



KEMI-TORNIO UNIVERSITY OF APPLIED SCIENCES

HEALTH CARE AND SOCIAL SERVICES

**IMPROVING INTEGRATION WORK WITH
IMMIGRANTS IN KEMI-FINLAND**

Thesis

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Bachelor thesis in degree program of Social Services

Community work and Social protection

Bachelor of Social Services 2011

ABSTRACT

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Thesis Title: IMPROVING INTEGRATION WORK WITH IMMIGRANTS
KEMI-FINLAND

Pages (+appendixes) 80 (+2)

Thesis Descriptions: This paper investigates the standards of Kemi municipality - Finland immigrant's integration programs and how these programs will improve immigrant's community participation.

Theoretical summary: The issue of migration is pressing nowadays because of globalization, constant political unrest, and natural deserters in many nations, these have intensified the fleeing of affected countries citizen to seek for refuge in EU member states. The host states have developed and used concepts such as Integration, Acculturation Assimilation and Exclusion to promote migrants community participation. Therefore, Kemi as one of the migrants host cities require to improved immigrant's integration programs in order to provide productive integration programs that stimulates residents' immigrant's best potentials for the purpose of community development.

Methodology: This paper was delivered in a qualitative research method, data were collected from books, article and internet sources, including my analytic observations, experience and interactions with immigrants in Kemi-Tornio area of Finland. Interviews were conducted with staffs' relevant institutions on a one on one seated conditions discussing the research questions.

Main Results: The results proved that Kemi city made provisions of lots of immigrant's integration programs but most of the programs were handicapped by legislations, bureaucracies and routines over years. These made most of the programs deemed obsolete and less resourceful to meet the current trend of immigrant's influx in the community, it also reflected the issues of inadequate financing, lack of human and materials resources and regular updates.

Conclusion: Immigrant's integration is possible even with the least of resources but programs require the effort facilitators and mentors to foster flexible relationship between clients and the authorities.

Key words: Integration, immigrants, programs, community

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DEDICATION

In the fulfillment of my heartfelt desire, firstly, I dedicate this piece of work to God almighty, whom i strongly believe had lead me through the period of my studies in Finland.

Secondly, I also dedicate the piece of work to my family and friends in Nigeria whom I have missed for all these years. Most especially my dear mother Mrs. A. Unanka who has been an instrument of inspiration and encouragement through-out the duration of my studies, also in memory of my late brother M. Unanka who died recently after a brief illness in Nigeria while I am far away here in pursuance of my academic success.

ACKNOWLEDGMENT

Firstly, I would like to thank Kemi-Tornio University of Applied Sciences for the opportunity to study social services in English language. I would also like to express my sincere appreciations to Mr Matti Juoperi, Pekka Vippola, Pekka & Laina Aläjärvi and Janne & Ria Kehusma for their kind unconditional support and friendly gesture rendered to me during the course of my studies. I must not forget to extend gratitude to Pastor Augustus Edet, Matti & Leena Aha, and Hanna Ahokas. “You all have been to me like a candle-light that appeared in the moment of darkness”.

I appreciate all the encouragements, psychological energy and tuitions given to me by Vinkki Kaisu, Kursula Eliisa, Peitilainen Rauno (supervisor), Seppälä Leena (supervisor) and Jokela Laura. Not leaving out Lamberg Merja, Sipila Maria and Ikäläinen Jukka. I cannot mention all the names but I say to all that appreciate your kind and warming gestures.

Much gratitude goes to my Interviewees; staffs of the refugee department (Pakolaistyö) Kemi social office, Silmu Project and the independent Experienced Social worker to whom irrespective of their tight schedules, offered me their quality time, information and trust in addition to the warming receptions during all interview sections.

My sincere greeting goes to all my colleagues in Bachelor of Social Service (Bss2) - Kemi-Tornio University of Applied Sciences, (from start to finish). I believe these years of challenges and counter challenges would be meaningless without your wonderful contributions, worthy participations and constructive arguments in addition to quality comments and feedbacks.

You are all wonderful people and I say "Bravo" to you all!

1. INTRODUCTION

I arrived in Kemi Finland during the autumn season on the 22nd day of September 2008 to be precise. It was on a Monday morning, upon my arrival by train at 6.00am I was the only person that remained in the Kemi train station (JUNA ASEMA) others who arrived same time moved on to their destinations somewhere or were picked up by friends or relatives by car and some walked through pedestrian tracks home, to work or to other functions they have for the day. Actually, I missed my flight from Helsinki to Kemi, which made me settle for the train a journey which took the whole night. I arrived in Kemi the following morning, the student union personnel who was supposed to pick me from the airport waited all night but I did not appear. She waited that much because I did not have any means to contact her from the airport in Helsinki and inform her about the change to my arrival schedule.

At that time it was about +10 degree (autumn season), it was quite cold outside and I was freezing and shaking because the coldest weather I have experienced in my country was +20 degree which to us (in Nigeria) should be like the coldest weather and this makes people rush to put on some warm clothes. In fact outside is a no go area when the weather gets to that point, everyone stays indoors, the old people are rushed to hospitals due to the weather condition but businessmen, businesswomen and office workers struggles to go out to in order make a living while office worker do same too. This is VERY COLD! I soliloquized, putting on what I believe is a warm winter jacket I bought from Nigeria, Well I concluded saying "this is a complete change".

After about half an hour waiting, a young girl came and went straight to the auto machine to buy a train ticket, in my thoughts she wanted to collect money from the machine but I noticed what came out from the machine was a ticket. I walked up to her and asked if I could make use of her mobile phone to make a phone call after explaining my situation to her. Although she spoke and understood quite little English but she understood what I meant and she was pleased to help by giving me her mobile number.

What a relief it was when I was finally picked up, time was about 7.00am, but then the offices and shops were yet open for daily services so we took the opportunity to drive around Kemi city whose route was completed within 15mins and I saw not more than ten cars and few people walking so fast with their hands in their pockets on the streets.

The funniest thing of the morning was when we were stopped by the traffic lights, and we were on a queue with two other cars in front, she (who picked me from the train station) screamed "what traffic, this Monday morning!" I looked at her and soliloquized again "traffic! For only two cars wey dey queue-haba!" (Pidgin English) meaning that, it was surprising to me for two cars on a traffic queue could be tagged as a traffic jam.

My trip started from Lagos (Center of Excellence) one of the smallest states among the 36 states of Nigeria, it is also the center of commercial activities and the most commercial city in Nigeria. Although Lagos state is the smallest state in Nigeria located in the south-west of the Nation, with an area of 356,861 hectares with 75,755 hectares being wetlands, it however has the highest population, which is over five per cent of the national estimate.

The state has a population of about 17 million out of a national estimate of about 150 million people in Nigeria. The UN estimates that at its present growth rate, Lagos state will be the third largest mega city in the world by the year 2015 after Tokyo in Japan and Bombay in India, in population rate. Metropolitan Lagos has an area covering 37% of the land area of Lagos State and is home to over 85% of the State population.

The rate of population growth is about 600,000 per annum with a population density of about 4,193 persons per sq. km. In the built-up areas of Metropolitan Lagos, the average density is over 20,000 persons per square km (Lagos State Government 2009).

As early as 5.00 am in Lagos, inhabitants are already out of their homes to their respective daily activities, cars are queued up in long traffic jam, (traffic might be caused by an impatient driver who must have crashed into another car or bus, could also be caused by pot holes on the road, police check points or fighting which is also known as "Katakata" don bost).

People are rushing, pushing one another in a struggle to join the small buses (Danfo) or big buses (Moolue). Civil servants and cooperate office workers (the white collar job men

and women) as they are called are selecting the decent buses to avoid stain on their clothes, while the business men and women jumps into any available bus that comes their way just to get to shopping stores on time. Same as the food stuffs sellers who rush to join any means of transportation they find, while school pupils and students are on the same trend of transport struggle.

The situation becomes more chaotic when the motor cycle commercial riders (Okada) are struggling to find their way to convey their passengers to their destinations in between the long traffic jam so as to return for another turn, the most annoying issue is the loud voices of the bus conductors shouting Eko-idumota-CMS! Eko-idumota-CMS!! Also the horns from cars and motorcycles Pee! Pee! Poo! Poo! And some will also go in style as Pee Pee mm Pee! Pee Pee mm Pee! While some will press their horns for a long time just to alert people of their presence Peeeeeeeeee! Poooooooo! In a very high frequency the sound goes on and at same time picking and conveying passengers from bus stops to their respective destinations.

I was amazed by the differences; the question that came to my mind was (Na' wao! Na'how man pikin go survive for here wey be like this?) It was spoken in Pidgin English, one of the most common languages spoken in Nigeria for easy communication because of multicultural and linguistic diversities. Pidgin English is freely spoken by literates and illiterates of all tribes and ethnicities to commiserate for the 252 languages which will be difficult for one to understand all. It simply means "Wonderful! How can the son of man survive in a place of much difference" referring to myself as the son of man. My morning continued with other activities ranging from the maistraitti to the shops etc. and finally to my apartment. I noticed she always ended every transaction with "kiitoksia- heippa". Well, I did wonder what it meant as at then, i only knew then that kiitos means thank you but I had no idea of what kiitoksia- heippa meant.

I proceeded with my studies the following morning, having in mind that I needed to develop the best of my potential in order to integrate into the society, I therefore focused on finding my place within the community (community inclusion) also working hard to learn the so-called difficult Finnish language through studies and at the same time making friends.

