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Measuring and evaluating  
reintegration policies:

## **Evidence-based policies to ensure sustainable reintegration**

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Prishtina, 2019



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## Introduction

Migration is not a new phenomenon, however, in the era of globalization – the concept of migration has gained space in the discourse incrementally, as people are increasingly on the move for economic, political, humanitarian and other reasons. In 2017, an estimated 258 million people, are residing in non-origin countries, which is an increase of 49% compared to the year 2000<sup>1</sup>.

The implication and human rights causes of migration are manifold whereby migrants, especially irregular migrants, are particularly vulnerable to human rights violations and abuses<sup>2</sup>. Migration is a multidimensional phenomenon, and as it enables a wider perspective on many social issues, and contributes to expanding work opportunities among migrants, and the host country, it can also carry severe implications for migrants as there is more possibility for abuse by employers<sup>3</sup>. This is more evident in women migrants, as they are supervised more by employers, and therefore complaining about abuse is often not an option. Ghosh argues that women are more vulnerable as he states that *“Lack of outside contacts and isolation from peers, fear of reprisal and other methods such as withholding of passports by employers all contribute to a web of exploitation and have been found to be a major cause of prolonged exploitation of women migrants in some cases.”*<sup>4</sup>

Irregular migration has brought forth policy issues that yet remain key challenges for both the host country and the country of origin. The host country intends to maintain stability in terms of economic and social

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<sup>1</sup> United Nations. The international Migration Report 2017. December 18, 2017. Retrieved from: <https://www.un.org/development/desa/publications/international-migration-report-2017.html>

<sup>2</sup> United Nations. Migration and Human Rights. Retrieved from: [https://www.ohchr.org/Documents/Issues/Migration/MigrationHR\\_improvingHR\\_Report.pdf](https://www.ohchr.org/Documents/Issues/Migration/MigrationHR_improvingHR_Report.pdf)

<sup>3</sup> Daniel Costa & Philip Martin. Temporary labor migration programs. Economic Policy Institute. 2018. Retrieved from: <https://www.epi.org/publication/temporary-labor-migration-programs-governance-migrant-worker-rights-and-recommendations-for-the-u-n-global-compact-for-migration/>

<sup>4</sup> Jayati Ghosh. UNDP. Migration and Gender Empowerment: Recent trends and emerging issues. April 2009. Retrieved from: [http://hdr.undp.org/sites/default/files/hdrp\\_2009\\_04.pdf](http://hdr.undp.org/sites/default/files/hdrp_2009_04.pdf)

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integration, whilst the country of origin faces challenges on successful reintegration of returnees<sup>5</sup>.

During the years 2014/15, Kosovo experienced one of the largest emigration waves since the war, considering that more than 100 thousand people left the country<sup>6</sup>. Alison Smale displays a rather interesting story which emphasizes the concept of “no desire to leave”. Smale confirms that at that time, no one was aware of the exact reasons for the exodus, and she states that “persuading people to remain and reintegrating those who are being forced to return remains a challenge”. The official Kosovar statistics for 2015 estimate 74,343 of its inhabitants migrated from Kosovo<sup>7</sup>. The large wave of emigration posed a dire challenge for Western Countries, especially for Germany being the first choice for the migrants. Kosovo’s challenge was about to begin as a high number of returnees were to come back, either voluntarily or involuntarily. Kosovo had already drafted its National Strategy for the Reintegration of Repatriated persons in Kosovo for 2013-2018. The strategy specified the roles and responsibilities of central and local authorities in the process of reintegration of returned migrants. In 2017, the Strategy was updated to cover the period of 2018 – 2022. Despite the fact that many returned individuals have received support from public and international organization, there is limited knowledge on the impact of the interventions in their reintegration process. Thus, the aim of this paper is to evaluate the current policy impact and produce recommendations to optimize the process of reintegrating the returned migrants in Kosovo.

The structure of the paper is designed to present: (a) a combination of theory and comparative analysis on repatriation, (b) contextual analysis of migration in Kosovo’s context, (c) content analysis of the

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<sup>5</sup> European Parliament. October 2017. Retrieved from: [http://www.europarl.europa.eu/RegData/etudes/BRIE/2017/608779/EPRS\\_BRI\(2017\)608779\\_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/BRIE/2017/608779/EPRS_BRI(2017)608779_EN.pdf)

<sup>6</sup> Ministry of Internal Affairs. National Strategy for Sustainable Reintegration of Repatriated Persons in Kosovo. 2017

<sup>7</sup> Estimation Population in Kosovo 2015. Retrived from <http://ask.rks-gov.net/media/3386/estimation-kosovo-population-in-2015.pdf>

current national Strategy for Sustainable Reintegration of Repatriated Persons in Kosovo 2018 – 2022, (d) a retrospective chapter on findings and research on return migration in Kosovo, and (e) conclusive analysis chapter on the impact of existing policies and support schemes that address returnees' needs in Kosovo and which are implemented by various stakeholders.

The analysis is based on three sources of information: existing data, survey conducted with returnees, and focus groups conducted with various beneficiaries. Findings aim to further enhance the impact of policies in reintegrating returnees by providing recommendations based on conclusions drawn from the research.

The study findings are specifically based on interviewing 277 returned migrants through a questionnaire that contained closed and open-ended questions, as well as two focus groups with returned migrants in Kosovo.

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# Repatriation as a global phenomena

In recent decades, and more significantly in recent years, illegal or irregular migration has become a significant public policy issue in many countries. As such, it requires considerable human, financial, diplomatic, physical, technological and other resources for both receiving and sending countries<sup>8</sup>.

Many national governments (USA, Germany, Greece, Kenya, Iran etc.) have reinforced their determination of returning migrants and refugees to their country of origin<sup>9</sup>. The reasoning behind returning migrants in each country differs: from national security issues, economic protection of its citizens, enforcement of stricter migration laws and pressure from political fractions for stricter policies with migrants and refugees. Various governments use a variety of strategies for the repatriated, ranging from forced to assisted voluntary return (AVO) that offer manifold benefits to migrants that return to their country of origin.

The return migration phenomenon has been steadily increasing, and this is illustrated in the 2005 IOM Study, where it is clarified that the number of returnees in 2013 was 46,223 cases, whereas in 2015, this number increased significantly to 69,540 and in 2016 this number was close to 100,000, with more than half of the returned from Germany in 2016<sup>10</sup>.

As return migration of illegal and other migrants continues, most of the countries of origin are facing similar socio-economic difficulties, as the countries from which migrants have fled. Therefore, returnees face problems in finding a job and eventually adapting to the same issues and problems which might have pushed them to migration initially.

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<sup>8</sup> McAuliffe, M., & Koser, K. (Eds.). (2017). *A Long Way to Go: Irregular Migration Patterns, Processes, Drivers and Decision-making*. ANU Press.

<sup>9</sup> Newland, K. (2017). Migration as a factor in development and poverty reduction: the impact of rich countries' immigration policies on the prospects of the poor. In *Impact of Rich Countries' Policies on Poor Countries* (pp. 187-213). Routledge

<sup>10</sup> IOM. Migration Portal. 2017. Retrieved from: [migrationdataportal.org](http://migrationdataportal.org)

## Kosovo's context

### 1. A brief history of migration

Context is vital to understanding migration. Kosovo, historically, has experienced five waves of migration, and it is estimated that from 1969 until 2017 approximately 800 thousand Kosovars have emigrated from Kosovo . Reasons for emigration, but also the profile of the migrants, have been different in each wave, as in pre 1989 - mostly unskilled young men emigrated as temporary workers, mainly to Germany and Switzerland.

