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UNIVERSITY OF APPLIED SCIENCES  
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# One town, many cultures

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Leppävaara

One town, many cultures

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Topic for current research paper is “One town, many cultures” which is regarding the Impact of activities such as language classes and resident forum in Espoo city on foreigners’ integration. The impact could be included of identification of problems or barriers and solutions for coexistence and better communication of locals and foreigners.

This research used different methodology such as Participatory observation and In-depth Interview that implemented via an open-end questionnaire, because observation gives opportunity to observe as participant in the resident forum or language café for purpose of having close contact with foreign participants and staff or locals to gain accurate data. However, interview was prepared for asking participants of their challenges as barriers for living in Finland. Also benefits they received, for example by discovering positive ideas or activities from their experience with locals, it gives knowledge to find a tool for removing barriers, by development of positive activities and use of existing resources more efficiently.

The interview via use of questionnaires carried out in three different locations and dates. Firstly, interview with refugees in Espoo city secondly, foreign students at Laurea UAS language class, and thirdly, participants at language café at Sello library in Espoo city. The Laurea UAS security students were cooperating by Antura project launched in May 2016, the project aims to facilitate coexistence of foreigners and locals by removing barriers, evaluation of discussions from safety point of view in resident forum.

Participants at resident forum were over 60 people and from 11 nationalities at Sello library 27 October 2016 in Leppävaara. They described difficulties in learning Finnish language in terms of classes are not enough, and it is hard to make friends with locals to improve the language. Others complained about hard time in finding job even though they are educated but language efficiency is a barrier. Other barriers are confrontations between locals and foreigners.

The research question was about how to anticipate confrontations and prevent them. To prevent confrontations or crimes such as sex assaults, hate crimes, racism, and anti-migration movements. measurements could be taken consisted of develop resident forums or cultural activities, classes for gender equality and respect for women, language café for better communication, church meetings for freedom from loneliness and trauma, positive news about refugee integration on media to give remove negative propagandas, and these are the main findings.

**Keywords:** Forum, language, integration, prevent, hate crime, barriers, and refugees.

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## Introduction

Nowadays most of the headlines in newspapers and media are about refugee crisis in Europe, something that has not seen before at this large scale. It becomes more serious when many of these migrants and refugees have settled in different countries all over Europe, this is the moment that many citizens, for instance in Finland might ask themselves why so many foreigners come to our country?

In general, the reason for such question is lack of understanding regarding organized settlement of refugees from counties with conflicts and natural disasters, which are less familiar for locals. In order to have right response to such situations and questions, research is a good tool to gather data from locals and migrants regarding their good experiences and challenges in integration to society in Finland.

### 1.1 Topic

The current document objective is to provide database from different sources, such as research about refugee integration, language and cultural classes, refugee news updates and a few organizations participating in refugee integration program in Europe.

The database and literature review help answering the main research question that will be clarified bellow. Topic for current research paper is “One town, many cultures” which is regarding the Impact of activities such as language classes and resident forum in Espoo city on refugees’ integration. The impact could be included of identification of barriers and solutions for coexistence and better communication of locals and foreigners with different culture.

Database collected from students and migrants in different locations such as language café at Sello library, Laurea UAS Finnish language class, participants in the resident forum, and finally refugees reside in Espoo city reception centers. It is important to gather ideas from migrants, refugees, and locals for better picture of current situation between groups with different cultural and lingual background.

### 1.2 Relativity to study

The research is being done by Laurea UAS, Leppävaara student of security management and is related the study in terms of crime prevention, hate crime, and social security. For example, the barriers of communication and negative experiences of both locals and refugees could be a potential or a motive for misbehavior, tension and eventually will result in a crime. This research focuses on identifying communicational gaps that could be a motive for potential

crime done by both locals and refugees against each other, such as racism in recent news, hate crime towards refugee camps, and rape attacks in recent years.

Moreover, discovering good experiences from integration activities could be a solution for better coexistence in Finland for both parties. Even though the successful activity might have practiced in other countries, still it can be practical in Finland. As an example, gender equality classes in Belgium and Germany that is helpful to lower the crime by refugees against their women and female locals. These classes are a good response to the learning needs of immigrants, in order to fulfill their need through proper education.

Further, this research is cooperating with a project called ANTURA, which more explanation is in detail below, in Espoo city regarding coexistence of foreigners and locals in one town with different cultures. The findings of this thesis research might be used partially for a guidebook called “one town many cultures” by great Leppävirta resident forum. The decision is made by supervisor who is Mr. Harri Ruoslahti regarding this thesis.

### 1.3 Contacts and resources for data collection

The contacts for the project are Laurea senior teachers Harri Ruoslahti, Tarja Meristö, Jukka Laitinen. Besides, there are contacts that work at Sello library and communicate with students as observers. For example, Anu, the coordinator for language café which is for teaching Finnish to foreigners once or twice a week at Sello library in Espoo.

Resources are included of location at Sello library for forum and language cafe, financial and other supports, coordinator for participants, staff members and project members. In addition, facilitators at Laurea UAS workshop and language class at both Leppävaara campus, and researcher’s personal resources.

### 1.4 Great Leppävaara Residential Forum

This thesis separated from these projects and it is an individual work. However, the researcher student will participate in some events such as resident forum for observation as one method of data collections for this thesis. This section explains in detail what resident forum is, in order to give readers understanding about its aim and activities.

According to Suurleppävaara annual report 2016, great Leppävaara is one of the resident forums in seven areas in Espoo to provide for residents’ way for participation and impact in both expansion of city structure and services for greater comfort. In the last year, the forum arranged almost over 10 residents’ forums with different topics that had around one thousand

participants and visitors. During these events, many opportunities provided for residents to impact on their hometown development. The social network page such as Facebook with nearly five hundred fans and resource website with over eight thousand visitors are another achievement of resident forum, outlined by Uotila (2017).

The meetings at resident forum library could give a chance for discussion about foreigner's experience of living in Finland, and hear their opinions about challenges they faced or suggestions for improving the integration. In such events, the participation of both experienced locals in refugee integration, or relative authorities and foreigners themselves is necessary. During one of these events, the researcher will observe the discussions and document data accordingly for analysis. More information regarding that process is available in observation section later.

Antura Project:

The project general information is in the table 1 as bellow

Antura Project	Vision is building a common, secure future
Duration	1.5-2016 -31.5.2017
Sponsor	Financed by the Ministry of Justice Crime Prevention Council
Implementation	The Great Leppävaara Resident Forum and Laurea University of Applied Sciences.
Contacts	<a href="mailto:tarja.meristo@laurea.fi">tarja.meristo@laurea.fi</a> and <a href="mailto:harri.ruoslahti@laurea.fi">harri.ruoslahti@laurea.fi</a>
Aim	Create a guidebook called "Many cultures, one hometown" develops activities to improve the coexistence of foreigners and the locals and removing gaps.

Table 1: Antura project

Laurea University of Applied Sciences security students will participate at forum event in the spring and consider safety or security issues by evaluating the communication of participants via observation. Aiming at, finding barriers for coexistence of locals with foreigners, and activities that could be a solution to barriers. For example, lack of knowledge of Finnish language could be a gap in communication and create loneliness and hatred in refugees who have a tough life, thus will become a barrier for coexistence and result in potential social security issues. However, this barrier removed by finding activities such as language classes and language café.

