial services like loans?</p>	<p>1. Did you have enough savings to use during your move to UB? 2. What was the biggest expense during your resettlement? 3. Did you have to cut back on essential necessities due to financial situation? 4. How did your financial situation change now? 5. What amount of loans do you usually take and after how long do you payback? 6. In times of financial struggles, what amenities or services do you use less?</p>
<p>Family and social network</p> <p>1. Did you have acquaintances, friends of family when you moved here?</p> <p>2. What are some challenges you faced for not having social network or connections?</p>	<p>1. How have you been adapting to living as neighbours to people you do not know?</p>

<p>3. Did you feel disadvantaged for not knowing enough number of/right people?</p> <p>4. Did you face personal conflicts with those in your neighbourhood?</p>	<p>2. Did you try to become a community member? Did you find it easy to make friends or get to know people here?</p> <p>3. Did you feel alone when you first moved here?</p> <p>4. How did it change now?</p>
<p>Personal development</p> <p>1. What are some of your personal goals?</p> <p>2. Do you think you are getting closer to your goals? If not, why?</p> <p>3. What challenges did you face when pursuing different opportunities?</p>	<p>1. Can you tell me how you spend your free time? Do you wish that there are trainings that provide specific skills? Can you describe more?</p> <p>2. What is stopping you from attending trainings?</p> <p>3.</p>

F. COPING MECHANISMS

Key questions	Supporting questions
<p>1. How have you been dealing with some of the challenges that happened since you moved here?</p> <p>2. Did you have any ideas/plans/resources in overcoming these challenges when you first moved?</p> <p>3. What has been the most helpful for you to solve your issues?</p>	<p>1. Did you have any family, relatives and friends here upon arrival?</p> <p>2. Did anyone help you settle down when you first moved?</p> <p>a. If yes, how did they help you?</p> <p>3. Who and where do you turn to for help when you needed?</p> <p>4. Would you say you learnt how to deal with some issues you faced? How? (will need to ask case specific follow up questions depending on the interviewee's challenges)</p>

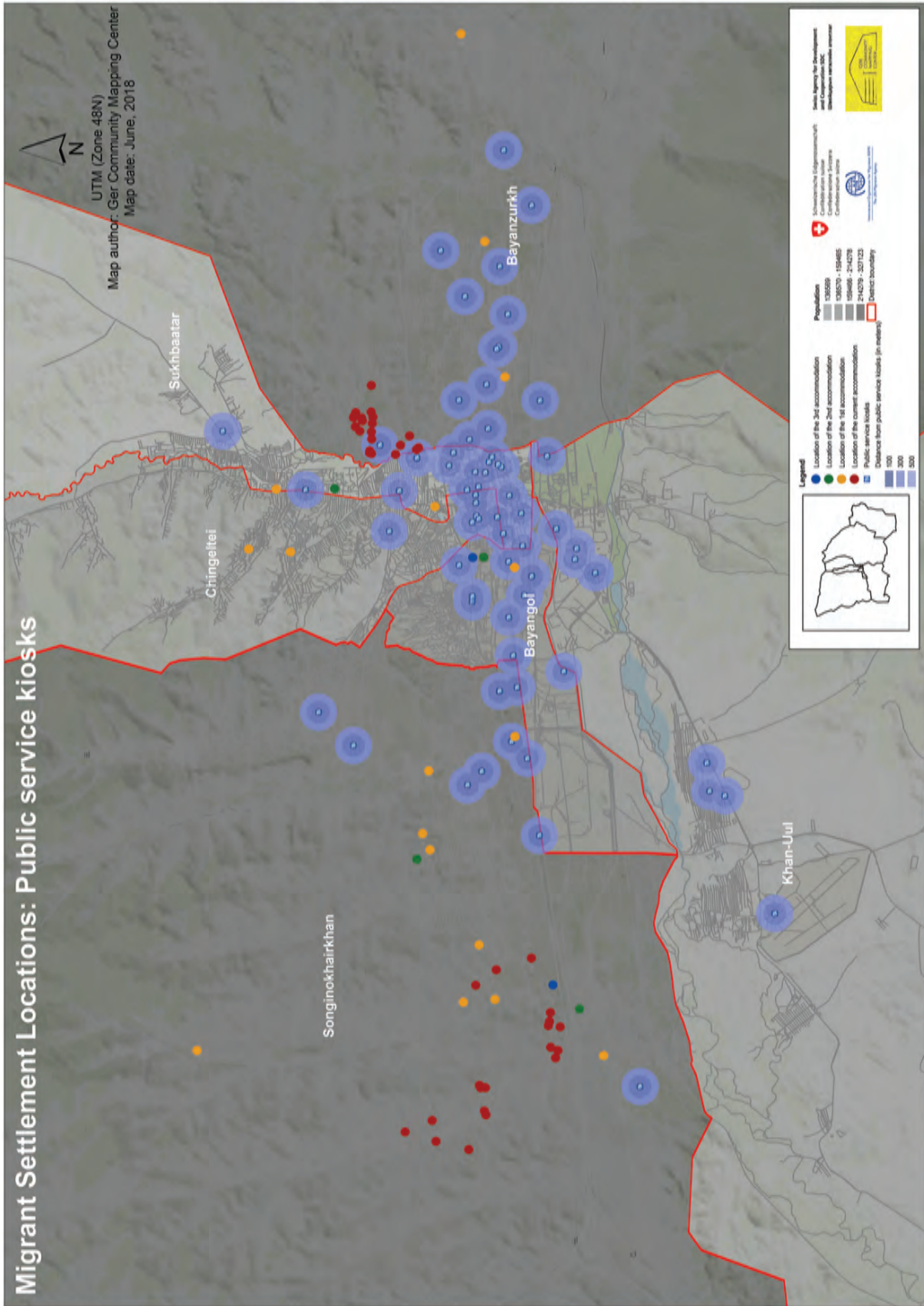
G. BARRIERS TO COPING MECHANISMS and REMAINING CHALLENGES

Key questions	Supporting questions
<ol style="list-style-type: none"> 1. What has been difficult when trying to solve the issues you were facing? 2. What still remains a challenge for you? 	<ol style="list-style-type: none"> 1. What prevents you to be able to solve your problems? 2. What do you worry about now the most?
	<ol style="list-style-type: none"> 3. How are you planning to solve the most worrying issue you are facing? (will need to ask case specific follow up questions depending on the interviewee's challenges)

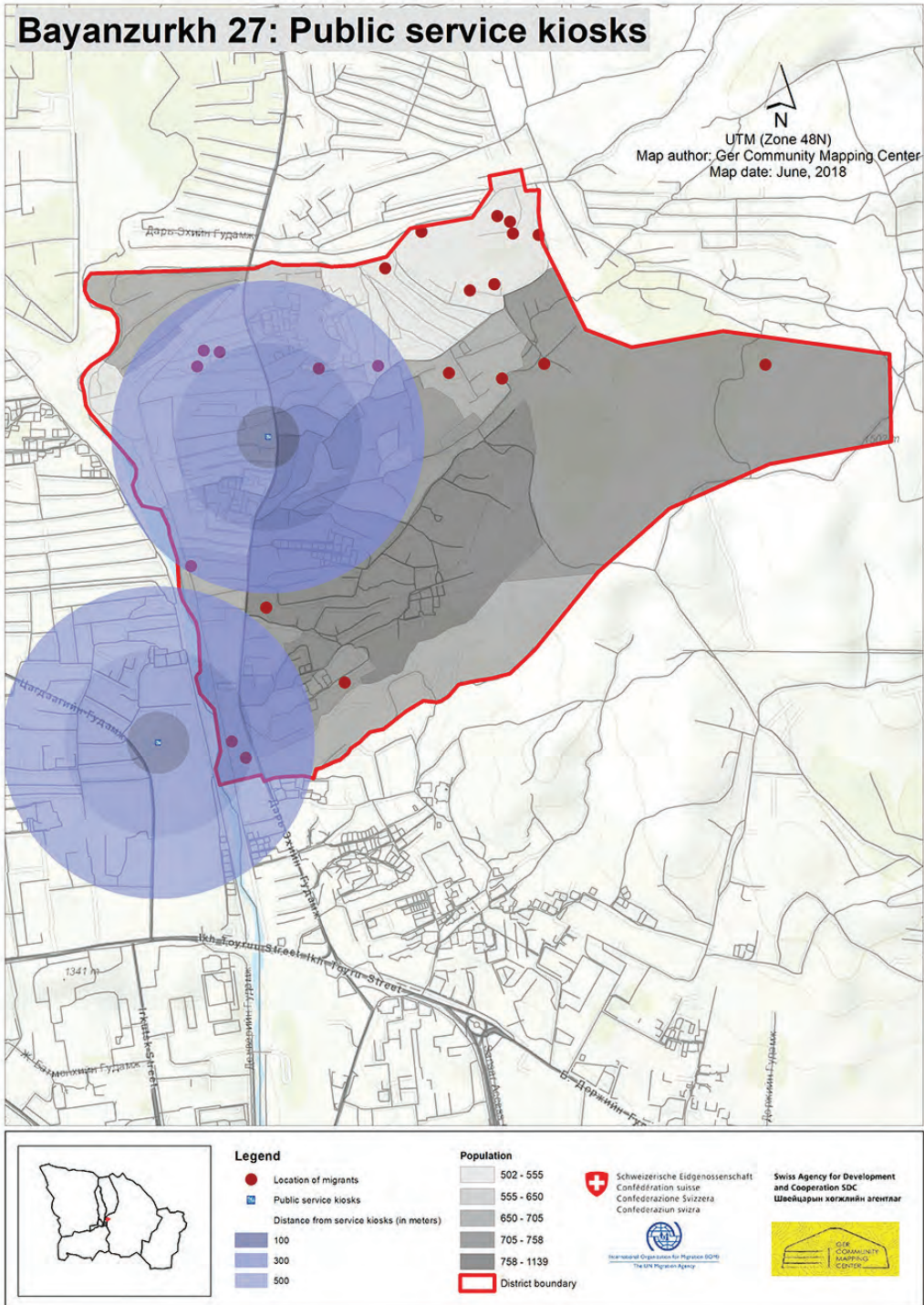
H. NEEDS ASSESSMENT

Key questions	Supporting questions
<ol style="list-style-type: none"> 1. What do you think are most essential if you plan to live in Ulaanbaatar city for a long period of time? (Land, real estate, job security, quality education, access to affordable, quality health services) 	<ol style="list-style-type: none"> 1. What do you think are necessary to meet your needs? (Job security, accurate information, financial resources, community etc) 2. From where and how would it be convenient to receive information about public services and social welfare programmes? 3. What are your daily needs? How do you wish they were addressed?

