

**Psychosocial challenges and resources of Kosovar migrants and returnees in
Germany - A Qualitative Study**

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Abstract

Background: The migration phenomenon is a reality among the Kosovo population. The number of Kosovo people who have migrated around the world, mostly to Europe, is highly variable and concerning. Given these circumstances, the purpose of this research paper is to examine the challenges and resources faced by Kosovo migrants and returnees, as well as their Sense of Coherence (SOC), which refers to the extent to which they view their life experiences as comprehensible, manageable, and meaningful. **Methodology:** Thematic analysis and grounded theory within thematic analyses were employed to analyze 43 semi-structured interviews, consisting of 18 female and 25 male participants. The sample included 5 German experts (mean age = 47) with experience in integrating Kosovo migrants, 14 Kosovo migrants in Germany (mean age = 37.64) who resided in the Bamberg refugee camp, 8 Kosovo experts (mean age = 39.37) with experience in reintegrating Kosovo returnees, and 16 Kosovo returnees (who returned to Kosovo) (mean age = 40.93). **Results:** Findings of the study suggest that Kosovo migrants and returnees perceive their lives as incomprehensible, unmanageable, and lacking meaning, which is reflected in their low level of SOC. They face daily life challenges related to family, social, personal, institutional, and health issues that are difficult to comprehend, manage, and find meaning in. The participants highlighted that having family members and relatives already settled in Germany was helpful for their integration. The study identified several important factors associated with higher levels of SOC, including support from family, and financially stable of the family members, language proficiency, high levels of education, vocational training, knowledge of the host country's culture and work practices, a sense of spiritual support, institutional support for their problems, well-defined migration and return plans, and identity adjustment capability. These variables have the potential to make the lives of migrants and returnees more

comprehensible, manageable, and meaningful, which can lead to higher levels of SOC.

Conclusions: The Salutogenesis theory is a crucial tool in helping returnees and migrants to perceive their lives as comprehensive, manageable, and meaningful, as well as in supporting their integration and reintegration. Moreover, raising the level of SOC is important for the well-being of migrants and returnees, thereby facilitating factors for smoother integration and reintegration including family support, financial assistance, institutional backing, advanced education and training, familiarity with the host country's culture, society, and language, well-thought-out plans, adaptability of identity adaptation, spiritual and religious activities, well-educated and tannings. By increasing their comprehensibility, manageability, and meaningfulness, it is possible to facilitate a smoother transition for migrants and returnees, ultimately leading to successful integration and reintegration.

Key words: Migration, emigration, return, challenges, resources, Salutogenesis

1. Introduction

In the introductory section, we will explore diverse topics, encompassing migration in Kosovo. We aim to dissect the chronological trajectory of the migration phenomenon in Kosovo, delving into the challenges and opportunities it has presented in both Kosovo and host countries. Subsequently, we will elaborate on the rationale behind this chosen theme, examining the issues that motivated our research, and continuing to discuss the global and national significance of the subject matter.

The introduction proceeds to an in-depth examination of migration and return, synthesizing findings from various authors. It shifts its focus to the international and national dimensions of the migration and return phenomenon in Kosovo. Furthermore, the text elucidates the Salutogenic approach, providing insights into its application to migration-related issues.

Continuing the narrative, the introduction explores the applicability of the Salutogenic theory to migrants and returnees, culminating in a concise formulation of the research question that will guide our study.

1.1. Migration and Development in Kosovo: Challenges and Opportunities

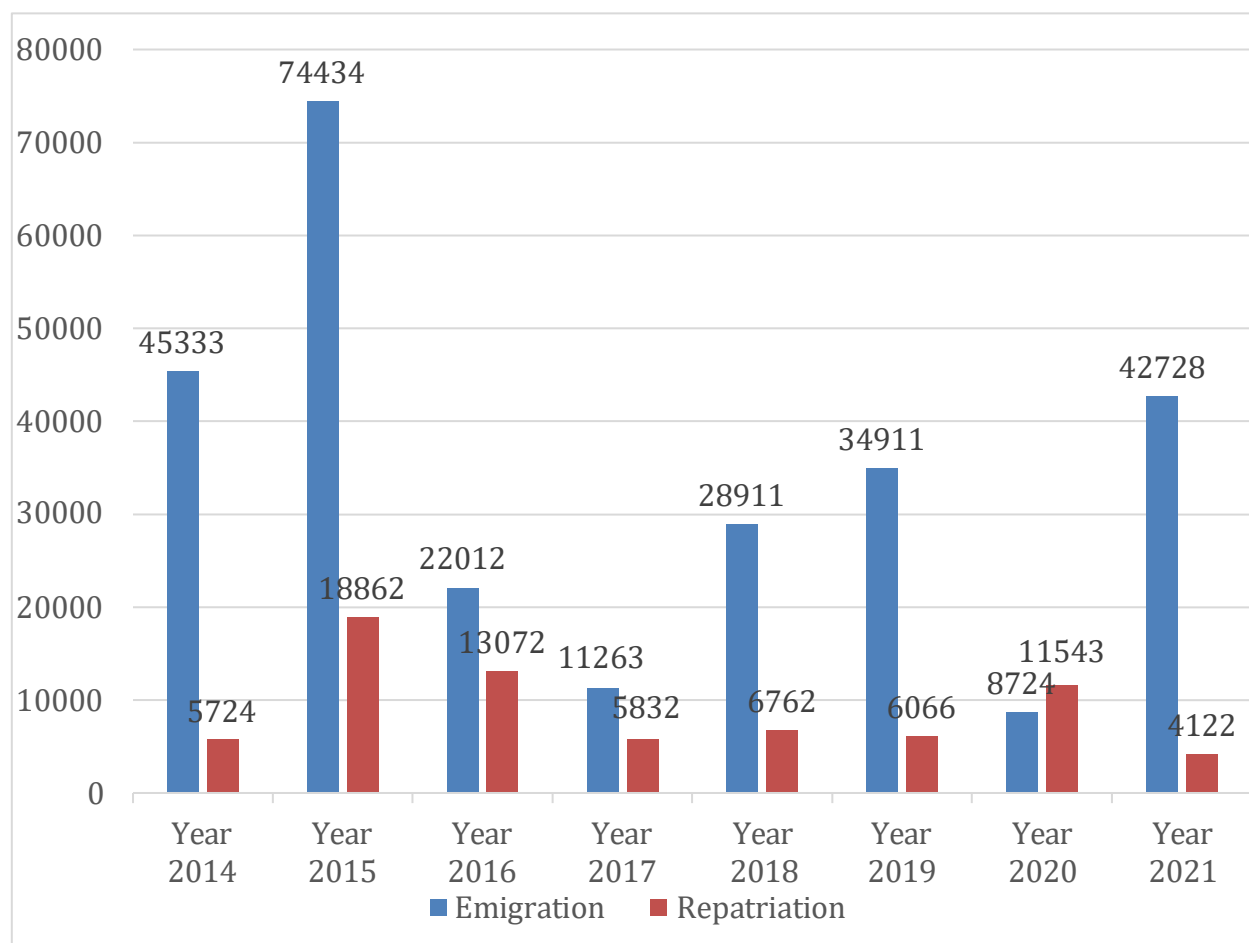
According to the Kosovo Statistics Agency (2021), the Republic of Kosovo has a population of 1,773,971 inhabitants. However, migration has long been a significant aspect of this population, and the causes and factors behind migration have been complex and varied over time. However, the documentation of migration in Republic of Kosovo has been insufficient, particularly regarding the country's history. The people of Kosovo have experienced multiple and diverse invasions and occupation, leading to poverty and displacement. The longest occupation was the Ottoman occupation, which lasted approximately five centuries until its end in 1912-1913.

Kosovo was subsequently annexed by the Serbian and Montenegrin regime, which was later overthrown by NATO intervention in 1999. Another significant event was the declaration of Kosovo's independence in 2008 (Ukshini, 2021). During these periods, accurate data on the number and percentage of Kosovo's population migration were lacking. Many Kosovo citizens have illegally migrated to various European countries to ensure their families' survival, as they were deprived of their basic rights, such as work, education, health, and political representation. Migration during the occupation was also due to the Albanian community's deprivation of education, health, work, justice, political representation, and persecution. Migration in Kosovo has continued year after year. In 2014, there were 45,333 emigrants, reaching its peak in 2015, which marked the largest migration wave in Kosovo's history since the war (1998-1999), with over 74,434 migrants. Subsequently, in 2016, there were 22,012 migrants, followed by 11,263 migrants in 2017. In 2018, the number of Kosovo migrants rose to 28,164, and in 2019, it reached 34,911. However, the number decreased in 2020, with 8,724 migrants. Nonetheless, the Republic of Kosovo experienced an increase in migration in 2021, with 42,728 migrants (Kosovo Agency of Statistics, 2021). The dates of migration in 2020-2021 are not accurate because of the restrictions from the Pandemic SARS COVID-19.

Hence, Kosovo has witnessed a continuous influx and repatriation of its own population. In 2014, the Republic of Kosovo welcomed 5,724 repatriated individuals and immigrants. This number increased to 18,862 in 2015 (BPRG, 2020). Subsequently, in 2016, there were 13,072 repatriated individuals and immigrants, followed by 5,832 in 2017, 6,762 in 2018, 6,066 in 2019, 11,543 in 2020, and 4,122 in 2021 (Kosovo Agency of Statistics, 2021)

Chart number 1.

Emigration, Repatriation/Immigration Trends of the Republic of Kosovo: 2014-2021



The process of return and repatriation was followed by a lack of a concrete strategy for the reintegration of the returnees. In fact, Kosovo did not have a national strategy for its returnees' reintegration until 2010. This process was carried out by various NGOs, which coped with many problems in the absence of budget, experts, etc. Since 2010, Kosovo has created a strategy for the returnees' reintegration accompanied by different problems, including centralization, lack of expertise in migration and reintegration fields, especially the lack of approach based on objective evidences. Nowadays, Kosovo Government's strategy for returnees' reintegration sustainability is

based on the Regulation no. 22/2020, Reintegration of Repatriated Persons. This strategy is framed with the purpose of achieving sustainability in reintegration. According to this regulation, reintegration means re-inclusion of the repatriated persons in the social and economic life in Kosovo's society. Meanwhile, sustainable reintegration means complete reintegration (law, social, economic) of repatriated persons with equal rights in the Republic of Kosovo. However, migration continues and re-migration is also evident in Kosovo, undermining and questioning the strategy that aims the sustainable reintegration.

1.1.2. Justification of the topic

Currently, there are several non-governmental organizations (NGOs) available to support returnees in Kosovo. However, the primary responsibility for reintegration lies with the Kosovo Government, particularly the Department for Reintegration and Repatriation. Despite the significant financial resources expended by various NGOs, the migration and re-migration of Kosovo families and population continue. Many NGOs are experiencing financial difficulties, and some are struggling to achieve their objectives, ultimately leading to their closure. Unfortunately, neither these NGOs nor the state institutions, including the 2020 reintegration and repatriation strategy, have proven successful. There is a lack of practical, clinical, or investigative evidence to support the efficacy of these services, and no particular investigation has been conducted on the impact of these services on Kosovo returnees or the suitability of these approaches for the social and cultural specificities of Kosovo.

These limitations underscore the importance of conducting research on this topic. Such research would aim to provide objective findings on Kosovo migrants and returnees' resources, support, and social and cultural experiences. This would enable a better understanding of the

migration and return phenomenon and provide empirical information that can be used to design support services that meet the needs and demands of Kosovo's migrants and returnees. Ultimately, this would help to improve the subjective well-being of Kosovo's migrants and returnees by providing them with a more comprehensive and meaningful understanding of their life experiences. The causes of migration are multifaceted and vary from one individual or family to another. Therefore, considering the Sense of Coherence (SOC) factor can provide more precise data regarding effective modalities of support and finding different approaches that are directly compatible with returnees' difficulties and challenges.

NGOs and the Department for Repatriation and Reintegration offer various support activities, such as psychosocial, economic, health, etc. However, these services often lack a theoretical background, and the practices and regulations adopted in Kosovo are derived from different countries. To address this gap, the research aims to provide theoretical explanations of the migration phenomenon using Antonovsky's theory. This approach emphasizes an individual's characteristics and their group and community's role in framing the adequate person in dealing effectively with stressful situations, which can contribute to creating and increasing the level of SOC (Antonovsky, 1982). This approach seems appropriate for providing objective explanations of the migration and return phenomenon in Kosovo due to the concepts that fit this phenomenon. Therefore, the investigation aims to fill the gap of research on the migration phenomenon in Kosovo from Antonovsky's theoretical perspective. To achieve this, the literature and findings of various authors will be used to explain the migration and return phenomenon in Kosovo, as well as worldwide, utilizing the Salutogenesis approach.

1.1.3. From Homeland to Host land: A Study of Kosovo Migration and Migrant

As previously mentioned, the phenomenon of migration has accompanied the people of Kosovo during various periods, driven by a range of push and pull factors. Regardless the fact, there has been limited research on this topic, including aspects such as migration and demography, politics, health, economics, and social issues. Financial difficulties are a common challenge faced by the population of Kosovo, a country that is still developing and recovering from the war in 1999. Baleci and Heeman (2013) argue that the younger generation in Kosovo perceives migration as a means of escaping the risk of unemployment and financial difficulties. They note that unemployment disproportionately affects women, minorities, and young people with inadequate job skills. Consequently, financial problems are a major reason for re-migration among Kosovo people. Research shows that economic issues are the primary driver of re-migration. Furthermore, Qehaja and Krasniqi (2021) found that vulnerable groups within the Albanian community who have received education abroad are more likely to be affected by re-migration. Regarding health, the research has shown that reproductive and mental health are at risk among Kosovo refugee women in Canada. Cultural and linguistic differences were identified as significant barriers to accessing necessary health services. Redwood-Campbell et al. (2007) suggest that hiring interpreters in healthcare systems could improve healthcare services and access for migrants. Aoun and Koubar (2020) note the lack of investigative services and health institutions available for Kosovar refugees, emphasizing the need to build and increase institutional capacities and health services to address the number of refugees. Kosho (2016) highlights the significant role that media plays in the phenomenon of migration, both in the country of origin and in the host country. The author points out that media shapes public attitudes towards migrants and migration policies. In the UK, for example, Albanian migrants are often portrayed in a negative light through biased

language, such as "illegal," "failure," and "terrorism," while Germany and America exhibit a more positive attitude towards migrants. The media and information also play a crucial role in the decision-making process of migration and return, as they create the impression that the homeland is a challenging place to live, where individuals struggle to meet the demands and challenges of life and family. Consequently, migration is often considered the solution to these difficulties. On the other hand, the aforementioned research highlights a major challenge faced by migrants - the struggle to identify their sense of belonging. Migration itself can cause confusion in this regard, and the use of prejudicial names in the media exacerbates the problem, leading to a sense of detachment from the community.

Regarding migration factors, research indicates that there are several causes of migration in Kosovo. These include family and economic difficulties, the inability to access adequate education, nepotism, the extent of the economic and political situation, the inability to secure a desirable job, limited options and opportunities for a better future for the family, a lack of professional development, and an inadequate private life. According to this investigation, the most influential factors in making the decision to migrate are family, friends, work colleagues, the lifestyle in Kosovo which perceives migration as a trend, as well as the influence of close acquaintances who have already migrated (Veljanovska Blazhevska, 2017)

Furthermore, a study on Albanian refugees in Italy indicated that social and political issues were the main push factors for migration (Kosic & Triandafyllidou, 2003).

1.1.4. Coming Home: Understanding the Experience of Returnees in Kosovo

Returning to Kosovo and reintegrating into society is a complex process that poses many challenges. The homeland can be difficult to navigate, with various obstacles that can be even

more pronounced than those faced when leaving the country. However, despite the difficulties, Kosovo remains the preferred destination for returnees, especially if living conditions improve. Many respondents also cited a desire to invest in Kosovo's future and effect positive change as a driving factor behind their return.

Nonetheless, some respondents expressed skepticism regarding the potential for improvement in Kosovo, leading them to remain in their host country to advance their careers (Blazhevskaja, 2017). Additional research has identified certain risk factors for returnees in Kosovo, such as being a woman or minority, having a lower level of education, and lacking social support. Difficulties in finding suitable housing, high levels of psychological distress, and limited support from friends and family were all negatively associated with successful adaptation. Moreover, the high levels of unemployment and economic instability in Kosovo constitute additional challenges that can impede successful reintegration (Arenliu & Weine, 2016).

Research indicates that families returning to Kosovo face economic and accommodation challenges. However, those who received early support interventions through various projects experienced greater stability in their living conditions. Furthermore, over half of the children in these families encountered health, safety, and school-related difficulties, such as social isolation, lack of connection with Kosovo, and parental health issues (Zevulun, Zijlstra, Post, & Knorth, 2021).

Remittances from returnees are also crucial for Kosovo's development in many ways. One investigation showed that Kosovo migrants often save the remittances they receive in their host countries to invest in Kosovo (Topxhiu & Xhelili, 2016)

Albania and Kosovo have a higher proportion of their population migrating and receiving remittances, which have been shown to significantly improve the economic and financial

circumstances of returnees (Sergi & Morabito, 2016). Moreover, the research emphasizes the significance of effective policies and systems to facilitate the return and reintegration of Kosovo migrants. However, the effectiveness of these measures depends on the returnees' ability to influence and improve their situation in their homeland since they are the ones who can shape their destiny in their home country (Sacchetti, 2016). Regarding the future, the research suggests that most Kosovo returnees do not intend to reintegrate into Kosovo but rather aim to migrate back since they consider the reintegration process is fraught with challenges, including a low level of education, insufficient skills, and an insecure labor market in Kosovo. Consequently, returnees may also experience psychological issues stemming from traumatic experiences and deportation to their homeland (Möllers, Traikova, Herzfeld, & Bajrami, 2017). Zavulun et al. (2017) highlights that the emotional well-being of returnee children in Kosovo depends largely on the stability of their accommodation, their sense of belonging to their community, and the quality of their growth environment. In terms of the sense of belonging, a research has found that children of Albanian migrants who returned to their home country face challenges in this regard, and their parents can significantly influence their feelings of belonging. The study also highlights that returnee children actively try to integrate themselves and their families into the new environment (Cena, Heim, & Trandafoiu, 2017). Another investigation emphasizes the importance of experts who work with Kosovo returnees being prepared for repatriation, particularly for those who have been deported. The study suggests that these experts should avoid political topics that may arise during the return and reintegration process and instead provide professional support services to returnees (Kusari, 2020).

1.1.5. Journeys Home: The Experiences of Kosovo Migrants and Returnees

This section will present the key findings of several investigations conducted among Kosovo returnees and migrants. The research suggests that financial difficulties and unemployment were major reasons for Kosovo people to migrate (Baleci et al., 2013) and were a determining factor for remigration (Qehaja et al., 2021). Unemployment and economic problems were also identified as risk factors for returnees, along with a lack of skills and job insecurity in Kosovo's labor market (Möllers et al., 2017). Moreover, returnees reported a lack of support from their family and friends, which was associated with low education and a lack of social support (Arenliu et al., 2016).

Additionally, institutional problems in Kosovo such as nepotism (Blazhevaska, 2017) and policy difficulties (Kosic et al., 2003) have also been identified as factors contributing to migration. The inadequacy of health institutions, including language and cultural barriers, has been a concern for both migrants and returnees (Redwood-Campbell et al., 2007; Schaffrath et al., 2017; Aoun et al., 2020; Zevulun et al., 2021). Returnees also face a lack of social support in their homeland (Zevulun et al., 2021). Psychological problems are prevalent among both migrants and returnees, including trauma resulting from multiple experiences (Blazhevaska et al., 2017; Schaffrath et al., 2017; Arenliu et al., 2016; Möllers et al., 2017), with deportation being a significant factor for the latter group (Möllers et al., 2017).

Migrants face challenges accessing education and pursuing personal development, as highlighted in research (Blazhevaska, 2017). Similarly, returnees face obstacles due to their low level of education (Arenliu et al., 2016). Media prejudice against Kosovo migrants during their stay in host countries has also been identified as a problem (Kosho, 2016). Belonging and a lack of prospects for a better future in their homeland were reported as issues by migrants (Kosho,

2016), while returnees have identified problems such as accommodation, safety concerns, school issues, isolation, and socializing difficulties (Zevulum et al., 2021). However, the positive impact of remittances on the lives of migrants has been acknowledged, as they have helped with reintegrating into Kosovo (Sergi et al., 2016).

1.1.6. An Overview of Migration Dynamics in the Global Context and Kosovo

Migration is a widespread phenomenon that impacts many countries worldwide, including Kosovo. Numerous investigations have shed light on the complexities of the migration process and its associated challenges. These studies have not only focused on Kosovo migrants but have also explored the experiences of migrants from other countries, highlighting both commonalities and differences.

Various research studies have emphasized that economic difficulties play a significant role in the migration of populations in different countries, such as Korea, Nepal, and Germany. For instance, Yoon (2012) found that economic problems were a key factor in motivating the Korean population to migrate, while Regmi et al. (2019) discovered that Nepali migrants were limited in their workplace. In Germany, high unemployment rates have been linked to increased levels of immigration (Chapin, 1997), and although migrants in Germany have experienced some economic disadvantages (Ronellenfitsch & Razum, 2004), the country remains a popular destination for those seeking better economic opportunities than in their home countries (Steinmann & Ulrich, 2013).

Health issues are a major challenge faced by migrants, as emphasized by various investigations. Findings suggest that improving the health status of migrants and increasing their

access to healthcare is necessary (Kusuma & Babu, 2018). Assessing the health status of migrants and their access to health services is important for policy makers to facilitate integration (Marceca, 2017). However, in Germany, migrants have limited access to healthcare services, including specialized care, medication, counseling, therapy, rehabilitation, and prevention (Klein & Knesebeck, 2018).

Mental health is also a concern among migrants, with Iranian migrants reporting various factors that affect their mental wellbeing (Shishehgar, Gholizadeh, DiGiacomo, & Davidson, 2015). In this regard, the research identifies the profile of Vietnamese migrant patients with psychiatric problems. Financial problems, unemployment, lack of religious involvement, past migration experiences, and discrimination are some of the factors that characterize the profile of migrants with psychological problems (Wolf et al., 2020). European migrants are also at risk of mental health problems, both during and after migration (Priebe et al., 2016). They are affected by health issues and mental health problems, as demonstrated by Cardallo, Divino, and Zeric (2002). Older Chinese migrants, in particular, have a higher level of depression (Abbott et al., 2003). On the other hand, discrimination affects migrants' mental and physical health in Germany (Schunck, Reiss, & Razum, 2014). However, the research shows that migrants in Europe attempt to address their health issues by migrating and accessing health services in the host country. Nonetheless, health policies remain a major challenge for migrants (Rechel et al., 2013).

Studies indicate that social networks and social capital are crucial for the successful integration of migrants in Transylvania (Toma & Foszto, 2018). In contrast, Bangladeshi migrants in Singapore experienced significant changes in their family and social lives (Rahman, 2009). Data from the European Union shows that migrants are less socialized compared to native populations (Depalo, Faini, & Venturini, 2007), and obstacles to social network access have also

been highlighted among migrants in Belgium (Wauters & Lambrecht, 2008). Furthermore, the lack of support services can also hinder the transformation process in new social, cultural, and economic circumstances for Chinese migrants (Wen & Hanley, 2015). Studies have shown that living in refugee camps is often accompanied by stigmatization, discrimination, violence, and limitations in social life for Congolese migrants (Chiumento et al., 2020). This is due to the fact that refugee camps are temporary institutions for accommodation with restrictions on visitors and limitations on access to different aspects of migrants' lives in the host country (Steindl, Winding, & Runge, 2011; Diekn, 2010; Kaiser, 2006).

Another investigation has found that Palestinian migrants in Lebanon experience deprivation from social services and anti-social behavior (Hanafi, Chaaban, & Seyfert, 2012). Moreover, psychological difficulties among migrants in Germany are exacerbated by social exclusion, harsh living conditions, and poor accommodation (Kluge et al., 2019). Social isolation, acculturation, and pre-migration trauma are also prevalent among Sudanese migrants and have a significant impact on their health (Schweitzer, Melville, Steel, & Lacherez, 2006). It is important to note that migrants are at risk of losing their identity, as cultural identity plays a crucial role in the psychological well-being of Iraq refugees (Jensen, Arnett, & McKenzie, 2011) and can also result in misbehavior among Israeli adolescents (Nakash et al., 2012).

Furthermore, another research has found that education, life satisfaction, and social networks are interrelated among South Korean migrants (Yu & Chen, 2016). In Mexico, English language proficiency is also crucial for migrant integration and business development (Hagan & Wassink, 2016), as well as for school integration of migrants in Canada (Warman, Sweetman, & Goldman, 2015). In addition to language skills, an investigation highlights the importance of the

training programs for physicians to enhance their specialized knowledge as a crucial component for migrants in Germany (Klingler & Marckmann, 2016).

Another finding indicates that refugees in Rwanda experience a lack of hope and fear for the future (Pavlish, 2007), while refugees from Syria, Afghanistan, and Iraq in Greece feel a lack of control over their lives and future (Bjertrup et al, 2018). Additionally, Ecuadorian migrants report a lack of information regarding integration policies, which is associated with feelings of insecurity in the Bangladesh industry (Boccagni, 2011; Banarjee, Muzib, & Sharmin, 2014).

Unaccompanied refugee children and adolescents in Belgium experience higher rates of trauma and abuse, leading to increased levels of depression and PTSD (Derluyn & Broekaert, 2008; Derluyn, Mels, & Broekaert, 2009). Globally, migrant populations under the age of 18 experience health problems and a lack of integrity (Maioli et al., 2021)

An investigation of 111 countries indicates that corruption is one of the push factors for migration, especially for skilled individuals (Dimant, Krieger, & Meierrieks, 2013). Accordingly, Poprawe (2015) found that corruption provokes migration across 230 countries. Similarly, a research among migrants in America shows that migration is more likely to occur in states with high levels of corruption (Dunlevy, 2006). As a result, returnees in Bosnia faced a higher number of corruption situations compared to those who did not migrate (Handlos, Olwig, Bygbjerg, & Norredam, 2016). In addition, a research has shown that social and political issues continue to be the primary drivers of migration for Albanian refugees in Italy (Kosic et al., 2003).

On the other hand, the obstacles faced by Nepali migrants in India are diverse and impact several aspects of their lives, including housing, employment, discrimination, lifestyle, and healthcare access (Regmi et al., 2019). Similarly, Sudanese migrants encounter policy-related barriers that hinder them from accessing adequate support services, which can ultimately affect their mental

health (Schweitzer, Melville, Steel, & Lacherez, 2006). On this matter, to address the psychosocial needs of displaced children, Nylund, Legrand, and Holtsberg (1999) recommend implementing psychosocial care and art activities. Additionally, creative outlets, such as songwriting and performances, have been found to foster collaboration between migrant children from Bosnia-Herzegovina and the ones from Scotland (Linklater & Forbes, 2012). In addition, a research among the Maya Community in Guatemala, Houston, and Texas, shows that religion plays a significant role in migration planning and integration (Hagan & Ebaugh, 2003). Spiritual beliefs, especially, increase cultural knowledge, spiritual sensitivities, and overall well-being among Karen migrants (Worland & Vaddhanaphuti, 2013). It is indicated that interventions for refugees must be based on strengths, social competencies, and spirituality for successful outcomes (George, 2012), since migrants often use religion in decision-making, preparation for the journey, and upon arrival. In this regard, another emphasis is also found on the role of ethnic churches and transnational linkages among migrants in Mexico (Hagan & Ebaugh, 2003).

Although investigations among Kosovo migrants are still lacking, some of the studies conducted in this area will be explored below.

According to an investigation outcome, economic difficulties are the driving force behind migration among the Kosovo population (Blazhevaska, 2017). The young generation in Kosovo sees migration as a means of escaping financial difficulties and unemployment (Baleci et al., 2013), since struggling to meet daily needs has become a common reality for many Kosovo citizens (Schaffrath et al., 2017). Additionally, other research findings have shown that economic difficulties are the main reason behind remigration among the Kosovo population (Kosic et al., 2003).

A higher risk of mental health problems on Kosovo migrants has also been highlighted in another research, which can be attributed to cultural and language barriers that affect their access to healthcare services in the host country (Redwood-Campbell et al., 2007). However, the lack of adequate health services and institutional limitations remain the biggest challenges for Kosovo migrants in accessing healthcare (Aoun et al., 2020), in this regard, addressing this challenge requires improving the capacity of institutions to provide professional and culturally sensitive healthcare services to Kosovo migrants (Aoun et al., 2020). Hereby, the mental health of Kosovo migrants has also been found to be at risk, with higher levels of psychological problems reported among Kosovo migrants in Germany (Schaffrath et al., 2017) and Kosovo refugees in Canada (Redwood-Campbell et al., 2007). Kosho (2016) highlights the importance of changing attitudes and prejudices towards Kosovo migrants, as an important step toward integration and health wellbeing.

Furthermore, Kosovo migrants face challenges in education, with limited opportunities for professional development due to high levels of nepotism, economic and political constraints, and difficulties in finding employment for a better future (Blaxhevska, 2017).

The aforementioned investigations shed light on the challenges and obstacles faced by Kosovo migrants. It is evident that to identify and address the challenges faced by this group, there is a need for further research and investigation.

1.1.7. Return Migration Experience: The Study of Kosovo and Global Trends

It is often indicated that voluntary return or deportation often marks the end of the migration process, particularly for Kosovo migrants. However, returnees' reintegration into their

home countries often presents challenges. Additionally, research conducted among Albanian returnees indicates that they require easy access to healthcare services. This need may arise from the conditions of healthcare services in Albania (Grazhdani, 2013). European returnees and migrants' health are affected by social determinants, migration and return processes, requiring multi-level policy changes and organization (Davies, Broland, Blake, & West, 2011). The reintegration process can be challenging due to changes in social, cultural, personal identity, social behavior, and local community among Filipino migrants (Yu, 2015). Dhembo, Duci, and Vathi (2019) indicate that Albania has failed to create appropriate policies for the reintegration of returnees. As a result, returnees struggle to find suitable environments that allow them to increase their potential and contribute to their homeland. The investigation highlights a lack of policies and environments that provide social support. Similarly, White (2014) claimed that Polish returnees face challenges in finding suitable accommodation and are often forced to live with their parents in poor conditions that are worse than those before migration. High levels of family dependence, weak governance, and a lack of reintegration policies have a negative impact on the reintegration of Ghanaian migrants and often lead to remigration (Mensah, 2014). Another research found that social and cultural factors contribute to reintegration problems among Armenian returnees (Haykanush, 2013). Therefore, personal resources and returnees' networks play a crucial role in successful reintegration (Kleist & Milliar, 2013). Several factors should be taken into consideration, including preparedness, place of origin, social background, motivations, prospects, skills, and occupational status when discussing reintegration (Cassarino, 2008). In African countries, returned migrants with university degrees are more likely to find employment (Thomas, 2018). Additionally, another research suggests that healthy family ties are crucial for better reintegration outcomes among migrants in Nairobi (Mberu et al., 2012). Other findings indicate

that remittances play a critical role in the lives of migrants in Eastern Europe (Ledesma & Piracha, 2004) and contribute to the countries' development (Ratha & Mohapatra, 2007). However, findings among returnees in Central and Eastern Europe suggest that they prefer self-employment over being part of the labor market (Martin & Radu, 2012). Lietaert (2019) emphasizes the need to address the challenges of providing suitable assistance for returnees' reintegration, including financial support, lack of or insufficient support services, and support services that are not tailored to the returnees' specific context. When it comes to the differences between integration policies in EU countries and host countries, there is an investigation that highlights the fact that they contribute to sustainability issues in integration and reintegration. However, the asylum procedures often prevent asylum seekers from working or investing in themselves, which may contribute to reintegration challenges upon their return to their homeland (Carr, 2014). Furthermore, another research suggests that spiritual factors play an important role in the reintegration process (Suzuki & Kawakami, 2016). Additionally, migrants in Europe often return to their home country with better healthcare experiences than they had before (Davies, Borland, Blake, & West, 2011). An investigation conducted by Ruben and colleagues (2018) identified several key factors that influence integration and reintegration processes in countries such as Afghanistan, Armenia, Bosnia and Herzegovina, Sierra Leone, Togo, and Vietnam. These include personal and family support, as well as living conditions in their home country before and after return. The return and reintegration of Kosovo migrants pose many challenges. For Kosovo returnees, the homeland may be a challenging place, often more challenging than the day they left. However, despite the challenges, returning to Kosovo is the preferred option, provided that living conditions have improved (Blazhevskaja, 2017). Another study found that women, individuals from minority communities, and those with low levels of education are at higher risk of experiencing difficulties

with reintegration in Kosovo. Factors such as lack of social support, difficulty finding adequate housing, psychological issues, and lack of support from family and friends were negatively associated with successful adaptation in the host country. Additionally, Kosovo's poor economic situation is considered another risk factor for returnees (Arenliu & Weine, 2016). Thus, it is important to note here that Kosovo returnee families often face economic and housing difficulties. Additionally, 50% of the children in these families experience daily challenges related to schooling, socialization, health, safety, and a sense of connection to Kosovo (Zevulun et al., 2021). Remittances are also found to play a crucial role in improving the economic situation of returnees (Topxhiu & Xhelili, 2016; Sergi & Morabito, 2016). When it comes to defining the future, another research indicates that most Kosovo returnees do not have a tendency to reintegrate in Kosovo, but rather aim to migrate again. However, the reintegration process poses several challenges, such as low education, lack of skills, and an insecure labor market in Kosovo. Additionally, psychological issues resulting from traumatic experiences and deportation to their homeland further hinder the reintegration process (Möllers, Traikova, Herzfeld, & Bajrami, 2017). Zevulun et al. (2017) emphasized that the emotional stability of children returning to Kosovo depends on the stability of their accommodation, a sense of belonging to their community, and the quality of their environment for growth. However, further investigation is needed to fill the gap in understanding the return and reintegration process of Kosovo returnees.

1.2. Migration and Salutogenesis approach

Aron Antonovsky developed the Salutogenesis theory in 1979, which aimed to provide a unique perspective on health and pathology. Unlike approaches that focused on identifying the

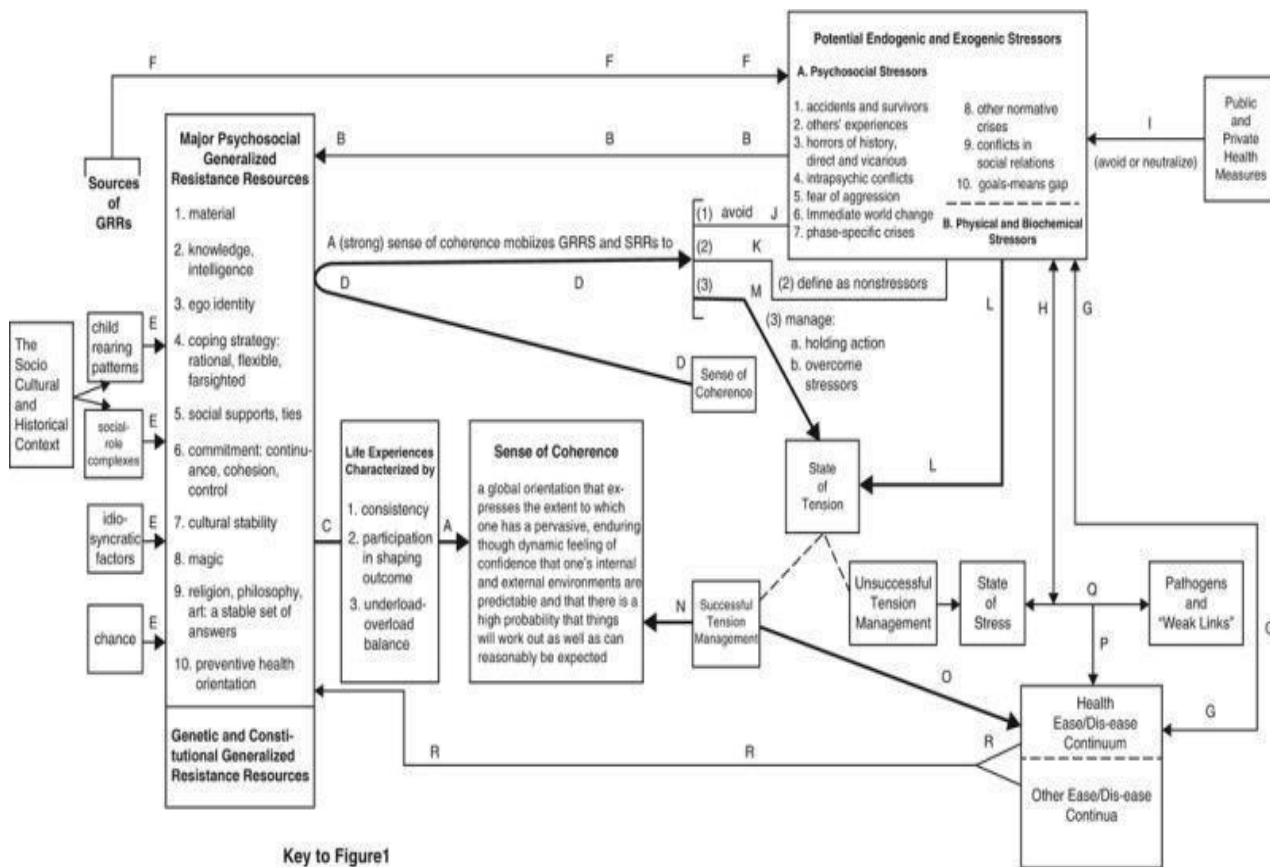
origin and causes of diseases, Antonovsky's approach was dedicated to exploring the origin and causes of health. Salutogenesis is the opposite of Pathogenesis, as it seeks to promote a new perspective and a healthier world. This theory views health as a dynamic process that involves continuous growth and a sense of coherence. Antonovsky's theory was a significant breakthrough in the field of health, inspired and focused on health (Antonovsky, 1982) and challenged the prevailing approach of focusing solely on the origins and causes of diseases. According to Antonovsky, human life is an ongoing process of adaptation to change. He stresses the importance of individuals' physiological, biochemical, psychological, cultural, and social adjustment, as crucial for strengthening their connections with others and their communities (Antonovsky, 1982).