During 1989-1997 when Kosovo's autonomy was abolished, an estimated 150.000 Albanian contracts were terminated in public services, and contrary to the previous wave, this one was characterized by the migration of individuals with higher education. The next wave, during 1998-1999 happened for political reasons, as approximately 800,000 people escaped war and repression. Majority of the war refugees returned to Kosovo following the end of the war. After 1999, migrating to reunite with family members, irregular migration and temporary legal migration of educated individuals, were the main reasons for mobility.

The most recent surge was between 2014 and 2015, when approximately 100,000 Kosovar citizens were first-time asylum seekers in various EU countries<sup>11</sup>. A survey conducted by INDEP has provided ample support for the assertion that the push factors leading to this illegal migration are considered to be: a) economic instability by 70%; b) disappointment and disbelief in the country's institutions by 54%; c) lack of prospect for better life by 41%; d) social related issues by 26.3% and e) political related issues by 28%<sup>12</sup>.

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11 Gollopeni, B. (2016). Kosovar Emigration: Causes, Losses and Benefits. *Sociologija i prostor/ Sociology & Space*, 54 (3)

12 INDEP (2015). An overview of migrations of Kosovars into the EU: Migration as a Multifaceted Phenomenon. Retrieved from: [http://www.qendrore.com/indepi/wp-content/uploads/publications\\_en/An%20overview%20of%20migrations%20of%20Kosovars%20into%20the%20EU%20Migration%20as%20a%20Multifaceted%20Phenomenon.%20%5BZana%20Dobruna%20Burim%20Ejupi%20and%20Learta%20Hollaj%2C2015%2006%2CDemocratic%20Governance%5D.pdf](http://www.qendrore.com/indepi/wp-content/uploads/publications_en/An%20overview%20of%20migrations%20of%20Kosovars%20into%20the%20EU%20Migration%20as%20a%20Multifaceted%20Phenomenon.%20%5BZana%20Dobruna%20Burim%20Ejupi%20and%20Learta%20Hollaj%2C2015%2006%2CDemocratic%20Governance%5D.pdf)

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Along similar lines, the latest wave of migration was considered to be a voicing dissatisfaction with the current situation in Kosovo and the weak governance of Kosovo – thus propounding the surge to be interpreted as a revolt against the political system<sup>13</sup>. A closer look at the data indicated that during 2012-2016 Kosovo lost 122.657 inhabitants or 6.9% of its total population through legal and illegal migration<sup>14</sup>.

## 2. Repatriation in Kosovo

Kosovo is designated as a safe country of origin by most of the EU countries. From 2009 to 2016, the range of positive decisions to grant asylum has been within 2 to 7 percent. Despite EU countries repeatedly declaring, through various channels, including media in Kosovo that they will not approve asylums related to socio-economic reasons, that did not hinder around more than one hundred thousand Kosovars applying for asylum during 2014-2016. Often rejected asylum seekers are considered to be repatriated to their country of origin which starts the cycle of return migration. Return migration or return is “*the process of going back to the point of departure*”<sup>15</sup>. IOM considers that there are two types of return migration: (a) voluntary return that can be either spontaneous return (return without any support) or assisted voluntary return (AVR), and (b) forced return that involves the compulsory return of an individual to the country of origin. However, in practice, these two types of return migration are not always as clear as many voluntary returns are given no alternative other than forced return<sup>16 17</sup> which has been referred to as a compelled return<sup>18</sup>.

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13 Möllers, J., Arapi-Gjini, A., Herzfeld, T., & Xhema, S. (2017). Exit or Voice? The Recent Drivers of Kosovar Out-migration. *International Migration*, 55(3), 173-186.

14 ASK (2016). Retrieved from:  
<http://ask.rks-gov.net/media/3385/vleresimi-i-popullise-se-kosoves-2016.pdf>

15 IOM Glossary on Migration. (2011) Retrieved from:  
[https://publications.iom.int/system/files/pdf/iml25\\_1.pdf](https://publications.iom.int/system/files/pdf/iml25_1.pdf)

16 European Council on Refugees and Exile (ECRE) (2012), Returns.  
<http://www.ecre.org/topics/areas-of-work/returns.html>

17 Webber, F. 2011. “How Voluntary are Voluntary Returns?” *Race Class* 52 (98): 98-107.

18 Cassarino J-P (2004) ‘Theorising Return Migration: The conceptual approach to return migrants revisited’, *International Journal on Multicultural Societies*, 6(2): 253-279.  
[https://ec.europa.eu/home-affairs/what-we-do/policies/asylum\\_en](https://ec.europa.eu/home-affairs/what-we-do/policies/asylum_en)

From 2012 to 2016 a total of 48,068 Kosovar citizens who have been denied asylum returned from various countries to their country of origin. According to Kosovo Police and Department of Citizenship, Asylum, and Migration, during 2013-2016, 41,481 persons were repatriated in Kosovo of which 54% were forcefully returned and 46% have voluntary returned.

As Kosovo faces challenges on health, education, and social welfare services, a sustainable reintegration of returnees is more challenging when compared to other developed countries. Example schools need to organize speed up classes for children who return to Kosovo in mid school semester or municipalities provide temporary shelters for returned migrants that don't have their own houses or nowhere to go.

## **Strategy analysis: National Strategy for Sustainable Reintegration of Repatriated Persons in Kosovo 2018 – 2022**

At present, Kosovo has signed 21 bilateral readmission agreements in total. Under these agreements, Kosovo is obliged to accept returned migrants and provide the needed support for them. Reintegration and the capacity of receiving returned migrants are considered to be one of the essential conditions of the visa liberalization and EU integration processes in general. In this direction, during 2013 Kosovo developed the national strategy for the reintegration of repatriated persons in Kosovo which specified the duties of central and local authorities in the process of reintegration of returned migrants. In view of this, the strategic document for sustainable reintegration of repatriated persons in Kosovo was updated for the period of 2018-2022. In this regard, the document currently provides an institutional framework for the management of reintegration of repatriated persons. The strategy document has 5 strategic objectives:

- 1) Advancement of the reintegration system for repatriated persons by applying a needs-oriented approach;
- 2) Sustainable socio-economic reintegration of reintegrated persons;
- 3) Advancement of inclusive cooperation in the field of reintegration;
- 4) Strengthen the capacity to provide a reintegration system integrated approach and
- 5) Advancement of monitoring and evaluation. Moreover, one of the items within the Strategic Plan (2018-2022) contains a proposed procedure for the next three years (2018-2020) that outlines all measures of the actions for every participating institution in the implementation of the strategy. The action plan can be revised on an annual basis. As specified by the strategic document, repatriated or returned migrants in Kosovo are a heterogeneous category in terms

of their civil status, age, gender, educational background, and socio-economic status. The manner in which this heterogeneity is tackled in the strategy is through an individual approach in planning the reintegration of the repatriated.

The statistical evidence shows that from the year 2013 to 2016 a total number of 41,485 persons were returned, out of which 22,369 (54%) persons were forcefully returned, along with 19,089 (46%) of the persons that returned voluntarily to their country of origin<sup>19</sup>.