Later the Antura project will have a future workshop at Laurea UAS campus to create a practical booklet to offer better chances for improving coexistence of refugees and locals, and eliminating challenges via friendly activities.

### 1.5 Research questions

In order to find suitable question, it is better to discover existing problems first. One issue is how to anticipate the social problems that might happen between citizens and foreigners. Problems or barriers happen in terms of miscommunication between locals and foreigners, which might result in feelings such as rejected by Finnish society or not treated as human. Other barriers could be increase in crimes such as hate crimes, racism in society.

It is important to be prepared for such incidents, and take measurements to prevent hate crimes and racism. Improving coexistence of foreigners and locals by developing opportunities for cultural meetings, foreigners make connections or friends with locals, language classes, and law awareness courses could be effective in removing barriers for refugee integration to society. Eventually, the motive for crime, conflict between local and foreigners, racism and hate crimes will decrease. Also helps right communication and cultural understanding for both locals and foreigners.

Thus, the main research question could be How anticipate and prevent confrontation between locals and migrants in Finland? for answer to the question it is necessary to know certain confrontation, misbehavior could result in crime against the law of Finland such as sexual assault, or damaging public property, which have happened in terms of rape by foreigners, or attack to reception centers by locals.

These confrontations might cause by barriers, which this research aims to identify and remove them by providing solutions. The resident forum and language café could have a role in exchanging opinions of locals, and reveal challenges of foreigners in experiencing life in Finland. Good experiences and activities for refugee discovered and developed to help removing barriers that might affect rise of crime and security concerns in the society.

Other sub research question could be, for example:

- How the residents' forum can contribute to the coexistence of immigrants and Finns?

Suitable answers to these questions discovered during data collection process.

Key words from questions are included of Forum, Language, and integration, prevent, and hate crime, barriers, and refugees.

## 2 Literature review

In this section, the researcher aims to provide relevant scientific articles, news, reports, and existing theories for the topic. Some of the stories and data might be from outside of Finland, which is acceptable for this document, because one of the purposes is to find effective activities that are helpful for eliminating barriers in refugee integration to Finnish society. Besides, anticipate the motives and reasons that could cause confrontation between locals and foreigners in one town, to decrease and prevent occurrence of crimes such as hate crime towards reception centers, racism, and rape attacks.

However, because these are general crime topics to research about, this paper aims to be more specific and discover Firstly, the role of positive activities such as language classes, forum cultural meetings in improving coexistence of migrants and locals. Secondly, anticipate and prevent motives for confrontations and crimes that might be committed by both locals and foreigners, with developing positive activities that improves the integration of migrants and refugees in city of Espoo.

In order to achieve that, following literatures are suitable for answering research questions, shed light on effective solutions used in other countries and Finland in order to enhance integration and avoid confrontations between foreigners and locals. For example, by sport facilities, church meetings and support, resident Forums and volunteer teachers for language classes, could contribute to integration of foreigners to society in Finland. These activities are solution for removing gaps only if resources are available.

By finding available literature, reports or news regarding the topic and compare them with the data derived from research data collection via interview, questionnaire, and observation at both language café and resident forum at Sello library in Espoo. It could be possible to discover the common challenges as barriers for communication between locals and foreigners, practical activities that help cultural exchange, and calculate the resources needed to achieve better coexistence in one town.

Further, stress the identified gaps as barriers, which might result in motive or potential intention for foreigners to misbehave or commit crime against locals in society such as, hate crime, rape, harassment, assault and create social conflict.

The main topics that are going to be discussed in this section are categorized in four divisions as followed, hoping they clarifies the answer for research question and provide relative data to improve the integration between locals and foreigners in Finland by preventing motives for crime and assault through better communication and cultural activity or awareness.

## 2.1 Integration, challenges for migrants and refugees

There are background researches done in Finland related to refugee resettling and integration in Finnish language mainly. However, here the main report available is in English and done by EMN stands for European Migration Network (2016), and this document is going to use this report as one of the main literature sources.

According to European Migration Network (2016), the resettlement program is structured properly and comprehensive, but there are barriers and issues in the integration of refugees. Many stakeholders and authorities are involved in the process of integration but several challenges still existing for example, difficulties for placement of increased number of refugees, training courses, strict legislations, employment, and Finnish language courses.

The report about “A Common Agenda for Integration” by Commission of European Communities (2005) is another literature source that this document is using, because previous studies were in similar research field. The integration agenda highlighted the importance of educating about history, spoken language and different institutions to refugees in a destination society for their daily activities (Commission of European Communities 2005).

Speaking of integration, the report discusses that meetings at arrival of refugees for training about new life in society, could provide better perspective. To achieve that, suitable place is a class which refugees would be able to receive basic knowledge about learning language, norms of culture, law in society and motivate diversity (Commission of European Communities 2005).

EMN report explains a three days pre-departure meeting is essential for refugees to provide information about language and culture in Finland. This cultural orientation during 2011 and 2012 did not have cooperation in Finland, unlike years 2013 until 2015 that Finnish church became a partner for training classes (European Migration Network 2016).

Finnish immigration service called “Migri” offered online website called “moving to Finland” to enhance cultural orientation This website provides basic information on society and daily life in Finland, as well as the basic vocabulary of the Finnish language. Majority of information is available in variety of languages such as English, French, Arabic, Farsi, Burmese and Kurdish, outlined by (European Migration Network 2016).

As outlined in Infopankki, Integration (kotoutuminen) definition is, foreigners who settled in Finland could obtain knowledge and skills based on their needs in Finnish society. Several el-

ements for improving the integration are such as language education, job seeking, student position, build relation and contacts in host society (Integration into Finland 2015).

There are multiple employment offices in Finland which refugee applicants could meet advisors and they provide job search service and guidance to facilitate the adaptation into society. They also offer information in online websites for refugee customers without computer by preparing several computers and free access to internet at for example, (Työ ja elinkeinotoimisto) Employment and Economic Development offices (Integration into Finland 2015).

## 2.2 Integration experiment at Language and gender equality classes

Outlined in EMN report, to have effective integration experiment, the motivation of the individual refugee and the personal capacity of learning should consider. In addition, groups of refugees divided according to features of groups such as families, vulnerable individuals, and refugees with similar education. The role of ex-refugees as volunteers for enhancing the support of groups for integration to society is crucial (European Migration Network 2016).

In other countries in Europe, similar cases happening shows, the importance of knowing culture and language in integration activities. As highlighted in Germany news, previous Arab refugees whom adapted themselves into German's society now, supporting new comers as volunteers by sharing important tips about, how integrate to society and paying attention to cultural daily issues.

According to Spiegel online, ex-refugee Slim Boutaieb with age 47 teaches immigrants in Munich the basic principles of German culture. by making a 16 pages PowerPoint for Arab refugees and it is about openness to German culture, importance of learning German language and communicate with locals, respect democratic freedom and culture, finally rule of law and equality of genders in the society (Spiegel online 2016).

The sex education classes at Broechem, Belgium as part of integration program for refugees cover sexual health and how show respect for female gender. These classes are not compulsory but according to know program will be for every refugee in next year (the Economist 2016).

Like Belgium and Norway, the German government since July planned to put more stress on cultural and gender equality classes compared to language classes to educate asylum seekers, and by that avoiding sexual assaults and incidents that happened in Cologne on last new year Eve (the Economist 2016).