Below is the figure illustrating the Salutogenic Model of Health, taken from Antonovsky's book:

Health, Stress and Coping, 1982.

Figur 1.

Salutogenic Model of Health



- Key to Figure 1**
- Arrow A: Life experiences shape the sense of coherence.
 - Arrow B: Stressors affect the generalized resistance resources at one's disposal.
 - Line C: **By definition, a GRR provides one with sets of meaningful, coherent life experiences.**
 - Arrow D: **A strong sense of coherence mobilizes the GRRs and SRRs at one's disposal.**
 - Arrows E: **Childrearing patterns, social role complexes, idiosyncratic factors, and chance build up GRRs.**
 - Arrow F: The sources of GRRs also create stressors.
 - Arrow G: Traumatic physical and biochemical stressors affect health status directly; health status affects extent of exposure to psychosocial stressors.
 - Arrow H: Physical and biochemical stressors interact with endogenic pathogens and "weak links" and with stress to affect health status.
 - Arrow I: Public and private health measures avoid or neutralize stressors.
 - Line J: A strong sense of coherence, mobilizing GRRs and SRRs, avoids stressors.
 - Line K: A strong sense of coherence, mobilizing GRRs and SRRs, defines stimuli as nonstressors.
 - Arrow L: **Ubiquitous stressors create a state of tension.**
 - Arrow M: **The mobilized GRRs (and SRRs) interact with the state of tension and manage a holding action and the overcoming of stressors.**
 - Arrow N: **Successful tension management strengthens the sense of coherence.**
 - Arrow O: **Successful tension management maintains one's place on the health ease/dis-ease continuum.**
 - Arrow P: Interaction between the state of stress and pathogens and "weak links" negatively affects health status.
 - Arrow Q: Stress is a general precursor that interacts with the existing potential endogenic and exogenic pathogens and "weak links."
 - Arrow R: Good health status facilitates the acquisition of other GRRs.
- Note: The statements in bold type represent the core of the salutogenic model.**

Antonovsky's research among respondents with trauma experiences revealed that they were coping well and had a strong sense of SOC. As a result, Antonovsky developed three main

components of the SOC: Comprehensibility, Manageability, and Meaningfulness. Comprehensibility refers to the ability to make cognitive sense and create order, consistency, structure, and clarification among stimuli, both internal and external. It is about having strong capacities for judging reality and having a sense that things will work out. Manageability, on the other hand, is defined by Antonovsky as having adequate and sufficient resources to face stimuli or different experiences. Regarding meaningfulness, Antonovsky emphasizes that this concept involves the feeling and capacity to shape the future and experiences. It also involves the emotional and cognitive sense that problems and experiences are worth facing, investing time and energy in, and engaging with (Antonovsky, 1987).

According to this model, life experiences play a crucial role in shaping one's sense of coherence. When individuals can participate in determining the outcomes of life experiences and there is a balance of stimuli, they are more likely to feel coherent and predictable. However, severe experiences where survival is uncertain can lead to destructivity. It is worth noting that people can still show consistency and predictability even when facing challenging and punishing experiences. If people experience mild to moderate stressful experiences, they often show an improvement in their sense of coherence. However, when individuals encounter situations that are difficult to manage, with limited opportunities or when they feel unprepared for the challenges they face, such as war, forced migration, death, unemployment, natural disasters, etc., the experience can be unpredictable and inevitable. This can result in a decrease in their sense of coherence, which may lead to stress, tension, and health problems (Antonovsky, 1982).

The salutogenesis theory is a useful framework to explain how migrants and returnees face stressors and challenges and create meaning from their experiences. The theory offers insight into how migrants and returnees adapt to new environments and cultural contexts. Several

investigations have explored the migration and return process through the lens of the salutogenesis theory.

Antonovsky's theoretical approach provides explanatory arguments for migration, integration, return, and reintegration. In this regard, several investigations have focused on the migration process and sense of coherence. One of them suggests that low levels of sense of coherence, acculturation stress, demographic characteristics, coping strategies, perception of social support, and emotion-focused strategies are associated with negative mental health outcomes (Jibeen & Khalid, 2010). Another investigation indicates that social support was important in promoting the sense of coherence and empowering migrant women. The authors of this research emphasized that it is important to incorporate the Salutogenic model in national policies for migrants' integration (Bonmati-Tomas et al., 2019). Moreover, SOC was mediator of the cognitive social capital and mental health, social group, relationship with members of the social groups, experiencing the life with comprehensibility, manageability and meaningfulness, indicating the better mental health outcome among refugees. According to this investigation, improving refugees' mental health can be achieved through enhancements in social capital and sense of coherence (van Sint Fiet et al., 2022). Riedel et al. (2011) suggested that migrants who receive social support are better equipped to overcome acculturation stress. Additionally, Lam (2007) found that individuals who experience high levels of racial discrimination may also have a lower sense of coherence, which is associated with other psychological problems. Wilson (2012) conducted a research finding that financial security and social support are important for migrants. Despite facing many difficulties, some migrants are able to successfully adapt to their host country. Researchers attribute this success to factors such as sense of coherence, financial stability, and development and building of social networks (Wilson & Mittelmark, 2013). Furthermore,

Aitcheson et al. (2017) found that national identity, optimism, family sense of coherence, and certain demographic characteristics are associated with increased adaptation and improved health and wellbeing. The authors also found that high levels of family sense of coherence are associated with lower levels of depression and anxiety. Atwell, Gifford, and McDonald-Wilmsen (2009) similarly found that talking with family members about social issues can lead to the development of a more realistic perspective for the future, which in turn can contribute to the family's sense of coherence. It has also been found that sense of coherence (SOC) serves as a mediator between parental attachment and children's well-being (Petrov & Dafinoiu, 2018). Additionally, SOC has been found to mediate psychological disorders among Asian refugees (Ying, Akutsu, Zhang, & Huang, 1997). While personal SOC was predictive of stress across cultures, the level of SOC varied among different cultural groups (Braun-Lewensohn & Sagy, 2012). Aitcheson et al. (2017) also noted that high levels of self-regulation, optimism, age, and coping skills are associated with a high level of family SOC, and that other characteristics are influential in good health and adaptation. Furthermore, research has found that certain personal characteristics, such as being male, having experienced traumatic events, being younger, having higher education, being employed, and having knowledge of the English language, in conjunction with certain social and cultural factors, can increase the level of SOC and predict happiness in refugees. This research supports the hypothesis that SOC is the most powerful predictor of psychological adjustment for refugees (Ying & Akutsu, 1998). On the other hand, some other personal characteristics, such as being female, being an older teenager, and having stayed longer in a refugee camp, are associated with psychological problems and fewer personal resources. In these cases, personal SOC was found to be an important factor in reducing psychological problems (Braun-Lewensohn & Al Sayed, 2018). The case study highlights the importance of self-confidence, personal ability to

connect with others, and certain social and religious characteristics in increasing the level of SOC (Lillrank, 2013). However, research suggests that migrant women who have jobs in their home country tend to have poorer psychological health and weaker SOC (Chen et al., 2019). Furthermore, SOC has been found to be a strong predictor of depression and depression symptoms (Erim et al., 2011), and family SOC has been linked to psychological health, including anxiety and depression (Aitcheson et al., 2017). Finally, the role of SOC is crucial in reducing psychological problems among Syrian refugee teenagers (Braun-Lewensohn & Al Sayed, 2018). Another emphasis is found on the importance of incorporating the sense of coherence into integration and reintegration programs for migrants (Riedel, Wiesmann, & Hannich, 2011). It also emphasizes the need for training programs that focus on the SOC component to provide appropriate competencies in the treatment of refugees (Bhui, 2002; Mayer, Viviers, Flotman, & Schneider-Stengel, 2016). Meyer and Oosthuizen (2020) interviewed 22 leaders from five different countries and emphasized the role of SOC in the concept of health services. Moreover, research shows that despite facing numerous difficulties, some migrants are able to adapt well to their host countries, and this adaptive skill is linked to their level of SOC and religious beliefs (Wilson & Mittelmark, 2013). Faith and religion, in conjunction with personal and social factors, have been found to be important in increasing the level of SOC (Lillrank, 2013). In this regard, religious attitudes and beliefs have been identified as important resources among migrants (Wilson, 2012). In a study, low levels of SOC and lack of comprehensibility and manageability components were found among migrant children (Mathias & Daniel, 2012). Additionally, Sahrawi migrants in Spain rely on their social network within their community, driven by their national identity and sense of solidarity, which is a unique characteristic of this community (Belloso, 2016).

Roth et al. (2006) conducted a longitudinal investigation among Kosovo adults in Sweden and found a negative correlation between SOC and depression. They also discovered that repatriated individuals had significantly fewer symptoms of depression compared to those who stayed in Sweden.

It is important to note that there is a lack of investigation on the application of Antonovsky's theoretical approach among returnees and during their reintegration process. Most investigators have focused on migrants and have explained migration using the Salutogenesis approach. However, there is a lack of evidence on the application of the Salutogenesis perspective among returnees.

The objective of this study is to provide an empirical understanding of migration and return using the Salutogenesis perspective. From the aforementioned research goals, questions arise about the SOC of migrants and returnees, as well as the explanatory perspectives of Comprehensibility, Manageability, and Meaningfulness. Despite SOC being underutilized in exploring the phenomena of migration and return, there is a need for a qualitative approach to enrich the explanations of the integration, return, and reintegration processes through the Antonovsky approach.

1.2.1. Applicability of the Salutogenesis theory approach among migrants and returnees

The Salutogenesis theory, particularly the SOC and its three components, have been found to be useful in exploring the migration process. Both qualitative and quantitative studies have explored various salutary factors that are important for interventions and applications among migrants and returnees to enhance their resilience and SOC. For instance, a systematic review

conducted by Hawkes et al. (2020) explored the role of religion, culture, children, social support, family, and personal characteristics in increasing resilience among female refugees

Another study conducted among refugee children in Greece highlighted the importance of play in helping them find meaning in their daily lives (Heldal, 2021). Sharing life experiences in a supportive and accepting environment and providing coping tools can increase SOC and decrease levels of depression and PTSD among minor refugees seeking asylum in Sweden. This study emphasized the significance of social support, normalization, valuable tools, comprehensibility, manageability, and meaningfulness in promoting the mental health and well-being of refugee children (Sarkadi et al., 2018). To address these challenges, intervention programs should prioritize building resilience among adolescent refugees. This can be achieved by assisting them in adapting to acculturation strategies, increasing their social networks, and enhancing their Sense of Coherence (Abu-Kaf, Al-Said, & Braun-Lewensohn, 2011). Additionally, preventive interventions that aim to increase SOC among refugees should be implemented from the early stages of their arrival, as shown in a recent study conducted in the Netherlands (Fiet et al., 2022). Furthermore, studies have proposed specific intervention strategies based on the Antonovsky theory. These strategies include encouraging refugees to participate in meaningful activities and build connections, setting short-term achievable goals, and fostering a new sense of identity, such as a caring parent, a good friend, or a member of a religious community (Kramer & Bala, 2004). Moreover, researchers have designed intervention programs for immigrants, highlighting the importance of social networks, including family and friendships, and their integration into the community for achieving life satisfaction (Hambrados-Mendieta et al., 2019).

The investigations mentioned above have highlighted the significant impact of the Antonovsky approach on the mental health and wellbeing of migrants. They have shown that the

SOC and its three main components (comprehensibility, manageability, and meaningfulness) are important factors in the migration and reintegration process. Nonetheless, despite these developments, there are still obstacles and a lack of support services for migrants and returnees that utilize the Antonovsky theoretical approach. In certain cases, there is a complete lack of theoretical background for such services. By incorporating the Antonovsky approach into integration and reintegration services for migrants and returnees, psychological problems can be decreased and sustainability can be improved in integration and reintegration processes. Ultimately, this development could decrease the financial costs associated with migration around the world.

1.3. The research question and work structure

Evidently, migration of the Kosovo population to Germany continues, often followed by either voluntary or deported return. For many migrants, applying for asylum is a common situation that can result in the worst-case scenario of being refused. When this happens, complaints about the German authorities' decision can lead to a time-consuming struggle involving legal or lawyer's procedures. Therefore, it is important to investigate the SOC among migrants and returnees, with a particular focus on the three main components of SOC: comprehensibility, manageability, and meaningfulness. The situation for migrants becomes even more challenging when their request for asylum is denied, despite their official complaint against the initial refusal. During this period, they are forced to live in poor conditions within the refugee camp, as dictated by German authorities. This is when they are confronted with the limitations of their life as migrants, living without a defined status. Thus, it is crucial to investigate how returnees and migrants define their experiences

and aspects of their lives. Furthermore, it is important to explore how individuals with similar backgrounds may interact differently in new circumstances in both their host and home country. Therefore, it is crucial to investigate how they perceive their situation, such as their sense of control over their life, understanding of their situation, ability to predict their future, accessing the resources to shape the outcome of their situation, awareness of life meaning and emotions, presence of life plans, and congruence between experiences, plans, and emotions. Additionally, exploring whether they have valuable plans for themselves, their families, and communities is also essential. These factors can shed light on how returnees and migrants cope and adapt to their new circumstances in the host and home country, despite their similar backgrounds. The SOC and its three components have been studied extensively by researchers from different fields of psychology and other related disciplines. However, there is a dearth of qualitative research on the SOC among migrants and returnees, particularly in Kosovo and the Balkan region. Therefore, the aim of this investigation is to explore how the SOC and its components are perceived by migrants and returnees, and how their experiences are viewed through a salutogenic lens. The following research question is posed in order to provide an explanation for the aforementioned concepts: How do the comprehensibility, manageability, and meaningfulness of the experiences of Kosovo migrants in Germany and returnees in Kosovo align with the SOC?

2. Methodology

This part of content is the overview of the methodology and its parts. Our exploration begins with an overview of the introduction serves as our launching pad, setting the stage for our research endeavors. Here, we provide a panoramic view of the chosen methodology, emphasizing the significance of employing both thematic and theoretical analyses to delve into the depths of our research domain. Moving forward, we delve into the intricate details of our research and method design, where we meticulously outline our approach. We elucidate the rationale behind our decision to blend thematic and theoretical analyses and how this alignment resonates with our study's objectives. In the selection of the design phase, we shed light on our methodical approach, meticulously explaining why a combined thematic and theoretical analyses strategy is deemed most apt for tackling the research questions at hand. Transitioning to the sample selection, we meticulously delineate the criteria guiding our choices. We consider demographic factors, relevance to our research focus, and specific characteristics essential for a holistic analysis. Moreover, the Guidelines preparation follows suit, where we meticulously craft instructions and parameters for our participants. This ensures uniformity and relevance in the data collected, laying a robust foundation for our analysis. This includes interview guides, surveys, or other data-gathering instruments meticulously selected to meet our research objectives.

In the procedural phase are outlined the steps taken, ensuring transparency and replicability. From participant recruitment to data collection and ethical considerations, every facet is described and detailed. As we delve into the interviewing process, we explore the techniques employed to extract insights from participants. We discuss rapport-building, open questioning, and probing to elicit both thematic and theoretical insights. Our journey through data analysis encompasses both thematic and theoretical analyses. Lastly, we embark on an exploration of the theoretical analyses

methodology, where findings are interpreted and connected to existing frameworks. This enriches our understanding and contributes to the broader implications of our research. Incorporating these elements into our research methodology lays the groundwork for a comprehensive and transparent study employing both thematic and theoretical analyses.

2.1. Introduction

This research paper on migration utilized Qualitative Methods, particularly Thematic Analysis and Grounded theoretical analyses within thematic analyses (Braun & Clarke, 2006), method as guidelines and regulations that enabled the researcher explore the complex phenomenon that drives the migration process. This methodology helps researchers gather the data's in the form of interviews and analyze interview data. This methodology has been studied and considered as more suitable for this research since there is flexibility in its use and possibility of incorporating the theoretical methodological approach in thematic methodology framework. Therefore, the primary objective was to explore the phenomenon of migration, particularly among Kosovo migrants and returnees, using a thematic analysis methodology and theoretical analyses methodology. Thematic Analysis has an advantage as a flexible and widely-used methodology in psychology, which could incorporate other theoretical approaches, including Grounded Theory (Braun & Clarke, 2006). This methodological approach has been used to avoid being guided by specific directions and assumptions, but rather to allow sufficient space to derive different results, based on the actual findings from the interviews. Integrating a grounded approach to thematic analysis, helps to reveal hidden and complex themes and concepts.

Below is the description of the research design, method design, selection of the design, sampling, guidelines, instruments, procedures, interviewing, thematic and grounded data analyses,

coding, and framing the theory. Investigators carefully considered and implemented each phases and steps, in order to ensure the accuracy and reliability of the research findings.

2.2. Research and Method Design

Considering the significance of the aforementioned topics, it is essential to delve deeply into them and extract in-depth information. Therefore, a qualitative research methodology is deemed appropriate as it can assist in obtaining comprehensive data regarding migrants and returnees, including their challenges and available resources, and Sense of Coherences (SOC). In this regard, the research has identified German experts who work with Kosovar migrants in Germany, Kosovar experts who work with returnees in Kosovo, migrants residing in Bamberg Refugee Camp in Germany, and returnees in Kosovo.

The research question, along with the significance of the research topic, highlights the need for a research design that encompasses both the host and home country of the migrants. Conducting research in only one country would be limiting, and hence, it is crucial to investigate different periods and circumstances that the migrating population experiences in both countries.

Taking into consideration that qualitative research design involves a systematic approach to collecting, analyzing, and interpreting data that is not numerical in nature. Qualitative research methods are used to explore and understand complex migration phenomena, such as migrants and returnees' experiences, behaviors, and attitudes. The researchers have devised a three-year research plan that commences in Germany, specifically in Bamberg, and ends in Kosovo. The primary objective of the research is to identify the major issues faced by migrants and returnees, and gain a comprehensive understanding of their available resources, as well as the comprehensibility, manageability and meaningfulness.

To achieve this, the researchers recognized the significance of gathering in-depth information and knowledge about the challenges faced by migrants and returnees. They identified Bamberg Camp as a valuable opportunity to interview migrants from Kosovo, as well as to utilize social resources to locate an expert in Germany who works with Kosovar migrants. Additionally, the researchers recognized the potential to investigate returnees and experts from Kosovo who deal with the reintegration of returnees. With the researcher ten years of experience working with returnees from Kosovo, this presents an asset opportunity to conduct thorough research in this area.

Given the complexity of the phenomenon of migration and return, which is influenced by multiple factors in the lives of migrants and returnees, we believe that qualitative research and methodology is crucial to avoid any potential errors and achieve the research objectives and goals. The use of existing instruments has not proven to be efficient in obtaining sufficient, in depth and relevant information. Thus, a deep and comprehensive study is required to obtain abundant and rich data to derive future research ideas.

The complexity of the subject matter makes qualitative methodology essential, considering the broad themes of the research among migrants and returnees and the research goals. The researchers have defined the analysis of the interview data using the thematic method, which allows for the extraction of the main themes related to the challenges and resources of migrants and returnees in various spheres of their lives. Subsequently, the researchers have used the grounded analyses perspective incorporated in thematic analyses, to interpret the results, building Salutogenic Theoretical explanations of migration and return. In the research, the researchers employed categorization and coding strategies with inductive methods to extract various codes and categories from the data's. Additionally, in theoretical analyses, investigators used inductive methods to come up with codes and categories (Braun et al., 2006). However, investigators used

theoretical thematic analysis in grounded theory to extract codes and categories from the data's, related to the Salutogenic theory, particularly regarding SOC and its three components of Comprehensibility, Manageability, and Meaningfulness.

During the data analysis, the researchers meticulously analyzed the explicit content related to the research topic and theory, as well as latent content that was not directly related. They also carefully examined the context of the interview to extract its content and meaning and understand the relationship between the underlying content of the interview, whether with the specific topic or with the Salutogenic theory

The investigators decided to conduct face-to-face semi-structured interviews in gathering qualitative data on migration. They discussed the research design, particularly the open-ended and exploratory research question that aimed to understand migration from the perspective of the participants. The investigators also considered selecting participants who could provide rich, varied information about the phenomenon of interest.

For data collection, the investigators decided to use qualitative methods via interviews. Regarding data analysis, they employed a systematic approach to identify themes, patterns, and relationships in the data. Common techniques such as coding, categorizing, were utilized to analyze qualitative data.

Furthermore, the investigators took into consideration the ethical aspects of the investigation, including informed consent, confidentiality and protecting their privacy, as well as ensuring that the research did not cause harm to the participants. Overall, the investigators used a flexible and interactive approach to understand the phenomenon of migration from the participants' perspective. This qualitative research design provided rich and detailed insights which were not possible with quantitative research method.

2.3. Selection of the Design

The investigators utilized qualitative investigation, particularly Thematic Analysis and grounded theory analyses within this methodology. Thematic Analysis has been used to describe the health, personal, social, familial, institutional challenges, as well as migrants and returnees' resources. As per grounded theoretical analyses, investigators incorporated grounded theory in a thematic analysis to examine the phenomenon of migration from a Salutogenic perspective. Thematic analysis is a key methodology for qualitative data analysis that offers flexibility and adaptability, as outlined by Broun and Clarke (2006). In particular, we use thematic analysis to guide the theoretical treatment of migration, focusing on Salutogenic concepts such as Comprehensibility, Manageability, and Meaningfulness. While grounded theory has been criticized for being inflexible and difficult to apply to research questions, we demonstrate how it can be adapted to work in conjunction with thematic analysis. Overall, our approach leverages the strengths of both methodologies and offers a comprehensive framework for understanding the Salutogenic aspects of migration. The investigators followed the guidelines of Thematic Analysis, which according to Braun and Clarke (2006), involves six phases:

1. Becoming familiar with the data
2. Generating initial codes
3. Searching for themes
4. Reviewing themes
5. Defining final themes
6. Reporting

Braun and Clarke (2006) note that these phases are not strict and may involve moving back and forth between them. Data analysis was conducted manually, and the interviews were shared with the supervisor and co-supervisor for their feedback, and their duty was to:

1. The process of labeling and organizing the qualitative data began with conducting interviews, transcribing them, and working with supervisors to develop categories and codes.
2. The outcomes were compared, discussed, and the final categories and codes were formulated for further investigation.
3. The themes of the research and the relationship between these themes, categories, and codes were identified, along with quotes from the interviews.
4. The words and phrases categorized and coded has to be directly or indirectly linked with the themes.
5. The investigator extracted codes and categories that incorporated the interviewee's ability to anticipate problems and challenges during the migration period and their understanding of the resources (personal, social, etc.) that could be used to overcome them. Words and phrases were taken from themes and respondents answers and quotes from the interviews.
6. Codes were generated from the qualitative data itself.
7. The investigators began by focusing on two interviews from each sample and reading them, generating codes based on these interviews.
8. The investigation continued by rereading the interviews and refining the codes based on a hierarchical coding.

In addition to Thematic analysis, the investigators utilized theoretical analyses approach to address the gap in exploring and explaining the migration phenomenon through a theoretical lens, in this case through the Antonovsky theoretical approach.

The data analysis process for this study was conducted manually. The investigators shared the transcripts of 39 interviews with their supervisor and co-supervisor. After conducting the initial analysis, the investigators followed the steps below to analyze the data:

1. The process of labeling and organizing the qualitative data began with conducting and transcribing the interviews.
2. The categories and codes were identified and recorded.
3. The investigators compared and discussed the outcomes and framed the final categories and codes for further work and investigation.
4. The investigators examined the relationship between the categories and codes, the quotes from the interviews, and vice versa.
5. The words and phrases that were categorized and coded were directly and indirectly linked.
6. The categories and codes were generated inductively from the data, corresponding to the three components of the SOC Theory, Comprehensibility, Manageability and Meaningfulness.
7. The investigators initially focused on two interviews from each sample and read the interviews and codes derived from them.
8. The investigators continued reviewing the interviews and refine the codes based on a hierarchical coding frame.
9. The repetitive process of data collection, analysis, coding, categorizing, and reporting continued until theoretical saturation was achieved.

The interviews were analyzed, based on Antonovsky's sense of coherence (SOC) theory, particularly its three main components: Comprehensibility, Manageability, and Meaningfulness. The investigators identified themes, categories, codes, and interview quotes corresponding to each component of the SOC. The selection criteria for assigning quotes to a component were based on

whether they reflected the essence of the definition of the SOC components. For example, when a respondent described knowing the solution for a problem or feeling in control of their difficulties, it attributed to comprehensibility. Manageability was evident when respondents recognized the resources available to them and their ability to overcome challenges.

Meaningfulness was addressed in topics related to the sense of life, self-knowledge, and understanding of experiences and challenges.

2.4. Sample

In this investigation, we conducted a total of 39 semi-structured interviews, which included 9 migrants in Germany, 17 returnees in Kosovo, 5 experts with working experience with migrants in Germany, and 8 experts with working experience with returnees in Kosovo. The sample contained respondents from both Germany and Kosovo, and the interviews were conducted during 2018 in both countries. The only sample group consisting of German nationals were the respondents with working experience with migrants in Germany.

Tabel 1*Demographic feature*

Sample Demographic datas'	N	Age Range	Mean Age	Gender	Residence	Education
German Experts	5	39-55	47	3 female 2 Male	Bamberg 3 Nuernberg 2	5 Faculty (3 social workers 2 Psychologists)
Migrants	14	14-68	37.64	6 male 8 female	Bamberg Refugee Camp	10 secondary school 4 primary school
Kosovo Experts	8 5 NGOs 3 Non Ngo'	36-54	39.37	2 female 6 male	3 Prishtine 2 Prizren 1 Suhareke 1 Peja 1 Ferizaj	8 Faculty (3 German Language 1 Transport and communication 2 Economy 2 Juridic)
Returnees	16	14-66	40.93	11 male 5 female	4 Pristine 3 Prizren 2 Peja 2 Gjakova 1 Ferizaj 1 Fushe Kosove 1 Drenas 1 Podujeve 1 Mitrovice	9 secondary school 3 primary school 4 faculty

The mean age of the sample is 41, 24 year olds, 18 females and 21 males. 19 interviews were conducted in Germany (German experts, and Kosovar migrants) and 20 were conducted in Kosovo

(Kosovar Experts and returnees). 17 of the participants were with faculty education, 19 with secondary school and 4 with primary school.

2.5. Guidelines preparation

Researchers have focused on semi-structured interviews for data collection, using questions compiled by the researchers themselves. The questions were semi-open, designed to gather data on challenges, problems, and various personal, family, social, institutional, and health resources. They also aimed to explore the phenomenon of Salutogenesis in migrants and returnees, particularly the aspects related to Sense of Coherence (SOC) before, during, and after migration. The questions that address the Salutogenic theory were open-ended, encouraging the interviewees to share their life experiences and how they perceive them in terms of Comprehensibility, Manageability, and Meaningfulness.

Overall, the questions were intended to elicit more information and insights from the interviewees. The interview covered various aspects of migrants and returnees' daily lives in both the country of origin and the host country. It also explored the reasons for migration to Germany, the plans and outlook of the interviewees, their coping strategies, and their relationships with authorities, society, family, and others. Investigators followed the qualitative research guidelines (Charmaz, 2006).

In terms of health, the questions delved into the psycho-physical and social dimensions of health and the differences between migrants and returnees regarding their difficulties, concerns, and knowledge of the authorities' decisions. The interview also asked about the interviewee's ability to handle and influence their attitudes and future, as well as the support available to them from family, relatives, and support services in Kosovo and Germany.

The interview ended by giving the interviewees the opportunity to share additional insights or ask questions if they had any uncertainties.

Above mention information's are in electronic form (CD) the ANEX 1, 2, 3, 4 and 5 of the theses.

As per bias of the investigator (O'Brien et al., 2014), it is important to mention that the interviewer is from Kosovo and had a social and cultural background similar to that of the participants in interviews. There are clear advantages and disadvantages to having an interviewer who shares the same language, culture, tradition, and history as the interviewees. On the positive side, having a common language, such as Albanian in this case, has facilitated communication and created a sense of professional closeness. It has eliminated the need for a translator, which could have potentially resulted in meaning distortion during interpretation.

Furthermore, the shared cultural background between the interviewer and the interviewees, including familiarity with the behavior of people from Kosovo, has created a conducive environment for communication. It has fostered trust and acceptance among the interviewees, as they view the interviewer as part of their group. This has led to a deeper understanding of the cultural background of the interviewees and has made them more comfortable in sharing their thoughts and asking questions during the interview process.

However, on the negative side, one potential drawback is that the interviews may have been heavily focused on the complaints of the returnees, as they may have seen the interviewer as someone who has worked with returnees in the past and can provide support. This could have potentially biased the interview responses and influenced the direction of the interviews.

Overall, while having an interviewer with the same language, culture, and tradition as the interviewees can offer advantages such as ease of communication, familiarity, and comfort, it is important to ensure that the interview process remains fair, objective, and unbiased. Interviewers

should be mindful of potential biases and strive to create an inclusive environment that allows all candidates to express themselves freely and objectively evaluate their qualifications.

It's important to note that the interviewing process work was dedicated to keep it fair, inclusive and controlling the potential bias. The researcher has taken into account such disadvantages, thus tried to distance himself, by asking non-suggestive questions, not intervening in the participant's responses, not allowing interpretations and questions that lead to specific answers.

2.6. Procedure

The investigation was conducted with utmost vigilance to ensure adherence to the methodology, research design, ethical guidelines, and methods. The interviews were conducted in Germany between February and March 2018 and in Kosovo between June and September 2018. Participation in the interviews was voluntary, and participants were informed that they could terminate the interview at any time. The investigator was a psychologist who offered psychological support to respondents who displayed signs of any distress. Moreover, participants were assured that their data would be kept confidential and that it would be used for research purposes without identifying them. False names or numbers were used during the interviews and followed the ethical protocol for vulnerable participants (Iphofen & Tolich, 2018). With participant's permission, all interviews were audio recorded, which helped to gather detailed information and responses from the respondents. Five to ten minutes were spent discussing their daily lives, demographic questions, and some everyday topics. Then, forty to fifty minutes were spent discussing topics such as health, family, personal and institutional issues, and resources. The questions were semi-structured interviews (see Annex 1), and all interviews were recorded. The audio recordings have

been transcribed, and all the transcriptions have been done in Albanian, which was the most appropriate language for migrants, returnees, and Kosovar experts. According to the German expert, the interviews have been conducted in English. During the analysis, categories and codes have been selected accompanied by quotes.

Transcripts of all interviews are electronically in CD, Annex 1, 2, 3 and 4, added in the end of the these.

2.7. Interviewing

In Germany, migrants were selected from the ANKER-Einrichtung Oberfranken Refugee Camp in Bamberg. The following steps were taken:

1. First, the manager of the camp was contacted to discuss the purpose and importance of the investigation, as well as the details of specific cases that could arise during the interviews. Further on, the manager was informed about the interview procedures, such as contacting the migrants beforehand, obtaining their permission, and agreeing on the time, date, and place of the interviews.
2. It was agreed to keep the camp manager informed about everything related to the interviews, including the schedule and progress.
3. It was also agreed that migrants had the right to refuse or discontinue the interviews if they wished to do so.
4. We were provided with documents containing information about each migrant, such as name, age, and room number, by the camp manager.
5. The selection criteria for respondents in this group was as follows: Kosovo migrants, documented individuals with rejected asylum requests, and residents of the refugee camp in Bamberg.

6. It was aimed to interview all 21 Kosovo migrants in the camp at that time.
7. Each respondent was visited and explained the purpose of the interviews, as well as the importance of anonymity and confidentiality. After obtaining verbal consent from the migrants, it was discussed with them to schedule the interviews at a time and place that suited them.
8. All interviews with migrants took place in their rooms at the ANKER-Einrichtung Oberfranken Refugee Camp in Bamberg, with only the interviewer and interviewee present.
9. Additionally, experts in Germany and Kosovo have been selected using snowball methodology. Participants in Kosovo (returnees) were selected from the list of the Airport Office for Returnees within the Ministry of Internal Affairs.
10. A stratified random sampling approach has been used to select respondents. The eligible stratification variables were age (14 and above) and the 9 main municipalities in Kosovo.
11. For returnees, interviewees were contacted via telephone to request their participation and agree on the schedule and location of the interviews.
12. All participants were informed about the voluntary nature of the study, and oral consent was obtained from each participant.
13. To protect the identity of the participants, any information that could reveal their identity was removed and used numbers instead of names (e.g., Participant 1; Participant 2; etc.).
14. The interviews were recorded, and the reporting standards for qualitative research guidelines were followed (Charmaz, 2006).

2.8. Data analyses: Thematic Analyses and Theoretical Analyses

The discussion regarding the interview results began during the first interview itself. The investigator and supervisors have been meeting regularly since the beginning of the interviews in

Germany. There were regular discussions about the ongoing process and progress of the interviews, such as the challenges, the advantages, and the general outputs of the interviews. Further on, the researchers continued with the general discussions on the mode of data interpretation. After having considered the fact that translations can alter the information, obscure it, or even confuse it, which may also affect the results of the interview or what the interviewee wanted to convey, it has been agreed for the data interpretation to be done from the transcript of the interviews.

As far as thematic analysis is concerned, after familiarizing themselves with the interviews by listening to the recordings and reading the transcripts, the researchers extracted the main themes derived from the interviewees. The extraction of the themes was careful, taking into account the common concerns of the respondents regarding the phenomenon of migration and their return. From reading and re-reading the transcripts and listening to the recordings of the interviews, the researchers observed that several areas of migrants and returnees' lives are affected, including personal, family, social, institutional, health, and religious areas. The respondents talked about the challenges and resources in these areas. The researchers found it important to address the challenges and resources of groups of the participants in such areas. Thus, the researchers began to extract codes explicitly and implicitly related to their personal, social, family, institutional, health, and religious spheres and dynamics.

Regarding theoretical analysis, the researchers tended to extract data and results from the focus on the themes with theoretical background of the topic itself. Since thematic analysis is a flexible method and easy to incorporate into theoretical perspective (Braun & Clarke, 2006), the researchers used theoretical analysis to identify the topics and themes related to Salutogenic Theory, specifically in SOC and its three components: Comprehensibility, Manageability, and

Meaningfulness. They went through the phase of familiarizing themselves with the interviews by reading, re-reading, and listening to the recordings. Then they extracted the main themes deriving from the interviewees, which directly and indirectly affected the SOC components. The researchers noticed that the respondents talked about how comprehensible, manageable, and meaningful their lives are. They talked about how controllable, predictable and manageable they think their life challenges are, and what resources they need in order to manage such challenges. They also talked about the comprehensibility of their life plans, goals, duties, roles, and obligations.

