



THE EFFECTIVENESS OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR) IN OVERCOMING THE VENEZUELAN REFUGEES CRISIS 2020-2023

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ABSTRACT

This article discusses the effectiveness of the United Nations High Commissioner for Refugees (UNHCR) in addressing the refugee crisis in Venezuela. The study examines how effective the UNHCR, as a regime dealing with refugees, has been in managing the refugee crisis that occurred in Venezuela from 2022 to 2023. According to Underdal, a regime can be considered effective if it is able to perform certain functions in line with the purpose for which it was established. Therefore, Underdal's Regime Effectiveness framework guides the analysis of this research, focusing on how the rules and recommendations of the UNHCR have addressed the refugee crisis that has persisted since Venezuela experienced a prolonged crisis, viewed through dependent, independent, and intervening variables. The economic crisis prompted many Venezuelans to leave their country in 2023. This phenomenon is supported by data released by the Center for Strategic & International Studies (CSIS), which indicates that nearly 7.7 million migrants and refugees had left Venezuela as of August 2023. This figure makes the Venezuelan refugee crisis the largest in the world, surpassing the number of people displaced from Syria and Ukraine. The large number of refugees seeking asylum has inevitably led to various new problems on a regional scale. This is because the countries receiving the refugees have begun to face the difficulties and become overwhelmed in accommodating them. The challenges include limited access to food, healthcare, education, and the emergence of Xenophobia among the refugee population. Furthermore, there has been an increase in cases of gender-based violence in some host countries. The Venezuelan refugee crisis has also received limited support from the international community, making it one of the most underfunded refugee crises in the world, with even less funding than the Rohingya or South Sudan crises. The UNHCR, as the primary agency responsible for safeguarding the welfare of refugees, is the key actor in this crisis. Through data collection methods such as literature reviews, which include books, journals, newspapers, and internet sources. This research aims to analyze whether the UNHCR has been effective in addressing the Venezuelan refugee crisis based on Underdal's regime effectiveness theory.

Additionally, the author will examine the relationship between aspects of human security and the refugee crisis at hand.

Keywords: Effectiveness, Regime, Crisis, Refugees, Venezuela, UNHCR

INTRODUCTION

The political turmoil, followed by hyperinflation that swept through Venezuela, has given rise to one of the worst crises in Latin American history. In line with this statement, the Venezuelan crisis is described as multidimensional, rooted in its political system and economic structure, while also significantly affecting its social and even cultural dynamics (Bull, 2020). The political instability within the country is driven by a power of struggle between the opposition and the government of Nicolas Maduro. As the leader who succeeded Hugo Chavez, Maduro aims to uphold Chavez's Bolivarian policies and fulfill the socialist revolution intended to counter capitalism and the spread of American neoliberalism. One policy that triggered opposition was the equitable distribution of oil revenue and the welfare of the poor. The income generated from oil was allocated to free programs in education, healthcare, and food assistance. This situation provoked a response from the opposition, consisting mainly of upper- and middle-class citizens who felt burdened by socialist policies perceived as overly supportive of the poor (Kunkurat, 2021).

This instability was exacerbated by the drop in global oil prices due to an oversupply flooding the market. As a country heavily reliant on oil revenues, Venezuela found itself trapped in a new kind of crisis, different from previous ones—a crisis of inflation. The nation faced a budget deficit as too much funding was allocated to populist policies without adequate alternative sources of income. Venezuela's inflation has continued to soar, even setting a record as the country with the longest period of hyperinflation. In 2021, the inflation rate reached 686.4 %, leading the Venezuelan government to redenominate the Bolivar by removing six zeros from the currency. As a result, the currency has effectively lost its value (Liputan6, 2022). The crisis forced Venezuela to cut its budget and reduce spending, which led to a decrease in aid for the poor that had been funded by oil revenues. The reduction in aid sparked protests and demonstrations across the country (Budisatria, 2022).