ANNEX 3



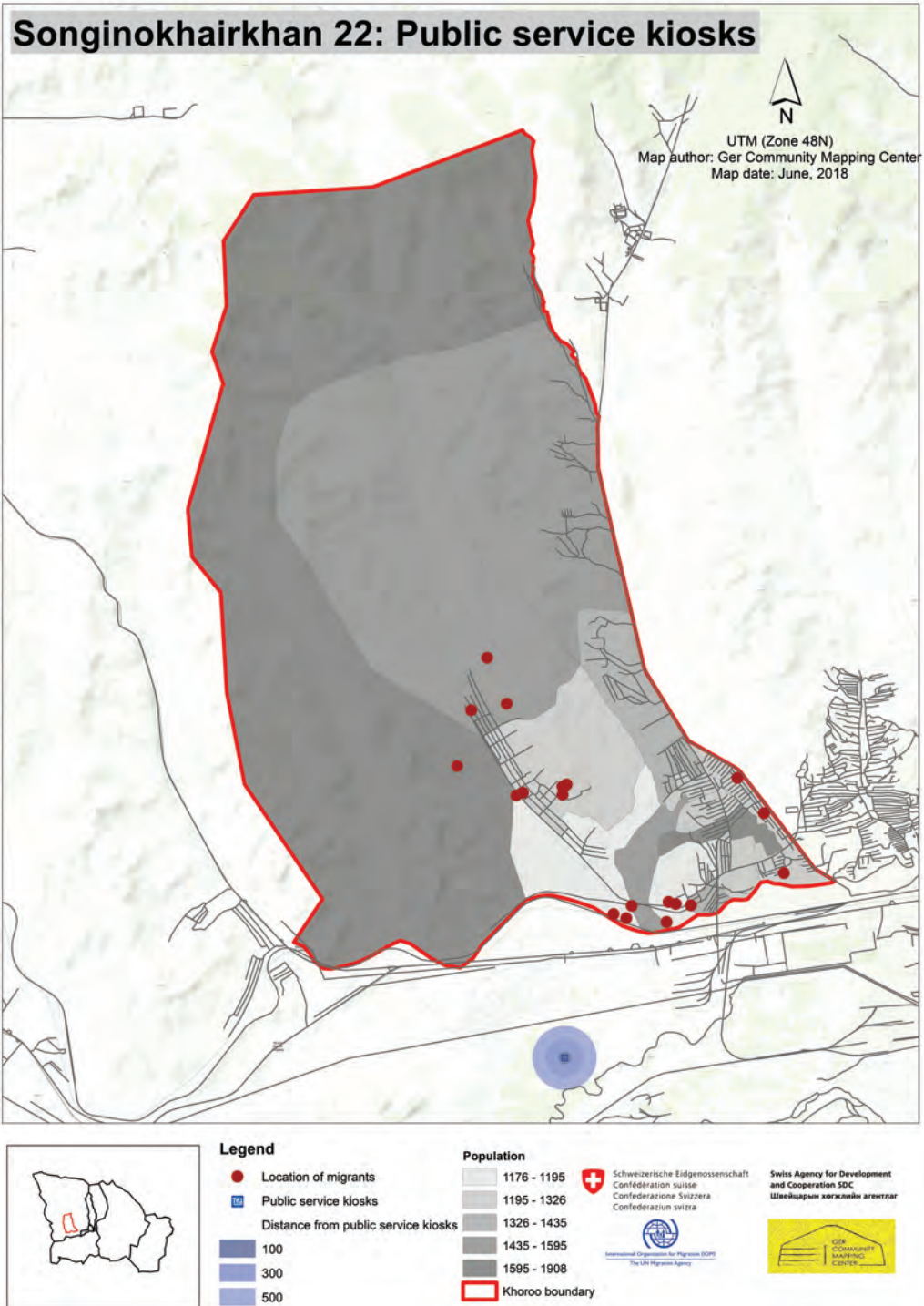
ANNEX 4



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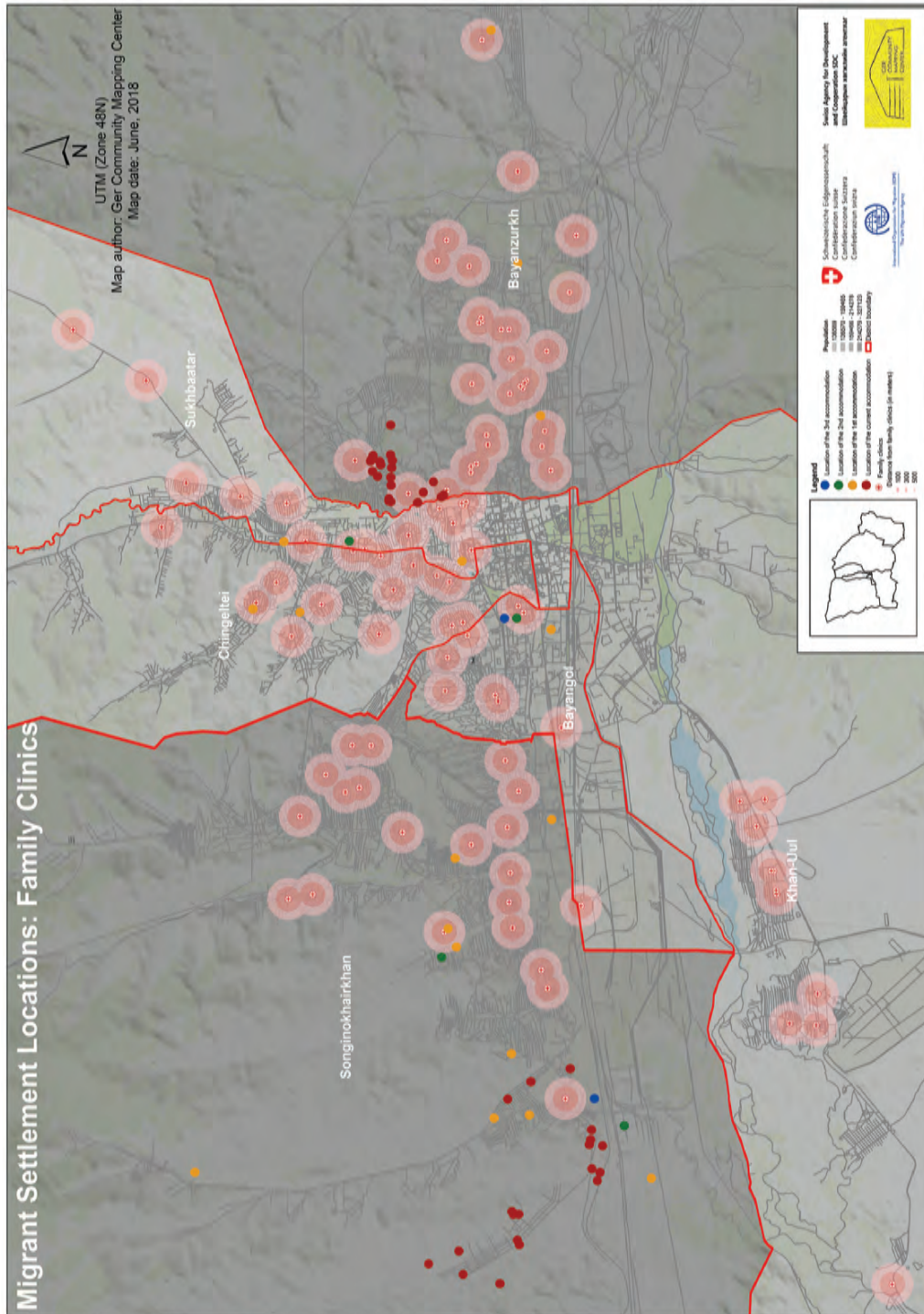
ANNEX 5