When my studies got to the point of practical training, an idea came to mind to have my first practical training on client oriented work in Kemi asylum reception center in 2009 (Kemin vastaanottokeskus), I did this because I had already made a decision to work with immigrants after my studies. I gathered some experience from that training program; actually the training was a success going by the feedbacks I got from clients and supervisors. During the practical training period and after careful observations, I made a request to my supervisor from the center if it will be possible to write my thesis towards my graduation on the topic of how to improve immigrants integration programs, she encouraged the idea.

However, having that in mind I proceeded with my second practical on specialized training in Kemi social office refugee/immigrant work department in 2010 (Kemin sosiaalitoimisto pakolaistyö) to obtain more experience on the work with immigrants. As my studies progressed towards the end, it came to the final stage which is to work on my final thesis. Many thoughts came to my mind on what topic to research but finally I remembered the idea I conceived earlier, so I settled with a topic that concerns working with immigrants because I had already gathered lots of information, experiences and observations on how to work with immigrants to promote community inclusion.

Considering that I studied here in Kemi area for about 3years, I took quality time to understand the process of community inclusion during these years. Therefore, in making this study I thought of the possibilities of other immigrants to accomplish immense integration and sustenance in this cold and windy, extreme winter darkness and extreme summer brightness Finnish weather, not talking of settling in a minimum job possibilities and dialectic city as Kemi.

Migration is having a global impact on the population mix in many nations, one of the new trend of migration in world today is mobility, nowadays many people want to move to a second or third country, some go back and forth between certain countries while others move to their parents' country of origin. In the past people move and settled in a new country and there their home on a more permanent basis.

Therefore i think it is important to use a qualitative research method in addition to my observations and experiences, to carry-out extensive study of the integration programs and

preparatory activities designed by Kemi municipality. In essence, the programs will improve resident immigrant's community participation, in order promote their independency and probably keep them in city permanently in full self-potential and productivity as instruments of community inter-social/cultural relationship and labor market development.

2. INTEGRATION FRAMEWORK

2.1. Background

The emergence of globalization has resulted in easy movement of people across various borders. This has also resulted in individuals or groups from host communities continue to make contact with people of different cultures and backgrounds which have made their environments vast in multiculturalism, however, sometimes they find it difficult to cope with these situations. The keys to integration could be understood as “interaction, attitudes and characteristics” between immigrants and the response of the receiving society is said to be an integral identity to integration (Danso Ransford 2007).

Results in many cases has shown that most immigrants prefer integration than assimilation, Barry and Sam (1997) argued that, the reason for this preference is that integration allows immigrants to feel the sense of belonging to a society also practice new culture while at same time keeping certain areas of their culture with them though not fully practiced in the hosting society.

Leibkind Karmela et.al (2001) on the other hand described one of the issues that could prolong or prevent these process (integration) could be when immigrants introduces differing attitudes of practicing in full stem their own cultures and also becoming the part of the new society, nevertheless, such attitude will interfere with the integration programs. The relationship of both identities to adapt to each other will be influenced by the interaction characteristics of both parties (Leibkind Karmela et.al 2001).

In this context, I will explore the initiatives frameworks and experience the assisted immigrant's integration in some EU (European Union) member states in the elements of this study. EU has given a multidimensional nature of immigrant's integration policies for the promotion of integration programs in member states which allow different sections of society to be involved in program implementation. It could be said that the success of community integration programs would depend on the extent to which migrants become participants in the labor, social and cultural activities host society. These feet could be achieved when the specific nature of national integration frameworks of states is always inclined with the integration program of the municipalities so that both practices will create

possibilities which will strengthen the labor market due to the positive contributions of multicultural abilities of immigrants. Thereby to it important establish effective instrumental framework that connects state programs and the local communities' models to promote successful immigrants integration process (Entzinger Han and Biezeveld Renske 2003).

However, I will explore surveys of frameworks of immigrant integration programs used by Kemi municipality and make recommendations and probably set new ideas that may be useful for state representatives, local authorities, community members, non-government organizations and immigrant groups. In order for readers to understand those terms that is related to this topic, I followed the pattern in Tabi Agbor (Tabi 2009) to define those terms or factors related to the word of *integration* such as Integration Acculturation, Assimilation and Exclusion to specify terminologies and give more meaning to the use of words.

2.2. Integration

Integration is a very complex concept of many dimensions which has been very much contested. It is a process by which migrants participate in full community inclusion from social connectedness to the cultural and labor activities of the new communities within the opportunity structure of the society. On the hand, the host society members participate in the process by promoting opportunities for interactions, social justice, equality and intercultural development skills to ensure the success of the program. Successful integration can be measured by the level of language acquisition, achievement in training and educational programs also labor market accomplishment. It is also the process of learning a new culture, acquiring rights and obligations, obtaining reciprocal social status, developing personal relationships with members of the community and gaining employments (Integration Policy in Denmark 2008).

However, integration helps immigrants to use the awareness of their own culture to function in a new society, this is assumed to be more productive than acculturation, assimilation and exclusion because immigrants practice new culture and still do not lose their own identity. Understanding similarities, attitudes between cultures and supports networks allow host culture to influence integration programs, while learning and using the

host community's language assists in communicating with the inhabitants and authorities that are providing the services (Bosswick and Heckmann 2006)

2.3. Acculturation

Scholars such as Helkama Klaus et.al (2000) viewed acculturation as distinct processes that may be differentiated from integration in many ways. Their stand is that acculturation has to do with different directions, which could be uni-directional and dual-directional. Uni-directional means that individuals or groups lose their original cultural identity as they acquire new cultural identity in line with the second culture while dual-directional means individuals or groups come in contact with new culture have the possibility to change but do not necessarily change, they stay neutral but practice the new culture independently. These separate changes can take place in such a way that immigrants could maintain or lose the original culture and the other to participate or adapt to a new culture (Helkama Klaus et.al 2000). Therefore one can simply conclude that acculturation processes are less effective to integrating immigrants in new communities because immigrant that chooses to follow acculturation processes are prone to face marginalization and exclusion by host community members.

2.4. Assimilation

Assimilation is usually considered as a process in which people socialize with new community, this process could be offered voluntary or forced nature, by which individuals or groups adapt to the culture of the receiving communities. In the process of assimilation the members of the minority cultural groups loses its stake in favor of the dominant culture. Assimilation is therefore a process by which an individual or family turns his back on his original cultural background and identity and chooses to identify and interact with the culture of the host society. Whereby some receiving community members believes that the only way stability and cooperation could be achieved is when all members (immigrants inclusive) share common culture, values, and ideals of excellence, moral beliefs and social practices (Berry 2006). In my opinion this kind of model usually has a negative consequence because it was imposed and to people who mind someday may decide to their way of upbringing and might bring the whole process to a collapse. Another consequence

is that it makes immigrants to lose their already made expertise and potentials because the imposed system might support their character/potential development

2.5. Exclusion

Exclusion mostly occurs when immigrants group maintained their norms and culture in full stem thereby rejecting or not wanting to practice the culture and values of host society at all. In the quest to maintain their own identity and ways of life, some immigrant groups tend to choose to separate themselves from others and these hampers integration strategies but promote exclusion from mainstream of the new society.

This can also be a consequence of immigrant's ethnocentricity that no other culture except theirs is inappropriate and could lead to marginalization (Rudmin Floyd.W 2003. p.4.) This narrow viewed idea sometimes happens when people leave home and move to a new place believing that the host community will provide them with better cultural activities. Upon their arrival in a new community they discover or believe that the culture of the new society or residence is not worth or appropriate for them to adapt to, then they begin to advocate for the practice of their own culture in full stem, such ideas leads to exclusions from the labor, culture and social activities of the society. When exclusion occurs between immigrants and local community members or even among community members themselves, it classifies people into a particular class and creates unbalanced services among them. This situation can lead to political instabilities, inequality and communal clashes as the so excluded people will intends to have their own class sub-community within the existing host community.

The above notions have been conceived by many EU states to foster community inclusion and labor market participation their respective resident immigrants in the past, although some of the concepts did not yield expected result in practice of immigrant's integration which have led researchers with no option than to continue search for a resourceful concept or framework produce the best result in immigrant's integration. Going by the concepts (Integration, Acculturation, Assimilation and Exclusion) productivity and efficiency in practice, in my opinion "integration" is a more productive framework amongst others. The framework of "integration process" proposed the effective usage of immigrants own

culture thereby creating opportunities for immigrants to adapt into the new culture while using their own culture awareness to develop intercultural relationships with host community members and strengthen the local labor system.

The dual nature acculturation makes it very complex and time taken for immigrants to understand the full concepts, it also quite demanding for immigrant to completely lose their culture. I also think that as assimilation will not yield the desired result of immigrant's integration because it allows people to voluntary decide whether to assimilate or not, which I think will lack commitments and motivations. Exclusion causes segregations and conflicts situations has not in any way bring people together to achieve a desired goal rather it an instrument of community unrest and should not be considered as a process of immigrant integration.

Heikkila Elli et'al 2011 argued that the tensions between the immigrants and the world around them (discrimination, racism, marginalization, and criminalization) could sometimes make it difficult for them to participate in integration programs in full; therefore, it is improper for immigrants to live in extremely marginal areas in a new society. This is because even the newly born immigrant's children can experience difficulties in becoming a full member of society when living in marginalized areas. Therefore, the process is a two-way dynamic involving both immigrants and the host society responsibilities to foster the process to produce quality result (Heikkila Elli et'al 2011).