The dual crises have led the people of Venezuela to choose to leave their country. As of August 2023, nearly 7.7 million migrants and refugees have left in the sea of asylum. This figure even surpasses the previous refugee crises in Syria and Ukraine, making the Venezuelan refugee crisis the largest in the world today (CSIS, 2023). Of course, this has an impact on countries near Venezuela that must accommodate the incoming refugees. According to the International Organization for Migration and the UNHCR Regional Refugee and Migrant Response Plan (RMRP), it is estimated that by the end of 2023 there will be 6.83 million Venezuelan refugees and migrants in need of humanitarian assistance

in Latin America. Although countries in Latin America have implemented an integrated open-door policy to handle refugee and migrant cases, they are still overwhelmed to deal with these cases. This number is too large for a region that has not fully recovered from the shock of the COVID-19 pandemic. Some countries in Latin America are also facing economic downturns and are approaching bankruptcy.

According to UNHCR, host countries have been welcoming refugees but they have reached saturation point (Wolfe, 2021). Host countries such as Colombia, Peru, Ecuador have granted legal residency to more than 2.4 million Venezuelans. However, the continued surge has drained their resources and led to xenophobic reactions, tightening migration restrictions, and obstacles to granting legal status. An example of xenophobia against Venezuelan refugees is in Peru. Peruvian society considers their arrival to be a threat to the economy, causing unemployment, lack of jobs and even a domestic economic crisis. The view that "Venezuelans are taking jobs from many Peruvians" ranges from 73% to 76% in society. (IOP, 2019,2020) in (Blouin, 2022). Another case is in Colombia where many Venezuelan migrants and refugees are found asking for alms on buses, collecting bottles from the streets to be recycled, and other efforts to make a living. If they are lucky enough, they can open their own businesses such as restaurants, barbershops, or beauty salons. This is the impact of Colombian citizens' fear of Venezuelan migrants who are considered criminals (Los Angeles Times, 2023). The xenophobia they experience makes it increasingly difficult for them to survive and meet their daily needs in the host country.

The refugee crisis is also suffering from a lack of international support. Only 12% of the \$1.72 billion requested by the R4V (Regional Inter-Agency Coordination Platform for Venezuelan Refugees and Migrants) for its 2023–2024 Regional Refugee and Migrant Response Plan has been raised. In 2022, that number dropped to 27%. The drop in funding shows a lack of attention from the international community. Venezuela's migrant and refugee crisis is perhaps one of the most underfunded refugee crises in the world, even lower than the Rohingya or South Sudan crises (CSIS, 2023). According to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) Financial Tracking Service report on humanitarian aid funding, Venezuela received \$365 million in humanitarian aid in 2021. However, in 2022, that number dropped to just over \$315 million (United Nations Office for the Coordination of Humanitarian Affairs, 2021).

Furthermore, a Regional Refugee and Migrant Response Plan aimed at assisting Venezuelan migrants in 17 host countries in Latin America and the Caribbean has only managed to raise about 8% of the \$1.72 billion needed for this year (The New Humanitarian, 2023). That amount is far from enough to help address the ongoing refugee crisis.

UNHCR as an official agency under the auspices of the UN is certainly the main actor when discussing assistance for refugees. UNHCR provides international protection for refugees and seeks to provide sustainable solutions to refugee problems. Especially in the Venezuelan refugee crisis, UNHCR plays a role in supporting basic needs, especially

in border areas where needs often exceed capacity. In addition, it promotes Venezuelan refugees and migrants into the national social protection system and the local labor market. And supports the government's plan for long-term solutions, including legal asylum regularization schemes. The effectiveness of UNHCR in handling Venezuelan refugees is an interesting thing to observe (The UN Refugee Agency, 2022).

METHOD

The data collection method in this study is descriptive qualitative. This type of research aims to explore and research social situations comprehensively and in depth. This research method is used to research the condition of natural objects with researchers as key instruments. The analysis used is qualitative so that the results have the aim of being able to understand the meaning and construct a phenomenon. The resources used are secondary data, obtained by the author through relevant literature, journals, internet sites, and books. The secondary data is then collected and selected according to its relevance to the topic raised in the study. This study will analyze how UNHCR helps solve the Venezuelan refugee crisis in 2020-2023.

