



# Educational Approach for Supporting Reintegration - A Pilot Study

## Case: Future Path

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# **Educational Approach for Supporting Reintegration - A Pilot Study. Case: Future Path**

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The purpose of this Bachelor's thesis was to study the Future Path-project's training courses. Future Path is a pilot project led by Laurea and Haaga-Helia Universities of Applied Sciences and the project's training courses took place in Laurea's Espoo campus from mid-November 2019 till late January 2020. The project's objectives were to develop or improve the participant's skillset and insight into entrepreneurship by designing and implementing a training program that focuses on the needs of Iraq's business sector. The project goal was to create opportunities and co-operation between the Finnish SMEs and asylum seekers in the expectation of supporting effective reintegration.

The main objective of this study was to measure the participant satisfaction to determine how creating educational training courses could support asylum reintegration. This study was conducted as an exploratory research, testing the hypothesis whether organizing a brief intense training course can effectively support reintegration. The data collection methods used in this research were documentation, interview, direct and participant observations. The International Organization for Migration (IOM) Assisted Voluntary Return and Reintegration (AVRR) programs structure was used as a framework in the study to analyze the data and research.

The data gathered from the training courses was able to indicate how satisfied participants were with each training day as well as with the training course. The interviews and additional feedback comments gave more insight into what needs did the participants have. The data also revealed how the participants experienced the Future Path training program. Based on the results the study found the participant satisfaction received high marks and the feedback received indicated the training courses were seen as successful from the participant's viewpoint. However, the study also showed the hypothesis tested in the study was not admissible. In addition, the author has added some suggestions of what developments the project should consider for the future to increase the support in the reintegration programs.

**Keywords:** asylum seekers, migration, reintegration, entrepreneurship, business training

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## 1 Introduction

After the 2015's Europe's refugee crisis, most countries in the European Union were faced with a new problem - rapidly growing numbers of undocumented and illegal immigrants. In Finland the applications for asylum in 2015 rose promptly over 32 500, which was nearly ten times higher than applications submitted previous year - 3 600 (Rautio and Juutilainen 2016).

The sudden unexpected growth in the numbers of migrants seeking asylum in Finland was a new challenge for the Finnish Immigration Service. Many retired law enforcement officers were encouraged to return back to work as the police and border control struggled with insufficient resources to handle the fast-growing new asylum cases (Rautio 2015). Over 100 new reception centers and nearly 60 units for migrant minors were built and opened in 2015, increasing reception cost considerably compared to 2014 (Finnish Immigration Service 2016b). While the numbers of those seeking asylum in Finland have fallen significantly since 2015, in 2018 nearly third of the asylum applications were still denied (Finnish Immigration Service 2019). The negative press surrounding around returning migrants through voluntary return, deportation as well as forcible return has speeded up creating new projects and solutions on how to support reintegration of those who do not have any legal permits to residence in Finland.

This thesis will focus on Future Path-project, which is a year-long pilot project funded by European Union's Asylum, Migration and Integration Fund, more commonly known as AMIF. Future Path was designed to establish new potential solutions for asylum seekers who have no legal prospects to stay in Finland, by giving a chance to attend a beginners training course for entrepreneurs. The training courses were arranged by two Finnish Universities of Applied Sciences with cooperation of Finnish enterprises to teach business and entrepreneur skills to those who are returning to their country of origin. During these training courses the participants attended in eight modules, met with different Finnish companies and were offered additional counselling, so that each can understand their current situation and choose the best option for their future (Future Path n.d.).

The purpose of this bachelor's thesis was to understand the background of the current situation of undocumented asylum seekers and migrants in Finland and support effective reintegration with new approaches. The main objective of this study was to measure the participant satisfaction to determine how creating educational training courses could support asylum reintegration. The results of this study can be utilized when planning further actions for the project. Furthermore, the results can also be used when conducting further research on the subject area of reintegration on a global scale. Lastly, the findings of this study can be useful

information for the stake holders of Future Path as well as to any asylum seeker, migrant or refugee seeking more information on reintegration programs and alternative solutions for themselves.

## 2 Background

There have been several reasons to as why 2015 became to known as the year of refugee crisis in Europe. A brief but detailed explanation have been given in this section, to explain more what happened in 2015 and how Finland to reacted to the refugee crisis. This section will also cover certain definitions and terms, that are important for this study.

### 2.1 2015 refugee crisis

In 2015, Europe and the European Union member states faced a refugee crisis. By the end of the same year, over a million people were seeking asylum around Europe. This large movement of people - which was the largest mass movement in Europe since Second World War - was diminishing the European Union, as the local authorities failed to control the large numbers of asylum seekers and refugees arriving in Southern Europe (Jones, Teytelboym, Rohac 2017).

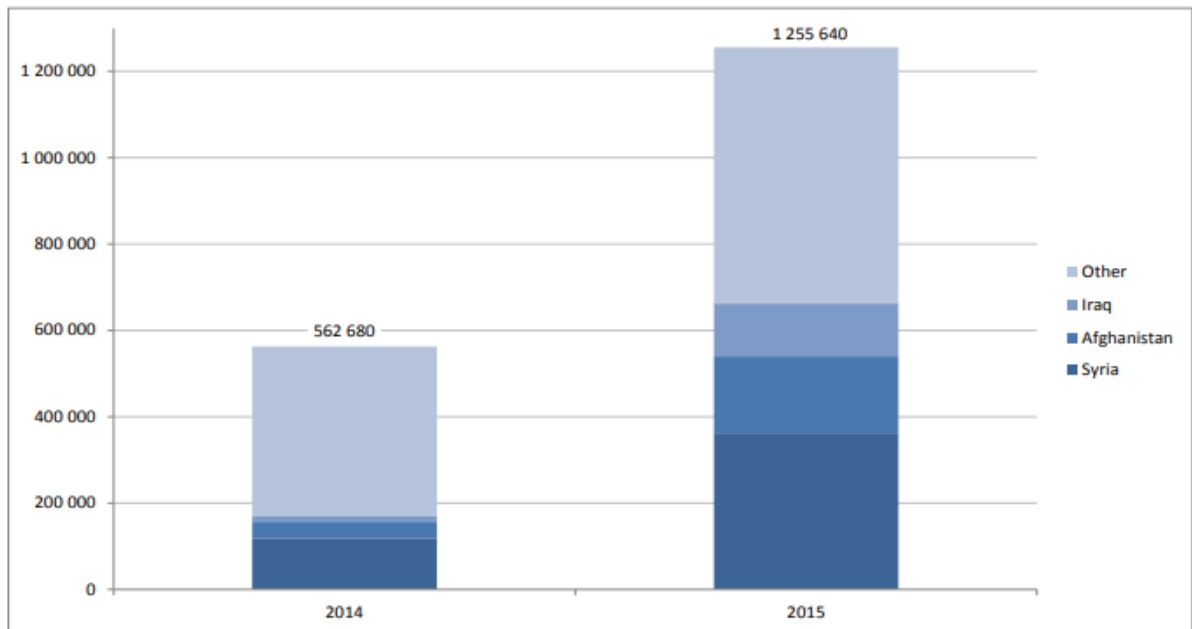


Chart 1. First-time asylum applicants registered in the EU Member States, 2015/2014 (Eurostat 2016, 1)

While the number of migrants and asylum seekers grew rapidly in 2015, the cause behind it were results of years of fear, unsafety environments and a need for better life. There were several explanations as to why the number of first-time asylum applications hit a new record in 2015.

Until the spring of 2015, a majority of migrants who had arrived in Europe, had traveled across unstable countries and through the Mediterranean Sea arriving to southern European countries, such as Greece and Italy. This recurrently used path was considered dangerous for various reasons, as it meant crossing unsafe environments. Smugglers were asking high payments, meaning most could not afford to migrate and seek asylum in Europe. In the summer of 2015, a new illegal path opened to Europe through Southeast countries, indicating migrants and those seeking asylum could cross the borders to Europe by land. This new route was seen as much safer, easier and cheaper, which meant more migrants had access and means to travel to Europe and smugglers could not set their prices as high as before, thus needing less of their services (Mäntymaa 2018).

## 2.2 Refugee situation in Finland

Although southern European countries were the most affected by the large numbers of migrants and asylum seekers arriving together, the refugee crisis had manifested itself in many - if not in all - European Union member states.

The crisis had also occurred in Finland. Before 2015, the average number of submitted asylum applications in Finland was around 4 000, but in 2015 Finland received over 32 500 asylum applications - almost ten times as many as the previous year. Nearly third of those seeking asylum in Finland arrived in the autumn of 2015, however in December 2015 the number of asylum applications submitted was still 2 000, which was more than the year before in December 2014 (Rautio & Juutilainen 2016).

The Finnish Immigration Service reported that its overall costs in 2015 rose over EUR 190 million, which also included the European Union's emergency funding of EUR 6.4 million, that Finland had received. Over 100 new reception centers were opened for the arriving asylum seekers and migrants. In addition, nearly 60 units for minors were opened around Finland. The large number of those seeking asylum in Finland affected all units of the Finnish Immigration Service, as the Finnish Immigration Service reported more than 30 000 new matters compared to previous year (Finnish Immigration Service 2016b). The large amount was overburdening the Finnish Immigration Service and there were significant delays in examining the new asylum cases. Reports were made of the long waiting periods and some asylum seekers were interviewed in the summer 2016, despite arriving in Finland in the autumn of 2015 (Finnish Immigration Service 2016c).



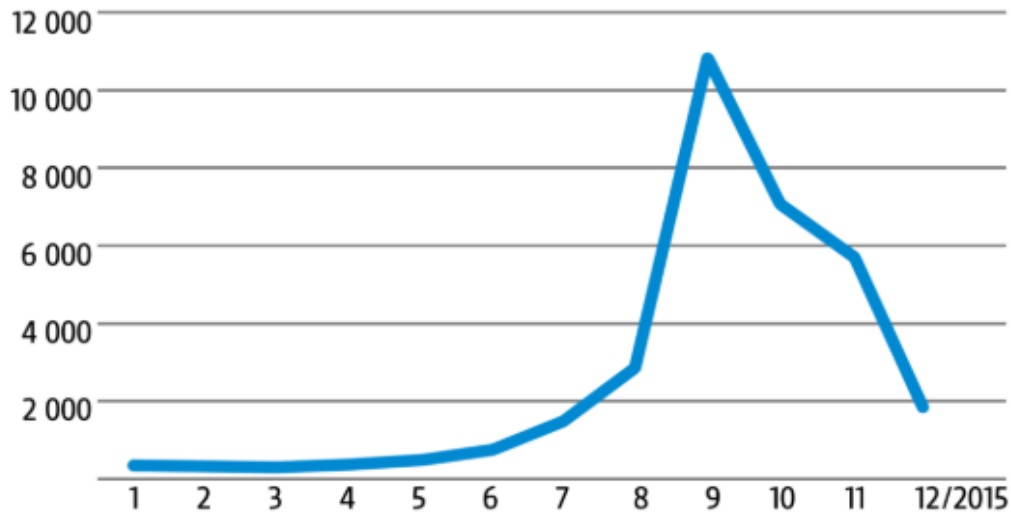


Chart 2. Asylum applications submitted in 2015 (Yle 2016)

This was the first time Finland had drawn more migrants seeking asylum in the Northern country. There were several reasons as to why Finland's popularity among asylum seekers was rising suddenly. First, as described earlier, easier and safer routes to Europe were created, thus traveling to Northern countries became a new possibility. This was considered as a new opportunity for some migrants (Mäntymaa 2018).