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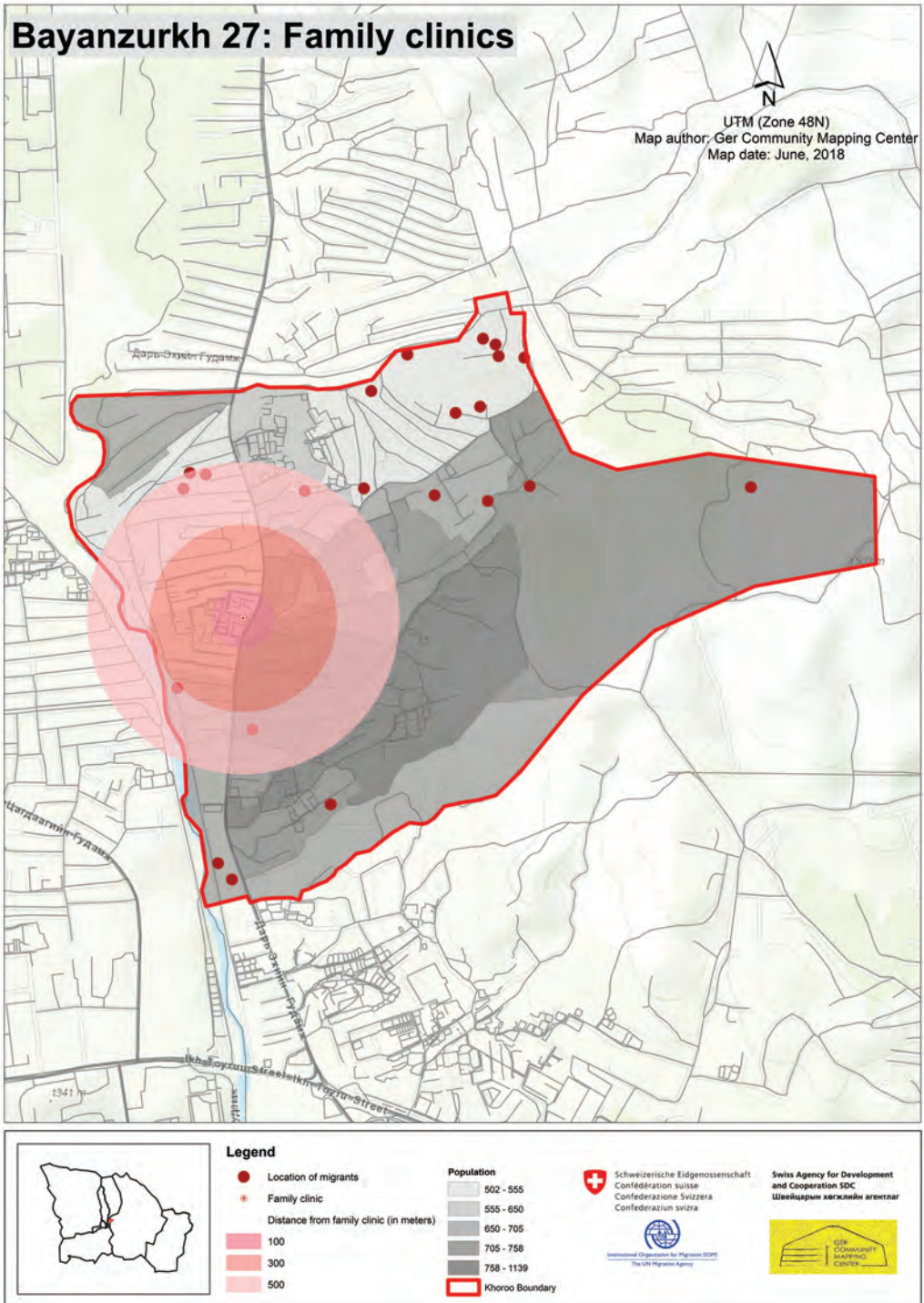
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ANNEX 6



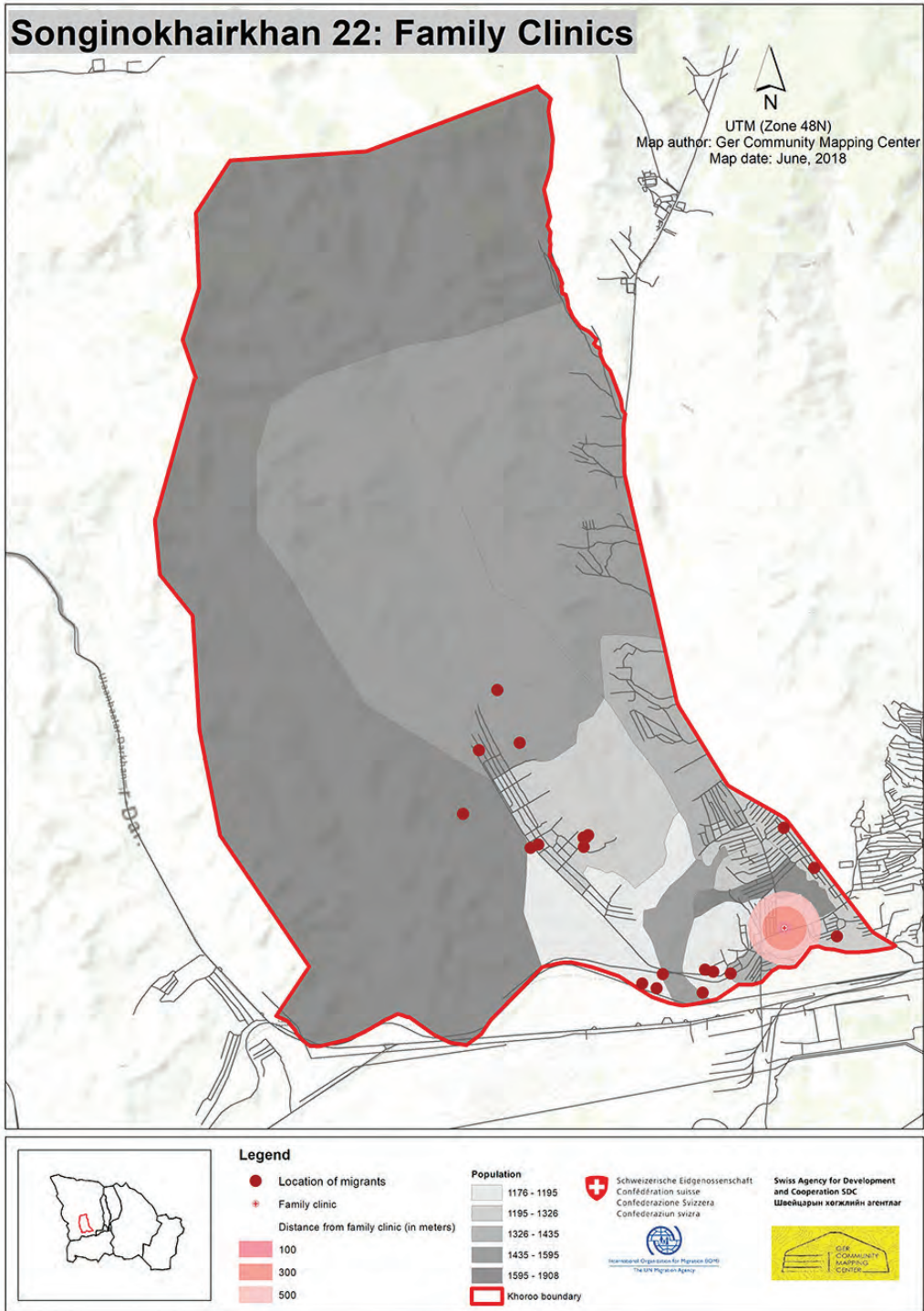
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ANNEX 7



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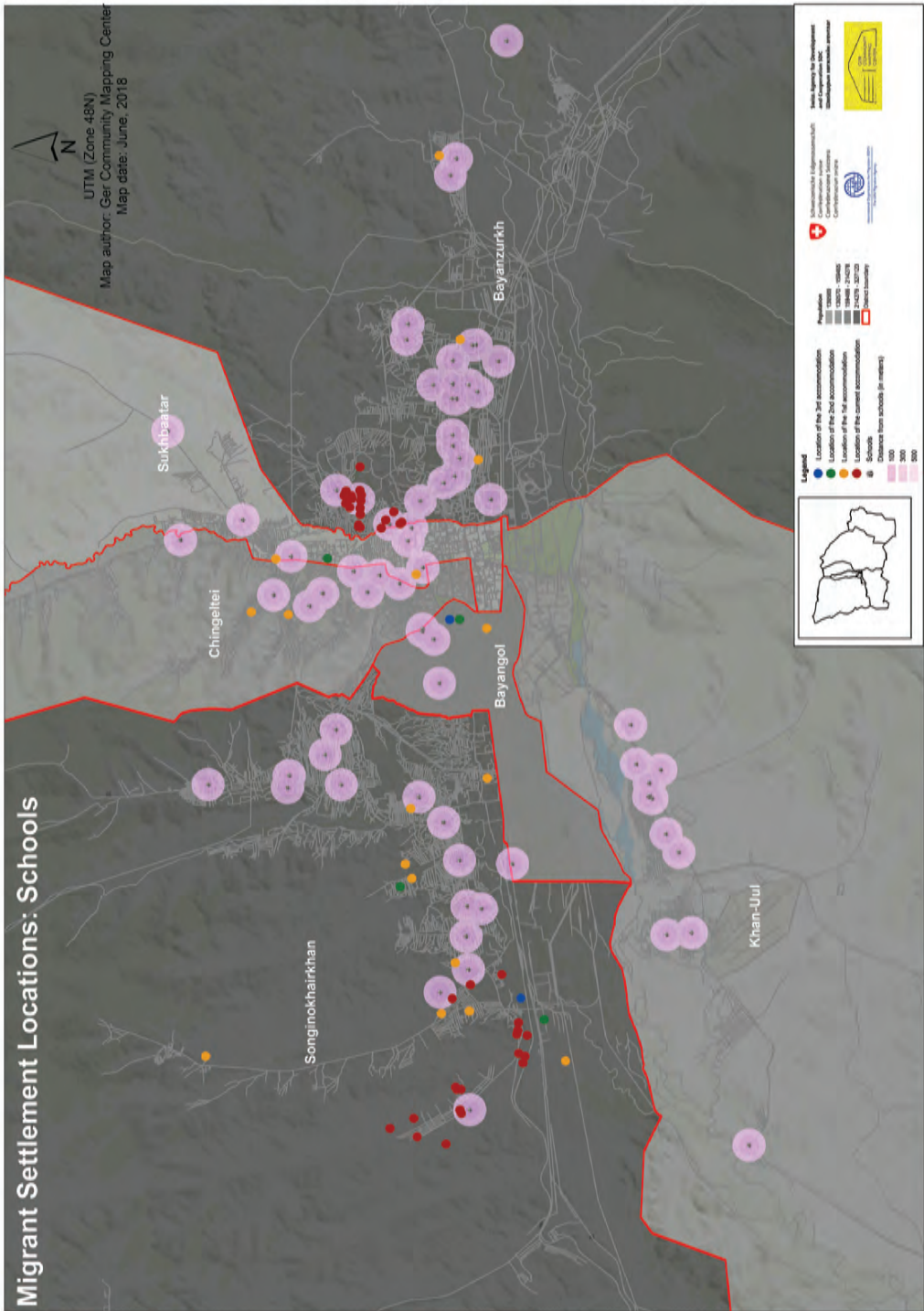
ANNEX 8