Finnish government due to increase in sexual assault on women want to make sure all refugees from strict culture, know what locals expect them in Finland. For that reason, classes backed by the interior ministry, the police, on Finnish moral and cultural values, right way of communication with women, and explaining gender equality offered to asylum seekers mentioned by Kirby (2016).

Finnish teacher Johanna, who teaches at reception center on cultural differences and how refugees should accustom to Finnish lifestyle mentioned, many Iraqi women complained to her about not being treated equally by their husbands, her response to them was men should know if they touch women inappropriately, according to Finnish criminal law they will be treated, outlined by Kirby (2016).

### 2.3 Reasons for failing in integration

Out of several reasons for failing in integration, the report highlighted that migrant's expectation about what is waiting for them in Finland is not real. For example, cultural issues, hard climate, and language difficulties might result in disappointment and failing integration of refugees into society (European Migration Network 2016).

Finland time newspaper reveals the main barriers for integration and suggests possible solutions. According to Report (Xinhua 2016) set of barriers for refugees are Swedish or Finnish language and suitable accommodation. Puisto stressed that with a low educational level of refugees whom approximately lower than 20 percent of them has academic and training certificate. Causes them not being able to learn Finnish language easily and this highlights a need for better ways to overcome language barriers, outlined by Xinhua (2016).

Tuija Oivo, director general of the department of employment and entrepreneurship of the Labor Ministry, explained picking up the language along with work, is now considering as an option compared to traditional way of language first then work. Also Regarding accommodation, an effort made to guide the newcomers to live in areas with available housing and lack of labor, mentioned by Xinhua (2016).

Another issue for failing integration is incidents such as hate speech, harassment, rape, hate crime, and anti-migration parties and protests. In an article called "Finland migration crises" mentioned, during past years many Muslims fled Middle East and settled in Finland, which is secular, open, and free country in comparison with Islamic tradition values. Public is shocked by more cases of rape and harassment by asylum seekers every year, mentioned by Bunikowski (2016).

Several aggressive rape crimes such as Tapanila in 2015 by Somalis, and Kemple by Afghan refugee in Finland provoked patriots and nationalist parties and resulted in movements such as the soldiers of Odin in Joensuu whom patrolling the streets and showing opposition for Muslims and refugee offenders because of the increase in harassment and rape by them.

## 2.1 Psychological trauma, crime and protest

This section of document focuses on traumas and related issues that are potential motive for crime in Finland by foreigners. Also, review the Finnish approach to overcome this barrier by activities such as, health centers services, psychological council for refugees, and social support for integration in society.

As mentioned in (European Migration Network 2016) refugees with traumas from war, torture, unknown future, and migration difficulties are suffering from both physical and mental traumas. Their daily life and integration to society negatively influenced by these traumas and the municipalities are facing challenges serving them. In addition, signs of discrimination and racism happening in parts of community which results in increasing refugee traumas.

By the shocking increase in number of refugees last years, local communities with anti-migration belief started to protest and show strong objections towards refugees. Their activities were involved in property damage and arson attack to reception centers. (Crime & Safety Report 2016). These incidents are a challenge for resettlement and integration programs as well as refugees with war experience and traumas.

As described in European Migration Network (2016) for refugees who survived violence, physical traumas and torture, there are psychologist and medical care, such as torture survivor center and SOS crisis center to meet their needs. Refugees with these issues are more prone to commit crime such as hate crime or hurt others physically.

## 3 Methodology

The methodology section describes methods, reason for choosing and their implementation separately in sections. Chosen methods are for answering research question and analyzing data collected, and included of interview, questionnaire, participatory observation, and inspiration from roadmap framework by Halonen et al (2010) sent by email from supervisor, to make a chart to analyze result of data. The Image of the roadmap is in Appendix 1.

After discussion with supervisor, Participatory observation selected because it gives opportunity to observe as participant in the resident forum or language café for having close con-

tact with foreign participants and staff or locals in order to gain accurate data. Participation in mentioned events and observing the process of communication reveals interaction challenges and highlights good experiences when different cultures meet. For example, observer has a chance to see the behavior of foreigners, in terms of enthusiasm to communicate, or locals and staff interaction with them while teaching and discussing.

Researcher selected In-depth Interview and it is be implemented via an open-end questionnaire, prepared for meeting participants who are refugees, students and even locals. Researcher asked their challenges as barriers for living in Finland during interview. Also benefits they received for example by discovering positive ideas or activities from their experience with locals, it gives knowledge to find a tool for removing barriers, by development of positive activities and use of existing resources more efficiently.

When majority of participants either refugee or student, answer questions about common challenges for example, learning Finnish language is difficult, on the other hand teachers or volunteers claim the materials and classes available for foreigners could help them overcome this barrier in time if they practice. The conclusion is, that language classes are a positive solution for a negative barrier. It is necessary to identify these barriers and solutions derived from data collection methods because the findings are directly answering the research questions.

Inspired chart from Halonen roadmap (2010) would be a chart that helps data analysis and most of answers added to that chart. The chart constructed by categorizing participants of all different events into nationality, gender, social status, and number of participants in each group. Then the answer of each group showed in terms of which activity is a challenge or barrier and which is a good experience as a solution. In data analysis section, more information provided about how collected data analyzed. However, in tool section the inspired chart is by supervisor agreement based on Halonen roadmap chart for discovering answers of participants.

### 3.1 Tool, Inspired chart

Halonen 2010 roadmap framework is a tool for data analysis suggested by the supervisor as a source of inspiration, the reason to choose it is because this tool reveals the problems, solutions, resources, according to vision of the research. After discussion with supervisor Harri, we decided to change the framework suitable for this research by removing sections of scientific foundation, markets, and timeline. The table 2 is the transformed framework of original Halonen roadmap framework (2010). This document aims to answer the following WH ques-

tions in the table 2, to have a framework for analyzing the result of the data collected from methodology.

	GROUP 1 Participants	GROUP 2 Participants	GROUP 3 Participants	REASONS/VISION
DRIVER	Why we need to have activity? What motivate us to have that?	Why? Motive?	Why? Motive?	Because we can remove identified barrier by that activity and maybe prevent potential crime. Vision is to integration.
SOLUTION	What activity solves problem?	What?	What?	
ENABLERS	What/How, enable us to do that?	What? /How?	What? /How?	
BARRIERS	What /How?	What /How?	What /How?	
RESOURCES	What we need/have?	What?	What?	

Table 2: Transformed roadmap framework

### 3.2 Interview

In this section, document explains what an In-depth interview methodology is. In addition, how it implemented for this research purpose? In-depth interviews can be defined as a qualitative research technique which involves “conducting intensive individual interviews with a small number of respondents to explore their perspectives on a particular idea, program or situation” (Boyce and Neale, 2006, p.3).

There are three types of interviews in general such as structured, semi structures, and unstructured interview. For the purpose of this research, I selected semi structure with the guidance of supervisor. In Semi structures interviewer prepares a questionnaire, which is a list of questions from all interviewees, however, additional questions also asked to clarify certain issues during process when needed. Thus, semi structured gives advantage to ask more questions and if necessary get more information from participant, and this is one reason for selecting it.