3. INTEGRATION EXPERIENCES

Oxford dictionary (third edition) defines an immigrant as “a person or persons who move from own country to live permanently or long time in another country” (Soanes Catherine 2001).

The 1951 UNHCR convention relating to the status of refugees and its 1967 protocol relates a refugee to people who moved away from their country of origin to seek protection in another country for the fear of being persecuted for the reasons of religion, race, member of their social group, political situations, which due to such fears is unable to return his for habitual residence, which is usually approved by UNHCR (UNITED NATION HIGH COMMISSIONER) (Phillips Jenet 2011). While an asylum seeker is a person/s who has applied for asylum or protection under the 1951 refugee convention on the ground that if they return to their country of origin for well-founded fear of persecution on account of race, religion, nationality, political belief or membership of a particular social group and their applications could be accepted or rejected by the second country (Mitchell Harry QC 2006). But only when the application is accepted or resident permit is offered they can obtain the refugee status in the state in which they applied.

The word “immigrants” in this paper would be mostly referring to those migrants who have already received Finnish residence permit from the Finnish immigration authority or those who came through the authority of UNHCR permission to reside in Kemi -Finland.

Countries that are involved in receiving of immigrant's should by now realize that international migration will never stop, because they do not only receive immigrants to but members of their own states also migrate to other countries in large numbers. Mobility and migration are processes, which started at the beginning of mankind it is a natural condition for human beings to want to improve their quality of life everyday by searching for a better place or running away from trouble some situations argued (Heikkila Elli et'al 2011).

It has been generally recognized that increased migration inflows cannot be expected to offset the total projected rise in old-age rates in developed countries. However, on the other hand to acknowledge that issues of productive integration of residents immigrants plays

integral role as the adverse feasible option to alleviate the consequences of ageing populations in future, however, it is clearly necessary that the current stock of immigrants and future arrivals be in some sense should be “integrated” into the societies in order to fill the aging gaps as it increases. (Directorate for Employment, Labor and Social Affairs by Liebig Thomas 2007) -He earlier wrote 2004 and 2005 editions submitted in Berlin Germany).

Heikkila Elli et.al (2011) continued their arguments, by saying “it is not only the inabilities of immigrants to act according to integration programs but the entire integration process itself could be slow or hindered depending on the way the authorities and society manages prime purpose of the integration processes and programs, also whether the programs are seen as welcoming different cultures or as promoting assimilation, integration, providing employment opportunities or providing cheap workforce, or whether it is subject that restricts entries”. However when immigrants cannot participate as full members of society through integration programs, it will not only promote their marginalization or exclusion, but will also affect the whole society, for they have wasted human and material resources in the process and increased the risk of social unrest and weaker labor strength etc. where social cohesion is an important condition for a well-functioning society.

In this regard, I thought of using the framework structure and experience of some EU member state that have been struggling for a long time or has made some sort of progress with immigrant integration programs, having considered the upcoming retirement boom and aging population of their European labor communities. I therefore considered the Danish and Swedish states of which I believe has made some progress in their immigrant integration programs, also UK which is one of the pioneer states of immigrant intake and of course, Finland as a country where the area of study (Kemi municipality) is located.

Having understood that one of the potential roles of immigrant's integration is to alleviate and promote state efficiency that provides needs of the labor market, state's welfare financing and community member's intercultural relationship skills.

3.1. Denmark

Denmark has a relatively recent history of immigration which in my opinion has done quite well so far in the immigrants' integration, although the Danish state might not be satisfied

with the achievement so far, because some integration expectations were not yet met in full which is obvious. Until the 1950s, the country is been known of the net emigration, and unemployment was relatively high. They began to experience changes a few years late, because the demanding and diminishing labor market was triggered to life by immigrant's employment. From that time until the first oil shock in 1973, Denmark had a steady inflow of immigrant labor employment assisted in strengthening the labor market (Liebig Thomas 2007).

Denmark was the first country in the world to introduce an Integration Act, which was in the year 1999. The Act is intended to ensure that refugees and immigrants can make the most of their capacities on an equal footing with other citizens. Considering the relatively small size of the immigrant population, the overall framework for integration is highly developed and a significant amount is invested in integration efforts by the state.

The country started by providing a separate Ministry for Refugee, Immigration and Integration Affairs, in which immigration and integration policies are considered together (created in 2001). The Ministry was placed in charge of all matters relating to immigrant's employment and residence permits, naturalization issues, in addition to teaching the Danish language as a second language, labor market initiatives, and series of measures relating to employments with a special immigrant focus. (New to Denmark 2006)

However, Danish authorities stated thus "there is cash assistance for young people aged 18 to 25 which are made conditional on participation in education activities, this applies equally to persons of Danish origin". There are also a variety of measures in place to ensure municipalities contribute actively to the integration of those who are no longer in the period of initial settlement. The municipalities facilitates to activate all recipients of cash benefit who have not been activated during the previous year, by providing an obligatory Danish residency and integration contract, the integration contract takes a period of three years (Integration Policy in Denmark 2008).

It is stated in the Danish constitutional Act 1849 of 1953 section (70), that "nobody can be deprived of any civil or political rights on grounds of faith or origin, whilst section (71) states that no Danish citizen can be deprived of personal liberty, on grounds of political

opinion, faith or origin. Apart from these general provisions, there are no specific anti-discrimination provisions in the Danish constitution”.

In 1971, the Act on racial discrimination was passed by parliament, stating that “a person commits a punishable offence if, while performing occupational or non-profit activities, he refuses to serve someone on the same conditions as others, due to that persons race, color, nationality or ethnicity etc. In terms of immigration law, the 1983 Aliens Act was a comprehensive reform of the immigration framework and led to Denmark being seen as a country with a humanitarian immigration policy.

In 1996 the Act on the prohibition of differential treatment on the labor market was passed and includes prohibition against direct and indirect discrimination on the grounds of race, color, religion, political opinion, sexual orientation or nationality, social or ethnic origin.

In June 2006 they concluded an agreement with various parties on a reform aimed at reforming the welfare system for the future, which includes a variety of measures aimed at improving employment among immigrants such as providing targeted job training to the long-term unemployed, partnerships between companies and the states or the municipalities, and extra job advisers in the municipalities to improve the guidance to jobseekers and to match jobseekers to companies. This is a very significant step towards achieving immigrant's integration.

According to Liebig Thomas in 2007, Denmark has a unique labor market system with very limited employment protection and a high degree of social security known as “*flexicurity system*”. (*A welfare system that was originated in 1990s which combines labor market flexibility, proactive labor market and social security*) In principle, one would presume low degree of employment protection should facilitate labor market integration of immigrants, as it enables employers to test immigrants' skills (Liebig Thomas 2007).

This means that self sufficiency of immigrants through the system provided better labor market integration, along with language proficiency, which is to be the most prerequisite of integration. The main, measurable areas of the two years objectives to reach its integration goals as formulated and facilitated by the municipalities are employment, language skills, attitudes, residential issues, and socio-leisure and culture activities. (Integration Policy in

Denmark 2008) The standard of the Danish integration programs is a possible means of integration and empowering immigrant to full self-esteem in a new society, these productive programs are facilitated and flexible to effect change productivity in the society.

Danish state has brief history of immigrant's reception but in doing so recently, they introduced the concept of "integration" to foster immigrant's community inclusion. Although Denmark has introduced lots reform in their policies and programs, the authorities have continued to use the framework integration to promote immigrants participation in state. In my opinion Denmark is making great progress in this regard, they have created a mechanism to follow-up the progress all integration programs within the state, the flexibility of programs made it easier for immigrants gain possibilities to integrate in labor, social cultural system of the Danish state.

3.2. United Kingdom (UK)

The UK directorate of migration within communities and local government's June 2008 sets out how UK government is working together to maximize the benefits of residents immigrants also manage local impacts of migration. By responding to the needs of local communities, and the role that local governments, where local partners can play important role in improving data sources and development of integration programs for capacity building and good practice guidance to be forwarded.

However, UK has a long migration history. Following the Second World War, the UK authorities experienced large-scale migration, mostly arrived from Commonwealth nations. As at 2007 the new migrants to the UK over the past five years make up around three per cent of the total UK population. Almost half of the current population growth is driven by immigrants. Data from the Office for National Statistics (ONS) in November 2007 shows that between 2004 and 2006 net in-migration¹ came from:

- 180,000 Accession 8 (A8) countries
- 100,000 other European Union countries
- 420,000 Commonwealth countries

- 260,000 other foreign nationals

Over the same period, there was a long-term net emigration of 320,000 British citizens. Poland has taken over from India as the most common non-British country of citizenship for migrants entering the UK. But there are now increasing number of Polish people leaving in the UK.

As I proceed to find-out how the UK authorities the dealt with influx of immigrants, I stumbled into the Review of Migrant Integration Policy in the UK 2008 document which says “time has not stood still, since the commission reported in 2007, a number of developments have taken place which aim to address many of the issues facing new migrants that were highlighted. There was evidence to suggest that some immigrants faces series of barriers to integration including, lack of practical knowledge about living in the UK, their rights and responsibilities non-recognition of qualifications, lack of language or employment skills, difficulties accessing information, lack of opportunities to meet local people, and some hostility and ignorance”.

There was no single place where government is responsible for helping to address those barriers, but the local initiatives were springing up to address these issues. Irrespective of these inefficient integration programs of the UK, they continue to provide refuge for those fleeing persecution, and will continue to make a series of changes to set out more clearly the expectations to integrate newcomers, to ensure that the gain employment, pay taxes and support themselves without recourse to public funds. Steps will be taken to ensure that, and promote their English language proficiency and avoid any form of unfair treatment.