RESULT AND DISCUSSION

The Effectiveness of the Underdal Regime According to Krasner (1982, p. 185) a regime is a set of principles, norms, rules and decision- making procedures where the expectations of its actors converge in a specific area of international relations. The explanations of these four elements are as follows: principles are beliefs about facts, cause-effect relationships, and truths. Norms are standards of behavior defined by rights and obligations. Rules are specific provisions for actions that must be followed. Meanwhile, decision- making procedures refer to practices used to make and implement collective choices. Therefore, the primary function of an international regime is to facilitate the creation of a mutual agreement on issues within the regime's scope. Additionally, the presence of an international regime also aims to achieve agreements on shared interests that may be difficult or even impossible to achieve through 5 independent decisions (Hennida, 2015). In other words, a regime is said to be effective or successful if it fulfills its role according to its function and produces positive outcomes.

One of the theories often used to assess the effectiveness of a regime is that of Arild Underdal. In his explanation, evaluating the effectiveness of a regime means comparing it with several standards of success or achievement. To assess this, Underdal presents two variables for measuring regime effectiveness: dependent and independent variables. The dependent variable refers to the concept of regime effectiveness itself-what makes a regime need to be evaluated, on what standards the regime is assessed, and how we can assign an operational score to a specific regime. The dependent variable includes three components that make up a regime: output, outcome, and impact. Output refers to the stages of regime creation; the first stage is when an agreement is reached, and the

second stage is when domestic rules are implemented. Outcome focuses more on regime implementation and the parties in it adapting to existing regulations, while impact refers to changes in behavior resulting from the regime, typically observable after years of its cooperation (Underdal, 2002).

The independent variable refers to the factors that determine whether a regime is effective or not. The independent variable is divided into the type of problem (problem malignancy) and the capacity of the regime in solving the problem (problem solving capacity). Problem malignancy itself refers to the complexity of the problem faced. Of course, if a regime faces a complicated and difficult problem to solve, it is called malignant. While for problems that are not too complicated, they are called benign. Problem malignancy itself has three determinants, namely:

1. Incongruity

If the actors only consider their own benefits and if the existing actors have different perspectives on an issue. Then there are two mechanisms that can be run in incongruity, namely externality (the impact that arises from the activities of one party in the regime that is also felt by the other party) and competition (the subjective welfare of an actor is assessed from the good or bad performance of the actor compared to other actors). If it is more inclined towards competition, then the existing problem becomes increasingly malignant.

2. Asymmetry

The values or interests of the parties in the regime do not match each other. If the problem of malignancy becomes more asymmetric, it will be more difficult to reach a solution that is acceptable to all parties. So it can be concluded that the problem is increasingly malignant.

3. Cleavage

The existence of lines or cultures that emerge historically and divide members of a society into groups with different political interests. This can be race, religion, economic level, social status and so on. If one group is opposed to another group until there is dominance from one of them, then it is called cumulative cleavage, and then the type of problem is increasingly malignant.

The next independent variable is problem solving capacity which is how a regime is able to solve problems. There are 3 determinants in problem solving capacity:

1. Institutional Setting

How the institution plays a role and how it directs the interaction between the actors involved. The procedures in the regime will affect how decisions are made in it. Then how the organization of the regime will affect its ability to solve problems.

2. Distribution of Power

How power is divided among members of the regime. If it is centralized or unipolar, it will increase the effectiveness of the regime because it is easy to make collective decisions.

3. Skill and Energy

The resources owned by a regime in solving problems. How is its leadership, whether there are epistemic communities owned or not. If its contribution is greater at the national level, the more effective the regime will be.

In addition to these two variables, there is also an intervening variable, namely the level of collaboration of the regime. In the level of collaboration there is a scale of 0-5 to see the extent of cooperation between the parties in the regime. The five scales include:

- Scale 0 : there is only deliberation and no further joint action.
- Scale 1 : coordination of actions based on unspoken understanding.
- Scale 2 : coordination of actions based on explicitly formulated rules or standards but with implementation entirely in the hands of the national government. There is no centralized assessment of the effectiveness of the actions.
- Scale 3 : the same as scale number two, the difference is that there is a centralized assessment.
- Scale 4 : coordinated planning combined with domestic implementation. There is a centralized assessment of effectiveness.
- Scale 5 : Coordination through fully integrated planning and implementation, with centralized assessment of effectiveness.