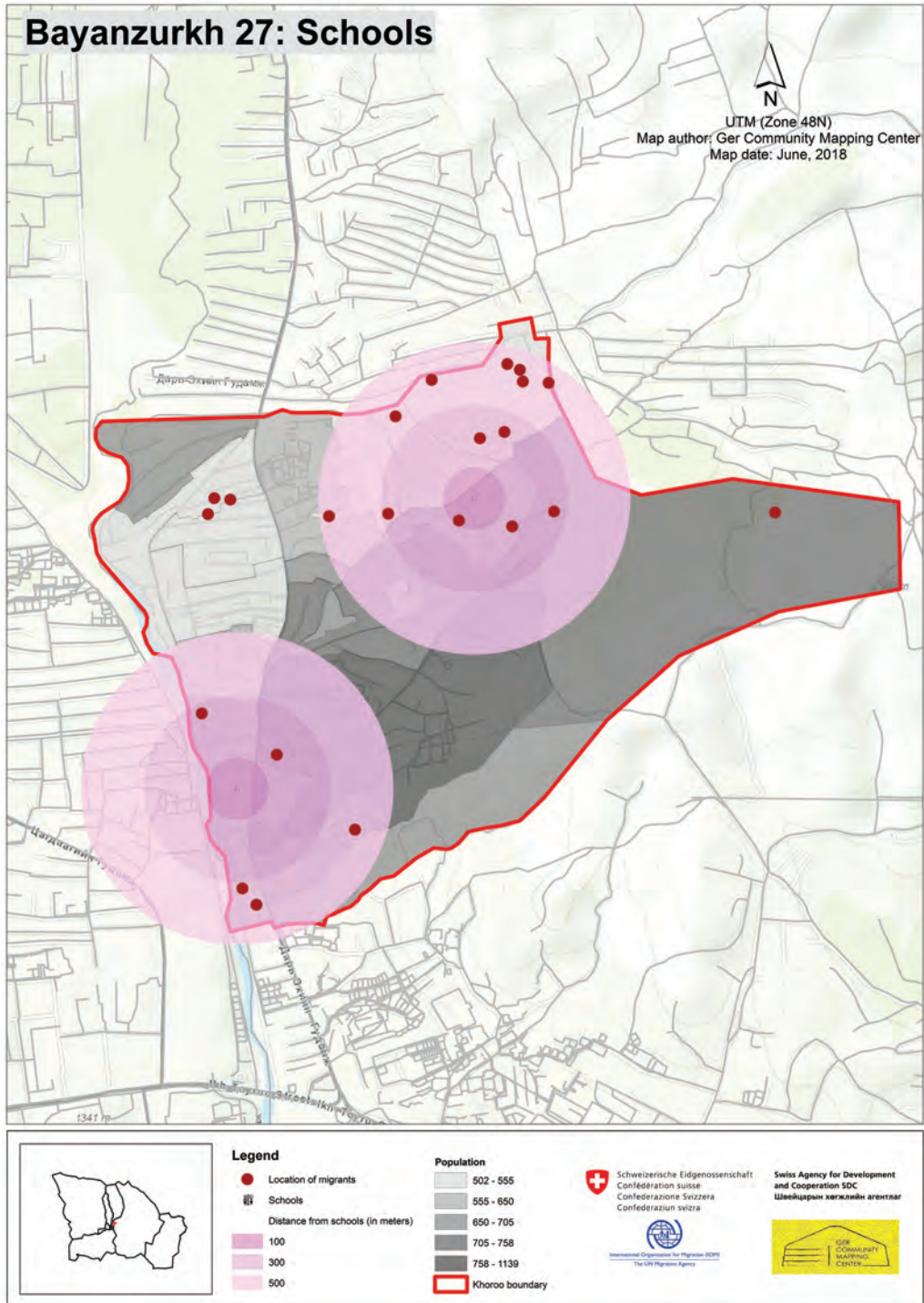
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ANNEX 9