More recent data show a clear decrease in the number of the returned migrants, being that in 2017 - 4509 persons returned to Kosovo, whilst until the period of March 2018, the number experienced a rapid diminution of 459 overall persons returning to Kosovo. In this direction, 9,223 (22.2%) out of the returned citizens have received the support foreseen with reintegration measures for the period of 2013 until 2016. Whereas, in terms of years the reintegration measures show that for returning citizens, the proportion of beneficiaries from 2013 to 2016 is the following:

- In 2013: a total of 51%
- In 2014: a total of 43%
- In 2015: a total of 15%
- In 2016: a total of 44%

There is no specific data on the number of beneficiaries for the returned in 2017 and 2018.

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<sup>19</sup> Kosovo Police and the Department of Citizenship, Cited in the Strategic Document, 2018-2022  
[http://konsultimet.rks-gov.net/Storage/Consultations/14-45-03\\_21052018/2%20Anglisht%20STRATEGJIA%20SHTETRORE%20KUNDER%20KRIMIT%20TE%20ORGANIZUAR%20FINAL.docx](http://konsultimet.rks-gov.net/Storage/Consultations/14-45-03_21052018/2%20Anglisht%20STRATEGJIA%20SHTETRORE%20KUNDER%20KRIMIT%20TE%20ORGANIZUAR%20FINAL.docx)

## Previous findings on returned migrants from Kosovo

Following the description of the existing conditions, this section will outline findings from other reports with reference to the needs of the returned migrants in Kosovo. Complementarily, it will be followed by several findings from an additional document that has conducted an impact analysis on sustainable reintegration of repatriated persons in Kosovo.

In a literature review regarding the returned migrants in Kosovo since 1999, it was asserted that economic and social related issues are major threats to reintegration initiatives. Continuing on this line, the lack of employment was found to be one of the most consistent and crucial problems that often prevent the promotion of migrant integration, especially given that unemployment is commonly considered as the precipitator of migration<sup>20</sup>. The study with the Kosovars returned from Denmark and Switzerland found that availability of family support immediately upon return was closely related to general integration of the returned migrants<sup>21</sup>. Similarly, the family was crucial for returnees with health issues and acted as a social security network providing all health-related costs<sup>22</sup>. The length of stay in the reception centers and the lack of work opportunities in the host countries created passivity among a few asylum seekers who were noted to continue with the demands for support from the volunteer assistance programs<sup>23</sup>. A study with returned migrants<sup>24</sup> from rural areas of Kosovo reported that a high percentage of the returned citizens lacked basic needs, it additionally found high levels of unemployment and economic inactivity among returned migrants. Furthermore, the same report concludes that

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<sup>20</sup> Arenliu & Weine, 2016; Möllers, Traikova, Herzfeld, & Bajrami, 2017

<sup>21</sup> Wigger. 2013. DRC. 2011

<sup>22</sup> IOM. 2014

<sup>23</sup> Wiegger. 2013.

<sup>24</sup> Möllers, J., Arapi-Gjini, A., Herzfeld, T., & Xhema, S. [2017]. Exit or Voice? The Recent Drivers of Kosovar Out-migration. *International Migration*, 55(3), 173-186.

involuntary return is frequently experienced as “failed migration” that causes mental stress, whereby the repatriated resume their lives beyond difficult conditions. The same study reports that returned individuals face obstacles of low levels of life satisfaction and high levels of depression. There is even one descriptive study of returned Kosovar children<sup>25</sup> which indicates that half of the returned children coped with emotional problems and that 75% of them would require clinical treatment and have problems establishing social contacts with peers. The unvarying study revealed that a low quality of child rearing environments and a lack of peers were risk factors for children’s poorer mental health. This was especially valid for Roma children<sup>26</sup>. Forcefully returned children in comparison to those who returned voluntarily were reported to have more mental health problems and indubitably more problems in adaptation.

Another comprehensive finding related to the returned migrants in Kosovo indicated that even the legal framework on the repatriated in Kosovo faces serious problems due to the limited capacities of public institutions and problems in health care services<sup>27</sup>. Vulnerable groups of returned migrants such as ethnic minorities (Roma, Ashkali, and Egyptian) and women appear to be in a less favorable position. This distinction is further exemplified in the fact that these women had lower levels of education and a significant lack of working experience, thus making them more dependent on the income of the other family members (Mollers et al, 2017). The same study concludes low levels of contact services in rural areas, especially when considering health and psychosocial needs.

A working document by the Department of Integration from MIA of Kosovo (2017) summarizes findings from interviewing 144 returned migrants to Kosovo. From this perspective, some socio-demographic findings within the document show that: a) 1/3 of the returned were

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<sup>25</sup> The Migrant, 2014

<sup>26</sup> The Migrant, 2014; Zevulun et al. 2017

<sup>27</sup> Arenliu & Weine, 2016

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living in social habitation or rental houses paid by the Government, and b) Only 28.8% were in a regular employment relationship and were depending on income of other family members, remittances and various support from social scheme. Findings paint a compelling view of the fact that most of the returned migrants declared receiving support immediately after arrival; whereas half of the interviewed returned migrants reported that their needs were not assessed and that the majority were forcefully returned provided that they were not eligible to some forms of support. Irrefutably, the findings in this regard point almost exclusively to a low reported level of satisfaction with municipal services related to returned migrants.

However, one of the positive findings from this document is that 60% of beneficiaries who have received financial incentives for their self-employment plans stated that the scheme had a direct contribution to their sustainable reintegration. Significantly, the preponderance of the recommendations from the document focuses highly on increasing the employment of the returnees by advancing their skills. In this context, almost half of the respondents – being a sum of 43.6% declared “Yes of course”, whereas 25.7% of them declared “Maybe” to the question on intention to migrate again.

The report aims to analyze the return migration policies in Kosovo as implemented by various stakeholders by interviewing returned migrants in Kosovo. The study also explores the experiences of returned migrants while abroad and socio-economic status prior and after return to Kosovo. Finding the aim to understand the return migrant dynamics enhance the impact of policies in reintegrating returnees by providing recommendations based on research findings.

## Methodology

The methodological approach taken in this study is a mixed methodology used by a combination of quantitative and qualitative methods, in order to respond to the posed aim of the research.

**Quantitative component** – of the study is based on the findings of interviewing 277 respondents with a questionnaire containing closed and open-ended questions.

**Questionnaire** – the demographic composition of the questionnaire required respondents to give information on 11 items (gender, employment, education etc.). The next section of the questionnaire was concerned with the return process and stay in a foreign country, for which 16 questions were assessed (attending education while abroad, when emigrated, legal status while abroad, work status while abroad, income level while abroad etc.). Whereas, questions to their status prior to migration were designated to determine the effect of the 4 items (employment, income, the sale of property for migration etc.). Questions related to receiving help after return had 11 questions with several sub-questions (a type of support received from municipal and other organizations, ranking most important ones, satisfaction with services received, schooling and children, intend to migrate, causes of eventual intention to migrate). The last section of the questionnaire consisted of 5 questions regarding the attitudes of participants on the help provided by the municipal office for returnees.