This study will place more emphasis on these three variables to assess whether there is effectiveness in the UNHCR regime in the case of the Venezuelan refugee crisis.

Overview of the Venezuelan refugee crisis 2020-2023

As the number of Venezuelan refugees increases, so do the problems they have to face on a daily basis. The main problems lie in meeting basic needs such as access to food, health, and education. The ability of refugees and migrants to meet basic needs has decreased due to widespread unemployment and rising living costs. Through official documents published by *the Refugee and Migrant Needs Analysis (RMNA)*, there are regular reports on the conditions of the problems experienced by Venezuelan refugees and migrants (RMNA, 2020).

The first is the food security crisis. Food security exists when all people, at all

times, have physical, social and economic access to sufficient, safe and nutritious food that meets their dietary needs and preferences for an active and healthy life (Food and Agriculture Organization of the United Nations, 2016). This food issue remains a major concern for refugees and migrants from Venezuela across Latin America and the Caribbean. Of course, to meet these food needs they depend on the economic capacity available. Lack of access to income makes it impossible for them to meet their needs for three nutritious and healthy meals a day. One example of this is the fate of refugees in Colombia. In 2022, 79% of refugees in transit and 28% of those involved in pendular movements experienced a lack of economic access to buy food. They were forced to bag and sell their assets in order to get food (RMNA, 2022). Based on data reported periodically by the *Inter-Agency Coordination Platform for Refugees and Migrations in Venezuela* (R4V), there was a fluctuating movement related to their food needs. The peak was in 2021 when there were 5 million refugees who could not meet their food needs. The crisis was exacerbated by the presence of COVID-19 which disrupted the economic conditions of every country, including countries receiving Venezuelan refugees and migrants.

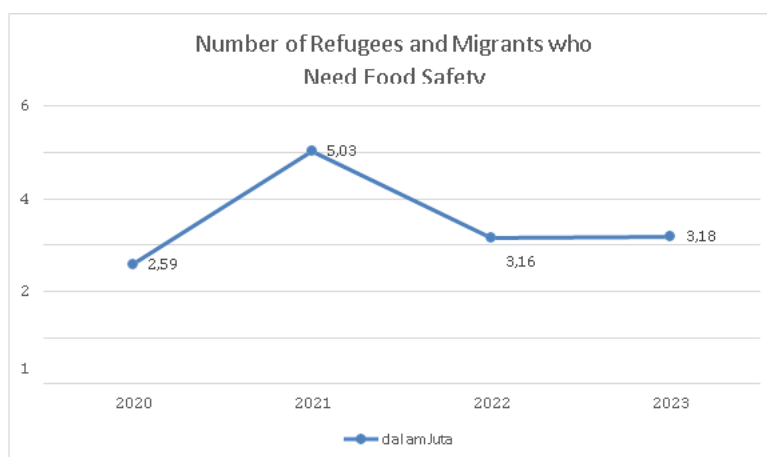


Figure 1. Number of Refugees and Migrants from 2020-2023 Who Need Access to Food Security

Source: processed by the author from the report of the *Inter-Agency Coordination Platform for Refugees and Migrations in Venezuela* (R4V) 2020-2023.

Compared to other regions in the world, food security remains elusive in Latin America and the Caribbean. This is due to the high cost of purchasing nutritious food. Added to this is the ongoing socio-political instability in several countries and the potential climate impacts of El-Nino conditions in 2023 that are expected to affect regional food production and systems (RMNA, 2023). It is in this context that Venezuelan refugees and migrants are struggling to meet their basic needs.

The second fundamental issue is the need for access to health care. Countries in Latin America and the Caribbean have seen an increase in the number of refugees and migrants

from Venezuela arriving with increasing health care needs. These needs are felt both in border areas and in urban areas. This is especially true for Venezuelan refugees crossing the Colombian border. This is due to the limited health facilities in Venezuela, which require them to seek medical care and medicines elsewhere. Refugees and migrants often travel long distances on foot to gain access. They cross rugged and challenging terrain such as the jungle between Colombia and Panama, cross the high-altitude border areas between Chile, Bolivia and Peru, or board crowded boats across the Caribbean. These dangerous journeys can take a toll on their physical and mental health. (RMRP, 2020)

During the period from 2020 to 2023, there was a peak crisis in the health needs of refugees and migrants, namely 5.19 million people in 2021 (R4V, 2021). The crisis occurred due to the impact of the lockdown which hampered the operation of health services, thus affecting access to basic public health programs such as vaccination, treatment for Tuberculosis or HIV/AIDS, and so on.

