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EVALUATION REPORT

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COMPLEX REINTEGRATION ASSISTANCE FOR ASSISTED VOLUNTARY RETURNEES TO KOSOVO (UNSCR 1244)

1 January 2014 – 30 June 2015

Budapest, Hungary

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INTRODUCTION

The report has been prepared as part of the *Complex Reintegration Assistance for Assisted Voluntary Returnees to Kosovo (UNSCR 1244)*¹ project, co-funded by the 2013 Hungarian national allocation of the European Return Fund and the Hungarian Ministry of Interior, and implemented by IOM Hungary in cooperation with IOM Prishtina. The present document is suggested to be read as a follow-up of the predecessor project and its report.² It intends to aggregate and analyze the feedback provided by interviewed beneficiaries of the reintegration assistance granted under the currently concluded project. The ultimate goal of this paper is to formulate recommendations to further improve and tune return and reintegration programmes.

The report is divided into four additional chapters. The next chapter describes the background and components of Kosovo-related reintegration projects implemented by IOM Hungary. The subsequent chapter describes the applied methodology of data collection. In the following chapter and to the greatest length, the received feedback is aggregated and analyzed with a view to identify some dominant trends and perceptions present among the beneficiaries of the dedicated Kosovar reintegration assistance. Finally, in the last chapter, conclusions are drawn in the form of recommendations that are expected to facilitate the further improvement of reintegration programme implemented by IOM Hungary.

¹ European Return Fund Project ID: EVA/2013/1.1.2.
IOM Project Code: RT.0906

Hereinafter referred to in the text as “Kosovo”. This designation throughout the report does not in any way represent the opinion of IOM concerning Kosovo’s legal status, or its authorities, frontiers or boundaries.

² “Reintegration Assistance to Assisted Voluntary Returnees to Kosovo (UNSCR 1244)”,
European Return Fund Project ID: EVA/2012/1.1.2.
IOM Project Code: RT.0768

I. COMPLEX REINTEGRATION ASSISTANCE FOR ASSISTED VOLUNTARY RETURNEES TO KOSOVO

In line with the results and recommendations of the report of the Reintegration Assistance to Assisted Voluntary Returnees to Kosovo, IOM Hungary introduced changes to its reintegration assistance with a view to offer returnees more complex and flexible reintegration schemes which can effectively contribute to sustainable return. As a result, the major novelties of the “*Complex Reintegration Assistance for Assisted Voluntary Returnees to Kosovo*” programme revolve around more complex options for income-generation, the introduction of needs-based support, increased number of beneficiaries (from 40 to 50), and a higher amount of individual reintegration grant (from EUR 2,000 to EUR 3,000).

As of the year of 2014, income generation can be achieved not only by business and education plans, but by various other means as well: business partnership (the beneficiary can use the reintegration grant to enter in a partnership with an already existing company), salary subsidy (the beneficiary can use the reintegration grant to have his or her salary subsidized while working as an employee at an already existing and functioning company), on-the-job training (the beneficiary can use the reintegration grant to cover the costs of on-the-job training). Selected returnees can select more than one from the above income-generating activities.

Moreover, a completely new component was made available as of the beginning of 2014: needs-based assistance. It is intended to facilitate the launch of the reintegration progress of returnees in line with Article 5 of the *Decision No 575/2007/EC of the European Parliament and of the Council of 23 May 2007 establishing the European Return Fund for the period 2008 to 2013 as part of the General Programme ‘Solidarity and Management of Migration Flows’*. As a result, beneficiaries selected based on the feasibility of the submitted reintegration activities were allowed to choose from additional types of needs-based support up to a maximum of EUR 500, to make sure that the best ideas for reintegration are not thwarted by the lack of financial resources to address immediate and pressing needs. The beneficiary could split the amount among the following types of support: child care, medical care, transportation, temporary accommodation, administrative costs (such as the issuance of ID, the naturalization of school certificate, etc).

If the beneficiary decided not to use the EUR 500 amount for needs-based support, he or she was allowed to channel these funds into the proposed income-generating activity. The total amount of reintegration grant is maximum EUR 3,000 per person of which at least EUR 2,500 is to be used to start income-generating activities and maximum EUR 500 can be utilized towards needs-based support.

II. METHODOLOGY OF DATA COLLECTION

One of the components of the dedicated Kosovar reintegration programme – “*Complex Reintegration Assistance to Assisted Voluntary Returnees to Kosovo (UNSCR 1244)*” – was to collect the beneficiaries’ feedback concerning the evaluation of their assisted voluntary return and in particular their reintegration assistance. The accumulated information is essential in improving the process of assisted voluntary return and in offering more effective and demand-driven reintegration schemes. The major conclusions of analysis will be aggregated and presented in the form of recommendations as the last chapter of the report.

The method of data collection was a very simple technique: out of the 50 returnees who successfully applied for reintegration grants, 30 were requested to complete an evaluation questionnaire developed in 2013 and revised in 2014 by IOM Budapest. The questionnaires were filled out by IOM Prishtina staff based on the verbatim answers of the beneficiary given in speech during an interview in the Albanian language. Although the questionnaire gave opportunity to telephone interviews as well, all forms were completed as part of a personal meeting between IOM Prishtina staff and beneficiary.

The applied data collection technique is inherently suitable to provide quantitative information on the trends and perception at large of the target group (i.e. beneficiaries of reintegration grants returned to Kosovo). In this particular case, questions were raised with regards to assisted voluntary return and available reintegration assistance. Moreover, since the questionnaire contains not only closed questions but open ones as well, mostly when respondents were asked to provide suggestions for further improvements, some deeper insights of the personal experience of beneficiaries could also be gained. However, this insight has its limitations and therefore providing detailed description of the reasons of leaving Kosovo and of returning to the country of origin or of mechanisms how reintegration grants can effectively facilitate sustainable return will and should be beyond the scope of the present report.

The 30 respondents were selected based on availability and willingness. The sample was therefore never intended to be representative of a larger population – neither of the group of Kosovar returnees nor of the beneficiaries of reintegration grants in Kosovo. However, due to the large

proportion (60%) of people interviewed, the collected data seem to be significant enough to carefully draw conclusions about the perception of assisted voluntary return and effectiveness of the received reintegration assistance among the Kosovar beneficiaries of reintegration grants.

The questionnaire itself consists of seven distinct sections.³ The first set of questions aimed at exploring fundamental sociological conditions (education, marital status, etc) of the beneficiary. The second section of the questionnaire inquired about the motivations and conditions of both leaving Kosovo and returning there. Thirdly, respondents were also asked about their perception of the return process (submitting the application form, waiting time, satisfaction, type of assistance received, etc). The fourth category of questions inquired about the perception on the process of reintegration counselling and reintegration assistance. In the fifth and sixth sections of the questionnaire, beneficiaries were requested to share details (relevant background, current status, difficulties, etc) of their business plans or education plans respectively. In the seventh section, the questions inquired about the salary subsidy as an optional reintegration activity (sector of company, position, amount of salary, length of salary subsidy, etc). The last group of questions is intended to explore the conditions of sustainable return and to what extent the distributed reintegration grants were able to contribute to these conditions. A separate section is dedicated to each aspect.

³ A blank questionnaire can be consulted in *Annex I*.

III. EVALUATION OF THE QUESTIONNAIRES

This chapter aggregates and analyzes the 30 completed questionnaires with a view to assess the quality of reintegration counselling provided, the level of satisfaction with reintegration assistance, and its overall impact in generating sufficient incomes to make a decent living for the returnees and their families once they return to Kosovo. The feedback of the beneficiaries will be aggregated and presented in the form of recommendations.

These recommendations will be part of the final report of the project and will also be available on IOM Hungary's website. These will be used to further improve and tune the upcoming return and reintegration programmes implemented in Hungary.

This part of the report intends to lay the foundations for the concluding recommendations formulated in the next chapter. The results of the analysis are presented along the following seven dimensions: sociological background, migration history, decision on voluntary return, return to Kosovo, provision of reintegration assistance, details of reintegration activity, and the sustainability of return.

III.1 SOCIOLOGICAL BACKGROUND

Based on the answers provided in Section 1 of the questionnaire, all of the beneficiaries of the reintegration programme are males, most of them single (*Chart 1*) with secondary school, as the highest level of education (*Chart 2*) who provide for three-four dependants (*Chart 3*). The dependants are most of the time elderly parents and/or grandparents and siblings (*Chart 4*). The need to take care of their own relatives and children appears almost the least frequently, which is likely to be in relation with their marital status (i.e. not married). At the time of return, most of the beneficiaries were in their late twenties or early thirties, only a small group of them was under 25 (*Chart 5*).

Chart 1: Marital status

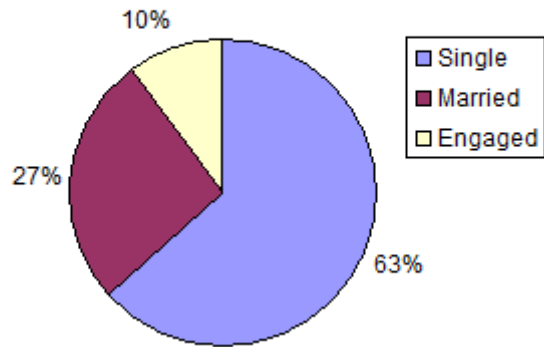


Chart 2: Highest level of education

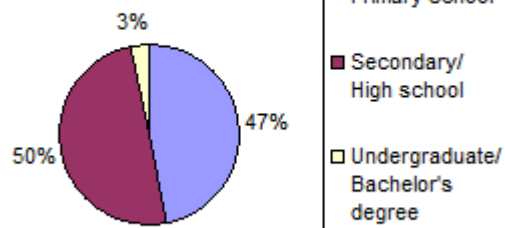
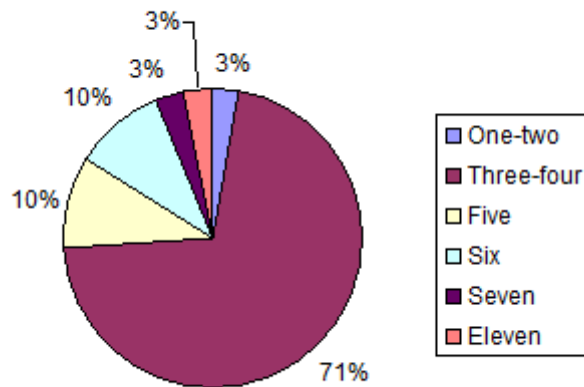
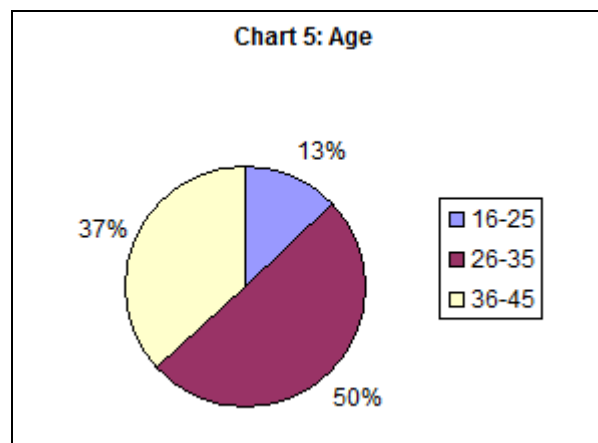
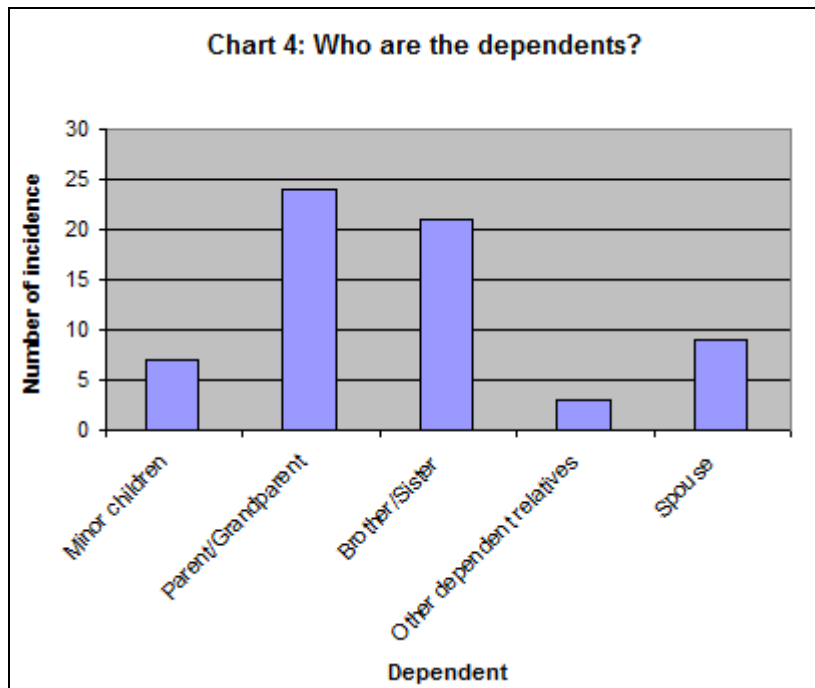


Chart 3: Number of dependents





III.2 MIGRATION HISTORY

Overwhelming majority of the interviewed beneficiaries reported both ‘push’ and ‘pull’ factors among the reasons of their decision to leave Kosovo and these revolve around economic dimensions: on the one hand, lack of economic opportunities in Kosovo and, on the other hand, better economic perspectives outside Kosovo (*Chart 6*). It may also be in relation with their young age that 83 per cent of beneficiaries claimed to have left Kosovo for the first time and to have no prior migration experience than the one ended with the assisted voluntary return (*Chart 7*).

Half of the questionnaires confirm that Kosovars start their journey in the first half of 2014, but also a significant group left Kosovo in the second half of 2013 (*Chart 8*). Analysis of the completed questionnaires also reveals the importance of family and personal savings in supporting the beneficiaries' travel (*Chart 9*) and potentially also indicates how crucial it is to make migration a success story if it reflects a joint investment of family members.

It also seems salient that the beneficiaries don't spend relatively long time away from home as only 9 per cent of the respondents stated to have left Kosovo before 2013. Their migration period is therefore likely to be a matter of months. Germany was indicated as destination of migration 60 per cent of the cases, while Austria and France are ranked as the second and third most popular destinations, respectively (*Chart 10*).