**Sample** – was selected from the list of returned migrants provided by the Ministry of Internal Affairs. The list provided was with returnees in 2017, which had benefited from at least one reintegration scheme, and shared their contacts. From the total of 564 returned migrants in the list, 277 were interviewed and their data were analyzed. Many of the contacts in the list were not valid and as a result, reaching some of the migrants was difficult or impossible. Trained interviewers contacted the returnees from the provided list in advance, after arranging the proper

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time and date of completion of the interviews in the respondents' homes. All interviews were conducted in the homes of returned migrants. Most of the respondents were interviewed in the first visit 81.4%, 16.13 in the second visit and 2.48% of interviews were conducted in the third visit. In terms of regions 16.2% were from Ferizaj, 4.7% from Gjakova, 11.6% from Gjilan, 18.5% from Mitrovica, 7.2% from Peja, 27.8% from Prishtina and 13.8% were from Prizren region. Table 1 summarizes the demographic characteristics of the interviewed returned migrants.

**Table 1:** Demographic characteristics of the sample

Characteristic	Frequency	Percentage	
<b>Gender</b>	Man	204	74.18
	Woman	71	25.82
<b>Age group</b>	18-25	75	27.78
	26-45	167	61.85
	46-65	27	10
	+65	1	0.37
	<b>Marital status</b>	Married	181
Single		82	30.6
Divorced		4	1.49
Widowed		1	0.37
<b>Education level</b>	No formal education	24	8.73
	Elementary school	83	30.18
	High school	156	56.73
	University	12	4.36
<b>Living in</b>	Rural area	113	49.57
	Urban area	115	50.43
<b>Monthly income (euro)</b>	0-60	45	17.11
	61-150	64	24.33
	151-300	122	46.39
	+300	32	12.17

**Data coding, cleaning and analysis** – Data coding and analysis was conducted by using SPSS. Data analysis includes basic descriptive statistics in terms of frequencies and averages and using chi square analysis to compare the frequency significance between specific groups in sample. Prior to analysis data was cleaned by range checks, rigorous checking, routing or eventual skips and consistency check.

**Qualitative component** – In order to further explore the findings from the quantitative study, 2 focus groups were conducted with following populations: returned migrants that have received business grants. In total 20 individuals participated in two focus groups. The focus groups were conducted in Prishtina. Focus groups used very loose semi-structured format by allowing respondents to reflect on their experiences and thoughts.

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# Results

The result section is organized in three main sub-heading: Return migration forms and experiences reported while living abroad: Employment, income, housing and property ownership upon return, as well as services received upon return and satisfaction with services and authorities.

## 1. Return migration forms and experiences reported while living abroad

Majority of interviewed returnees reported being returned on voluntary bases by 61.25%, compared to 38.75% of which returned involuntary. 62.5% of returned migrants reported having returned with other family members and 37.5% of respondents reported being returned alone. In terms of their legal status while abroad, the overwhelming majority of respondents reported having been asylum seekers by 91.58%, a summary which is reflected in Table 2.

**Table 2:** Legal status of participants during the majority of their stay

Item	Emigrant without documents	Temporary residence	Asylum seeker	Other
Percentage	6.23	1.1	91.58	1.1
Number	17	3	250	3

Majority of the returned migrants 73.16% did not complete any education or other forms of courses while being abroad. A similar trend was also observed when asked whether their family members had completed any education or other course, 68.85% responded not attending or completing any form of education. Of those reported to have attended courses, 55 of them recounted completing language courses, 9 courses related to special crafts and 5 attending school at various grades. 49 participants reported that members of their families had obtained some form of certification, as a result of education while living abroad, the overwhelming majority of whom (34) stated that they had attended language courses.

Regarding the employment status of the participants, only 5.69% reported having had a regular job position while in emigration, compared to 20% before the journey of emigration. Moreover, 10.57% reported having had seasonal jobs after their departure from their country, compared to 31.85% of the participants prior to emigration. A considerable majority of 70.73% declared being unemployed while abroad, as compared to 43.33% prior to migration. Table 3 presents a summary of the employment status of returned migrants while living abroad and before migration.

**Table 3:** Employment status of participants while abroad and prior to migration

	Item	Regular job	Seasonal job	Homemaker	Student or intern	Retired	Person with disabilities	Unemployed and seeking employment	Unemployed and not seeking employment	Don't know
<b>After return</b>	%	5.69	10.57	2.44	4.47	0.41	1.63	50	20.73	4.07
	Nr.	14	26	6	11	1	4	123	51	10
<b>Prior to migration</b>	%	20	31.85	1.11	1.48	0.37	1.11	31.85	11.48	0.74
	Nr.	54	86	3	4	1	3	86	31	2

Pertaining to the main sources of income when living abroad, a large number of the returnees reported receiving social assistance from respective governments of host countries by 89.55%, followed by salary as source of income by 6.34% and 3.73% receiving financial aid from family as shown in Table 4. Only 15.27% of returned migrants reported that they had sent money back to Kosovo while they were abroad.

**Table 4:** The main source of income while abroad

Item	Money from my salary	Financial aid from my family	Social assistance from the Government	Other
<b>Percentage</b>	6.34	3.73	89.55	0.37
<b>Number</b>	17	10	240	1

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With reference to accommodation, the majority – being 87.73%, resided in refugee centers or asylum homes, whereas 8.86% of them were in rent.

## 2. Employment, income, housing and property ownership upon return

On the matter of the employment status of the returned migrants, only 18.04% of the interviewed migrants reported having regular jobs, 37.65% of them reported being occupied in seasonal jobs, 29.41% reported that are unemployed and seeking employment, in contrast to the 12.16% that are unemployed and not seeking employment. Table 5 provides a summary of respondents' responses.

**Table 5:** Employment status of participants

Item	Regular job	Seasonal job	Internship	Person with disabilities	Unemployed and seeking employment	Unemployed and not seeking employment	Don't know
Percentage	18.04	37.65	0.78	1.18	29.41	12.16	0.78
Number	46	96	2	3	75	31	2

The private sector was identified as the main source of income for the majority of interviewed returnees. In this regard, the table reflects a total percent of 45.74 upon return and a comprehensive percent of 52.34 before migration, followed by hire wage of 19.77% upon return and 19.53 before migration, as well as third social assistance upon return 15.12% and 11.72% before migration. Table 6 summarizes the main source of income reported by respondents. Furthermore, only 13.43% of the returned reported receiving money from the diaspora after being returned to Kosovo. There were also participants who specified other sources of income for their families while they were abroad. Two participants made a living from waste management and collecting metal scrap, whilst two other participants described themselves as war veterans, thus receiving pension from Kosovo.

**Table 6:** Main source of income in the sample

	Item	Public sector wages	Private sector wages	Agriculture	Hire wage	Family business	Pensions	Money sent from abroad	Money sent-other	Social assistance	Other
<b>After return</b>	%	3.49	45.74	2.33	19.77	5.04	3.88	3.1	1.16	15.12	0.39
	Nr.	9	118	6	51	13	10	8	3	39	1
<b>Prior to migration</b>	%	3.91	52.34	1.56	19.53	4.3	2.73	2.34	1.56	11.72	3.91
	Nr.	10	134	4	50	11	7	6	4	30	10

With reference to property ownership, 44.62% of the participants declare owning land, 57.85% owning house. Along similar lines, 4.37% of them are reported to own an apartment, 2.62% to own a store and 12.12% owning livestock. Of those that did not own a house or an apartment, 35.17% reported that they were placed in social housing, 51.79 moved to relatives and 12.5% reported living in other places. Prior to departure, 33.84% of respondents reported selling property or goods in order to finance the emigration. 22 of those did report selling vehicles, 21 participants said they loaned money to finance their travel and 7 sold their homes. Respondents were asked to subjectively evaluate their economic situation compared to other families in their surroundings, where in this regard more than 50% of the respondents considered that their family economic situation is much worse or worse compared to families around them. Table 7 summarizes the percentage of respondents' assessment of their economic status after returning to Kosovo.