### 3.2.1 Questionnaire sample

Questionnaires classified as both, quantitative and qualitative method depending on the nature of questions. Specifically, answers obtained to open-ended questionnaire questions are analyzed using qualitative methods and they involve discussions and critical analyses without use of numbers and calculations. (Dudovskiy 2016)

Around 40 papers of questionnaires distributed to almost 40 refugees, locals and foreign students in Finland. The reason these groups of people are chosen is because they are the right candidate for this research, which could help answering the research question, for example, the confrontation usually happens between locals and foreigners and this paper aims to find and anticipate challenges that might cause these confrontations. By knowing them it will be possible to plan to eliminate them via suitable solutions such as good activities effective for integration and coexistence in one hometown where there are different cultures.

Collected data analyzed and finally illustrated in a chart in data analysis section. Appendix 2 is a list of questions asked from participants to get the data for research questions, and called questionnaire.

### 3.2.2 Interview Implementation

The researcher implemented interview via use of questionnaires in three different locations and dates. Firstly, interview with refugees in Espoo city secondly, foreign students at Laurea UAS language class, and thirdly, participants at language café at Sello library in Espoo city.

These questions asked from refugees in Espoo city, and students at Laurea UAS Leppävaara campus, along with a few locals. The date for collecting timeline was during October 2016 until January 2017. Number of participants with mentioned background is about 40 people, which for personal reasons this document avoids revealing their names unless it has agreed.

Firstly, the researcher met refugees and distributed questionnaire, which translated to Farsi language as they are mainly from Afghanistan, then helped them to know the purpose of research. Next, he explained the questions and reply to their questions if it was necessary. The meeting was in Espoo on November 18, 2016. For those who are illiterate a volunteer could answer on their behalf if they are interested to participate. For other nationalities, refugees the questionnaire distributed to those who can write in English, or another volunteer who was able to translate for them could help them to answer the questions.

Secondly, the researchers met the foreign students at Laurea UAS Leppävaara campus on 15 December 2016 with the permission of the teacher. Again, the questionnaires handed over and the previous process of describing the research explained for the students. The answer time was during break or end of class and the questionnaires collected. The presence of the researcher at class is necessary for answering participant's questions.

Thirdly, during weekly classes at Sello library the researcher met the coordinator in charge of leading the class and explained the purpose of his research in detail. For ethical reasons, it is important to get confirmation from coordinator and upon agreement with the coordinator by exchanging contacts either phone or email, the meeting arranged for December 19, 2016.

There was an individual interview with coordinator before class started and questions asked are available in Appendix 3. This interview was with explanation of the process of interview and with permission of participant. The researcher started asking the questions and meanwhile he took notes for answers. After that, the individual interview is finished and it is possible to give a feedback to the coordinator too. Collected data summarized in result section and the outcome of analysis recorded in the data analysis part.

During the meeting session, the researcher explained the purpose of his request for participants at class in English language and with their agreement; they took the questionnaires and expressed their answers.

The questionnaire implementation happened at the end of the class, and it took 5 to 10 minutes writing answers. All the answers to questionnaires from three events were the findings from this methodology and summarized to the result section in a discussion way but the outcome of result is in data analysis section.

The result of the interview used as a resource for the resident forum event. For this purpose, the outcome delivered to supervisor briefly and he decides to use it or not. In addition, for this thesis, the result used to answer the research questions, as this document focuses to find out the barriers and challenges for participants in above activities. Also, discover positive experiences during interview and forum observation from participants and local's opinions, used as solution for better coexistence of both groups. Meanwhile the security and prevention issues regarded too for example anticipate the gaps between alien cultures, which might be reasons for incidents such as rape attacks, hate crimes and racism. The outcome used either for this thesis research questions, or by Antura project with decision of supervisor.

### 3.3 Observation

This section of methodology is about observation method, which selected for two events. What is the method and the reason for choosing it discussed below, in addition with explaining the process of observation for each event. The purpose is to collect data for this research and answer the research question but it used with supervisor decision for the good of Antura project and published in resident forum website.

First, what is observation and why selected for this research? According to (Saunders et al 2009) Participatory, observation is a qualitative method and derives from the work of social anthropology early in the twentieth century and its emphasis is on discovering the meanings that people attach to their actions.

Based on (Saunders et al 2009) Advantages of this method are such as, it is good at explaining 'what is going on' in social situations, experience 'for real' the emotions of those who are being researched. On the other hand, disadvantages could be Access to organizations may be difficult, it can consume a lot of time, and it can pose difficult ethical dilemmas for the researcher.

This methodology is suitable for resident forum meeting and language café because it gives an opportunity to observe the communication from close distance and having a chance to discuss with participants in Leppävaara resident forum for getting their viewpoints about challenges and positive experiences in Finland. Further, for getting recommendation about how approach existing problems for immigrants and refugees. Overall, these are the main reasons to choose this methodology.

#### 3.3.1 Observation implementation

This part explains how the participatory observation took place for resident forum and language café. The great Leppävaara resident forum was an event on October 27, 2016 and arranged at Sello library in Espoo city for foreigners in Finland regarding better coexistence and integration with locals.

Participants were around 70 people came from over 10 nationalities such as Afghanistan, Iraq, Iran, Syria, Nigeria, Russia and more. Group of students from Laurea UAS attended for observation and participated in listening and observing the discussion between guests and resident forum staff mainly from Finland.

The security students were cooperating by Antura project launched in May 2016, the project aims to facilitate coexistence of foreigners and locals by removing barriers. In addition, eval-

uation of discussions from safety point of view in resident forum could help in developing similar activities for future the project provided a guidebook for cooperation between foreigners and locals called “many cultures, one homeland”. Great Leppävaara (Suur-Leppävaara) website added this guidebook is regarding situations of daily life and suggestions or guidance about cultural exchange and encounters in association activities, outlined by Uotila (2017).

There are rules for implementation such as, observer did not introduce himself, observer did not tell the goal of the observation to participants except to coordinators, picture about event taken, and questions are supporting and no need for direct answers. The sample paper for documentation of observation attached to this research.

There are different steps that observation is included:

1. Background information: number of participants, language level, did participants come alone?
2. The start of the event: atmosphere of event, arrangement of tables, way of communication,
3. During event: how host starts? How conversation happens? How is communication among participants, tone of communication?
4. Body languages: both locals and foreigners
5. Interactions: How is it between host and participants, following specific materials or not?
6. Other section: What are hobbies for kids? How is Cooperation of staff and study materials?

The observer, who is student from Laurea UAS and a researcher for current thesis, was cooperating with staff and other students to communicate effectively in discussion. The observer stayed quiet while listening to the discussions between hosts and guests. Main questions to be asked by great Leppävaara resident forum hosts are such as, why the participant chosen Finland and what is his or her opinion about it? Next is, what are challenges they faced and what they think should be done better for them? During the observation process, the observer could take notes according answers with the steps mentioned above.

The six steps used for both resident forum event and language café at Sello library Espoo. With the exception, not asking questions from participant at language café but, just observe their communication and take notes based on the steps mentioned above. The observation arranged with the coordinator of language café via email, and from ethical point of view come to agreement after explaining the purpose of this practice. With her acceptance, it performed on October 31, 2016 without disturbing the teaching process. The implementation framework was like observation at resident forum. The collected data documented and sum-

marized in the result section. Later, the findings analyzed in data analysis part by the researcher.

Finally, bellow is the summary of information about researcher participation in data collection process based on different methodologies:

Event and location	date	methods
Great Leppävaara Resident forum, Sello library	27.10.2016	Participatory observation
Language café, Sello library	31.10.2016	Participatory observation
Language café, Sello library	19.12.2016	Indv-Interview, questionnaire
Meeting refugees, Espoo	18.11.2016	Interview, questionnaire
Language class, Laurea UAS, Leppävaara	15.12.2016	Interview, questionnaire

Table 3: information about methodology and events.