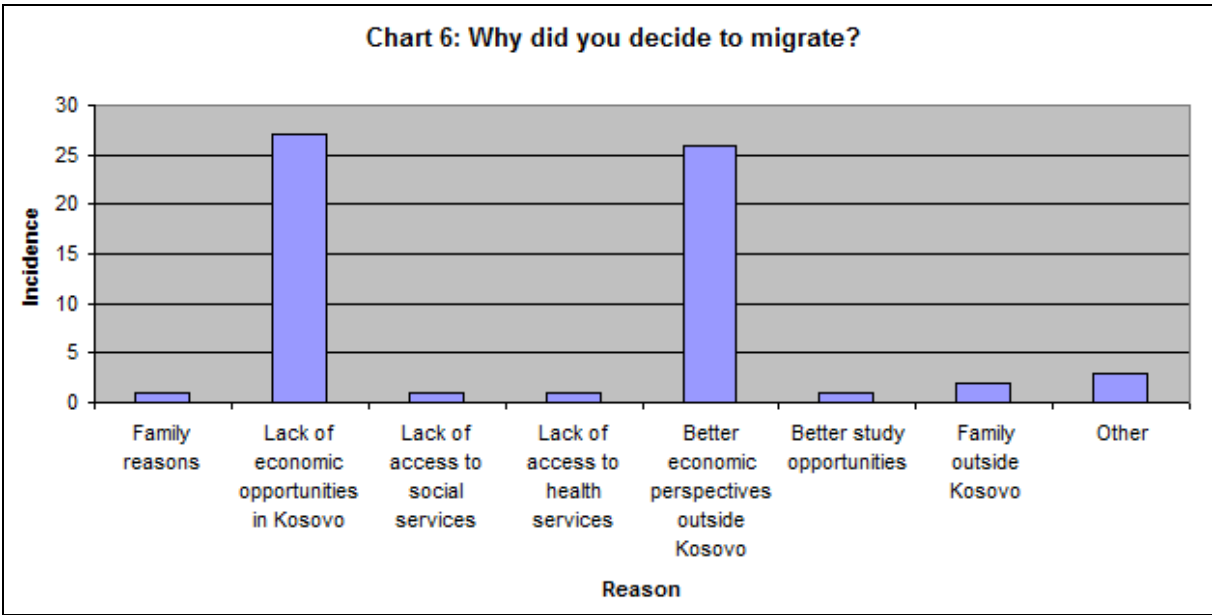


Chart 7: How many times did you leave Kosovo in the past 10 years for reasons other than tourism?

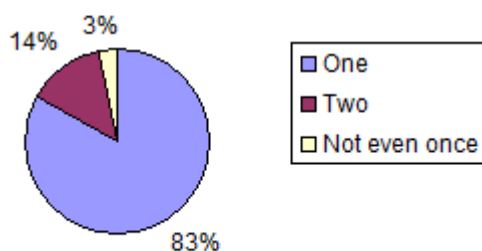


Chart 8: When did you leave Kosovo before the IOM-assisted return?

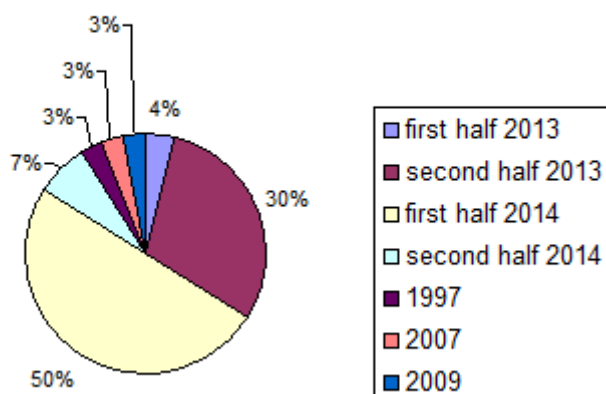
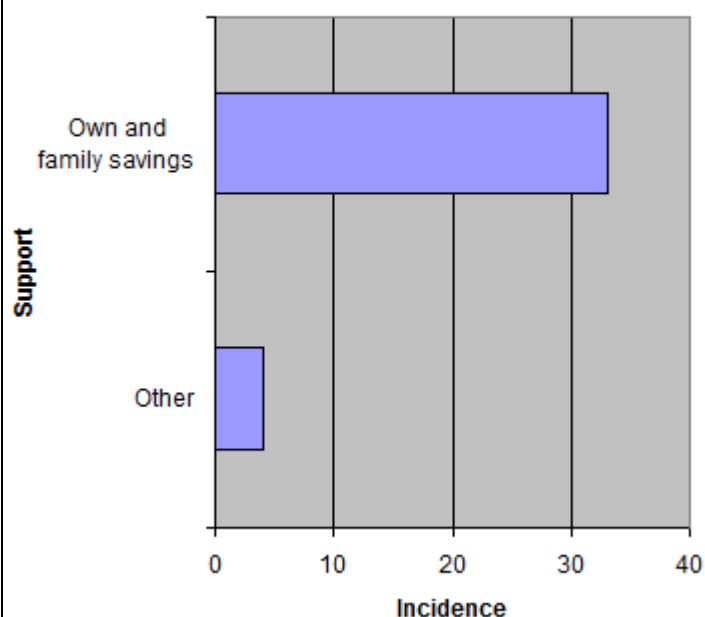
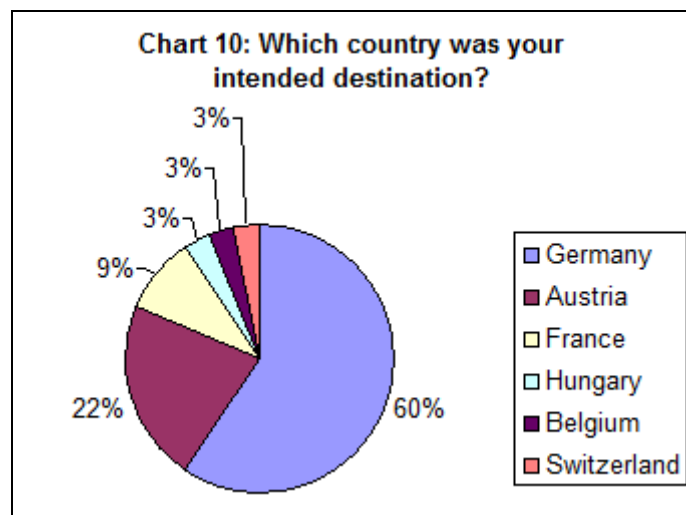


Chart 9: How did you support yourself?

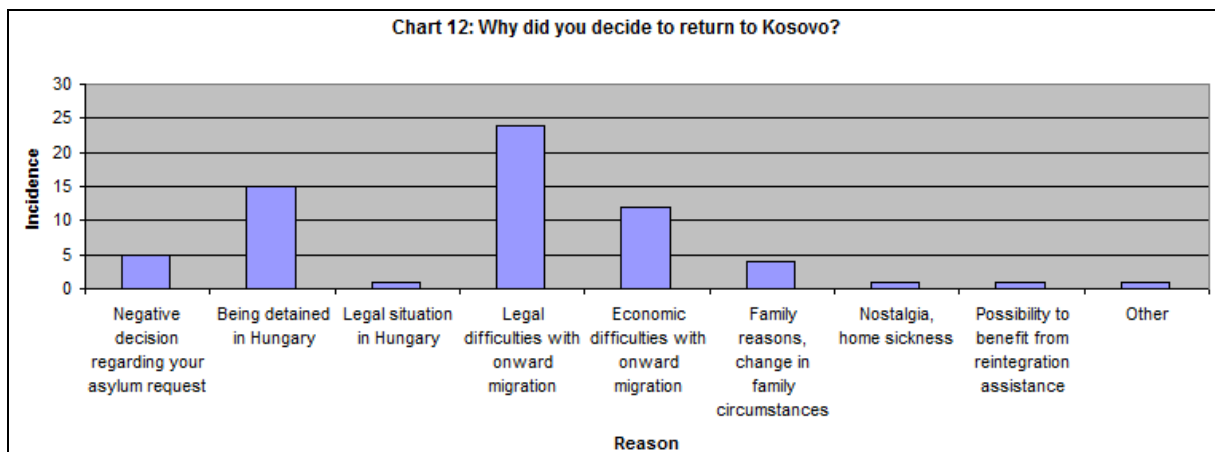
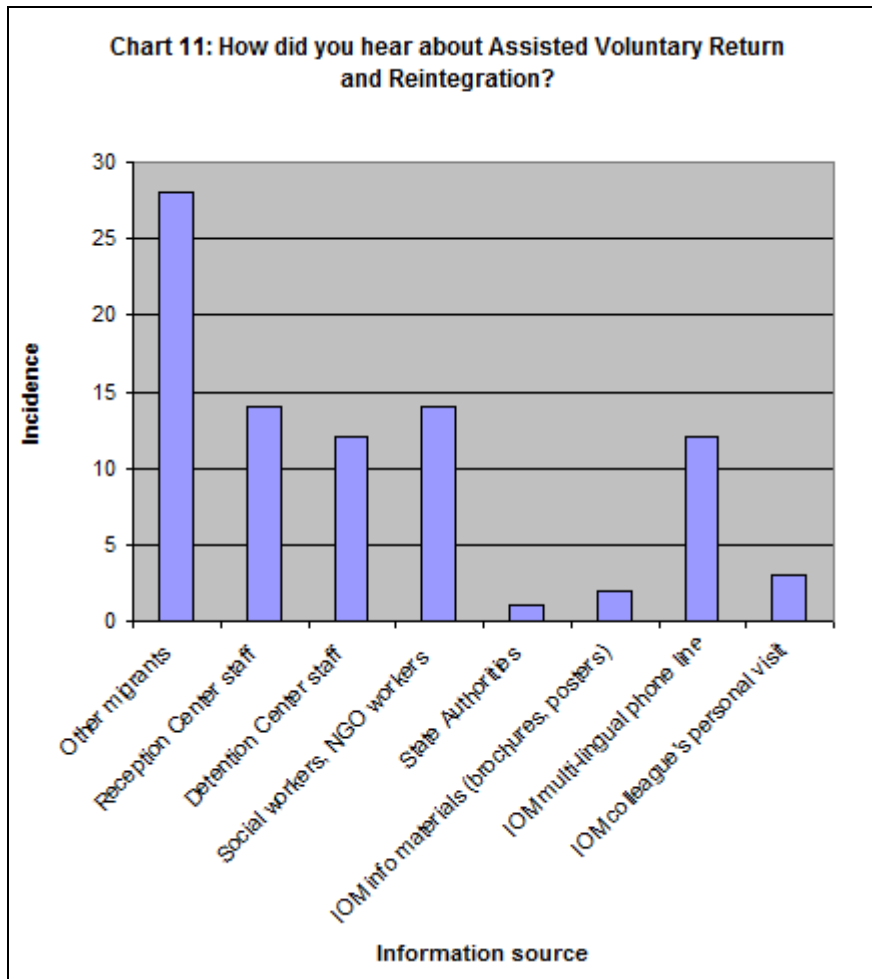




III.3 MAKING THE DECISION OF VOLUNTARY RETURN

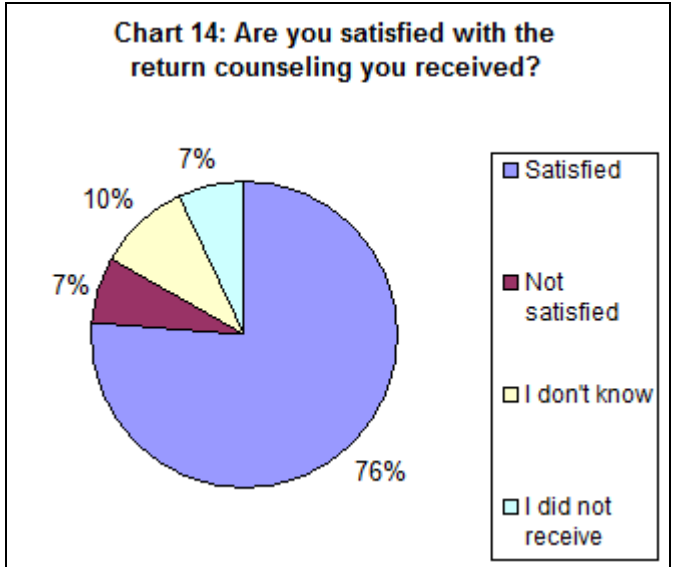
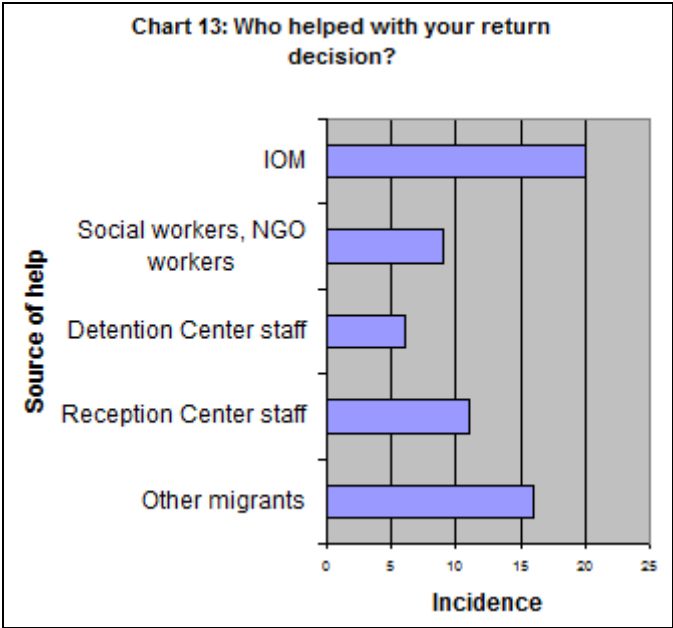
Most respondents of the evaluation questionnaire report that they first heard about the opportunity of assisted voluntary return and reintegration from fellow migrants and/or the staff of their residential facility, i.e. reception centre or detention centre (*Chart 11*).⁴ Among the factors that are at play when making the decision of voluntary return, push factors appear to be more salient than pull factors, and legal difficulties with onward migration is by far the most common reason for Kosovars to submit an application form for assisted voluntary return (*Chart 12*).

⁴Throughout the text detention centre refers to both alien policing and asylum detention centres. In these institutions administrative detention is implemented and these are not correctional facilities.