Secondly, more migrants and asylum seekers had internet access, which meant they could search for information online. As for the Northern country, Finland had been attracting news coverage around the world for some time. Finland's headlines of freedom of speech and expression, free education and maternity kits had captured the attention of those who had already crossed the borders of the European Union and were now relocating in different parts of Europe. Most of those seeking asylum had fled their country of origin due to unsafe environments and dangerous conditions - such as war and terrorism. Finland as a country and moreover as a nation, that had succeeded in transforming from a poor country to one of the wealthiest countries in just few decades was appealing to many (Mäntymaa 2018).

Thirdly, which raised the number of applications received in autumn of 2015, was after when the then Prime Minister of Finland declared, that due to the lack of spaces in reception centers in Oulu, the prime minister would deploy his home for asylum seekers. The news went global, attracting more asylum seekers in Central Finland, as Finland began to flourish as a country that openly welcomed migrants, asylum seekers and refugees (Mäntymaa 2018).

Like many other European countries, Finland was not prepared for the sudden and unexpectedly large numbers of migrants arriving in Autumn 2015 and this was a new challenge for both the Finnish Immigration Service and the Finnish border control. Many police officers and border control workers were encouraged to return back to work, in order to help with the growing situation, as there were not enough resources available to handle new asylum cases (Rautio 2015). New reception centers were built in a hurry, due to the lack of spaces for the arriving migrants and asylum seekers (Juutilainen & Rautio 2016).

With the large number of migrants arriving, there were also many who tried to enter Finland illegally and not necessarily seeking asylum. This made the Finnish Immigration Service's work much harder to determine who needed asylum. Consequently, this led the number of rejected applications growing. This was a new situation for Finland as previously mentioned, as not many had sought asylum in Finland before the 2015's refugee's crisis.

The increasing numbers of migrants receiving a negative decision and still residence illegally in the country had obligated the Finnish officials to initiate programs, where cooperation's between transit and host countries and countries of origin were made in the purpose of supporting the voluntary return of the migrant. One of these programs was the AUDA-project (Voluntary Return to Iraq, Afghanistan and Somalia -project), where the project developed monitoring the returnee's life after they had returned voluntarily (Finnish Immigration Service 2018). However, it has been studied, that more projects and programs are needed to support reintegration. The negative press surrounding around returning migrants through voluntary return, deportation as well as forcible return has speeded up creating new projects and solutions on how to support reintegration of those who do not have any legal permits to residence in Finland.

One of the new projects was the Future Path project, in which this thesis will focus. Future Path-project had been in the process for some time, and in 2019, the project finally received its funding. The project is year-long pilot project funded by European Union's AMIF Fund. Future Path was designed to create other ways to help those asylum seekers who have had their asylum request denied in Finland by offering a chance to attend a beginner's entrepreneur training course and counselling.

The training courses in Future Path were arranged by two Finnish Universities of Applied Sciences with the cooperation of Finnish companies to teach business and entrepreneur skills to those asylum seekers who are returning to their country of origin. During these training courses, the attendees studied various modules, had chances to meet with different Finnish companies and were offered additional counselling so that each can understand their own situation and choose the best alternatives for their future livelihood and residence. Because Future Path is a pilot project, it was only able to focus on one group. In 2015, more than 60% of

those seeking asylum in Finland, came from Iraq. Because of this, Iraqi migrants and asylum seekers were selected as the focus group for the project.

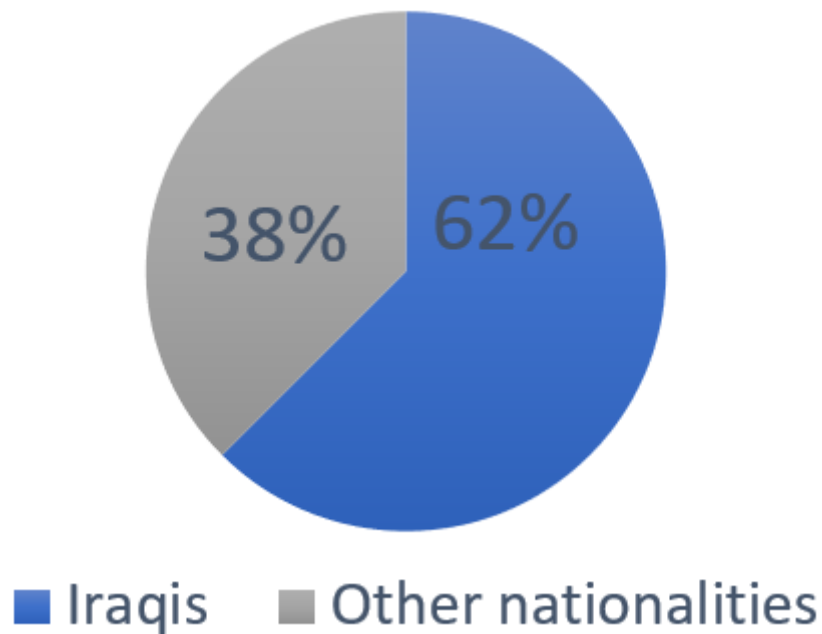


Chart 3. Percentage of Iraqi asylum seekers arriving in Finland in 2015 (Finnish Immigration Service 2016a)

The Finnish Immigration Service reported that in between January 2015 and May 2016, a total of 11 334 Iraqi asylum seekers had received a decision for their asylum application. In between January 2016 and June 2016, 19% (1 470) of Iraqi asylum seekers received a positive decision on their asylum or other residence permit, while 40% (3 064) received a negative decision (Finnish Immigration Service 2016a).

From January to May 2016 22% (1 269) Iraqi asylum seekers received a positive decision on their asylum application or other residence permit, while 28% (1 581) asylum seekers received a negative decision. In May 2016 the humanitarian protection was removed from the Aliens Act, as well as the Finnish Immigration Service's new guidelines for decision making showed in the growing shares of asylum seekers receiving a negative decision. Alone in June 2016, 1 924 asylum cases received a decision and over 70% of them were rejected applications (Finnish Immigration Service 2016a).

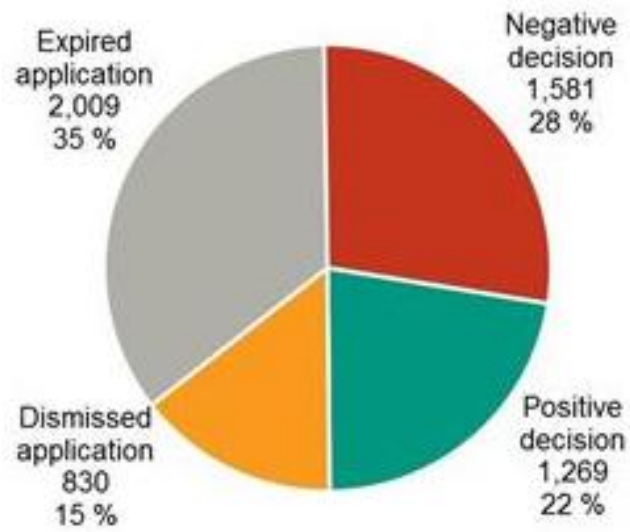


Chart 4. Asylum decisions in January-May 2016 (Finnish Immigration Service 2016a)

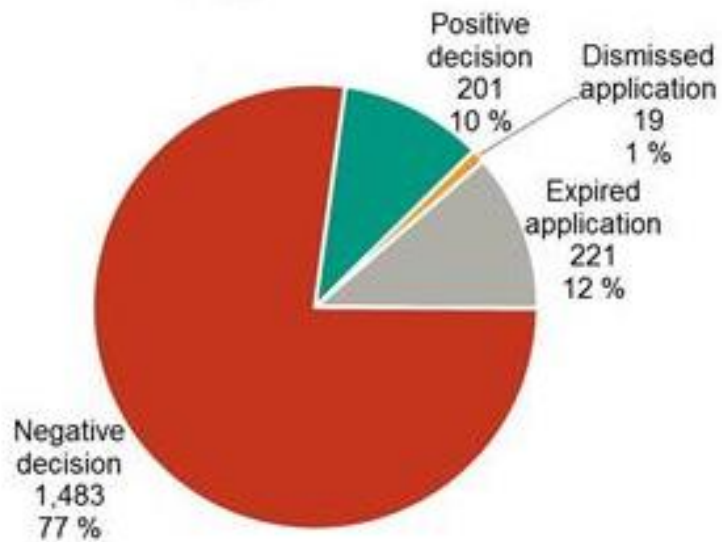


Chart 5. Asylum decisions in June 2016 (Finnish Immigration Service, 2016a)

## 2.3 Terminology

When conducting a study in the movement of people, particularly in migration and asylum seeking, there are many key concepts and key terms. Some of these key elements have been used in this study, therefore understanding these terms and the difference between them, is vital for understanding this study. They key terms of this study are as follows.

### 2.3.1 Refugee and Asylum Seeker

The term ‘refugee’ is defined in the UNHCR’s 1951 Convention, where it is stated, that refugees are people who have left their country of origin out of fear of “*being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion*” (UNCHR, 1951) and are unable or unwilling to return.

While there is no legal definition for asylum seeker, many governmental and international organizations define asylum seeker as someone who is seeking international protection. Thus, it is important to understand the difference between the two terms, and that not all asylum seekers are recognized as refugees. In short, asylum seekers become refugees once they have been granted asylum in another state (Ministry of the Interior n.d.).

### 2.3.2 Migrant and Immigrant

Migrant and refugee are often mistaken for the same meaning. According to UNHCR (2016) the term ‘*migrant*’ is used to describe a person who move from their country of origin to another country, usually in the search for a better livelihood. There could be many reasons why a migrant would choose to leave their country of origin, but in most cases, it is in the search for better work or education. Migrants do not face a threat in the country of origin and unlike refugees, a migrant can return to their home country and still receive the protection of their government.

The International Organization for Migration (IOM) states that there are two kinds of migration - *regular* and *irregular* migration. In regular migration, the migration happens with legal permissions, such as with work or study permits, that are in compliance with the laws of the origin country and host country. In irregular migration, the migration happens outside the laws of country of origin and transit or host countries (International Organization for Migration, n.d. B).