**Table 7:** In general, the economic situation of my family is

Item	Much worse than of families around me	Worse than of families around me	The same as families around me	Better than of families around me
<b>Percentage</b>	36.63	27.84	34.8	0.73
<b>Number</b>	100	76	95	2

Respondents were asked on their perception of receiving adequate information on returnee benefits while abroad and 40.73% of respondents answers were affirmative in regards to this inquiry, 6.91%

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answered to certain extent and 1.82% answered with do not know. Furthermore, those returned involuntarily reported lower levels of receiving adequate information on returnee benefits while they were abroad, as reported in Table 8.

**Table 8:** Have you received adequate information on returnee benefits while abroad?

	Involuntary	Voluntary	Chi square
<b>Yes</b>	32.7	44.8	**
<b>No</b>	62.5	44.2	
<b>To certain extent</b>	2.9	9.1	
<b>I don't know</b>	1.9	1.8	

Note. \*  $p < 0.05$ ; \*\*  $p < 0.01$ ; \*\*\*  $p < 0.001$

Participants who reported having received adequate information on returnee benefits were asked about the source of information on returnees' benefits while abroad, where in this direction, the vast majority of the respondents reported receiving information on returnee benefits from state institutions and organizations of the host country they migrated at 65.1%, followed by DIMAK/GIZ with 17.1%, Kosovo Ministry of Internal affairs by 5.4%, international NGO's by 4.7%, web based Kosovo news portals by 3.9%, Kosovo NGOs by 2.3% and lastly, social media by 1.61%.

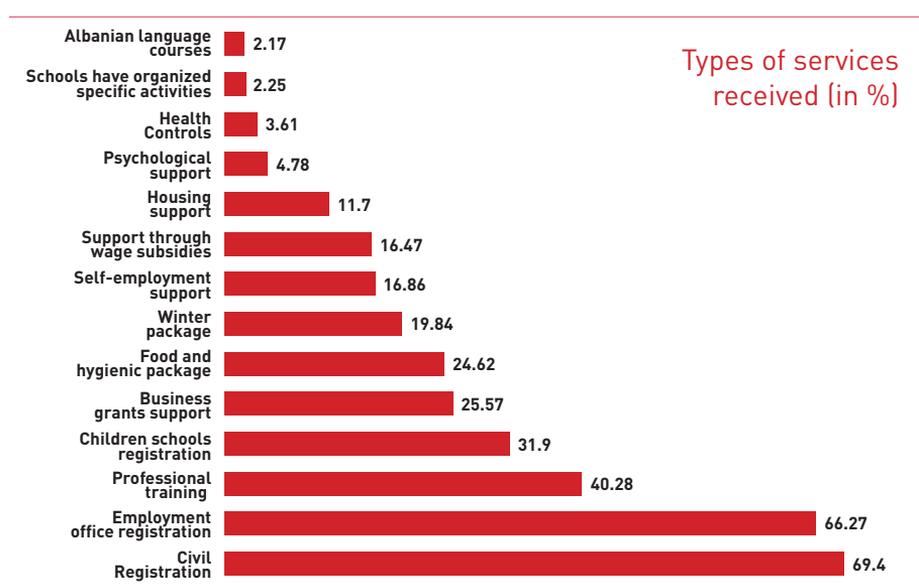
### 3. Services received upon return and satisfaction with services and authorities

When the subjects were asked to report on the person/institution they contact when in need for information or assistance related to reintegration services, the overwhelming majority of respondents indicated the Municipality Officials for Return and Communities, as the first option by 74.46%, followed by Department for Reintegration of Repatriated Persons in Ministry of Internal Affairs by 6.49%, while 18.61% of the respondents declared to not have contacted anybody for information or assistance. Other mentioned sources of information by the participants were: Kosovo Red Cross, URA project (GIZ & BAMF), UNDP and IOM.

**Table 9:** Who is the person of contact when you need assistance or information related to reintegration in Kosovo?

Item	Regional coordinators/ Department for Reinte- gration of Repatriated Persons (MIA)	The Municipality – Municipality Official for Return and Com- munities	Other	I have not contacted anybody
Percentage	6.49	74.46	0.43	18.61
Number	15	172	1	43

Participants were asked to designate the type of services received upon return. Figure 1 recapitulates the services received in percentages, where it can be seen that the two most frequent services received were civil registration and employment office registration. The third most frequent service received by the participants (40.08%) was professional training, followed by children school registration (31.9%). Approximately, quarter of participants declared receiving grant support and hygienic packages. Very low percentages were observed for receiving health check-up, psychological support, psychosocial activities organized in schools for returned migrants and taking Albanian language courses.

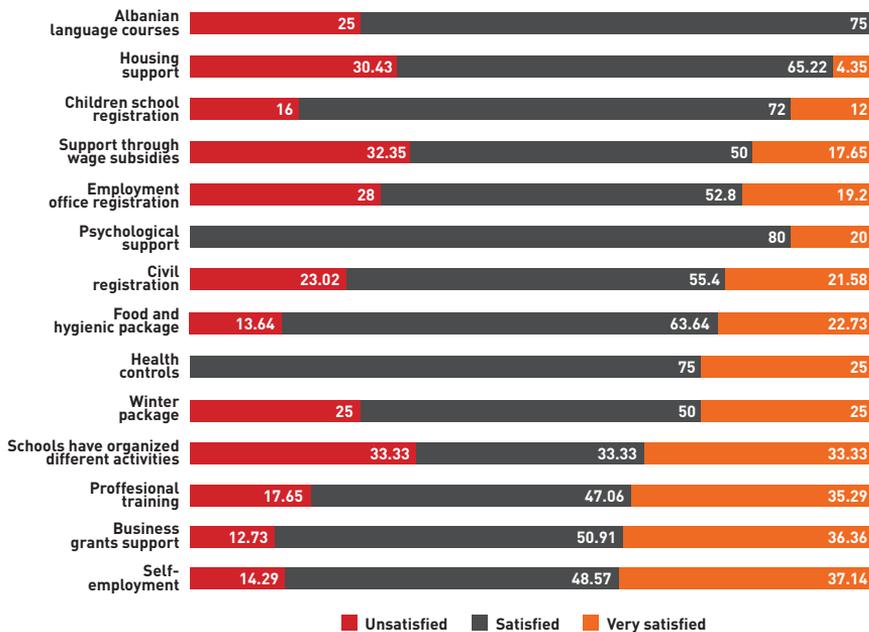


**Figure 1:** Types of services received by returned migrants

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Respondents were asked to evaluate the satisfaction with a specific type of service they received by responding with 'Very satisfied', 'Satisfied' and 'Unsatisfied'. The highest levels of satisfaction were reported for self-employment support, business grant support, and professional trainings. Figure 2 summarizes the percentages of people who are very satisfied, satisfied and unsatisfied for each of the services they have received.