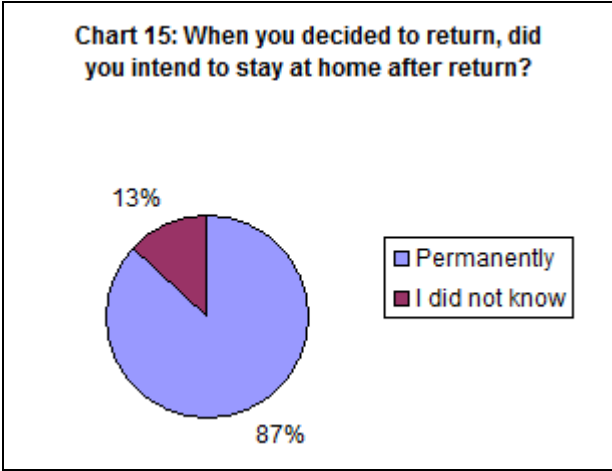


Getting to the point of actually making the decision of returning home is not a solitary path as all of the respondents involved somebody else into the process of thinking. The most widely consulted actors in this regard are IOM and other migrants through different channels (*Chart 13*).

It is presumed that beneficiaries of reintegration grant were sufficiently informed to make a well-founded decision about their return since the quality of return counselling is stated to be satisfactory in 76 per cent of the interviews (Chart 14). Being well-informed is further reinforced by the fact that the great majority of the respondents claimed to have got all the information they needed about the conditions at home before return.

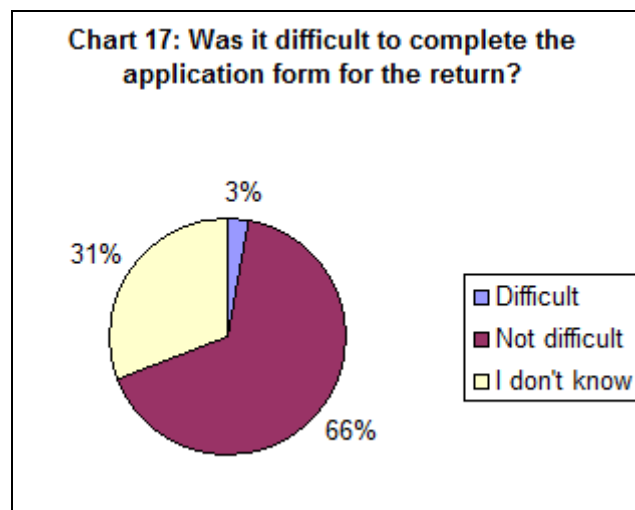
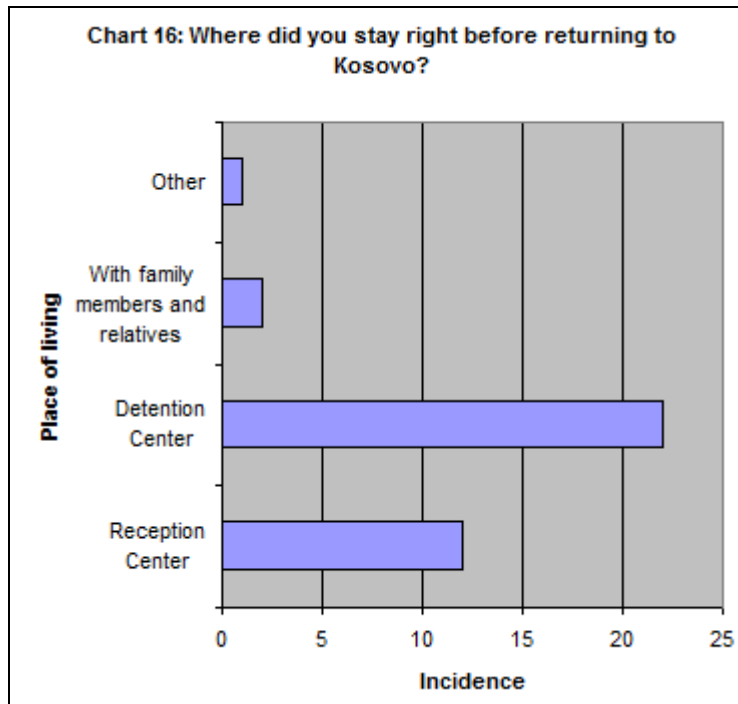


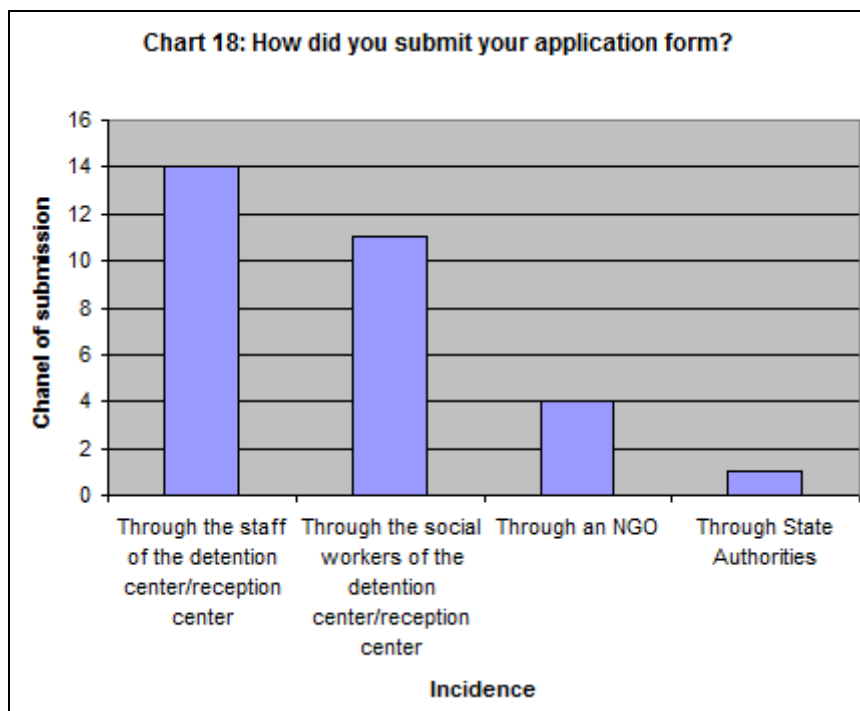
It is also remarkable that 87 per cent of the respondents had long-term intentions in Kosovo and none of them was thinking of staying only temporarily (*Chart 15*) at the time they made their decision to return.



III.4 PROCEDURE OF VOLUNTARY RETURN TO KOSOVO

A large majority of the respondents stayed in a detention centre before returning to Kosovo with IOM assistance (*Chart 16*). Being deprived of free movement is indeed a great push towards applying for assisted voluntary return. As for the assisted voluntary return application procedure itself, it can be derived from the responses that it is not perceived to be challenging: completing the application form is said to be not difficult (*Chart 17*), and furthermore the assistance of IOM or social workers was available when needed, as several respondents explained. The questionnaires also reveal that completed application forms are most likely to be handed over to the staff of residential facility (*Chart 18*).





Mostly, within less than four weeks after submission of the application form, the return to the country of origin takes place (*Chart 19*). Responses also reveal that in 54 per cent of the cases migrants were informed about the date of their return 1-2 weeks in advance. 2-6 days timeframe was marked as the second most common scenario (*Chart 20*). Communicating the date of travel can take place through multiple channels where IOM staff, through the multi-lingual, toll free phone line is mentioned the most frequently (*Chart 21*). Information provision on the details of return is found to be satisfactory and only one beneficiary reported dissatisfaction (*Chart 22*). However, half of the respondents suggested that the availability of regular, face-to-face return counselling would have improved the preparatory and decision-making phase (*Chart 23*).

Chart 19: How long did you have to wait for your return after submitting your application form to return?

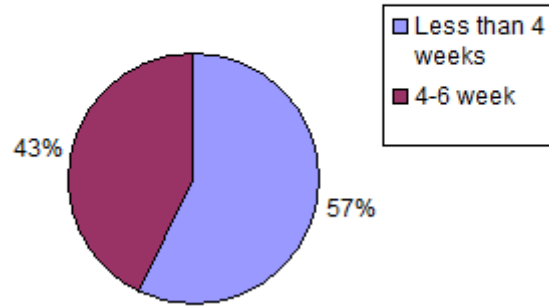


Chart 20: When were you informed about the date of your return?

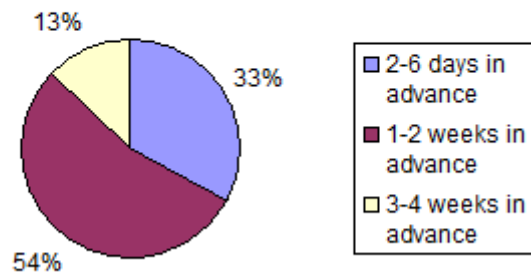
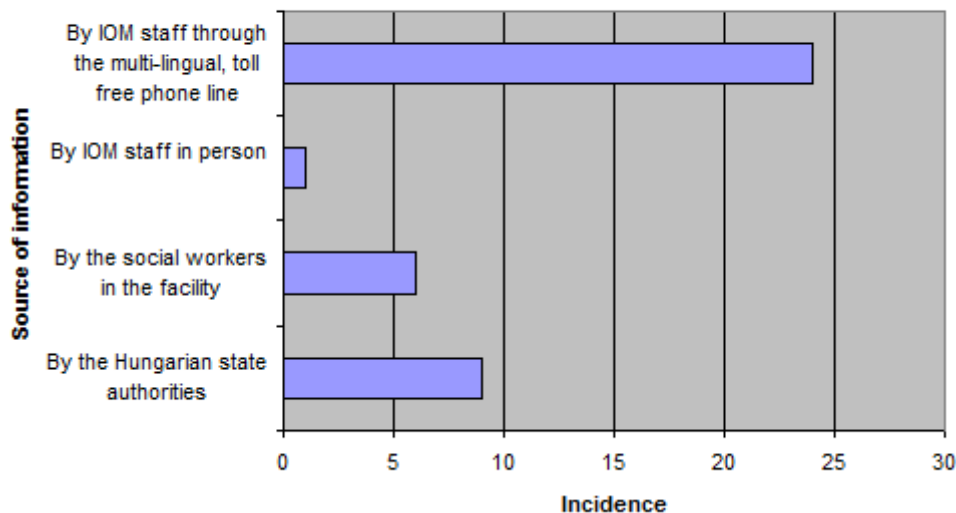
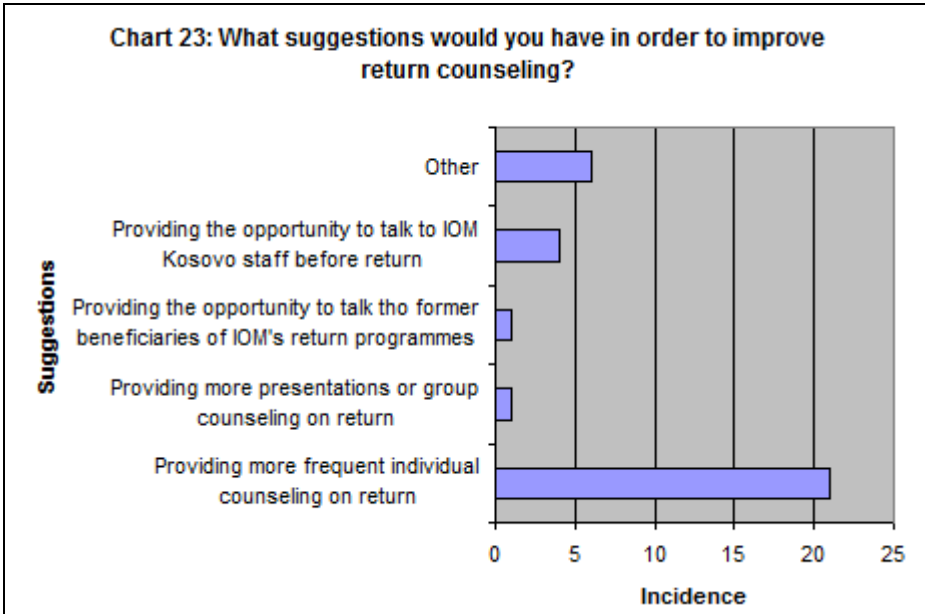
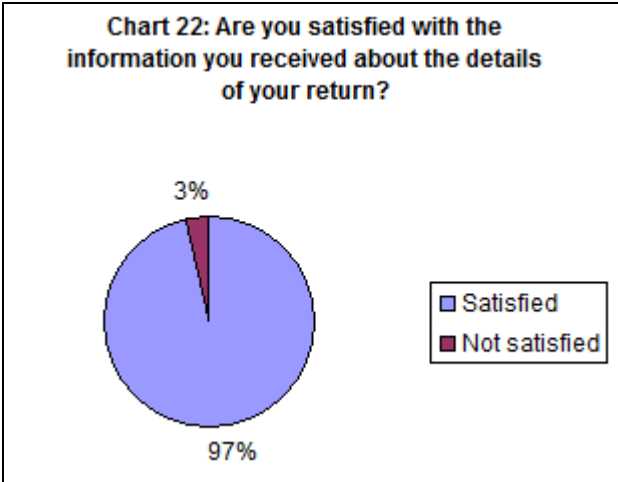
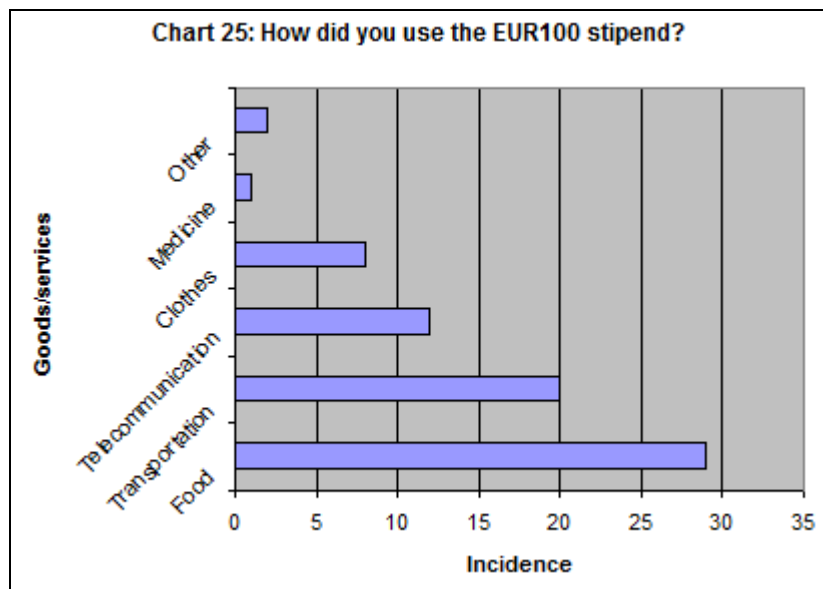
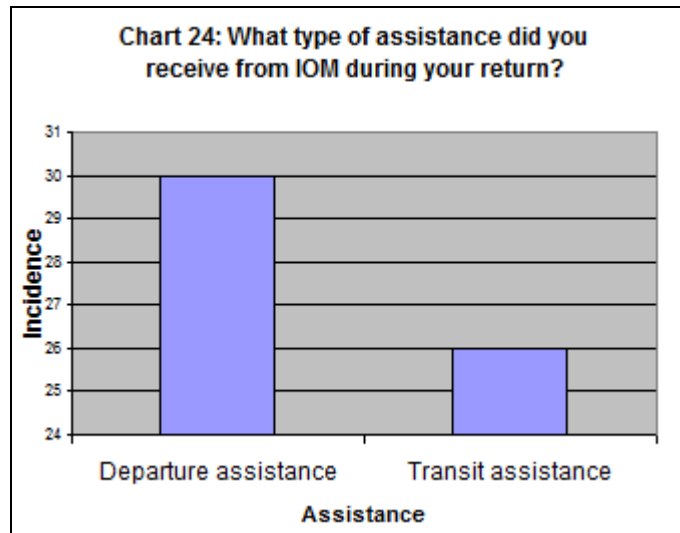


Chart 21: How were you informed about the date of your return?