#### 4 Results of data collections

The research question is “How anticipate and prevent confrontation between locals and migrants in Finland?” and sub question examine other activities that could be positive for coexistence of refugees and locals. Positive activities could lower the chance for confrontation, because it helps integration via better communication. Thus, the sub question is “How the residents’ forum and language classes can contribute to the coexistence of immigrants and Finns?”

Based on literature review and data collected a few themes came up such as firstly, identify barriers or problems for integration which might be a motive for variety of crimes, secondly by recognizing barriers the motives for crimes could be anticipated and by removing barriers the crime could be prevented in theory. Thirdly, need for identifying positive activities of integration and focus on developing them for future.

Following sections are a result of all data collected from observation at resident forum and language café at Sello with interview the staff, and questionnaire from meeting students at Laurea UAS and refugees from reception center in Espoo. These parts provide the answers and opinions of participants and compare it with the background literature in a way that the agreement or contrast between previous scientific research and reports with the current research collected data could be visible for the reader.

#### 4.1 Results of interview with refugees

Several refugees' participants mentioned in the interview that during first weeks of stay in Finland, they experienced both positive and negative attitudes from locals, especially from reception centers staff.

For example, a refugee from Afghanistan mentioned how he became hateful towards locals, because of some workers misbehavior, and people's unfriendly interaction with him. He added, filled with frustration for a few months and was thinking about fighting with locals or shows his anger to them. Later, he introduced to church meetings just for tea and getting information about how to live in Finland. meanwhile "I met volunteers from local church where I received friendship, care, kindness and made friendly social interactions, I gained more information about how to behave towards Finns in a proper manner", he quoted. The feelings of individuals such as becoming hateful or want to show anger towards locals could be motive for committing hate crime or assault and certainly barrier for integration.

In addition, a refugee from Iran explained his good experience in Finland as receiving the guidance of previous compatriots who now live in Finland and help as volunteer for church. They provided him with better understanding about how to avoid crime and instead adapt to society faster, "the key is to know the rules, law and culture and do what is right", and he quoted. Data from questionnaires shows, majority of migrants who participated in church meetings for socializing, and gain better view of Finnish culture, claimed the positive attitude of church volunteers helped them to get rid of mental frustration via receiving prayer, love, support, donation, and friendship. Another refugee from Afghanistan added about his good experience, "I feel it is first time in my hard life that I was being treated as human, and feeling welcomed".

On the other hand, a woman from Finland who works as volunteer for church, answered to question about challenges. She said, the frustration many of migrants, especially refugees are facing, forced them to issues such as mental depression, being fearful of unknown future, become distant from society and have disappointment. She suggested in questionnaire, this is the moment we can help them and being friendly, hospitable, showing care, offer prayer, and support to become hopeful. Also explain how to adapt to Finnish society via learning language, make local friends and introduce own culture to Finns. Data reveals that the issues she addressed are barriers for adaptation, communication, and motivation to live in Finnish society.

A man from Finland suggested in questionnaire, that finish media should stop negative propaganda, stereotype, and generalization of minor groups of migrants, which results in division among locals, and provoke them to hate, unkind, unfair attitude towards those who lost their

families in war, called refugees. He added media could show stories of refugees, such as their experiences, their adaptation and improvement in society so audience could have better understanding of different refugee cultures.

Interview database shows many of refugees answered to questionnaire challenges with similar answer regarding accommodation. Refugees even with positive resident permit complained the process is time taking to receive accommodation, and that keeps them stay longer in reception centers, which is neither convenient nor improving their integration. Another option is receiving first available place offered to them by social office and that might be in small cities with less facilities and more conservative locals, which many were not, pleased of.

Results from interview and questionnaire showed many refugees who had bad experiences such as trauma and hatred from local anti-immigration movements, have changed their view after participation in church meetings in Espoo. They noticed not all locals are racist and dissatisfied by seeing people from other countries. They were happy for been treated as human in those places.

To support that, A refugee from Afghanistan who had previously got tortured in Iran added he received health treatment several times and his mental situation could be better for a while only, but after continuously visiting church and receiving prayer and friendship support his mental situation has become much better and peaceful.

On the contrary, another refugee from Afghanistan complained he was very depressed when he saw many protests by locals against his presence in Finland and Europe and he had to visit nurse to receive medication. He answered in questionnaire about his bad experience, when he had to take heavy sedative medications from the nurse in reception center. He felt more depressed and sleepy all the time, and it was very bad feeling. Anti-migration demonstrations had negative affect in daily life of refugees and not only hindered the process of integration but also motivated them to hate, rage, and depression. These could be barriers and motive for committing crime in the society by both locals and refugees.

Another example, a refugee from Afghanistan who answered to questionnaire regarding what Finns can do to make him feel at home. He answered by showing strong emotions and crying for being a father of three children and quoted "I have not seen my third child yet as I was in reception center when my wife gave birth to her in Iran." This is another barrier, migrants and refugees facing when waiting for their permit in Europe.

#### 4.2 Result of interview at language cafe

This interview happened in two sections, first with coordinator individually and second with participants and both were in form of questionnaires at language café. Anu from Finland, who works in Sello Library as coordinator in the language café with migrants, replied in questionnaire about her daily tasks included of choosing suitable reading materials for participants, coordinate with volunteer teachers, and categorize refugees in right groups. She tries to explain for teachers the purpose of this class, which is for integration and support foreigners to learn language, understand Finnish culture and make friends.

She answered in questionnaire about her challenges, and quoted “one of the challenges in my work is to find people with similar level of knowledge, ethnic background in the right group, sometimes they have different knowledge but want to sit with a friend”.

She answered about managing the class, some participants are not very educated or came with children, it is better to organize group with same level for them. Also, arrange volunteer teacher speak same language as theirs for best convenience and learning for example Dari speaker for afghans. She believed this helps, further study outside the class together with people from same camp or just same ethnicity.

A refugee from Iran answered to questionnaire about his challenges, suggestions and way of communicates with locals. He quoted “Finnish workers here are very responsible and friendly; however, I wish they could help me more to learn language and suggest not only two hours a week.” He understands the importance of more learning hours because he is looking for job and sees Finnish language as a huge barrier in employment, to communicate, learn from culture.

In addition to that, sentiment, Majority of participants in language café, appreciated the opportunity and suggested for more language classes, more cultural meetings with locals, and more job opportunities with basic Finnish knowledge. They believed by overcoming these gaps they would feel more like at home in Finland.

#### 4.3 Result of interview at Laurea UAS

The foreign students that participated in this interview via questionnaire were from Laurea UAS at Leppävaara campus. The interview was for a purpose of answering research questions and find about barriers for migrants to coexist in Finnish community. In addition, ask about their good experiences or suggestions to improve integration and cultural exchange. Meanwhile consider the motives for crime such as hate crime, hate speech or harassment and how to prevent it.

Data collected from interview reveals the immigrants facing cold behavior towards them, and cold attitude, which means locals are not willing to have open communication. Students answered in questionnaire about their challenges, as an example a student from Vietnam quoted “Finnish language has become cultural pride for some Finns and they use either Finnish language for communication with us or show cold and closed attitude sometimes”.