The term ‘*immigrant*’ can be used in the same concept as migrant, as they are used to describe the same person, but viewed from different perspectives. A person who leaves their country of origin are considered as migrants, while a person arriving into a transit or host country are viewed as immigrants (International Organization for Migration, n.d. B).

In this thesis, asylum seekers and migrants will be used in the same context. Asylum seekers and migrants who have had their asylum request denied by the transit or host country, will be referred as illegal immigrants.

### 2.3.3 Assisted Voluntary Return and Reintegration

One of the key concepts of this study are terms Assisted Voluntary Return and Reintegration (AVRR). These terms are used to describe the comprehensive approach of relocation - of migrants and asylum seekers in this study - focusing on the systematic and empathetic return and reintegration of those who are reluctant or unable to stay in the host or transit country and wish to return to their home country voluntarily. To successfully complete assisted voluntary return and reintegration, all participants - transit, host and countries of origin - need to work together to guarantee the safety of the returnees (International Organization for Migration n.d. A).

## 3 Theoretical framework

There is still a certain stigmatization when it comes to any return migration and reintegration process, despite many host, transit and countries of origin finding, that including reintegration in the return process and offering different AVRR programs can prevent migrants executing unsafe and often dangerous travel to their final destination and reduce the risk of migrants becoming vulnerable in their country of origin once they have returned. There may be several reasons why migrants stay in the transit or host country after receiving a negative decision. Migrants may have formed networks and relationships during the long waiting period, or they may feel the received decision has been unfair and has applied for a new decision.

According to IOM, many migrants feel psychological pressure to be successful after relocating and would be too ashamed to return to their country of origin empty-handed. It has been disclosed, that returning through AVRR programs, has helped migrants both psychologically and financially. (International Organization for Migration 2015)

Although there have been many AVRR programs and studies made in reintegration, the focus group have mainly consisted of those who are in the process of seeking asylum in transit or host countries. IOM has been the major service provider of return and integration programs and has taken all migrants into account - including those who have had their asylum request denied - however, there are still a significant lack in the studies made in where the focus group have been illegal and undocumented immigrants and how to assist them in safe reintegration. One of the considerable reasons as to why there is a lack in these studies made where the focus group is the aforesaid migrants, is that it is difficult to reach out to them, as most have gone into hiding. Additionally, reintegration may take months and experienced

shared from those who have returned voluntarily are lacking. Furthermore, measuring the process of successful reintegration requires cooperation between countries and organizations, which may be expensive therefore affecting the lack of projects made in reintegration.

The literature research of this study will analyze and reflect the core elements of reintegration set by the International Organization for Migration. The International Organization for Migration has acknowledged that;

- 1) *migrants returning voluntarily;*
- 2) *former refugees;*
- 3) *internally displaced persons;*
- 4) *and deported migrants*

face the same vulnerability when returning to their country of origin (International Organization for Migration 2015). Moreover, the core components and dimensions of successful reintegration process have been used when designing the Future Path-project, while the target group for the project focuses mainly on undocumented and illegal migrants.

In Future Path, the aim was to offer tailored entrepreneurship training programs principally to those have had received a negative decision in their asylum application. The objective was to enhance and improve those migrants' employment possibilities in their country of origin, once they had returned by creating new business opportunities with different sizes of Finnish enterprises.

IOM has listed three dimensions of reintegration - *economic, social and psychosocial integrations* - as well as five components - *sustainable, measurable, balanced, complementary and innovative* - for in an effort to complete successful reintegration. Although IOM has recognized, that while they have listed elements and components for successful return migration and reintegration, the process which migrants go through, is still multidimensional and more projects and programs are needed in order to gain more information and better understanding of the indicators, that determine of the successfulness of the process. (International Organization for Migration 2015).

Creating programs, that support and assists both regular and especially irregular migrants throughout the integration process and after they have returned has shown positive reactions. As cited before, many migrants have psychological pressure when it comes to returning back to their country of origin, especially if they consider themselves returning empty-handed. By generating opportunities in long-lasting partnership and income activities, that helps migrants meet their basic needs, it prompts migrants to become self-sufficient again and participate in the economics of their country of origin (International Organization for Migration 2015).

This leads to the second dimension - access to social networks. When returning to the country of origin, it is essential that returning migrants are welcomed in the community. It is important to understand and accept, that migrants who return are not necessarily the same person as to when they left, as the *'migration experience would have shaped them'* (International Organization for Migration 2015). Having social networks throughout the reintegration process can reduce the risk of migrants becoming vulnerable once they have returned. Without access to information, social capital and emotional support, returning migrants may face negative changes in their psychological health - which is the third dimension. While IOM has acknowledged that each project in reintegration should have at least these three elements, without proper coordination between host, transit and countries of origin, a successful reintegration process tends to decline (International Organization for Migration 2015).

Moreover, when carrying on reintegration programs, IOM has listed five components to support the three dimensions of successful reintegration programs. First, there is sustainability. It is worth citing, that IOM has stated there is no common definition what *'sustainable return means'* (International Organization for Migration 2015). This is due to fact that, sustainable return may have different meanings when it's viewed from both regular and irregular migration's perspectives. However, there are some prospects that should be understood when discussing sustainable return, such as it should include the three aforesaid elements - economic, social and psychological aspects. Moreover, creating more interactions on the social and economic factors, as well in assistance mechanisms contributes towards more sustainable return (International Organization for Migration 2015).

Next in the components of completing a successful reintegration, is monitoring and evaluating the reintegration process. As reintegration and AVRR programs are long and complex, conducting evaluation, that measures the process from the beginning till the migrant reaches their country of origin isn't sometimes enough. Long-term monitoring and evaluation should be part of every reintegration process, as it can help analyze each step of the process and much needed data can be collected as these determine whether the reintegration process has been successful - not just from the transit or host country's perspective but also from the returnee's perspective. Nevertheless, every form of evaluation can improve further projects and programs (International Organization for Migration 2015).

Another component when implementing a reintegration process, is to consider how to balance the process between all involved. While this aspect is frequently considered to be more on financial side it has been argued, that there is gap between the policies and practices when it comes to reintegration. This is due to the different approaches towards reintegration with various return-related programs offered by different officials as well as some financial assistance available for migrants returning (International Organization for Migration 2015).



In Finland, if a migrant is returning to their country of origin, they are entitled for two types of assistance - in-kind support or cash assistance. The amount of cash assistance depends on the country of return. A returning migrant can also seek for in-kind support; however, the in-kind support is not available for all countries of return (Finnish Immigration Service n.d.).

To be accepted for either assistance, the return back to the country of origin must happen through a voluntary return program. Migrants who have had their asylum application rejected can also apply for cash assistance or in-kind support through voluntary return programs, however the application must be submitted within 30 days after receiving the negative decision on the asylum application. After this time period, the migrant is facing deportation (Finnish Immigration Service n.d.).

It should be pointed out, that while there are some options for migrants who return through AVRR programs, migrants' needs, and situations can differ tremendously and there is no '*one size that fits all*' (International Organization for Migration 2015). This leads to the last two components of reintegration process - complementary and innovative. To enhance successful return migration and reintegration, the programs and projects should be linked to already existing frameworks. Not only linking the projects to already working structure, it can fill the gaps in the program. However, adding innovation to these programs, it may create much needed flexibility. It is always important to understand the variation in the focus groups and the situation in the country migrants are returning (International Organization for Migration 2015).

### 3.1 Summary of the literature review

The above literature review shows that reintegration process is long and multidimensional. While return migration and reintegration has progressed in the last decades, there is still remains space for further studies in aforesaid area. Many migrants may feel psychological pressure and creating new innovative AVRR programs to assist migrants with the return process is extremely important. Having more information and options available, it can motivate migrants to reintegrate. In addition, AVRR programs can reduce the further risks migrants may face when traveling alone to new destinations after receiving a negative decision in their asylum application. However, to achieve a successful reintegration, both the sending and receiving countries have to cooperate together.

## 4 Research methodology

While there is not one specific framework a researcher can follow when conducting a case study, there are ways and guidelines, that will help to create a framework for each case. Yin (2014) has demonstrated four case designs, that can help the researcher determine the

framework they should use for the case study. This study will review the Future Path-project as a case study, using the single-case design.

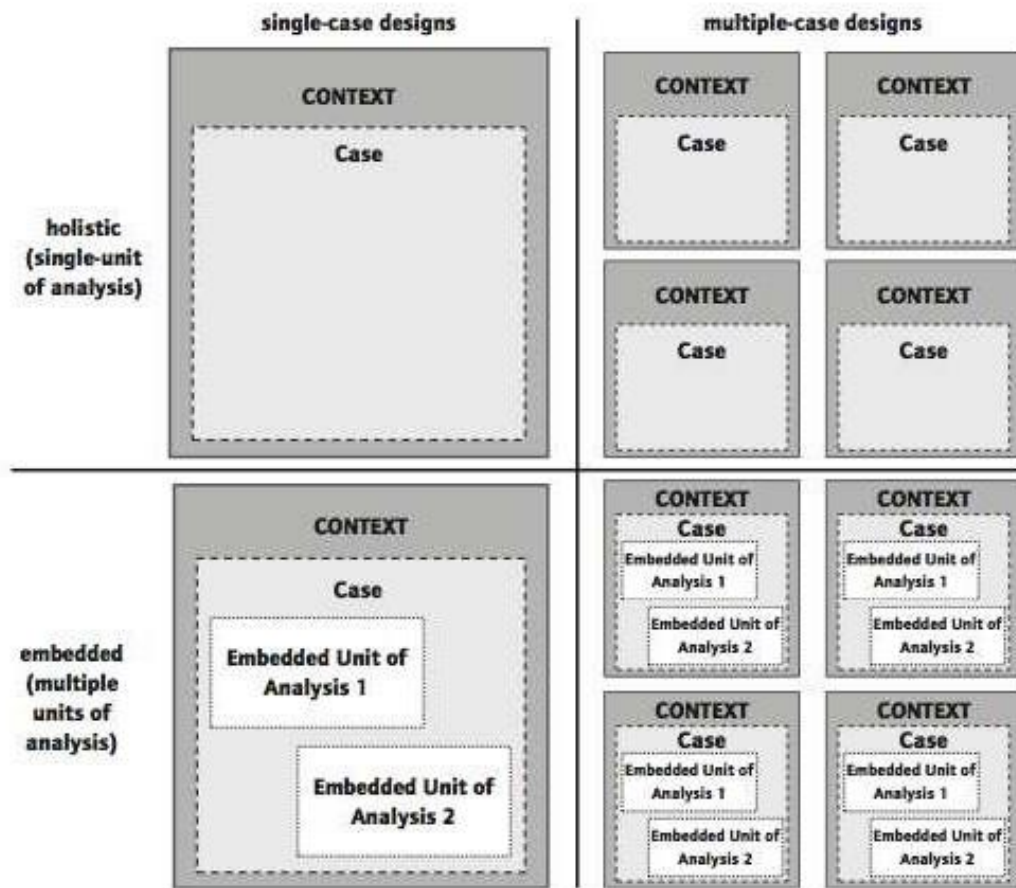


Figure 1. Basic types of design for case studies (Yin 2014, 50)

Each study begins with thoroughly constructed plan - in other terms known and, in this study, - referred as research design. A research design guides the researcher throughout their study. A carefully constructed research design helps to determine the research questions, and ultimately guide when examining the data and connect the evidence to back to the research questions as well as to conclusions at the end. In addition, a well-planned research design helps collecting relevant data towards the study and avoid situations where the data and evidence does not address the research questions (Yin 2014).