As per the standard procedure of IOM, all respondents received departure assistance at Budapest airport (*Chart 24*). The questionnaires also reveal interesting insights on how returnees spend the EUR 100 stipend given by IOM Budapest at the airport upon departure. Food is by far the most common item, while transportation and telecommunication are mentioned the second and third most often, respectively (*Chart 25*).



An overwhelming majority of respondents give positive feedback (97% are satisfied) on the overall return process (*Chart 26*) and their experience is that it went smoothly. The importance of family support is again highlighted when 78 per cent of respondents state that they lived with family members after their return (*Chart 27*) and an even higher proportion had to rely on assistance from relatives to make ends meet (*Chart 28*).

Chart 26: Overall, are you satisfied with the process?

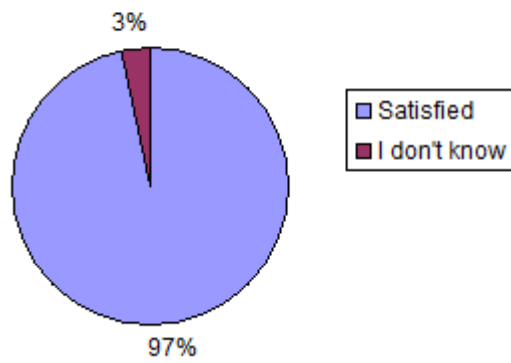


Chart 27: Where did you live after your return?

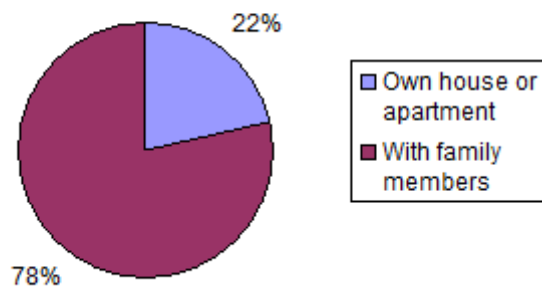
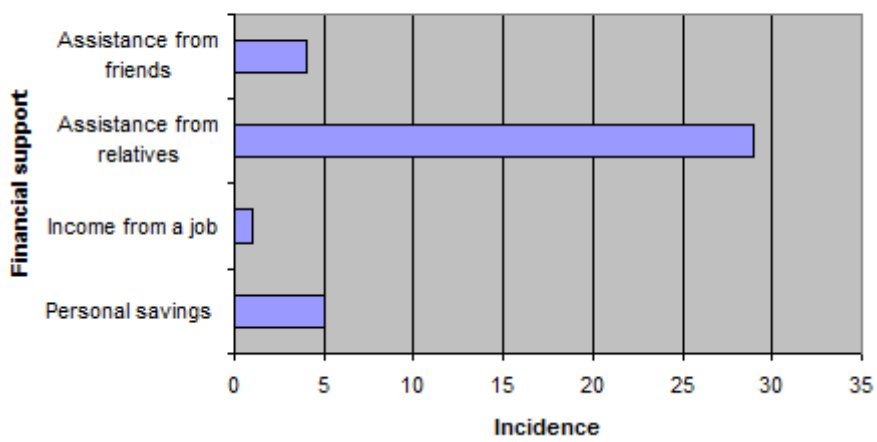
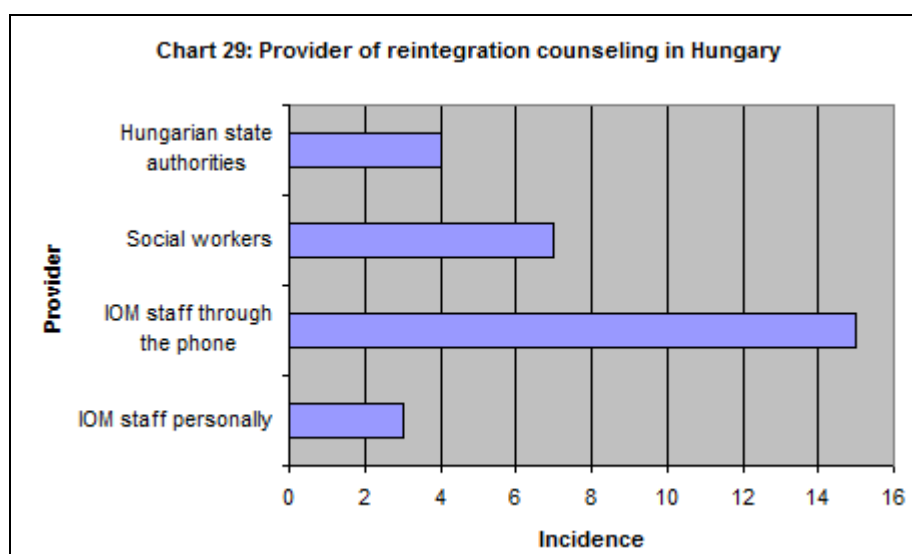


Chart 28: How did you support yourself in the first month after the return?



III.5 REINTEGRATION ASSISTANCE

As for reintegration counselling, all respondents were provided with this service both in Hungary and in Kosovo. It is also revealed that in practice offering reintegration counselling in Hungary falls under the responsibility of IOM staff (mostly, through the phone) and social workers (*Chart 29*), while counselling after return in Kosovo is provided 100 per cent by IOM local staff in person.



93 per cent of beneficiaries prefer submitting their reintegration plan after return (*Chart 30*). Generally speaking, it takes for the respondents 1-4 weeks to contact IOM in Kosovo and start discussing the reintegration plan (*Chart 31*). However, 17 per cent of the interviewed returnees got in touch in less than a week. Large majority (97 per cent) of clients had to develop further the originally submitted business plan based on the questions and comments provided by IOM (*Chart 32*). However these suggestions have been perceived as helpful only by 38 per cent of the beneficiaries (*Chart 33*).

Chart 30: Where did you submit your reintegration plan?

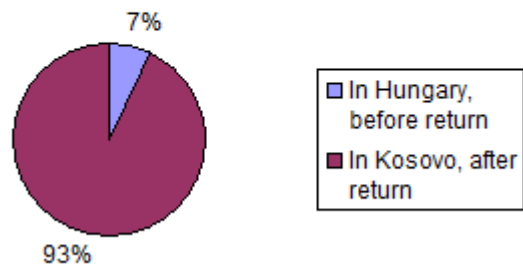


Chart 31: After return, how long did it take before your contacted IOM in Kosovo?

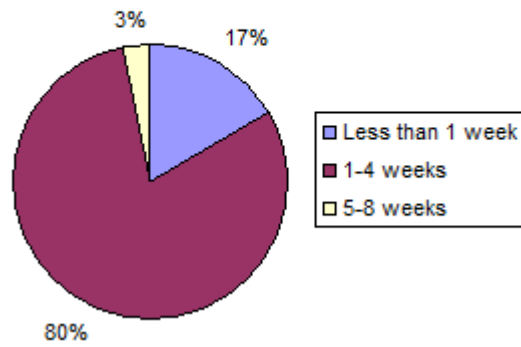
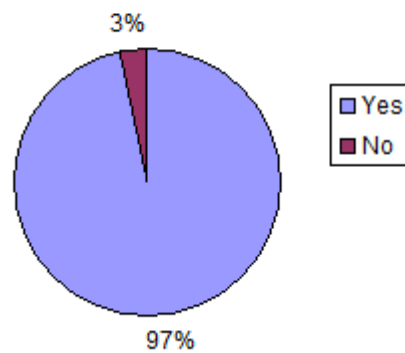
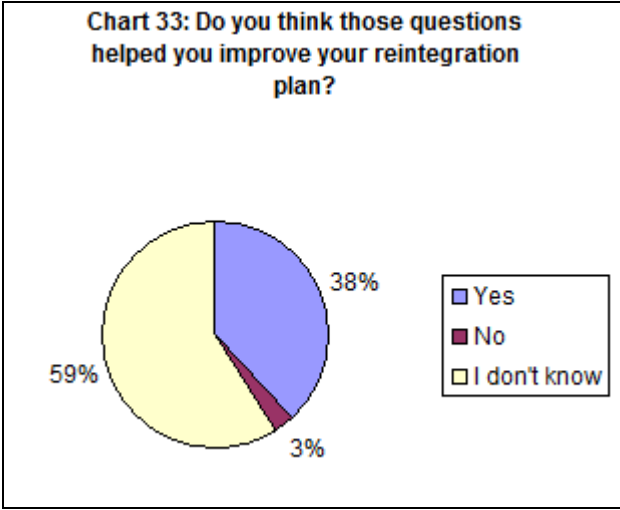
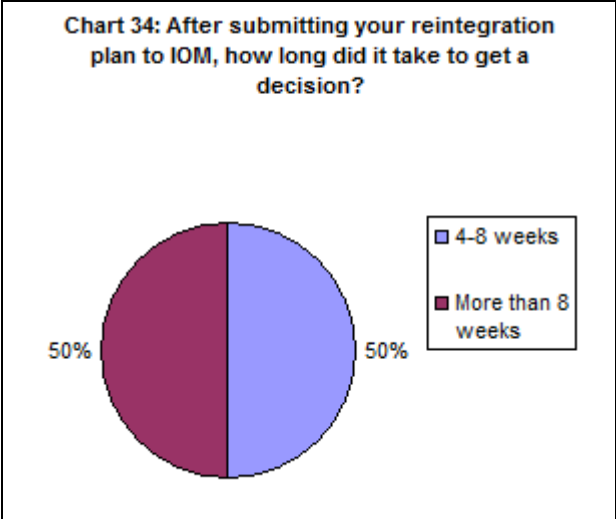


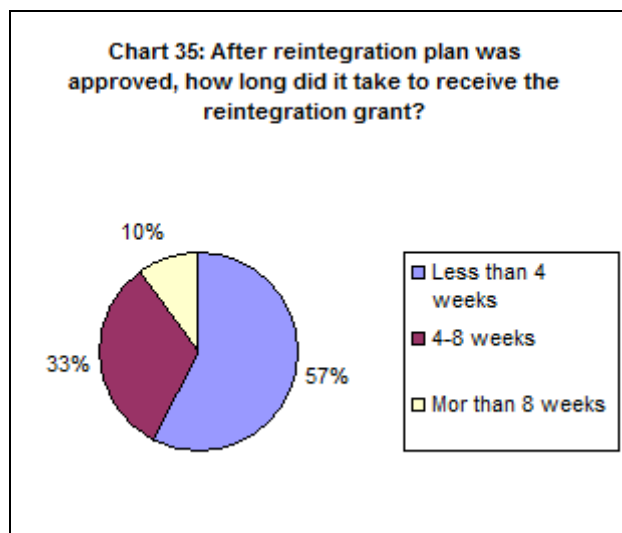
Chart 32: Did you get any questions or comments from IOM Budapest or IOM Kosovo



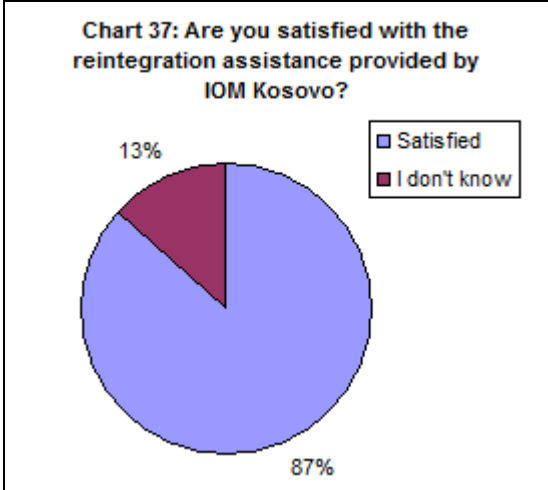
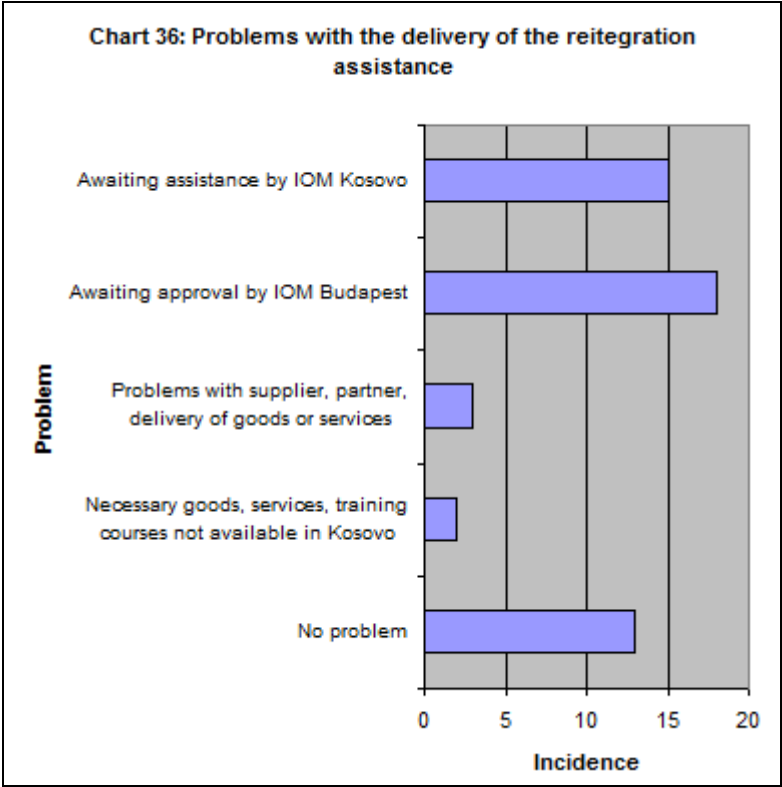