UK authorities believes that migration have brought significant benefits nationally but the benefits vary from city to city, neighborhood to neighborhood, and sometimes even street to street in accordance to the area's or location's connectedness with immigrants. Some local areas are more affected by change than others and some communities feel the effects of growth more than others. Public concern about immigration remains, particularly about pressures on public services and impacts on the labor market

(<http://www.communities.gov.uk> 2008)

Observing the weakness in promoting integration of immigrants a review of the refugee integration, development and employment services strategy was made by the UK Border Agency (UKBA). The idea is to provide integration services for new refugees, which should be fully operational 2008. For the services to improve integration they authorities provided immigrants access to information about their services, they also provided one to one advice and support system via a mentor/case worker, and support in finding employment.

Actually the idea offers potential community inclusion existing migrants, as well as new comers also provides employers and other service providers' key information about immigrants and integrating in the UK. It also includes a dedicated helpline for migrants and service providers to foster integrations programs (<http://www.communities.gov.uk> 2008).

Although UK has a pioneering history of immigrants' experience, going by the reports from the articles used here in this paper, it is clear that one of European most populated state (UK state) is battling with immigrant's integration programs. They have actually developed different kinds of models to deal with this fit but implementation and monitoring the daily huge influx may have cut short their efforts.

3.3. Sweden

Sweden is the largest country in the Scandinavia region with a population of about nine million people. In recent years, the Swedish authorities made migration easier also for individuals and families from non-EU states. The new policy enhanced the influx of asylum-seekers, refugees and their family members as well as foreign students, in addition, to the European Union (EU) citizens who through EU's mobility policy are free to settle in Sweden and look for work made the influx to reach a record level.

According to record from the country's profile in 2007 there were more than 1.2 million people living in Sweden who were born in another country representing 13.7 per cent of the total population of Sweden, in fact the presence of migrants brought a huge multicultural change to the Swedish communities the exorbitant figures of immigrants influx in Swedish communities found on (<http://focus-migration.hwwi.de> 2009) attracted my interest to find out the systematic programs designed for integrating these enormous

sum of immigrants, the model of implementing and how community members are coping with the huge development.

The Swedish authorities made use of the word “*introduction of newly arrived immigrant*” instead of “*integration of newly arrived immigrants*” the new reform is to fasting introduction of newly arrived immigrants to labor, cultural and social life of the Swedish community, the 1.12 2010, reform is the greatest change in immigrant’s integration program policies in Sweden for decades. The authorities believe that strengthening personal incentives to take an active part in employment preparatory activities for becoming job ready is a quicker way of introduction into the society. Responsibilities were made clear where different stakeholders creates effective chain to foster integration of immigrants to labor market, the employment services facilitates and drawn up program to make better use of the immigrants skills and expertise and prepare those who are passive to be active as the immigrants emerges, which supported the new benefits, irrespective of where immigrants are coming from, they will be connected with active participations in all activities (Swedish integration policy 2009).

It is obligatory for newly arrived immigrants in first contact with the Swedish public employment service to participate in national civic orientation in which they will be given professional support as quickly as possible to learn Swedish language, discover what they want to do and put personal effort to it, there are also information desk located in municipalities for them to know their rights and obligations as applied in Swedish society. Immigrants are entitled within one year of registration in the Swedish population register integration plans drawn according to educational background of the individual, also according to previous work experience or need for training and other initiatives, family situation and health are to be taken into account to provide good integration (Swedish integration policy 2009).

As always, municipalities’ takes obligation immediately to implementation planned programs for the immigrant as soon as possible, normally programs which include housing provision and initiatives for children in schools and pre-schools, interpretations, facilitate immigrant’s settlement in the community and civic orientation ends within a year (<http://www.sweden.gov.se> 2005).

Agreement were made between the municipalities that receives new coming immigrants and the government to pay compensations, supports municipalities to foster special integration services for immigrants with certified disabilities. According to the Act the target group differs from year to year, in 2011 the Swedish migration board expects to receive around 19, 500 refugees in total, of which 11 300 will be adults and covered by the new Act on introduction programs, not everyone who migrated to Sweden is covered with the program. However, those who have gained full-time employment, attending upper secondary school, or with disabilities are prevented from taking part in some introduction activities at a minimum of 25% (<http://www.sweden.gov.se> 2005).

The 2009 record shows that the group comprised over 20 000 people, to which correspond to 21% of those granted residence permit in Sweden. Therefore as soon as the program begins to yield result the Swedish authority believes that, it will be a better opportunity for immigrants to live fulfilled and satisfying lives that will encourages and self-empowerment to contribute the best of their potentials and expertise to promote change and benefits for the Swedish the labor market and society. The article <http://www.sweden.gov.se> 2005 shows that evaluation of the program yielded result on the average, such as some 15% of men have job within the first year after being granted a residence permit, 35% three years after and 50% five years after, women, 5, 20 and 30%, respectively. The result proves that there have been major re-structural programs with the introduction activities, which has also encountered few challenges in the sense that it takes longer time for those immigrants who came with refugee status to be established in the labor market.

The Swedish authorities in my opinion, have made substantial progress with the framework of “integration” to promote immigrants community participation in the labor market as well as the social and cultural community lives, these proves the society is making a reciprocal benefit from the resources spent in providing integration activities as immigrants have developed sense of belonging to a community and work hard to ensure independency. Although benefit results can be achieved in full stem, there are inevitable lapses here and there, but records shows that Swedish immigrant's introduction programs have been in some extent productive and results anticipated in propelling immigrant's welfare and integration in the society.

3.4. Finland

As I progress with the study of immigrant's integration programs in the above mentioned EU member states, I decided to how look into integration programs designed by the Finnish authorities and how these programs have cooperated with the local community in focus (Kemi City) to promote immigrants settlement.

However, I found out that the immigrant's integration Act in Finland was undergoing substantial reform this year (2011); the ministry of the interior has been referred by the government to make the immigrants Act reform and that of asylum seekers reception. Actually in the making of this paper I had to opportunity to attend a seminar where the completed reformed integration Act was introduced to numerous authorities or organization in concern with immigrant's affairs. The seminar to place in the auditorium of the Social Unit of Kemi- Tornio University of Applied Sciences on the 19th of May 2011, as at then I was unable to find the English version reformed document. The new Act is title "Act on Promoting Integration". Under this reform the integration Act proposed and would be in future applied to all immigrants who have a valid residence permit or registered right of residence.

Therefore, this paper was carried out on the basis of the previous immigrants integration Act in Finland, therefore will be lacking report from the current reform document introduced on 19th of May 2011, this is to say that, the programs as related immigrants integration programs in Finland stated below were extracts from the former ACT in this regard.

The ministry of the interior is responsible for the general development, planning, steering, monitoring and coordination of immigrant's integration programs across the nation (Finland). The regional centers for economic developments, transports and environments are responsible for coordinating programs relating to immigrant's integration. Employment and economic development offices are responsible, for the provision of labor market services promoting and supporting the integration of immigrants, also for the provision of instructions in regarding to reading and writing and of basic education for immigrants registered as jobseekers.

Responsibilities were given to different government bodies to ensure that immigrants integration programs were successful. Seppelin Markus 2010 argued that “for the implementation of integration policies or programs to be successful it requires a close collaboration between different authorities to act according to their responsibilities are defined by the Act”.

Municipalities are responsible for designing, implementing and developing an integration program and for monitoring its implementation and impact. An integration program is drawn up to promote and support the integration of immigrants in the society. The program contains a plan concerning both the measures of services, cooperation and responsibilities involved in promoting and supporting integration, on the other hand promoting organized plans for immigrants to participate in public and other services. The Municipality of Residence Act 201/1994, 1215/2005 covers the promotion of ethnic equality and good ethnic relations, and the prevention of discrimination (Ministry of Interior Finland 2009).

The integration Act reads, obligation were given to municipalities to work in close co-operations and share information with the other authorities involved in the integration process, *for example*, employment office. According to the law, the integration programs of different municipalities should include, personal integration plans (in some cases), an introduction of the Finnish society, its customs and habits, teaching of oral and written Finnish language, offering of various types of information, guidance, and interpretation services. In addition to organizing different procedures to advance equality and social activities also to enhance immigrant's own initiative to acquire the knowledge and skills needed to promote and support their opportunity to learn sufficient language required in working life so as to function well in social practice and take part in the Finnish working communities (Sarvimäki Matti & Hämäläinen Kari 2010.p5-6).

Seppelin Markus (2010) claims that such programs should be arranged for immigrants when they have been unemployed or receiving social assistance for an uninterrupted period of two months to make each immigrant's adaptation process effective and fruitful as possible. In case of immigrants less than 18 years of age their parents can request drawing up a personal integration plan for them or minors themselves can also make this request, is subject to approval provided that the municipality considers beneficial and productive

because of the age of the immigrant or an injury or illness or a need related to child protection measures. In the case of a personal integration plans, will be drawn according to the provision of municipality's integration programs, it could last for about three years starting from initial entry in the population information system (Seppelin Markus 2010).