**Figure 2-** Satisfaction with services

All the numbers shown in Table 10 are percentages. This table shows the satisfaction levels for respondents who returned voluntarily (166 respondents), in contrast to those who were repatriated by force (105 respondents). The column chi-squared indicates whether there were any significant differences between these two categories of respondents. There were considerable differences only in the satisfaction with employment office registration and self-employment support. A source of significant differences in the satisfaction for these two services is that involuntary returnees are more often dissatisfied, compared to their voluntary returned counterparts.

**Table 10:** Satisfaction with services according to the voluntary or non-voluntary nature of return

	Involuntary			Voluntary			Chi squared
	Very satisfied	Satisfied	Unsatisfied	Very satisfied	Satisfied	Unsatisfied	
<b>Civil registration</b>	11.67	61.67	26.67	26.74	46.51	26.74	
<b>Housing support</b>	0.00	28.21	71.79	5.26	18.42	76.32	
<b>Winter package</b>	6.82	25.00	68.18	12.77	23.40	63.83	
<b>Food and hygienic package</b>	6.52	39.13	54.35	14.29	26.19	59.52	
<b>Children school registration</b>	8.33	55.56	36.11	8.57	45.71	45.71	
<b>Albanian language courses</b>	0.00	16.67	83.33	7.41	3.70	88.89	
<b>Professional training</b>	19.15	27.66	53.19	29.73	39.19	31.08	
<b>Employment office registration</b>	3.57	53.57	42.86	23.08	38.46	38.46	**
<b>Support through wage subsidies</b>	5.41	18.92	75.68	8.51	23.40	68.09	
<b>Self-employment support</b>	5.13	30.77	64.10	24.39	9.76	65.85	**
<b>Health controls</b>	3.57	7.14	89.29	3.33	13.33	83.33	
<b>Schools have organized specific activities for children</b>	4.35	8.70	86.96	0.00	0.00	100.00	
<b>Psychological support</b>	3.03	24.24	72.73	3.23	9.68	87.10	
<b>Business grants support</b>	7.14	28.57	64.29	29.63	31.48	38.89	

Note. \*  $p < 0.05$ ; \*\*  $p < 0.01$ ; \*\*\*  $p < 0.001$

The numbers shown in Table 11 are all percentages. This Table shows the satisfaction levels of the respondents who returned alone (102 respondents), as opposed to those who returned with their families (170 respondents). The column chi-squared shows whether there significant differences between these two categories of respondents. There were differences only in the satisfaction with civil registration, employment office registration, self-employment support, and business grants support. Overall, a larger share of respondents who had returned with their families reported being more unsatisfied with these services.

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**Table 11:** Satisfaction with services according to individual or family return

	Returned alone			Returned with family			Chi squared
	Very satisfied	Satisfied	Unsatisfied	Very satisfied	Satisfied	Unsatisfied	
<b>Civil registration</b>	32.76	39.66	27.59	12.50	61.36	26.14	**
<b>Housing support</b>	0.00	20.83	79.17	3.77	24.53	71.70	
<b>Winter package</b>	11.11	11.11	77.78	10.77	29.23	60.00	
<b>Food and hygienic package</b>	11.54	30.77	57.69	11.11	33.33	55.56	
<b>Children school registration</b>	7.14	14.29	78.57	8.62	60.34	31.03	
<b>Albanian language courses</b>	0.00	11.11	88.89	5.13	10.26	84.62	
<b>Professional training</b>	31.91	38.30	29.79	22.97	32.43	44.59	
<b>Employment office registration</b>	27.42	38.71	33.87	8.14	48.84	43.02	*
<b>Support through wage subsidies</b>	8.82	26.47	64.71	6.00	18.00	76.00	
<b>Self-employment support</b>	32.26	19.35	48.39	6.00	20.00	74.00	**
<b>Health controls</b>	5.26	10.53	84.21	2.56	10.26	87.18	
<b>Schools have organized specific activities for children</b>	0.00	6.67	93.33	2.86	2.86	94.29	
<b>Psychological support</b>	0.00	9.52	90.48	4.65	20.93	74.42	
<b>Business grants support</b>	42.50	17.50	40.00	5.36	37.50	57.14	***

Note. \* p < 0.05; \*\* p < 0.01; \*\*\* p < 0.001

The numbers presented in Table 12 show the overall average level of satisfaction for each type of service. Results closer to 1 show high satisfaction, scores around 2 show satisfaction, whereas respondents who were predominantly unsatisfied were rated around the number 3. The cells display “NaN” whenever there were no people of a specific category who reported satisfaction levels for one particular service. Table 12 shows the satisfaction levels for the four levels of completed education. The column chi-squared shows whether there were any

detected differences between these two categories of respondents. There were differences only in the satisfaction with civil registration, housing support, professional training, and employment office registration. In general, respondents who did not complete primary education were satisfied with most of these services, followed second by university graduates. This trend is reversed for satisfaction with employment office registration, where university graduates are more satisfied overall. In general, respondents who had completed primary or secondary education are more skewed toward dissatisfaction.

**Table 12:** Satisfaction with services according to last level of education graduated

Item	No graduation	Elementary school	High school	University	Chi squared
Civil registration	1.89	2.13	1.95	2.00	**
Housing support	1.00	2.18	2.45	NaN	*
Winter package	2.40	1.91	2.06	1.00	
Food and hygienic package	1.75	2.05	1.89	1.00	
Children school registration	2.00	2.08	2.00	2.00	
Albanian language courses	NaN	2.00	3.00	NaN	
Professional training	1.00	2.26	1.71	1.25	**
Employment office registration	2.00	2.26	2.03	1.60	*
Support through wage subsidies	NaN	2.09	2.26	2.00	
Self-employment support	2.00	1.57	1.83	1.67	
Health controls	1.67	2.00	1.50	NaN	
Schools have organized specific activities for children	2.50	1.00	NaN	NaN	
Psychological support	2.00	1.71	NaN	2.00	
Business grants support	NaN	1.73	1.77	1.33	

Note. \*  $p < 0.05$ ; \*\*  $p < 0.01$ ; \*\*\*  $p < 0.001$

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Table 13 shows the number of respondents who identified which of the 14 services were most, second or third important to their wellbeing after return. Altogether, 51 participants identified business grants support as the most important service received, followed by 22 people citing housing support and 21 others professional training.

Food and hygienic packages were identified by 26 participants as the second most important service received, followed by 20 participants who named employment office registration and 18 who identified professional trainings. 17 participants named employment office registration as the third most important, followed by 13 respondents who identified food and hygienic packages as the most important. The fourth column shows the number of respondents who identified any of the services received as the most important, second or third most important. The most frequently identified services are employment office registration by 52 participants, business grants support by 51 participants, and professional training identified by 46 returnees.

**Table 13:** Ranking of the three most important services received by returned migrants

Item	Most important	Second most important	Third most important	Overall
<b>Business grants support</b>	45	3	3	51
<b>Housing support</b>	22	3	4	29
<b>Professional training</b>	21	18	7	46
<b>Employment office registration</b>	15	20	17	52
<b>Support through wage subsidies</b>	14	2	4	20
<b>Self-employment support</b>	13	10	2	25
<b>Winter package</b>	9	12	4	25
<b>Civil registration</b>	7	10	7	24
<b>Food and hygienic package</b>	5	26	13	44
<b>Children school registration</b>	4	4	5	13

Participants specified what other services would help them to reintegrate better into society. 68 of them stated that they would benefit most from employment support, whereas 46 respondents requested larger or more frequent business grants. Altogether, 37 complained about their present housing situation and reported that they would benefit greatly from the housing solutions for those that were in rent. 23 participants requested money or other kinds of financial support, while 22 participants thoroughly described the need for the equipment in order to start their own businesses. A lower number of 13 respondents suggested affordable health or mental health programs and 7 participants said they needed support with their continuing education or professional development.