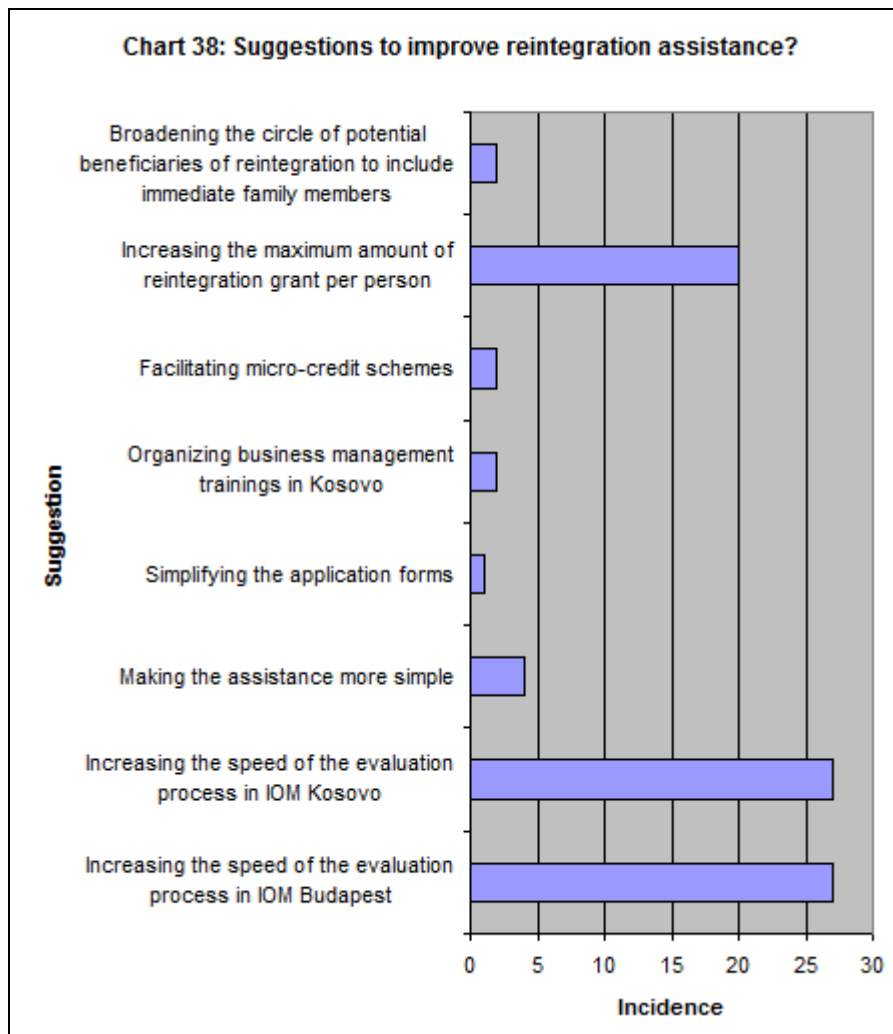
Analysis of the answers also confirms the standard timeline of receiving reintegration grants. As far as the respondents remember, the process of evaluating reintegration plans took 4-8 weeks in 50 per cent of the cases, while it took more than 8 weeks for the other half to receive IOM's decision on funding (*Chart 34*). Depending on the chosen reintegration activity, for 57 per cent of beneficiaries receiving the reintegration grant took place within 4 weeks after approval (*Chart 35*).





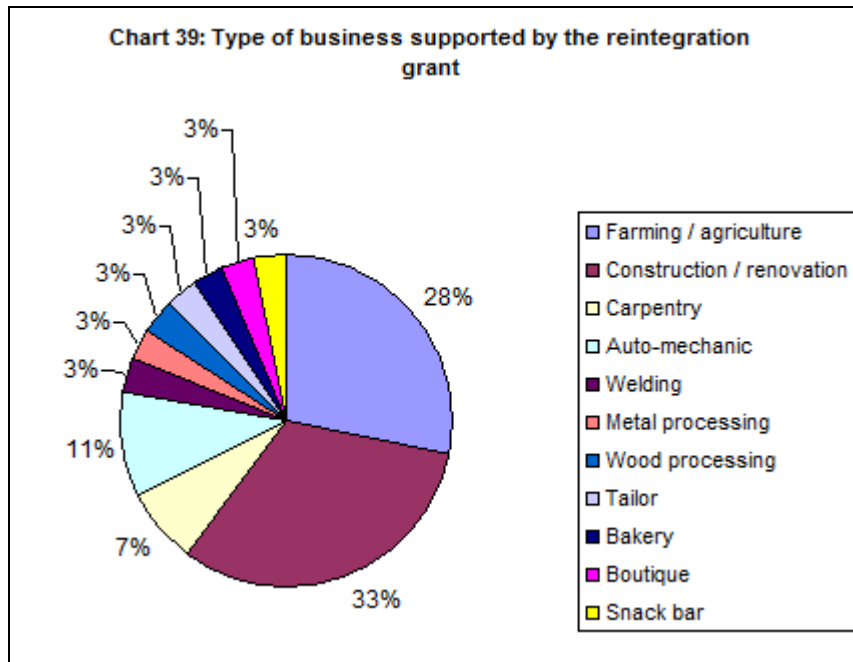
43 per cent of the respondents didn't report any problems with the delivery of reintegration assistance. If beneficiaries faced any issues, they complain either about the waiting period to get feedback on their business plan from the IOM office in Budapest or the waiting period to get assistance from the IOM office in Kosovo, (*Chart 36*). However, 87 per cent of the respondents report satisfaction with the reintegration assistance provided by IOM (*Chart 37*). Nevertheless, almost all returnees make suggestion on how to improve reintegration assistance. 90 per cent of respondents mention the following options: increasing the speed of the evaluation process of IOM and also the maximum amount of reintegration grant per person. Making the assistance simpler also shows a significant support (*Chart 38*).



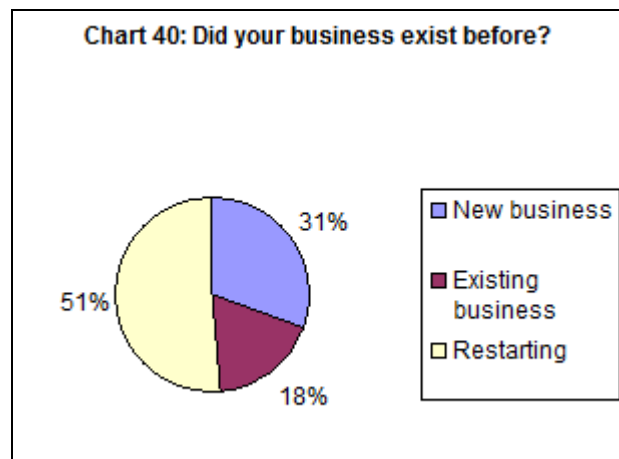


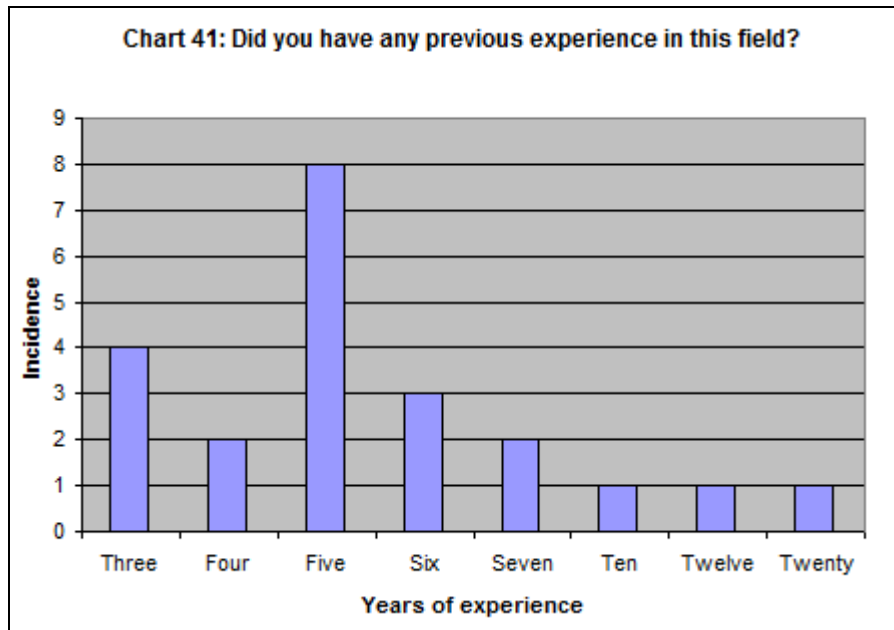
III.6 REINTEGRATION ACTIVITY

All the beneficiaries chose business plan as their reintegration activity except for one who applied for grant for educational purposes. Salary subsidy, as third option, was not selected by any of the returnees. 33 per cent of the beneficiaries used the support for business activities in construction and renovation field, while 28 per cent engaged in agriculture, 11 per cent in auto-mechanic activities and 7 per cent in carpentry. The rest engaged in various service-providing activities ranging from metal processing to bakery and fashion (*Chart 39*).

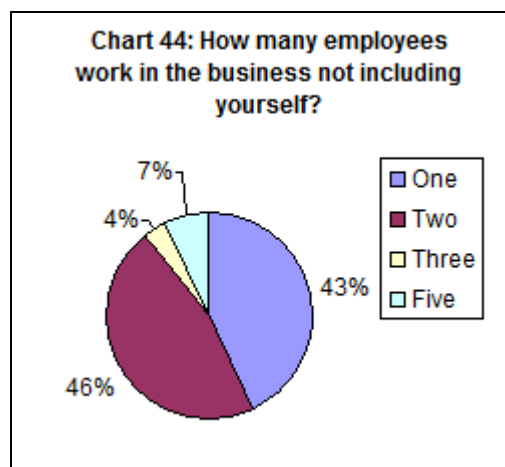
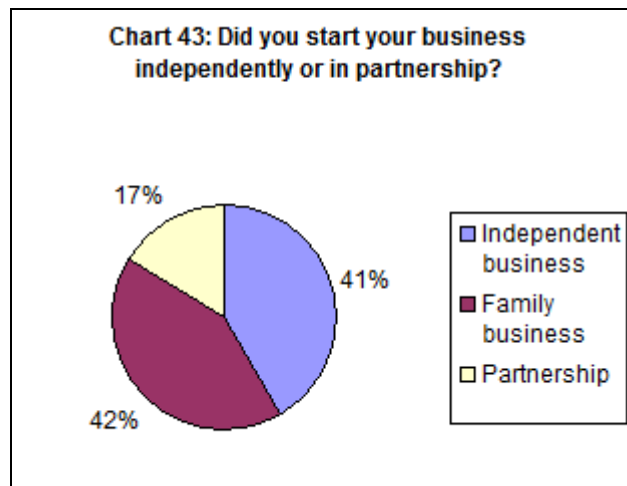
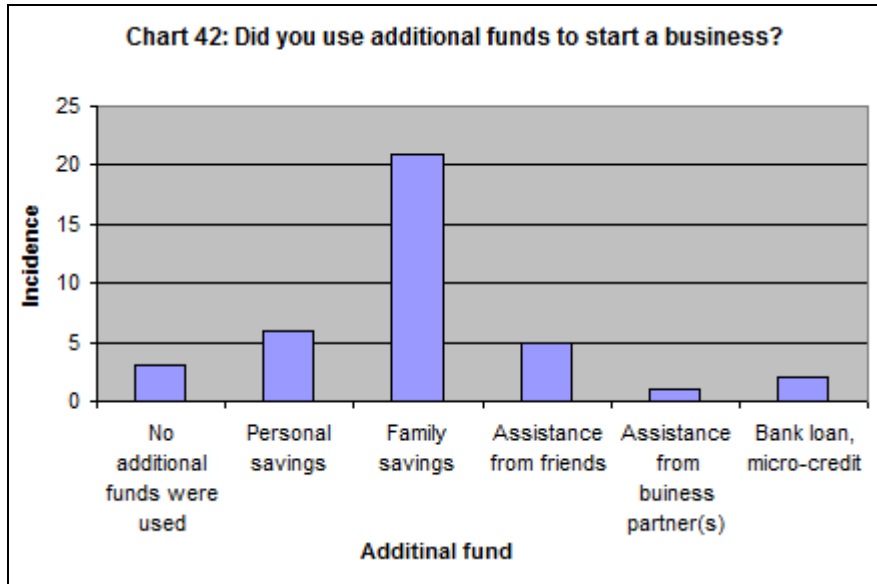


The questionnaires revealed some noteworthy phenomena concerning the entrepreneurial and professional background of the returnees. On the one hand, only 31 per cent of the respondents started a new business with the help of the reintegration grant. On the other hand, large part of the business activities either was restarted (51%) or was uninterruptedly operating (18%) upon return to Kosovo (*Chart 40*). All the beneficiaries claimed to have at least three-year experience in the field of his selected business, while two people even reported to have a 12-year-long and a 20-year-long professional history (*Chart 41*).

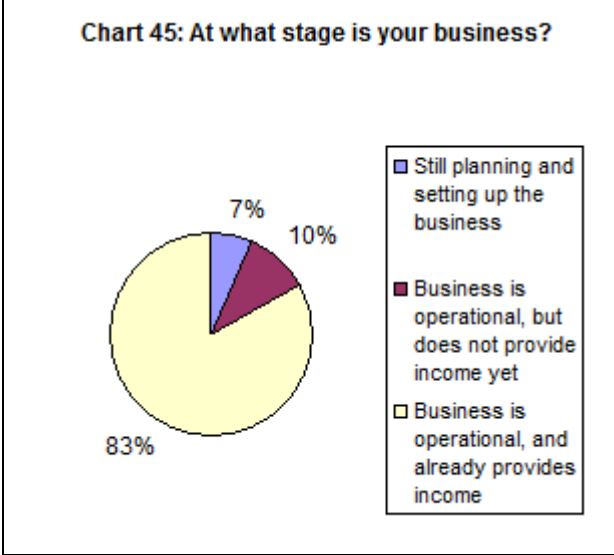




The significance of family was again revealed when the beneficiaries were asked about the use of additional funds and the independence of their business. 90 per cent of the respondents were in need of extra resources beyond the reintegration grant administered by IOM to start the business, and most frequently family stepped up to provide the necessary funds (*Chart 42*). Relatives also seemed to be of significance when 42 per cent of the respondents reported that they do their business in cooperation with family member(s), while 41 per cent run the enterprise independently (*Chart 43*). This finding can be a moderate indication of a potential multiplicative effect of reintegration grants as they are likely to provide income-generating opportunity not only to the direct beneficiary, but to his relatives as well. 46 per cent of respondents claim to have two employees, 43 per cent of them has one employee, 4% has 3 employees and 7 per cent stated to employ five people in his business (*Chart 44*).