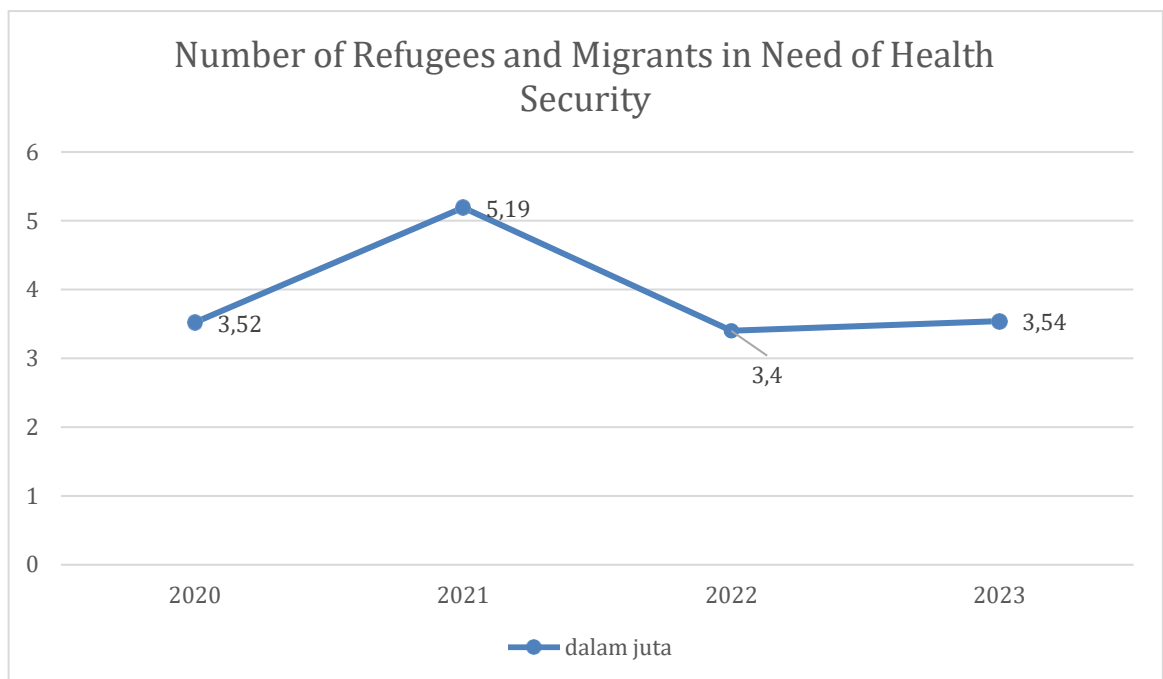


Figure 2. Number of Refugees and Migrants From 2020-2023 Who Need Health Security

Source: processed by the author from the report of the *Inter-Agency Coordination Platform for Refugees and Migrations in Venezuela (R4V) 2020-2023*.

The third problem is education that cannot be fulfilled by refugees and migrants. The most affected groups are children and adolescents who have difficulty in accessing fair, inclusive, and quality education services. According to a report, (Plan International, 2023) 79.5% of households have difficulty registering migrant children and adolescents to gain access to education. They find it difficult to continue their education in the host country due to problems with legal migration document requirements, economic

problems, and lack of knowledge about the local education system.