According to the programs, policies, the only way to get better results is to make the activation efforts more efficient and cost -effective. The training programs should correspond better to the needs of the immigrants and the requirements of the labor market. A better prioritization of the target groups is also needed because sometimes immigrants have no intention to stay in Finland permanently, probably due to lack of adequate motivation. (Seppelin Markus 2010)

Apart from legal framework and official integration measures, immigrants can engage in voluntary work or service to foster their integration, the integration program will be aborted if the immigrant gains full-time employment or becomes a full-time student status (Ministry of Labor, 2003). Eligibility is combined with an obligation to participate in all programs, refusal to participate in the preparation process or failure to follow the programs as directed will be sanctioned by a reduction of social benefits by 20/40%, the term eligibility here is for social security as provided by employment agency in the municipality, which is also applicable to the native citizens (Government Proposal for the Integration Act, 1998 Sarvimäki Matti & Hämäläinen Kari 2010. 5-6).

I agree with the Finnish authorities to embark on "integration" as the concept for immigrant's community participation because integration is a resourceful and productive concept. However Finland like other counterparts Denmark and Sweden and UK have series of policy reforms in the past but they have been always stick to integrations. The local authorities have created developmental projects within the concept of integration to ensure the effectiveness of their respective programs, I believe is a great sense to reach desired goal but the only area that requires more focus are monitoring and mentoring.

3.4.1. Migration statistics in Finland

The Finnish authorities' grants residence permit to about 750 people seeking refuge in Finland every year. Mostly quota refugees confirmed from UNHCR UNITED NATION HIGH COMMISSIONER (Pakolaiset) and (Turvapaikahakijat) asylum seekers from

reception centers organized by Finnish Red-Cross Society all over Finland since 2001. It is also mentioned that Finland will take about 10% -15% of refugees when there emergency cases of displaced immigrants with the UNHCR (Finnish immigration services- www.migri.fi 2011). Kosonen Liisa (2008) described that the first refugees to arrive Finland were about 100 Vietnamese in 1979, they arrived Finland from the confirmation of the United Nations High Commissioner (UNHCR) to be granted residence permit for humanitarian reasons. Since then until now the number of those seeking for asylum and refugee status in Finland had received a tremendous increase about 2000-6000, with countries such as Afghanistan, Iraq, Somalia, Nigeria, Turkey, Iran and Kosovo on the top list (Kosonen Liisa 2008).

Table.1

The figures in Table.1 described that Finnish immigration authorities received about 1502, 4,035 and 5,988 asylum seekers applications for refuge in Finland between year 2007, 2008 and 2009 respectively. Table.1 listed the top countries from whom asylum seekers arrives to Finland. This huge influx of immigrant in Finland could be attributed to law that was passed on June 1. 2003 that in order to work in Finland an individual allowed having dual citizenships (which means that a foreigner will no longer keep his citizenship of origin and acquire also the Finnish citizenship.)

Table.1 Asylum seekers statistics from top countries 2007-2009

Countries	2007	2008	2009
Iraq	327	1255	1195
Somalia	82	1181	1180
Bulgaria	-----	82	739
Russia	152	209	602
Afghanistan	96	254	461
Kosovo	-----	67	284
Iran	79	144	162
Turkey	73	65	140
Nigeria	41	77	131
Belarus	48	68	-----
Serbia	152	175	-----
Congo DR	36		
Sri-Lanka	-----	-----	102
Total Applications	1,505	4,035	5,988
Nationalities represented	76	84	88

(Tanner Arno 2011 –source: Finnish immigration service)

Fig. 1

Populations of foreign nationals in Finland 2000-2010 (Annual report on immigration 2010)

According to the sources this figures covers foreign nationals who live permanently in Finland. It does not include those who have acquired Finnish citizenship or asylum seekers; the progressive figure shows the immense growth of foreigners in coming into the Finland every year. A total of 25,650 people moved to Finland in 2010. The number of people coming from other EU countries fell to 12,200. At the same time, the number moving abroad from Finland dropped slightly to 11,900.

In a study that compared integration policies across 31 countries, focusing particularly on legislation on working life, family reunification and discrimination, Finland scored fourth after Sweden, Portugal and Canada. The areas of strengths to promote integration are access to education, measures to target immigrants' education needs, political participation and anti-discrimination. Immigrants have the opportunity to vote and stand in local elections, in Finland; everybody has the same political liberties: they are free to join

political parties, form their own associations and create new media (Annual report on immigration 2010)

On process of making some corresponding adjustments and updates of references I noticed that the asylum statistics of 2011 have been released between 5th of September 2011 and 5th of October 2011 as dated on the webpage. The statistics durations were January to September 2011, I so believe this report is relevant for the making of this paper. According to the report within this duration a total of 2217 people sought for asylum in Finland which includes 120 minors', the number of applications represents 31% less than last year's (2010) 3203 applicants. The report clearly said that there have been a slight increase during the spring but the figure 327 applicants in the month September alone was the first time the authorities received monthly applications that exceeds the mark of 300 applicants per month. As the figure read Iraqis (436), Somalis (255), Afghans (242) and Russians (227). Syria as a newcomer made one of the top ten countries with (58) Syrians applied for asylum by the end of September 2011. The application from EU citizens dropped with about only 50 applicants from EU member states with Bulgarians and Romanians in the feature (Finnish Immigration Service 2011).

Decisions of residence permit applications were made between January to August 2011, this was paced up to avoid congestion, the decision of 2,360 application were made and among these figures 836 were issued positive (residence permit in Finland) which is about 35% and among the positive decisions 69% where unaccompanied minors. However, 1291 applications received negative decision representing 55% of applicants. The Finnish Immigration Service estimated that the total number of asylum seekers for the year will exceed 3,000 if the current trend goes on to compare with the total 4,018 applicants of 2010 .On the other hand, from January to June of this year Finnish citizenship was granted to 2,268 persons, among the total, 1,963 obtained citizenship by application and 305 by declaration (Finnish Immigration Service 2011).

Some of the factors that fostered migration of people include better job opportunities and welfare, marriage, natural deserters, political instabilities, war (ethnic, tribal national) education and the seek for protection etc. Dylis Asongngu Ndzeifu 2011 described education as an integral aspect or factor that escalated migration of people to Finland, in

2009 alone, the sum of 3,993 received resident permit for study (Student visa) in Finland. Some of the reasons why people migrate to study in Finnish universities are, guarantee of good quality education, tuition free studies, and possibilities to transit from one school to another and then to the labor market upon graduation which become more proficient Finnish language acquisition (Dilys Asongngu 2011. 9-10).

BBC report on 24th March 2009 explained that, the number of people seeking asylum and refugee status in Europe and America and other developed regions is on the increase for the second time, and was partly fuelled by regional conflicts turmoil. About 383,000 people applied for both statuses in 2008 which represents about 12% more than in 2007, Afghanistan and Iraq representing 85% said UNHCR (BBC 2009).

The top five destinations were usually United States, Canada, France, Italy and Britain these countries have received more applications than ever during this second time, also many other developed nation's received more applications in 2007 and 2008, *for example* Finland and Norway quadrupled their intakes due to the tightening of asylum policies in some other nations such as Sweden in the Scandinavian region. With Iraq, Afghanistan, Zimbabwe and Somalia making the top of the list, since 2002, the UNHCR has been running one of its biggest ever return programs for Afghan refugees. Ron Redmond the UNHCR spokesperson said (BBC 2009).

According to him, "the poor security and economic situations, in addition to poor infrastructural developments in Afghanistan is a big concern for us (UNHCR). When looking at these sort of as a canary and coal mine, one will begin to see the rising numbers of Afghans moving further afield, also the rising exodus of human beings and the situation they were going through, there no doubt that to say it has got to give a cause for concern to the UNHCR" (BBC 2009).

3.4.2. Resident Permits Decisions

In most countries principles, foreigners who seek for refuge are only eligible for temporary residence permit status at first, among the residence permit categories, this temporal status can under certain conditions and could be converted to a permanent residence status after a certain period of time. According to Tanner Arno 2011 the process for getting work permits in Finland is easier nowadays, and has recently been further simplified, there are

no longer requirements for the prospective employer to prove the necessity for recruiting a foreign worker over a resident applicant during permit application process, this recent developments have actually assisted many employers to employ foreigners. For these reasons for residence permit for employment received a tremendous growth.

During periods of practical training placements in addition to my continual contacts with Kemi residence immigrants and asylum seekers I have noticed and observed that asylum seekers applications for residence permit in Finland stays about a period of 2-3years before applicants can receive the report of the decisions on whether residence permit is granted to them or not. During this period of waiting applicants most have been residing within the Finnish territory. However the situation is different and duration is shorter for those immigrants refugees confirmed by UNHCR because their process starts from the time they were interviewed at the refugee settlements centers abroad and their agreement were confirmed Finland and UNHCR.

Family reunification and other family based issues have also increased greatly over the past several years. As educational related issues remain steady for sometimes student migrants make up the largest portion of all immigrants. Registered students are now subject to a lighter immigration process, and basically need only a temporary residence permit to study in Finland (Tanner Arno 2011), although this study permit can also be converted permanent status depending on the student's active participation in labor market or marriage and other related issues.

According to the Finnish social integration law, (Social integration law, §3, as quoted from Metso & Peltola 2008.3 and Hanna Ahlgren-Leinvuo 2005, 28-30 by (Vahertimo Riina 2010) foreign degree students are not entitled to take part in social integration organized by the municipalities because they came to Finland for studies, they belong to the service sector and do not get governmental benefits and therefore are not part of Finnish social integration programs. Student's integration responsibilities are partially left for the schools they are attending, and mostly upon the students themselves (Vahertimo Riina 2010. 10-11).