2.9. Coding

Qualitative research methods involve analyzing non-numerical data, such as experts, migrants and returnee's interviews, to understand the meaning and interpretation of migration phenomena. Coding is a creative and investigative work (Breuer, 2010), this is a crucial step in qualitative research as it involves categorizing and organizing the data into themes, patterns, and concepts derived from the respondents' interviews.

Coding is a constant back-and-forth process of analyzing data in detail to determine how certain words or codes relate to particular topics and whether this connection is direct or indirect. The codes are extracted from transcripts or recordings of interviews, and we give equal importance to each code. We take extra care to link each code with the interview sequence of the respondents and ensure that it fits the context of the interviewees meaning. After creating a list of codes, we analyze their connection with categories, subcategories, and interview parts that mention the given code, to also confirm that the code corresponds to the correct category and subcategory.

Initially, this analysis is done independently (with 2 interviews), and then the researchers meet to critique and finalize the list of codes. The codes for the thematic analysis emerge after analyzing the topics or categories, based on interview quotes that discuss the category topic and mention the specific code. The German and Kosovo experts' interviews as well as Kosovar migrants and returnees' (in Kososvo) interviews, reveal categories such as social, personal, family, institutional, and health challenges, including the resources available in these areas. These categories have several subcategories that are different but yet related to the specific category. The thematic analyses based on the theoretical background, particularly in three categories of the SOC: Comprehensibility, Manageability, and Meaningfulness. After analyzing the transcriptions of the interviews, investigators defined the codes, and subcategories such as knowledge, awareness, daily routine organization, structure, chaos, control, explanation, solution, lack of experts, lack of support, work, business support, money, accommodation, medical issues, immediate plans, sense of self, sense of the world, purpose, plans, responsibilities, values, emotional understanding, faith, resources, social support, economic support, sense, and future orientation. These subcategories include a range of codes that directly or indirectly refer to the specific category or subcategory

Here is a general description of framing the codes:

1. Familiarize with the data: Before starting the coding, the investigator was familiarized with the data collected. The investigator read and listened to the data carefully to get a sense of the overall content, themes, and patterns.
2. Developing the coding scheme: The investigator created the coding scheme, particularly the framework of categories and subcategories, after analyses of the interviews transcription. The investigator was flexible and open to modifying coding scheme, during the progress through the analysis.

3. Start coding: It began by reading through the data and assigning codes to sections of text that relate to the categories and subcategories. Eventually, the investigator was also consistent when it came to the coding approach and used clear and concise labels for each code.
4. Refine and revise the codes: Once the data had been coded, further focus was dedicated toward finding some codes, redundant, irrelevant, or overlapping, in order to complete the coding phase. The investigator refined and double-checked the codes to ensure they accurately reflect the data and capture the key themes and patterns.
5. Organize the codes: Once the investigators have set of codes, they started organizing them into broader categories or themes. It's essential to maintain the integrity of the data and ensure that the themes are grounded in the data.
6. Interpret the codes: Finally, investigators started with interpreting the codes and themes, and to draw conclusions and develop a narrative about the research question. This process involves synthesizing the data, identifying the connections between themes, and considering the broader theoretical and practical implications of the findings.

In summary, coding was a critical step in investigation, involving organizing and categorizing data into themes and patterns. Therefore, coding via thematic analyses were more data driven, whereas in additional coding via thematic analyses based on theoretical background were data driven, focused on SOC components, which is an approach adapted from Braun and Clarke (2006).

2.10. Theoretical Analyses Methodology

The purpose of using the thematic analyses to frame theoretical perspective in qualitative research of migrants and returnees is to explore the experiences and perspectives of Kosovo

migrants and returnees themselves via Salutogenesis theory. This approach allows researchers to generate the theoretical explanation of the phenomenon that is based on the data collected from the Kosovo migrants and returnee participants.

This methodological approach can be particularly useful in exploring the complex and multifaceted experiences of migrants and returnees, as well as the challenges and opportunities they face in adapting and re-integrating into their environment. It can also help identifying the personal and community resources and assets that can facilitate successful migration and reintegration, and to understand the factors that contribute to positive health outcomes.

This approach allows researchers to develop an understanding of the complex and multifaceted experiences of migrants and returnees, and to eventually identify the factors promoting successful migration and reintegration. It can also inform policies and programs that support migrants and returnees' health and well-being, as well as promote positive outcomes for individuals and community.

The Salutogenic theoretical approach can also be used as a framework for qualitative research on migration and return. This approach focuses on identifying the factors that promote health and well-being, rather than solely focusing on the presence or absence of diseases or illnesses. It rather emphasizes the importance of identifying and building upon individual and community strengths, resources, and assets, which can contribute to positive health outcomes.

In the context of migration and return, the Salutogenic approach can be used to explore the factors that contribute to successful adaptation and reintegration. It can also be used to identify the challenges and barriers that migrants face when returning to their home countries, as well as the resources and strengths that can facilitate successful reintegration.

Qualitative research methods, such as in-depth interviews, can be used to collect data that are relevant to the Salutogenic approach. These methods can be used to explore migrants and returnees' experiences, perceptions, and attitudes, as well as the factors that contribute to their health and well-being. Qualitative research can also be used to identify the personal and community resources that can support successful adaptation and reintegration.

Overall, the Salutogenic approach provides a useful framework for qualitative research on migration and return. It can help the researchers identify the factors that promote health and well-being, as well as the challenges and barriers that need to be addressed in order to facilitate successful adaptation and reintegration. This approach can inform policies and programs that support the health and well-being of migrants and returnees, and promote positive outcomes for individuals and community.

3. Results

The results section is derived from four participant groups: German experts, migrants, Kosovar experts, and returnees. Results begin with presenting the frequencies of words used in relation to the specific theme as derived from the analysis of interviews. Following this, thematic analyses will be presented, showcasing the findings from interviews with the four participant groups addressing challenges and personal, familial, social, institutional, health-related, and other resources. Then, it continues by presenting the findings from interviews using thematic theoretical methodology, addressing findings corresponding to the major Salutogenesis concepts, specifically SOC and its components: Comprehensibility, manageability, and meaningfulness.

This passage refers to a part of a research paper where the authors have conducted an analysis of the topics related to resources, challenges and Salutogenesis themes. The analysis was done by counting the number of words that were directly or indirectly related to these topics and their subcategories.

By conducting a word count analysis, the authors were able to gain insight into the frequency and distribution of words related to these topics and subcategories. This information can be useful in understanding the prominence and importance of these issues within the context of the study, as well as in identifying patterns or trends that may be relevant to future research or practice. Moreover, the percentage for each thematic category is calculated by initially determining the total number of words used in discussions related to challenging, resource-related, or Salutogenesis topics. Subsequently, the percentage for each specific theme is derived by calculating the number of words, such as those referring to personal challenges, as a proportion of the total words associated with all challenges.

3.1. German Experts, Kosovo Experts, Migrants and returnees Interviews outcome (themes and frequences)

Table number 2 presents the results regarding the specific topics (Social obstacles, Personal challenges, Family challenges, Institutional barriers, and Health problems) and the frequency of the topics and words used during the interviews with German Experts.

Table 2*Challenges according to the German Experts (frequencies of the theme and %)*

Social obstacle themes	Theme frequencies	%
Sharing living space with unknown	21	
Similar support services for all migrants	22	33.53%
The lack of social activities	27	
Lack of interaction between migrants	23	
Not welcomed in German society	19	
Personal Challenge themes	Theme frequencies	
Lone migrants and refugees	11	
Lack of personal perspective and future. No progress in their personal life	15	
Lack of plans	18	22.75%
Asking for support and not being happy what they get	11	
Lack of will to use their resources	6	
No privacy, sharing the space with unknown refugees	15	
Family Challenge themes	Theme frequencies	
Lack of possibilities of the children and adults	14	
Insecure and worried about children and female family members	12	13.77%
Family tourism	9	
Surviving	11	
Institutional barrier themes	Theme frequencies	
Change of the migrant's support services policies	13	6.89%
Fragile education system in Kosovo. Fragile system services in Kosovo	10	
Health problem themes	Frequencies of the theme	
Migrants and refugees aged from 10 to 18 years old, are much more affected by psychological problems.	22	

The lack of psychological support and isolation	18	23.05
Overstrained	18	
Multiple trauma experiences	19	

Table above indicates that the lack of social activities is the most frequented theme (33.53%), followed by the health problems (23.05%) and personal challenges (22.75%).

Table number 3 presents the results regarding the specific topics (Personal resources, Social and Family resources, Institutional and Spiritual resources) and the frequency of the topics and words used during the interviews with German experts.

Table 3

Migrants Resources according to the German Experts (frequencies of the theme and %)

Personal Resources themes	Theme frequencies	%
They understand their situation	12	28.85%
Solve some issues	18	
Social Resource Themes	Theme frequencies	%
Social support and help	21	20.19%
Family Resource Themes	Theme frequencies	%
Families: the migration process gets them closer	12	28.85%
Family members and relatives who actually live in Germany today.	18	
Institutional Resource Themes	Theme frequencies	%
New experience and knowledge with institutions	5	11.54%
Patriotic feelings	7	
Spiritual Resource Themes	Theme frequencies	%
Spiritual resources	11	10.58%

According to the outcome of the table number 3 personal resources and family resources are more frequented theme (28.85%) followed by social resources (20.19%). As per topics, table above shows that social support and health are more common topics used by the respondents, followed by family members and relatives who actually live in Germany today and solve some issues.

Table number 4 presents the results regarding the specific topics (Personal Challenges, Family challenges, Social challenges, Institutional barriers, Health challenges and Multiple trauma experiences) and the frequency of the topics and words used during the interviews with Migrants.

Table 4*Migrants Challenges according to Migrants Interviews (frequencies of the themes and %)*

Personal challenge themes	Theme frequencies	%
Lack of privacy	46	
Feelings that life is out of their hands. Confusion that creates obstacles for planning their future.	37	24.09%
Alone	22	
Family challenge themes	Theme frequencies	
Concerned about their children.	11	
Refusing to think and plan for their way back home (return to Kosovo).	13	5.45%
Social challenge themes	Theme frequencies	
Accommodation, and economical difficulties	28	
Jobless, no social support, or support that has no satisfactory outcome and it is not helpful in solving social issues for families. Dealing with different behavior from people of different cultures.	27	19.09%
Health problem services for family	29	
Institutional barrier themes	Theme frequencies	
Institutional problems as trigger to migrate (no job, corrupted)	32	
Asylum procedures, procedures, rules and policies in camp	34	15%
Health challenge, multiple trauma themes	Theme frequencies	
Health problems remain the biggest problem and the main push factor for migration, especially towards states that can offer refugees and migrants' health services and treatment for free	49	
Some family members with different health issues, like	41	36.36%
Chronic ones. Children's diseases are the main push factors		
Headaches, frustration, bad feelings, no sleep, aggressive, eating problems, agitation, potential fears (especially about the progression of the disease), the lack of hope etc. These symptoms are specific for depression disorder.	35	
Multiple trauma	25	

Outcome of the table number 4 shows that health problems and challenges are more frequented theme (36.36%) followed by personal challenges (24.09%) and social challenges (19.09%). Beside the health problem as the most frequented topic among migrants' respondents, another particular topic most frequented is the lack of privacy during their stay in Bamberg Refugee Camp, and chronic diseases and children diseases.

Table number 5 presents the results regarding the specific topics (Personal resources, Social and Family resources, Institutional privileges and Spiritual resources) and the frequency of the topics and words used during the interviews with migrants.

Table 5

Migrant's resources according to the migrants interviews (themes and frequencies of the themes and %)

Personal resource themes	Theme frequencies	%
Migration as push factor to rebuild migrants' life	25	
Increasing awareness about the law, regulation and migration procedures	17	41.46%
Language prophecy achievement	28	
Adjustment identity skills	15	
Social resource themes	Theme frequencies	
Enrich their social lives	18	8.87%
Family resource themes	Theme frequencies	
Family support	21	10.24%
Institutional resource themes	Theme frequencies	
Profit from medical services in Germany	42	35.61%
Investments of Kosovo Government and EU funds and NGOs	31	
Spiritual resource themes	Theme frequencies	
God and spirituality	8	3.90%

Table number 5 shows that personal resources is a more frequented (41.46%) followed by institutional privileges (35.61%). This table shows that migrants' most frequented reached theme

is profit from the medical services in Germany, followed by investments of Kosovo Government, EU funds and NGOs.

Table number 6 presents the results regarding the specific topics (Personal and Family challenges, Social and Institutional challenges, Health challenges and Multiple trauma experiences) and the frequency of the topics and words used during the interviews with Kosovo Experts.

Table 6

Returnees' challenges according to the Kosovo Experts' interviews (themes and theme frequencies and %)

Personal Challenge themes	Theme frequencies	%
No believe in opportunities for reintegration.	39	
Lack of willingness and resources to face their reality	13	
Lack of information, and usually lack of understanding	31	32.04%
No plans for return and reintegration, not prepared	42	
Lived longer in Germany	30	
Living in Germany for a long time and experience of fear from dealing with new things and challenges	43	
Family Challenge themes	Theme frequencies	%
Some of returnees do not have family and relative support in Kosovo.	37	5.99%
Social Challenge themes	Theme frequencies	%
Rumors	18	
Access to social services (the approach of experts), excessive bureaucracy	45	
Lack of social services for children and adolescents	33	22.33%
Documentation well but poor practical outcome (social services) Social services have a small and very poor impact in achieving the objectives	43	
Institutional Challenge themes	Theme frequencies	%
Unfavorable policies	23	
Procedures that deprive returnees	32	
Services for returnees are only available in case of emergency, Politicized, nepotism	17	15.21%
Expert's adequate training and education. Lack of special approach for returnees	22	
Health Challenge and multiple trauma themes	Theme frequencies	%
Health services are better and above all free of cost in Germany	41	
Depression, isolation, stress, regression, escape from reality, abandonment, and the feeling that they are struggling too much to survive and stay alive	43	

Aggressive behaviors	16	24.43%
Resistant to co-operate	15	
Diseases, including chronic ones.	29	
Different health problems		
Different trauma experiences and impact of multiple trauma	17	

Outcome of the table 6 shows that personal challenges is a more frequented theme (32.04%) followed by health challenges (24.43%) and social challenges (22.33%).

Kosovo Experts' interviews shows that the most common theme is depression, isolation, stress, regression, escape from reality, abandonment, and the feeling that they are struggling too much to survive and stay alive, followed by lack of plans for return and better and free health services in Germany.

Table number 7 presents the results regarding the specific topics (Personal and Social resources, Family, Institutional and Spiritual resources) and the frequency of the topics and words used during the interviews with Kosovo Experts.

Table 7

Returnees' resources according to the Kosovo Experts interviews (themes and theme frequencies and %)

Personal resource themes	Theme frequencies	%
Education and better options	23	18.70%
Social resource themes	Theme frequencies	
Social services remain important for reintegration.	19	29.27%
Migrants and returnees' acceptance in social life is alluring.	17	
Family resource themes	Theme frequencies	
Family as a pivotal factor and impacts the integration and reintegration	24	19.51%
Institutional resource themes	Theme frequencies	
Exercise their experience and knowledge in supporting the returnees.	13	17.07%

Reintegration indicate the political stability.	8	
Spiritual resource themes	Theme frequencies	
Hope for positive future changes in their lives.	19	15.45%

According to the outcome of the table number 7, social resources is more frequented theme (29.27%) followed by family resources (19.51%) and personal resources (20.11%).

Kosovo experts' interviews show that most frequented theme used as resourceful is family, followed by education and social services.

Table number 8 presents the results regarding the specific topics (Personal Challenges, Family and Health challenges, Social challenges, Institutional barriers) and the frequency of the topics and words used during the interviews with returnees.

Table 8

Returnees' challenges according to the Returnees interviews (themes and frequencies of the themes and %)

Personal Challenge themes	Theme frequencies	%
Passivity, out of control and being able to manage	47	
Fighting to survive, never ending fight, insufficient resources	40	20.95%
Similar life issues	38	
Family problems affect personal problems	43	
Family challenge themes	Theme frequencies	
Lack of money, and financial difficulties, does not have enough resources	57	
Taking a risk, and sacrifice for the future of their family	50	23.44%
Issues on coming back in family daily routine	44	
Family plans and objectives are gone	37	
Health challenge themes	Theme frequencies	
Multiple trauma	41	5.11%
Social challenge themes	Theme frequencies	
Lack of social friendships among returnees	42	
Take a lot from the new culture as refugees	23	
The lack of money, poor living conditions, and inadequate resources as factors that create the lack of socialization	55	29.05%
Social problems are also the trigger factors of migration,	40	
Their social lives and various social problems are unpredictable, and out of control.	25	
Health problems and health services	48	
Institutional Barrier themes	Theme frequencies	
Similar problems and similar life experiences with institutions	17	
Asylum procedures	51	
Political problems, corruption, the lack of law implementation, and lack of social rules are some of the causes that have driven the population to flee from Kosovo.	34	21.45%
Lack of plans, lack of solutions,	31	
Poor accuracy and quantity of services	39	

According to the outcome of the table number 8, social challenges are is more frequented (29.05%) followed by family challenges (23. 44% and institutional barriers (21.45%).

Moreover, returnees' most frequented challenge is the Lack of money and financial difficulties, followed by poor living conditions and inadequate resources as factors that crests the lack of socialization, and Asylum procedure.

Table number 9 presents the results regarding the specific topics (Personal and Social resources, Social and Family resources, Institutional and spiritual resources) and the frequency of the topics and words used during the interviews with returnees.

Table 9

Returnees' resources according to the Returnees' interviews (themes and theme frequencies and %)

Personal resource	Theme frequencies	%
German Language prophecy	34	
Self-awareness and dedication for building their lives	11	
Migration remains the biggest mistake of their life.	19	
Increasing their awareness about the situation, their rights, and their access to institutions.	8	38.71%
Creative activities, like music, art, Psychological support	17	
Adjustment identity skills	19	
Social Resources	Theme frequencies	
Enriching social life	34	
Emotional and romantic relationships.	17	
Different cultures, different countries, traditions, attitudes, and family dynamics.	26	27.60%
Family Resources	Theme frequencies	
Remittances depended a lot on the number of family members	39	18.64%
Close relationship between family members.	13	

Institutional resources	Theme frequencies	
Investments of EU country and different budgets for reintegration	25	8.96%
Spiritual resources	Theme frequencies	
Spirituality	17	6.09%

According to the outcome of the table 9, personal resources themes are more frequented (50.57%) followed by social resources (27.60%) and family resources (18.64%).

Therefore, returnees' most frequented theme is German language knowledge, followed by learning and gaining from different cultures, countries, traditions, attitudes, and family dynamics.

Table number 10 presents the results regarding the specific topics (Comprehensibility, Manageability and Meaningfulness) and the frequency of the topics and words used during the interviews with German Experts.

Table 10

Comprehensibility, Manageability and Meaningfulness (sub-categories, frequencies and %) (German Experts Interviews)

Comprehensibility subcategories	Frequencies	%
Knowledge	37	
Change	14	29.31%
Manageability subcategories	Frequencies	
Support	35	
Socialization	27	50.57%
Economic resources	26	
Meaningfulness subcategories	Frequencies	
Sense	21	20.11%
Orientation toward future	14	

According to the outcome of the German Experts' interviews, Manageability is a more frequented (50.57%) SOC component followed by Comprehensibility (29.31%) and Meaningfulness (20.11%).

Table number 11 presents the results regarding the specific topics (Comprehensibility, Manageability, and Meaningfulness) and the frequency of the topics and words used during the interviews with Kosovo Experts.

Table 11

Comprehensibility, Manageability and Meaningfulness (sub-categories, frequencies and %)
(Kosovo Experts Interviews)

Comprehensibility subcategories	Frequencies	%
Knowledge	31	
Change	37	40%
Manageability subcategories	Frequencies	
Support	55	32.35%
Meaningfulness subcategories	Frequencies	
Sense	47	27.65%

According to the findings of the Kosovo Experts' interviews, Comprehensibility is a more frequented (40%) SOC component followed by Manageability (32.35%) and Meaningfulness (27.65%).

Table number 12 presents the results regarding the specific topics (Comprehensibility, Manageability and Meaningfulness) and the frequency of the topics and words used during the interviews with Migrants.

Table 12

Comprehensibility, Manageability and Meaningfulness (sub-categories, frequencies and %)
(Migrants Interviews)

Comprehensibility subcategories	Frequencies	%
Knowledge	49	
Change	39	38.43%
Manageability subcategories	Frequencies	

Resources	56	24.45%
Meaningfulness subcategories	Frequencies	
Sense	47	
Freedom	38	37.16%

As the outcome of the Migrants' interviews indicates, Comprehensibility is a more frequented (38.43%) SOC component followed by Meaningfulness (37.16%) and Manageability (24.45%).

Table number 13 presents the results regarding the specific topics (Comprehensibility, Manageability and Meaningfulness) and the frequency of the topics and words used during the interviews with returnees.

Table 13

Comprehensibility, Manageability and Meaningfulness (sub-categories, frequencies and %)

(Returnees' Interviews)

Comprehensibility subcategories	Frequencies	%
Knowledge	53	
Change	57	33.13%
Manageability subcategories	Frequencies	
Support	56	
Economic resources	52	32.53%
Meaningfulness subcategories	Frequencies	
Sense	39	
Orientation	31	
Freedom	24	28.31%

The outcome of the Returnees interviews indicates that Comprehensibility is a more frequented SOC component (33.13%), followed by Manageability (32.53%) and Meaningfulness (28.31%).

3.2. Brief report description (German Experts interviews)

We present the findings from interviews with German experts regarding Kosovar migrants in Germany. The outcomes reveal that Kosovar migrants encounter a myriad of challenges and resources across social, personal, family, institutional, health, and spiritual dimensions."

3.2.1. Social challenges

Table 14 displays the findings from German Experts Interviews related to social challenges, including sharing living spaces with unfamiliar individuals, uniform support services for all migrants, a lack of social activities, minimal interaction among migrants, and a sense of not being welcomed in German society.

Table 14.

Social challenges (experts in Germany)

Interviews of the German experts	
Themes	Interviews quotes
Sharing living space with unknown	<p>"I think the main problem here in camp is the fact that there are a lot of people, from different places, different traditions, different historical backgrounds."</p> <p>"These differences made refugees face different problems and conflicts between camp residents. There are a lot of complaints and discontent."</p> <p>"Muslim refugees (including Kosovo people) are much more preoccupied with female family members."</p>

	<p>“Problems and conflicts between migrants sometimes are evident, there is an issue of knowing, predicting the behavior of people from different countries and culture”</p>
Similar support services for all migrants	<p>“They are with many problems isolated and confused, and they wait what authorities and social services offers them, and this is the same for all migrants from different countries, which is wrong and should change”</p> <p>“I assume that migrants and returnees are dependent on support services. In cases they get poor support services, they will have different challenges, and they do not have resources to face and manage these challenges.”</p>
The lack of social activities	<p>“They have to live their life under some fixed rules.”</p> <p>“They do not know the language, and this is the obstacle for their socialization”</p> <p>“Asylum camp is a lack of activities with a socialization purpose. There is also a problem about the perspectives of socialization and getting friends, as this is something different for the people from different countries, including their social, cultural and religious norms”</p>
Lack of interaction between migrants	<p>“Kosovo families, comparing to other ones, do not get socialized. They stay alone or only with their family members. But seems like they are better for this in Kosovo”</p>

Not welcomed in German society

“Kosovo migrants seem to have difficulties in socialization and interaction with others. Seems like they are confused and frustrated from the fact that they are going home, for them this is a lost chance”

“Kosovo people are not well accepted here”

“There are limited families and migrants from Kosovo that are integrated and have a social network here, but most of them do not, this could be because of the lack of time and opportunity to get to know different people from different country”

Social obstacles seem to have an impact on the migration of Kosovo’s population. This issue is not something that migrants can overcome after they have migrated. It accompanies them even after they are away from their homeland. Respondents (experts) indicate that sharing the living space with different people from different countries can be a problem for migrants, thus provoking social obstacles. The problems begin when people face different migrants from different countries, something that creates a discrepancy between social lives, tradition, history, behavior and culture. These factors sometimes cause the conflict between migrants of different countries. Moreover, experts emphasize that one of the mistakes of support services in Germany is application of the same support services to all migrants (different Countries). According to experts, cultural background, personal perspective, society, etc., should be taken into account in order to have suitable support services. In this regard, support services are important for migrants and returnees since they usually influence migrants and returnees’ capability to manage and face their personal and familial challenges.

Furthermore, the interviews show that there is a lack of possibilities and activities for migrants (during their time in camp as refugees). Refugees have no school access, no right to work, nor any daily life activities. Generally, they face many barriers in the process of integration in Germany. According to experts, this occurs because of the fear of authorities that returnees may escape from the camp, thus they try to stop it by rigid control on migrants in camp and very limited freedom to move out.

Interview outcomes indicate that refugee camps are not organized with social and creative programs; usually refugees and migrants are isolated. If we analyze the geographical aspect, refugee camps are far from the town center, and there is a serious limitation in their freedom to move.

Nevertheless, interviews show that there is a problem of social acceptance with migrants in Germany since Camp isolates them and migrants experience the struggle in socialization. Interviewees have an impression that society in Germany is not very welcome for migrants. Beside this, there is a scarcity of the bond within migrant's community, which leads to lesser interaction with a group, and pushes refugees to try things on their own.

3.2.2. Personal challenges

Table 15 displays the findings from German Experts Interviews related to personal challenges, including Lone migrants, Lack of personal perspective and future, lack of plans, unsatisfied with support, Lack of will to use resources, no privacy.

Table 15*Personal challenges (experts from Germany)*

Interviews of the German experts	
Themes	Quotes of the interviews
Lone migrants and refugees	<p>“There are serious problems with lone migrants. They are problematic since they easily get involved in deviant behavior.”</p> <p>“Lone migrants here usually have problems in adaptation, experiencing some psychological and health problems more than migrants who are with their families”</p> <p>“I have a better understanding with migrants when I get to know about their family, and other family members. Lone migrants are more confused, and sometimes they do not know their orientation and what they want”</p>
Lack of personal perspective and future. No progress in their personal life	<p>“Camp does not give a lot of opportunities for refugees and Kosovo Migrants here. There are no possibilities for personal development in camp; there is no work, no education, etc.”</p> <p>“Migrants will have no opportunities to increase their resources, especially resources that can help them overcome their personal challenges. The lack of personal capacities will cause the fear that their life is out of control, unmanageable, and they do not know what tomorrow will bring for them and their families.”</p>
Lack of plans	<p>“They face the same issue when they are back in their homeland.”</p> <p>“They usually give you an impression that they think for a moment since they do not have a plan to go through, and also that they cannot influence their situation.”</p>

Asking for support and not being happy what they get	“Especially Kosovo migrants and refugees always ask for more; they want more than we can give them, and they are not satisfied... seems like they lack an understanding for their future life, and about the challenges that will face them in the future”
Lack of will to use their resources	<p>“Migrants and refugees express the feeling of powerlessness, sometimes when they (migrants) are frustrated and stressed they refuse to get help”</p> <p>“Their confusion about challenges and problems, may implicate the lack of their willing to invest in their resources, and to use these resources to manage their problems”</p>
No privacy, sharing the space with unknown refugees	<p>“No privacy, no private life for migrants, no opportunity to save their own things...”</p> <p>“Getting to know different people from different cultures takes time and energy. This may affect their interest to share their space with unknown people... perhaps this also happens because of the need for personal and familiar space”</p>

Participants indicate that lone migrants and refugees from Kosovo are implicated in breaking the law, misbehavior and some problematic behaviors. According to interviewees, family seems to have an important role in keeping family members away from misbehavior and crime. Lone migrants seem to be more confused and have problems knowing their future. Experts conclude that there is a lack of personal perspective and future for Kosovo migrants and refugees in Germany. Living in Refugee Camps does not offer any opportunities for migrants and refugees. They are deprived from the rights for any activity that may support migrants and refugees progress in their professional life. It also causes migrants and refugees' limitations of the

opportunities and chances for better future and perspective. Under such circumstances, migrants do not have the right to go to school, nor any right to follow training. Some of them spend a year as a migrant in Germany while facing these difficulties every day, and in the end, they have no progress in their career, school, etc. In this regard, there are no suitable circumstances for increasing the resources, leaving migrants and returnees with troubles in solving their personal and familiar problems. Thus, they will lack personal capabilities to manage these obstacles, and they will have endless challenges, every day.

Besides the lack of future opportunities and no progress, Kosovo migrants are not prepared to face their situation in Germany, especially in Kosovo. They have no exit plan from their situation and they cannot find a way to solve their problems. In this case, they passively ask for more and more support from institutions in Germany. In this case, they are not satisfied with these services, which may cause mistrust and a lack of will to use their resources around them (support that they may gain from public, private and NGO's).

Usually, refugee camps are located out of the city, sometimes detached from the city center. Having in mind that living in camp means sharing the living space with others, this may lead them to feeling the lack of privacy. Personal life is threatened from the fact that they live in the same place/environment where most of the time they have to share living space with other migrants, or unknown people. This may cause conflict and misunderstanding between people coming from different cultures and traditions, often leading them to mismanaging the room, such as cleaning, hygiene, eating, etc.

3.2.3. Family Challenges

Table 16 displays the findings from German Experts Interviews related to family challenges, including lack of possibilities for children and adults, unsecured about children and female family member, family tourism, surviving.

Table 16*Family challenges*

German Experts' Interviews	
Themes	Quotes from interviews
Lack of possibilities for the children and adults	<p>“It is difficult for immigrant families here, as you can see, the family members have nothing to do here, except of staying all day in Camp”</p> <p>“They are here, and I think they did not expect this kind of situation. Their life is different, and they are facing lack of important aspects of their life, including important possibilities for them to be developed as competent people.”</p>
Unsecured and worried about children and female family members	<p>“There is no private space, there is no right to close the door of the rooms.. Migrants are forced to live together with different people from different countries and they are often worried about what may happen to them, especially to their children and female family members.”</p> <p>“Only one thing is known, they are going back home... other things are unknown for them... So, they are just spending some months and years here without doing anything for themselves or their family”</p>
Family tourism	<p>“Their stay in camp is short since they will go back home. Seems like this is something they know from the very beginning of their arrival in camp. But, regardless this fact, they want and try to have a time here as migrants”</p> <p>“They just try migration, but in the end they are back home, back into the beginning, and without any favorable circumstances for them.”</p>

Surviving

“They are surviving here... they do not have anything to do in Camp since they are not allowed to work. Having in mind that they cannot earn money, they realize that they are not able to do anything about their future”

“... fighting to survive is something that spends a lot of energy, causes stress, in which case there are no suitable circumstances for progress and no way out from this... it is like being stuck”

Interview outcomes indicate that accommodation in Refugee Camps is associated with feelings of insecurity; the family holders are worried about the safety of their family members, especially about their little ones (children) and the female gender. This is because they have to share the rooms with unknown people, among which are migrants and refugees with criminal backgrounds.

Interview outcomes show the lack of possibilities in Refugee Camp since migrants do not have the rights for education, work, and even for free movement because staying in Refugee Camp is considered the last station for migrants before they are voluntary or deported back to their home country. Before accommodating the migrants in camps, some families may get settled in their own apartment, which is for a special period of time. During this time, they have some opportunities regarding their children (before accommodating in Refugee Camp). They can go to school, be involved in varieties of social activities, whereas adults have no right to work. However, they can have social support, which is considered to be better compared to the social support in Refugee Camp.

The last biggest wave (2014-2015) of Kosovo migration in Germany, called “family tourism” from respondents in interviews, explained that this happened because people who migrated have nothing

to lose in their home country; they have no job and nothing to do in Kosovo, so they try to migrate in Germany with the hope of getting some social support.

According to the interviews' outcomes, many migrants usually ask for help and support for their daily life, like food, and other basic things. Evidently, they have no long-term plan for their future and this may be present because of their daily preoccupation to survive.

3.2.4. Institutional barriers

Table 17 displays the findings from German Experts Interviews related to institutional barriers including changes on support services policies, fragile institutional services in Kosovo.

Table 17*Institutional barriers*

German experts' interviews

Themes	Interviews quotes
Change of the migrant's support services policies	<p>“There is only one service for all migrants from different countries...the problem is that refugees from different countries and different cultures usually live together in a camp... the idea of changing from money to material support is not a good idea... Germany needs more experts to offer the refugees. Sometimes there are no services for many psychological difficulties which usually remain silent”</p> <p>“These kind of support for migrants and returnees will not make them independent, they are not able to face the problems, they have a lot of challenges around them, and they are not able to understand and to find out what will happen with them and their families, they have a limited capacities to manage and solve their challenges, support services should be oriented to increase these competencies”</p>
Fragile education system in Kosovo. Fragile system services in Kosovo	<p>“Refugees complains for not having a job, for the fragile systems, for the lack of perspective for institutions, for the failure of institutions to offer a better future for people, for the insecurity they feel...institutions are not ensuring positive changes in the future...they are not offering real support services in Kosovo... for many refugees with health problems, there is a history of failure to treat illness, or get appropriate health services and control... Kosovo people have no health insurance... Seems like they are here for a better perspective as this was something they lack in their own country ...</p> <p>Within these circumstances theykeep complaining about the lack of job opportunities, and lack of children's future in general. They seem to have a fragile system in Kosovo...</p>

Outcomes of the investigation found some institutional barriers that are present through migration, integration and reintegration process. According to German experts, one of the main obstacles is the analogous of the approaches on migrants from different countries, cultures, traditions etc., and very limited opportunity for individual approach. Usually adjusting the approach to migrants is on an individual basis of experts, and this generalization of the approach is the cause of failure in integration and reintegration.

Nevertheless, interviews indicate that Kosovo migrants experienced the fragile education system in their home country, for further, they have no right for education as long as they staying Camps for Refugees and Migrants. This is because they are going to stay in Camp just for a few days, until the logistics part for their return is done. Interviews exhibit further obstacles on migrants or returnees education, according to them even after they are back in their homeland; they face the obstacles of approaching the school and the education system.

Interviews show that Kosovo people in general are facing fragile system services in their country, especially reintegration support services are facing difficulties because of the lack of financial support, bureaucracy, the problem of harmonization etc. Kosovo people do not have health insurance, they have to pay for every health service from their own money, so health services is a push factor for migration, because in Germany they can receive health service for free, and beside the fact that Germany offer better services, sometimes they migrate for medical reasons because they have no treatment in Kosovo.

Interviews indicate that institutions in Kosovo are fragile and with poor performance, this is because of corruption and nepotism, interviews exhibit the hate of Kosovo people toward institutions and their political situation, they blame political representatives for the situation that

Kosovo is facing. Interviews show that migrants do not have a hand in their future and they just wait for the others to do something for them. This causes the need for more experts to support migrants in the process of integration.

Nevertheless, support services are not adequate in order to help migrants and returnees to increase their resources and personal capacities. In this regard, they are not able to manage with their life and to deal with upcoming problems.

3.2.5. Health problems

Table 18 displays the findings from German Experts Interviews related to health challenges, including psychological problems among migrants from 10-18 years old, isolation and lack of psychological support, overstrained, multiple trauma experiences in the past.