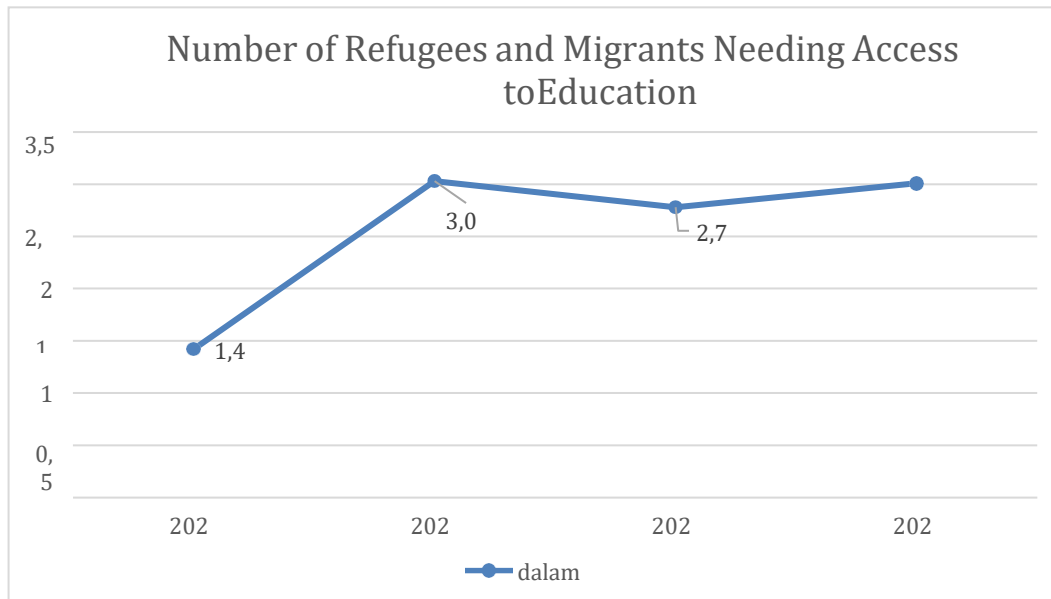


Figure 3. Number of Refugees and Migrants from 2020-2023 Who Need Access to Education

Source: processed by the author from the report of the *Inter-Agency Coordination Platform for Refugees and Migrations in Venezuela (R4V) 2020-2023*.

UNHCR's Efforts to Address the Venezuelan Refugee Crisis

As the main official agency under the UN tasked with handling refugee cases, UNHCR has made a series of efforts. These efforts are carried out directly and indirectly. Direct assistance is in the form of providing housing and sending humanitarian aid. Meanwhile, indirect assistance is realized through UNHCR's collaboration with the government, civil society, and IOM (International Organization for Migration). In supporting the aid measures provided to be right on target, UNHCR has two frameworks, namely through the Regional Refugee and Migrants Response Plan (RMRP) and Refugee and Migrant Analysis (RMNA). RMRP is a document that displays the plans that will be carried out by UNHCR for a year by considering ten sectors, namely; education, food security, health, humanitarian assistance, integrated assistance, non-food items, nutrition, protection, shelter, and availability of access to clean water. While RMNA is a document that displays the needs of refugees in more detail and comprehensively.

In addition, UNHCR also works with local governments, civil society and the private sector to support integrated assistance to refugees. Furthermore, UNHCR coordinates with governments across the region to strengthen national registration and asylum systems and advocate for socio- economic inclusion and local integration of refugees.

Assistance measures taken by UNHCR during 2020-2023 based on the *Venezuela Situation Factsheet* report:

I. Provision of access to housing

In 2020, UNHCR provided 13 temporary shelters in Brazil that could accommodate 6,000 Venezuelan refugees. A similar action was taken in Colombia by establishing a temporary shelter center. The temporary shelter center provides temporary access to shelter, food, water and medical care for vulnerable Venezuelans. A total of 1,400 refugees were able to occupy the place. Furthermore, in 2021, there were 1,000 shelter and settlement projects both in border areas and cities. Several shelters have been adapted to the culture and needs of Venezuelans, including safe houses for women. UNHCR's countries of operation continue to support access to shelter by strengthening housing rental programs. In addition, UNHCR focuses donor support on infrastructure development in host countries in 2022. This good step will continue in 2023. Furthermore, UNHCR provides reinforcement to host countries. It also facilitates solidarity from host country communities in granting asylum and arranging residence permits.