Yin (2014) address the five key components, that are important to every research design;

- 1) *'A case study's questions;*
- 2) *Its propositions, if any;*
- 3) *Its unit(s) of analysis;*
- 4) *The logic linking the data to the propositions; and*
- 5) *The criteria for interpreting the findings '.*

Each case study should have its research questions defined, in order to determine the nature of the study. Although most case studies favor the “how” and “why” questions, “what” questions can be used when designing a case study. If using “what” questions, the possibility for exploratory research appears. The goal of exploratory research is to develop admissible hypotheses. If conducted well, another goal of exploratory research is to develop new propositions for future studies (Yin 2014). In this chapter, the research questions have been set by the author. The purpose of this bachelor's thesis was to support effective reintegration with new approaches, thus testing the hypothesis of organizing an 8-day intense training course can effectively support reintegration. Therefore, the main research questions emerge:

- 1) *What kind of needs do the participants have?*
- 2) *What kind of emotions are raising amongst the participants?*
- 3) *What kind of content the participants finds most relevant?*

The role of these research questions was to support the author reach the objective of this thesis - measuring the participant satisfaction to determine how creating educational training courses could support asylum reintegration. Furthermore, the author of this study aimed to gain more information and insight on how the return migration and reintegration processes work, in order to understand and analyze the data correctly to conclude whether the hypothesis of having an 8-day intense training course supports reintegration effectively is admissible.

#### 4.1 Case Study Evidence

When conducting evidence for a case study, the data and evidence never comes from one source. Most study cases use many sources when collecting data, allowing their study to be throughout. As Yin (2014) stated, there are six sources, that can be defines when collecting evidence for a case study;

- 1) *Documentation*
- 2) *Archival records*
- 3) *Interviews*

- 4) *Direct observations*
- 5) *Participant observation*
- 6) *Physical artifacts* (Yin 2014).

The author of this study has used four different sources to collect evidence - documentation, interviews, direct observations and participant observations. The purpose of this section is open the definitions of those sources used to collect data for this study and to explain which data was collected with which source.

#### 4.1.1 Documentation

According to Yin (2014), when collecting case study evidence, the documentation approach is widely used, as it's "*likely to be relevant to every case study*". This approach is used when the evidence is considered to be verbal, written or communicative material, such as reports, news clips, news articles, emails, past studies or administrative documents, making the evidence available, easy to access and specific (Yin 2014).

Whilst the evidence is available for easy access, it allows the data to be systematically analyzed and often examined several different sources in parallel. However, the researcher must examine the data carefully, as often the evidence is collected for a purpose other than the current study and the researcher is merely an observer (Yin 2014).

For this study, the collection of documentation evidence consists of Future Path's web pages, social media accounts, analysis reports specifically conducted for the project by ValueThing Oy, Comprehend Oy and the Finnish Ministry of Foreign Affairs.

#### 4.1.2 Interviews

Another universally used source to collect data for a case study is conducting interviews. Unlike documentation, interview evidence can be very insightful as they are targeted and focuses directly on the case study. There are three different types of case study interviews that can be used when collecting evidence: *prolonged interviews*, *shorter interviews* and *survey interviews*. Depending on the researcher and the case study, all or just one interview method can be used (Yin 2014).

For this study, there have been two different interviewing methods used - shorter interviews and survey interviews. The shorter interviews took place at the end of the training day. Some of the shorter interviews were conducted before the participants had finished the training course and the rest of interviews were held at the end of the course, when the participant had completed all eight modules. It is worth mentioning, that due to GDPR regulations as well the sensitivity of the project, all interviews have been anonymized.

The second interview method used in this study was conducting survey interviews. After each training day, a feedback form was handed out, where participants could give feedback and comments of each module separately. Like with the shorter interviews, all data collected from these feedback forms have been anonymized and only relevant data is used for this study.

#### 4.1.3 Direct Observations

As most case studies are usually examined of real-world cases, direct observations can be an insightful source to collect case study evidence. The direct observation helps the researcher to collect data in real time and can cover the case's actual context. While direct observation is a good way to collect evidence, it may also be very time-consuming, which the researcher should take into account (Yin 2014).

In addition to the two previous sources used in this study, the author also used direct observations when attending to both training courses, project meetings and visitations to some of reception centers. The author also had the chance of conducting casual direct observations by having brief conversations about the project with some participants. Throughout the education events, the author kept a field journal to collect data. All education events were filmed, and the author have used the documented material to support the analyzing process.

#### 4.1.4 Participant-Observations

Unlike the rest of the sources described before, in participant-observations the researcher stops being a passive observes and engages in the study. Using participant-observation can give great insight into some parts of the study, such as gaining access to certain events or groups, however using this source has many challenges. If using this source, the researcher must be non-bias, otherwise the credibility of the case may be questioned (Yin 2014).

The author of this study was offered a place in the project, which allowed her to visit some of the reception centers with the team and granted an opportunity observe and collect data from these visits. The author has followed strict guidelines to stay non-bias when collecting and conducting this study.

#### 4.2 Analytic Techniques

When examining this kind of a case study, it has been agreed that one of Yin's (2014) analytic techniques is the most suitable one - *explanation building*. Using this technique out of the rest (which are *pattern matching*, *time-series analysis*, *logic models* and *cross-case synthesis*), the researcher can examine the data, that could otherwise be difficult to study if used other methods. In this case, the data has been collected by 4 methods - documentation, interviews, direct observations and participant-observation.

Yin (2014) defines *explanation building* as “special type of pattern matching”, where the aim is to build an explanation about the case study by collecting data throughout, analyzing it and ultimately find answers to their specific research questions and to demonstrate “how” or “why” something happened.

It has been stated by Yin (2014), that while explanation building is another type of pattern matching, there are lack of information when it comes to the operational terms. However, the author has explained that the results of explanation building can be achieved when repeating different procedures, such as:

1. *Making an initial theoretical statement or initial explanatory proposition*
2. *Comparing the findings of an initial case against such a statement or proposition*
3. *Revising the statement or proposition*
4. *Comparing other details of the case against the revision*
5. *Comparing the revision to the findings from a second, third, or more cases*
6. *Repeating this process as many times as is needed (Yin, 2014).*

While it's been agreed, that explanation building is the best method for this study, where the hypothesis is to test if an 8-day intense training course effectively supports reintegration, explanation building can also have some potential limitations and consequences, that can alter the results in a damaging way. As Yin (2014) points out, the researcher analyzing the data, must do so in a non-bias way and not alter the results to a more preferable outcome - especially if the outcome isn't what was anticipated - to maintain the credibility of the research. However, Yin (2014) also describes ways to reduce the risks of altering the results, suggesting that researchers should use external colleagues as critics when reviewing, analyzing and presenting the data as well as exploring other possible explanations, which might appear during the study as to finding the explanations to the outcome, that was predicted. Lastly, Yin (2014) has also suggested, that researches would remind themselves of the original goals throughout the study.

#### 4.3 Ethical considerations

For any research as well as study, one of the fundamental parts of it is the ethical consideration. The ethical consideration is designed to guide and reflect the researcher throughout different ethical questions that might surface whilst conducting the research. Following the ethical guidelines, the researcher can avoid of mispresenting or fabricating any information and data. Thus, by following the guidelines, the research can maintain the research or study in the right direction and present results with new knowledge gained throughout the research.

In the academic world, ethics are concerned as a set of standards and norms that separates right from wrong. The way humans use their behavior or language towards others or the actions behind moral decisions are just some examples of ethics. In other words, the basic concept behind ethics, are the principles of decent human behavior.

The topic of this thesis has been discussed with two thesis supervisors, as well with the client to which all parties have signed a written contract. Because of the sensitivity of the topic, the author has followed Laurea's ethical guidelines as well as RCR's (Responsible conduct of research and procedures for handling allegations of misconduct in Finland. Guidelines of the Finnish Advisory Board on Research Integrity 2012) guidelines on referencing and quotation, to maintain a neutral aspect of the study and to avoid any plagiarism or mispresenting any information.

## 5 Future Path-project

As described on their home page, the Future Path-project is a first of its kind pilot project where asylum seekers, especially those who have had their asylum request denied, are given an opportunity to attend a training program, that is tailored for their needs.

The training program focuses on enhancing the asylum seekers work and career prospects in their country of origin by presenting a variety of potential future career paths. As Future Path is a pilot project, they are able to focus on one group currently - in this case Iraqi asylum seekers who residence in Finland. The range of future career paths offered to asylum seekers are in Iraq's reconstruction process with business options supported by the selected Finnish companies participating in the project. The local Finnish companies participating are small and medium sized enterprises and will be referred in this thesis as Finnish SMEs.

The project's first objective was to develop or improve the participant's skillset and insight of entrepreneurship, especially how to run a business in the Middle East. Following IOM's AVRRE programs' framework for sustainable reintegration, where supporting the migrants throughout the whole reintegration process and after with trainings and counselling, Future Path aimed to design and implement a training program, that focus on the need of Iraq's business sector by creating an educational concept, where all these needs have been taken into account and are viewed over. In addition, Future Path's second objective was to empower and encourages asylum seeker's initiatives for entrepreneurship and self-employment, ultimately to achieve the project goal of creating opportunities and co-operation between the Finnish SMEs and asylum seekers in the expectation of supporting effective reintegration.

The training course consists of 8 modules, varying from the business sector to legal aspects of starting a business. Throughout the course, personal counselling is offered, in the interest of understanding the asylum seeker's background, previously learned skillset and what are they expecting to gain from the program and how they can exploit it. Once completed all modules and, the participant receives a training certificate and may make agreement with the Finnish companies taking part in the project, to continue co-operation and possibly launch a business abroad

In addition, Future Path provides further information and counselling to those, who are currently undergoing the asylum-seeking process. The purpose of this, is to make the asylum seeker to understand their own situation and help them to choose the best alternative option for the future residence as well as livelihood. Moreover, the project also provides information on services available for those who are returning back to their country of origin and the process behind of voluntary return. Future Path also provides information to any Finnish companies, that are interesting in operating abroad.