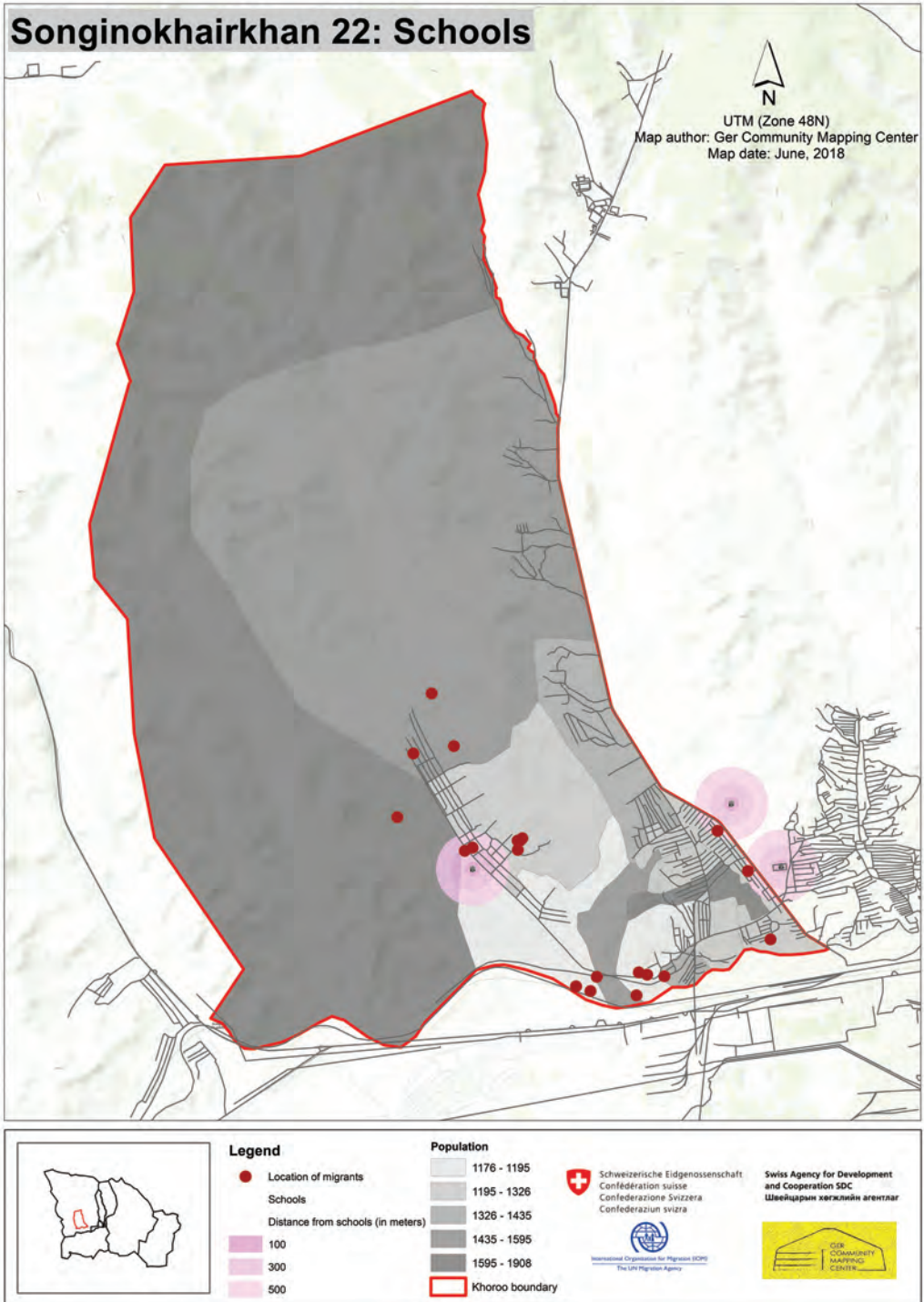
ANNEX 10



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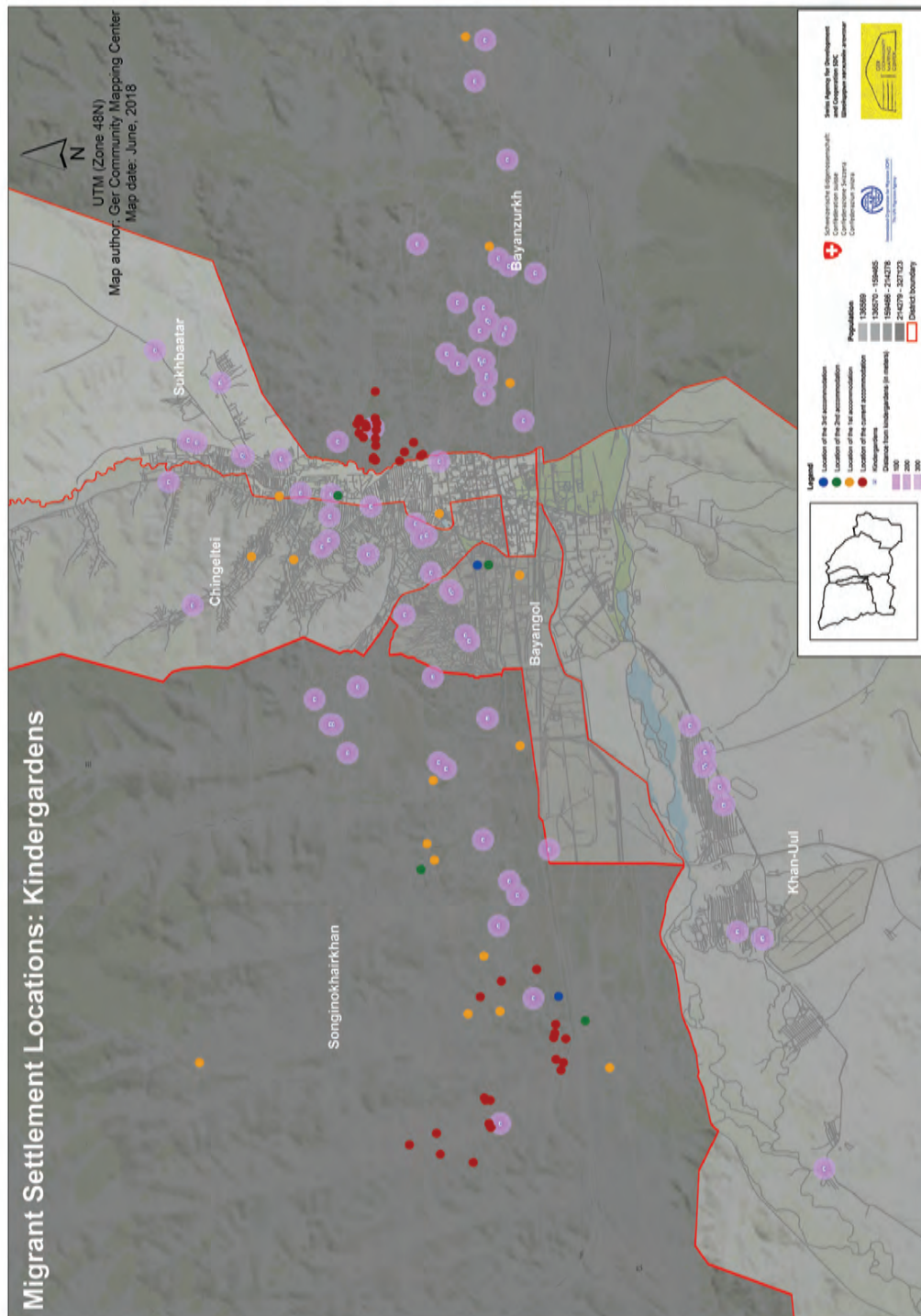
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ANNEX 11



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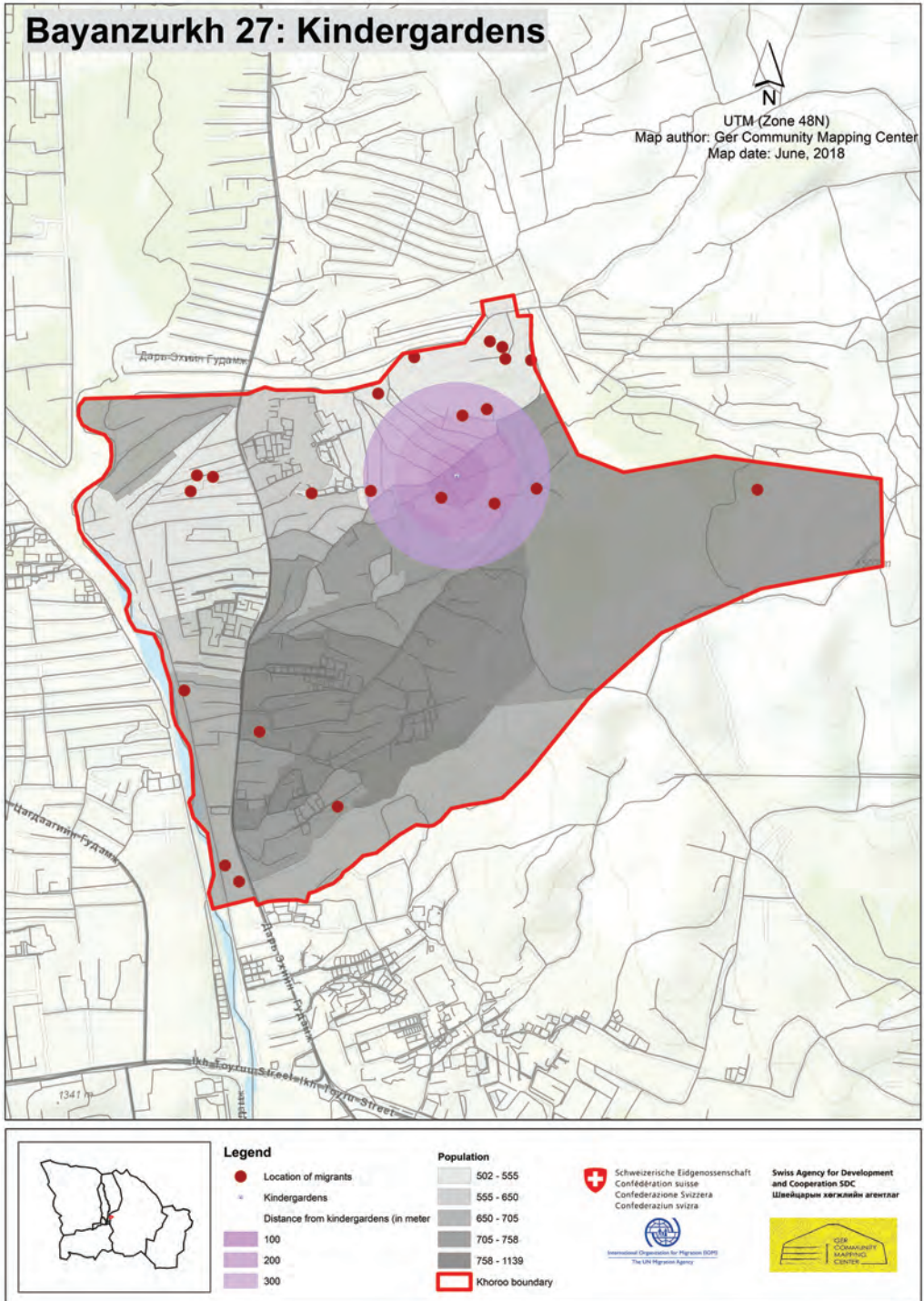
ANNEX 12



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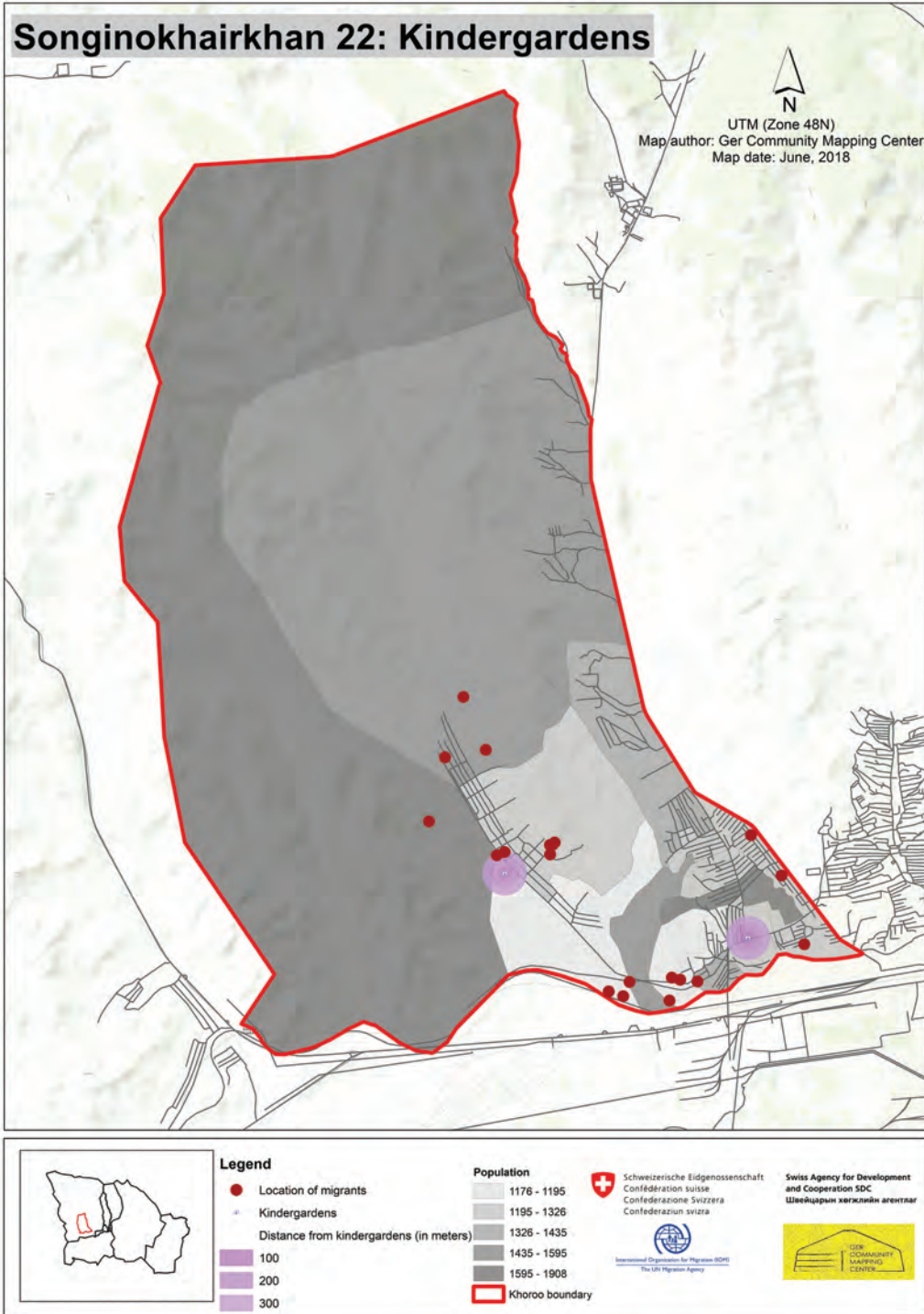
ANNEX 13