Statistics in Table.2 explicitly shows that in recent years, *for example* 2007, 2008 and 2009 Finland received and provided refugee status to much-more immigrants than the annual

quota of 750 per year. The statistic below represents the decisions made in this regard by the Finnish immigration authority in providing refugee status for purpose of protection for humanitarian reasons to those seeking protection in Finland. This is reportedly said that the overall increase of asylum seekers was partly fuelled by regional conflicts natural disasters among others attributed to higher numbers of asylum applications in addition that some popular destinations have tightened up their immigration policies or must destinations have received unprecedented amount of immigrants in recent years (BBC 2009)

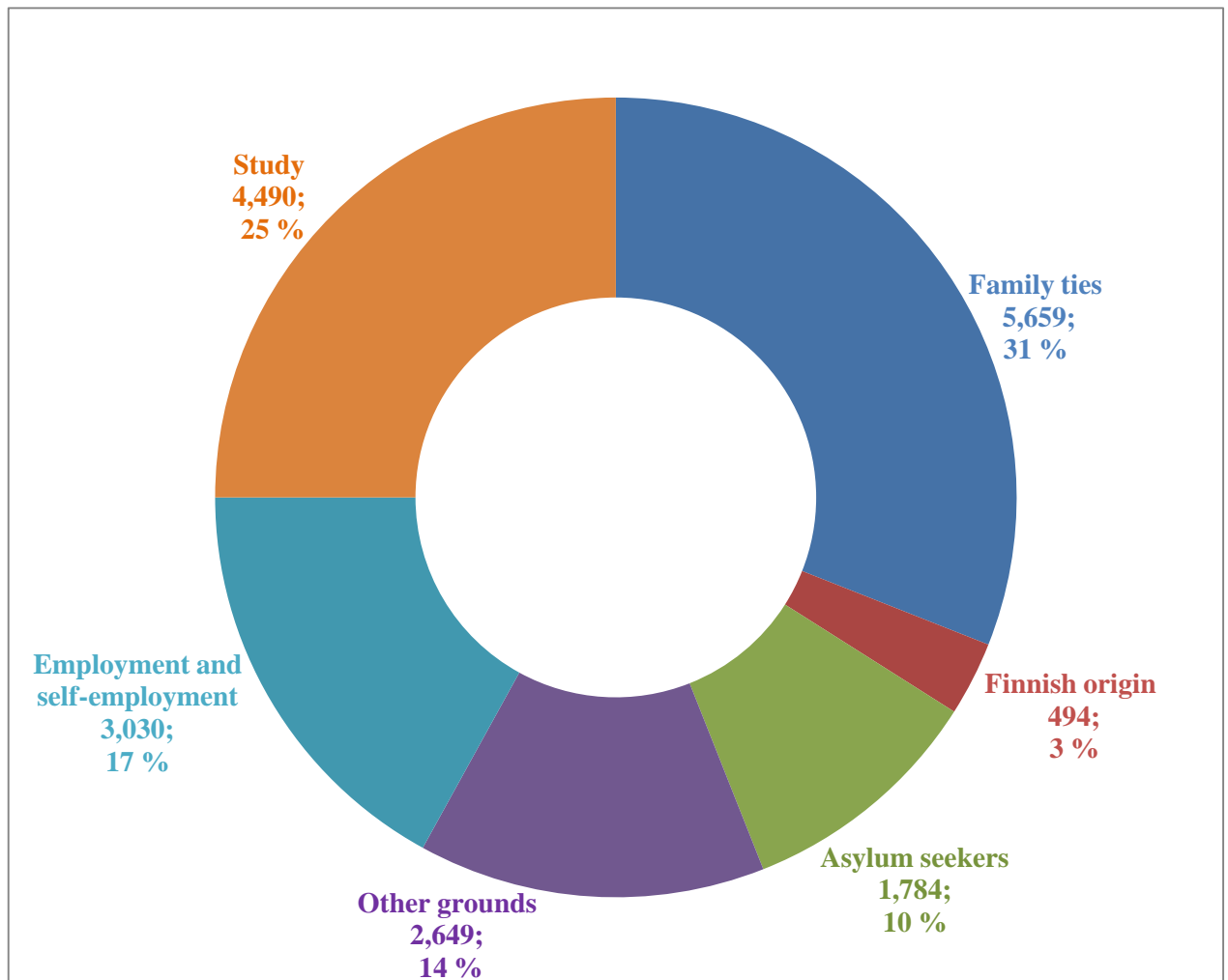
Table.2 Residence permits decisions in Finland

Grounds for Decisions	2007	2008	2009
Positive	860	785	1373
Asylum Refugee status	68	89	116
Residence permit for protection	496	484	312
Subsidiary protections (from 1.6. 2009)	-----	-----	432
Humanitarian protections (from 1.6.2009)	-----	-----	365
Individual permits for humanitarian reasons	228	149	107
Permit, family members	38	25	22
Residence permit, temporary	30	38	19
Negative	961	1011	2568
Annulled	135	199	-----
Total	1956	1995	4355

(Pakolaissneuvonta ry 2009 -Refugee advice center 2009)

In my opinion there is absolute need to introduce integration activities to migrants (asylum seekers included) upon their arrivals in order to keep the active pending when decisions of residence permits will be granted or rejected by the by Finnish immigration authority. These activities stand as preparatory programs to community inclusion, and help applicants to get over traumatic situations, secondly provides information's about the Kemi City's integration programs to them, and creates sanity in the society as immigrants remain focused from the time of arrival.

The preparatory activities also assists asylum seekers during the long time waiting for residence permit to be active and the feeling of belonging to a new community, whereby defusing the fears from changing of environment may bring. Bevere John 2005 described that human beings are very habitual creatures, once we established a pattern of life, changes will become uncomfortable. Memories builds list of experiences that bring desired outcomes and we tend to stick to those experiences to fill our needs. Stepping into a new experience can create tensions, anticipation and even stress which could be an instinctive trait human potentials and productivity and creativity (Bevere John 2005. p. 115-127), (Welblog Gef's 2011). For these I agreed that integration programs should be given to all immigrants upon arrival to the in the Finnish territory.

Fig.2 First residence permits in 2010

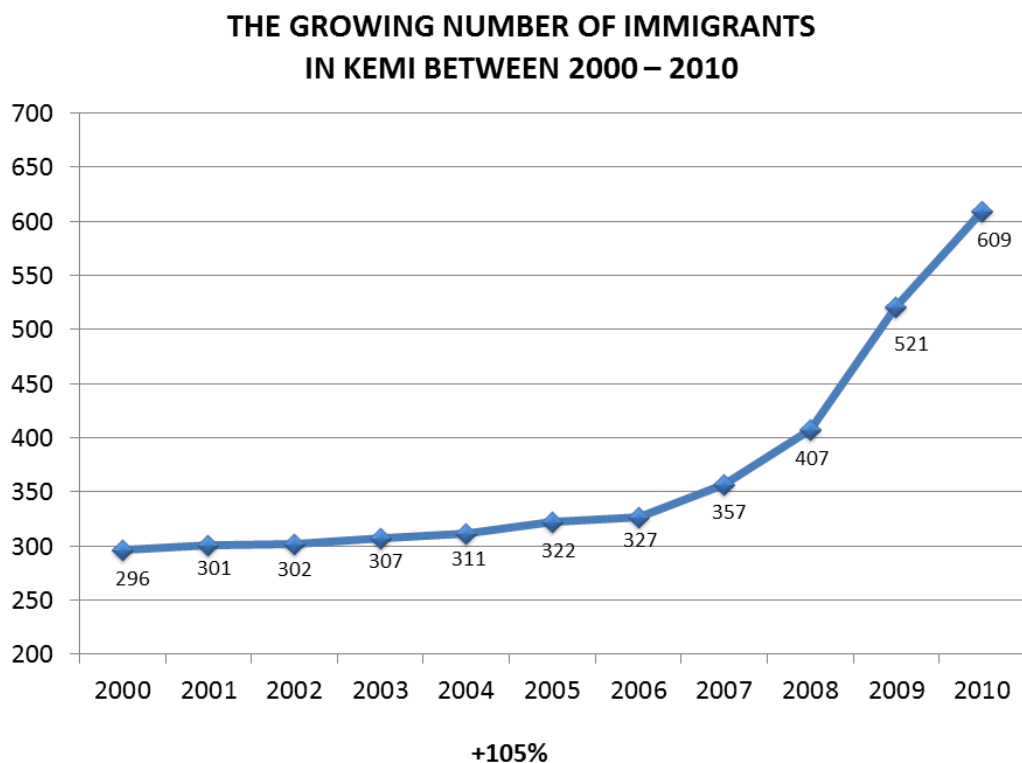
Annual report on immigration 2010 (ministry of the interior)

The above statistics described a total of 18,106 migrants from countries outside the EU states granted residence permit in Finland in 2010. The information on **fig.2** includes only those individuals who have been granted residence permit for the first time, therefore the figures do not take account of residence permits issued by the police. It is obvious that citizens of Nordic countries do not need a residence permit to reside in other Nordic countries. Likewise, citizens of other EU countries do not need a residence permit, but they must register their right of residence (Annual report on immigration 2010).

3.4.3. Migration Statistics in Kemi Area

The greater influx of immigrant into smaller communities could be seen as promoting diversified expertise and appropriate labor market strength of the community. Liebig Thomas (2007) argued that integration programs would have been favorable or productive in some local communities, but discrimination among others issues have handicapped the processes, for example a situation where employers judges applicants not on the basis of their individual or collective skills or expertise, rather on preconceptions about the average skills of the group to which the person/s belongs on the basis of race, disabilities etc. These unfortunate fact in are mostly found in smaller communities today, where they chose to employ natives community members first even when immigrants has higher qualifications and more experience required for a particular job (Liebig Thomas 2007).