Future Path is coordinated by two Finnish Universities - Laurea University of Applied Sciences and Haaga-Helia University of Applied Sciences, taking place in the Metropolitan area of Finland. In addition, the project has other partners involved, such as the Finnish Ministry of Foreign Affairs, Finnish Chamber of Commerce and International Organization for Migration (IOM), a United Nation organization. Furthermore, the project had bought external expertise to gain better insight of the situation of migrants in Finland as well as the situation in Iraq. A brief description of each associate and their role in the project, will be covered in the next chapter.

The project started in August 2019 and is running till July 2020; however, the project is seeking continuity by creating long-term relationships between all involved. Currently the Future Path-project is funded by AMIF fund of European Union and is undergoing a new funding application process.

## 5.1 Partners and their role in the Future Path-project

This section will address the organizations and businesses involved in the project. A brief overview of each partner's background is given, as well as how they have brought their expertise in the project. A more detailed description of each partner can be found on each partner's websites.



### 5.1.1 Laurea and Haaga-Helia Universities of Applied Sciences

The Future Path project is coordinated by two Finnish University of Applied Sciences (UAS) - Laurea and Haaga-Helia UAS. Whilst there are two coordinators in the project, Laurea UAS is the main responsible for the project, where Laurea UAS oversees the whole implementation and research of the project. This included planning out and executing the structure of the training programs, holding information events in different locations to attract more participants to take part in the project and lastly, creating and oversee web pages and social media accounts.

Haaga-Helia UAS brought its' expertise in entrepreneurship education and knowledge recognition, as well participated in the design and implementation of the entrepreneurship training by supporting companies in planning company-specific orientation. The university also was responsible for planning and implementing personal guidance for asylum seekers and contributing to the development of criteria for cooperation between companies and asylum seekers.

Both universities provided educational resources, such as entrepreneurial lectures to the project.

### 5.1.2 Comprendum Oy and ValueThing Oy

Comprendum Oy is an expert in Emerging Markets and supported the project to identify relevant companies in the Greater Helsinki area from the perspective of the Iraqi market and asylum seekers. Comprendum Oy also supported the preparation of the Iraqi environment analysis and contacted the companies in the Helsinki metropolitan area through its' network. The company also participated in the selection of companies, the creation of the orientation packages and company-specific orientation.

ValueThing Oy is a Finnish organization specializing in the internationalization of businesses located in Kuopio, Finland. The company supported the Future Path-project by mapping the needs in support services and networks in Iraq.

### 5.1.3 Start-up Refugee

The Startup Refugee - located in Helsinki and Oulu, Finland - is a social innovation, that helps refugees in Finland by offering information and guidance and creating new opportunities and future careers.

Startup Refugee supported the project by offering its expertise in translating, designing and delivering training to enhance the employment of asylum seekers, gathering proficiency profiles and their knowledge of Iraqi culture and environment.

#### 5.1.4 Finnish governmental partners

The Ministry for Foreign Affairs supported the project in a particularly operational environment. The Ministry for Foreign Affairs has a contact network with the Iraqi authorities and relevant actors operating in international organizations and other relevant actors in Iraq.

The Finnish Chamber of Commerce provided informational support on legal and contractual issues related to companies' international business, especially starting a new business abroad.

#### 5.2 Training events

The Future Path project team began designing their training events in August 2019. The events were split into three batches as following

- 1) "Intensive" batch (2019) - November 11<sup>th</sup> - 14<sup>th</sup>, everyday 9am-3pm.
- 2) "Semi-intensive" batch (2019) - November 25<sup>th</sup>, 29<sup>th</sup>, 30<sup>th</sup> & December 2<sup>nd</sup>, everyday 9am-3pm.
- 3) "Smooth" batch (2020) - January 13<sup>th</sup>, 14<sup>th</sup>, 15<sup>th</sup>, 20<sup>th</sup>, 21<sup>st</sup>, 23<sup>rd</sup>, 27<sup>th</sup>, 28<sup>th</sup>, everyday 9am-3pm (Future Path, n.d.).

Prior to these education events, the Future Path team started visiting reception centers in the Metropolitan area. The agenda was to set meetings with the staff first to identify the best approach when presenting the upcoming education events and how to attract asylum seekers and migrants to participate on it. The reception centers' staff showed vast interest in the project, as they agreed more projects in reintegration are needed. It was then agreed that some members of the project would set up an information stand-up point in the lobby of the reception center, where the project team member could approach those asylum seekers and migrants living there. While some asylum seekers had doubts about the projects most seemed to be interested, however when the first set of education events began, there was a significant lack of attendees. This made the project team realize, that approaching asylum seekers and migrants at the reception center was not the right approach. The first event was then cancelled, and the team focused solely on online and social media campaigning to attract more participants. The team did not focus on visiting the reception centers, however the team agreed with the reception center's staff, that the project would still be marketed in local reception centers with leaflets and those who were interested would be directed to contact the project's communication team. The cancelled first event was then used as a learning point towards of how to contact and engage with asylum seekers in the future.

The online and social media campaign proved to be more successful than previous methods when approaching asylum seekers and migrants - especially those who had already received a negative decision in the asylum application. The later November event had attracted some participants and by the January education event, the number of attendees had doubled.

The education events consisted of eight modules, which all needed completing in order to successfully finish the training course. If the participant could finish all modules in the education event, they could complete the missing modules in the next education event. At the time, the Future Path project did not have the modules recorded in advance, however the project is currently working on uploading all modules online for future education events.

Time	25.11.	29.11.	30.11.	2.12.
09.00 - 11.00	<b>Module 1:</b> Future Work via entrepreneurship (2h)	<b>Module 2:</b> Success Factors of a New Business (2h)	<b>Module 3:</b> Internationalization (2h) + Guest Speaker	<b>Module 4:</b> Business Environment in Iraq (2h) + Guest Speaker
11.15 - 12.00	Lunch	Lunch	Lunch	Lunch
12.00 - 14.00	<b>Module 5:</b> Practical Sales Work (2h)	<b>Module 6:</b> Principles of Pricing (2h)	<b>Module 7:</b> Establishing a New Company and Legal Implications (2h)	<b>Module 8:</b> Legal Environment Doing Business in Iraq (2h) + Guest Speaker
14.00 - 15.00	Free time to book additional counselling	Free time to book additional counselling	Free time to book additional counselling	Free time to book additional counselling

Figure 2. Timetable for the November 2019 training event

Time	13.1.	14.1.	15.1.	20.1.
16.30-18.30	<b>Module 1:</b> Future Work via entrepreneurship (2h)	<b>Module 2:</b> Success Factors of a New Business (2h)	<b>Module 3:</b> Internationalization (2h) + Guest Speaker	<b>Module 4:</b> Business Environment in Iraq (2h) + Guest Speaker
18.30 - 19.00	Free time to book additional counselling	Free time to book additional counselling	Free time to book additional counselling	Free time to book additional counselling
Time	21.1.	23.1.	27.1.	28.1.
16.30-18.30	<b>Module 5:</b> Practical Sales Work (2h)	<b>Module 6:</b> Principles of Pricing (2h)	<b>Module 7:</b> Establishing a New Company and Legal Implications (2h)	<b>Module 8:</b> Legal Environment Doing Business in Iraq (2h) + Guest Speaker
18.30 - 19.00	Free time to book additional counselling	Free time to book additional counselling	Free time to book additional counselling	Free time to book additional counselling

Figure 3. Timetable for the January 2020 training event

Throughout the education events attendees showed great interest and participated in the group discussed. Some attendees already discussed business ideas with the project team. The education events had some guest speakers where some were giving presentation of their companies and how they were interested in expanding their business in the Middle East while other speakers gave presentations of the legal aspects of setting new business in Iraq. After each module attendees were offered a chance to give written feedback, which was then collected and analyzed at a later time. In addition, throughout the education events, attendees were offered a chance to set up a meeting to receive additional counselling, where the attendee's background could be discussed and examined more in order to find the best option for them. Participating in the counselling was part of completing the training course. Once all modules had been completed, attendees were offered an official training certificate.

## 6 Results

As stated, the purpose of this study was to support effective reintegration with new approaches in return migration, therefore testing the hypothesis of organizing an 8-day intense training course can effectively support the reintegration process. The data for the results were gathered from the two training courses by conducting and analyzing the interviews along with collecting feedbacks from each training day. Both - the interview questionnaire (see appendix 1) and the feedback forms (see appendix 2) - were ready-made templates for

Future Path to use during the training courses. The received data then was analyzed to see whether the research questions could be answered. The results gathered from the analysis was used to determine whether the objective of this study was met - measuring the overall participant satisfaction to see how creating educational training courses could support asylum reintegration. In addition, the data and results from the training courses have been used to see whether the project goal was met.

## 6.1 2019 November training course

The first held training course was split into four days, each day covering two modules. The November event attracted the average of 5-6 asylum seekers, all men between the ages 20-40. At the end of each training day, asylum seekers had the opportunity for personal counselling, that was part of training course. During the personal counselling, the asylum seekers were interviewed about their background, past work experience, future plans, any previous knowledge in entrepreneurship, how they have found the Future Path-project overall and whether they would be interested in cooperation with Finnish companies.

### 6.1.1 Interviews

In the personal counselling and during the interviews, it became clear that most asylum seekers came from different backgrounds, having degrees in agriculture economic, logistics, hospitality and retail management, pharmacy, construction, engineering and in ICT. Most asylum seekers also had work experience related to their education. Some asylum seekers also stated they had some other work experience in addition, that was not related to their education, such as summer jobs and customer service.

When asked what personal interest the attendees had, the answers varied. While some asylum seekers wished to continue to work in the industry they had prior experience in, others expressed their interested in new industries such as tourism, food and dairy production, medicine, marketing, timber importing, ICT and IT-related equipment and lastly in the safety and security sector. However, most asylum seekers stated they had little to no network connections in Iraq while others told they some family members living in the country and felt they could have access to Iraqi markets after returning.

Despite most asylum seekers stating they did not know any Finnish companies, all expressed interested in cooperating with the Finnish companies, which had shown interested in expanding their business to the Middle East. Furthermore, nearly all attendees expressed vast interested in entrepreneurship and felt they had the confidence to work as entrepreneurs. In addition, some asylum seekers also expressed their interested of the possibility of being subcontractors for the Finnish companies involved in the project. When asked what the asylum seekers wished for in partnership with the Finnish companies, the answers were similar. Near all

asylum seekers hoped for ready products, with good product knowledge orientation. Some asylum seekers also wished for capital regions.

Lastly, when asked how the asylum seekers felt about the training course and what it had offered them, most stated the content of the modules were good. Some asylum seekers wished for more business contacts. In reply to a question whether the attendees were interested in the in-kind support Finland was offering, no answers were given during the November education event.