Data from questionnaires showed, level of complaint among some students are high about cold weather, limited interest of locals to communicate with foreigners, and no friendship. A student from Vietnam answered, expensive living cost and cold weather is a challenge for me, and I expect Finns have more small talk with me. On the other hand, she added, there is good education, discounts for students and honesty in Finland, and the majority of language class at Laurea UAS approved her too.

In addition, other students from UK and Bangladesh mentioned, language barriers are main issue for them to find job related to their studies, besides others expecting Finns in other cities to be able to communicate with them in English too.

Admittedly, majority of participants from all groups mentioned learning language and finding job are main barriers to integrate to society. In contrast to what Puisto said, majority of participant from language café and language course at Laurea UAS are educated and still not able to find a job due to language barriers. To discuss the issues mentioned by Ovio, data from questionnaire reveals majority of refugees who got the permit to stay are happy about this program of learning language and work training together and received advice from employment office about it.

#### 4.4 Result of Observation for language café and resident forum

Observation at the language café started with letting the coordinator know about presence of observer and the class started with coffee/tea then, participants greeting each other. Teachers work as volunteer and their behavior were friendly with participants who were mainly refugees from Iraq, Syria, and Afghanistan. Smaller groups were African and Asians students or job seekers who attending the class.

There were six to eight tables and at each one or two teachers leading short groups with similar ethnicity and level of Finnish language. The atmosphere looked peaceful with sometimes laughter and loud conversation between certain teacher and participants who had children. There was respect between teacher and students’ communication, coordinator and her volunteer assistants were supervising the class.

During the class coordinators distribute the prepared materials and help participants to find suitable group, teachers are open to receive question from students, and conversation was active and friendly. There were volunteers who translate in Dari or Arabic for those with lesser knowledge in Finnish. Some showed enthusiasm to speak in Finnish and learn more and a few were quite during class and reading materials. Apparently, it depends on the participant knowledge and motivation to study language and be happy to speak with teachers and others. There was not argument or aggressive behavior seen between teacher and students. Many were reading materials teachers were distributing and asking questions if needed. Body language was calm and friendly at some point. It was clear previous refugees who can speak better in Finnish were leading their friends' in-group and helping them to integrate themselves.

Observation at resident forum showed trauma caused for refugees because they separated from their families for long time while waiting for permit to stay in Finland. Observer during observation discovered these refugees complaining about their challenges, and lost hope and trust to locals, thinking authorities will not help them and they have no worth as human being. These three refugees from Afghanistan mentioned how frustrated they are by long process of resident permit and getting first negative result. Two of them added language is another huge barrier because they were not educated before, and felt some locals do not treat them as human and shows no interest to communicate with them. Observer recorded, this resulted in disappointment and psychological trauma for them, even one of them was not interested to participate in questionnaire, as he believed it could not help his hopeless situation.

Observer added, during resident forum meeting, information regarding finding job or accommodation not provided, on the other hand, there was a great opportunity to communicate in English or Finnish and exchange culture, sharing both positive and negative experiences in Finland. Espoo city representatives showed interest in being open towards refugees and immigrants by listening to them at the table some for a very first time and integrated with people by alien culture that they did not know about, such as Afghans or Syrians. A Finnish worker for resident forum added, this is a great experience for us as we can friendly sit at a table eat cake and drink tea while speaking with people from all around the world and hearing their life stories, opinions, and experiences about living in our country.

A student from Cameroon described during resident forum meeting that locals being cold towards foreigners is a big challenge for me. However, this kind of meetings help a lot to know Finnish culture, make contacts and allow locals to meet people from my country too, observer described about participant.

#### 4.5 Result of ANTURA project, and resident forum

During spring 2016 the Antura project started, and observed the resident forum event where foreigners and locals discussed their challenges and good experiences. Challenges explain the need and barriers, while good experiences describe the activities that could be developed for removing the barriers and fulfill the need for better coexistence of immigrants and locals in one home town. The project organized a future workshop and produced a guidebook that reveals how challenges between foreigners and locals for integration overcome by better communication. In addition, friendly activities such as forum meeting from new integration opportunities, added benefits for residents by.

During resident forum event, questions regarding challenges for foreigners and, what could be doing better for them discussed. Topics include of reasons of migration, need of safety for children, and improve coexistence in society. Participant showed enthusiasm and open, even the start of event was a bit tense but later became joyful and positive. The attitude of Finnish locals in general was helpful and friendly even though some were shy or quiet.

Participants were over 60 people and from 11 nationalities at Sello library 27 October 2016 in Leppävaara. During discussions at round tables, immigrants got to know each other and exchanged their experiences of living in Finland. Their needs revealed and considered as barriers; however, their good experiences showed the positive activities that used for improving their integration to society, and a solution for removing gaps between them and locals. For example, they described difficulties in learning Finnish language in terms of classes are not enough, and it is hard to make friends with locals to improve the language. Others complained about hard time in finding job even though they are educated but language efficiency is a barrier.

Apparently, the activities of resident forum in terms of integration were not familiar for foreigners' and it shows a gap which could be removed by introducing the activities, allow them to participate and become familiar. According to great Leppävaara website, the summary of discussion with foreigners was included of answers for challenges of immigrants in Finland and what should practice differently.

For example, findings show for first question, conditions at reception centers are modest not bad, immigrants were worried about too cold weather and language difficulties, however, to integrate better they need to be patient and active to adapt and learn the language faster. Being together and discussing was a good way for locals getting to know foreigners (Uotila 30.10.2016). Activities exercised better by getting to know culture changes perception of immigrants and the society, getting to know history, places, and food as well as theater,

dance, and music. All suggestion could help integration and remove the gap between locals and foreigners for example, Alberganesplanad could set up coffee and food stalls and arrange different activities and events, physical activity is necessary and city's sports facilities should arrange such activities, mentioned by Uotila (2016).

## 5 Data analysis

Based on data collected from above sections such as interviews, observations, literature review, now it is clearer what the barriers are. Table 4, 5 and 6 showed below illustrated necessary information of collected data analysis but detailed information explained bellow the table. Table 4 contains answers for table 2, which is an inspired chart of Halonen's roadmap. Collected data revealed the three different groups of participants, which are group 1: mainly immigrant job seekers, group 2: mainly students and group 3: mainly refugees, participants. The table categorized based on the majority of people and used of analysis of data collected by showing the reason and motive, barriers, resources and solutions for not only integration but also prevention of potential motives for crime by members of locals and foreigners in one hometown.

	GROUP 1 Students	GROUP 2 Job seekers	GROUP 3 Refugees	REASONS/VISION
DRIVER	Why? Motive? To know culture and law. Better coexistence	Why? Motive? foreign applicants/better livelihood	Why? Motive? For meeting. Availability of facilities	Vision is integration by finding and removing barriers. Reason is possibility to create awareness via forum, L.café, and church for locals and foreigners motivates authorities to focus on opportunities for practicing integration. In addition, crime prevention via resources and activities offered to both groups to avoid hate crime, rape, property damage.
SOLUTION	forum/L.Cafe and classes	Go to offices/ Online service	Go to church or H.centre	
ENABLERS	Library staff/volunteer teachers	Website/staff/ Employment of- fices council	Nurse/doctors pastor/volunteer	
BARRIERS	unfamiliar languages/cultures differences	Illiteracy/lack of multilingual staff	Language/space/ budget	
RESOURCES	Many libraries volunteers/ Online service/ authorities support and fund.	TE offices/ Social workers/ Available online websites	Health centers/ churches/ Language services/ sport fields	

Table 4: Result of inspired chart

As mentioned above in table 4, drivers are what motivate the greater Leppävaara to have for example cultural awareness, the answer is because immigrants and refugees are not familiar with new Finnish culture thus, there is a need and considered as a barrier. Solution for that gap is a meeting and intercultural event such as Sello residence forum, which give an opportunity to both parties know each other's culture in order to facilitate integration.