Significant majority of the respondents (83%) reports that their business is operational and already provides income, while the incidence of not-yet-income-generating activities is only 17% (Chart 45).



As mentioned earlier, only one beneficiary chose education plan as reintegration activity, more precisely, he visited a computer skills training. He argued his choice by already having experience in this field and is also planning to apply for a job with the acquired IT skills.

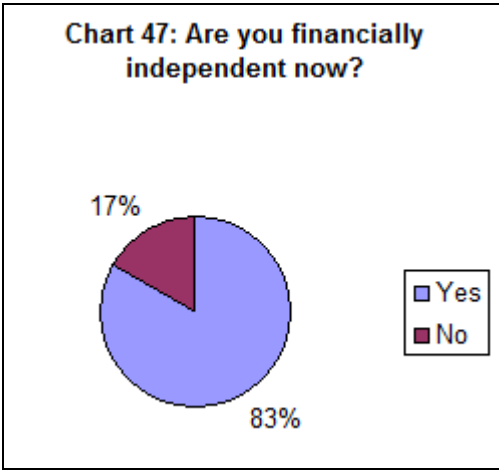
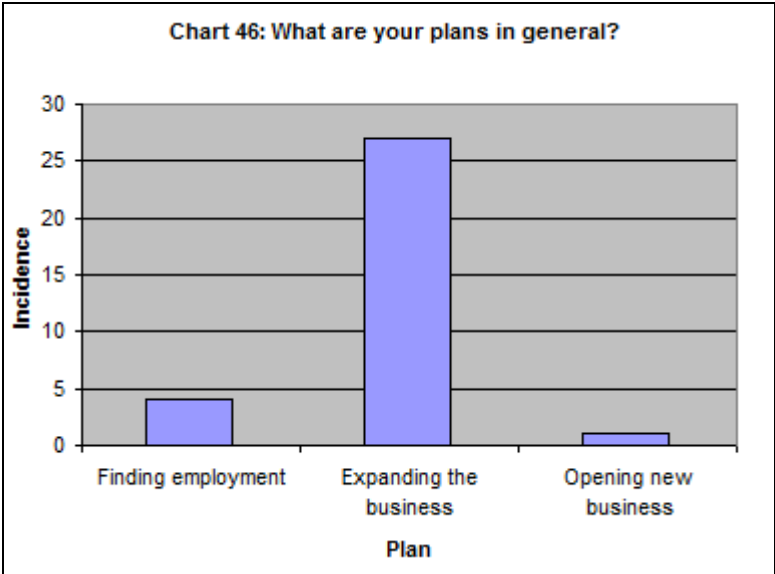
Furthermore, it might also reinforce the income-generating potential of the implemented business plans that all of the beneficiaries claimed to be satisfied with the selected reintegration activity. To validate these indications and provide a well-founded view on the efficiency of reintegration grants, further analysis through monitoring visits and follow-up interviews is necessary.

III.7 SUSTAINABILITY OF RETURN

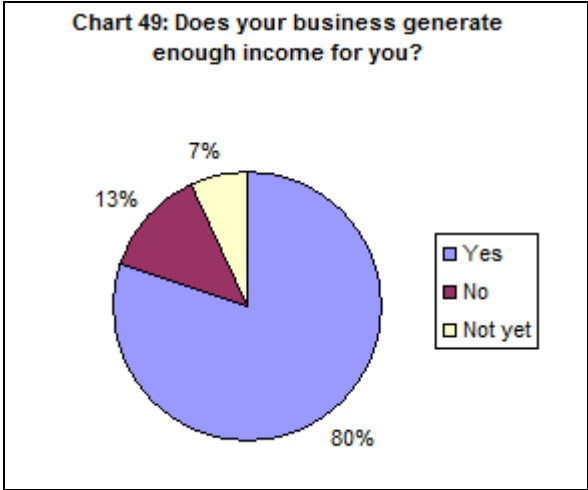
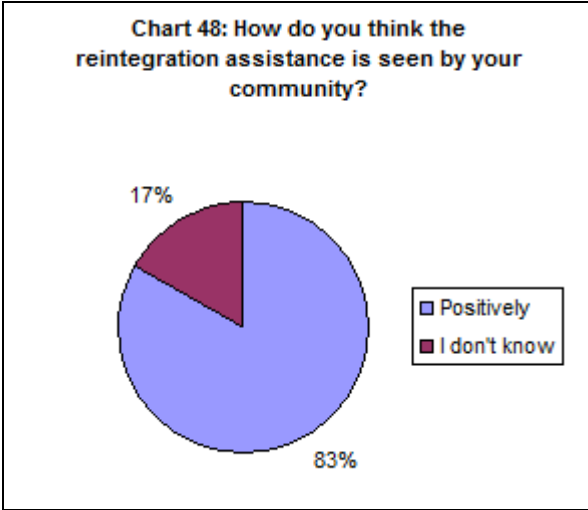
All of the respondents still live at the place of return and none of them plans further migration either in the short or in the long run. These preliminary indications of sustainable return are likely to be in connection with the fact that all of beneficiaries explicitly reported that the reintegration grant was helpful in reintegration. The crucial role of reintegration activity was also confirmed when

respondents shared their plans in general: 93 per cent intend to expand the business while only the rest of them is looking for employment or wants to open a new business (Chart 46).

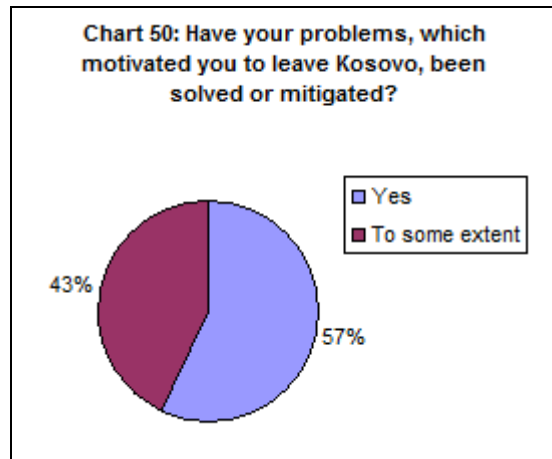
Subsequently, none of them reported any plans of closing the business launched with the assistance of IOM. Furthermore, 83 per cent of the beneficiaries are financially independent (Chart 47). It should therefore be underlined that there are definite signs of strong links between the future plans of the individual and the prospective development of the reintegration activity.



It also seems to reinforce sustainability that the overwhelming majority (83%) of respondents reported that their reintegration assistance is seen positively in communities (Chart 48). Additionally, fellow people very often express appreciation of the reintegration assistance and the new service that was made available. Additional sign of sustainability is that high percentage of respondents is satisfied with the income they can generate from their business activity (Chart 49).



57 per cent of beneficiaries believe that the problems which meant the motivation of leaving Kosovo have been solved or mitigated, while the other 43 per cent claimed that their problems has been eased to some extent (*Chart 50*). This also reflects that the reintegration process can be described as positive.



All things considered, beneficiaries at large (83%) are satisfied with their decision to return to Kosovo (*Chart 51*), and also 73 per cent of them report that they were in a better situation at the time of filling out the questionnaire than before leaving Kosovo (*Chart 52*). To the question where the returnees see themselves in a year, 87 per cent of the respondents are planning on settling down in their current living area (*Chart 53*) and none of them consider leaving Kosovo. However, the results of the same question in the future shows a different picture: 46 per cent of the returnees could not answer where they were going to live in 5 years (*Chart 54*), while the number of respondents planning to move to another region of the country remained the same (*Chart 53 & 54*). All in all, the overall evaluation regarding the sustainability of return tilts to the positive side.

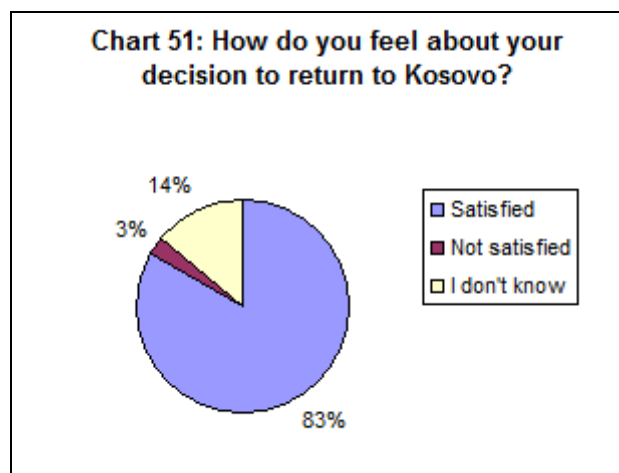


Chart 52: Do you think you are in a better situation than before leaving Kosovo?

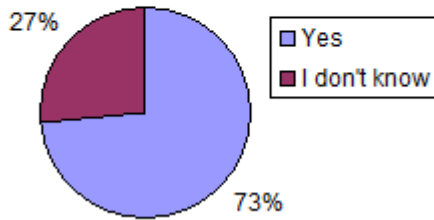


Chart 53. Where will you live in one year?

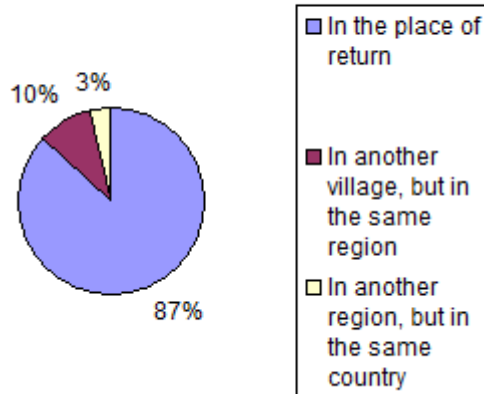
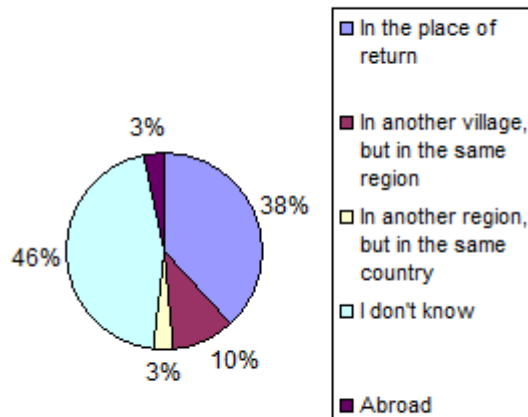


Chart 54. Where will you live in 5 years?



IV. RECOMMENDATIONS

Based on the analysis of 30 completed questionnaires and the accumulated experience of both IOM Budapest and IOM Prishtina, the following 4 main recommendations can be made with a view to provide more effective reintegration assistance that is able to facilitate sustainable return.

Recommendation 1: To provide more frequent and more effective individual counselling on return and reintegration

A significant part of beneficiaries shares the view that both pre-departure and post-arrival counselling on return and reintegration should be more personalized, containing special and accurate information. Better counselling can reduce the amount of time to finalize the reintegration plan and to get final approval from IOM Budapest.

We can see from the statistical data, that the majority of applicants have significant amounts of experience and would like to restart an already existing business. This points towards the need to offer specialized business counselling and skills development opportunities for those migrants who already have business experience we can build on.

Recommendation 2: To speed up the evaluation phase of applications for reintegration assistance

Respondents of the questionnaire often recommended making the application process simpler and the evaluation process faster. This can be done by devoting more resources to the preparatory phase of return and by improving the capacity of project staff in Hungary and in Kosovo.

Recommendation 3: To increase the amount of reintegration grant

While the reintegration grant helped the migrants to establish their business and to take steps towards financial independence, the responses suggest that grant offered by the programme was not sufficient by itself and therefore clients were forced to rely on the continued financial assistance of their family members.

Increasing the amount of the reintegration grant would allow the beneficiaries to set up businesses which can become more independent within a shorter timeframe. This in turn would reduce the financial burden on friends and family and the benefits of assistance would be felt more rapidly by the clients and their environment.

This recommendation is also supported by the feedback received from the beneficiaries.

Recommendation 4: To make the reintegration grant available for a longer timeframe

IOM also perceives the limits of the project-based funding very significant when shorter implementation period (e.g. 12 months) is assigned to a reintegration project. Unfortunately, the time constraints often result in the non-selection of otherwise promising reintegration proposals. Consequently, the more limited the remaining implementation period is, the less role is given to the income-generating potential of an application when making selection for funding. It is therefore recommended to offer multi-year reintegration programmes where fewer applications have to be rejected due to administrative reasons. Moreover, longer project period and follow-up with reintegration activities would allow the introduction of a second round of applications for complementary reintegration grants. This support shall be available to beneficiaries with the most successful income-generating activities with a view to enhance sustainable return. Whether a returnee is eligible to apply for complementary reintegration support will be assessed during the personal monitoring visit to be carried out by IOM Prishtina.

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ANNEX I: SAMPLE MONITORING AND EVALUATION QUESTIONNAIRE

Complex Reintegration Assistance for Assisted Voluntary Returnees to Kosovo

EVA/2013/112; RT.0906

Monitoring and Evaluation Questionnaire for Beneficiaries

This project is co-financed by the European Return Fund 2013

The aim of the project titled "Complex Reintegration Assistance for Assisted Voluntary Returnees to Kosovo" is to help assisted voluntary returnees by providing reintegration support for selected applicants who return to Kosovo with the help of IOM Budapest.

The aim of the monitoring and evaluation questionnaire is to gather information about the beneficiaries as well as about the entire process and the impact of the reintegration assistance. An additional aim is to collect feedback from the beneficiaries, based on which the effectiveness of the reintegration assistance can be improved.

Disclaimer

Please be assured that all information provided in this questionnaire is completely confidential and no personal reference will be made. Your participation in the present research exercise, or refusal thereof, will have no effect on your return/reintegration whatsoever.