Table 18*Health problems*

German experts' interviews	
Themes	Interviews quotes
<p>Migrants and refugees aged from 10 to 18 years old are much more affected by psychological problems.</p>	<p>“Seems like most of them (migrants) experience different health problems... The reason for migrating is their physical illness; migrants realized that Germany has special health services, so they migrate here and use our medical services, which they consider to be better compared to those in their own country...</p> <p>“What is more important for them is that they can use these services without any payment, in most of the cases they get support from state and different NGO’s”</p> <p>We have psychological services here in Camp, but they can also have such services in different NGO-s and offices here... migration is not an easy situation and not easy to deal with. I think all migrants need psychological support since psychological issues are silent and unseen... Children from the age of 10-18 usually deal with different psychological difficulties”</p>
<p>The lack of psychological support and isolation</p>	<p>“They are isolated (migrants), and it seems like there is a lack of energy and desire for socialization, or I do not know, maybe hesitation or resistance because of the new and unknown culture, language etc.”</p> <p>“I usually visit Kosovo migrants after they are settled in Kosovo, and what I find out from these visits is that Kosovo returnees deal better with their psychological problems in their homeland, and they are willing to participate in their future. They know how to deal with and manage their problems. They know and understand their situation and they try to make plans for their future”</p>

Overstrained	<p>“Seems like they have no power or they do not want to think or plan seriously for their future... they have a lot of different and they do not seem ready to face them in their daily life.”</p> <p>“Health issues are something that send you back in time and do not let you to move or progress in your life”</p>
Multiple trauma experiences in the past	<p>“For many migrants, especially Kosovar ones, it looks like they have had the same experiences in their past. They share with us different trauma experiences, many of them during their life, like health issues, war trauma experiences, blood feud, financial problems, etc. These problems remain unsolved in Kosovo, because the lack of resources and migration was the reason of resolving this issues.”</p>

According to the outcome of the experts' opinion in Germany, Kosovo migrants are people with different chronic problems and they could not manage this problem in their country. Outcomes show that refugees struggle with different health problems; sometimes these health problems are manifested in more than 1 family member. Their health gets even worse when they begin to understand that their chances for refugee status are minimal. At this point, they have no influence in their life and start to feel powerless and hopeless, resulting into psychological and physical health complications.

Interviews indicate that migrants experience poor and inadequate psychological health services, both in host and home country. This is because there is only one type of health service for all migrants, while ignoring migrants' national, cultural, historical, and traditional background.

This occurs because experts with knowledge about the different cultural and social backgrounds are hard to find. On the other hand, unknown culture, language, tradition, and different social life,

may request extra energy for migrants in order to learn and adapt themselves in this new environment. Some of the migrants are resistant or feel powerless to know more about the culture and social background of their host country. Therefore, they soon get isolated, causing different psychological issues and problems.

The fact that migrants have to learn a lot in a new country (culture, language, system, offices, tradition, asylum procedure etc.), and having to continue dealing with their problems (caused by migration), can be the reasons why they get and feel overstrained, stressed, hopeless, helpless, etc. The common thing of most of the migrants is the multiple trauma experiences in the past as Kosovo migrants experienced different traumas from the war time, including difficulties and obstacles during the post war period (health, financial, economic, migration, family, social etc.). Moreover, interviews show that migrants and refugees aged from 10 to 18 years old, are much more affected by psychological problems.

3.2.6. Personal resource

Table 19 displays the findings from German Experts Interviews related to personal resources, including understanding the situation, solving some issues.

Table 19*Personal resources*

German experts' interviews	
Themes	Interviews quotes
They understand their situation.	“It appears that some migrants do have a plan while some others are willing to integrate themselves in Germany. They tryhard to learn German language, to find a job, and they get socialized very quickly. They seem to understand their situation and know what they want. Eventually, if they see that they cannot continue staying in Germany, they decide for voluntary return. So, they understand their situation from the beginning and they are better at coping with any possible problem that might come ahead.
Solve some issues	“They come here in Germany and as soon as they find it possible, they start to do something about their family and themselves; they start solving their problems, like health issues, which is very welcome for them since health services in Germany are for free or usually social services help them cover their expenses of different health services, something that they couldn't get in their homeland... After they manage to do it, they seem to be satisfied and they plan and put goals on what to do and how to do it in Kosovo.”

Kosovo Migrants are familiar with refugee procedures and understand their situation and chances to win refugee status. This is particular for those who migrated more than once. In this case, the return process is not a harsh experience for them. For some families this is even helpful because they are much more prepared for challenges in their host and home country. Under such circumstances they start to invest and plan their future and the way they are going to manage their

situation. Some migrants are active during their stay in Germany by trying to learn the language, following trainings, and trying to find or having a job. Although they are aware that they are going back to their homeland. These are gratifying for migrants, especially for youngsters, because it may improve their chances to get a job in their homeland.

Other migrants make plans to migrate for a short term, especially for health support (which is for free in Germany). In these cases, migration seems to occur for the purpose of achieving short term objectives. Moreover, migration boosts the awareness of some migrants, since they understand what they want in their lives, they know their objectives, and try to make a meaningful life by overcoming the obstacles and improving their situation. Some migrants realize that they have no capability to manage their life in the host country and they understand that migration may cause problems for them and their families.

3.2.7. Social resources and family resources

Table 20 displays the findings from German Experts Interviews related to social and family resources, including social support, family member getting closer, in touch with relatives.

Table 20*Social and family resources*

German experts' interviews

Themes	Interviews quotes
Social support and help	<p>“I think social support is important for migrants and refugees. From the day they get here, they make friends and try to extend their social network. This especially stands for children and the young generation as they are in daily contact with their peers in the garden, at school, and other activities. Social integration makes easier for them to face different upcoming issues and makes their life understandable, like they fit in society”</p>
Families, the migration process gets them closer	<p>“During their period as migrants and refugees, Kosovo people are doing well and they help each other by being supportive and cooperative with each other. However, this is usually emphasized between close family members and relatives”</p>

Family members and relatives who actually live in Germany today.

“The reason why Germany is an attractive place for Kosovo migrants is mostly because of the fact that they have family members here and they are regular Citizens of Germany. This is a privilege for most Migrants and refugees who are coming here nowadays. The bond between Kosovo family members is evident to be strong, which is very helpful for them in this case. Under such circumstances, they can overcome many obstacles and problems from their family members’ support here in Germany...”

“The support from families and relatives is the guarantee for migrants and returnees, making it easier for them to know about the issues that may come (as a migrant and a returnee). They are helpful when it comes to facing such challenges and managing their problems.”

Regarding social support for returnees, interviews point out that social support is important for migrants while being integrated. During their time as migrants, they enrich their social life where some of the migrants and migrant families build a close relationship, especially with German ones. This is helpful for them because they have one more asset in getting information or being better informed. At this point, youngsters are ones who benefit the most since they go to school, they make new friends, and take part in different social activities. Even after their return in Kosovo, they keep their contacts, and try to save this social life (in Germany) even from a distance. Some of the migrants establish a close relationship with people in Germany, where some of them even end up getting married.

Kosovo migrants are bound closely to their family members; family is an asset to get support from in difficult situations, even from geographical distances. For some families, difficulties and obstacles experienced during the time as a migrant create a better relationship between family

members. This situation made them aware that if they stay together and help each other, they can handle issues.

Migration is a part of the history of Kosovo people, nowadays migrants are attracted to migrate in Germany and other countries where their relatives and family members are actually living. This is because relatives and family members can help them financially and in many other ways to make it easy for them to be integrated in the host country. Therefore, it helps migrants to cope with their daily problems in a much easier way. In this regard, families and relatives support migrants and returnees in their challenges, like managing, overcoming and succeeding”

3.2.8. Institutional resources and spiritual resources

Table 21 displays the findings from German Experts Interviews related to institutional and spiritual resources, new experiences, patriotism, spirituality.

Table 21*Institutional and spiritual resources*

German experts' interviews

Themes	Interviews quotes
New experience and knowledge with institutions	“They usually complain about poor institutional services in Kosovo. When they are here, they face different services, and what is more important they take something from here, like from the working culture, approach, dedication, professionalism, etc. These can be part of Kosovo society and institutions very quickly and easily”
Patriotic feelings	“Kosovo people feel proud of their country... On the other hand, Kosovo state should do more for them... Germany will have to look for improvement in offering different activities and support to them, especially the right support according to their social, and cultural background... Many young people (Kosovo young migrants) are here, and they are well qualified when it comes to their skills in German and English languages. So, they can be easily contracted by our institutions”

Spiritual resources

“From the interviews with Kosovo migrants, I realized that the process of migration for them, the refugee lifetime, and the returnee process, are always coupled with the faith and belief in miracles; believing in God's miracle, in God's power, the merciful etc...

There is always this hope for them to find a way of help and overcome their situation in Germany”

“... there is the feeling that all the hardship will eventually go, and stability will remain. There is the feeling that they are not alone, and everything is God's will to test them”

Migration is a result of long-term institutional barriers and their dysfunction. In this case, after people migrate, they become witnesses of how the system works in Germany, like the approach toward clients, work culture, working system, connections, harmonization etc. These experiences and knowledge can be helpful for their home country which can also be part of the approach in daily work in their home country.

Patriotic feelings are a motivation and a push factor for migrants since they have the tendency (for a long time) to invest their profits in their country (Kosovo).

Some migrants invested in creating the bridge and connections between experts in Kosovo and Germany. Today there are some good and profitable connections and cooperation's in sharing information and knowledge about a specific field of expertise (medical treatment, diagnosis, therapy etc.), between people in Germany and Kosovo. During their lifetime in Germany, migrants are an asset for German institutions, especially the young and qualified ones.

The Interview concluded that Kosovo people are given and dedicated to spiritual resources. They believe in God, and they hope that God will help them overcome their challenges. This is like a

defense mechanism for them since they believe and trust that the power of God will put things in order and they will not be loaded with the challenges they cannot handle.

3.3. Migrants

All interviews were conducted in Refugees Camp in Bamberg, during March-April 2018. We took permission from the management staff of the Camp to do the interviews. All interviews were conducted within migrants' personal room, alone with the respondent, and also all interviews were in Albania, and were recorded with permission of the respondent. At that time in Camp were 20 Kosovar people, the purpose was to interview all of them, but we managed to interview only 14 of them.

3.3.1. Personal challenges

Table 22 displays the findings from Migrants Interviews related to personal challenges, including lack of privacy, uncontrollable life, confusion, obstacles for future, loneliness.

Table 22*Personal challenges*

Migrants Interviews	
Themes	Interviews quotes
Lack of privacy,	<p>“Me and my family are staying and living here in camp with many others, we have no private place, and no private time here, everything and every moment has to be shared with others, meaning with people I do not know and I do not trust. People can misuse this situation and maybe can harm me and my family members”</p> <p>Living alone here in camp is so difficult and hard. You have no one here to talk to and to share your experiences and worries with. I am alone and I need someone close in case of help... loneliness is making this situation harder for me, and I believe it is the same for everyone else who is alone as a migrant or refugee”</p> <p>“I feel like I am out of my world, in the middle of somewhere that I am not suitable. Suddenly my life is different, I have to be different, and to adapt myself in new circumstances”</p>
Feelings that life is out of their hands.	<p>“I do not have any other plan, but to escape somewhere else and look for asylum. I do not know what to do when they turn me home, I do not even want to think about it...”</p>
Confusion that creates obstacles for planning their future.	<p>“I have a feeling that no one is listening and understanding me anymore, I tried everything, but there is not one around who can help us, in order to manage our situation and our future”</p>

Alone	<p>I am alone and I need someone close to me for help...</p> <p>Being alone here is so difficult. This is something that makes my situation harder and more difficult to face. But I will first ask them to kill me before they turn me back to Kosovo, I don't know where to go back, I have no apartment...</p> <p>I have nothing, and I don't know how to survive when you have nothing, I have no family, no home, no money, nothing. I can live my life if they find me an apartment in Germany or in Pristine, or somewhere else, that would be easier for me and I would not care anymore. And for bread or food I will go out and ask people to help me, but I have no shelter, I cannot do anything...</p>
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The results of migrants' interviews emphasize the importance of personal problems in their life. One of these problems is the lack of privacy, especially for those living in Asylum Camps. This is the main concern for them, they claim that they have to share their personal life, physical space, and everything else. The lack of privacy is aggravated by the fact that there is a lack of freedom of movement. Migrants living in the camps have certain restrictions and they are in constant surveillance, this is because of the fact that German authorities are constantly confronted with migrants fleeing to other cities in Germany (staying illegally) or fleeing from Germany to different European countries and asking for asylum. German authorities significantly increased alertness, and designed a map of migrant's restriction in movement.

Interviews show that life in camp is quite restricted; there is a lack of access to education and social institutions and services. Under these circumstances, migrants have a feeling that life is out of their hands, they do not have control over the things that are happening and thus have no influence in their daily life. As a result, these factors make them end up confused, and create obstacles for them when it comes to making further plans for their future.

Interviews' outcomes show that migrants, during their past, struggled a lot to insure basic things in their lives. They faced continuous financial shortages and lack of normal life conditions. Such difficulties create the impression that migrants are basically fighting to survive.

The main outcome of most migrant interviews is the lack of information. Interviewees state that they receive information, but migrants' language and the other knowledge are deficient and can deprive migrants from understanding the offered information.

During the interviews, participants confess about their preoccupation that no one is listening to them. According to migrants, the story that you share with authorities is important, because they believe that as hard and harsh your story sounds to them, you will have a better probability to win the asylum.

3.3.2. Family challenges

Table 23 displays the findings from Migrants Interviews related to family challenges, including concerned about their children, refusing to go back home.

Table 23*Family Challenges*

Interviews of migrants	
Themes	Interviews quotes
Concerned about their children.	<p>“I did not come here (in Germany) for myself, the reason why I am here are these children (pointing at them), they are not guilty, they ask for toys, money, sweets, drinks, they do not know the fact that I do not have money. I am doing and I will do many things to create a better place and better future for my children”</p> <p>“I came here to create a better world for my children and youngsters, life is over for me, I do not care where I live anymore. But it’s painful for me not to leave anything for my children, and I did not fight to create a better life for my children, a life that is far from many problems, a life they can manage on their own, a life that is meaningful for them”</p>

Refusing to think and plan for their way back home (return to Kosovo).

“All my family members are in stress, even the little ones; we are waiting for the moment when policemen will come here and will send us back”

I do not know what will happen, I know that I am moving to Kosovo, to a state without possibilities. In modern and good societies you can get help to start your life...here you do not have a chance to win asylum. We do not know what will happen to us, we do not know if they will provide us with a visa. If I had another chance, I would go to Switzerland or elsewhere...

“My family felt worse during our time in Kosovo, but we feel much better here in Germany. My children are getting used to being here and we want to stay here. We want this more for our children, for the sake of their education and better life opportunities.”

Interviews with the migrants revealed that they migrated because they wanted to do something for their family, especially for the future of their children. Looks like the situation of hopelessness and skepticism in home country, pushed family holders to move toward changes. Interviews show that the decision to migrate was not an easy decision, but this was a sacrifice to provide a better future for their little ones (children). The situation gets more complicated when migrants understand that authorities in Germany are refusing their request (asylum). In these circumstances, they refuse to think and plan for their way back home (return to Kosovo). This is because they have to go back and to deal with many unsolved problems from their past, like: accommodation, family incomes, the inability to get support and attention from the state. This strengthened the attitude of refusing to go back to Kosovo, and empower the hate toward authorities and institutions. In this regard, migration is perceived as the solution to overcome their problems and to save their children and the young. The homeland is not a place of perspective for

children, they should be somewhere else in order to be different and to increase their capacities, in order to manage their life better.

3.3.3. Social challenges

Table 24 displays the findings from Migrants interviews related to social challenges, including accommodation, economic difficulties, lack of job, lack of social support, insufficient support services, challenges with other migrants from different countries, problems of the health services.

Table 24*Social challenges*

Interviews of migrants (Social challenges)

Themes	Interviews quotes
<p>Accommodation, and economical difficulties</p>	<p>“We faced a lot of problems in Kosovo, like: accommodation, money, job etc. Here (Germany), social services give a small amount of money, anyway this does not meet the needs of my family”</p> <p>“I do not have a house or place to sleep in Kosovo; I think I will stay in Pristine Airport. Before I go, I need help for my kids because we need a shelter”</p> <p>“The home will be a solution for my family because we are extremely poor, we don’t have anything in Kosovo, and I do not know what I am going to do there. Kosovo is my homeland, but I feel lost there, I cannot manage my life there...”</p>
<p>No job, no social support, or support that has no satisfactory outcome and it is not helpful in solving social issues for families. Deal with different behavior from people of different cultures.</p>	<p>“I feel sorry for my children, because even though they are young, they understand what is going on, and I feel sorry for them to experience this situation. I know that soon they are going back to Kosovo, and they will face different problems there, without anyone beside us to help, in order to overcome problems...”</p> <p>“I really need help, I need special care because I cannot see well. I would not like to go back to Kosovo because the services are better here, though there is still a need for more experts and other kinds of services...”</p> <p>There are not enough services and social support here in Germany. However, this phenomenon is even worse in Kosovo, for us the life is miserable, we live today, tomorrow we do not know what will happen”</p>

Health problem services for family	Thanks to God, medical services are available, but we have a little problem: we should wait for a long time until we get a doctor's services, for example, I have an appointment with the doctor after three months. This could be because they are busy with their job, and cannot cover this job alone. But, it is worth waiting because the services are better here compared to the services in Kosovo..."
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Interviewers (migrants) complain about different social issues and obstacles. These are their daily challenges and they are preoccupied that these issues will be the biggest challenges for them. The problem with accommodation and economic difficulties are the major social difficulties that are noted and mentioned in the migrants' interviews. According to them, these are push factors for migration, and it seems that these were the main problems in their past which they tried to solve for a long time.

Interviews' outcomes show that there are many repetitive and serial challenges and confrontations in their daily life, like: no job, no social support, or support that has no satisfactory outcome, and it is not helpful in solving social issues.

One of the main problems for migrants is the fact that they have to deal with different behavior from people of different cultures. They face different cultures, people, traditions, language, social dynamics, and different behaviors. This could be a special problem, and this requires special energy and dedication from migrants.

3.3.4. Institutions barriers

Table 25 displays the findings from Migrants Interviews related to institutional barriers, including no job, corruption, complicated asylum procedure, strict rules and policies in Camp.

Table 25*Institutional barriers (migrants)*

Interviews of the migrants (institutional challenges)	
Themes	Interviews quotes
Institutional problems as trigger to migrate (no job, corrupted)	<p>“Kosovo is a corrupt state; there is a lot of nepotism and if you are not a relative of someone who is a powerful (political representative) in Kosovo, you will get nothing. Germany is a strong state, this is because they work according to the law ...”</p> <p>“However, there are some tiring procedures in Germany, for example asylum procedures. Perhaps you can find a job here, but no one is offering me a job, because I have no right to work...”</p> <p>We are isolated, and waiting for deportation, our asylum request is denied, and we do not know what to do, where to go...”</p> <p>I complain about refusing my asylum request because I do not know why my family and I do not have this right...</p>
Asylum procedures, procedures, rules and policies in camp	<p>I cannot understand the language, and sometimes we have someone to translate during our interviews, while other times we do not have one, so we do not understand what they say to us...</p> <p>one thing that drives me crazy is the fact that authorities come here in Camp at 3 in the morning and send us back to Kosovo. I think this treatment should be only for criminals...”</p>

Interviews show that institutional barriers and problems fueled the desire for migration. According to them, these problems are considered a trigger to move to another place. Based on the interviews, migrants think that they were (in Kosovo) living with institutions that did not generate

a workplace for the population since they are corrupted and this creates the perception that institutions and countries do not have a perspective.

However, according to the interviewees, institutional barriers are issues that migrants are also facing in the host country (not only in their origin country). According to them a lot of meaningless procedures like: application form, the answers from authorities (which sometimes did not reach the migrant and their family) ignorance of the authorities, procedures that do not allow migrants to work, camps' rules, and various discriminations for Kosovar asylum seekers are some of the institutional barriers in Germany.

3.3.5. Health problems

Table 26 displays the findings from migrant's interviews related to health challenges, including migrant's health services, the health problems of the family members, chronic diseases, children's health problems, frustration, physical problems, emotional disturbances, aggression, eating problems, agitation, fear, no hope, multiple trauma experiences.

Table 26*Health problems and multiple trauma experiences categories and interviews quotes (migrants)*

Migrants Interview quotes	
Themes	Interviews quotes
<p>Health problems remain the biggest problem, main push factor for migration, especially towards states that can offer refugees and migrants health services and treatment for free.</p>	<p>“I borrowed money from my relatives and friends, and I sold the peace of my land in Kosovo, in order to come here and heal my children and family...”</p> <p>I am not good with my nerves; the doctor told me to lie in the hospital, but I have two children and they are sick too. I want a solution for my children, and I accept staying without eating and drinking just to see them happy, and to see their life in a good direction...”</p> <p>“I have 3 other children. The first one has a problem with his eyes, the other one is fine after a surgery intervention, and my 17 months old baby is having heart problems, these problems are to much for me, and for my family, I cannot even think to go back to Kosovo, there I am lost, with no one there to wait for me and to support me”</p>

Some family members with different health issues, like Chronic ones. Children's diseases are the main push factors

"I am overwhelmed, I am stressed, depressed, I can't sleep well, I can't eat, I am so aggressive, I have a lot of stress, and again I have to go back to Kosovo, I do not know how they think that I am going to live there ..." "I take a lot of pills because I am not feeling good at all, my husband abused me, he sent me to psychiatry, they gave me pills and injections ..." This is too much for me. I cannot sleep well thinking of my children. It seems like I was made of stone because I am going through very hard times and I am still alive. I am fighting hard to survive, but there is no way to survive"

"I do not know what will happen with me, I do not know if I am going to have a treatment here, or are they going to bring me back home, this is all what I want for a moment"

Headaches, frustration, bad feelings, no sleep, aggressive, eating problems, agitation, potential fears (especially about the progression of the disease), the lack of hope etc. These symptoms are specific for depression disorder.

"I cannot sleep all night... My wife is a psycho. We have war trauma, and I am injured from the war. My son is sick; he doesn't know what he is doing, and he has difficulties in orientation"

"I have a headache, I am aggressive, and I eat less... I am aggressive, I feel I am frustrated, I am with no power and energy, there is no hope for me, my illness is getting worst..."

Multiple trauma

“I have been injured since the war (1998), and now I am not feeling good any more. I tried to heal this damage, but doctors did not do anything to heal me...”

“I have had this leg injury since the war. I was present as a civilian in a battle where Serbian forces attacked with grenades, and I donot know what happened afterwards. I was unconscious for many hours, and finally I saw myself in the hospital...”

I have seen many things since then; my husband has beaten me, and I was powerless to stop it. I had no support; no one helped me to stop this terror upon me...”

“If they do not give me asylum, I am going elsewhere. I am not giving up looking for a better place for my family and me. Even though I love my country, I am not going back to Kosovo because I want to end my sufferings and to start a new life...”

“I was here in Germany, after they refused my asylum request. Then, I went to France, but because I had opened my asylum data in Germany, after a few months they told me to come back here in Germany. Afterwards, I escaped to Denmark, and they told me the same things. Finally, after a few months, I came here again (in Germany). Again I have to go back in Kosovo, I told them that I Do not stay there, there is not my living place, I have nothing there, and I do not know what to do there, and how to plan my life there”

Based on the outcomes of the interviews, the health services remain the biggest problem, and notably the main push factor for migration, commonly towards states that can offer suitable and free of charge health services. Interviews indicate that children’s diseases are the main push

factors for migration. Migrants point out that they are struggling with health problems for a long time, which often happen to be chronic diseases, with no treatment in the home country, or in many cases with unaffordable costs, also followed by a need to be systematically treated for a long time. Interviewees voiced some of the symptoms that they are constantly experiencing: headaches, frustration, bad feelings, no sleep, aggressive, eating problems, agitation, potential fears (especially about the progression of the disease) etc.

Migrants are people who retain multiple trauma experiences, like abuse, police persecution, refusal of asylum (several times), chronic diseases, chronic diseases in different family members, injuries, war injuries during the Kosovo war (1998-1999), various stressful situations, financial issues and multiple migration.

All these trauma experiences sustain for a long time, and can trigger a migration. People see migration as an opportunity to escape from triggers (trauma experiences), and to be released from the feelings that Kosovo is no safe country, uncontrollable and unpredictable.

3.3.6. Personal resources

Table 27 displays the findings from Migrants interviews related to personal resources, including rebuilding life, self-awareness, language prophecies, adjustment identity skills.

Table 27

Personal resources (migrants)

Migrants Interviews	
Themes	Interviews quotes
Migration as push factor to rebuild migrants' life	<p>"I am in Germany now, but I did not know what it is like to be here. Now I am aware of it and I am looking forward to going back to Kosovo. I do not like it here because it feels like being in a jail and they treat us like animals."</p>
Increasing awareness about the law, regulation and migration procedures	<p>"People here gave us some courses, and they are treating us like normal people. They made us aware about our rights, about the law, about everything that is valuable to us... "</p> <p>"Before I left Kosovo, there were rumors that Germany needed us and the authorities here are looking for us. Now I understand that it was just a rumor... I know I have to go back, and I know what is waiting for me there (in Kosovo) ..."</p>
Language prophecy achievement	<p>"Me and my family, especially my children, can speak German language very well, and this is something that we can use to ask for a job, especially in private workplaces and NGO-s with primary request skills in German language"</p>
Adjustment identity skills	<p>"Last 10 years I have been moving to different countries in Europe, Italy, France, Germany, and Switzerland. I came here (in Germany) twice. I am the type of person that I can adapt in any society and culture, I know these cultures, I know Europe, and I know what they want. I see some people are suffering, but migration for me is not a problem."</p>

Outcomes of the interviews show that after umpteen migration experiences, migrants start to think and make plans about their future life in their home country.

Some migrants think that migration is worthy and interesting (in social, economic, medical field). Another important thing is that Kosovo migrants, especially minorities (Rome, Ashkali, Egyptian) become fully aware about human rights. People who have experienced migration several times, are aware about the procedures and obstacles they are going to face during their time as migrants, and they are better organized and prepared to defeat issues like these. These people are not victims of rumors anymore after they return home. On the contrary, they willingly start their life, and have a purpose in life and they are not distracted anymore.

Learning German during their time in Germany is another important resource, and when they come back to Kosovo, they can easily find a job, in different private sectors and NGO-s.

Furthermore, some migrants and returnees show the capability of adapting their resources and identity in new circumstances, this is easy for them and they are able to do it in different countries, with different cultures.

3.3.7. Social resources and family resources

Table 28 displays the findings from Migrants interviews related to family resources, including expanding the social life, family support.

Table 28*Social and family resources (migrants)*

Interviews of the migrants (social and family resources)

Themes	Quotes of the interviews
Enrich their social lives	<p>“Since we got to Germany, many families and people around us have been so nice to us. It seems like they like us...”</p> <p>“Before we came here (in camp), we were in an apartment, and we had a good life there, I mean families were socialized. In addition, since we came to camp some of the families are still active and they write to us and ask how we are doing...”</p> <p>“Our children were so close and friends with many German kids, everything was going fine, until we came to Camp, here we are isolated, no social life, and we do not know what will happen to us, they are saying that we will be deported, this is terrible...”</p> <p>I have a girlfriend in Germany, and I am in love with her; she is such a good girl, she helps me, I needed someone to have such close and to relay on him or her, she helped me to understand the situation and to see my opportunities...”</p> <p>“We are in daily contact. She even visited us (me and my family), and she is worried that we are going to be deported to Kosovo”</p>
Family support	<p>“Family is the most important thing; their support is like the air for me. I cannot imagine myself being alone with all these problems, I wouldn’t be able to survive even a minute without my family beside, I cannot handle the situation without the support of my family”</p> <p>“They helped me with money, they helped me with accommodation, they helped me to be independent and to look for better life”</p>

Interviews' outcomes emphasize that migration creates a special social network. Migrants seem to be close to each other while they talk about their everyday stuff.

They had different experiences and opportunities in their social life, like meeting different people from different cultures and societies. Such experiences improved their ability to contact and access people with different cultures and traditions. Younger migrants enrich their social lives while they create friendships with other migrants (through school, work, different social activities, faculty, etc.), not solely with German people. Usually, migrants create special relationships, and they keep these contacts and connections after they are back in Kosovo (via email, telephone, internet, etc.). It is important to note that migrants take something from each culture and tradition, and enrich their culture, behavior, and tradition.

Interviews' main outcome emphasizes that family support is an important factor for integration in the host country, in this case in Germany. This support helps the migrants in their social, psychological, financial issues, especially for migrants who go through health issues, and chronic illness.

3.3.8. Institutions privileges and spiritual resources

Table 29 displays the findings from Migrants interviews related to institutional and spiritual resources, including profit from support services in Germany, investment in Kosovo, spirituality.

Table 29*Institutions and spiritual resources*

Interviews of the migrants (institutional and spiritual resources)	
Themes	Quotes of the interviews
Profit from medical services in Germany.	“Services in Germany are good, here you have, and you can find everything compared to Kosovo where you have nothing. Here we have a psychologist, a psychiatrist”
Investments of Kosovo Government and EU funds and NGOs	...many other organizations working on integration and supporting migrants. This helps us a lot because we faced many things” “I cannot imagine my life without the support, these support services helped me to improve my life condition, to overcome challenges, and to get my life in track”
God	“I left all this in God’s hand; he can see us, he can help us, he can give us anything we deserve and fight for...” Only God can help me and my family...All-llah (God) will help us, he will put things in order, and everything will come back to normality. God will not bring to me the situations that I am not capable to handle with”

Interviews indicate that many migrants are facing health difficulties. Some of these health difficulties are the main push factor for migration, and this is a special chance for migrants to profit from medical services in Germany, which usually are free of cost, and far better compared to medical services in Kosovo.

There has been a lot of investment in reintegration and integration of migrants; these investments were from Kosovo Government and EU funds, Germany etc. The Kosovo Government invested a lot in the reintegration process, because this was a precondition for visa liberalization. Nowadays, social support for migrants and returnees stands in better condition compared to other social services in Kosovo.

Kosovo has special support services for returnees; there are many NGO-s working in this field, and every municipality has a special office for returnees. These offices are also working in the field by reaching returnees; moreover, these support services can be easily accessible for returnees. Some migrant families are with many family members, including children. During their residence time in Germany, they earn money, because social services pay families according to the number of family members. Considering that, their expenses are covered, and some of the families save their money to invest in their homeland, after they are back.

Interviews' outcomes reveal the spiritual factor as an important factor for migrants. For some migrants, involving themselves in spiritual acts according to their religion is an important moment for them. For them it is good to pray and to look for God's support and mercy. As it has already been mentioned, most of them believe in God's miracles, that God will put things in the right order and thus they will help one day. They also find praying to God as a relaxing place and time.

3.4. (Kosovo Experts interviews)

This group sample consists of psychologists, social workers, and experts who are in daily working routine with returnees in Kosovo. Sample content: 5 respondents?

3.4.1. Personal challenges

Table 30 displays the findings from Kosovo Experts interviews related to personal challenges, including lack of opportunities in reintegration in Kosovo, lack of resources and willingness to face reality, lack of understanding, no planes.

Table 30*Personal challenges (Kosovo experts)*

Interviews of the Kosovo Experts (Personal challenges)	
Themes	Quotes of the interviews
No believe in opportunities for reintegration.	...most of them do have plans, instant plans... they are urged to be focused on finding solutions for emergent things... They start to look at their options (dangerous ones), like migrating elsewhere, escaping from the country, and/or planning to migrate and stay illegally in Germany...
Lack of willingness and resources to face their reality.	They do not believe that they can do something in their homeland; most of them do not understand the procedures and policies of migration and reintegration”
lack of information, and usually lack of understanding	...this situation makes them confused and they feel like they do not have enough resources to deal with and solve their problems ...
No plans for return and reintegration, not prepared	“Seems like they have planned their life and future in Germany, and when the time of return (in Kosovo) comes, they start to think about their daily problems.

Kosovo experts Interviews’ results show that migrants are not willing to integrate themselves in their country. In many cases, reintegration experts show that returnees are confused, they do not believe in opportunities for reintegration, they are disappointed and they show a resistance to integrate themselves, even using their resources for the sake of rebuilding their life in their home country. Experts conclude that this may occur from the fact that they do not want to

face their reality, and also some of them have no concrete plan and they are not prepared to return to their homeland.

Reintegration experts often realize that returnees have a lack of information, and usually lack of understanding the institutional procedures and processes in both countries (Kosovo and Germany). Usually, the lack of German language knowledge led them to have limited and often-erroneous information about various support services in Germany. Besides this, different offices in Germany usually give important information for the reintegration process in Kosovo. Poor translation and interpretation may cause misunderstandings, and sometimes be confined with deportation.

Reintegration experts in Kosovo show that most returnees have a feeling that they did not plan the return process in their home country. Even though officially there is no choice left, either voluntary return or deportation. Interviews' outcomes show that returnees seem very disoriented since they are left without any plans or any possible options to overcome their issues.

3.4.2. Family challenges

Table 31 displays the findings from Kosovo Experts interviews related to family challenges, including staying longer in Germany, no family members and relatives in Kosovo.

Table 31*Family challenges (Kosovo experts)*

Interviews of the Kosovo Experts (family challenges)	
Themes	Quotes of the interviews
Lived longer in Germany,	Reintegration difficulties usually affect families who have been living in Germany for a long time, especially the new generation...
Some of returnees do not have family and relative support in Kosovo.	“Families have an important role, especially in reintegration. However, this depends on education, social and economic circumstances...”
Living in Germany for a long time and experience of fear from dealing with new things and challenges.	<p>New situations can usually bring insecurity or fear from unknown things, which may indicate families to behave hesitantly and with no trust...</p> <p>They are not prepared to give themselves a chance to start their own life here. They have no idea what they are going to do, they have no idea about the future of their families, and they give up from their life, as if they have no power, plans and resources to integrate themselves.</p> <p>Families and single returnees show a high level of disappointment, but their disappointment toward authorities is mostly emphasized, and they usually give impressions as if they were detached from family and society.”</p>

Interviews show that families, who have lived longer in Germany, are having more troubles in reintegration in Kosovo. While spending years in Germany, creates a comfortable life environment for migrants, furthermore, they believe that they are not going to be deported in Kosovo since their children regularly attended school, and they enriched their social and cultural background. Moreover, these families have had the right to work in Germany; they invested in

their lives, and after they return home (in Kosovo), they experience different troubles in their reintegration process. Living in Kosovo is unacceptable for them, and they begin to plan and think about going back to Germany. These families are for a long time out of Kosovo, and they do not usually have family and relatives support. They have a problem with their institutional access, because of different approaches, and face constant conflicts with the municipality and schools, since they do not accept the way these institutions function here, in the end they end up having problems and conflicts with their family members.

Fronting a lack of a workplace, returnees get at the end of financial reserves, and they start to face the economic problems. We can see such families moving from one place to another, looking for jobs etc. In general, families who lived in Germany for a long time experience the fear of dealing with new things and challenges, and this usually happens because of their past since when they used to live in Kosovo, they used to have such challenges and issues for which they are aware that they are not easy to deal with. According to Kosovo experts, returnees are not prepared for their life as a returnee, they are not even motivated to start their life, and their engagement for reintegration process. They have no idea about the future of their families, they give up from their life because they do not have the plans, resources, personal and familiar capacities to reintegrate themselves in their homeland.

3.4.3. Social challenges

Table 32 displays the findings from Kosovo Experts interviews related to social challenges, rumors, access to social services, bureaucracy, lack of social services for children and adolescents, poor practical outcomes.

Table 32*Social challenges (Kosovo experts)*

Interviews of the Kosovo Experts (social challenges)	
Themes	Quotes of the interviews
Rumors	<p>“There is a lack of motivation since there are rumors about services’ corruption and alike ...”</p> <p>“You can recognize the clients’ regression when they approach us; they are usually aggressive, often complaining about the arrogant approach of institution representatives...”</p> <p>“Returnees usually look disoriented, frustrated, and resistant to cooperate, even for their own good...”</p>
Access to social services (the approach of experts), excessive bureaucracy	<p>“Kosovo social services are not to be trusted, especially the people who are working there. On the other hand, there is a lot to be done in order to improve these services”</p>
Lack of social services for children and adolescents	<p>“In Kosovo, there are so many social problems which is mostly challenging for children and adolescents, these problems determinate the future of the people, with these problems around people cannot make plans, they do not know how to overcome these issues, and sometimes they see themselves as not able, competent and with the lack of support to overcome these issues “</p>

Documentation well but poor practical outcome (social services)	“Such services are well written and documented, but they lack functioning in practice...”
Social services have a small and very poor impact in achieving the objectives	“Improvements in services need to be accomplished, and they should adapt to returnees needs, resources etc...” “It is also very crucial for the services to be monitored and to measure the impact of these services in returnees’ social life...”

The outcomes from the interviews with Kosovo experts, in the field of reintegration, show that rumors played an important role in migration, which can be considered as a push factor for Kosovo migrants.

These experts assume that returnees have an inclination to believe in rumors. Outcomes of the interviews consider some issues that returnees face after they are back home: access to social services (the approach of experts), excessive bureaucracy. There are inadequate social services and such services have a small and very poor impact in achieving the objectives. Additionally, in Kosovo there are some offices working on reintegration, which come from different state institutions and different NGOs. However, according to experts such services are inadequate, and do not have a significant impact on reintegration and decreasing returnees' social problems. These services haven't been properly monitored and no one knows about the impact of these services on reintegration of Kosovo returnees. The only reflection we have in disposition is returnees' evaluation, which is usually poorly graded.