II. Provision of humanitarian assistance for basic needs

In 2020, UNHCR distributed drinking water, hygiene kits, blankets, and snacks to refugees and migrants at key borders. For example, UNHCR in collaboration with partner HIAS, distributed a range of supplies to assist approximately 7,047 individuals with specific needs in targeted communities in Bolivar. The aid included 863 habitat kits, 721 school kits, 542 non-food item (NFIs) kits, 263 assistance kits, 260 agricultural tool kits, 228 additional habitat kits, 15 WASH kits, 14 hygiene kits, and 30 water filters. In 2021, UNHCR continued to supply clean water and additional biosafety kits and cash assistance despite being hit by the COVID-19 pandemic. Furthermore, in 2022, UNHCR continued its good steps by providing health and hygiene packages. For example, in Brazil, 2,767 homes received basic assistance such as hygiene packages, blankets, and others.

III. Cash Assistance

In addition to providing direct assistance in the form of basic necessities packages, UNHCR also provides cash for Venezuelan refugees. Multipurpose cash assistance is considered the most efficient and effective way to meet the various needs of refugees and those affected. In 2020, an estimated USD 380 million in assistance will be distributed through Cash-Based Interventions (CBI) in accordance with the Regional Refugee and Migrant Response Plan. Furthermore, in 2021, UNHCR distributed USD 183 million in assistance for multipurpose cash transfers to support local markets, enable distribution continuity, and reduce the risk of COVID-19 transmission. Then in 2022, the cash

assistance will continue but will be accompanied by buying and selling activities and paying land rent. This is done so that residents can contribute to the local economy. The nominal funds distributed by UNHCR are US\$ 101.34 million. Furthermore, in 2023, the number of residents receiving cash assistance will increase to 700,000 people in the Latin America and Caribbean region (UNHCR, 2023).

Apart from providing direct assistance, UNHCR also has long-term solutions (The UN Refugee Agency, 2014), including:

a) Voluntary Repatriation

This is a step where UNHCR facilitates the return of refugees to their home countries when the situation allows. UNHCR's support in this process is by providing transportation, cash grants, other assistance such as farming tools and seeds.

b) Local Integration

UNHCR refugees help who cannot return to their home countries to become local citizens in the host country. Local integration is a gradual process that includes legal, economic, social, and cultural dimensions to overcome differences between refugees and the host country's society. The goal of this integration is so that refugees can support themselves independently in the country. The forms of local integration vary, for example training through vocational schools.

c) Resettlement

When refugees cannot be returned to their home country and must settle in the host country, UNHCR will carry out the resettlement process. UNHCR's role at this stage is to make agreements with the host country government to provide special areas of decent living for refugees.

Not stopping at direct assistance, UNCHR also provides indirect assistance, including supporting government efforts in regulating registration and monitoring incoming refugees. In 2020, UNHCR supported border checkpoints using biometric technology. This was done to further tighten the quality of border security. Furthermore, in 2021, there was cooperation with governments throughout the region to strengthen the registration system in shelters, checkpoints, and asylum systems. Especially Ecuador, Peru, and Brazil. Then in 2022, it was involved in the process of strengthening registration in shelters, checkpoints, and domestic asylum systems. This involvement was demonstrated by providing technical support and various information to Venezuelan refugees and migrants. Furthermore, in 2023, UNHCR encouraged effective advocacy for solutions that promote socio-economic inclusion and facilitate local integration.

In implementing these assistances, there needs to be coordinated monitoring and evaluation so that the assistance provided can be right on target and optimal. For this reason, UNHCR has a routine reporting mechanism to be published called Protection Monitoring Report . This report is one of UNHCR's main activities aimed at ensuring a

timely and accurate understanding of the protection situation for refugees. With an action-focused approach, this monitoring allows UNHCR to adapt to the protection needs and risks faced by refugees. It also forms the basis for various forms of response.