INTERVIEW DETAILS	
Name of interviewee (LAST NAME, First Name)	
Profight number	
Date of return (Day/Month/Year)	
Other interviewees	<input type="checkbox"/> No <input type="checkbox"/> Yes (please specify):
Name of interviewer	
Date of interview (Day/Month/Year)	
Method of interview	<input type="checkbox"/> Visit <input type="checkbox"/> Phone <input type="checkbox"/> Other (please specify):

CONSENT FORM

**Monitoring and Evaluation Questionnaire for Beneficiaries
"Complex Reintegration Assistance for Assisted Voluntary Returnees to Kosovo"
EVA/2013/112; RT.0906**

I, _____ hereby declare that I understand that:

- 1.) The aim of the current project titled "Complex Reintegration Assistance for Assisted Voluntary Returnees to Kosovo" is to help assisted voluntary returnees by providing reintegration support for selected applicants who return to Kosovo with the help of IOM Budapest.
- 2.) The aim of the present Monitoring and Evaluation Questionnaire is to gather information about the beneficiaries as well as about the entire process and the impact of the reintegration assistance. An additional aim is to collect feedback from the beneficiaries, based on which the effectiveness of the reintegration assistance can be improved.
- 3.) During the interview respondents will be asked about their personal migration experience and also about the process of their return and reintegration in Kosovo.
- 4.) The same questionnaire will be used to collect the same information from 30 individuals who returned from Hungary to Kosovo with the assistance of IOM Budapest.
- 5.) Participation in the present research exercise, or refusal thereof, will have no effect on your return/reintegration whatsoever.
- 6.) Respondents may choose not to answer any one or more of the questions asked at any time.
- 7.) During the interview, IOM staff may take photos in order to document the process.

I authorize and give my consent to IOM

I do not authorize and do not give my consent to IOM

~~to~~ use any footage and any photographs taken during the process of completing this questionnaire.

The photographs may be used in information materials and other publications produced by IOM and its project partners. IOM will not use the respondents' name.

I hereby certify that all the information provided in this questionnaire is correct to the best of my knowledge.

I agree to take part in completing this questionnaire

Name (printed) _____

Signature _____

Date _____

IOM staff name (printed) _____

Signature _____

IOM Mission _____

Date _____

SECTION 1 - PERSONAL INFORMATION	
1. Type of return	<input type="checkbox"/> Individual <input type="checkbox"/> Minor <input type="checkbox"/> Couple <input type="checkbox"/> Family with two parents (<input type="checkbox"/> returnees) <input type="checkbox"/> Family with one parent (<input type="checkbox"/> returnees) <input type="checkbox"/> Other (<input type="checkbox"/> returnees) (please specify):
2. Address	
3. Town	
4. Postal Code	
5. E-mail Address	
6. Phone	
7. Date of Birth (Day/Month/Year)	
8. Place of Birth	
9. Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
10. Level of Formal Education: Please check highest	<input type="checkbox"/> No formal education <input type="checkbox"/> Up to elementary school/primary school <input type="checkbox"/> Up to secondary school/high school <input type="checkbox"/> Undergraduate degree/Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> Other (please specify):
11. Marital Status:	<input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed <input type="checkbox"/> Other (please specify):
12. Number of dependents	<input type="checkbox"/> None <input type="checkbox"/> 1-2 <input type="checkbox"/> 3-4 <input type="checkbox"/> More than 4 (please indicate how many):
13. Who are the dependents?	<input type="checkbox"/> Children (minors) <input type="checkbox"/> Elderly parents or grandparents <input type="checkbox"/> Siblings <input type="checkbox"/> Other dependant relatives <input type="checkbox"/> Spouse <input type="checkbox"/> Former spouse



SECTION 2 – MIGRATION HISTORY AND THE DECISION TO RETURN	
1. Why did you decide to migrate? Please check all that apply	<input type="checkbox"/> Family reasons <input type="checkbox"/> Political problems in Kosovo <input type="checkbox"/> Discrimination in Kosovo <input type="checkbox"/> Lack of economic opportunities in Kosovo <input type="checkbox"/> Lack of access to social services in Kosovo <input type="checkbox"/> Lack of access to health services in Kosovo <input type="checkbox"/> Better economic perspectives outside Kosovo <input type="checkbox"/> Better study opportunities outside Kosovo <input type="checkbox"/> Family outside Kosovo <input type="checkbox"/> Other (please specify):
2. How many times did you leave Kosovo in the past 10 years, for reasons other than tourism?	Please indicate number:
3. When did you leave Kosovo before the IOM-assisted	

return?	
4. Which country was your intended destination?	
5. How did you support yourself? Please check all that apply	<input type="checkbox"/> Own savings <input type="checkbox"/> Family savings <input type="checkbox"/> Loan <input type="checkbox"/> Other (please specify):
6. How did you hear about Assisted Voluntary Return and Reintegration? Please check all that apply	<input type="checkbox"/> Other migrants <input type="checkbox"/> Reception Center staff <input type="checkbox"/> Detention Center staff (Police or guards) <input type="checkbox"/> Social workers, NGO workers <input type="checkbox"/> State Authorities <input type="checkbox"/> Family <input type="checkbox"/> Friends, members of the community <input type="checkbox"/> IOM websites <input type="checkbox"/> IOM info materials (brochures, posters) <input type="checkbox"/> IOM multi-lingual phone line <input type="checkbox"/> IOM colleague's personal visit <input type="checkbox"/> I don't know <input type="checkbox"/> Other (please specify):
7. Why did you decide to return to Kosovo? Please check all that apply	<input type="checkbox"/> Negative decision regarding your asylum request <input type="checkbox"/> Being detained in Hungary <input type="checkbox"/> Political situation in Hungary <input type="checkbox"/> Legal situation in Hungary <input type="checkbox"/> Legal difficulties with onward migration <input type="checkbox"/> Economic difficulties with onward migration <input type="checkbox"/> Lack of jobs / economic perspectives in Hungary <input type="checkbox"/> Lack of access to social services in Hungary <input type="checkbox"/> Lack of access to health services <input type="checkbox"/> Lack of security in Hungary <input type="checkbox"/> Discrimination in Hungary <input type="checkbox"/> Family reasons, change in family circumstances <input type="checkbox"/> Retirement <input type="checkbox"/> Nostalgia, home sickness <input type="checkbox"/> Improved living conditions in Kosovo <input type="checkbox"/> Political changes in Kosovo <input type="checkbox"/> Job opportunity in Kosovo <input type="checkbox"/> Possibility to benefit from reintegration assistance <input type="checkbox"/> Other (please specify):
8. Did you talk to anyone to help with your decision? Please check all that apply	<input type="checkbox"/> Yes <ul style="list-style-type: none"> <input type="checkbox"/> Other migrants <input type="checkbox"/> Reception Center staff <input type="checkbox"/> Detention Center staff <input type="checkbox"/> Social workers, NGO workers <input type="checkbox"/> Family <input type="checkbox"/> Friends, members of the community <input type="checkbox"/> IOM - please specify: <input type="checkbox"/> phone <input type="checkbox"/> personal <input type="checkbox"/> Other (please specify): <input type="checkbox"/> No
9. Are you satisfied with the return counseling you received from service providers?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know <input type="checkbox"/> I did not receive return counseling
10. When you decided to return, did you intend to stay at home after return?	<input type="checkbox"/> permanently <input type="checkbox"/> temporarily <input type="checkbox"/> I did not know

SECTION 3 – RETURN	
1. Where did you stay right before returning to Kosovo?	<input type="checkbox"/> Reception Center <input type="checkbox"/> Detention Center <input type="checkbox"/> Rented apartment <input type="checkbox"/> With family members and relatives <input type="checkbox"/> With friends <input type="checkbox"/> Other (please specify):
2. Was it difficult to complete the application form for the return?	<input type="checkbox"/> Difficult <input type="checkbox"/> Not difficult <input type="checkbox"/> I don't know
3. If it was difficult, please explain why.	
4. How did you submit your application form?	<input type="checkbox"/> Directly to IOM Budapest <input type="checkbox"/> Through the staff of the detention center/reception center <input type="checkbox"/> Through the social workers of the detention center/reception center <input type="checkbox"/> Through an NGO <input type="checkbox"/> Through State Authorities
5. How long did you have to wait for your return after submitting your application form to return?	<input type="checkbox"/> Less than 4 weeks <input type="checkbox"/> 4-6 weeks <input type="checkbox"/> 7-9 weeks <input type="checkbox"/> More (please indicate number of weeks: <input style="width: 20px;" type="text"/>)
6. When were you informed about the date of your return?	<input type="checkbox"/> not informed in advance <input type="checkbox"/> 1 day in advance <input type="checkbox"/> 2-6 days in advance <input type="checkbox"/> 1-2 weeks in advance <input type="checkbox"/> 3-4 weeks in advance <input type="checkbox"/> More (please specify):
7. How were you informed about the date of your return?	<input type="checkbox"/> By the Hungarian state authorities <input type="checkbox"/> By the social workers in the facility <input type="checkbox"/> By IOM staff in person <input type="checkbox"/> By IOM staff through the multi-lingual, toll free phone line <input type="checkbox"/> Other (please specify):
8. Are you satisfied with the information you received about the details of your return?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know
9. If not, what type of information was missing?	
10. What suggestions would you have in order to improve return counseling?	<input type="checkbox"/> Providing more frequent individual counseling on return <input type="checkbox"/> Providing regular presentations or group counseling on return <input type="checkbox"/> Providing the opportunity to talk to former beneficiaries of IOM's return programmes <input type="checkbox"/> Providing the opportunity to talk to IOM Kosovo staff before return <input type="checkbox"/> Other (please specify):
11. What type of assistance did you receive from IOM during your return?	<input type="checkbox"/> Departure assistance <ul style="list-style-type: none"> <input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know <input type="checkbox"/> Transit assistance <ul style="list-style-type: none"> <input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know <input type="checkbox"/> Arrival assistance <ul style="list-style-type: none"> <input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know

	<input type="checkbox"/> Onward transportation <input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know <input type="checkbox"/> Escort <input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know <input type="checkbox"/> Medical escort <input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know <input type="checkbox"/> None <input type="checkbox"/> I don't know
12. How did you use the EUR100 stipend? Please check all that apply	<input type="checkbox"/> Food <input type="checkbox"/> Transportation <input type="checkbox"/> Telecommunication (cell phone, payphone, internet use) <input type="checkbox"/> Temporary accommodation <input type="checkbox"/> Clothes <input type="checkbox"/> Medicine <input type="checkbox"/> Other (please specify):
13. Where did you live after your return?	<input type="checkbox"/> Own house or apartment <input type="checkbox"/> Rented house or apartment <input type="checkbox"/> Temporary accommodation (motel, hotel, etc) <input type="checkbox"/> Homeless shelter <input type="checkbox"/> with family members <input type="checkbox"/> with friends <input type="checkbox"/> Other (please specify):
14. How did you support yourself in the first month after the return?	<input type="checkbox"/> Personal savings <input type="checkbox"/> Income from a job <input type="checkbox"/> Assistance from relatives <input type="checkbox"/> Assistance from friends <input type="checkbox"/> State benefits <input type="checkbox"/> Financial support from other reintegration programmes <input type="checkbox"/> Other (please specify):
15. Overall, are you satisfied with the return process?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know
16. What suggestions would you have in order to improve the assistance provided to returnees?	

SECTION 4 – REINTEGRATION COUNSELLING AND REINTEGRATION ASSISTANCE	
1. Did you receive reintegration counseling in Hungary?	<input type="checkbox"/> Yes <input type="checkbox"/> from IOM staff personally <input type="checkbox"/> from IOM staff through the phone <input type="checkbox"/> from social workers <input type="checkbox"/> from Hungarian state authorities <input type="checkbox"/> Other (please specify): <input type="checkbox"/> No
2. Did you receive reintegration counseling in Kosovo?	<input type="checkbox"/> Yes <input type="checkbox"/> from IOM staff personally <input type="checkbox"/> from IOM staff through the phone <input type="checkbox"/> from social workers <input type="checkbox"/> from local authorities <input type="checkbox"/> Other (please specify): <input type="checkbox"/> No
3. Are you satisfied	<input type="checkbox"/> Satisfied

with the reintegration counseling?	<input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know
4. If you are not satisfied, please explain why	
5. Where did you submit your reintegration plan?	<input type="checkbox"/> in Hungary, before return <input type="checkbox"/> in Kosovo, after return
6. After return, how long did it take before you contacted IOM in Kosovo?	<input type="checkbox"/> Less than 1 week <input type="checkbox"/> 1-4 weeks <input type="checkbox"/> 5-8 weeks <input type="checkbox"/> More than 8 weeks (please indicate why)
7. Did you get any questions or comments from IOM Budapest or IOM Kosovo?	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Do you think those questions helped you improve your reintegration plan?	<input type="checkbox"/> Yes, the questions and comments helped a lot <input type="checkbox"/> No, the questions and comments were unhelpful <input type="checkbox"/> I don't know
9. After submitting your reintegration plan to IOM, how long did it take to get a decision?	<input type="checkbox"/> Less than 4 weeks <input type="checkbox"/> 4-8 weeks <input type="checkbox"/> More than 8 weeks
10. After your reintegration plan was approved, how long did it take to receive the reintegration grant? (EUR3000)	<input type="checkbox"/> Less than 4 weeks <input type="checkbox"/> 4-8 weeks <input type="checkbox"/> More than 8 weeks
11. Did you have any problems with the delivery of the reintegration assistance? Please check all that apply	<input type="checkbox"/> No problem <input type="checkbox"/> Local bureaucracy <input type="checkbox"/> Corruption <input type="checkbox"/> Necessary goods, services, training courses not available in Kosovo <input type="checkbox"/> Problems with supplier, partner, delivery of goods or services <input type="checkbox"/> Problems with my employer/company <input type="checkbox"/> Difficulties in providing the documents required by IOM <input type="checkbox"/> Security problems <input type="checkbox"/> Awaiting approval by IOM Budapest <input type="checkbox"/> Awaiting assistance by IOM Kosovo <input type="checkbox"/> Other (please specify):
12. Are you satisfied with the reintegration assistance provided by IOM Kosovo?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know
13. If not satisfied, please explain why	
14. What suggestions would you have in order to improve reintegration assistance? Please check the 3 most relevant	<input type="checkbox"/> Increasing the speed of the evaluation process in IOM Budapest <input type="checkbox"/> Increasing the speed of the evaluation process in IOM Kosovo <input type="checkbox"/> Receiving more accurate comments/questions from IOM Budapest regarding the business plan/education plan <input type="checkbox"/> Receiving more accurate comments/questions from IOM Kosovo regarding the business plan/education plan <input type="checkbox"/> Making the assistance more simple <input type="checkbox"/> Making the assistance more flexible <input type="checkbox"/> Simplifying the application forms <input type="checkbox"/> Providing better reintegration counseling than what is currently available in Hungary <input type="checkbox"/> Providing better reintegration counseling than what is currently available in Kosovo