Interviewees emphasize that dealing with different social problems is a time-consuming challenge for returnees. According to them, returnees need time to accept their reality. The moment they have accepted their reality could be the right time for experts to work with them, in order to integrate and overcome migrants' social problems.

3.4.4. Institutional barriers

Table 33 displays the findings from Kosovo Experts interviews related to institutional barriers, including unfavorable policies, complicated policies for returnees, emergent support for returnees, nepotism and corruption, experts' adequate education, lack of special approach for returnees.

Table 33*Institutional barriers (Kosovo experts)*

Interviews of the Kosovo Experts (Institutional barriers)	
Themes	Quotes of the interviews
Unfavorable policies	<p>“We have some NGOs, public institutions, and offices organized on reintegration and support. However, there are some problems because there are limited opportunities for returnees...”</p> <p>“Most returnees do not have a place to live, and institutions do not have a plan to face these issues, usually these are unsolved problems and the first obstacle for reintegration and planning the life in homeland...”</p> <p>“In the period of 2014 -2015 there was a massive wave of migration. Many people were engaged in accompanying people to Hungary and Germany. These companions played the role of Traficant’s because they asked for money in order to send them to Germany...”</p>
Procedures that deprive returnees	There is a lack of accessibility in offices and institutions with reintegration background...
Services for returnees are only available in case of emergency,	You run all day in different offices just for a little thing, which probably in the end you do not get, this is demotivating, and creates the problems, and people start to ask themselves why I am here? And what do I have to do here?...”
Politicized, nepotism.	“Sometimes there is a resistance to using support services, because of the skepticism, bureaucracy, nepotism, and this is like a protest for ugly things that are going around...”

Expert's adequate training and education.	Seems like their capability (experts) did not match with returnees expectations...
Lack of special approach for returnees,	People who work in reintegration offices are not professionally qualified for their position, and they do not know what they are going to do. For example, some of them studied Law, others economics, languages etc...

Interview outcomes indicate that there are some unfavorable policies for migrants and returnees. Although diverse reintegration services exist on paper, moreover, many procedures deprive returnees from support. There are some regulations that exclude many returnees from potential support, and from receiving certain services from the reintegration package.

Institutions in Kosovo are confronted with various political problems; they are politicized, and there is nepotism. These problems contributed to creating the people's sense of distrust, skepticism about the public institution and NGOs. Sometimes, there is a lack of information about the returnees' help packages. In general, experts who are working in reintegration do not have adequate training and education. In some of these cases, they belong to different professional profiles, irrelevant to the field.

Another important outcome from the interviews is that there is a need for a special approach for returnees, something that is missing for many reasons (professional, policy, traditional etc.). Although many institutions and NGOs presume that their work is based on sustainable reintegration, respondents elaborate that support services for returnees are only available in case of emergency, and there are limited services aiming for sustainable and stable reintegration.

3.4.5. Health challenges

Table 34 displays the findings from Kosovo Experts interviews related to health challenges, including better and free of cost health services, depression, isolation, stress, regression, dissociation, surviving, aggression, chronic diseases.

Table 34*Health challenges (Kosovo experts)*

Interviews of the Kosovo Experts (health challenges)	
Themes	Quotes of the interviews
Health services are better and above all free of cost in Germany	“Returnees tried to solve their health problems in their host country, which is mainly why they migrated. They could not do something like this in Kosovo because of the lack of money, and the lack of professional services were the main reasons to fail. Germany was an attractive place for them because health services are better, and free of cost...”
Depression, isolation, stress, regression, escape from reality, abandonment, and the feeling that they are struggling too much to survive and stay alive.	“Migrants are under stress; they are exposed to many stressors... returnees look stressed, frustrated, disappointed, they try too much and they do not get something in return” “They are depressed, you can see this, but they are trying hard to avoid their reality, they are alone and abandon from everybody, their biggest fight is to exist, and this doesn't let them to think and do something for their future”
Aggressive behaviors	“They get aggressive and they feel like they are surviving...”
Resistant to co-operate	“Limitations of psychological services in Kosovo cause psychological problems. Social and psychological health gets bad, especially when returnees are deported, and they continue denying adaptation in their community...”

Diseases, including chronic ones.	“Psychological health is in fluctuation and migration seems to have an impact in
Different health problems	weakening the psychological health...” returnees are usually depressed they
	need a psychiatrist and doctors for treatment ... returnees face different chronic
	illnesses, heart disease, handicaps, blood pressure difficulties, diabetes mellitus,
	etc...

Interviews highlight migrants and returnees' health problems as a push factor for migration toward countries with free of cost and better health services. However, interviewees (experts in Kosovo) point out that confusion and unpreparedness are emphasized as a main problem for returnees, especially for the deported ones. But the impression is that returnees did not think about returning and they faced many challenges and problems which made them confused and unprepared, associated with feelings of disappointment and frustration.

Returnees experience feelings of depression, isolation, stress, regression, escape from reality, abandonment, and the feeling that they are struggling too much to survive. The returnees show a dose of arrogant behavior towards others, especially the authorities. For such behaviors, the interviewees mentioned aggressive behaviors and changes in the behavior of returnees as a specificity of their situation after returning home. They are resistant to co-operate with reintegration authorities and experts. In many cases returnees are involved in difficult relationships with others, relatives, families etc.

Also, interviews show various psychological problems and physical diseases, including chronic ones. Particular health problems are mainly because of the lack of adequate health services, in particular the lack of psychological health services. These problems are significant and also have a significant impact on returnees' reintegration.

Looks like health issues come up from the feeling of acculturation. Interviewees emphasized this phenomenon by pointing out that this is evident in returnees, and that it is more present in families who lived longer in Germany.

3.4.6. Multiple trauma

Table 35 displays the findings from Kosovo Experts interviews related to multiple trauma experiences.

Table 35

Multiple trauma experiences categories and interviews quotes (Kosovo experts)

Interviews of the Kosovo Experts (health challenges)	
Themes	Quotes of the interviews
Different trauma experiences and impact of multiple trauma	“They confess different experiences from the war, like persecutions, witnessing different murders, imprisonment, fight, hunger, abuse, etc., and they have experienced trauma situations for a long time. Some of them experienced multiple migration, loss of loved ones, while many others experienced war fighting, and were close to being killed or arrested. Some of them were witnesses of massacre, and for some others, there was no medical care or services when they needed them “.

Interviews emphasize different trauma experiences in returnees and migrants’ past. Return in Kosovo (voluntary or deported) impacts their family dynamic such as increasing family conflicts, making them aggressive, and impacting negatively their health etc.

As it has been pointed out, almost every Kosovo migrant experienced the war situation (1998-1999). This period involved different experiences and threatening situations for them, such as

threats of psychophysical well-being, loss of family members, incarceration, murder, massacre, economic destruction, lack of food, lack of security, lack of accommodation, injuries etc. Many of these situations have also been experienced after the war, like economic difficulties, housing, health, psychophysical well-being, multiple migrations, social and family problems, divorce, loss of family members etc.

3.4.7. Personal resources and social resources

Table 36 displays the findings from Kosovo Experts interviews related to personal and social resources, including education, social services, social life.

Table 36*Personal and Social resources (Kosovo experts)*

Interviews of the Kosovo Experts (personal and social resources)	
Themes	Quotes of the interviews
Education and better options	<p>“Migrants who attended school, language and integration courses, etc. in Germany, are an easier to work with. They know what to do, and where to go. They are also aware of their capability, their weak and strong points, their resources, and they understand what to ask for when they come to our offices and ask for help...”</p> <p>Some of them finished their health controls and interventions in Germany, of course better ones compared to Kosovo. Some suffered a lot in Kosovo from different chronic illnesses because they did not have health insurance (Kosovo still does not provide health insurance), and they did not have the money to afford any health interventions. Therefore, they went to Germany, and they received these services for free... Some had a chance to improve their financial difficulties from remittances, NGOs, private investors etc...”</p>
Social services remain important for reintegration.	<p>“Social services for migrants and returnees are very crucial, without which there would be a catastrophe... There are some issues and difficulties during these services, but they remain important for returnees and migrants in the host country...”</p>
Migrants and returnees’ acceptance in social life is alluring.	<p>There is no discrimination or any other stereotype here and in the host country, for migrants and returnees; they are easily accepted in social life... “</p>

Interviewees drag attention on education as the main factor for better outcomes on reintegration and integration. According to them, returnees with higher education are easy groups

to work with, since they are more interactive, they understand the institutional regulation and offers, and they are aware of the possible options and opportunities they have. For other migrants, who have lived in extreme poverty in Kosovo (no accommodation, chronic illnesses, financial difficulties), migration has been a better option because they have been able to improve their health (very expensive surgical interventions), something that was almost impossible for them to do in Kosovo. Some of them got some remittances, while the rest got some money from different organizations, NGOs, and also private help. Furthermore, families with many children benefit more money from social services in Germany.

Outcomes of this research show that social services (both in the country of origin, and in the host country) play an important role in the integration and reintegration process. Although there are numerous critical perceptions and evaluations of these services, such services remain important for reintegration.

Interviews' outcomes of Kosovo experts in the field of Migration, point out that social services in Germany and numerous investments coming from there, have significantly contributed in improving migrants and returnees' lives.

Significant investments have been invested into the social system for returnees and migrants, so the returnees can easily adapt to the social system. Returnees and migrants are a special groups, and accessing them is not the same as accessing any other participants. Migrants and returnees' acceptance in social life is alluring.

3.4.8. Family resources

Table 37 displays the findings from Kosovo Experts interviews related to family resources.

Table 37

Family resources (Kosovo experts)

Interviews of the Kosovo Experts (Family resources)	
Themes	Quotes of the interviews
Family as a pivotal factor and impacts the integration and reintegration	<p>“Family is a great support for returnees... Its role Repatriation is crucial and supreme. Considering that migrants and returnees never had good institutional opportunities in Kosovo, family remains the most important help/support for them...”</p> <p>“Family is the way out from the confusion and problems, the familysupport helps me to overcome the fear that will happen with me and us, from the fear of thinking that problems are not manageable, and these problems are going to bring me and my family down.”</p>

According to experts, Family is a pivotal factor with a great impact on reintegration. They consider this as a resource that helps them to overcome their daily problems. The experts also suggest that every service dedicated to returnees should be adapted to returned families.

Family plays the most important role in the process of integration and reintegration. Family is a crucial factor when having to deal with migrants and returnees’ obstacles while adapting in the new society, also to understand that together they can manage their problems, and they will not let their life to go down.

3.4.9. Institutions privileges and spiritual resources

Table 38 displays the findings from Kosovo Experts interviews related to institutional and spiritual resources, including experience and knowledge about support services, political stability, positive future changes.

Table 38

Institutions and spiritual resources categories and interviews quotes (Kosovo experts)

Interviews of the Kosovo Experts (Institutional and spiritual resources)	
Themes	Quotes of the interviews
Exercise their experience and knowledge in supporting the returnees.	Now, there are better and more experienced experts in the process of reintegration... But there is a need for an expert from different places, especially from Germany, to improve returnees' situation ...”
Reintegration indicates the political stability.	“Migration and return are processes that impact social and political stability. Under such circumstances, we are lucky to have some experts from different countries, especially from Germany. “They have been very helpful with their training and support in this “battle””
Hope for positive future changes in their lives.	“Returnees believe that there is and there will be the hand and power of God. God will change everything in the future...God will help them to stop these ordeals and problems. God will support them...”

Migrants have many privileges. In this regard, Kosovo state has a special strategy for migrants; reintegration. Since 2010, Kosovo has been organized with special offices and

institutions for returnees' reintegration. In Kosovo, there are many experts who continuously come from Germany and other different countries, in order to exercise their experience and knowledge to support the returnees. This was important not only for facilitating the reintegration process in Kosovo, but also contributed to political stability.

Interviewees mention that there is hope for positive future changes in their lives. The hope that any supernatural and incarnate power might have an impact to change things in everyone's favor, and will end the problems, challenges, and difficulties.

3.5. Returnees

All interviews were conducted in the returnee house (in Kosovo) after the arrangement of the time and date via phone. Interviews took place during May-June-July 2021. For returnees, under 18 years old we took permission from both parents. All interviews were conducted within one room at the returnee's house, alone with respondents. The Interviews were in the Albanian language and were recorded with the permission of the respondents.

3.5.1. Personal challenges

Table 39 displays the findings from Kosovo Returnees interviews related to personal challenges, including passivity, no control, survive, insufficient resources, similar life issues.

Table 39*Personal problems (returnees)*

Interviews of the returnees (personal challenges)

Themes	Quotes of the interviews
Passivity, out of control and being able to manage.	I have nothing to do besides staying home all day long...This makes my life even more miserable..." "There is nothing that can improve my life, I am hopeless, I do not have any resource that can help me and my family, I cannot manage no matter how little problem is coming around"
Fighting to survive, never ending fight, insufficient resources	"I try hard, and sometimes I try even harder, but problems are there; they do not go away, they persist and I feel like I cannot do anything, there is no way out for me..." "I have nothing to fight problems around me, I am passively staying and looking how my life is going in wrong direction"
Similar life issues	"Seems like I have to face different hard things again and again in my life, it's written from the god to experience all these problems, there is no way out for me, I do not see any way out..."
Family problems affect personal problems	"It would be much easier for me if I did not have to deal with children's health, this is making my life even worse..."

Outcomes of the interviews emphasize passivity as one of the main problems that affects returnee's reintegration process, and their future. This is significant among young returnees. Interviews show that there is a sense of the lack of control, the lack of managing, and the powerless

feeling toward problems. Interviews unfold various experiences during their migration and return process, usually; some of these experiences are traumatic ones. Returnees usually have the constant feeling that they are fighting to survive. When times come to go back home, returnees have a feeling that they have to go back and to face the same problems, as they did before migrating. They have a feeling that they do not have enough resources to deal with their issues after they return.

3.5.2. Family challenges

Table 40 displays the findings from Kosovo Returnees interviews related to family challenges, including financial problems, lack of resources, sacrificing for future of the family, no plans.

Table 40*Family challenges (returnees)*

Interviews of the returnees (family challenges)	
Themes	Quotes of the interviews
Lack of money, and financial difficulties, does not have enough resources	“My family would be better if we had more money. We went through many things in our life, and I doubt that this will help us”. “I just want to work and support my family, which is all I want in Kosovo, but seems like I am asking too much...”
Taking a risk, and sacrifice for the future of their family	“I am trying so hard for my children, I want to give them a better life, better future”. “I knew that migration is not going to make my life better, but I have to take a risk, staying in Kosovo is even worse, so I decided to sacrifice”
Issues on coming back in family daily routine	“My children suffered a lot; they had problems going back to school, and making friends, this is making their life worse, I am trying to help them, but I cannot do something for them, this is how it is”. “Even now after 7 months, they are not in a better condition, we tried a lot, but we failed...”
Family plans and objectives are gone	My family has had a bad time living in Kosovo again, and it is hard because everything we planned and thought for is gone, it is not there anymore...”

Interviewees mention that traumatic experiences of returning families make psychophysical health worse. Lack of money and financial difficulties agitate the existence of migrants' families. Many families emphasize various health problems of the family members; this makes the situation even worse for returnees.

Returnees indicate that their families do not have enough resources to challenge their problems during the reintegration. Evidently, migrants have no chance to stay in Germany, and most of them are aware of it, but they try it because they want to take a risk, and sacrifice for the future of their family.

3.5.3. Social challenges

Table 41 displays the findings from Kosovo Returnees interviews related to social challenges, including lack of friendship, new culture, no money, lack of socialization, social problems, unpredictable social issues.

Table 41*Social challenges (returnees)*

Interviews of the returnees (social challenges)	
Themes	Quotes of the interviews
Lack of social friendships among returnees	“We used different languages, we are people with German culture, children and little ones are having trouble in making friends, and they cannot speak well English....”
Take a lot from the new culture as refugees	“We are educated and used to the German system, here (Kosovo) it looks like nothing is working appropriately, and we need a lot of time to turn back ourselves in Kosovo life routine...” “New culture is new life, is something new for everyone, and we learn something from this”
The lack of money, poor living conditions, and inadequate resources as factors that create the lack of socialization	“Usually, people here and in Germany see us as people with many social problems and disadvantages...” “Here, in our country (Kosovo), social problems are the main ones; there is no system that can improve this, nor right Support...” “Kosovo is still a fragile country, a country with war experience, and many other problems...” “Social problems are linked with work and money and this country is facing a lot of limitations in our daily life, like at work, in social life, and a lot of bureaucracy in institutional approaches. “
Social problems are also the trigger factors of migration,	“Talking about my family and many other families that I know, social problems are the main reasons for migration...”

Their social lives and various social problems are unpredictable, and out of control.	We need many things, and it takes a long time for us to overcome our issues and problems...
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According to the interviews' outcomes (with returnees), there is an obvious lack of social friendships among returnees. Changes in the social environment, dislocations out of their home country, and in the end voluntary or deportation in homeland are some of the experiences that each returnee has been challenged. These experiences affect their social life, and remain a problem in the reintegration process. Returnees face the loss of social dynamics, which is a significant difficulty in the process of reintegration.

Returnees learn something from the culture of the host country. After they get back to their homeland, they need to adapt these resources in their home. These are some of the issues they face, especially children and teenagers. Such dynamics are the factors that push returnees to be absent in social activities, thus creating limitations in their social activity.

Regarding their social life, returnees emphasize the lack of money, poor living conditions, and inadequate resources as factors that create the lack of socialization. According to returnees, this makes them look different, like second hand people, and creates the social discrimination.

According to interviews' outcomes, social problems are very complex because these issues are dependent on many factors that increase the complexity of the reintegration process.

Social problems are also the trigger factors of migration. Most of these problems accompany migrants in different stages of their life, as a migrant and as returnees. These are out of control and unpredictable.

3.5.4. Health challenges

Table 42 displays the findings from Kosovo Returnees interviews related to health challenges, including depression, frustration, loveless, passivity, worthless, hopeless, failure, confusion, sensitive, sleeping problems, suicide, eating problems, handicaps, different people.

Table 42*Health challenges (returnees)*

Interviews of the returnees (health challenges)	
Themes	Quotes of the interviews
Depressed, stress and frustration, passivity, feeling worthless, loveless, hopeless, they have a negative impression about themselves	<p>“I am depressed and stressed... These are some of my psychiatrist’s descriptions”. “I get depressed and become aggressive because of my daily life issues, sometimes I feel like no one likes me, I have no hope...”.</p> <p>“I feel like my life is over, I tried everything but there is nothing that can help me to overcome these challenges, I am passive, I have no motivation to move on, I am worthless”</p>
Failure, loser, and confused.	<p>“I do not go out too much, I stay at home, I do not have too many friends. All of my friends are in Germany. I talk with them through the internet... I am so busy looking after my things that I do not even have time to meet anyone”</p>
Aggression overstrained, sensitive	<p>“I am overwhelmed, and very nervous, thus I need a neuropsychiatrist and pills...”</p>
Sleep disturbance.	<p>“I have trouble sleeping, and bad things go through my mind, over and over again...”</p>
Suicide	<p>“I am going to be mad from these problems and this situation. There are times when I think that life is not worth living. Sometimes, I am afraid because I find myself thinking of suicide...”</p>
Eating problems.	<p>“... I am eating too much... my children are not eating...”</p>

physical problems like handicap,	“My psychological health is not getting any better, even though I am taking pills. My family and I are stressed and worried because one of my family members is handicapped ...”
	“My family is facing problems with allergies, and I have a problem with digestion...Doctor told me that psychological problems are causing me such physical problems...”
Returnees feel like they are second hand people.	“My children told me that everyone is making jokes about us. It looks like at school; they bully all children with migration experience. I do not understand why should we be different from them, why would they treat us like this?... “

Returnees report that they face feelings of surviving, passivity, feeling worthless, loveless, and hopeless. They have a negative impression about themselves in their everyday life. Most of them show signs of depression; they are not motivated, they feel like they are a failure, loser, and they have a feeling of being overwhelmed, and confused. They also feel and think that life is uncontrollable and unmanageable. They are more sensitive and most of the time disoriented. Aggression is a very common feeling and behavior for returnees; most of them show sleep disturbance. Some of them even declare that they think of suicide while most of them experience eating problems. Others have physical problems like handicap, and most returnees have a feeling of stress. Consequently, they face adaptation problems in their homeland. Most of them declare that they experienced different war trauma experiences, and they have a feeling that after their return they are disoriented and dissociated. Most returnees feel like they are second hand people. They live in a lawless country; with no social rules, poor resources, and they are eventually stressed and frustrated by the fact that they are about to live their life with everyday problems.

3.5.5. Institutional barriers

Table 43 displays the findings from Kosovo Returnees interviews related to institutional barriers, including problems with institutions, asylum procedures, corruption, political problems, lack of law and social rules, lack of plans and solutions, poor accuracy and quantity of social services.

Table 43*Institutional barriers (returnees)*

Interviews of the returnees	
Themes	Quotes of the interviews
Similar problems and similar life experiences with institutions	The lack of perspective is one of the reasons for migration for my family and me. There is no future for our institutions, and in these circumstances, it is difficult to say that I have plans for the future...
Asylum procedures	I knew that my chances to stay in Germany were quite negative, but I thought that maybe asylum procedures will let me work...
Political problems, corruption, the lack of law implementation, and lack of social rules are some of the causes that have driven the population to flee from Kosovo.	“This is not a big problem in Germany, but in Kosovo it is. Municipalities, state and NGOs help returnees, but they help only those they know ...”. “There is nothing (support) in Kosovo, they maybe help you two or three times with food and some other stuff; in Kosovo you never know what you have and what you do not, or even what you are going to have...”
lack of plans, lack of solutions,	Institutions in Kosovo are with no perspective; we do not have a job, there are no job offers, then school, medical services, and social services are with poor prospective outcomes compared to Germany... It is difficult to handle daily living conditions here in Kosovo since perspective and plans change a lot in these circumstances. Daily problems and worries are the same every day...

Poor accuracy and quantity of services	There is a big difference between accuracy and quantity (services in Kosovo and Germany). The services in Kosovo are nowhere, there is a deficit in these services, and sometimes they are not accessible... The future for basic things in our life may be well, but not for more...
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The lack of institutional support is a factor that creates even more instability in the reintegration of returnees. One of the main concerns that returnees emphasize is complaining about difficult asylum procedures. Even though asylum procedures belong to the past, returnees enhance that this is the biggest institutional barrier. They say that these procedures took a lot of energy from them, and they did not understand it. They spent a lot of time trying to solve issues that came up from asylum procedures. Consequently, it seems like all these situations and experiences created the complex relation between migrants and institutions.

Although there are institutional budgets to support returnees, there are also various NGOs in action to support returnees. Still, the returnees barely rely on them, since according to them, political problems in Kosovo, like corruption, the lack of law implementation, and lack of social rules are some of the causes that have driven the population to flee from Kosovo. These provoke the feeling of lack of future, lack of plans for the future, and lack of solutions.

3.5.6. Multiple trauma

Table 44 displays the findings from Kosovo Returnees interviews related to different traumatic experiences including multiple trauma experiences, multiple migration and war trauma.

Table 44*Multiple trauma (returnees)*

Interviews of the returnees (Multiple trauma)	
Themes	Quotes of the interviews
Multiple migration experiences,	I was several times in Germany, then Hungary, Switzerland, Denmark ,and now I am planning to migrate again and I will not stop.”
War trauma situations experiences	<p>“I have had eight bullets in my body from the war. One of the bullets is still there because doctors cannot take it out ...”</p> <p>“I have seen many things in the war; people being killed, abused, etc... I experienced many other things from the past, like divorce, and problems with relatives. I can say that many things happened in Kosovo, like war, murder, the death of loved ones, and many other things...”</p>

Respondents declare that they had multiple migration experiences, and most of them are thinking and planning to do it again. They find it difficult to face their reality, so they continue to refuse their homeland, and there are even some cases when returnees (in Kosovo) refuse Kosovo support services.

Many of the returnees experienced many traumatic and hard experiences during their past. Most of them experienced war trauma situations during the Kosovo war (1998-1999). The returnees also report different experiences during their lives, such as imprisonment, different injuries, economic issues, health issues, chronic illnesses, abuse etc. Such situations came from the war and from the post-war period of their life.

For deported returnees, the moment of return is considered very traumatic. They claim that policemen appeared in their apartment at three in the morning (in Germany), and gave them only 5 minutes to get ready for return.

3.5.7. Personal resources

Table 45 displays the findings from Kosovo Returnees interviews related to personal resources, including language prophecies, self-awareness, understanding the mistake of migrating, awareness of their rights, creative activities, music, art, psychological support, adjustment identity skills.

Table 45*Personal resources (returnees)*

Interviews of the returnees (personal resources)	
Themes	Quotes of the interviews
German Language prophecy	“Yes, I can speak German language very well, my children are also good at speaking; they learn fast, and they used it during their time in Germany. Most importantly, when they came back to Kosovo, they could find a job in different private sectors and NGO-s which requires German language as a condition to get the job ...”
Self-awareness and dedication for building their lives	“One of the main reasons for my successful reintegration is being aware that reintegration is my own challenge...” “Returnees get familiar, and get to know more about migration and life as a migrant...”. “We (13 family members) earned some money during our time as migrants, and now we are investing them here, in Kosovo...”
Migration remains the biggest mistake of their life,	“Now I know what migration is and the difficulties and challenges following it...”. “I am never going to migrate anymore...”
Increasing their awareness about the situation, their rights, and their access to institutions.	“For me and my family, quick involvement in society and institutions were major helpful things...”. “We were informed about the institutions that are in disposition for us, and to support us... “
Creative activities, like music, art,	“...The only thing that is helping me now is making music...”

Psychological support	“Psychotherapy is one of the things that is helping me overcome my situation...”
Adjustment identity skills	“... I have been in many countries as a migrant, I have been deported 3 times, migration and deportation does not affect me. I can live everywhere, I can do it in different mentalities, I can adapt myself in every place of the world...”

Migration itself is a process of benefits for some migrants. Among the personal resources, that migration framed is German Language, which turns out to be one of the most important resources. Language is an important and very helpful resource for both integration and reintegration processes. Knowledge in language helped migrants and returnees for better and easier access procedures, and it was an easy way to understand them, the social network, and the job (especially in Kosovo).

Mindfulness is another benefit from migration experiences, because people quit being victims of rumors or gossip around them. Therefore, for some migrants, the process of reintegration results with dedication; they work hard to start a life in their homeland, they have a special energy and power to push things forward, they know the ways they have to follow, and they are not distracted any more.

Concerning this group, migration remains the biggest mistake of their life, and this marks a starting point for them to think and work seriously for their future.

For some special groups of migrants (Roma, Ashkali, Egyptian), the situation of migration has empowered them by increasing their awareness about the situation, their rights, and their access to institutions. Whereas, for some others, obtaining medical services has been their main and only aim of their migration. This group of migrants has received medical services with zero cost, and

after a while, they came back to Kosovo with no medical issues and problems. Returnees that kept themselves busy with creative activities, like music, art, etc., were experiencing an easy time of their reintegration.

Eventually, most of them have experienced migration several times. All these experiences appear to be like a protective factor for them since they seem familiar with difficulties and obstacles that may come up (as migrants and returnees). So, they were quite organized in defeating such obstacles.

3.5.8. Social resources and family resources

Table 46 displays the findings from Kosovo Returnees interviews related to social and family resources, including social life, relationships, new culture tradition and attitudes, remittances, close relationship between family member.

Table 46*Social and family resources (returnees)*

Interviews of the returnees (social and family resources)	
Themes	Quotes of the interviews
Enriching social life	<p>“I cannot say that they (People in Germany) did not accept us, they treated us very well. Germany loves us, and people in Germany and Kosovo accepted us very well...”</p> <p>“Schools stand on a better level in Germany compared to Kosovo, especially different outdoor school activities and social life...”</p>
Emotional and romantic relationships.	<p>“Actually, I can understand very well someone who comes back to Kosovo... I had a chance to meet a girl there, and now she is coming to Kosovo. I will meet her with my relatives and family members in Kosovo. Hopefully, I am going to be together with her in Germany, very soon...”</p>
Different cultures, different countries, traditions, attitudes, and family dynamics.	<p>“Social life has a big impact on me and my family, especially on my children; it’s the new culture, new friends, school, etc. (as migrants) that had a positive impact on me and on my children.”</p>
Remittances depended a lot on the number of family members	<p>“They gave us some money, they calculated this by comparing how many children we have, and we earned some money, in order to start something here in Kosovo...”</p>

Close relationship between family members.

“The future of my family is one of the most important things for me. More secure future for them will release me from these problems and stress. I think family deserves to have better chances and better possibilities...”

“A person who is understandable, important, as my mom can help you a lot. We did not have this relationship before. It has changed after our return to Kosovo...”

“Little children at home are making me feel better and forget about my problems... Without any doubt, my family remains the biggest support for me, they putted me I track, they helped me to survive in the middle of many problems, thank to them I know what I want from my life...”

Interviews’ outcomes emphasize that enriching social life remains a very important benefit of the migration period. During this time, there is an expansion of social life, and friendships. These friendships and social networks are from different countries of the world, especially from Germany. Some cases were found being in close emotional and romantic relationships. So, even when the migrants are back home, they invest and maintain their social contacts via email, telephones, and internet.

Returnees diversify their knowledge about different cultures, different countries, traditions, attitudes, and family dynamics. But the important thing is the fact that migrants get to learn something from each culture, and all the factors mentioned above create migrants’ personality profiles.

Moreover, returnees also create their own social network (in Kosovo), they create their community and keep each other informed about their issues and the support they get. It is also worth

mentioning that (based on returnees' interviews' outcomes) the organization of society and institutions in Kosovo is unique for returnees since they try hard to increase social acceptability. Based on the results of the conducted interviews, there is a range of assets and family resources that are important in the reintegration process.

Many Kosovo families (migrants in Germany) earned money from remittances, and they invested them in some small businesses in Kosovo. During the period from 2014 - 2015, migration road toward Germany was easy (Serbia, Hungary & Germany), in crossing the borders, and worthwhile financially. This created the chances to migrate for many families, and also created multiple migration experiences. Such experiences enriched and played a role as a protective factor, which turns out that families are able and know how to deal with difficulties during the integration of the reintegration processes. Migration experience influenced returnees to plan their future; some of them get to know more about legal migration, and some others decide to think seriously about their life in their homeland.

The migration situation in some families indicates a close relationship between family members. Interviewees outline the importance of children in the family, in pushing other (older) family members to work on family reintegration. The interviews show that family planning is in the direction of thinking about what is more important for all family members, and what can progress the family members.

3.5.9. Institutional and spiritual resources

Table 47 displays the findings from Kosovo Returnees interviews related to institutional and spiritual resources, including different investments, spirituality.

Table 47*Institutions and spiritual resources (returnees)*

Interviews of the returnees (Institutional and spiritual resources)	
Themes	Quotes of the interviews
Investments of EU country and different budgets for reintegration	In Kosovo, I found some organizations that can help us, like AWO, URA, Diakoni, as well as the government and municipality's support..."
Spiritual resources.	<p>"I rely on miraculous power; I rely on God's will... I believe that God is the almighty, and he will put things in order..."</p> <p>"My faith will help me to overcome everything in my life, I think that god test you with different good and bad situations, but you have to keep your faith and work to solve the problems"</p>

One of the biggest investments of the Kosovo Government, Non-Governmental organizations (local and international ones), and also EU funds' investments are in the field of reintegration and integration.

The Kosovo Government invested a lot on the reintegration process as this was a precondition for visa liberalization. Today, social support for migrants and returnees stands in a better condition compared to social services for other groups, in Kosovo. In this case, Kosovo offers special support services for returnees. Accordingly, there are many NGO-s working in this field. Considering that returnees are treated as a special group, support services can be easily accessible for returnees, having facilitations on their accessibility.

The interviews' outcomes brought some information about some factors that can be accounted as spiritual resources. Being religious, and trusting in God, are some of protective resources for migrants and returnees. Returnees and migrants believe that there is a power that will turn things for good, and this is the power and mercy of God. There is an attitude and thought that magic solutions will come soon, and they are bound to include and identify themselves with the new culture. Evidently, there is a big impact of the new culture (Germany).

3.6. Results from the Salutogenesis perspective

Investigators analyzed the interviews and extracted Themes, Categories, codes, interviews quotes were attributed to one of the components of the SOC (Comprehensibility, Manageability, Meaningfulness). The selection criteria were when words, phrases, or even stories displayed the essence of the definitions of the SOC components. When statement was founded to explore the consistence, order, structure, explainable, when migrants or returnees knows the solution for any problem, when they feel that they know what and how to do, this was addressed to comprehensibility. Manageability was evident when respondents show the recognition about the resources, especially resources needed to solve and overcome the issues, when they have enough and also feasible resources for their life requirements, including the assurance to meet the daily life needs, the feeling of the respondents that they are being treated appropriately, from their life, and ability to control difficulties. Moreover, how expectantly respondents see the institutions, family, relatives, people that they have to face in their everyday life as a migrant and as a returnee etc. Therefore, even distasteful situations and experiences with the self-confidence that they can overcome these situations and experiences.

Meaningfulness was addressed among topics that content the sense of the life, knowing the self, acquire of the making sense about themselves and the world, particularly about the experiences, challenges and problems. Moreover, there is the curiosity about the dynamics around respondents, in their life, in their family's life, and around the world. Furthermore, this is among respondents that have a clear purpose in their life, being congruent and happy about the life and life challenges. The lack of Meaningfulness was addressed also among the words, phrases and stories that the opposite of these mention above.

Table 48 displays the findings from German Experts interviews related to Comprehensibility, including knowledge, changes.

Table 48

Comprehensibility (Categories, sub-categories, codes and citation of German expert's interviews)

Category	Sub-Categories	Codes	Citations
Comprehensibility	Knowledge	Differences among migrants and refugees	"Here are (in Camp) a lot of people, from different places, different traditions, different historical backgrounds... These differences pushed refugees to face different problems and conflicts between camp residents, and there are a lot of <u>complaints and discontent</u> "
		Unpredictable	"There is an issues of knowing and predicting the behavior of people from <u>different countries and culture</u> "
		Not-Aware	"They have the knowledge limitations, this causes the obstacles for them...In some cases they are aware of services they can get, like for example surgery intervention etc., after this they go back in Kosovo. In some cases they are back in Kosovo and the problem is still there, this is because they did not know the <u>opportunities of the solutions for them</u> ".
		Unexpected	"In camp there are Muslim people, and catholic one. I think that they do not know each other. Their expectation on behaving and understanding are insufficient" "Muslim refugees

		(including Kosovo people) are much more preoccupied about their female family members, this is the reason that conflicts between migrants sometimes are evident, and to be expected"
Changes	Family structure and dynamic	"Changes in families...we can see if they stay longer, it looks like young ones changes, the old one resist to change and this may disorient the dynamic of the family and their structure"
	Confusion of overcoming their situation	"They look confused, I can imagine that, maybe they experienced many changes in their lives, moving, turned back etc. They do not know what an how to do, it looks like they have no solution for improving their situation" "The most people understand what happens, most people have a feeling that they cannot do something, they wait for the institution to help them, sometimes they need lawyer that can help them to deal with asylum procedures"

Comprehensibility appears on sub-categories that includes knowledge and changes. According to the respondents (German experts), sharing the living space among different migrants impose the discrepancy between social lives, tradition, history, behavior, culture; and causes the lack of understanding and prediction of the other migrant's behavior. Meanwhile, these are considered the causes of misunderstanding and confliction among migrants in Camp, and the root of the migrant's fear and preoccupation about their female family members.

In this regard, outcomes indicate the lack of awareness among Kosovo migrants about the opportunities and solution that they may get from different support services. Moreover, changes in family structure and dynamics, may appear from the reasons that the elder family members are resistant toward the changes in new environment, and in another hand, young ones are flexible toward these changes. Another finding is the confusion that appears among migrants. Moving to another country and the fact that they may be turned back in their homeland, causes the confusion

among migrants. This is associated with the needs for support and with the limitation of solutions and being not understandable toward challenges of their life as migrant.

Table 49 displays the findings from German Experts interviews related to Manageability, including support, socialization and economic resources.