Table 14 and 15 summarize the level of satisfaction with the Municipal Offices for Return and Reintegration. Individuals that have returned voluntarily, evaluate the readiness of the offices to help compared to those returned involuntarily more assuredly. No significant difference is observed for three other items: clear and simple information on their services, officials listening them closely, and timely delivery of those services. On the other hand, in Table 15 we can notice that individuals that have returned with families have higher percentages of dissatisfaction with Municipal Offices for returnees and integration for three items: willingness to help people, listening behavior of officials, and timely receiving the services.

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**Table 14:** Satisfaction with Municipal Office according to the voluntary or non-voluntary nature of return

	Involuntary			Voluntary			Chi squared
	Very satisfied	Satisfied	Unsatisfied	Very satisfied	Satisfied	Unsatisfied	
The readiness to help people	9.90	17.82	72.28	18.30	26.14	55.56	*
Clear and simple information on their services and procedures	9.80	30.39	59.80	14.00	30.67	55.33	
Officials have listened closely to the stated needs	10.78	28.43	60.78	15.89	30.46	53.64	
Receiving services on time	6.86	23.53	69.61	14.67	25.33	60.00	

Note. \* p < 0.05; \*\* p < 0.01; \*\*\* p < 0.001

**Table 15:** Satisfaction with Municipal Office according to individual or family return

	Returned alone			Returned with family			Chi squared
	Very satisfied	Satisfied	Unsatisfied	Very satisfied	Satisfied	Unsatisfied	
The readiness to help people	22.58	23.66	53.76	11.18	22.36	66.46	*
Clear and simple information on their services and procedures	19.15	28.72	52.13	8.86	31.65	59.49	
Officials have listened closely to the stated needs	22.34	25.53	52.13	9.43	32.08	58.49	*
Receiving services on time	20.21	23.40	56.38	6.96	25.32	67.72	**

Note. \* p < 0.05; \*\* p < 0.01; \*\*\* p < 0.001

Respondents were asked on their intention to migrate again and 57.93% of the returned migrants responded with 'Yes, surely', 14.39% stated 'Maybe', 17.34% said 'Not as of now', 2.95% reported 'Never again' and 7.38% declared 'Don't know', as illustrated in Table 16.

**Table 16:** Do you plan to leave the country?

Item	Yes, surely	Maybe	Not as of now	Never again	Don't know
Percentage	57.93	14.39	17.34	2.95	7.38
Number	157	39	47	8	20

Those that declared 'Yes, surely', when asked on what they plan to do, 66.67% of them said that they plan to return to the last country of emigration, 13.6% to emigrate in another country and 19.74% declared that they do not know where they intend to migrate, as exemplified in Table 17.

**Table 17:** If yes, what do you plan to do?

Item	Return to the last country of emigration	Leave for another country of emigration	Don't know
Percentage	66.67	13.6	19.74
Number	152	31	45

Returned migrants that received business support grants reported significantly ( $p < .05$ ) lower percentages by 36.4% of being sure to migrate again, when compared to those that did not receive such grants by 62%.

**Table 18:** Comparing returned migrants intent to migrate by receiving or not business support grants

Item	Yes, surely	Maybe	Not as of now	Never again	Don't know
Received business grant support	36.4	25	18.2	6.8	13.6
Didn't received business grant support	62	12.7	17.4	1.9	6.1

Similarly, returned migrants that received professional training reported significantly ( $p < .05$ ) lower percentage 46.2% of being sure to migrate, compared to those that did not receive professional training 65.2%.

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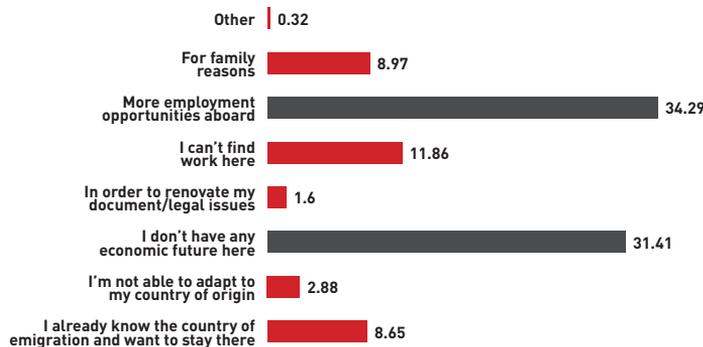
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**Table 19:** Comparing returned migrants intent to migrate by receiving or not professional training

Item	Yes, surely	Maybe	Not as of now	Never again	Don't know
Received business grant support	46.2	17.3	23.1	1.9	11.5
Didn't received business grant support	65.2	12.9	13.5	3.2	5.2

In terms of reasons for wanting to leave Kosovo again, the leading option was more employment opportunities abroad by 34.29%, followed by no economic prospects in Kosovo 31.41%. In this respect, the table displays the third option being not being able to work in Kosovo by 11.8%, as well as the fourth alternative - being family reasons by 8.97%. Figure 3 provides insights on the reason for wanting to leave Kosovo again.

### Reasons for leaving Kosovo again (in %)



**Figure 3:** What is the reason for wanting to leave Kosovo again?

In terms of ethnicity respondents of Roma, Ashkali and Egyptian, the communities expressed higher percentages of surely planning to leave the county 75%, when compared to 54% of the other ethnicities ( $p < .05$ ).

## Findings from focus groups

Following initial analysis of the quantitative data, two focus groups were conducted, both with individuals that have received professional training and applied for business support grants. All participants were individuals that have migrated in 2015 and returned in 2016 or 2017. Focus groups reflected the difficulties faced by individuals in finding jobs, after completing professional trainings and the obstacles encountered in the volatile market of Kosovo. One of the participants applied for a business support grant and was put in a position to choose between the grant and getting employed in furniture factory, where in this direction, he chose the second alternative:

- “ I had to cancel the grant for getting a job in a factory, but the factory got closed after a few months and now I am unemployed, without a job and without a grant.”

Two individuals who completed professional training in developing business ideas and invested in livestock, reported continuing with their business, despite the difficulties they encountered. It is crucial to mention that both individuals had their own livestock prior to completing the training and implementing their funded business idea to expand the number of livestock.

- “ The grant for livestock gave me a chance to “get hold on to something”, it is not great but, at least something is going on. I have regular visits from the Ministry.”

Another beneficiary declared:

- “ I was in a training on how to open a business. My business idea was to get sheeps and it was approved. There was a delay in receiving the funds and in 2016 I had to find loan to start the business and they transferred the money in 2017, however, I had a lot of problems. In the beginning I bought 35 of them and now I have 47, it's good but I am unexperienced and often fail....”

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Two other beneficiaries of grants closed their businesses. In both cases the participants were not clear on the reasons for business failure despite insisting to provide additional explanations.

“ I opened a small shop but after five months I had to close it as I was not able to earn a thing.”