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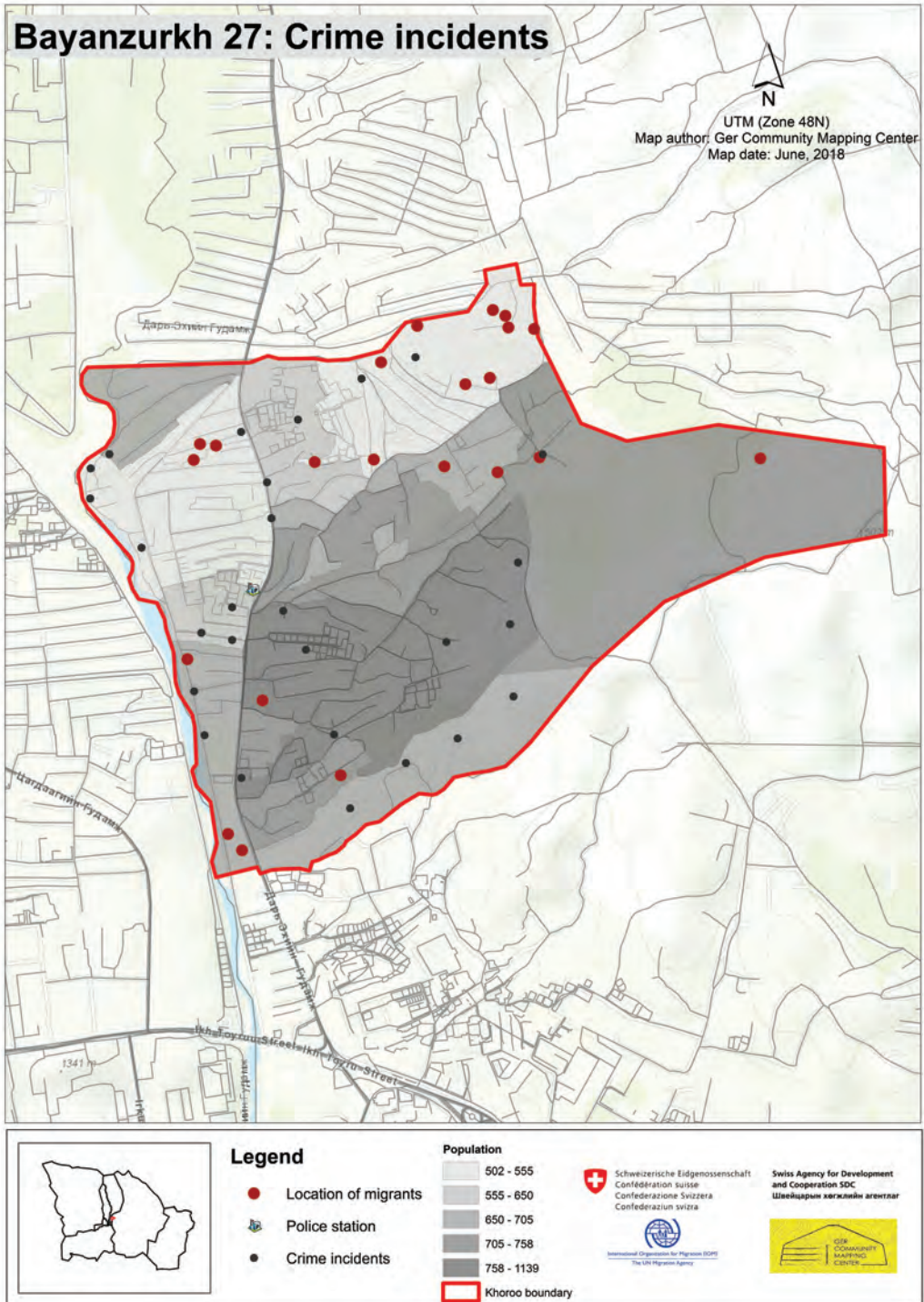
ANNEX 14



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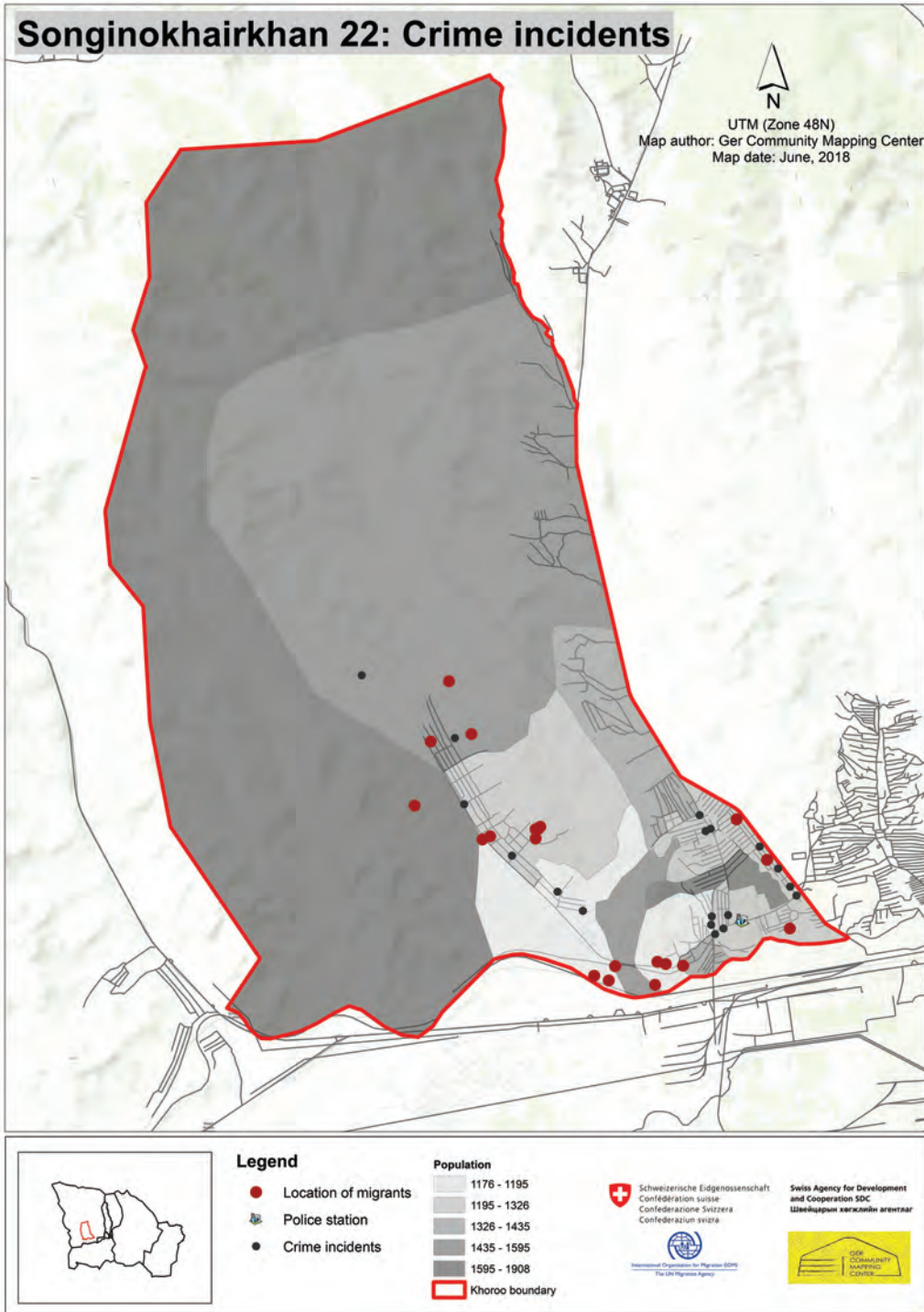
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ANNEX 15