Fig.3

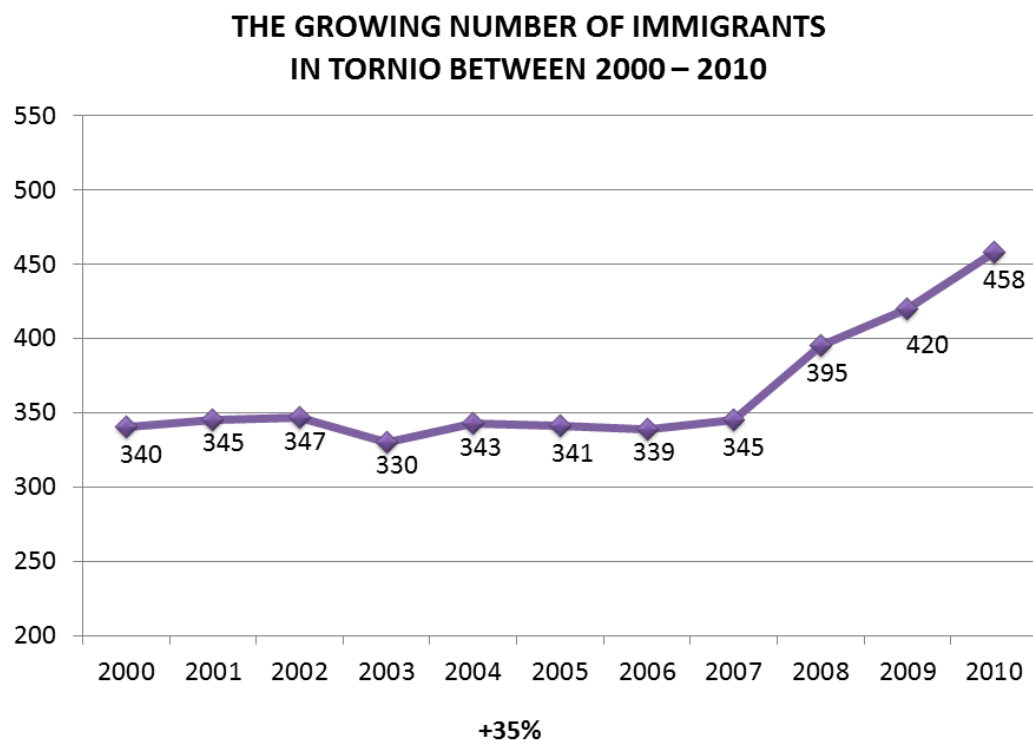


The raising number of immigrants in Kemi municipality (Suopajärvi Anna-Mari Lapin ELY keskus 2011)

The growing number of foreigners in Kemi between the years 2000-2010 The graph fig.1 shows the rapidity of immigrants' influx in Kemi city between the years 2000-2010. Suopajarvi Anna-Mari from Lapin ELY keskus, presented the slides with a log from Center of Economic development Transport and environment in a seminar where she presented and explained the newly amended immigrants integrations law of Finland in 20011 at Kemi- Tornio University of Applied Sciences auditorium on 19.5.2011. I was there as a participant in the seminar which was conducted in Finnish language. She described the influx as massive and fast growing.

The streets of Kemi are becoming increasingly colorful in terms of cultural diversities; sensitivity and productive integration program are needed in order to be able to keep up with cultural awareness of society. The figure +105% is representing the increasing number of immigrants settling in Kemi City from year 2000-2010.

Fig. 4



The raising number of immigrants in Tornio municipality (Suopajarvi Anna-Mari Lapin ELY keskus 2011)

Tornio city is a city about 25kilometers North from Kemi, I have actually included the statistics of the recent increase of immigrants in Tornio municipality in **fig.4** because both cities work practically together to manage immigrant's affairs, and for example many foreign students who studied or currently studying in Tornio live in Kemi and vice versa, the increase. Therefore there is a possibility that for both cities to introduce similar programs or however work in also closer co-operation in immigrants integration affairs. The figure +35% is representing the increasing numbers of immigrants settling in Tornio City from year 2000-2010.

3.5. Similarities and Differences

Although EU (European Union) have tried in many way to co-operate all the EU member states to have the similar immigrants integration framework and policies but these efforts have so far prove abortive and suffers numerous set-backs as member states continue to introduce their own local policies, programs and integration plans for individuals and families. However, member states maintained the EU general policies and legislations as the fundamental guide line for immigrants integration, *for example*, discrimination, and fundamental human rights on Art.21.1 of the EU policy stated as quoted by Carrera & Wiesbrock 2009, "Any discrimination based on any ground such as gender, race, color, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation shall be prohibited" (Carrera & Wiesbrock 2009).

Since the 1999 EU policy framework declaration on immigrant's integration in Tampere Finland, a number of initiatives have been introduced by EU which includes the objective of fair treatment and integration of third country nationals. Most of the key legal developments include anti-discrimination directives of June and November 2000 also the family reunification directive of March 2003 and the directives on the rights of long-term residents of November 2003. There are clear linkages to many other policy initiatives have taken place in the context of promoting employability, adaptability, equal opportunities for able immigrants men and women, also asylum seekers participation in employment activities (Dr. Fermin Alfons 2005)

Carrera and Wiesbrock 2009 discussed EU policy studies in Brussels 2009, referring to Article. 27 of the International Covenant on Civil and Political Rights which states that “*In those States in which ethnic, religious or linguistic minorities exist, persons belonging to such minorities shall not be denied the right, in community with the other members of their group, to enjoy their own culture, to profess and practice their own religion, or to use their own language for interpretation in relation to integration*”. This key section of the EU integrations policy is similarly observed and practiced by all member states; in spite of some member states have made more progress in the processes than others (Carrera and Wiesbrock 2009).

Founding and coordinating integration programs are mostly decided at the national level in all EU member states. EU funds specific integration project and strategies of member countries but much more funds are usually allocated to those member states that are newer to immigration. Countries as Germany has always remained strong while Denmark, Netherlands and Sweden etc. have made significant economic rebound in recent years due to the increase of spending and facilitating immigrants integration matters (Collett Elizabeth 2011).

In my opinion, the greater progress made integration of foreigners by some EU member states then others does not mean they differed from the EU frame-work or guide lines in anyway but the achievement depends on factors such as, the country's historical habits with immigrants, economic strength, political activities, socio-cultural histories, climatic issues, citizens, welfare and the amount of resource invested on integration programs etc., therefore these integral factors should be considered when state manages the affairs of immigrant's integration in their community.

In regards to the EU member states discussed above, however, there are insignificant differences found methods of immigrant's integration, rather differences are found in the use of words (terminology), also in few area such as Denmark using facilitators campaigns and monitoring to ensure goals integration were achieved while UK believes that mentor ship advice is enough to help immigrants attain better integration, Sweden provided more financial support and strengthened individual incentives for immigrants to promote their participation and Finland believes that extending the duration from initial three years to

four years in addition to more financial support will promote immigrant's integration activities

Table .3 Similarities and differences

EU Member states	Similarities (Concept)	Differences
Denmark	Integration process	Facilitators, Mentors campaigns and Effective Monitoring
UK	Integration process	Mentor advice
Sweden	Introduction of newly arrived immigrants (integration process)	Strengthening personal incentives and More financial support
Finland	Integration process	More financial support, developmental projects, longer duration of programs

4. METHODOLOGY

This paper was carried out in qualitative research method; I made use of theories and literatures from articles, books and internet sources to ascertain integration programs information and experience from Denmark, UK, Sweden also Finland. I also use data and data analysis collected from interviews I conducted with relevant organizations working with immigrants integration programs such as the Kemi social office immigrants and refugee department, (Kemin Sosiaalitoimisto Pakolaistyö), Silmu project (Project to support immigrants integration) also with an experience independent social worker in work with immigrants. Interviews eventually started from 5.5.2011 with the Silmu Project, and I further met with then Independent social worker on 7.6.2011 after the cancellation of few previous appointments due her tight schedule. Finally, after the cancellation of previous appointments, I got the prospect with the refugee department of the Kemi social office on 20.7.2011. The interviews questions were designed and sent to my supervisors for approvals and recommendations beforehand, I used open ended questions to allow interviewees detailed expression of their experiences all put together to get quality responds from the research questions and make this paper worthy for readers.

I also included in the making of this paper observations and experience of the critical points of reality gathered during my practical training in some integration programs providing institutions (Kemi Asylum Reception Centre-Kemin Vastaanottokeskus and Kemi Social office immigrants work department -Kemin sosiaalitoimisto- Pakolaistyö).

4.1. Research questions

Social workers nowadays do not only perform the traditional elderly care, child protection or adult and family care work, in addition to work with unemployed or people with drugs and other addictions care work, but are also working with immigrants and refugees because one of their responsibilities is to promote care and welfare of the members of the society. However, so much but little social work impact has been done in the domain of immigrant's integration to better comprehend and appreciate the emerging trend of immigrants in new societies. It is imperative that social work with immigrants should focus on their unique strengths, struggles and needs, by making a grass-root assessment of

the issues which include client's personality, family and community network in an anti-oppressive and anti-discriminating manner, irrespective of class, race, culture, religion, sexuality, gender, disabilities or convictions.