“ I started a business of a car wash and had to close it as I couldn't agree with the owner. In order to pay my share of costs, I had to sell the equipment and now I am unemployed.”

The following quotes furthermore reflect the experiences of grant beneficiaries:

“ I spent three months in getting things arranged for the grant... previous to that, I attended training, had a diploma, and they constantly asked you for documents.”

“ I am in the process of opening a business. It is difficult to start the business with 3000 euro, they shouldn't pressure us, as we already have a lot of problems.”

“ We got 3000 euro and now I need another 6000 to close the business, due to the fact that there are a lot of taxes. I can't receive social support since they say that I have a company now. I have four children and they have needs. Knowing all of it, today if they would give me 13000 I wouldn't start this process. I have spent money in trainings and for this business...”

Comprehensively, all participants had a positive opinion on the trainings and the quality of the trainings. The only issue reported was the lack of opportunities for employment following the trainings. Another additional concern of the participants, especially of those coming from rural areas, was the transportation costs that they had to cover for attending the trainings.

We followed up on the dissatisfaction findings of the quantitative part with the approach of the municipal authorities. The following quotes transmit experiences of some of the returned migrants:

- ■ My name is Ramiz. I have returned in 2016, and I have completed a course for electrical installations and I haven't benefited from any grant or project, although I am eligible for them. I have complained in the Municipality but no one has dealt with my expressed concerns. I have 5 other family members, I have no house and no one gives a damn about me."
  
- ■ When I arrived in the airport, they explained to me that I have to go to the Municipality. I went to the Municipality and they explained the possibilities for the trainings and grant application, I prepared the documentation and applied, my experience was positive with municipal authorities."

In addition, one woman who had mental health issues upon return reported:

- ■ I was depressed when I returned. I went to a private practitioner and an international organization said that they would cover my costs but they never reimbursed me for my costs."

## Conclusions

The primary aim of this report is to inform various stakeholders on the implementation of existing policies by analyzing perceptions, experiences and perspectives on relevant structures and services offered to returned migrants in Kosovo. The conclusions of the paper are structured by following the course of the result section and are followed by recommendations to institutions and stakeholders involved in the process of reintegrating the returned migrants.

Generally, the findings indicate that the main problems faced by return migrants are of economical nature. However, results indicate slight deterioration of the economic conditions upon return, particularly with regard to lower levels of employment.

Majority of the returned migrant in this study were returned voluntarily to Kosovo (61.2%) and with their families (38.7%). Vast majority of the returned migrants were asylum seekers. The study findings suggest that returned migrants from having regular job or seasonal job (51.85%) ended up being unemployed in the country of emigration. Following this line of thought, only 16.5% had a regular job or a seasonal job in the migrating country. Results from the research also hint a decrease in percentage of regular work from prior to after return and increase in seasonal jobs, which often is associated with unstable income. Furthermore, while being abroad, the vast majority of the returned migrants have not received any training (including family members) and mostly lived in refugee or asylum centers and by subsidies provided by the host country.

It can be concluded that the study was not able to identify any positive effect of migration on returned migrants. The only positive effect identified was that children experienced better infrastructure in terms of education, compared to Kosovo and that some had begun to learn the language of the host country. Furthermore, one third of the returned migrants reported that they have sold property or other goods in order to finance their travel abroad.

More than half of the returned migrants consider not receiving adequate information on returnee benefits. Participants perceived that they were not properly informed on the benefits of possibilities of benefiting from return migration policies. Below are a set of recommendations that focus primarily on targeting public awareness on migration, consequences of illegal migration, and evaluation of existing policies.

- Future primary prevention public campaigns on illegal migration can use the facts from this study, such as deterioration of economic conditions upon return and the fact of no concrete benefits while being abroad.
- Campaigns can also include information on risk of disruption of normal schooling and social-development of children to take place as likelihood of return to Kosovo is very high upon illegal migration.
- Relevant stakeholders involved in return migration in host and returning countries should enhance the channels and forms of communication related to returnee benefits. In this line, web based information platforms, such as that offered by DIMAK could be used as model for other programs supported from other countries.
- Continuously monitoring and evaluating policy impact.

Municipal offices for returnees and communities are identified as the first Kosovo's institution where returned migrants get information related to reintegration when needed. This finding is in line with one of the important goals of the Kosovar strategic planning for sustainable integration of returned migrants, where decentralization and role of the municipalities are crucial in provision of services to returned migrants. The most frequent services received were related to civil and employment office registration followed by professional training, registration of children in schools, than with business support grant and receiving food, hygienic and winter package. Taking in consideration that one of the objective of the existing strategic plan is provision of need based services, percentages of individuals receiving professional training (40.08%) and business support grants (25.6%) is encouraging.

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Furthermore, these types of services need to be reinforced further as most of the respondents have identified them among top three most important services to be delivered to returned migrants. Recommended services by returned migrants are sensible, as major push factor for considering to leave Kosovo again, gravitate around lack of opportunities for employment and lack of perspective in Kosovo. Our findings indicate that individuals who have received professional training or some form of business support report lower percentages of certainty in terms of planning to leave the country again.

Both returned and involuntarily returned migrants expressed relatively high levels of dissatisfaction with the human contact and interaction with personnel in municipal offices.

Findings in terms of percentage of individuals receiving training are encouraging. however the study has no solid data on the impact that these services have in their sustainable integration. From focus group interviews we found that only two, out of the four participants, that received business support were continuing with their businesses, whereas others, had closed their businesses. The major issues reported from focus groups were the delays for reviewing the grants application and delays in receiving money upon approval. Those that attended various professional trainings highlighted the obvious problem in Kosovo – being the lack of opportunities for employment upon completion of professional trainings.

In terms of satisfaction with services, most voluntarily returned migrants expressed higher satisfaction with services, compared to those returned due to the fact that they were better informed on return benefits and have more realistic expectations from the available services.

In the overall, respondents reported low percentages of receiving and satisfaction services that focus on social and health needs of returned migrants. Respondents also reported significant low percentages of any psychosocial intervention for children upon return in school. This set of recommendations is directed to:

- Further reinforce the roles of the municipal offices for returnees, as main hub for all potential projects from ministry level or other international organizations
- Future interventions and potential funds should be streamlined on supporting professional and vocational training of returned migrants and further supporting through grants to viable and potential business ideas.
- Centers for social work and other funding authorities need to gain more knowledge by evaluations of businesses supported through various projects to identify the drawbacks that beneficiaries face and eventually address them in order to increase the sustainability of the projects.
- A more thorough study with project beneficiaries by income generating experts can highlight the issues and problems that are faced by beneficiaries.
- More special care should be provided to social, health and mental health of the returned migrants. This could be done by involvement of regional community based mental health centers, and child and adolescents mental health services. Especially programs and interventions that target supporting returned children in schools can facilitate smoother reintegration of children in schools.
- Regular monitoring/Follow-up of returnees with more objective measures that could provide continuous information various stakeholders involved in the reintegration of returned migrants.

Special attention should be paid to more vulnerable community groups in Kosovo, by way of example to Roma, Ashkali and Egyptian respondents, as they show a higher level of dependance from social work centers, as well as higher intention to migrate in the future, when compared to other ethnicities.

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#2 D4D Institute. March 2012. An Impression of Reform: How to Restore Trust on Elections?

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The series of endorsements and recommendations can also be found on our web-site.

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