There are enablers included of location and human power with necessary tools, which in this case is a library with friendly staff and facility to offer a class or forum regarding exchanging culture and language. As always, there are barriers in a process of integration for both locals and foreigners, which here are unfamiliar languages, new culture, lack of motivation caused by trauma or dissatisfaction about expectations not fulfilled for foreigners in Finland.

Elimination of mentioned barriers is by activities and solutions from collected data and this help coexistence of foreigners and locals. Since learning language, knowing culture and law could prevent confrontation and misbehavior by increasing awareness for both groups engaged in integration. Fortunately, there are resources available such as library, churches, social workers, and volunteers to support the activities such as resident forum, language café, gathering at churches for making contacts and knowing culture for both locals and foreigners.

To answer main research question, there are elements involved with crime and misbehavior such as previous trauma caused by torture or long procedure of getting permit to stay while being far from family. Also, lack of knowledge about culture and law in new society, along with miscommunication caused by language inefficiency.

In addition, disappointment or rejection caused by anti-immigration, attacks to receptions, and demonstrations or negative propaganda against refugees, could escalate motive to commit crime such as, hate crime, against locals. On the other hand, all activities by different groups or authorities that have helped refugees' integration considered as solution for helping refugees and immigrants to feel like home.

These solutions for removing barriers, which could be recommended for not only prevention of crime in society but also facilitation of migrant's coexistence with locals are firstly, health care centers that provide support for refugees who suffer trauma and feeling lonely because of being far from family and not able to integrate with locals.

Secondly, language courses for better communication such as Sello language café, and teaching how to do daily works either via website or training classes. Thirdly, participate in church meetings for find contacts, learn culture, and receive care when feeling lonely. The majority of refugees attended church gatherings and home groups with church members strongly sug-

gested these activities have granted them a chance to be free from loneliness, make friends with locals and receive emotional support while living in a new society.

Fourthly, doing sport activity provided from either reception center such as indoor/outdoor sports, or city of Espoo provide football field to maintain the physical health. Finally, create awareness to locals via forum meetings, media or news, cultural exchange events, about different foreign cultures living in Finland and help create contact or make friends.

Analysis of answers from participants towards positive activities such as language classes, sport activity, cultural events and church meetings showed below in table 5 based on number of participants, gender and nationality factors.

### ANSWERS

Participants	Number	Gender	Language café/class	Sport activities	Cultural events	Church meetings
Afghans	11: Refugees	Male	Learning is not easy	YES its helpful	YES its helpful	YES its helpful
Iraqi/ Iranian	6: 2 students 4 Refugees	3 Male 2 Female	Learning is not easy		YES its helpful	YES its helpful
Asians	3: 1 students 2 Refugees	Male	Learning is not easy		YES its helpful	
Africans	2: 1 students 1 Refugees	Male	Learning is not easy		YES its helpful	
Vietnamese	8: students	2Ma / 6Fe	Learning is not easy		YES its helpful	
Europeans	4: 2 students	Male	Learning is not easy	YES its helpful	YES its helpful	
Finns	6: 5 church 1 L.cafe	3Ma / 3Fe	Offer More classes		YES its helpful	YES its helpful
<b>TOTAL</b>	40: 18 refugees 16 Students 6 locals	30Ma/ 10Fe	NECESSARY ACTIVITY	SUGGESTED ACTIVITY	SUITABLE ACTIVITY	SUITABLE ACTIVITY (refugees)

Table 5: Result of the collected data

Description about location, date and number of participants in data collection process showed in bellow:

Location	Date	Participants
Language Café, Sello Library Espoo Asukasfoorumi, Sello Library	19.12.2016 27.10.2016	13
Finnish class, Laurea UAS Espoo	00.12.2016 and	13
Church meetings, Espoo and refugees from camps in Espoo	00.11.2016 and 00.12.2016	14

Table 6: information about location of collected data

## 6 Conclusion

In my opinion, during integration process of refugees, Finland is considering issues such as accommodation, childcare, social support and other assistance for families. However, there are gaps related to these processes. The best ways for identifying gaps could be by observing the process, discuss with both refugees and government workers and volunteers. In order to, discover current activities that can remove these gaps or improve the process of integration, For example by providing information about learning Finnish language, Finnish society and culture, educational, health care system, and employment possibilities.

Lack of each could make the livelihood more challenging to the migrants, Eventually, it provokes aggressive behavior, such as hate crime, hate speech towards locals, harassment and rape attacks, but for the foreigner individual, might cause suicidal thoughts, depression because of unemployment.

Lack of basic needs normally make life much harder for any individual, and people respond to that differently. Knowing these issues help to answer research question, when anticipation of causes for crime and misbehavior by foreigners in the Finnish society is clear.

Apparently, pre-departure trainee course in three days is not enough to receive necessary awareness about alien culture and society for refugees, but it is easier if migrants make a connection with locals after arrival to experience Finnish culture, language exchange and become able to do daily tasks in society.

I need to highlight, this is beneficial to have website in Finland to inform refugees but the information by itself is not able to change their situation, create cultural awareness and prevent them from crime. In my opinion, there are several websites available in many languages in Finland, well-structured and practical for migrants to have access to information for living in Finland. For example, information bank which provides guidance and knowledge regarding

living in Finnish society for foreigners. Data showed it is better to have face-to-face encounter with refugees and exchange culture, make friends with them, hear their life stories, and try to integrate.

More activities should offer to refugee and migrants to motivate them in integration and using opportunities available to have better coexistence with the locals. Also, try to participate in language programs such as language café, which is available in different areas in Uusima at libraries. To overcome barriers hindered them from integration for example language inefficiency, which results in disability to make friends, miscommunication, and unemployment.

In my opinion, some students preferred not to use the term racist, however it appears not all locals are open to communicate to foreigners especially with some specific nationalities, which shows the need for more cultural awareness and improvement among locals, such as meeting, seminar, and cultural celebration in public or on media for better integration. The media should stop negative propaganda against refugees in Finland in order to stop hate crime and attacks to reception centers or racism towards foreigners.

From researches and news, it could be concluded, the hate crimes happened both by foreigners and locals, has a similar cause which is lack of correct integration and communication, they behaved based on hate, revenge and aggression which eventually resulted in such incidents. Furthermore, there are refugees with trauma from war and torture in prison, which might act aggressive toward locals in certain situations such as previous attacks to receptions, or feeling rejected by locals and see demonstration against their presence. However, there are good opportunities for refugees with trauma to get support by Finnish authorities for treatment.

Result shows, consulting physicians receive treatment, and attending to church have been a solution for this category of refugees, although some are not satisfied with strong medications. Nevertheless, others from Muslim background extremely suggest meetings at church because it has been easier for them to make contacts, receive care and friendship, and enjoy freedom of religion in Finland. Many mentioned, without attending church activities we were not able to get to know locals, and change our aggressive way of thinking which caused by strict belief system, loneliness, not being able to adapt to new society for language and cultural barriers.