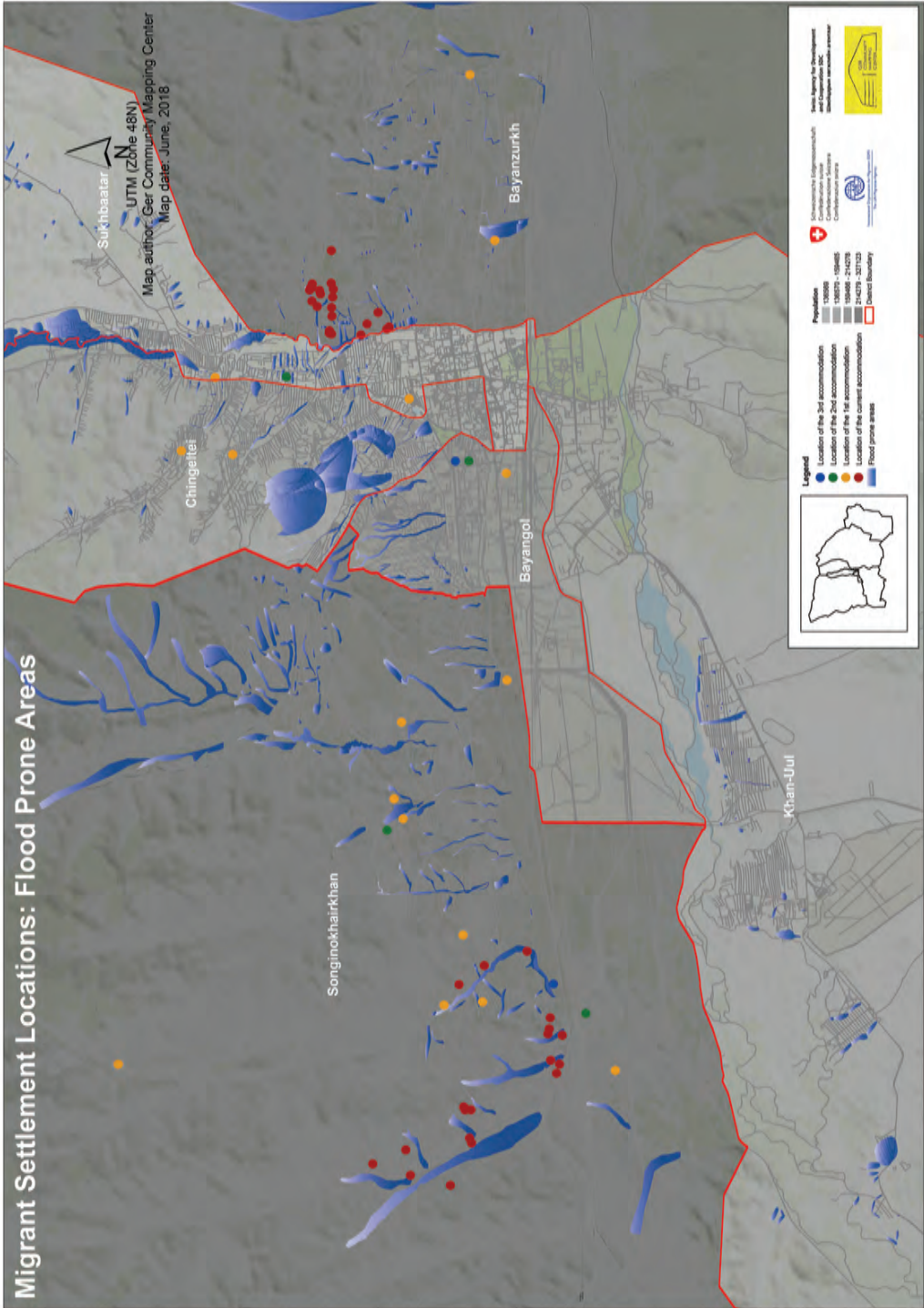
Source: Ger Community Mapping Centre (GCMC)

ANNEX 16



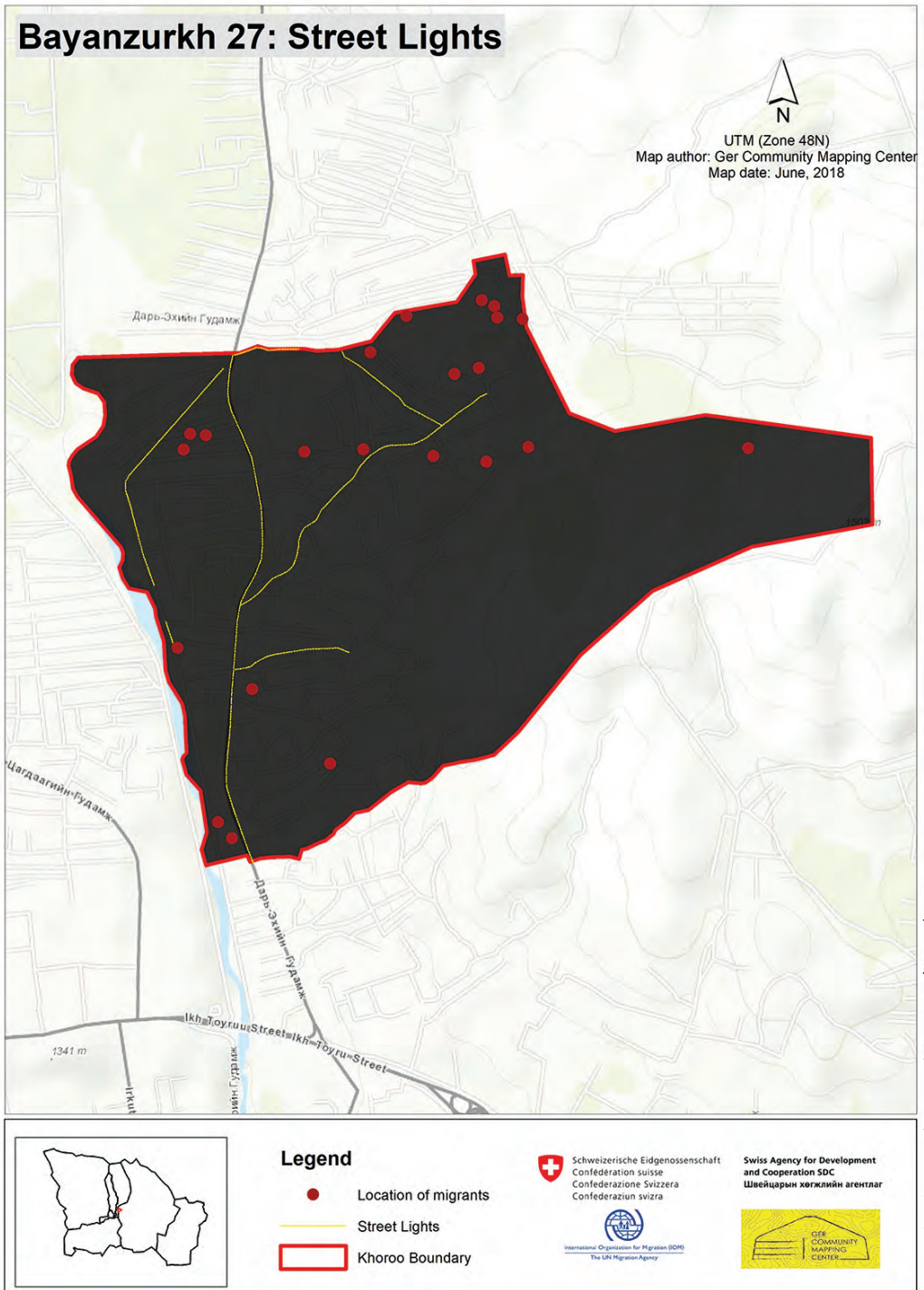
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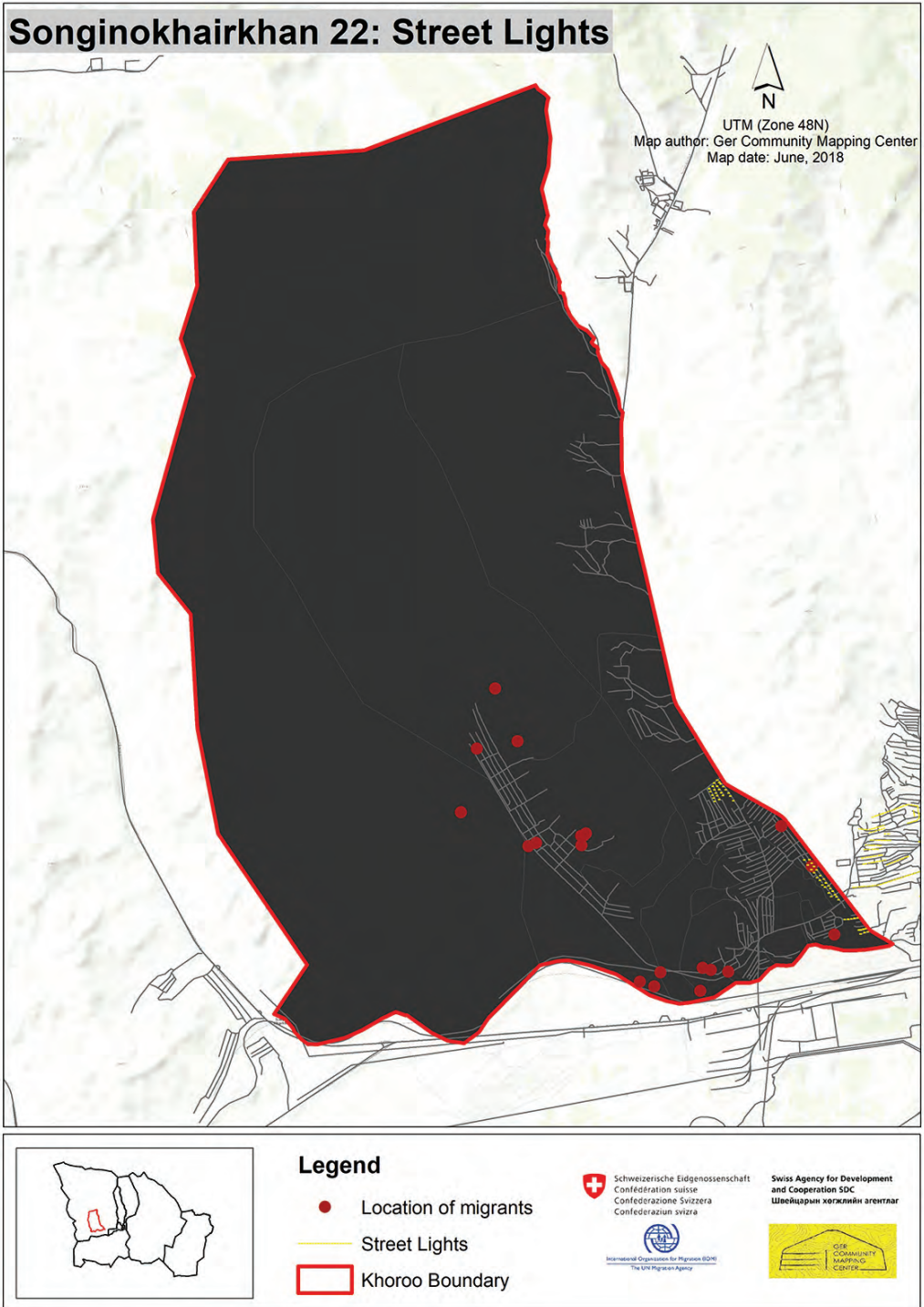
ANNEX 18