Table 49

Manageability (Categories, sub-categories, codes and citation of German expert's interviews)

Category	Sub-Categories	Codes	Citations
Manageability	Support	Same support services	"Social services are the same for all migrants from different countries, which is wrong and should change this is same for all, and we do not separate people, they are same for us"
		Inappropriate services	"In Germany they are giving more material thing and not money, this is not good to let people participate in their life, but for living this is enough" " You cannot help them in Camp, you can help them onlyfor the daily life needs...most of the NGOs and public support services should support them in their homeland, in order to not give them the reasons to leave their country"
		Restriction in support services	"Camp doesn't give them too much to do, they are here, and I think they did not expect this kind of situation. Their life is different, and they are facing lack of important aspects of their life, including important possibilities for them to be developed as competent person". "There are limited families and migrants from Kosovo that are integrated here and have a good social network here, but most of them do not, this could be because of the lack of time and opportunity (in Camp) to get to know different people from different country..."
		Dependent in support services	"I assume that migrants and returnees are dependent on support services, since they are facing different challenges, they are getting poor support services, and they do not have resources to face and manage these challenge's... I think the most reason to migrant of Kosovo people is health problem, they say that health situation andhospitals arenot good in Kosovo, also they have no money to pay for these services in Kosovo, because these services are expensive, and they have no chance to do this in Kosovo"

	Family	"In Kosovo family is important, more important than in Germany for example. It can be helpful...and good community, but in some points, this can be not so good, because this can be a pressure to deal life in good way. I think this is a pressure" "Family is biggest asset for migrants, it looks like they share their problems together and they make decisions together, and this is less painful for them"
	Relatives and family members in Germany	"I think that in Kosovo every person knows someone who is living here in Germany, and they get an information from them about the opportunities..." "They have someone here, sometimes they get money and different support from them in order to overcome their problems"
Socialization	Lack of social life	They do not know the language, and this is the obstacle for their socialization... asylum camp is a lack of activities with the purpose of socialization. There is a problem of getting friends, this is different for Kosovo people comparing to the people from different countries, including their social, cultural and religion norms" "In Germany ... Kosovo people are not strong community...most people from Kosovo are alone and they do their things in their own...Social acceptance for refugees in Germany is not so high, especially for people that comes from eastern Europe...returnees in Kosovo are less accepted comparing to before they migration, because the situation is much difficult for them" "Kosovo families comparing to other ones do not get socialized, they stay alone or only with their family members, but seems like they are better for this, when they are back in Kosovo..."
	Lack of Money	"They get food here, and they get some money 100 euro per month and the problem is that they have not really to do something" "they have 100 euro per person, and this is something extra, because they have everything covered"
Economic resources	Need for more economic support	"I think they want help from us, but they want more comparing to what we can give them. I think that they think that we can do more, for example to give them money or something else"
	No Work	"They are not allowed to work here; they are allowed to work here after they get positive answer for their asylum. They are not so many possibilities to do something, to work, or to learn something."

Moreover, manageability was addressed among the sub-categories like support, socialization and economic reasons. As per support, interviews indicate that migrants are

dependent on support services, in this regard, they are having poor support services, inappropriate one, perhaps same support services for all migrants without taking in to the consideration the migrants needs and background. Therefore, migrants face different restrictions on support services during their stay in Camp, especially the restriction in socialization. As per socialization, family, family members and relatives who are from Kosovo, but living in Germany, are considered as an asset for migrants, for different reasons like economic support, information about the host country. Hence, another important resource is the economic one, food, health services are considered important resources, therefore, the money, need for work are considered very limited resource.

Table 50 displays the findings from German Experts interviews related to Meaningfulness, including sense, orientation toward future.

Table 50

Meaningfulness (Categories, sub-categories, codes and citation of German expert's interviews)

Category	Sub-Categories	Codes	Citations
Meaningfulness	sense	Sense of the self	"They are mixing the culture, environment, something that cannot be without an impact in migrants, for me they are facing the different self, and they are dealing with a challenge to create new self"
		Sense of life	" I have the feeling that they are different, they changed, they lost their life, and the sense of the life"
	Orientation toward future	Recognize the situation and developments	"I saw many Kosovo people that they are doing well during their stay here, but there were also people who were in hard situation. They had very hard psychological problems, especially children from the age 10 – 20 years, I think because they not really recognize this situation,"
		Plans	"I think they are just thinking for a moment, to solve some problems, some of them hop to stay in Germany forever or for long time... most of them have no really plan for the future, and they realize that they have no chance to stay in Germany, there is nothing for them, but also they have no plans what to do in Kosovo'" After my deportation I had

		clear purpose in my life, I made a decision that I am never going to go in Germany anymore"
Achieving the positive answer		"In the moment here are living 1400 people, from different nation and culture, with different perspective to stay in Germany or not, with hop to get positive answer to get their asylum"
Life chance		"Seems like they are frustrated from the fact that they are going home, for them this (migration) was the last chance of their life..."

Meaningfulness appears among sub-categories like sense and future orientation. Interviews indicate that migrants are facing differences in their identity, because of the change of the environment and living in different culture. Meanwhile, interviews outcomes indicate that migrants are having difficulties to find the sense of their life. Therefore, they are having the problems to plan for their future, usually they have a problem to know their situation and development around them. They live with a hop to have a positive answer for refugee status and to win the chance of their life.

Table 51 displays the findings from Kosovo Experts interviews related to Comprehensibility, including knowledge, changes.

Table 51

Comprehensibility (Categories, sub-categories, codes and citation of Kosovo expert's interviews)

Category	Sub-Categories	Codes	Citations
Comprehensibility	Knowledge	Services needed	"Weak work and in appropriate approach of the institutions to deal with returnee's problems". "Medical and social services have good bases, but <u>these should be developed and adapted for</u>

		<p>returnees and their needs, psychological services do need capacity growth". "In Kosovo there are not the support services that are well structured and there are emergent services, there are services only for surviving purposes". "Kosovo has the lack of good policies of reintegration; there is a need to work and to create the needed infrastructure for Kosovo people, in order to stop migration".</p>
	Accumulated and unsolved problems	<p>"They (migrants and returnees) put their life at risk, they cross illegally different borders, sometimes they ask for help from different people, to be honest Kosovo people has a lot of accumulated problems, and feels desperate to think about solving these problems, these problems push people to migrate, these are some issues that requires time, and there is not any opportunity to be solved faster"</p>
	Lack of information's	<p>"Daily life of the returnees in Kosovo usually is hard and with the lack of options, this is usually from the lack of the information that they have for services that could fulfill their needs"</p>
	Lack of interest, corrupted and insufficient services	<p>"There is the lack of the interest of the returnees about the support services that they can have from Kosovo NGOs and public institutions, they say that these are corrupted, not enough and these services doesn't make a significant impact in their life"</p>
	Confusion	<p>"Some people are confused and they move all day long without doing something, some of them live from the money that their family have, some tries to do something, work, etc."</p>
	Expectations	<p>"Some families did not have a big expectation, they tried to migrate, because there is a good opportunity for migration with less money, they see that there is nothing, and they come back in Kosovo"</p>
	Consistence	<p>"Some people are dependent after the support that they can have from NGOs and Public institutions in Kosovo, without thinking that these support services one day will go and they will not have these anymore"</p>
Change	Structure and stability	<p>"Young Generation with longest time of stay in Germany, looks more structured, more informed about the institutional functions and what to expect and ask from them". "Political and economic situation in Kosovo and Germany are not suitable for returnees, in Kosovo there is not an order among services for support of the returnees, these are urgent services and just to survive". "There is the lack of the stability in their life, this is because they migrated with the lack of psychological stability, health instability, economic instability, this accompanied them as a migrant and as return, maybe more as a return"</p>

According to Kosovo expert's interviews, comprehensibility appears in two sub-categories (knowledge and changes). Based on the interview's outcome, experts are aware about support services and how to increase their capacities for sustainable in reintegration. Therefore, knowledge about the resources and services needed are the components of the Comprehensibility, according to Antonovsky approach. In this regard, interviews indicate that the need to increase the capacities of services, congruence of the support services with returnees needs, improvement of the infrastructure for Kosovo returnees, are necessary to stop migration. Nevertheless, the lack of problem-solving strategy, accumulate the problems, makes problem solving even more difficult. Therefore, the lack of interest for reintegration may come from corrupted institutions and with insufficient impact in reintegration of the Kosovo returnees. In this regard, confusion and poor expectation from support services are counted as obstacle for reintegration. Kosovo experts' interviews highlighted the inconsistency of the support services and dependence of the returnees in these services, and a problem for reintegration. Therefore, the lack of order, unstructured and instable among reintegration services, including political and economic situation in Kosovo, causes the unsuitable environment for returnees.

Table 52 displays the findings from Kosovo Experts interviews related to Manageability, including support.

Table 52

Manageability (Categories, sub-categories, codes and citation of Kosovo expert's interviews)

Category	Sub-Categories	Codes	Citations
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Manageability	Support	Services for solving the issues	"These services couldn't make an impact to solve their issues"
		Feasible resources	"Escape from their reality and the lack of dealing with their reality, struggling to find the appropriate services, there are some institutions and NGO offering services for returnees, but these services are not known for them, or they are not referred in proper way"
		Daily needs	"The reasons of migration starts from daily needs like social and economic problems, health issues, family confliction"
		Restrictions of having resources	"Returnees that has stayed shorter, those with families, those that are not sensitive cases, those that migrated more than ones, those that stayed shorter than 1 year do not have a right for support in Kosovo". "Some organizations do not support deported one, some supports only returnees from some special republics". "They have restricted life, with no rights as a migrant, and also they have very low resources in their homeland"
		Problems and the lack of resources	"Services in Kosovo seems to be inactive, or with a weak impact, compering to services in Germany that seems more structured, stable, and voluminous". "Here in Kosovo, you have to deal with many social problems, economical problems, political problems, financial difficulties, health issues, familiar problems etc." "They do not have an accommodation, they do not have a place to stay, they have a problem in registering at school, they have a problem to register born children in Germany in Kosovo Institutions, finding work, Adaptation specially children at new social and educative system". "Health problems are issues and their beliefs in health institutions is the reason for emigration. Psychological health is not enough because of the lack of professional psychological services for returnees, and low number of psychologists in disposition". "Usually there are different problems, like in work, finding job, economic problems, adjustment problems, especially for those who has stayed longer in Germany. Furthermore, they have health problems, chronic illnesses, some has a problem with families in Kosovo, because they live with a lot of family members at same space, they have accommodation problems, children have a problem in education, behavior, isolated, but this situation is worst among children that have been living for a long time in Germany"

Manageability appeared on a sub-category, named support. As per support, interviews indicate that returnees are facing the lack of services, appropriate services and the lack of resources. Beside the deficit support services, returnees are facing some restriction, that deprives them from having the support for reintegration. These restrictions are: migration more than once,

being deported, being less than 1 year as migrant. Kosovo experts assess the services like these are with weak impact, not structured, not stable. Therefore, resources that are not available for returnees are: economic problem, social problems, political problems, financial difficulties, health problems, familiar problems, lack of accommodation, problems in schooling, lack of job, lack of psychological services, adjustment problems.

Table 53 displays the findings from Kosovo Experts interviews related to Meaningfulness, including sense.

Table 53

Meaningfulness (Categories, sub-categories, codes and citation of Kosovo expert's interviews)

Category	Sub-Categories	Codes	Citations
Meaningfulness	Sense	Sense of the self	"Resources that are in disposition are not used from returnees, this could be from the purpose of not adapting themselves and their families in Kosovo, could be from the confusion that they have about themselves, their identity, and where they want to live". "If they have stayed for a long time in Germany, especially children that has born in Germany...normally they (these returnees) are different, they behavior, approach, culture, are different, for example, children are "cold", and look only their way, these children have a problem to be adapted in society and school in Kosovo. These families tries to get adapted here in Kosovo, but they can't, usually they remigration again, or they look after legal options to go again in Germany or in other European country, but they look to go again in Germany, because they believe that they belong there"
		Aware of the consequences	"They knew that they were going to come back in Kosovo, but seems like they tried". "I think they all knew that they are going to end in Kosovo"
		Sense about the challenges and problems	"Usually, they are informed from authorities about the decision to go back home, but the lack of language knowledge and misinformation from different people, causes unpreparedness and confusion among their return"

Values	"There are looking of their values since there are in Germany and when they are back to Kosovo. They appreciate the values of the host country, they talk too much about their life in Germany and their plans, and they blame Kosovo <u>Government for their return"</u>
Beliefs	"They pray and believe that good and miracle force and power will help them, and will solve <u>their issues and problems"</u>
Emotional sense of the challenges	"They tried and they are proud of that, going to Germany staying for many years there is the most valuable experience for them, at least this <u>is their attitude toward their decision to migrate"</u>
Plans	"Being not able to achieve the permission for legal staying in Germany, in place where they planned their life and their future, causes worsening their situation, pushing them to regress in their daily problems, and surviving towards problems". "For those who decided to live their life in Kosovo, they can do something good for themselves, the beginning is hard, but after a while they can be stabilizes. For those that did not decide where to live, they cannot make plans, they future is not clear, because usually they think to migrate in the place where they were deported, some of theme tried to go again in Germany, something that we cannot understand why? Some of them try to migrate in different places in Europe, but they ended up <u>without succeeding to solve their status"</u>

Meaningfulness appears in the subcategory sense. Therefore, interviews indicate that returnees are facing the issues in self-identity, this issue is the main cause of their confusion and diversity with others. Returnees are oriented to regain their values, home country values, by appreciating their experience in Germany. Moreover, returnees are unprepared, this may come from the fact that most of them are having language problems, understanding the decisions and procedures. Their main plan was to achieve the permission of refugee in Germany, in a moment they got the negative answer, they are unprepared, with no plan, usually hard to think to rebuild their life in Kosovo. But this is not for those who are planning to build their life in Kosovo. Usually, the decision is important one, if they did not decide to live in Kosovo they are going to face a

problem in reintegration, usually they do not have a plan and do not have a concrete plan for their future.

Table 54 displays the findings from Migrants interviews related to Comprehensibility, including knowledge, changes.

Table 54

Comprehensively (Categories, sub-categories, codes and citation of Migrants interviews)

Category	Sub-Categories	Codes	Citations
Comprehensibility	Changes	Chaotic	"We faced a lot of difficulties, we were at home, they attacked us with rockets, all doors and windows were broken from this attack, we had to stay at home, it was chaos". "Nothing is going well here, I just eat and stay alone, I do not have someone to stay with, and this is really disaster". "In Kosovo there is nothing...Political representatives are there to steal something, but not to put order and law, and not to help people, we are not a State"
		Control	I am isolated; they control us every time we get in and go out. This is good for security, but we feel like we are isolated, they know us, so why they control us every time?", "Here is different, you have a big control"
	Knowledge	Explainable	"When they told us that we are going home, when they explained me that we are going to have a negative answer, I was stressed and I had a headache". "They do not have a right to decline my request for asylum, because I have sick children". "For me everything is clear, Kosovo is better 1 million time, Kosovo is better for everything, is better to eat salt and bread than staying here in Germany"
		Solution	"I need a solution, a home, accommodation for me and my family; I can't sleep thinking of my children". "If they turn me back, I will stay at airport, I have to stay there, because I have no place to go". "I sold everything to earn money and to come here in Germany. I thought I am going to fix my life". "For someone who is sick Camp is not the solution, it is difficult to stay in Camp, someone has its own desires, they do not want to sleep for example, someone drink, someone listen to the music, someone does something else"

Awareness for Support in disposition	<p>“My son felt bad he was sick, they told me to send him via bus in hospital, in hospital they pushed me outside, I told them I have not transport to go back in Camp, they told me to use a taxi. I came walking, because I did not have a money, it was cold, myson had a cold, I do not know what are my rights here as a refugee”</p>
Understandable	<p>"I do not know what to say, they know about my bad situation but they do not help me.... after a few days they punished me 300 euro, I not understand them why they did that to me". "I do not get why some people are here from 2014 (above 4 years), Some of them already have a paper for legal staying in Germany, but there is nothing for my family, this is something that I do not understand". "I do not know where we are going? I even do not know what I want? I thought Germany will be better and will help me. But the chances are low for this, the worst time is waiting time". "There is a discrimination between refugees, there is no rights for asylums from Balkan, I do not know why? People from Syria and Russia, they go from here to apartments, in better place...maybe the authorities are having trouble, theyseem that have a lot to do, all the world are coming here, earlier today came 3 busses from Italy"</p>

Table above shows the appearance of the comprehensibility among Sub-categories change and knowledge, particular among codes that identifies the topics like chaotic, control, explainable, solution, being aware about the support services, and understandable. Migrants assume that their life is chaotic, some of them shows sequences of war experiences during their time in Kosovo, and mostly the synonym of chaotic appears in daily life as migrant, especially life in refugee camp. Another not so welcome thing for migrants is the control of the Refugee Camp security staff. Rigid control for migrants looks like Camp wants to isolate them. For most of the migrants, problems starts when they got the decision to go back home. For some this is very welcome, because they want to start their life in Kosovo, and wants to end their suffer as migrant. The lack of the solutions for migrants is another concept that appears in interviews. Kosovo migrants are people with many problems and for them migration was the way out of these obstacles. However, for some this step

was false and putted them in even more difficulties. Moreover, migrants are having the problem to understand the process of migration and the process that they are going through. Therefore, they are having the lack of awareness about the support services in disposition.

Table 55 displays the findings from Migrants interviews related to Manageability, including resources.

Table 55

Manageability (Categories, sub-codes, codes and citation of Migrants interviews)

Category	Sub-Categories	Codes	Citations
Manageability	Resources	Money	"Our family in Kosovo is poor they do not have nothing there; they do not have water to drink". "We are all poor people with the lack of money, we suffered in the past 22 years of marriage, we always have a lack of money, and we never had enough money". "If I will have a better situation I will not come here (in Germany), I own a money to come here". "They told me that you are going to have a retirement with 600-700 euro, this is going to be good, but for a moment this is not good". "There is not enough money, you can have 100 euro"
		Accommodation House	"I do not have where to accommodate my children either in Kosovo either somewhere else". "I house will save the issue for my children". "We only need shelter for my children, I don't want anything else" "I don't have a home, if I go, I don't have a place to sleep, I can't sleep on the road, there is no country that will provide me with shelter"
		Support	"What country is this? Germany should give me the document that in Kosovo they will help me". "There are no services here, everyone should wait for everything". "I have a relative here, he helps us, he comes sometimes helps us, he knows German Language, he is from good family, but my family doesn't help me". "When you get older no one will help you, no one is interesting to give you a job, here (in Germany) they give you something, but in Kosovo they don't, this is stressing me, and it gets me tired". "Food is not good here, and it is the same one". "The good thing is that we are not outside, we eat only bread with jam and tea, you have tea as much as you want, there is no cleaner in Camp, and you have no right to work". "In Kosovo there is not organization like here, they do not give e bread,

	<p>Kosovo do not have an institution to give you a bread for homeless people". "They (in Germany) give us bread to eat and 100 euro per month". "This place (Germany) give you a moneyand destroys you...they give us 100 euro per month, there is no anything else, maybe shampoo"</p>
Pills and medical support	<p>"I need support ...for medicaments for my boy, because they changed and increased the medication doses". "They are healing me mostly with pills, but I need a lot of things, almost everything". "There are no pills here, I should wait 1 month for pills, every month I should have e medical visits, here there is not any visit like this, we should be waiting". "Here you can have a social and psychological services, but you should wait for appointment, and they will be too late for appointment"</p>
Needed resources	<p>"We do not have a water (in Kosovo) I can't work in to the garden because we do not have the water, I can't do potato tomato onion". "Home, job, Medication are not there (in Kosovo)". "In Kosovo I went out looking for the help from relatives and people around, after I divorced my husband, I went in my village and asked for help from people there" "I bought clothes, blanked, pads, there is no handkerchief, no clothes"</p>

Manageability appears among subcategory resources, especially among codes that identifies the topics of the manageability components (Money, accommodation, support, medical support and resources needed for migrants). Interviews outcome indicates that migrants are facing the lack of resources in their life (mention above), interviews shows that they experience the lack of resources even before the migration, distinguishing this as the cause of the decision to migrate.

Table 56 displays the findings from Migrants interviews related to Meaningfulness, including sense, freedom.

Table 56

Meaningfulness (Categories, sub-categories, codes and citation of Migrants interviews)

Category	Sub-Categories	Codes	Citations
Meaningfulness		Self-sense	"I wake up early, eat breakfast, come back, sleep, I don't know what to do. I do not have with whom to talk with, I stay a little in park, and this is me and my day". "I have cleaned all day long; we were living together with another Rome family. We had a problem with them, because of the hygiene...yesterday I cleaned and washed approximately 2 hours, all day I wash an clean, because I need hygiene because my children are ill, this is what I do" "If you are healthy you are going to be sick in this camp". "I have changed a lot, declining my asylum changed me, I do not know myself anymore"
		Sense about the world	"World doesn't like us, they do not help us, beside the problems and challenges we have". "I do not know how Kosovo will accept me, of course they should, I am from Kosovo". "Germany is interesting just to turn us back"
	Sense	Purpose	"I have to complain to them, because we don't want to accept the negative, because you have a right to complain if you get a negative (refusing the asylum)". "I don't know what to do". "Life is better for me and my kids here, they can go to school, they have their rights, you can work, if don't social support will help you". "Everyone who migrates has one purpose, to improve their life's"
		Plans	"I have no plans; I have no hope, only Germany can heal me". "My main plan is to stay here (in Germany), but to turn back in Kosovo I really do not want to think about that". "When someone became 40, he is like staying in to the roof, in any direction he goes, he will fall down". "It will be difficult for me to handle my return, I do not know what I have to do there, I am thinking, but I cannot make a plan". "I do not have a plan; I just think to see my children". "They told me that I can't earn the asylum, I did not have a money, because I will leave this country, I will migrate somewhere else". "I wasn't there for a long time (KOSOVO), I do not know what is to go there, and I can't plan". "I wake up in the morning, I walk a little, I do not know the place but I walk a little, I have no plans". "Plans of our life are catastrophe, before I did not have a problem with my eyes, I walked I was satisfied, ...now I am very bad, I cannot see, my life is so hard like this, I just lay all day long". "My plans are to stay here, but for Kosovo I do not want to think about this".

	Responsibilities	"I will be able now to wok something, I just passed my illnesses, but no one is willing to hire the old man". "From the morning till the evening I clean my room, I get prepared to go to the doctor, wash my clothes, meet someone, go outside, I do not have something else". "All day I clean, a go out 1 hour, drink coffee, stay in the internet, I didn't and I don't do any problem"
Freedom	Values	"Everyone is more valuable and has rights more than us Kosovo people, we do not have any rights, we are demotivated, we are discriminated, other has rights more than us". "In Kosovo I think I will feel more valuable, there is my family, friends, and perhaps this is the reason why I am valuable there, as people in Kosovo say <i>Stone weights in its country</i> "
	Emotional understanding	"I tried to justify everything, in order to not be stressed, because my illnesses don't want to be stressed, if something happens, I have to accept everything". "I did not see something like this, here (CAMP) is like in the jail". "Things do not move on by pressure, I know this situation is bad, but I cannot do something, I must move on"
	Faith	I believe in God, he can see and he understands me, if no one do he will understand me, and these challenges are just for a few days here, good will help me to overcome and to face everything with stability". "I have not someone to help me, only god can help me". "God sent me in to this world; he will take care for me and my destiny".

Therefore, meaningfulness appears among subcategories: Sense and freedom, particular among codes that derives from the topics like: self-sense, sense about the world, purpose, plans, responsibilities, values, emotional understanding and faith. In this regard, self-sense is attacked from the restriction in Camp. Migrant's duties and obligation are changed, restricted, and out of their life plans and goals. As well, migrants create the sense about the world, in this case for Germany, like the place with many possibilities, but these possibilities are restricted for them. Nevertheless, the main purpose of the migrants is to improve their life, and offering the better chances for their family members. Meanwhile, when they got declined for their asylum request, then their life purpose changes, they complain the decision, and many of migrants shows that after they got the declined decision, they do not know what to do. Migrants declares that they had plans

to come and live in Germany. Being not able to do this causes many problems among migrants, because they indicate that they have no plans for their future (after migration). Some of them try to migrate in another country, being aware that this is just the waste of time, because the procedures do not allow this. Migrant's responsibilities are changes as well, especially in Camp, because of the restriction and they have not so much to do. As for migrant's values, they pretend that they are being discriminated, and their values are offended. They point out that in this regard they will feel much better in Kosovo. Besides experiencing different problems and restrictions, migrants consider two things as important for their health. According to them understanding, the situation and emotional reasoning are main things for their wellbeing. According to them faith and believing in God is supportive for them, they believe that supernatural power will help them to overcome their obstacles.

Table 57 displays the findings from Returnees interviews related to Comprehensibility, including knowledge, changes.

Table 57

Comprehensibility (Categories, sub-categories, codes and citation of Returnees interviews)

Category	Sub-Categories	Codes	Citations
Comprehensibility	Changes	Daily routine dis-organization	"I have a routine with some activities that are not good at all, also I don't have a job, but I have registered a faculty, which sometimes I go and sometimes I don't go. I go out with my friends a lot around Pristina, but for me there is no good and healthy of my daily life organization". "Germany seems more organized, it organizes your life, it is known what you are going to do, where to go, etc., here in Kosovo, everything seems to be disorganized".
		Un-Structure	"My life before migration, after migration and after they turned me back in Kosovo is misguided, nothing is in its place any more". "No matter what I try to do, it's seems not in its own way, my life seems very complex"

	Un-Stable	"We are living unstable life...Health, economy, family members and children are unstable, everything around <u>makes us like this</u> ".
	Confusion	"We do not know what to do any more, decision to go in Germany were immediately. In Germany everything was unknown for us, after the deportation we are lost, my family is confused".
	Consistent problems	"Our problem are there, I left Kosovo for these problems and now after my return I am here facing same problems. It looks like God has written to face <u>same problems again and again</u> ".
	Explain	"Since I was in Germany, they told me that I am going to go back home. But they did not explain me what I have to do here in Kosovo, and how I am going to survive here?".
Knowledge	Aware	"Yes, I knew that I am going back home. I had two negatives (decision to deny the asylum request) and they turned me back, but this was known for me, I just tried my chances and Germany".
	Solution	"What should I say for my life in Kosovo? We are living, maybe even surviving". "Solutions... I do not know the solution of my situation, I see my family is <u>stragglng but there is no way out</u> ".
	Expectations	"I thought Germany will help me, I thought I am going to make some money and they are going to help me to <u>build my house</u> ".

As per returnees, Comprehensibility can be found among Sub-categories like: changes and knowledge. Especially among codes derived from the topics like: daily routine disorganization, structure of their life, stability, confusion, consistent of the problems in Kosovo, explain ability, awareness that they are coming back home and expectation. Returnees emphasize that their life in Kosovo is disorganized, but there is important to mention that many returnees compare life in Germany as migrant with life in Kosovo as a returnee. They say that their life in Germany were much more organized, compering to their daily life routine in Kosovo. The structure of the returnee's life is mentioned as a problematic one, emphasizing that their life is complex and with may changes. This causes the perception of the returnees about their life as unstable. Interviews indicates also the confusion among returnees that is an obstacle to find and "exit" from their

situation. Their impression is that they feel like they are lost, especially after their return. Therefore, the problems during their past (before migration), seem like are waiting for them, when they are back. Migration did not fix these problems. Returnees indicate that they were aware that they are going back home after they got decline decision for their asylum request. But they tried Germany and migration without planning and thinking too much about this. Solution about their problems is not there, returnees' daily life is synonym with surviving, many of them expected that migration in Germany will solve their problems.

Table 58 displays the findings from Returnees interviews related to Manageability, including support, economic resources.

Table 58

Manageability (Categories, sub-codes, codes and citation of Returnees interviews)

Category	Sub-Categories	Codes	Citations
Manageability	Support	Lack of professionals	"Telling the truth, there are some people that are corrupted and uneducated, unfortunately these people are working in Kosovo Institutions, they are without <u>experience in this field</u> "
		Deficit of the resources	"Economic conditions, living conditions, social life, institutional life, opportunities, perspective, school, faculty, work, are all the causes that push me to migrate and run away from the country. In Kosovo, these are <u>the weakest points, Kosovo has a lot to do</u> "
		Lack of support	There are a support services just for today, maybe and for tomorrow, these are just food staff, but that's nothing more". "There is no support that can help us to overcome <u>problems in our life</u> "
	Economic resources	Work	"I was looking after the job, Now I have a job, and everything is ok, I can cover my life expenses. I mean it is not that I am paid very well but I can insure the eat and drink for my family and my kids". "In Kosovo if you work you will have enough, you will <u>live better, and if you have also other family</u>

		members that are working you will have better life, here we work to have a house, cars etc.”
	Health Support	“I was in Germany just to treat my children, I did, my child had a surgery intervention and now he is good. He is taking some pills but now is far much better, now we are here (in Kosovo) and I am looking for job and to support my family”
	Help to build the business	"Municipality supported me with equipment's to start my business. Now I am working. I employed one person, it is very good! I am the director of the company now; I am taking some jobs, now we are having more work to do. I am working in to the field, I need more equipment's, new one, it is a business with competition but it is OK"

Manageability appears among subcategory resources and economic resources, especially among codes that identifies the topics of the manageability components (lack of professionals, deficit of the resources, lack of support, work, health support and support for business building). Interviews outcome indicates that migrants are facing the fragile support infrastructure for returnees. These resources affects returnees reintegration and resources are in deficiency in many areas of the returnees life.

Table 59 displays the findings from Returnees interviews related to Meaningfulness, including sense, orientation and freedom.

Table 59

Meaningfulness (Categories, sub-categories, codes and citation of Returnees interviews)

Category	Sub-Categories	Codes	Citations
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		<p>“Germany was like a jail for me, in a moment I came in Kosovo I felt like I won my freedom again, I feel like I am loved and I love people around me”. “My values are here (in Kosovo), In Germany I feel like I have no value, they did not see me as a human being”. “Here (in Kosovo) I found myself, I know what I have to do, I know where I have to go, I think I love my life here”</p> <hr/> <p>"Here I go to the faculty, I'm trying to waste my time in the faculty, with friends, but this probably won't help me because of my condition and my situation". "Everyone is preoccupied about their problems with their boyfriends, and how to find a boyfriend, getting engaged, married etc., these topics are not worthy for me, this are not appropriate and doesn't fit to me". "I have changed, I do not know what is going on with me, but I see that I and my family has changed, I know that I am family holder, but I do not know how to do this, I feel pain for my family, I felt guilty, migration has changed us a lot"</p> <hr/>
	Sense	<p>Skills to make sense about the world</p> <hr/> <p>Skills to make sense about the self</p> <hr/>
Meaningfulness	Living plans	<p>"I decided to live here in Kosovo, together with my parents, here I have the grave of my older people, I have a plans to work here, to rise my children and to increase my business"</p> <hr/>
	Immediate plans	<p>"I do not have this kind of plans and purposes for my life, we are living today, we have to think only for today, we can't get out of this"</p> <hr/>
	Lack of concretization	<p>"In Kosovo I am much more passive, without any activity, I wake up in the morning and see that I have done nothing all day". "My mind goes crazy, I think a lot, my mind goes everywhere, and for everything...I am staying all day long, waiting for something to come and save me and my family"</p> <hr/>
	Orientation	<p>"I don't even know a single plan for the future... I cannot find a job; I try to push myself to study. We are living day by day, I am trying and I have plans to finish college, even though I know I can't get rid of it". "Even though I'm trying to find a job, this is an obstacle for me, I really can't find a solution, I can't find a job, These are the plans, but it's hard to say that I have a plan for the future". "Everyone knows that the political and economic situation in Kosovo is not so good, but still Kosovo is the place that will be good for living"</p> <hr/>
	Future	

Freedom

New role

“I have no desire for life, and to do something for my life. I take three medicines”. “I started playing a little bit with music, this makes me distracted for a while, also my mother is the one who keeps me alive at the moment and keeps me hopeful for the future”. “The conversation with psychologist keeps me hopeful and helps me even more, I feel like this is helping me to get to know more about my duties and what I have to do”

Therefore, meaningfulness among returnees appears in subcategories: Sense, orientation and the freedom, particular among codes that derives from the topics like: skills to make sense about the world, skills to make sense about the self, living plans, immediate plans, no concretization, future, new role. Due to the restriction in Germany, returnees indicate that their return in Kosovo is like gaining their freedom, knowing where they are, and with whom they are living, people around them. Returnees indicate that migration changed them, even the family members are different after migration. They are facing the lack of plans, lack of concretization of their plans, usually they have ad hoc plans, some of them have the problems to know about their future. Therefore, they admit that they are facing the new self with the new role. Even if they do not like the role and the issues that are creating the obstacles for them in reintegration. They feel like they gain their freedom, but again they are facing some problems in Kosovo that are creating some restrictions in their life and their freedom of living their life. Returnees indicate that, creative activities, psychologist, music creation, family members, are some of the activities and people that helps returnees to know their duties, and role.

4. Discussion

The discussion section is organized into distinct subsections addressing results specific to each participant group: German experts, migrants, Kosovar experts, and returnees. The outset involves frequency analyses and thematic exploration, followed by discussions on challenges, resources for migrants, and an examination of the Sense of Coherence (SOC) component within the framework of the Salutogenesis theory, focusing on comprehensibility, manageability, and meaningfulness. The section also delves into variations in these findings among the participant groups before concluding with an assessment of study strengths and limitations.

The research delves into the challenges encountered by migrants and returnees across various life domains, such as personal, family, social, institutional, religious, and health-related issues. These challenges span periods before migration (in Kosovo), during migration (in Germany), and upon return to Kosovo, potentially impeding suitable and sustainable integration and reintegration. Furthermore, the study examines the resources available to migrants and returnees, including personal, family, social, institutional, and spiritual supports.

In particular, the study underscores how migrants and returnees grapple with their Sense of Coherence (SOC), feeling that their lives lack comprehensibility, manageability, or meaningfulness, thereby exacerbating feelings of disorientation and powerlessness. They may struggle to make sense of their experiences, lack future plans, and perceive incongruence in their lives.

The nature of challenges and resources faced by Kosovar migrants and returnees varies across personal, family, social, institutional, and religious dimensions. The discussion sequentially addresses the challenges and resources of Kosovar migrants in Germany before transitioning to those encountered by Kosovar returnees from Germany.

Moreover, the discussion critically analyzes the Sense of Coherence (SOC) framework's three components—comprehensibility, manageability, and meaningfulness—from the perspectives of German experts, Kosovar returnees in Kosovo, migrants, and Kosovar experts. Additionally, the discussion explores specific interview findings with experts, migrants, and returnees through a Salutogenesis lens, particularly focusing on migrant experts and returnees in Kosovo.

The discussion culminates with an exploration of the study's strengths and limitations, followed by conclusions drawn from the research findings. Lastly, the discussion section concludes with actionable recommendations emerging from the study results.

By segmenting the discussion section based on emerging themes or categories from data analysis, the presentation of results, analysis, and interpretation is clear and organized. This approach facilitates a focused, in-depth examination of each theme, ensuring coherence and logical flow throughout the discussion. Each subsection builds upon the preceding one, reinforcing a cohesive argument that aligns with the research objectives and conclusions. This structured approach effectively communicates research findings in a meaningful and comprehensive manner.

4.1. Exploring Frequency Patterns and Theme Variations: Challenges and Resources Across German Experts, Migrants, Kosovar Experts, and Returnees

In this section, we will delve into the findings related to word frequency concerning specific themes or their interconnections in language usage.

The percentage distribution of topic frequencies among participant groups (German experts, Kosovar experts, and migrants) reveals several prevalent themes, notably social, health, and personal challenges. However, the rankings (in terms of percentage frequency) differ across the groups. Among German experts, social challenges account for 33.53%, followed by health

challenges at 23.05%, and personal challenges at 22.75%. For migrants, health emerges as the primary challenge at 36.36%, followed by personal challenges at 24.09%, and then social challenges at 19.09%. Among Kosovar experts, personal challenges lead at 32.04%, followed by health challenges at 24.43%, with social challenges ranking third at 22.33%. Notably, these challenges represent the top three prevalent themes across the three participant groups in the research.