	<input type="checkbox"/> Organizing business management trainings in Hungary <input type="checkbox"/> Organizing business management trainings in Kosovo <input type="checkbox"/> Offering job placement assistance <input type="checkbox"/> Offering job search assistance <input type="checkbox"/> Facilitating micro-credit schemes <input type="checkbox"/> Increasing the maximum amount of reintegration grant per person (Please indicate the amount (EUR: <input type="text"/>) <input type="checkbox"/> Broadening the circle of potential beneficiaries of reintegration to include immediate family members <input type="checkbox"/> Other, please specify:
15. Did you use the needs-based support (max. EUR 500)?	<input type="checkbox"/> No → please give reasons below (check all that apply) why you didn't, then <u>go directly to question 21</u> – <input type="checkbox"/> I was unaware of this support <input type="checkbox"/> I didn't understand how this support works <input type="checkbox"/> I didn't have any immediate and pressing needs <input type="checkbox"/> The available fund was not enough to mitigate my problems <input type="checkbox"/> I found spending the money on my reintegration activity more useful <input type="checkbox"/> Other, please specify: <input type="checkbox"/> Yes Please specify the amount you spent on this component: EUR
16. How did you spend the needs-based fund? Please check all that apply	<input type="checkbox"/> Child care <input type="checkbox"/> Medical care <input type="checkbox"/> Costs of administrative procedures (e.g. issuance of ID) <input type="checkbox"/> Transportation <input type="checkbox"/> Accommodation <input type="checkbox"/> Other – please specify:
17. Please describe how the support helped you to mitigate your immediate and pressing needs?	<i>bought basic appliances for apartment to ease the home chores</i>
18. Where did you decide to apply for the needs-based support?	<input type="checkbox"/> in Hungary, before return <input type="checkbox"/> in Kosovo, after return
19. What suggestion do you have to improve the needs-based support?	-
20. Are you satisfied with the needs-based support?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know
21. What kind of reintegration activity did you choose?	<input type="checkbox"/> Business (please fill out Section 5) <input type="checkbox"/> Education/vocational training (please fill out Section 6) <input type="checkbox"/> Salary subsidy (please fill out Section 7)

SECTION 5 – REINTEGRATION ACTIVITY – BUSINESS PLAN	
1. For what type of business did you use the reintegration grant?	
2. Did your business exist before?	<input type="checkbox"/> New business <input type="checkbox"/> Existing business <input type="checkbox"/> Restarting
3. Did you have any previous experience in this field?	<input type="checkbox"/> No <input type="checkbox"/> Yes, please indicate how many years

4. Did you start your business independently or in partnership?	<input type="checkbox"/> Independent business <input type="checkbox"/> Family business <input type="checkbox"/> Partnership
5. If applicable, please give a brief assessment of the cooperation between you and your business partner(s).	
6. At what stage is your business?	<input type="checkbox"/> Still planning and setting up the business <input type="checkbox"/> Business is operational, but does not provide income yet <input type="checkbox"/> Business is operational, and already provides income <input type="checkbox"/> Business is closed
7. How did your business develop since the beginning?	<input type="checkbox"/> Income is stable <input type="checkbox"/> Income is increasing <input type="checkbox"/> Income is decreasing
8. If your business is suffering or closed, what are the main reasons?	
9. How many employees work in the business not including yourself?	Please indicate number of employees:
10. Did you use additional funds to start the business? Please check all that apply	<input type="checkbox"/> No additional funds were used <input type="checkbox"/> Personal savings <input type="checkbox"/> Income from another job <input type="checkbox"/> Family savings <input type="checkbox"/> Assistance from friends <input type="checkbox"/> Assistance from business partner(s) <input type="checkbox"/> Remittances from abroad <input type="checkbox"/> Bank loan, micro-credit <input type="checkbox"/> Other (please specify):
11. Does your business generate enough income for you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please go to Section 8	



SECTION 6 – REINTEGRATION ACTIVITY – EDUCATION PLAN	
1. For what type of education or training did you use the reintegration grant?	<input type="checkbox"/> General education – elementary school/primary school <input type="checkbox"/> General education – secondary school/high school <input type="checkbox"/> Higher education – Bachelor's Degree <input type="checkbox"/> Higher education – Master's Degree <input type="checkbox"/> Higher education – other (please specify): <input type="checkbox"/> Language training (please indicate language): <input type="checkbox"/> Vocational training (please specify vocation): <input type="checkbox"/> Computer skills training <input type="checkbox"/> Apprenticeship (please specify vocation): <input type="checkbox"/> Other (please specify):
2. Please indicate the title of the training (if applicable.)	

3. At what stage is your education plan now?	<input type="checkbox"/> Looking for a training institution <input type="checkbox"/> Looking for a training course <input type="checkbox"/> Enrolled in a course which has not started yet <input type="checkbox"/> Training/education in progress <input type="checkbox"/> Training/education not completed, because <ul style="list-style-type: none"> <input type="checkbox"/> problems with the training institution/school <input type="checkbox"/> quality of teaching insufficient <input type="checkbox"/> content of the training was too low <input type="checkbox"/> problems with teachers/trainers <input type="checkbox"/> found employment in the meantime <input type="checkbox"/> moved away <input type="checkbox"/> other (please specify): <input type="checkbox"/> Training/education completed.
4. Did you have any experience in the same field before?	<input type="checkbox"/> Yes (please specify): <input type="checkbox"/> No
5. Why did you select this training?	<input type="checkbox"/> To find a job <input type="checkbox"/> To start a small business <input type="checkbox"/> To further my education <input type="checkbox"/> Other (please specify):
6. How long is the training?	<input type="checkbox"/> Under 1 month <input type="checkbox"/> 1-3 months <input type="checkbox"/> 4-6 months <input type="checkbox"/> 7-12 months <input type="checkbox"/> More (please indicate length)
7. Did you have problems with using the education grant? Please check all that apply	<input type="checkbox"/> No problems <input type="checkbox"/> Finding an appropriate training institution <input type="checkbox"/> Finding an appropriate training course <input type="checkbox"/> Grant was insufficient to cover the costs of the training course <input type="checkbox"/> Income or savings insufficient to cover the costs of living during the training course <input type="checkbox"/> Difficulties in providing the documents required by IOM <input type="checkbox"/> Difficulties in finding child care opportunities during the training <input type="checkbox"/> Other (please specify):
8. Did you use additional funds to cover the costs of the training? Please check all that apply	<input type="checkbox"/> No additional funds were used <input type="checkbox"/> Personal savings <input type="checkbox"/> Income from a job <input type="checkbox"/> Family savings <input type="checkbox"/> Assistance from friends <input type="checkbox"/> Remittances from abroad <input type="checkbox"/> Student loan, micro-credit <input type="checkbox"/> Other (please specify):
9. Did the training directly help you to generate income? Please check the most relevant	<input type="checkbox"/> No <input type="checkbox"/> Helped with finding a job <input type="checkbox"/> Helped with entering a family business <input type="checkbox"/> Helped with entering a business partnership <input type="checkbox"/> Helped with starting a new business <input type="checkbox"/> Other (please specify):
10. If the training was completed, are you currently employed?	<input type="checkbox"/> Yes (please specify): <input type="checkbox"/> No
11. Do you intend to continue education beyond the training financed from the reintegration grant?	<input type="checkbox"/> Yes (please specify): <input type="checkbox"/> No
Please go to Section 8	

SECTION 7 – REINTEGRATION ACTIVITY – SALARY SUBSIDY	
1. What is the sector of your company?	<input type="checkbox"/> Services (trade, banks, transport, education, culture, health, IT) <input type="checkbox"/> Production of goods (industry, construction) <input type="checkbox"/> Agriculture, forestry, mining, fishery <input type="checkbox"/> Other, please specify: Please add the specific area:
2. What is your position?	
3. Did you have any previous experience in this field?	<input type="checkbox"/> No <input type="checkbox"/> Yes, please indicate how many years:
4. How long is your employment as per the employment contract?	
5. Please indicate the type of employment	<input type="checkbox"/> Full time <input type="checkbox"/> Part-time <input type="checkbox"/> Other, please specify:
6. Please specify the amount of your salary	
7. What percentage of your salary is subsidized by IOM? %
8. What is the expected length of your salary subsidy? months
9. What do you expect to happen when the salary subsidy is over?	<input type="checkbox"/> My salary will be reduced with the amount of the subsidy <input type="checkbox"/> My salary will be reduced with less than the amount of the subsidy <input type="checkbox"/> My salary will stay the same <input type="checkbox"/> My salary will increase <input type="checkbox"/> I will lose my job <input type="checkbox"/> I will quit my job <input type="checkbox"/> Other, please specify:
Please go to Section 8	

SECTION 8 – SUSTAINABILITY	
1. Do you still live at the place of return?	<input type="checkbox"/> Yes <input type="checkbox"/> In another village, but in the same region <input type="checkbox"/> In another region, but in the same country <input type="checkbox"/> Abroad (please specify):
2. Are you satisfied with the reintegration activity you chose?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know
3. If you are not satisfied, please indicate why	
4. Do you think the reintegration grant helped in your reintegration?	<input type="checkbox"/> Yes, it was useful <input type="checkbox"/> It was not useful <input type="checkbox"/> I don't know

<p>5. What were the biggest difficulties during your reintegration?</p> <p>Please check all that apply</p>	<input type="checkbox"/> Political instability <input type="checkbox"/> Security issues <input type="checkbox"/> Accommodation <input type="checkbox"/> Child care <input type="checkbox"/> Finding employment <input type="checkbox"/> Starting a business <input type="checkbox"/> Low incomes <input type="checkbox"/> Family problems <input type="checkbox"/> Health problems <input type="checkbox"/> Problems within the local community <input type="checkbox"/> Other (please specify):
<p>6. Are you financially independent now?</p> <p>Please check all that apply</p>	<input type="checkbox"/> Yes, please indicate own sources of income <ul style="list-style-type: none"> <input type="checkbox"/> Small business started with the support of IOM <input type="checkbox"/> Another small business <input type="checkbox"/> Employment with the salary subsidy of IOM <input type="checkbox"/> Other employment <input type="checkbox"/> Personal savings <input type="checkbox"/> Other (please specify): <input type="checkbox"/> No, still using external sources of income <ul style="list-style-type: none"> <input type="checkbox"/> Family savings <input type="checkbox"/> Assistance from friends <input type="checkbox"/> Remittances from abroad <input type="checkbox"/> Loan, micro-credit <input type="checkbox"/> State benefits <input type="checkbox"/> Other (please specify):
<p>7. Where do you live now?</p>	<input type="checkbox"/> Own house or apartment <input type="checkbox"/> Rented house or apartment <input type="checkbox"/> Temporary accommodation (motel, hotel, etc) <input type="checkbox"/> Homeless shelter <input type="checkbox"/> With family members <input type="checkbox"/> With friends <input type="checkbox"/> Other (please specify):
<p>8. How do you think the reintegration assistance is seen by your community?</p>	<input type="checkbox"/> Positively <input type="checkbox"/> Negatively <input type="checkbox"/> Neutral <input type="checkbox"/> I don't know
<p>9. Please specify:</p>	
<p>10. Apart from the IOM assistance, did you receive any other kind of support?</p>	<input type="checkbox"/> Yes <ul style="list-style-type: none"> <input type="checkbox"/> Local authorities <input type="checkbox"/> Central/governmental authorities <input type="checkbox"/> NGOs <input type="checkbox"/> Other (please specify): <input type="checkbox"/> No
<p>11. If yes, please specify:</p>	
<p>12. Have your problems – which motivated you to leave Kosovo – been solved or mitigated?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> To some extent <input type="checkbox"/> No Please comment:
<p>13. Where will you live in 1 year?</p>	<input type="checkbox"/> In the place of return <input type="checkbox"/> In another village or settlement, but in the same region <input type="checkbox"/> In another region, but in the same country <input type="checkbox"/> Abroad (please specify, if possible):
<p>14. Where will you</p>	<input type="checkbox"/> In the place of return

live in 5 years?	<input type="checkbox"/> In another village or settlement, but in the same region <input type="checkbox"/> In another region, but in the same country <input type="checkbox"/> Abroad (please specify, if possible):
15. What are your plans regarding your current business or employment? Please check all that apply.	<input type="checkbox"/> Maintain and develop the business/employment <input type="checkbox"/> Start another, additional business activity <input type="checkbox"/> Close the current business and start a new one <input type="checkbox"/> Close the current business and find employment <input type="checkbox"/> Quit the current job and find another employment <input type="checkbox"/> Quit the current job and start a business <input type="checkbox"/> Other (please specify):
16. What are your plans regarding your training or education? Please check all that apply.	<input type="checkbox"/> Continue the same training <input type="checkbox"/> Continue my education in the same field <input type="checkbox"/> Start an additional training course in a different field <input type="checkbox"/> Abandon current line of training/education and start a new one <input type="checkbox"/> Abandon current line of training/education <input type="checkbox"/> Find employment using the training/education <input type="checkbox"/> Find employment in a field other than my training/education <input type="checkbox"/> Other (please specify):
17. What are your plans in general? Please check all that apply	<input type="checkbox"/> Finding employment/better employment <input type="checkbox"/> Expanding the business <input type="checkbox"/> Opening new business <input type="checkbox"/> Finding a new house <input type="checkbox"/> Moving abroad <input type="checkbox"/> Moving within the country <input type="checkbox"/> Find better child care for children <input type="checkbox"/> Find care for other relatives <input type="checkbox"/> Continue education <input type="checkbox"/> Other (please specify):
18. Do you think you are in a better situation than before leaving Kosovo?	<input type="checkbox"/> Yes (please specify): <input type="checkbox"/> No (please specify): <input type="checkbox"/> I don't know
19. How do you feel now about your decision to return to Kosovo?	<input type="checkbox"/> Satisfied <input type="checkbox"/> Not satisfied <input type="checkbox"/> I don't know

Thank you note

Please let us emphasize that your responses are very valuable to us. Your feedback will be used to improve the level of services we offer to migrants.

IOM, Budapest and IOM Kosovo staff would like to thank you very much for your insight and for your time.