As a result, previous sections are showing different barriers that this document discovered from both reports as literature review, and data collected by different methods such as language café and Leppävaara forum observation, interviews with staff and refugees via questionnaires.

Certain activities and suggestions of authorities or volunteers provided too based on different needs such as employment, language for communication, health support, and cultural integration. In addition, refugees and immigrant's opinions discussed for each issue and circumstances, which gave knowledge to see gaps better along with the positive points, which appreciated too.

In my opinion barriers for foreigners who failing to integrate to society summarized as language, weather, unemployment, and closed Finnish culture. Discovered from data, they suggested either receive more classes for language or less language limits for job requirement. Create event or meeting for exchanging culture with locals, is a good solution for barriers of better integration to society.

As a conclusion, several refugees and students gave their feedback during discussions in previous sections by highlighting their challenges and suggestions, but it is not easy to make everyone happy and satisfied in the society specially when there is diversity of cultures and individual expectations.

However, this document tried for covering most of the data collected from participants in order to answer research questions, and investigate how resident forum or language café could help better communication between locals and foreigner by creating an opportunity to meet face to face and discuss about positive experiences with culture, language, law, hobbies, or challenges for migrants.

The outcome are findings of Antura project and its workshop gathered in a guidebook, and this document database from observation and interview which described challenges, reasons for crime, solutions for prevention, and remove oppositions of integration which are not helping the coexistence of foreigners and locals.

Not forget that, for prevention of confrontations or crimes, identification of motives is important, and by remove or decrease the motivations big steps in prevention taken, for example to prevent confrontations or crimes such as sex assaults, hate crimes, racism and anti-migration movements. Measurements could be taken consisted of develop resident forums or cultural activities, classes for gender equality and respect for women, language café for better communication, church meetings for freedom from loneliness and trauma, positive news about refugee integration on media to give remove negative propagandas. These are the main findings that this research offers for anticipation of confrontations, prevention of hate crime and coexistence of locals and foreigners in city of Espoo.

## 6.1 Recommendation

Data collected from other activities such as make friends at church meetings, receive council at health centers, participate in sport activities when weather is suitable, and contact with job finding offices are useful to help migrants integrate to Finnish society.

It is suggested the importance of volunteers as language teachers, social workers as guide for visa process or better resources to provide livelihood such as accommodation, are considerable for greater Leppävaara or any other organization helping in integration of migrants and refugees to Finnish society. Greater Leppävaara can make stronger connection with local churches in order to reach out migrants and refugees and help them in their frustration when left alone or weak to adapt to society.

In addition, guidance of previous migrants regarding how to adapt to society and avoiding misbehavior against law and locals used as a presentation during meeting with refugees. In addition, discussion with previous refugees who has been good at adaptation to finish society hearing what to do and not to do simply could change the mentality and expectation of any individual who has trouble with adaptation and felt rejected or hateful towards locals.

There is need for more research in a near future in case the number of refugees rises due to unexpected reasons, in the field of integration, resettlement programs, and efficient visa process, in order to be prepared and able to manage greater challenges in Finland for organizations such as greater Leppävaara.

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DRIVER	Why? Motive? To know culture and law. Better coexistence	Why? Motive? foreign applicants/better livelihood	Why? Motive? For meeting. Availability of facilities	<b>Vision</b> is integration by finding and removing barriers. Reason is possibility to create awareness via forum, L.café, and church for locals and foreigners motivates authorities to focus on opportunities for practicing integration. In addition, crime prevention via resources and activities offered to both groups to avoid hate crime, rape, property damage.
SOLUTION	forum/L.Cafe and classes	Go to offices/ Online service	Go to church or H.centre	
ENABLERS	Library staff/volunteer teachers	Website/staff/ Employment of- fices council	Nurse/doctors pastor/volunteer	
BARRIERS	unfamiliar languages/cultures differences	Illiteracy/lack of multilingual staff	Language/space/ budget	
RESOURCES	Many libraries volunteers/ Online service/ authorities support and fund.	TE offices/ Social workers/ Available online websites	Health centers/ churches/ Language services/ sport fields	

Table 4: Result of inspired chart

## ANSWERS

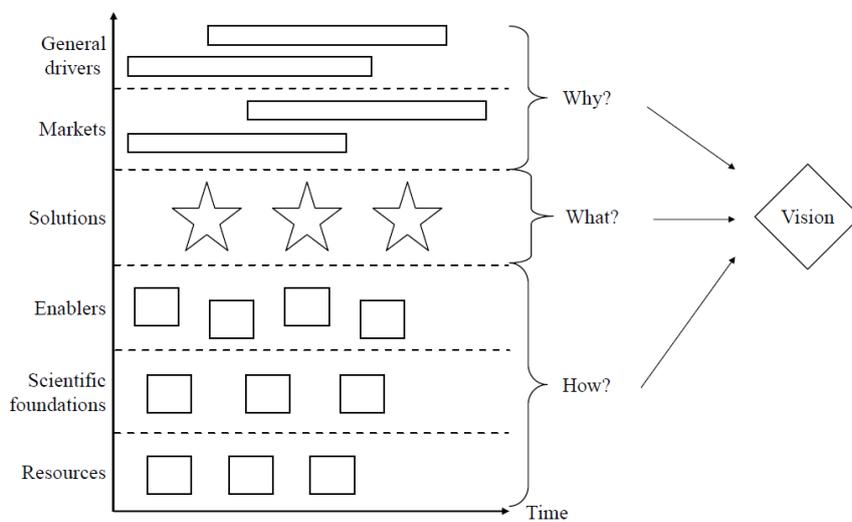
Participants	Number	Gender	Language café/class	Sport activities	Cultural events	Church meetings
Afghans	11: Refugees	Male	Learning is not easy	YES its helpful	YES its helpful	YES its helpful
Iraqi/ Iranian	6: 2 students 4 Refugees	3Ma / 2Fe	Learning is not easy		YES its helpful	YES its helpful
Asians	3: 1 students 2 Refugees	Male	Learning is not easy		YES its helpful	
Africans	2: 1 students 1 Refugees	Male	Learning is not easy		YES its helpful	
Vietnamese	8: students	2Ma / 6Fe	Learning is not easy		YES its helpful	
Europeans	4: 2 students	Male	Learning is not easy	YES its helpful	YES its helpful	
Finns	6: 5 church 1 L.cafe	3Ma / 3Fe	Offer More classes		YES its helpful	YES its helpful
<b>TOTAL</b>	40: 18 refugees 16 Students 6 locals	30Ma/10Fe	NECESSARY ACTIVITY	SUGGESTED ACTIVITY	SUITABLE ACTIVITY	SUITABLE ACTIVITY (refugees)

Table 5: Result of the collected data

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## Appendix 1



**Figure 3.**  
The roadmapping  
framework adopted  
in the process

## Appendix 2

1. What can Finns do to make foreigners feel more at home in Finland? By any activities, seminar, etc.
2. How Finns could communicate better with foreigners?
3. In your opinion, what are the main challenges you in Finland?
4. What are the positive experiences or benefits you have in Finland?
5. Do you have any suggestion for removing barriers between Finnish culture and yours?

### Appendix 3

1. Can you explain the language café briefly?  
(with resources, participants background, and staff)
2. What is your daily activity as coordinator?
3. What are your challenges at work with refugees?
4. How can you manage language class better? (any suggestions)