The social life of migrants and returning Kosovars appears challenging due to various obstacles. Initially, life in refugee camps is restrictive, characterized by the migrants' process of applying for asylum or awaiting responses, or arranging their return, either voluntarily or through deportation. This period necessitates special attention to migrants within the camp, including controls on entry and exit, movement restrictions outside the camp, and spatial limitations. Life within the camp itself presents various social deficiencies.

Despite all participant groups ranking the same top three challenges, there are nuanced differences in their rankings, underscoring the need to understand and address potential misunderstandings or misinterpretations of the most burdensome challenges facing migrants and returnees. Notably, returnees differ significantly as they list only social challenges within their top three topics, with family challenges following closely and institutional challenges ranking third. Returning poses social challenges, given the absence experienced in their homeland, necessitating readjustment upon return, influenced significantly by their duration of stay in Germany. The prolonged stay associates with increased challenges in social adaptation and other interpersonal difficulties upon return.

Family-related challenges rank second for returnees in Kosovo, underscoring the importance of family support, particularly for those who migrated alone. Family reintegration presents significant challenges for those who migrated with families.

Institutional challenges represent the third major obstacle for returnees, encompassing difficulties reintegrating into Kosovo's institutions, including schools and municipalities, with notable dissatisfaction regarding institutional support.

Future studies are needed to conduct comparative analyses among the participant groups of this study, shedding light on prioritized and frequently occurring challenges faced by migrants and returnees.

Further insights into migrants and returnees are gleaned from specific studies. Nawaz & Tonny (2019) explored challenges faced by returning women in Bangladesh from the Middle East, focusing on social acceptance, employment, and patriarchal societal issues as primary reintegration challenges. Setrana & Tonah (2014) identified challenges for returnees in Ghana, such as accommodation, employment, and social networking difficulties. Additionally, Arenliu and Weine (2016) noted economic, personal, and social support challenges for Kosovar returnees.

Regarding perceived resources among migrants and returnees, personal and family-related themes emerge as the top two frequently mentioned resources for integration and reintegration. Social resources also rank highly across returnees, Kosovar experts, and German experts. However, migrants prioritize institutional support as their top resource, encompassing remittances, health care, accommodation, and emergency assistance to facilitate successful integration into Germany.

Despite limited comparative research on resourceful factors among migrants and returnees, existing findings underscore the importance of family interventions, individual resilience

programs, economic investments by Kosovar migrants, and institutional support tailored to returnees' needs.

Further comparative studies are awaited to provide comprehensive insights into resourceful factors for successful integration and reintegration among migrant and returnee populations.

4.2. Exploring the Frequency Patterns and Salutogenesis Approach Variation: (Comprehensibility, Manageability and Meaningfulness among German experts, migrants, Kosovo experts and returnees).

In this section, we will discuss the findings regarding the frequency of word usage related to specific themes that are related with theoretical background, particularly with Salutogenesis approach.

When examining the themes associated with the SOC component—comprehensibility, manageability, and meaningfulness—the research findings reveal variations in the frequency percentages of themes linked to these three SOC components. However, a similarity emerges in the ranking (in terms of percentage) between the group of German experts and returnees. These two groups prioritize manageability as the most critical component, pertaining to resources for migrants and returnees. Comprehensibility ranks second in frequency, relating to the structured and controlled nature of life, while meaningfulness, concerning life goals and plans, ranks last.

Conversely, among migrants and Kosovar experts, the interview findings show that comprehensibility is the most frequent component. For migrants, meaningfulness follows as the second component, with manageability coming next, while for Kosovar experts, manageability ranks second, followed by meaningfulness.

Once again, differences are apparent in the frequency percentages of these components within SOC, extending to deeper distinctions relating to the frequency percentages of specific themes directly and indirectly tied to these components. However, these variances are worrisome, considering our assumption that there are disparities in the needs and challenges faced by migrants and returnees. Consequently, based on the research findings, we can conclude that there are discrepancies in the understanding of the needs and challenges of migrants and returnees.

Yet, at present, no investigations of this nature have been found, particularly studies focused on comparing these components among the four groups of participants in the research. It appears that we must await future research to confirm differences among the SOC components among the participant groups in the study. As of now, this research stands as the first of its kind.

4.3. Challenges of the Kosovo migration in Germany (German Experts perspective)

The findings of the interviews conducted with German experts reveal that Kosovo migrants face consecutive and long-term challenges due to the fragility of services in Kosovo. The respondents included in the interviews have indicated that various services in Kosovo are inconvenient for them. This is shown in the study which concluded that migrants have encountered institutional deficiencies in Kosovo, particularly in the areas of employment, health, health insurance, and future prospects. Therefore, the respondents blamed the institutions in failing to ensure a better future for migrants for the lack of better prospects.

Furthermore, the German experts emphasized the relevance of adapting social support services for migrants based on their individual needs, rather than providing a one-size-fits-all approach that fails to take into account the specific cultural and social perspectives of each group. According to the interviews, increasing financial support and the availability of well-educated and

experienced integration experts is crucial in order to facilitate successful integration in the host country.

It is worth noting that the institutional challenges faced by migrants are not limited to their country of origin (Kosovo), but also accompany them in the host country (Germany). These obstacles can create a sense that the support services provided are merely helping migrants to survive rather than empowering them to thrive, this way leading to a lack of opportunities for migrants in their new home. Hence, according to the German experts, migrants in refugee camps are required to keep their rooms and apartments' doors open, further on contributing to a sense of insecurity and fear among families. Additionally, sharing living spaces with unknown migrants can lead to a lack of interaction and create an impression that Germany is unwelcoming towards migrants.

Moreover, the limited opportunities for migrants in refugee camps stem from the restrictions placed on them, including the lack of rights to work and education, which inevitably limits their ability to utilize and develop their personal assets. The interviews also suggest that this is particularly challenging for migrants who are alone and lack their family support.

Besides the aforementioned, the health problems endured by migrants represent one of the greatest challenges that they encounter. More often than not, these issues exist prior to migration and sometimes can even be the driving force behind it, and as such, they exacerbate the health conditions of migrants even further. The findings indicate that psychological problems, particularly among migrants aged 10-18, are prevalent due to the lack of psychological support and various traumatic experiences from the past, such as the Kosovo war and chronic health problems. These complex challenges are present for Kosovo migrants in their homeland before

migration and continue to persist in the host country. Their complexity lies in the interconnections and influences that cause difficulties in their integration and adjustment.

Below are some findings from different investigations that are in line with our outcomes. These studies have identified various social, economic and interpersonal issues, including asylum procedures and policies that affect the psychological health of migrants (Li, Liddell, & Nickerson, 2016). Research with the group of migrants in Germany emphasizes that social, economic, and health inequalities increase the number of migrants. Early interventions can help refugees on an individual level and assist them in easier and successful integration. Such interventions are helpful for the public health of the host country, as investigators indicate that migrants cause social, economic, as well as health service difficulties in the host country (Schilling et al., 2017).

Health service providers worldwide are concerned about their work with migrants, as they struggle with aspects of life such as language and culture differences, lack of necessary resources, lack of institutional capacity, while the most difficult ones are the rules and laws that deprive migrants of health services (Suphanchaimat, Kantamaturapoj, Putthasri, & Prakongsai, 2015). Gil-Gonzalez et al. (2015) have highlighted the problems that migrants face in accessing health services, including inadequate infrastructure for health services for migrants. Another investigation has displayed the challenges of the migrants in Geneva and Zurich in their attempt to access health institutions, emphasizing the importance of adapting health institutions to suit the needs of migrants (Sami et al., 2019).

Regarding socialization, young migrants from the Middle East have emphasized that socialization and access to social life are dependent on English language proficiency. Social support has a great impact on the health, mental health, and well-being of migrants (Liamputtong & Kurban, 2017).

Further research studies among migrants in Greece emphasize the challenges in explaining the complexity of the connection between different migration trigger factors, particularly political, social, and economic factors (Crawley & Skleparis, 2018). Inquiry among migrants in Germany and New Zealand shows that family, culture, and relationships have an effect on work, social, and financial issues (Bürgelt, Morgan, & Pernice, 2008). In this regard, the accommodation of migrants is often done in large buildings with low living standards, which are usually closed off to the surrounding community (Kreichauf, 2018).

4.4. Challenges of the Kosovo Migrants in Germany (Kosovo Migrants perspective)

The outcomes of interviews conducted with Kosovo migrants in Germany highlight a range of challenges that stem from different periods of time - both pre and post-migration. These challenges include difficulties with various institutions, such as corruption and lack of employment opportunities in Kosovo, as well as rigid camp rules and complicated asylum procedures in Germany.

Corruption and unemployment are problems that migrants experience in Kosovo throughout their lives, while asylum procedures and camp regulations prove to be problematic and frustrating for them in Germany. Migrants also report encountering difficulties during their stay in the camps, citing discomfort living with unfamiliar people, lack of specific support services for families, and lack of privacy and control over their lives. These issues can be especially difficult for lone migrants, and are aggravated by chronic health problems that many migrants experience, including those affecting multiple family members.

In addition to physical health concerns, migrants also report enduring stress, frustration, insomnia, aggression, nutritional problems, agitation, fear, and depression, as well as trauma

stemming from past experiences. These challenges are exacerbated by what migrants perceive as insufficient health services in Germany, as well as a lack of support and professional advice for children, which is seen as particularly important.

The migrants appear to lack interest and motivation when it comes to planning their future, particularly with regards to their lives in their Home Country. This is likely due to the numerous challenges they have continuously dealt with in terms of institutional, health, social, economic, and accommodation services, often insufficient in Kosovo. Migrants attribute these shortcomings to national and institutional failures, as well as corruption in their homeland.

These challenges are intensified when taking into account the frustratingly complex asylum procedures and restrictive rules in the camps, which restrain their ability to live their lives fully in their host country. Additionally, the lack of privacy in the camp, due to the necessity of living with other migrants from different cultures, is a significant concern for migrants, particularly in regard to their children.

Findings suggest that migrants are hesitant to plan their lives in Kosovo due to feelings of confusion and a sense of being out of control. This reluctance may also derive from the chronic health problems that many migrants experience, with some family members also suffering from chronic diseases. Moreover, the migrants also go through various psychological issues and carry the trauma of their past experiences.

Our findings are consistent with other research highlighting the dire socio-economic conditions and corruption in the migrants' country of origin as a primary driver of migration. Furthermore, studies have shown that migrants from countries with high levels of corruption can potentially exacerbate corruption in the host country (Dimant, Krieger, & Redlin, 2015).

Additionally, research has found that migrants often bring corrupt practices with them to the host country (Ivlevs & King, 2017).

Although there have been some positive developments in terms of migrants' rights in Germany, such as increased awareness and support from organizations and networks, beside these improvements, social support for migrants remains a weak point (Odugbesan & Swchwiertz, 2018).

Germany is facing demographic challenges, with an aging population and a shortage of workers in certain fields, which makes accepting refugees and migrants necessary for the country. However, concerns over potential cultural clashes and the challenges of navigating the system in Germany are also significant. Asylum seekers have reported experiencing confusion and a lack of coverage for their needs, while migrant women in camps face deprivation and marginalization (Turner, 2015). In terms of accommodation, researchers have noted that migrant living conditions in Germany are often difficult, with many migrants considering their living arrangements in camps to be comparable to being in prison (Fontanari, 2015).

When it comes to accessing health services, language barriers, lack of awareness, stigmatization, and negative attitudes from health service providers have all been identified as significant obstacles for migrants (Satinsky et al., 2019). In addition to these challenges, migrants may also struggle with unstable social relationships and experience antisocial behavior in their daily lives (Nelkin, 1970). Unaccompanied refugee children and adolescents are particularly vulnerable to trauma and exploitation, as they may lack parental support and supervision, which can result in emotional disturbances and behavioral difficulties (Derluyn & Broekaert, 2008).

Safety and security are also major concerns for refugees, with many experiencing fear and insecurity as they attempt to rebuild their lives in a new country (Banarjee, Muzib, & Sharmin,

2014). Despite the desire of young migrants to live dynamic and open-minded lives, there remains a pervasive sense of anxiety and uncertainty surrounding their circumstances (Biondo, 2012). Unfortunately, findings suggest that unaccompanied refugee adolescents have experienced a high number of traumatic events and may suffer from symptoms such as depression, PTSD, and anxiety (Derluyn, Mels, & Broekaert, 2009).

One study found that refugees are particularly susceptible to mental health problems given their exposure to multiple traumas. The results of the study revealed that 82% of the sample were diagnosed with PTSD, and 64% of the same sample were also diagnosed with major depression (Teodorescu et al., 2012).

Another investigation identified that privacy is often compromised in refugee camps, especially for women who are forced to share rooms with other residents due to the lack of space. Having all activities carried out in one room with the doors always open results in violating personal space (Steindl, Winding, & Runge, 2011).

Migrants also often experience high levels of trauma, which can lead to vulnerability and the need for medical care. The traumatic experiences that they go through can result in biological changes, such as increased cortisol reactivity causing increase of stress and decrease of the capacity to cope with cultural changes long after migration (Matheson, Jorden, & Anisman, 2008).

In addition to trauma, migrants also face other challenges such as language barriers, inadequate information services, poor health services, racism and difficulty finding employment, social isolation, as well as dealing with family conflicts. These challenges are not adequately addressed by current support service policies (Stewart et al., 2008).

Regarding planning for return, an investigation found that many migrants do not have a plan for returning to their home country, which can hinder the reintegration process (Arowolo, 2002).

4.5. Challenges of the returnees in Kosovo (Kosovo Experts perspective)

Kosovo experts have identified several challenges faced by returnees in various aspects of their lives. One major predicament that returnees encounter is a lack of resources impeding their ability to plan for the future and create sustainable reintegration plans. As a result, returnees often focus only on their immediate needs and emergencies, without considering their long-term prospects. This sense of helplessness regarding their reintegration can lead some returnees to choose remigration or even illegal migration to countries like Germany.

Experts have also accentuated the issue of rumors as an important factor which increases the fuel towards migration and complicates reintegration efforts in Kosovo. Families who have lived abroad for an extended period of time may struggle with adjusting to the new reality in Kosovo, especially in the absence of support from relatives and family members.

Inappropriate policies for reintegration and lack of support services have also been identified as major obstacles to successful reintegration. Returnees often receive support only for emergencies, although corruption and bureaucracy can make accessing social support services difficult. Experts have also noted the lack of qualified professionals to assist with the reintegration process. Overall, Kosovo experts agree that returnees face numerous challenges needed to be addressed for successful reintegration.

Kosovo experts have also emphasized the issue of health among returnees and they have noted that while returnees had access to adequate and free health services during their time in

Germany, this does not appear to be the case in Kosovo. Mental health issues, coronary diseases, and multiple traumatic experiences were among the main health problems mentioned in their interviews.

Our findings are consistent with other research that suggests cultural adjustment problems are the greatest risk for refugees and migrants' problems and disorders (Alderete et al., 2000), particularly for those who have lived in host countries for an extended period of time. Lack of planning for reintegration has also been identified as a major challenge, with some research calling for greater protection for migrants in both host and home countries during the integration process (Arowolo, 2002; Siddiqui, 2003). Failure to plan for return can eventually lead back to remigration (Schuster & Majidi, 2013).

Another important difficulty is the lack of information for migrants and returnees. Research suggests the need for greater information flow between home and host countries (Wheeler & Natali, 2009). Obstacles to reintegration include economic, family, and community issues (Annan, Brier, & Aryemo, 2009), as well as political and economic instability (Ghufran, 2006). However, some research has shown that returnees may build strong ties with family and friends, investing in creating strong relationships to help them during the migration and integration process (Dekker & Engbersen, 2013). High family dependence, weak governance, and the lack of reintegration policies can negatively impact reintegration and push returnees to migrate again (Mensah, 2014).

There is evidence to suggest that returnees face a lack of access to services (Dwyer, 2010), and poor outcomes from these services highlight the need for efficient programs and agencies that work specifically with returnees (Arowolo, 2002). The government and ministries must be organized in order to create responsible institutions and special programs for reintegration

(Arowolo, 2002); deportation and reintegration processes can improve reintegration policies (Hanna, 2014). Corruption is also a significant issue that negatively impacts returnees' psychosocial and economic reintegration (Paasche, 2015), pointing out the need for an effective system for reintegration and sustainable dialogue between policy makers, NGOs, and researchers (Farrag, 2002).

Regarding health, interviews with Kosovo experts show that migrants require countries with better health services than those in their home countries, and policies should guarantee appropriate health and social services (Davies, Borland, Blake, & West, 2011). Physical, sexual, and psychological harm were evident in migrants and returnees who were victims of traffickers (Zimmerman, Hossain, & Watts, 2011), and reintegration can harm mental health (Beiser & Wickrama, 2004). Additionally, people who experience migration report food and water shortages, illnesses, and exclusion from medical care services (Lee et al., 2001), while investigations have found that migrants experience four or more types of traumatic experiences (Stacey et al., 2019). Ultimately, findings indicate that institutional, social, and economic issues, as well as factors such as human, financial, and cultural migration projects, contribute to reintegration problems (Haykanush, 2013).

4.6. Challenges faced by Returnees in Kosovo: A perspective from the Returnees themselves

During their interviews, the returnees highlighted a range of challenges and obstacles that impede their successful reintegration into the homeland. The feeling of having no control over their lives appears to be a significant factor that hinders their ability to confront these challenges and achieve successful reintegration. They often express a sense of frustration and despair that

they are facing the same obstacles as prior to their migration, leading them to believe that they will struggle to overcome these challenges for the rest of their lives.

Furthermore, the returnees' strong connections with their families mean that various family problems can impact them and even cause personal difficulties. They view their migration as a sacrifice made for the benefit of their family members, in order to offer them better opportunities in life. However, returning to their daily family routines has proven challenging for many, with a lack of resources for their families exacerbating these difficulties and hindering their family reintegration plans. The lack of social interaction is another difficulty that the returnees have identified, with socialization often being linked to material resources such as money and a stable economy. They note that social problems can be unpredictable and have often been one of the triggers for their family's migration.

The returnees report encountering the same challenges that they faced before they migrated, with the asylum procedure being identified as the most difficult aspect of their migration experience. Corruption, inadequate services, as well as traumatic experiences such as war, migration, and remigration are also significant challenges faced by the returnees and our findings are supported by research that emphasizes how passivity among migrants and returnees can impact their resources (Coffie, 2013). Furthermore, medicalization may reinforce a "victim role" mentality among refugees (Peisker & Tilbury, 2004). In contrast, successful reintegration is linked to active participation in the process by the returnees (Kostialova & Hofreiter, 2018).

According to Nami (2014), returning to their homeland can cause health problems for returnees, such as relationship issues, stress, isolation and a sense of disempowerment. The lack of resources for reintegration can also lead to feelings of despair and failure (Veronese et al., 2019). Moreover, research suggests that immigrants are often excluded from political and organizational

life (Back & Soininen, 2007), and return migrants are more likely to face corruption compared to non-migrants (Handlos, Olwig, Bygbjerg, & Norredam, 2016).

Additionally, Teodorescu et al. (2012) asserts that migration experiences are often accompanied by multiple traumas, which can lead to various psychological disorders. Life stressors after migration were also found to be positively correlated with psychological disorders (Teodorescu et al., 2012).

4.7. German Experts perspective on Personal, Social and Familiar resource for successful Migration

During interviews with Kosovo migrants, it was noted that some individuals were aware of their minimal chances for a positive asylum request and understood their current situation. As a result, the return process was not a traumatic experience for them. This level of awareness allowed them to prepare for the challenges they would face and plan their future, including opportunities in their homeland. Other migrants chose to be active in their life in Germany by learning the language, finding a job, and solving personal issues such as accessing health support, which is available for free in Germany. In these cases, migration was a strategy to achieve short-term objectives.

Our findings are consistent with previous investigations, which indicate that personal resources play a vital role in decreasing stress and predicting the health of migrants and refugees. For instance, Jerusalem (1993) found that personal resources such as self-esteem can moderate stress among Turkish migrants in Germany. Similarly, Young (2006) found that personal resources can help reduce stress levels among migrants and refugees.

Research has revealed that migrants who are unaware of the status of their asylum request procedure are more likely to experience psychological issues (Hajak, Sardana, Verdeli, & Grimm, 2021).

Social Resources: Interviews with returnees suggest that social support plays a crucial role in the integration of migrants. While living abroad, many migrants establish strong relationships with local families, particularly German ones. This is especially beneficial for younger migrants, as they attend school, participate in social activities and make new friends, all of which enrich their lives and broaden their horizons. Even after returning to Kosovo, many migrants maintain these relationships, keeping in touch with their German friends and acquaintances. Some migrants even form romantic relationships and choose to settle down in Germany.

Our findings are congruous with previous research, which has shown that returned migrants tend to have more diverse social networks and close relationships (Fazito & Soares, 2013). These connections are often formed during the migration process and can be a valuable source of support and information for migrants as they navigate the challenges of integration (Dekker & Engbersen, 2013). Moreover, research suggests that age is a key factor in social integration, with younger migrants often benefiting the most from social activities and relationships (Myers, 1999).

Family resources: Regarding family resources, the findings indicate that migrants maintain close relationships with their family members, and they often receive support even from a distance. In some cases, the migration process strengthens their bonds and leads to improved relationships with their relatives. This realization encourages them to offer mutual support and manage issues more effectively.

It is worth noting that many Kosovo migrants have family members and relatives living in Germany who have provided financial and other forms of assistance. This has made it easier for migrants to cope with their daily challenges.

Our research aligns with previous investigations that suggest migration can bring significant changes to family and social life (Rahman, 2009). In particular, migrants who moved after the age of 50 tend to rely more on their family members and often live with their children, who provide financial support (Angel, Angel, Lee, & Markides, 1999). Additionally, Barglowski (2021) notes that Polish migrant mothers have a significant impact on their children's efforts to maintain and strengthen their ties with their homeland.

4.8. Institutional and spiritual resources among migrants (German Experts perspective)

Long-term institutional barriers, such as their insufficiency and dysfunctionality, often drive migration. Once migrants arrive in Germany, they witness firsthand how the system works - the approach towards clients, work culture, working system, connections, and harmonization. This experience and knowledge can be beneficial to share with their home country. Nostalgia for their home country and patriotism motivate many migrants to invest in Kosovo. Some have even created bridges and connections between experts in Kosovo and Germany, leading to profitable cooperation and knowledge sharing.

An article by Martin (2004) recommends rethinking organizational arrangements for refugees and displaced people to improve coordination of humanitarian duties. However, institutional objectives may not always align with individual needs and aspirations of migrants (Shrestha, 1987). Policymakers should take these findings into account to better address the needs of migrants.

Spiritual resources: The interviews revealed that Kosovo people turn to spiritual resources in order to overcome their problems. They believe that the power of God will put things in order, and they will not be burdened with challenges they cannot handle or face. Consistent with our findings, research highlights the importance of religion and spirituality. Therefore, for successful intervention in refugee work as a social worker, intervention strategies should be based on the strength of spirituality (George, 2012). Investigations also reveal how migrants use religion in decision-making, preparation for the trip, the journey itself, the arrival, the role of ethnic churches, and transnational linkages (Hagan & Ebaugh, 2003).

4.9. Personal, social and familiar resources among migrants (Migrants perspective)

Some migrants in Germany may not be satisfied with their experience and may start planning their return to their home country. However, others find migration to be a valuable and interesting experience, especially in social, economic, and medical fields. It is also important to note that Kosovo migrants, particularly minorities such as Roma, Ashkali, and Egyptian, become more aware of their human rights while living in Germany. Especially those who have migrated multiple times are often better prepared to handle the challenges and procedures they will face.

Learning German while in Germany is also a valuable resource as it can lead to better job opportunities upon returning to Kosovo, in both private sectors and NGOs. Some migrants are also able to adapt and adjust their identity to fit their new environment, as shown in the interviews.

Research has shown that education in the host country can improve migrants' human capital, leading to better socialization and integration (Dustmann & Glitz, 2011; Adams & Kirova, 2016). Language proficiency is also linked to higher monthly incomes for migrants (Boyd & Cao, 2009).

Additionally, Yugoslavian migrants in Australia demonstrated better adjustment skills in new cultures (Sonderegger & Barret, 2004).

Social resources: According to the outcomes of interviews, migration can create a unique social network for migrants. They have the opportunity to meet people from diverse cultures and societies, which can enhance their ability to communicate and connect with individuals from different backgrounds. Younger migrants often form friendships with other migrants through school, work, and various social activities, rather than solely with Germans. These relationships are often special, and migrants maintain them even after returning to Kosovo through means such as email, telephone, and the internet.

It is important to note that migrants take something from each culture and tradition they encounter and incorporate these elements into their own culture, behavior, and traditions. Social capital is a valuable resource for migrants, as research has shown that social networks and dynamics play an important role in forced migration (Castles, 2003; Garip, 2008). The level of education also impacts social networks (Gold, 2002), and higher life satisfaction is associated with the use of social networks (Yu & Chen, 2016).

Family resources: The main outcome of the interviews highlights the crucial role of family support in facilitating the integration of migrants in their host country, Germany. This support can help migrants in various aspects of their lives, including socially, psychologically and financially, especially for those who are dealing with health issues or chronic illnesses.

Research has also shown the significance of family support in the integration process of migrants. For instance, one investigation suggests that family interaction is one of the reasons for migration (Root & Jong, 2010). Additionally, community and family networks are essential for migrants, as

emphasized in another study (Winters, Janvry, & Sadoulet, 2001). Additional study found that a strong family network can assist migrants in their integration efforts (Ryan, 2004).

4.10. Institutional and Spiritual resources among migrants (Migrants perspective)

Improved language: According to interviews with migrants, many deal with health issues and other difficulties, which have often been a primary factor in their decision to migrate. For these individuals, migration offers access to superior medical services available in Germany, which are typically free of cost and of higher quality than those in Kosovo.

Moreover, the Kosovo Government and the EU have invested heavily in reintegration and integration programs, with much of this funding coming from Germany. The government has prioritized the reintegration process as a precondition for visa liberalization; as a result, social support services for returning migrants are generally more robust than those for other groups in Kosovo.

Specialized support services for returnees are available through a variety of NGOs, and every municipality has an office dedicated to serving this population. These offices work actively to reach out to returnees, making these support services easily accessible for those in need.

Various research supports our findings, indicating that host countries are investing in health services and developing policies to bridge the gaps in healthcare access (Bollini & Siem, 1995). Therefore, addressing the healthcare needs of migrants is essential for effective healthcare services (Maffia, 2008), as well as collaborating with experts from various fields in enhancing mental health services for immigrants (Nadeau & Measham, 2005). Migrants usually return to their home countries with better access to healthcare services than prior to their migration (Davies, Borland,

Blake, & West, 2011). Moreover, other studies have demonstrated that migration increases health awareness and knowledge (Hidebrandt & McKenzie, 2005).

The findings suggest that migration can benefit both individuals and countries involved (Binci, 2012; Haas, 2010). Structural integration can also be beneficial in this regard (Haas, Fokkema, & Fihri, 2014), and there is a correlation between migration and productive investments (Brauw & Rozelle, 2008).

Spiritual resources: The outcomes of the interviews underline the significance of spirituality for migrants. For many of them, participating in religious practices, such as prayers and seeking divine support and mercy is substantial, as it aligns with their religious beliefs. For these individuals, the belief in God's miracles and the concept that things will eventually fall into place someday provide hope and comfort. Additionally, prayer is seen as a means of relaxation and consolation.

Research has demonstrated that religion serves as a coping mechanism for migrants (Khawaja, White, Schweitzer, & Greenslade, 2008), and that personal and institutional spiritual practices offer support for migrants from various backgrounds (Eppsteiner & Hagan, 2016). Therefore, spirituality and religion have a profound impact on migrants' cognition and emotions, leading to improved integration and better health outcomes (Gozdziak & Shandy, 2002).

4.11. Personal and social resources among returnees (Kosovo Experts perspective)

The interviewees emphasized the importance of education as a key factor for successful reintegration and integration into the host society. They noted that returnees with higher education are typically easier to work with, as they tend to be more interactive and have a better understanding of the opportunities available to them. However, for migrants who have experienced

extreme poverty in Kosovo, including lack of accommodation, chronic illnesses and financial difficulties, migration appeared to be a necessary option in improving their health. Many of these migrants received costly surgical interventions that were not available to them in Kosovo. Some were able to receive financial support through remittances, while others received aid from organizations, NGOs, and private donors.

Additionally, families with multiple children receive greater financial support from social services in Germany, as our interviews have revealed. These findings align with previous research that emphasizes the significance of personal resources and returnees' networks in the process of reintegration (Kleist & Milliar, 2013). It is worth noting that several factors need to be considered, such as preparation, place of origin, social background, motivations, prospects, skills, and occupational status (Cassarino, 2008). Furthermore, migrants who have completed higher education are more likely to secure employment after returning to their home country (Thomas, 2018). Furthermore, remittances play a crucial role in aiding migrants become part of the employment network (Roberts & Morris, 2006).

Social resources: The results of this study indicate that social services, both in the country of origin and the host country, play a crucial role in the integration and reintegration processes. Despite some criticism and appraisal of these services, they are still deemed essential in achieving successful reintegration. According to interviews with experts on migration in Kosovo, social services in Germany and significant investments made there have significantly improved the lives of migrants and returnees. Specifically, substantial investments have been made in the social system to assist returnees and migrants in adapting to their new environment. However, accessing this unique group requires a different approach than accessing other groups. Furthermore, the interviews suggest that migrants and returnees are well received and accepted in social life.

Research has shown that men tend to transfer money back to their homeland after migrating, while women prioritize maintaining social connections (Vlase, 2011). Older returnees and migrants tend to report higher levels of satisfaction compared to younger ones (Krumme & Platt, 2018). Additionally, migration has been found to increase awareness of environmental issues, tolerance towards ethnic and minority groups, and knowledge of labor rights (Ginieniewicz, 2012). In particular, psychological well-being has been shown to be closely linked to the social acceptance of migrants (Potochnick, Perreira, & Fuligni, 2012), while biculturalism has also been identified as an important coping strategy (Padilla, 2006).

4.12. Family, institutional and spiritual resources among returnees (Kosovo Experts perspective)

Experts highlight that family plays a crucial role in the process of integration and reintegration, as it functions as a resource for overcoming daily challenges. They suggest that services dedicated to returnees should be tailored to fit the needs of families because they are instrumental in helping migrants and returnees navigate the obstacles they encounter when adapting to a new society. These findings are consistent with existing research that accentuates the significance of family in the integration and reintegration process. For instance, studies have shown that successful reintegration is contingent on strong family connections (Riggs & Riggs, 2011), and healthy family ties are associated with better reintegration outcomes (Mberu et al., 2012; Smoliner, 2016).

Institutional resources: Based on the interviews, it is evident that migrants have access to numerous institutional resources. For instance, the state of Kosovo has developed a specific strategy for migrant reintegration since 2010, which includes dedicated offices and institutions for

returnees. Experts from Germany regularly visit Kosovo to share their experiences and knowledge, and these actions have contributed to the political stability and facilitated the reintegration process.

This is also supported by research that suggests that the integration of institutions has a positive impact on their functions and services (Gkiouleka et al., 2018). Furthermore, skilled migrants can play a significant role in achieving economic and social stability upon their return (Makina, 2012).

Spiritual resources: Interviewees express a hopeful outlook for positive changes in their lives, fueled by the belief that supernatural or divine intervention could bring an end to the challenges they face. Similarly, previous research has found that religion plays a role in the lives of migrants during various stages of their migration journey, including decision-making, preparation, and arrival (Hagan & Ebaugh, 2003). Studies have also shown that spiritual well-being can positively impact the health of migrants (Kamya, 1997), hence daily spiritual activities have been identified as a coping mechanism for psychological issues such as depression (Park & Roh, 2012).

4.13. Personal resources among returnees (Returnees perspective)

The knowledge of the German language is identified as a crucial personal resource for returnees, aiding both the integration and reintegration processes. Additionally, fluency in English is also regarded as beneficial in facilitating access to institutions, procedures, and the social network. Furthermore, proficiency in these languages is believed to enhance employment opportunities, particularly in Kosovo.

One notable finding is the importance of mindfulness, as it helps individuals to be aware of rumors and gossip surrounding migration and return. For some migrants, the reintegration process instills a sense of dedication and determination as they work hard to establish a new life

in their homeland. They possess a special energy and focus, and are not easily distracted from their goals. In fact, for some migrants, the experience of migration serves as a wake-up call, prompting them to think more seriously about their future. On the other hand, for certain groups such as the Roma, Ashkali, and Egyptian migrants, migration has empowered them by increasing their awareness of their rights and access to institutions. Conversely, for others, obtaining medical services was their primary motivation for migration so after acquiring the necessary free medical services and health recovery, they returned to Kosovo without further medical issues or problems. Returnees who engage in creative activities, such as music and art, appear to have an advantage in the process of reintegration. Many of these individuals have experienced migration multiple times and this has given them a level of resilience and familiarity with the challenges that arise during the migration and reintegration process. As a result, they are better equipped to overcome these obstacles. The findings suggest that some returnees possess the skills and awareness necessary to adapt their identities to the requirements of their new environment.

Improved language: Our research findings are supported by various investigations that prove the positive impact of migration. For instance, research has shown that migrants not only transfer their financial remittances but also their knowledge as an investment in their home country, consequently contributing to the economic development of their country of origin (Klagge & Hitpas, 2009). Additionally, other investigations have demonstrated that mindfulness and self-compassion are effective tools for immigrants to cope with their daily stressors (Lopez, 2016). Language skills, such as French and German, were identified as valuable assets for Turkish returnees in finding employment (Paolo & Tansel, 2014) and achieving success in the job market and education (Gogonas & Kirsch, 2018).

4.14. Social and family resource among returnees (Returnees perspective)

The interview findings highlight the importance of having an enriched social life as a significant benefit of migration. During this time, migrants experience an expansion of their social circle and form friendships with people from different countries, particularly Germany. Some migrants even develop close emotional and romantic relationships while abroad. Even after returning home, migrants maintain their social connections through email, telephone, and the internet.

Returnees gain valuable knowledge about different cultures, countries, traditions, attitudes, and family dynamics, which diversify their perspectives. In this case, what is more important is that they learn from each culture and these experiences shape their personality profiles. Additionally, returnees establish social networks in Kosovo with fellow migrants, which creates useful contacts for mutual support and information sharing. Based on interviews with returnees, it is clear that the organization of society and institutions in Kosovo are uniquely tailored for their integration and social acceptance.

Research has enriched our understanding of the role of social networks, culture, and social capital in integration and reintegration (Christou, 2006). A lack of support from these social factors often leads to dissatisfaction (Gmelch & Gmelch, 1995). Understanding one's ethnic identity and sense of belonging to their home country is also crucial for young migrants (Reynolds, 2009). Additionally, studies have shown that economic disparities can negatively affect migrants' social resilience (Adger et al., 2002). Finally, research has highlighted the positive impact of social support from extended families on migrants' well-being (Lu, 2011).

Family resources: The interviews revealed that various assets and family resources play a crucial role in the reintegration process. The amount of remittances received often depends on the

number of family members living abroad, and since Kosovo families tend to be large, remittances are an important source of income. Some Kosovo families (living in Germany) used the money they received from remittances to invest in future businesses in Kosovo, demonstrating the potential for these funds to stimulate economic growth and development

Between 2014 and 2015, the migration route to Germany (through Serbia and Hungary) was relatively easy and financially rewarding, which led to an increase in migration and remigration to Kosovo. The experience of migration played a protective role, as it increased families' awareness and preparedness to deal with challenges during the integration and reintegration processes. Returnees were influenced by their migration experiences, with some becoming more knowledgeable about legal migration, while others contemplated their future in their homeland. Additionally, migration experiences often fostered closer relationships among family members. The interviewees emphasized the importance of children in motivating family members to work towards family reintegration. Family planning is focused on identifying the needs of all family members and identifying strategies that will benefit everyone's progress. Research indicates that remittances play a vital role in the productivity of migrant workers (Ledesma & Piracha, 2004) and are also essential for the development of their home countries (Ratha & Mohapatra, 2007). The findings further highlight that children play a significant role in keeping migrant families connected (Orellana, Thorne, Chee, & Lam, 2001), while family and kinship connections are critical for successful integration of migrants (Salaff, 1997).