#### 6.1.2 Feedback forms

After each training day, the attendees were given a feedback form to fill to determine how they felt of the different aspects of the modules and the overall score for the day. During the training courses, most attendees filled the feedback form, however some attendees opted out. As previously stated, the November course was divided into four training days, each day covering two modules. This meant a full day of learning. To measure the participant satisfaction of the training day, an average was calculated from each feedback. The average for the day was calculated from the average of the individual feedbacks. In addition, the averages of each question were also calculated to see how well the participants felt the training days were organized.

Due to General Data Protection Regulations, the individual averages will not be displayed in this study, however the averages for each day as well as the average for the training course will be shared. In addition, a distribution of the feedbacks for each training session can be found in the appendix (See appendix 3).

The first training day covered modules 1 and 2, and four participants filled out the feedback form. After the lectures the feedback showed, that the participants were interested. Most additional comments given with the feedback form suggested more practical examples of exporting products, especially between continents as well as getting to know more about the Finnish companies involved in the project. After analyzing the free comments and calculating the feedback averages, the average for the first training day and modules 1-2 was 4,74/5.

The second training day had attracted more participants than the first day, however some participants opted out from filling the feedback form. The second day covered modules 3-4 and the feedback was gathered from five participants. The additional comments suggested to have more information of the Future Path-project and the average for the second training course was 4,31/5.

The third training day was held on a Saturday, which had attracted the more people to attend. However, like in the second training day, not all participants filled out the feedback form, and the feedback was gathered from four participants. The third day covered modules 5-6 and the comments section showed the participants found the sales and pricing practices useful. The average for the third day was 4,14/5.

The fourth day covered modules 7-8 and included a Skype call to an Iraqi legal professional stationed in Baghdad. Because the training day was held on a Monday the number of participants dropped, and the feedbacks were able to be collected from three participants. However, after viewing both the free comments and ratings for the different aspects of training day, the average for the last training day was 4,66/5. The data suggested the participants were most satisfied with the last two modules, that included speaking with Iraqi professionals. After viewing all the comments and calculating all the training day's averages, the overall average for the November course was 4,46/5, suggesting the participants were satisfied with the training course.

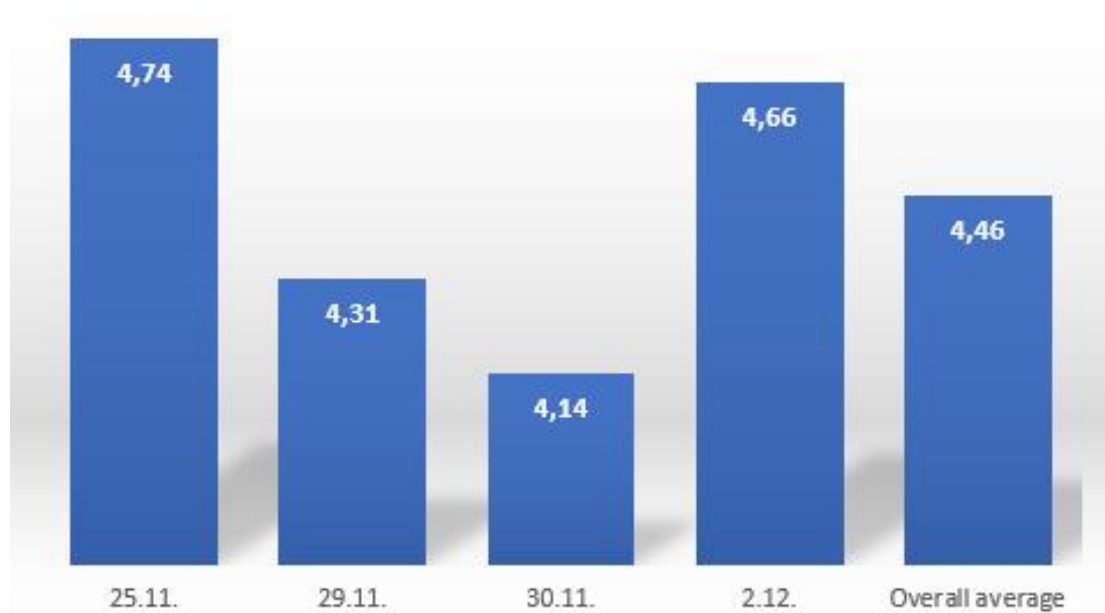


Figure 4. Averages of the training days and the 2019 training course

In terms of the satisfaction of the structure and content of each training day, the data shows the average for each question (see appendix 2) stayed above 4 - which suggests the general opinion has been positive.

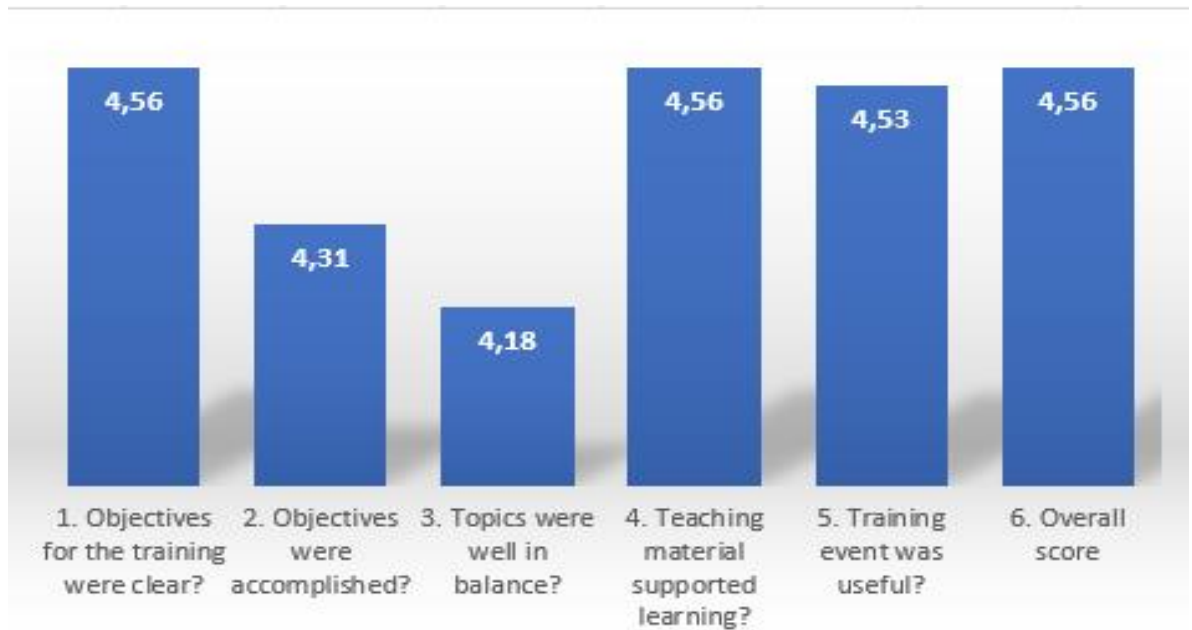


Figure 5. Averages for each question on the feedback form collected in 2019

Whilst examining the distribution of the feedback grades (see appendix 3), the data shows that most participants were satisfied with the first and last training day. Contents of the second and third training days, which covered modules 3-6, some participants found the topics adequate. The same applied when reviewing the feedback for whether the asylum seekers felt the objectives of the second and third training day were achieved. When reviewing the feedback for the materials provided and the teaching, the data shows the participants were well pleased. Nevertheless, the feedback distribution and the averages still showed, that majority of the participants were satisfied in the whole training course.

#### 6.1.3 Summary of the November training course

After reviewing all the data gathered, it has become clear that the asylum seekers who participated in the November training course had considerable interest in entrepreneurship. The training course has seemed to be successful from the participants viewpoint, however when coming to this conclusion it is worth mentioning, that the asylum seekers motivation plays a large part on how successful the training days were found.

During the interviews, participants needs were able to be determined. While most participants stated they did not know any of the Finnish companies, they still expressed interested of getting to know more about the companies involved. The asylum seekers also wished to have more detailed product orientation and knowledge from the companies when considering possible future co-operations. The participants also expressed, that they wished for more information in general - both about the project and the process behind. This suggests there are



interest in programs that supports the reintegration. In terms of what kind of content was found most relevant and hopeful, the data shows the last two modules - modules on legal aspect - were the most highly rated.

## 6.2 January 2020 training course

The next training course, which was organized in January 2019, was split into eight days, each day covering one module. The January course attracted the average of 12 asylum seekers, having both men and women asylum seekers between ages 20-40. The second training course had similar curriculum as the November course, where feedback forms were collected at the end of the training day and each participant was interviewed during the course.

### 6.2.1 Interviews

During the January interviews, it became clear, that nearly all asylum seekers had some educational backgrounds, most having degrees in logistics, biomedicine, mechanical engineering and political science. While almost all had university or college degrees, the asylum seekers told in during the interviews that most countries had not recognized their degree, despite the asylum seekers having also additional work experience related to their degrees. Likewise, to November's attendees, nearly all who were interviewed also had also other work experience, which was not related to their education, thus all being familiar to being employed.

The interviews held in the January course followed the same interview questionnaire as the November interviews. When asked what personal interest the attendees had, the answers were similar to as November's attendees had given. Some wished to stay in the industry they had previously worked. New interested were also expressed such as solar energy, sustainable energy, monitoring services, smart homes, IT-solutions, communications and software industries. During the interviews some asylum seekers also expressed their interest to work as freelancers and owning private business and clinics in the future. Few attendees were not sure whether they wished to be entrepreneurs but preferred the possibility of being a full-time employee for a Finnish company.

During the January interviews, some attendees stated they knew some Arab entrepreneurs abroad, but none in Finland. Some asylum seekers were aware of few Finnish companies, but like the previous interview group, all asylum seekers showed interested in getting to learn more about Finnish companies and the way they operate. When asked if the asylum seekers had any networks or family in Iraq, nearly all had families in Iraq. Some asylum seekers had network connections in Iraq and few asylum seekers felt, that Kurdistan was a better location for setting up a new business. Nevertheless, all asylum seekers seemed to be motivated and ready to learn more about entrepreneurship. Few asylum seekers felt they needed additional training. When asked what they hoped for in partnerships with the Finnish companies, the

answers were similar. Most asylum seekers expressed their concern in the financial side of setting a business in Iraq after returning. Others also hoped for marketing and legal support. Few expressed their hopes for joint agreements.

When asked the attendees how they felt about the training course and what it had offered to them, the quality of content was mentioned by many. As to the concerns of the financial side of setting up a business, some asylum seekers felt pricing modules needed more covering. Many stated visits from guest speakers were a great addition, however they wished for more time to ask questions and have conversations with the guest speakers. Some asylum seekers told learning of the legal side of setting up a business in Iraq was important part of the training course.