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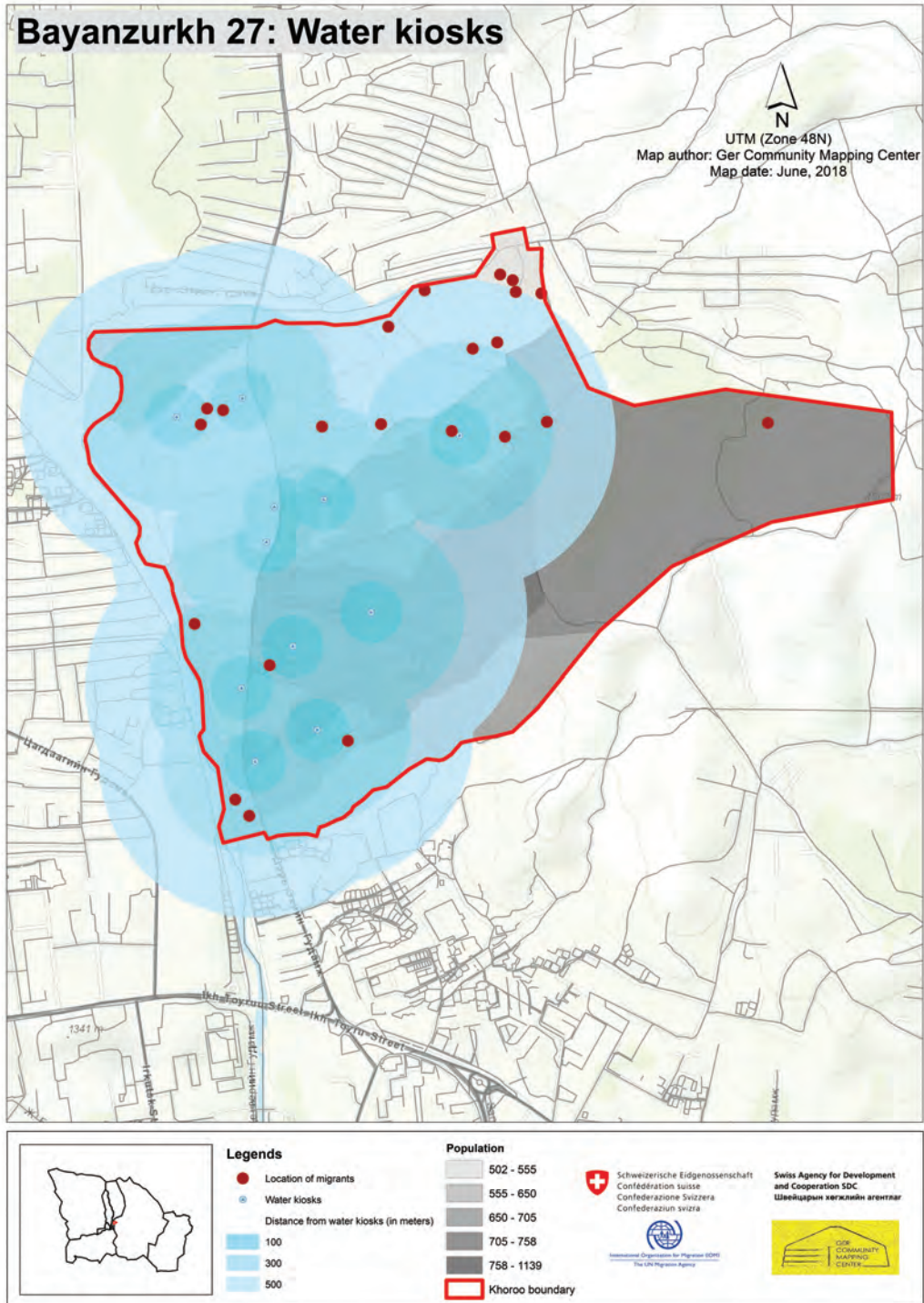
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ANNEX 19



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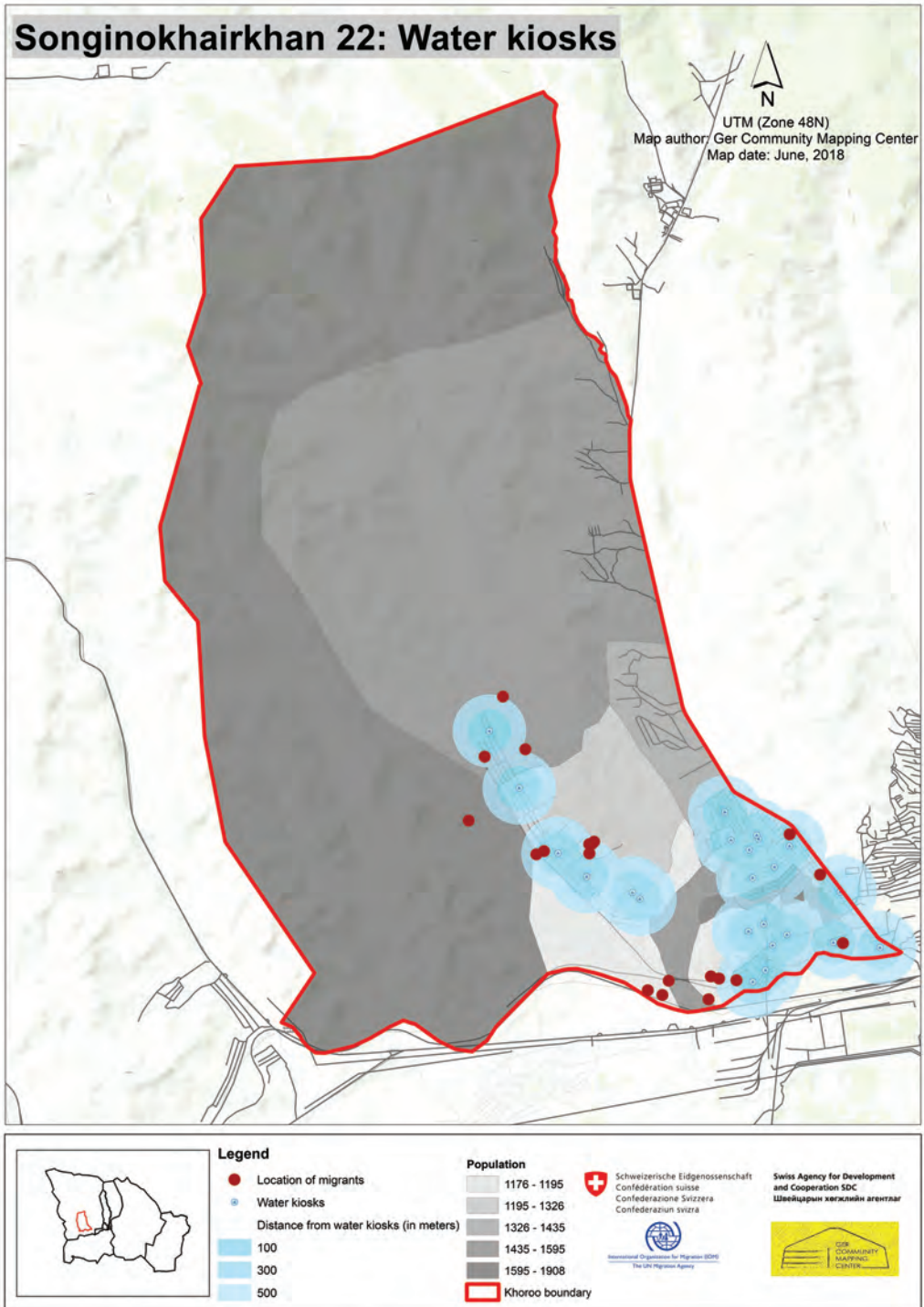
ANNEX 20



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ANNEX 21



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