UNHCR's Effectiveness in Resolving the Venezuelan Refugee Crisis

Based on the steps taken by UNHCR, it can be seen that there has been a lot of assistance for refugees in Venezuela. But it is necessary to see whether the steps taken by UNHCR have been effective in helping the crisis? Based on Underdal's theory of regime effectiveness, a regime can be said to be effective if it succeeds in carrying out certain functions or solving problems that are under its jurisdiction (Underdal, 2002). This effectiveness can be measured through three variables dependent, independent and intervening. Based on Underdal's theory, we can see the assistance that UNHCR has provided to refugees in Venezuela as follows;

Variables	Indicator	Information	Attitude towards the regime
Dependent	Output	UNHCR has a clear framework through the Regional Refugee and Migrants Report and Refugee and Migrant Analysis (RMNA).	Positive
	Outcome	There are various assistance steps that are actually provided by UNHCR. Among others are direct and indirect assistance. Direct assistance includes providing access to housing, humanitarian assistance for basic needs, and cash assistance. While indirect assistance includes the role of UNHCR to synergize and strengthen cooperation with the government and other donor agencies.	Positive
	Impact	From 2020 to 2023, the assistance provided has increased. This is because UNHCR sees an increase in the number of refugees entering. So the assistance provided has also increased. In addition, it can also be seen from several RMRP annual reports that more and more parties are involved in helping to overcome the Venezuelan refugee crisis.	Positive
Independent (Benign Problem)	Institutional Setting	There is a division of cooperation frameworks carried out not only by UNHCR but also by IOM and local governments.	
	Distribution of Power	The power that occurs in the UNHCR crisis handling process tends to be multipolar. In other words, it is not only UNHCR that has control in handling. Other controls are also held by local	

		governments as well as private institutions and other donors.	
	Skill and Energy	The skills and energy for problem solving are still at the level of UNHCR itself. There is no external party as an evaluating mechanism.	
Intervening	Collaboration Level: 5	In its handling, UNHCR does not only stop at the implementation process. But there is also a protection & monitoring process that is displayed in the form of a report. The report shows the development of refugee needs and an evaluation of which sectors still need to be improved. So that through the report, the assistance steps provided can be more targeted	Level 5

Based on the details of the table above, it can be seen that from the determinant variables of the effectiveness of a regime, UNHCR has met the points well. In other words, UNHCR's role in handling the Venezuelan refugee crisis has proven effective. This can be seen from the assistance provided which can be implemented precisely on target and well managed. For example, the impact provided by UNHCR is that even though there is an increase in the number of refugees entering recipient countries, UNHCR is not stagnant in providing assistance. Instead, they also increase the dose of their assistance so that more refugees can be resolved. Then at the level of collaboration, UNHCR occupies the highest level, namely five, where the assistance process provided does not only stop at implementation. However, there is a process of protection and monitoring and supervision so that UNHCR's role is increasingly effective.

CONCLUSION

The Venezuelan refugee crisis is the worst crisis in the history of the Latin American region and is one of the most underfunded refugee crises in the world, even lower than the Rohingya or South Sudan crises. UNHCR as the official UN agency that functions to protect people forced to flee their homes due to conflict plays a vital role in this crisis. Various steps have been taken to deal with refugees spread across the Latin American-Caribbean region. The steps taken are in the form of direct and indirect assistance. Direct assistance provided by UNHCR includes providing access to housing, humanitarian assistance to meet basic needs, and cash assistance. Meanwhile, indirect assistance is carried out, one of which is supporting government efforts in regulating registration and monitoring of incoming refugees. Where this is very important considering the increasing number of refugees arriving in recipient countries.

Based on Underdal's theory of regime effectiveness, the steps taken by UNHCR have shown their effectiveness as a regime. This can be seen from the output that occurs,

namely the existence of a clear framework through RMRP and RMNA which makes aid distributed appropriately. While in the outcome there is real assistance provided. Among others, direct assistance in the form of providing access to housing, humanitarian assistance to meet basic needs, and cash assistance. In addition, indirect assistance in the form of support for government efforts in controlling refugees who come through the border. While the impact produced is that the assistance provided is increasing along with the increasing number of refugees who come. Furthermore, more and more parties such as donors are helping to overcome the crisis that occurs.

Furthermore, if viewed from the independent variables, it can be found that there is a division of labor and coordination between UNHCR, IOM, other NGOs and IGOs and local governments. Furthermore, in the intervening variables, UNHCR's performance has a score of five, which means that there is a controlled and coordinated supervision process. This indicates that UNHCR is working well and effectively

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