4.15. Institutional and spiritual resources among returnees (Returnees perspective)

The reintegration and integration of returnees and migrants are among the top priorities for the Kosovo Government, as well as for local and international non-governmental organizations,

and EU funds. The Kosovo Government has invested significantly in the reintegration process as it was a precondition for visa liberalization. Today, social support for this group is in a better condition compared to social services for other groups in Kosovo. Special support services are available for returnees, and numerous NGOs are actively engaged in this field. Given that returnees are considered a special group, they enjoy facilitated access to support services that are readily available to them. Various investigations have shown that government policies play a significant role in the process of reintegration (Haykanush, 2013). Furthermore, countries are developing policies aimed at promoting brain gain (Olesen, 2003).

Spiritual resources: The outcomes of the interviews revealed several factors that could be considered as spiritual resources. The migrants and returnees spoke of the importance of their religious beliefs and trust in God as protective resources. They expressed faith that a higher power would intervene and bring about positive outcomes. Additionally, they embraced an attitude of inclusion and identification with the new culture, recognizing the significant impact it had on them. Our research findings align with previous investigations that highlight the importance of understanding spiritual rituals and cultural practices as a key factor in successful reintegration (Maeland, 2010). Additionally, research has shown that spiritual factors play a crucial role in the reintegration process (Suzuki & Kawakami, 2016). Loss of spiritual resources due to migration can have a negative impact on psychological adjustment, indicating the importance of adequate spiritual resources for successful reintegration (Markovitzky & Mosek, 2008). These findings suggest a significant correlation between social, spiritual, and physical resources, and psychological adjustment in a new environment.

The thematic analysis revealed findings that are consistent with our own, and as such, there are several areas that warrant further investigation to provide more comprehensive and objective outcomes on topics that have not been studied extensively.

4.16. SOC and Salutogenesis among migrants (German experts perspective)

This section addresses the research question pertaining to the level of Sense of Coherence (SOC) among migrants and returnees. The findings from interviews conducted by German experts highlight that SOC, particularly its comprehensibility component, manifests in several aspects of migrants' lives. Specifically, their time in camps with mostly unfamiliar individuals who vary greatly in terms of social, cultural, traditional, and historical backgrounds can lead to misunderstandings and difficulties predicting the behavior of their roommates, particularly during their stay in the Bamberg Refugee Camp in Germany. Furthermore, these differences and diversities can also result in conflicts and misunderstandings among migrants, which may explain their fear for their family members. Experts believe that addressing these issues can significantly improve migrants' and returnees' SOC, ultimately aiding in their successful integration into society. Therefore, another area related to comprehensibility is the limited knowledge that Kosovo migrants have about the opportunities available to them. Moreover, changes in the family structure and dynamics are mentioned as a common experience among migrants. Interviews suggest that migrants are often confused, facing various differences in their lives, but their main confusion stems from the complexities of the asylum procedures and the lack of concrete preparation for their return to Kosovo. The German experts also highlight the migrants' limited understanding of the challenges they face as migrants and their future prospects.

The theme of manageability is prevalent among the perspectives of German experts and encompasses various topics, including inadequate support for migrants, inappropriate support services, and the lack of individualized support. Additionally, the issue of restrictions experienced by migrants, particularly socialization restrictions, is also addressed within this component. Migrants face a scarcity of resources, such as economic instability, inadequate food and limited healthcare services, lack of money and unemployment, all of which contribute to the decision of migrating to Germany. These resources are deemed essential for the Kosovo people, leading them to view Germany as a destination to acquire or settle in to access these resources.

Therefore, the concept of meaningfulness is reflected in themes that address the sense of direction and purpose in the lives of migrants. The changes in the environment where Kosovo migrants live are viewed as irreparable problems affecting their identity. German experts note that migrants struggle to find meaning in their lives, encountering various difficulties in planning their future and understanding the developments that are taking place around them. As they wait for a positive response to their asylum requests, they hope to secure a new life for themselves and their families. When it comes to SOC among migrants, several studies have linked SOC and its three components (Comprehensibility, Manageability, and Meaningfulness) with migration, integration, and various health problems, particularly psychological issues. For example, one study found that the migration and integration experiences of women migrants from Turkish, Moroccan, and Surinamese backgrounds were related to their SOC, which was strengthened by their ability to balance their daily tasks (Slootjes, Keuzenkamp, & Saharo, 2017).

Another study has identified the social component of SOC as being of primary importance for the mental health of migrants in the Netherlands. This study suggested that SOC acted as a mediator,

helping to make life experiences more comprehensible, manageable, and meaningful (Fiet et al., 2022).

In this regard, Arola et al. (2018) found that individuals who had lived as migrants for longer periods, both in Finland and the Balkan Peninsula, had the same level of SOC as native individuals. Similarly, Erim et al. (2011) found that SOC was a protective factor in migrant patients in Germany. Other authors have emphasized the importance of social support in promoting the sense of coherence and empowering migrants. Furthermore, they have called for the incorporation of the Salutogenic model in national policies of migrant integration (Bonmati-Tomas et al., 2019).

Research has also shown that low levels of sense of coherence, acculturation stress, demographic characteristics, coping strategies, perception of social support, and emotion-focused strategy are associated with poor mental health outcomes (Jibeen & Khalid, 2010). Riedel et al. (2011) suggest that a strong SOC can help migrants overcome acculturation stress. Additionally, Lam (2007) found that individuals who perceived high levels of racial discrimination had lower levels of SOC, which was associated with various psychological problems.

Financial security and social support have also been identified as important factors for migrants' adaptation and well-being (Wilson, 2012). Some migrants are able to successfully adapt to their host country, despite facing numerous challenges. Researchers attribute this to factors such as SOC, financial stability, and building a social network (Wilson & Mittelmark, 2013).

Moreover, a study by Aitcheson et al. (2017) suggests that national identity and optimism, along with family SOC and certain demographic features, can increase adaptation and promote health and well-being among migrants.

4.17. SOC and Salutogenesis among Returnees (Kosovo Experts perspective)

In this section, we discuss the level of SOC and its components among returnees based on interviews with Kosovo experts. According to the results, the comprehension component is related to the Kosovo experts' awareness of the support services needed for returnees. The experts highlight the need to increase the capacities of such services and ensure they meet the returnees' needs to improve sustainable reintegration. However, the lack of solutions for returnees' problems and the accumulation of problems among them are factors that exacerbate the issues they face. Moreover, the high level of corruption in Kosovo may lead to a lack of interest in reintegration, along with confusion and poor expectations regarding the impact of support services on Kosovo returnees. The interviews also indicate that inconsistent support services and the returnees' dependence on such services are major problems in achieving sustainable reintegration. The lack of order, unknown structure of support services, and unstable political and economic situation in Kosovo are factors that create an unsuitable environment for returnees and affect the comprehensibility component.

Below are some investigations that shed light on the aforementioned topics. One study found that Sahrawi migrants in Spain rely on their social network within their community, drawing on their national identity and sense of solidarity, which is particularly strong among this group (Belloso, 2016). Another research emphasizes the importance of incorporating the concept of sense of coherence in the development of more effective integration and reintegration programs for migrants (Riedel, Wiesmann, & Hannich, 2011). It also underscores the need for training health providers to better understand SOC components and develop appropriate competencies for working with refugees (Bhui, 2002; Mayer, Viviers, Flotman, & Schneider-Stengel, 2016). In addition, interviews with 22 leaders from five different countries highlight the role and importance

of SOC in enhancing health services in their respective countries (Meyer & Oosthuizen, 2020). Meanwhile, a separate investigation emphasizes the need for Turkish returnees from Germany to explore their sense of self and find meaning in their lives in their homeland (Kilinç, 2017).

4.18. SOC and Salutogenesis among Migrants (Migrants perspective)

Comprehensibility, as a component of SOC is prominent in various topics, including the perception of migrants that their lives are chaotic, both before migration in Kosovo and during their stay in the Bamberg Camp in Germany. The lack of control over their daily lives in the refugee camp is a major source of distress for many migrants, who view it as a means of isolating them from the outside world.

However, for many migrants, the real problems begin when they receive negative decisions from the authorities, such as the rejection of their asylum request. In response, some migrants see this situation as an opportunity to plan and think about their lives back in Kosovo. Interviews suggest that the lack of solutions to their problems is a major concern for migrants. Consequently, many have taken the decision to migrate to Germany in belief that they will find a solution to the problems that they have continuously dealt with.

The findings suggest that migrants often lack an understanding of the procedures and support services available to them, thus highlighting a lack of Comprehensibility. Meanwhile, when it comes to Manageability, migrants lack essential resources like money, accommodation, and medical support, means whose absence they have suffered even before migrating from Kosovo to Germany. Ironically, these resource deficits are often the trigger for migration, as migrants hope to improve their quality of life by acquiring them in Germany.

The component of Meaningfulness appears in issues such as the loss of goals, freedom, trust, responsibility, and values, which can be attributed to the migration experience and life in the Bamberg Camp. Skalski-Bednarz (2022) found that religion and SOC are two crucial components for Mashreq refugees in Bavaria, Germany. Additionally, research suggests that low SOC, acculturation difficulties, lack of control, and economic stressors are related to higher levels of psychological distress (Sundquist et al., 2000). This research highlights the importance of SOC in remembering the past and imagining a positive future. However, another study found that SOC was lower among Polish migrants in Germany, which was linked to increased psychophysical problems (Morawa & Erim, 2015). Overall, the findings suggest that SOC is important in helping migrants cope with stressors and navigate the challenges of migration and resettlement.

4.19. SOC and Salutogenesis among Returnees (Returnees perspective)

The interviews with returnees revealed several topics related to the SOC components. The results showed that returnees have a disorganized daily life in Kosovo, while they experienced better opportunities to organize their lives in Germany. This may be due to the fact that returnees in Kosovo face various challenges such as instability, confusion, consistent problems, inability to explain, lack of awareness about their return to Kosovo, and low expectations. These issues affect the Comprehensibility component of the returnees. Furthermore, the Manageability component appears in topics that emphasize the lack of resources. The interviews indicate the absence of professional resources for returnees and the reintegration process, lack of support, absence of jobs and workplace, inadequate health support, insufficient support for business building, and fragile support infrastructure for the returnees.

On the other hand, Meaningfulness is reflected in themes that indicate a lack of self-awareness, a lack of a sense of purpose in life, a lack of plans for the future, and a vague sense of direction in their lives. These factors all affect the SOC component. Additionally, the interviews reveal that restrictions in the camp create a feeling of confinement and lack of freedom, and upon returning home, the returnees feel as though they have regained their freedom. As such, returning home has made them more aware of their surroundings, where they live, and the people around them. Migration has also influenced changes in returnees and their family members. The interviews underscore the impact of creative activities, psychologists or psychotherapies, music creation, and family support in helping the returnees establish their new roles.

The findings suggest that Roma returnees in Albania and Kosovo faced various challenges in their lives, such as living with low standards and socioeconomic problems, and were exposed to different values upon their return. Although their knowledge changed after the migration experience, researchers found that returnees became more sensitive to discrimination and experienced changes in their self-perception. The study also revealed changes in respondents' sense of self, including group identity, as well as a tendency to create a sense of belonging, self-understanding, equality, and individual and political identity (Vathi, King, & Gërdeshi, 2022). Similarly, research on Turkish returnees from Germany's second generation noted that they struggled to find their own identity and meaning in life upon their return to their homeland (Kiliç, 2017). Furthermore, Turkish returnees from the German state have emphasized feeling like foreigners in both the host country and their hometown. Kiliç, Williams, and Hanna (2022) found that returnees had the ability to perform multiple identities. Similarly, Greek returnees from Germany experienced an ambiguous sense of home, self, place, belonging, and identity, as reported by King and Christou (2009). Kiliç (2022) also found a gap in the meaning of home

among Turkish returnees from Germany. As a result, Şener (2018) points out that Turkish returnees from Germany have experienced culture shock and difficulties with readjusting to their homeland. This investigation suggests that their ties with their homeland appear to be weak. Based on the research and literature review conducted, it is evident that there is a significant deficiency in the sense of coherence (SOC) among returnees and migrants. The three components of SOC are significantly influenced and weakened by the situations before migration, during migration, and after their return. The interviews with Kosovo returnees and migrants also suggest that the three components of SOC are affected. These findings highlight the need for further investigation and discussion among future researchers to validate these findings and explore potential solutions to address the SOC deficiency among returnees and migrants.

4.20. Exploring specific outcomes among experts, migrants and returnees

This research study has yielded specific findings on the impact of migration and return on four distinct groups. These results have shown implications for the daily lives of migrants and returnees, nevertheless these opinions are subject to different perspectives, thus possibly leading to conflicting conclusions. One such area of argument is the issue of discrimination experienced by migrants upon their return to their homeland. Returnees to Kosovo report experiencing discrimination, although this is not mentioned by Kosovar or German experts. While German experts allude to the unwelcome nature of some migrants in their country, they do not explicitly define it as discriminatory. The perception of discrimination among returnees may be directly influenced by the difficulties they face upon returning home, as well as the feeling of being unwanted by the society and the country they once decided to flee. The issue of discrimination among Kosovar migrants has been explored by other researchers and has concluded varying

results. For instance, Zschirnt's (2020) research found that Kosovars faced discrimination in the Swiss labor market, while similar issues were reported in Switzerland (Dula, 2020). Meanwhile, a study conducted in Austria revealed that employment discrimination was on the rise for all migrant participants, with higher levels recorded for those from Africa (Weichselbaumer, 2019). Finally, Kosovar experts highlighted the lack of information among returnees, consequently making the reintegration process more challenging, although this was not a concern mentioned by the returnees themselves.

Thus far, research has not generated conclusive findings on the subject, and it is necessary to await further investigations into the experiences and needs of returnees. However, some studies have already identified challenges in the reintegration process, specifically relating to the lack of preparation for return and the diversity of integration and reintegration policies (Carr, 2014).

Another noteworthy conclusion from the interviews is that returnees in Kosovo often feel the pressure to socialize by spending money or displaying wealth. They report that this expectation impacts their ability to form meaningful social connections and can make their social life challenging. While this phenomenon has not been extensively studied, further research is needed in order to obtain objective results. It is quite possible that this expectation is rooted in cultural norms or reflects the high expectations placed on returnees by the population in Kosovo, where financial security is highly valued.

Kosovar experts expressed a unique concern about the lack of trust in institutions and reluctance of returnees to cooperate in receiving support for their reintegration. This discovery has not been reported in other studies, although, research has linked the lack of trust in institutions to corruption in Kosovo (Williams, 2020). The emotional connection of diaspora members to their homeland is evident, but they also face significant obstacles when returning, including the

instability of institutions. Indeed, a lack of trust in institutions was identified as a factor contributing to the exodus of the population of Kosovo in 2014 and 2015 (Bexulli, 2016).

Kosovar experts identified a lack of planning and preparation for return and reintegration as a significant personal challenge for returnees, a finding that has not been reported in other research groups. However, further research is needed to confirm this result, hence, future studies may provide more evidence on this topic.

A significant theme that emerged from the study is the feeling of an unfinished struggle for survival among the returnees, these endeavors being a defining aspect of their experiences. There are numerous challenges contributing to the reluctance of Kosovar returnees to remain in Kosovo. Amongst them are social and economic difficulties, marginalization, traumatic experiences, and difficulties in the labor market due to inadequate education and skills, all of these emphasized in various studies by many authors (Vathi et al., 2022; Möllers, Traikova, Herzfeld, & Bajrami, 2017). Similarly, the experts in Germany display their view on migration and moving to Germany as a form of family tourism, although the migrants' reasons for migration are not entirely clear to them. Returning to Kosovo is considered to be a positive outcome for Kosovar migrants and this fact has been observed during the experts' visit in Kosovo. They conclude that returnees prosper better in Kosovo, particularly in terms of their mental health. However, these findings require further investigation by future researchers, as the current research has a gap in this area.

The returnees consider their migration to Germany as a sacrifice and a step towards a better future and more opportunities for them and their families. Studies have shown that the migration and settlement of Kosovars in their host countries are closely linked to other family members who have already obtained a regular status there (Gashi & Adnett, 2015). In this regard, Säävälä (2010)

discovered that Kosovar mothers who immigrated to Finland saw themselves as dedicated and devoted to their family, and this was the main motivation for their migration

There is a difference in the results shown regarding the issue of asylum procedures. Although not mentioned by the Kosovar and German experts, migrants and returnees consider the procedures to be difficult and lasting for long periods of time. Several studies have found that asylum procedures are inadequate and fail to create an environment for the integration of migrants (Thor, 2016). Additionally, Ilgit and Klotz (2018) highlight that asylum procedures and requests are complex and unclear for migrants.

Meanwhile, Kosovar experts highlight an aspect of weakness that is not mentioned by the returnees, migrants, or experts in Germany, which is the shortage of qualified and educated experts to support returnees. This reveals a gap in the existing research, and it is important to explore and enrich the literature with new findings related to this issue in the future.

According to German experts, the most significant health problems, especially psychological ones, are prevalent among migrants aged 10-18, making them the most vulnerable group to the effects of migration, a finding not mentioned by other research groups. In contrast, other studies suggest that psychological conditions are problematic for children and adolescents, with higher rates of PTSD, depression, anxiety, and a lack of access to appropriate healthcare services to help them cope (Blackmore et al., 2020). Similarly, another study found an increase in psychological issues such as distress, a greater number of traumatic experiences, depression, PTSS, and anxiety among migrants (Müller et al., 2019).

A specific issue faced by migrants is their ability to adapt their identity to the new circumstances and conditions of the host country, and this is considered a personal resource that can help migrants adapt and integrate. Paca (2015) notes that in the Kosovar diaspora, identity is

also aimed in different directions, often influenced by their place of birth and the host country. While, other research has mentioned binary identities among Kosovar migrants (Fagan, 2020), as well as the need for a new environment for interaction and, at times, hybrid identity (Kaplan & Chacko, 2015).

The returnees identify various creative activities, such as music and psychotherapy, as crucial resources in safeguarding their health and facilitating their reintegration into their homeland, yet, such activities are not mentioned by other research groups. Despite the lack of current research on the positive impact of creative activities on the reintegration process, psychotherapies and counseling have been found to be crucial for reintegration, especially in the mental preparation of migrants (Salgado, 2022).

There are some disagreements among the respondents in the research regarding the perception of Kosovar migrants in Germany. While German experts perceive that they are not welcome in the country by German society, returnees and migrants mention the importance of family socialization and close romantic ties as important resources for their future. Additionally, only those who returned to Kosovo mention that migration has enriched their lives and raised their awareness of different cultures, traditions, and societies. German experts and returnees emphasize that migration is a process, and the return of family members strengthens their bonds and family dynamics. Regarding the aforementioned topics, its potential influence on the socialization process remains an open question for future research by scholars. As for mindfulness, there is some evidence suggesting that migration can affect its development, and that promoting mindfulness in various aspects of migrants' lives may contribute to its growth (Roychowdhury, Ronkainen, & Guinto, 2021). In fact, some studies have explored the use of mindfulness-based interventions in improving the psychological, social, and behavioral well-being of migrant children and

adolescents (Lu, Rios, & Hyang, 2017). Nonetheless, further research is needed to fully understand the relationship between mindfulness, migration, and well-being among different groups of migrants.

4.21. Exploring the specific outcomes among experts, migrants and returnees: Salutogenesis perspective

When taking into consideration the findings of the interviews, a few differences arise in the acquired results. Herein, it is noteworthy to mention that only the group of migrant respondents emphasizes the joy of their newfound freedom. This may be because they experience limitations on their freedom, including restrictions on their movement and limited access to resources in Germany due to the restrictions and limited rights that migrants have until their asylum request is clarified and resolved.

Another important matter that stands out among this group is the issue of migrants' values and belief as a relevant fact for them. Migrants feel that their beliefs and values are different and they fear they will not be able to preserve and promote them in the future due to migration. This could be related to the limitations on their freedom imposed by the authorities, given their rejected asylum status. The returnees, on the other hand, emphasize the need for changes in their roles within the family and society after returning to their homeland, which differs from the situation of returning to their birthplace. Migration experiences and changes within the family dynamics necessitate a shift in the roles of family members who have undergone migration. The current literature on the above-mentioned topics is insufficient for the time being, therefore these themes are underrepresented and it remains for future researchers and studies to fill the remaining gaps.

5. Strength and limitation of the study

As with every research study, there are several limitations and obstacles to consider in this investigation. Firstly, it is quite important to acknowledge that migrants living in a refugee camp may have a limited perspective on the wider social and economic conditions of the host country, as their experiences are largely confined to the camp environment. As such, their opinions and attitudes may not be representative of those other migrants who are living in different circumstances, such as those who have settled in urban areas.

Additionally, it is essentially to note that migrants residing in a refugee camp may not be representative of the larger migrant population, as the sample is limited to those who have been forced to flee their homes and are living in a camp. These individuals may have unique experiences and challenges that are not representative of the broader population of migrants. Therefore, the findings of this investigation should be interpreted with caution and should not be generalized to all migrants in the host country.

One of the disadvantages in this context is the fact that migrants living in a refugee camp may have limited proficiency in the language of the host country, particularly among adolescents. This language barrier can make it difficult to conduct interviews and gather accurate information. In addition, Kosovo migrants living in a refugee camp come from different background and may have experienced traumatic events such as war, violence, or persecution. These experiences can make it difficult for them to communicate effectively or may result in emotional distress, which can limit the reliability and accuracy of their responses.

Moreover, snowball sampling is a non-probability sampling technique that involves recruiting participants through referrals from other participants. Initially, the researcher identifies a group of participants and then asks them to refer other eligible individuals to the study. While

snowball sampling can be a useful approach in certain research contexts, it also has its limitations. One of the main restrictions of snowball sampling is the potential for a biased sample. Since the participants are recruited through referrals, they may share similar characteristics or be part of the same social network, which can limit the diversity of the sample. Additionally, the researcher has limited control over the sampling process, making it difficult to ensure that the sample is representative of the population of interest.

Another possible limitation of this methodology is that participants may be more likely to refer other individuals whom they believe will provide socially desirable responses. This can result in a sample that is biased towards positive or desirable attitudes and behaviors, which may not accurately reflect the experiences of the broader population (Johnson, 2014).

Overall, snowball sampling proved to be a suitable and useful approach for our sample, as the investigators encountered obstacles in reaching German experts, and it was less costly and time-consuming for the researchers (Johnson, 2014). However, conducting the study only in Bamberg, particularly in one refugee camp, may be a limitation of the investigation. This is because the perspective of the migrants may be limited to those in the same camp with the same experts, services, and infrastructure, consequently leading to similar results.

Nonetheless, this approach also has its advantages. One of the main benefits of investigating in one refugee camp is the ability to have access to a specific population of interest, which was useful for studying the experiences and needs of refugees in that camp. Moreover, conducting the investigation in one refugee camp can also be cost-effective, as it reduces travel and other related expenses. By focusing on one refugee camp, the investigation can be more specific, making it easier to gather detailed information and evidence. In spite of that, the

interviewers found themselves in difficulties due to the deviation of the interviews from the main issues.

6. Conclusions and Recommendation

6.1. Conclusions

The outcome of the interviews has highlighted the numerous and enduring challenges faced by migrants, both prior to and after migration. These challenges encompass a wide range of issues, including difficulties in finding suitable accommodation in their home country, low incomes, unemployment, challenges in securing adequate housing in the host country, insufficient support services in both the host and home countries, limited opportunities for education and training. Furthermore, they endure lack of social activities, experiencing feelings of isolation, lack of acceptance from the host community, fear of acculturation leading to feelings of insecurity. Other matters and issues that they face daily are limited freedom of movement, surveillance, lack of long-term planning, poor physical and mental health, exposure to unfavorable policies, corruption, limited knowledge of the host country's culture, and lack of awareness of institutions and NGOs that may be available to assist them.

Given their difficult experiences, migrants and returnees experience a wide range of problems in various aspects of their lives, which they may struggle to predict or manage due to a lack of resources. This can lead to a sense of meaninglessness in their lives and contribute to their low sense of coherence (SOC). Therefore, in order to support successful integration and reintegration, it is important for services to consider the Antonovsky approach model, which focuses on developing health resources and improving individuals' overall quality of life.

The Sense of Coherence approach is particularly valuable for people with migration experiences, as it helps to build resilience and foster a sense of control over their lives. The availability of resources is also crucial in supporting migrants and returnees in these processes, as

it can help to alleviate the stress and uncertainty they may face. By utilizing the Antonovsky approach model, integration and reintegration services can better support the health and well-being of migrants and returnees, ultimately leading to more sustainable and successful outcomes.

Moreover, the interviews have highlighted several critical issues that encompass various aspects of a migrant's life and the challenges they face. These include social support and assistance, the role of family and relatives in the host country, the profound impact of migration on familial bonds, the significance of spiritual resources, the cultivation of patriotic sentiments, and the acquisition of new experiences through engagement with host country institutions. These factors, among others, serve as crucial resources for migrants. Furthermore, the interviews shed light on increased awareness and comprehension of their situation, a deeper understanding of laws, regulations, and procedures, and instances where migration is utilized as a temporary solution for specific problems, such as health issues. Language proficiency emerged as a highly valued skill for migrants, and the migration process itself facilitated their linguistic growth, particularly in German. Additionally, the interviews highlighted the migrants' ability to adapt to their evolving identities, the benefits derived from the German healthcare system, investments made in Kosovo for successful reintegration, improved educational opportunities and training for returnees, acceptance within the social life of their home communities, engagement in creative endeavors, including music and art, access to psychological support, and the development of romantic and social connections. Lastly, the significant role of remittances in sustaining and supporting migrants and their families is worth noting.

We should also emphasize that the significance of resources remains crucial even when all or some of the highly regarded factors are present in a migrant or returnee, as they greatly influence the enhancement of the sense of coherence

At present, the challenges and resources that impact psychosocial well-being among migrants and returnees, particularly Kosovo migrants and returnees, remain largely unexplored. For this reason, this study contributes to the understanding of these issues and aims to help this particular population cope and adapt to various cultural contexts. It is imperative that policymakers and experts in this field focus on these topics to strengthen institutions and increase the capacity of migrants and returnees to manage their challenges, enhance their SOC, and find more comprehensible, manageable, and meaningful lives.

6.2. Recommendations

The recommendations arising from this investigation are varied, and they have the potential to impact the integration and reintegration of migrants and returnees, particularly with regards to sustainability of these processes. There is a pressing need to review the existing support services for migrants and returnees, and furthermore tailor these services to meet their specific needs. Therefore, it is essential to create room for personalizing the support modalities for migrants and returnees by adapting these services to their skills, capacities, and other individualized requirements.

Meanwhile, there is also a necessity to increase the budget allocated to NGOs and institutions working with returnees, in order to expand the modalities of support for migrants and returnees. Additionally, profiling the experts working with migrants and returnees, particularly psychologists and social workers is of the essence. Hence, investing more budget and planning trainings for these experts to enhance their skills and knowledge in re-integration of the migrants and returnees is fundamental. Furthermore, it is important to review the procedures and avoid bureaucratic obstacles that may prevent returnees from accessing support services. This includes

creating a suitable environment for personal development of returnees, especially migrants, by removing restrictive policies and procedures. Policies that facilitate access to education, employment, social services, and healthcare, as well as social activities, should be established. Moreover, psychosocial support with a holistic approach, derived from the SOC and Salutogenesis theoretical framework, should be accessible and provided to all. Offering short-term and long-term plans for migrants and returnees, providing various social activities and trainings, as well as improving access to different institutions by offering relevant information are additional recommendations. All these suggestions are linked to the need of increasing investments in economic support for migrants and returnees. It is very important to improve accommodation conditions and accelerate procedures for accommodation in both the home country and host country. In addition, involving migrants and returnees in tailoring support services and infrastructure for sustainable re-integration according to Antonovsky's theoretical approach is necessary. It is imperative to assess support services for integration and reintegration of migrants and returnees to ensure that they have a significant impact on their lives. Furthermore, avoiding bureaucratic procedures by evading restrictive policies that exclude returnees from support services and creating a suitable environment for their personal development is crucial, especially for migrants. Policies that make it easier for migrants and returnees to access schools, work, social services, health services, and social life are necessary.

Finally, it is recommended to offer psychosocial support with a holistic approach based on SOC and Salutogenesis theoretical framework. The investigation highlights the need to tailor support services for migrants and returnees based on their unique personal, familial, social, cultural, and institutional challenges and resources, while utilizing Antonovsky's Sense of Coherence approach. This includes providing socialization opportunities for migrants, accelerated

and specialized health services, and establishing networks between the reintegration departments of the municipalities in both the home and host countries. It is important to recognize the individuality of each migrant and returnee family, and to adjust and adapt support services accordingly, all the while taking into consideration Antonovsky's approach.

To conclude, there is an emerging need to develop tailored support programs for different groups, such as children, adolescents, individuals from diverse ethnic backgrounds (including Roma, Ashkali, Egyptian, and Serbian), single parents, returnees with psychological issues, and returnees with chronic illnesses. This will ensure that the support services are suitable and effective for these groups and avoid generic support services that may be inadequate. Regular meetings among stakeholders, including representatives from NGOs, government agencies, non-governmental organizations, returnees, experts, and policymakers, should be organized to promote better collaboration, exchange of knowledge and challenges, and synergy among them. These recommendations, guided by the Antonovsky Sense of Coherence approach, aim to increase the three main components of SOC: comprehensibility, manageability, and meaningfulness, and frame the support services to have a lasting impact on the psychosocial well-being of migrants and returnees.

7. References

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8. Annex 5

Questions for authorities and experts in Kosovo (Interview):

1. Can you please tell me something about the returnee's everyday life in Kosovo?
 - a. What do you think, what are the main reasons of their decision to migrate in Germany?
 - b. How do they cope with the change of plans and do they have plans for their future?
 - c. What are their daily routines in Kosovo?
 - d. Can you tell me something about their behavior (towards authorities, society, family members etc.)?
 - e. What about their physical, social and psychological health?
 - f. Do you see any differences between returnees from Germany and other returnees, or other families (with no migration experience)?
2. Can you tell us about returnee's difficulties or obstacles here?
 - a. What are their main problems and concerns?
 - b. Did they know about their situation and decisions made by German authorities?
 - c. Do they think they can handle and influence their situation now and in the future?
 - d. Health issues or social and psychological difficulties?
 - e. Do you see any change in the returnee's behavior, after they returnee in Kosovo (Mood, Health, Social or Family life, Psychological)?
3. Can you please explain things that can be helpful and supporting for them?
 - a. In case they have any social and psychological obstacles how do they overcome these?
 - b. What is the role of families and relatives in coping with these difficulties?
 - c. Do you see any differences between support services in Kosovo and Germany?
 - d. Do they have enough material resources (like food, money) now and in the future?
 - e. How do they judge the political and economic situation in Kosovo and in Germany?
 - f. What do you think about their social acceptance in Kosovo and Germany?
 - g. Are there sufficient medical, social and psychological services for returnees?

4. Follow-up Probes

How is that?

In what ways?

Would you be willing to give me an example of that?

How did that affect your decision?

How come?

I'm trying to understand how this is related to that.

5. Conclusion

Is there anything we didn't talk about in this interview that you'd like to talk about?

Do you have any questions for me?

Do you know someone, who would participate in an interview?

Questions for returnees

1. Can you please tell me about your everyday life in Kosovo?
 - a. What were your daily routines in Germany?
 - b. What are your daily routines in Kosovo?
 - c. Can you tell me something about your attitudes towards authorities, society, family members, etc?
 - d. How do you feel? How is your health? Tell me something about your and your family members' physical, social and psychological health?
 - e. What do you think makes you sick?
 - f. What keeps you and your family healthy?
 - g. How did you feel (related to your health) in Germany?
 - h. Do you see any differences between your family and other returnees family (or other Kosovo families)?
 - i. Tell me about your reasons to migrate in Germany?
 - j. How are you and your family coping with the change of plans and do you have plans for the future?
 - k. Tell me something about the day of your returnee (in Kosovo)?

2. Are there any concerns at the moment?
 - a. What are your main problems and concerns?
 - b. Did you know about the decision that were made by authorities in Germany?
 - c. Can you handle and influence your situation now and your future?
 - d. Have you seen any change in you or in your family, after your returnee in Kosovo? (Mood, Behavior, Health, Social or Family life, Psychological).
 - e. Are there things which work well in your daily routine? Which are they?

3. Can you please explain things that can be helpful and supporting for you?
 - a. In case you have social and psychological obstacles how do you overcome these?

 - b. What is the role of families and relatives in coping with these difficulties?
 - c. Do you think you have enough material resources (like food, money) here, what about the future?
 - d. How do you judge political and economic situation in Kosovo and in Germany?
 - e. What do you think about your social acceptance in Kosovo and in Germany?
 - f. What do you think the Kosovo people think about returnees? What do you think the Germans think about returnees?
 - g. Do you see any differences between support services in Kosovo and in Germany?

h. Do you think there are sufficient medical, social, psychological services for returnees?

4. Follow-up Probes

- How is that?
- In what ways?
- Would you be willing to give me an example of that?
- How did that affect your decision?
- How come?
- I'm trying to understand how this is related to that.

5. Conclusions

- Is there anything we didn't talk about in this interview that you'd like to talk about?
 - Do you have any questions for me?
- Do you know someone, who would participate in an interview?

Questions for migrants (Interview):

1. Can you please tell me something about your everyday life in Germany?
 - a. Tell me about your reasons to migrate in Germany?
 - b. How are you and your family coping with the change of plans and do you have plans for the future?
 - c. What are your daily routines in Germany?
 - d. Can you tell me something about your attitude towards authorities, society, family members, etc.?
 - e. Tell me something about you and your family physical, social and psychological health?
 - f. Do you see any differences between your family and other migrants family?

2. Can you tell us about your difficulties or obstacles?
 - a. What are your main problems and concerns?
 - b. Do you know about your situation and decisions that are made by the authorities?
 - c. can you handle and influence your situation now and your future (i.e. after returning to Kosovo)?
 - d. Health issues or social and psychological difficulties?
 - e. have you seen any change in you or in your family, after you got the decision to come back in Kosovo? (Mood, behavior, health, social or family life, psychological)

3. Can you please explain things that can be helpful and supporting for you?
 - a. In case you have social and psychological obstacles how do you overcome these?
 - b. What is the role of families and relatives in coping with these difficulties?

- c. Do you think you have enough material resources (like food, money) here and after you return to Kosovo?
- d. How do you judge the political and economic situation in Germany and in Kosovo?
- e. What do you think about social acceptance in Germany and in Kosovo?
- f. Do you see any differences between support services in Kosovo and in Germany?
- g. Do you think there are sufficient medical, social and psychological services for migrants?

Follow-up Probes

- How is that?
- In what ways?
- Would you be willing to give me an example of that?
- How did that affect your decision?
- How come?
- I'm trying to understand how this is related to that.

F. Conclusion

- Is there anything we didn't talk about in this interview that you'd like to talk about?
- Do you have questions for me?

Questions for authorities and experts in Germany:

1. Can you please tell me something about the refugees' everyday life in Germany?
 - a. What do you think, what are the main reasons of their decision to migrate to Germany?
 - b. How do they cope with the change of plans and do they have plans for their future?
 - c. What are their daily routines in Germany?
 - d. Can you tell me something about their behavior (towards authorities, society, family members etc)?
 - e. What about their physical, social and psychological health?
 - f. Are migrants from Kosovo different from other migrants? What are these differences?
2. Can you tell us about refugees difficulties or obstacles here?
 - a. What are their main problems and concerns?
 - b. Do they understand their situation and decisions that are made by the authorities?
 - c. Do they think they can handle and influence their situation now and in the future

(i.e. after returning to Kosovo)?

- d. Health issues or social and psychological difficulties?
- e. Do you see any change in the refugees' behavior, after they realize that they have to go back home to Kosovo? (mood, behavior, health, social or family life, psychological)

3. Can you please explain things that can be helpful and supporting for them?

- a. In case they have any social and psychological obstacles how do they overcome these?
- b. What is the role of families and relatives in coping with these difficulties?
- c. Do they have enough material resources (like food, money) here and after their return to Kosovo?
- d. How do they judge the political and economic situation in Germany and in Kosovo?
- e. What do you think about their social acceptance in Germany and in Kosovo?
- f. Are there sufficient medical, social and psychological services for migrants?

Follow-up Probes

How is that?

In what ways?

Would you be willing to give me an example of that?

How did that affect your decision?

How come?

I'm trying to understand how this is related to that.

F. Conclusion

Is there anything we didn't talk about in this interview that you'd like to talk about?

Do you have any questions for me?