In reply to a question whether the attendees were interested in the in-kind support Finland was offering, the answers were divided in half. Some attendees who answered they were not interested in the in-kind support, told they were not sure whether they would qualify for it. Nevertheless, all asylum seekers expressed their interests to work with the Finnish companies involved in the project.

#### 6.2.2 Feedback forms

Similar to the November course, feedbacks were collected after each training day from the participants. While most participants filled the feedback forms, there were still few who opted out. Unlike the previous course, the January training course was split into eight days, where each the module taught was covered in evening classes. The training course followed otherwise the same structure and feedbacks were used to analyze the participant satisfaction and the overall average for the training course. During the second training course, some questions were asked whether Future Path was only focusing on Iraq or would the trainings be available for other nationalities as well in the future, indicating there was a growing interest outside of the focus group.

The first training day had already doubled up on participant turnout when compared to the previous training course. Some participants expressed they attended the January course due to its later schedule, classes taking place in the evening. The feedback for the first training day of the January 2020 was collected from 10 attendees, both females and males. The introduction module of the project gained good feedback, where the additional comments of the feedback showed participants found the overall lecture good. The average for the first module was 4,41/5.

The second and third training days followed the same structure, and covered modules 2-3. On the second day, the feedback was collected from eight participants and the average for the day was 4,34/5. The third training day included presentations from the Finnish companies involved. The announcement of the Finnish companies' presentation prompted the participant turnout, and the feedback was able to be collected from 11 attendees. The average for the third day was 4,63/5.

The fourth training day continued with the presentations of the products from the Finnish companies who were involved in the project. After reviewing the additional comments, the feedback showed, that the participants were still interested in the training and had found the lectures so far well conducted. The feedback was collected from 9 participants and the average for the day was 4,27/5.

The fifth training day had the biggest turnout so far, where the feedback was collected from 12 attendees. The fifth day covered the sales modules and the additional feedback received from the participants showed the majority found the lecture great. Many comments were left of thanking the lecturer and the clear presentation. The average for the fifth training day was 4,62/5.

The following training day covered the sixth module, which was pricing. While additional feedback showed the pricing module was found useful and most thought the lecture was great, the participant turnout had dropped, and the feedback was collected from nine attendees. The average for the sixth training day 4,40/5.

The seventh training day included again a Skype call with an Iraqi legal professional stationed in Baghdad, Iraq. Reviewing the comments left on the feedback form, the attendees had stated the Skype call had been the best part of the whole training course so far. The feedback was collected from 10 participants and the average for the day was 4,84/5. The average for the seventh training day had the highest the average in the whole training course.

The last training day had a smaller turnout than the day before and the feedback was collected from eight participants. Nevertheless, the feedback showed again the majority had found the training course useful. The average for the last training day of the January course was 4,64/5.

After reviewing all the additional comments left and calculating the training days averages, the average for the January course was 4,51/5. The data suggested the participants of the 2020's course were satisfied with the trainings.

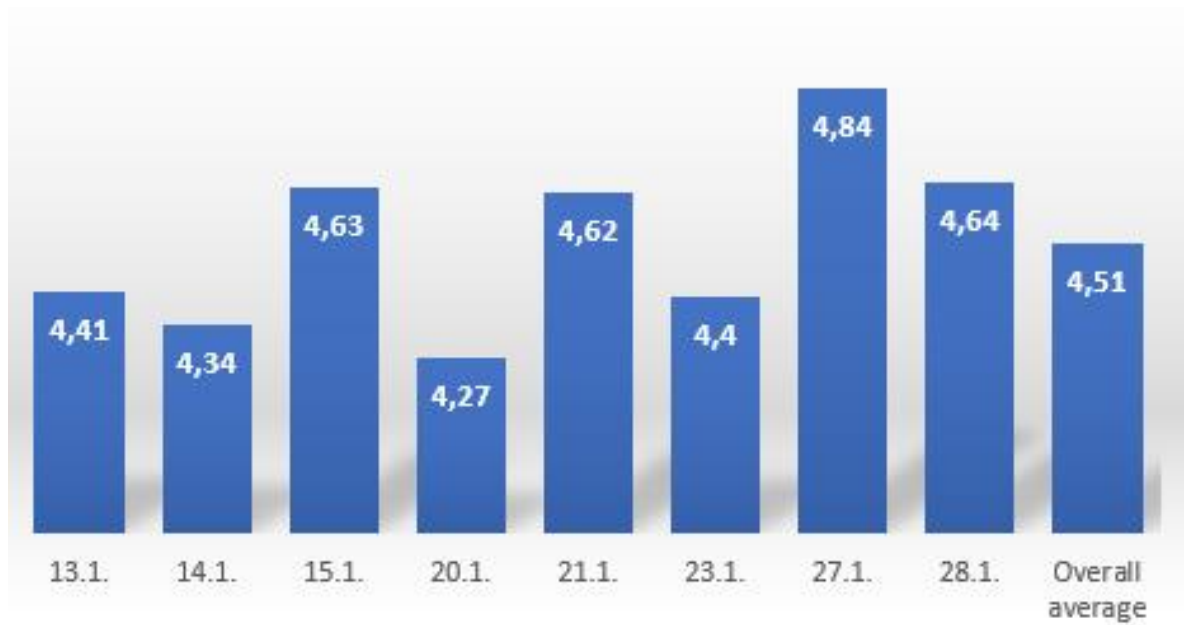


Figure 6. Averages of the training days and the 2020 training course

In terms of the satisfactions of the structure and content of each training day, the January course followed the previous course and the average for each question (see appendix 2) stayed above 4 - again suggesting the training days were seen well conducted and the general feedback has been positive, indicating the training days could be seen as successful.



Figure 7. Averages for each question on the feedback form collected in 2020

Whilst examining the distribution of the feedback grades (see appendix 3), the data shows that most participants were least satisfied with the fourth training day, which included presentations from local guest speakers. However, the data also shows, that the participants were most satisfied with the seventh module, which also included a guest speaker from Iraq. In terms of the content, the data shows similar results as to November's training course, showing the participants found the legal aspects of setting a new business in Iraq the most relevant.

When reviewing the feedback for the materials provided and the teaching, the data shows the participants were well pleased. Nevertheless, the feedback distribution and the averages counted still followed the results of the previous course and showed, that majority of the participants were satisfied in the whole training course.

### 6.2.3 Summary of the January training course

The second training course had managed to attract more participants, doubling up the turnout. There were few different reasons to as why the January course had more interest. First, some attendees stated they came from outside of the metropolitan area; thus, evening classes were more suitable for them in travel and timewise. Some attendees stated they had different engagements during the day and could not attend to any lectures that were held in the morning or during the day. Lastly, some attendees had heard of the project from the previous participants and decided to attend the next arranged course.

As noted in the summary for the November course, the participants in the January course showed similar interest in entrepreneurship and international business. Some participants stated they were not sure about being a business owner themselves, however, they would be more comfortable of being a full-time employee for a Finnish company, indicating they wished for a secure income once they would return back to their country of origin. Some attendees in the January course also stated, they already knew some Arab entrepreneurs abroad.

The participant needs stayed the same during the January course. However, more comments and feedbacks were given suggesting the asylum seekers would like to have more time to ask questions and have more detailed lectures. The data also shows, that the participants found having Iraqi experts involved as big bonus, indicating the co-operation between Finland and Iraq in this early stage was appreciated.

When comparing the averages of the satisfactions of the structure and content of each training days between the two training course, the data shows the participants had given similar grades to each questions. While the averages of 2020 course were slightly higher, the data shows that the averages in both training courses still stayed over 4. The averages for each

question as well as the overall averages for the training days and courses indicates participants were in general well satisfied with the Future Path training program.

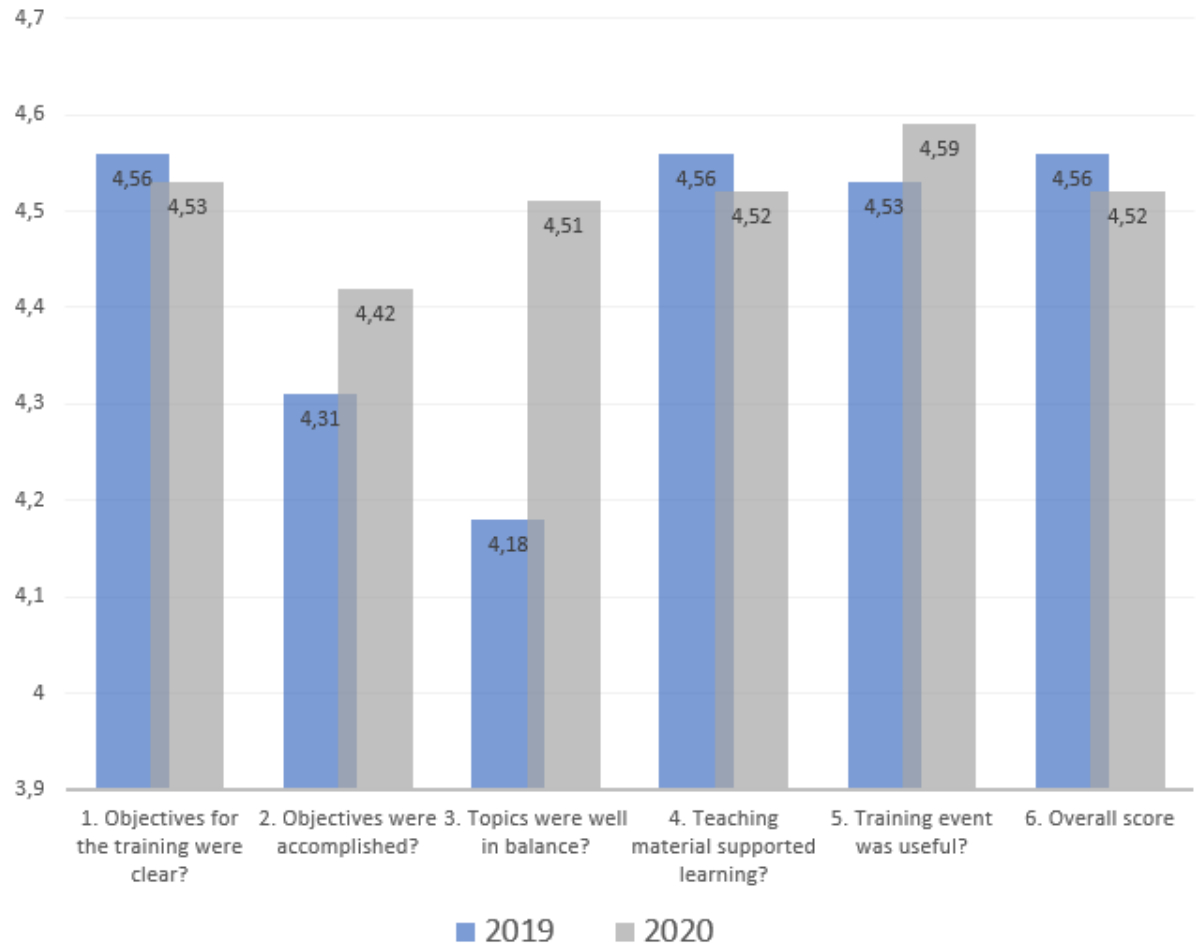


Figure 8. Comparison of the averages

## 7 Conclusion and recommendations

The purpose of this bachelor's thesis was to understand the background of the current situation of undocumented asylum seekers and migrants in Finland and to support effective reintegration with new approaches. The main objective of this study was to measure the participant satisfaction to determine how creating educational training courses could support asylum reintegration. Measuring the satisfaction was made by reviewing the answers the participants had given during the interviews and calculating the averages of both training courses and each training day as well as analyzing additional comments from the feedback forms.

In addition, to gain more substantial insight of the current needs of the asylum seekers in general, a literature research was conducted to understand the overall situation in return migration and obstacles in reintegration. Collecting case evidence throughout the project supported the author to comprehend the outcome of this study.

Analyzing the results, it became clear, that asylum seekers who attended the Future Path trainings were highly motivated during the training courses and had vast interest in business-related approach in the reintegration process. Additionally, the training course also attracted asylum seekers outside of the focus group and questions such as whether the training course would be available for others in the future emerged. The results demonstrated there is a substantial interest amongst asylum seekers in reintegration programs, where concrete trainings are provided, possible partnerships can be made, and further information are given to support the asylum seekers in re-employment after returning to their country of origin.

The literature research demonstrated, that reintegration is a long and complex process, where the asylum seeker's motivation plays an important part. When designing projects and programs, that support reintegration, it is crucial to understand the asylum seeker's background and the indicators which can motivate the asylum seekers to participate in return migration. Migrants whose asylum have been rejected, may be harder to contact as these asylum seekers may have gone into hiding. Reasons to why these migrants have stayed in the country can vary. Having more information available of their options as well as having access to this information may encourage asylum seekers to take part in reintegration and help them to rebuild their life in the country of origin.

Before and during the training courses, Future Path demonstrated of adapting well to developing situations, learning new approaches to solve obstacles while still following the project's initial guidelines and agenda. While the method of advertising the training courses was changed, the initial goal stayed the same and still aligned with the mission. After the training courses, over 20 asylum seekers were still fully committed to Future Path's personal counseling where the aim was to determine the best approach for them in the reintegration process.

As a pilot project Future Path had managed to achieve the objectives set in the beginning, which were to create an educational concept, where the focus was to develop and improve participants skillsets as well as the insight of entrepreneurship. The data gathered from training courses showed great overall satisfaction in the training courses and the amount of asylum seekers still committed to the project showed the project had managed to achieve its main objective, thus creating a good basis for further development for the project. Some improvements for the project's future trainings were already concluded during the 2019-2020 training courses, such as the need for online learning and other online platforms.

In terms of the training courses and lectures, each module's content was reviewed and was found high of quality and versatile. Nevertheless, as the attendees showed strong interest in the entrepreneurship program, some feedbacks were suggesting that some asylum seekers were hoping for even more detailed lectures, which could be arranged if the training course periods were extended past the eight modules. In the Future Path case, the hypothesis did not turn to be admissible. While the averages showed grand feedback and satisfaction, there were still significant demand for more detailed lectures as well as information about the project and content.

Having guest speakers during the training course attracted more asylum seekers to participate, as most asylum seekers felt it was important to ask questions directly from the companies involved as well as having the opportunity to speak with advisors who were located in Iraq. Moreover, the guest speakers were vastly knowledgeable and gave very insightful presentations and answers, which increased the asylum seekers motivation. The feedback received after these lectures indicated, that while the attendees felt the need for practical training skills, they also wished for more guest speakers. This had been taken into account, when the Future Path made a visit in Iraq, in hopes of creating new partnerships between Finnish and Iraqi enterprises.

Future Path has taken into consideration, that not all asylum seekers are interested in entrepreneurship and the possibility of widening the content and expanding the training courses beyond entrepreneurship could increase the support of reintegration process. Many asylum seekers are concerned of the employability situation in their country of origin and feel there is not enough information provided of the reintegration process once they have returned. Creating online platforms, that could give additional information of the reintegration process in the transit and host countries as well as what to expect after returning to the country of origins could support more successful reintegration. In addition, creating online classes could reach more asylum seekers, thus increasing the participant turnout. As the project's strategy evolves and the desired increase in cooperation between organizations and enterprises in both host and countries of origin, there will most likely be more opportunities and possibilities of supporting the reintegration process through various approaches, including entrepreneurship and other business-related.

As the operational as well as the market analysis of Iraq made for the Future Path demonstrates, there are various opportunities and possibilities for different businesses in the Middle Eastern country. Many attendees expressed their interested in industries included in the analysis, suggesting there are real possibilities of increasing the employability through entrepreneurship, both in public as well as private sector.



In terms of the author's personal learnings from the study, the author believes conducting an exploratory research is the most suitable in this case study. As previously mentioned, reintegration is a long and complex process. This study examined the participant satisfaction of the training courses to attempt determine how creating educational training courses could support asylum reintegration, while also testing the hypothesis of creating a short intense training course that could effectively support reintegration. The author has answered all research question as well gained deep insight into the subject, which was a personal aim for the author.

In conclusion creating educational training courses could support the reintegration in an effective way. The Future Path-project has set a good base for alternative approaches in reintegration. The project had managed to create connections between all involved in the project, thus achieving its project goal and objective. This study has also met its objective, which was to measure the participant satisfaction to determine how the educational approach can support the reintegration process. Using explanation building when analyzing the outcomes has created an understanding of what improvements the project should consider for the future training courses. Measuring the training courses through data received from feedback and interviews has demonstrated to be an effective way, as it provided concrete data and insight to as what the asylum seekers need, in order to consider taking part in reintegration. Creating more cooperation between organizations and training courses, where the focus are on the needs of the asylum seeker - such as creating future work places and social networks in the country of origin - could potentially increase the participation in safe return migration.

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## **Future Path – Interview Questions**

1. What is your background education, and have you got any work experience matching your education? If yes, please describe your work experience
2. What other kind of work experience do you have (not related to your education)?
3. What are your personal interests (what field would you like to study, what job would you like to try etc.)?
4. What do you know about Finnish working life and Finnish companies? What do you know about entrepreneurship in Finland? Do you know any entrepreneurs personally in Finland or in Iraq?
5. What kind of network or family connections do you have in Iraq?
6. Do you feel you have the skills and competences to be an entrepreneur? What are your strengths and weaknesses?
7. What has this entrepreneurship training program given to you?
8. What kind of hopes do you have for partnership with the Finnish companies (income level, support measures, job description, working hours & conditions etc.)
9. Are you interested in the 5000€ support for voluntarily return (partially cash and partially reimbursement to e.g. launch your own business)? If yes, have you got a plan on how to use the support?
10. Are you willing to cooperate with Finnish companies, and can your personal information be shared with the potential employers/entrepreneurs?



## Appendix 2. Future Path - Feedback form

**Future path - feedback form**

	1	2	3	4	5	
	bad	weak	satisfactory	good	excellent	KA
Objectives for the training were clear?						
Objectives were accomplished?						
Topics were well in balance?						
Teaching material supported learning?						
Training event was useful?						
Overall score of the training?						

**FREE COMMENTS ABOUT TRAINING EVENT**

Best part in the training event was?

I was still missing following  
content?

Additional comments?

Appendix 3. Distribution of feedbacks from each training session

<b>Future path - distribution of feedback 25.11.2019</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?					4
Objectives were accomplished?				1	3
Topics were well in balance?				2	2
Teaching material supported learning?				1	3
Training event was useful?				1	3
Overall score of the training?				1	3

<b>Future path - distribution of feedback 29.11.2019</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?				3	2
Objectives were accomplished?			1	3	1
Topics were well in balance?			2	2	1
Teaching material supported learning?				2	3
Training event was useful?			0,5	1,5	3
Overall score of the training?				2	3

<b>Future path - distribution of feedback 30.11.2019</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?				3	1
Objectives were accomplished?			1	2	1
Topics were well in balance?			1	2	1
Teaching material supported learning?				2	1
Training event was useful?				3	1
Overall score of the training?				3	1

Future path - distribution of feedback 2.12.2019					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?				1	2
Objectives were accomplished?				1	2
Topics were well in balance?				1	2
Teaching material supported learning?				1	2
Training event was useful?				1	2
Overall score of the training?				1	2

Future path - distribution of feedback 13.1.2020					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?				5	5
Objectives were accomplished?			1,5	4	4,5
Topics were well in balance?			1	5	4
Teaching material supported learning?			1	4	5
Training event was useful?			2	1	7
Overall score of the training?			1	3	6

Future path - distribution of feedback 14.1.2020					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?				6	2
Objectives were accomplished?			2	2	4
Topics were well in balance?			1	2	5
Teaching material supported learning?				5	3
Training event was useful?			2	0,5	5,5
Overall score of the training?			2	1,5	4,5

<b>Future path - distribution of feedback 15.1.2020</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?			1		10
Objectives were accomplished?			1	3,5	6,5
Topics were well in balance?			1	5	5
Teaching material supported learning?				2	9
Training event was useful?			1	3	7
Overall score of the training?			1		9

<b>Future path - distribution of feedback 20.1.2020</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?		1	1	3	4
Objectives were accomplished?		1	1	3	4
Topics were well in balance?			1	3	5
Teaching material supported learning?				6	3
Training event was useful?		1	1	2	5
Overall score of the training?			1	3	5

<b>Future path - distribution of feedback 21.1.2020</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?			1	1	10
Objectives were accomplished?			1	3	8
Topics were well in balance?			1	3	8
Teaching material supported learning?			2	2	8
Training event was useful?			2		10
Overall score of the training?			1	2	9

<b>Future path - distribution of feedback 23.1.2020</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?			1	5	5
Objectives were accomplished?			1	6	4
Topics were well in balance?			1	4	6
Teaching material supported learning?			1	6	4
Training event was useful?			1	2	8
Overall score of the training?			1	4	6

<b>Future path - distribution of feedback 27.1.2020</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?				2	8
Objectives were accomplished?				2	8
Topics were well in balance?				1,5	8,5
Teaching material supported learning?				2	8
Training event was useful?				1	9
Overall score of the training?				1	9

<b>Future path - distribution of feedback 28.1.2020</b>					
	1	2	3	4	5
	bad	weak	satisfactory	good	excellent
Objectives for the training were clear?			1	1	6
Objectives were accomplished?			1	2	5
Topics were well in balance?			1	1	6
Teaching material supported learning?			1		7
Training event was useful?			1		7
Overall score of the training?			1	1	6