It is for these reasons consider these research questions to know the effect of social work and their partner organizations in the support immigrant's integration in Kemi municipality. The focus of the research questions is to know how the authorities are working with resident immigrants on the full spectrum of life challenging situations, in order to observe those patterns that interfere with their relationships, work productivity, creativity or self-esteem. It is made to understand the roles of immigrants in fostering their integrations as well as including the community member's participation to encourage and develop their intercultural relationships competence as they continuously contact with people of new cultures.

- What kind of experiences do you have with immigrant's integration programs in Kemi: positive and negative experiences?
- What are typical processes, tensions, challenges of during integration processes?
- What are the cooperative roles of different organizations and experts in integration service provision?
- Describe the most challenging group or groups, their problematic issues?
- What are the roles of the immigrants as subjects, in understanding the needs for active participation to promote their integration processes? Example, (interaction with the authorities and others)
- Where there gaps? If there are gaps, what action is going on to fill these gaps? And what needed to be improved?

4.2. Goals of Study

The goals of this study are recapitulated below:

1. To experiences the process in which immigrants integration programs are been implemented in Kemi municipality in order to ensure reciprocal advantages on the

resource spent on integration programs through immigrant's effective participation in the labor market.

2. To understand the role of the authorities (organizations) and experts in executing effective integration programs that assist in tapping immigrants potentials, community members participation, development, intercultural competence.
3. To promote immigrants independency, self-esteem and ensure sanity is the society, when immigrants understand the advantages of community inclusion and intercultural relationship competence.
4. To create an avenue that will activate those immigrants who have poorly/passive education to productive instruments of achieving result, additionally, create multicultural labor strength and promote continuity of the social and welfare system.

In order to achieve this result I will observe the quality of integration programs and individual integration plans which government and city geared forwards, as well as make recommendations to enhance poorly executed programs. Especially when groups, families and individuals are excelling to create impacts and improve productivity, However I will encourage frame work that up-lifts' immigrants motivations and self-esteem, so they will become instruments of achieving developments and peaceful reciprocal relationships in increase states/cities or society's productivity.

4.3. Purpose of Study

The effect of political instabilities, natural disasters, war, globalization and transnational movement of people have intensified the migration of highly educated and skillful individuals from developing countries to the industrialized/developed countries, also not leaving out illiterates, poorly educated, passive and disadvantaged people in this migration process, the issue migrations have also produced profound ethnic, environmental, cultural, racial diversity and knowledge impacts in receiving countries.

However, developed countries and receiving communities' stands to gain or maintain a competitive advantage in the knowledge based global economy, structural ideas and strengths in the local and global labor markets in addition to the development of citizen's intercultural relationships skills. These positivity or dream could only be realized when

residing immigrants are given access to develop potentials and occupations through positive and appropriate integration and empowerment programs to commensurate with their trainings and expertise (Danso Ransford 2007). Denying immigrants access and opportunities full community participation for reasons unrelated to their potential abilities or expertise could be seen as discriminatory, anti-developmental and anti-de-powering. (Julia Maria 2000). I also considered a small cities receiving regular influx of immigrants deserves upgraded integration activities for residing immigrants in order to make use of their expertise for community development and immigrants' on the other hand live and independent satisfying life.

4.4. Area of Studies

The location of this study is Kemi city because I lived here (Kemi city) through-out the duration of my studies and I have acquired experiences from my university environments, practical placement centers and interactions with immigrants within the area. Kemi city is one of the small cities that have experienced and received substantial amount of immigrants in Finland and in the world in recent years, therefore, due to huge number of immigrants entering developed countries daily basis, smaller municipalities and communities have been experiencing enormous immigrant's presence. However, there are absolute needs to improve their services, facilities and resources to propagate immigrant's integrations programs and cope with the recent developments.

Additionally, Silove Derrick et.al 2000 argued that communities or states where in immigrants faces restricted access to work, education, housing, health care service or poor general welfare, other have been allegations of abuses, psychiatric illnesses, suicidal behavior, hunger strikes, and outbreaks of violence among immigrants and community members. Therefore, it is a potential risk to a state or community if any form of unfair treatment is given to immigrants or refugee due to inefficiency or poor integration programs or service delivery described (Silove Derrick et.al 2000).

The city of Kemi is relatively a small municipality located in the northern part of Finland, with our about 24,000 inhabitants. In fact, Kemi is one of the small cities in Finland. There are also other smaller cities with about 5000-6000 inhabitants located all over the country. Kemi city has been accepting refugee for quite long ago from United Nations High

Commissioner (UNHCR), while the asylum reception center (Kemin vastaanottokeskus) was just introduced to the city in 2008.

4.5. Data Collections

On the process of setting the research questions and goals of this research, I thought as much about “Who, How, When and Where” to collect relevant data to make this paper interesting, educative and worthy for readers. Having known most of the organizations and their partners participating in fostering immigrant’s integration programs within Kemi municipality I listed about nine institutions, I also contacted some personalities I know working tirelessly in this regard to ensure immigrants are well integrated in the community of Kemi and beyond. I also realized that data collection should be constructive and précised and focused, therefore I reached-out for few institutions among the listed I also contacted received an approval for interview from one of the personalities I contacted, all my respondents have or are currently working to improve immigrants settlement in the area.

Fig. 5

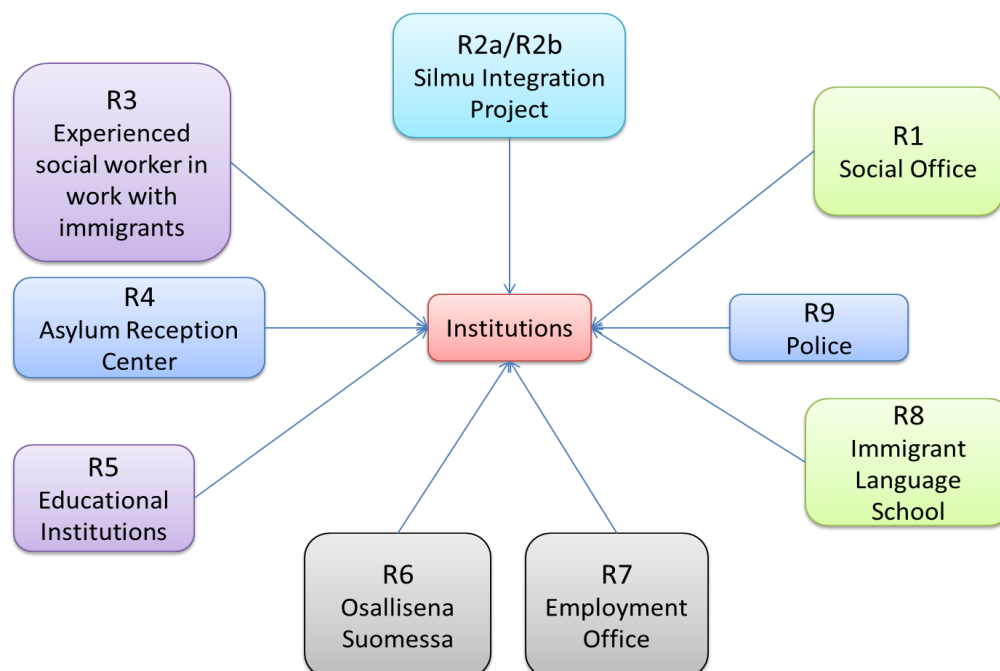


Fig.5 Participating Organizations in immigrant’s integration programs

There are numerous organizations and professionals working with the programs of immigrant integration but only few were listed (See fig 5 above). I branded these institutions as such R1, R2, R3 and R4 etc. the word "R" – stands for respondent, for example R2a and R2b as shown in fig.5 illustrates that there were two respondents from institution R2 (Silmu project) and so on.

Research questions were directed to institutions and professionals that are mostly in social work oriented fields, this is because professionals in social work fields should have strong desire and enthusiasm to help people improve situations that interfered with their relationships personalities, families, groups or community in which they belong. Having in mind potential objective of social work and social workers is to assist people cope and solve issues in their daily lives and attain full life satisfaction and healthy interaction with others in the society. Social workers also help those who with disability, life-threatening disease, people with problem of poor housing situations, unemployment, substance abuse (vulnerable or disadvantage individuals, families or groups). In addition, work with elderly and child care, families, domestic conflicts, and abuse and nowadays work with immigrants (United States department of Labor, Bureau of labor statistic 2009).

However, most of the refugees, asylum seekers that arrived in new communities have been in one way or the other encountered difficulty in their home countries that might have prompted trans-movement in pursuance of solace in another state. In this regard, it is imperative that social workers are in full participation with immigrants integration processes because immigrant's integration programs also focused on their wellbeing and ability to attain full potential, self-esteem and independency to be productive and cope with everyday life in new community. Therefore, the involvement of social workers in these affairs prompted my idea to direct research question to social work professionals who are currently service with institutions fostering immigrant's integration or those that had previously worked with immigrants in order to ascertain a quality data collection required to achieve the goals of this paper.

4.6. Limitations

In making this research, I stumbled into many topics related to immigrant integration but one thing I had in mind was, the work with immigrants is of diverse categories and the

diversities are related with the situations in home countries of immigrants origin, reasons for migration, also the educational standard, health issues, disabilities, minors, personal, family or community histories made up the package. I also considered reliable sources and materials of data collection, research questions and relevant organizations to direct these questions, knowing very well that the title of this study will indicate interviewees.

At this point I proceed to meet with my supervisors to discuss on the topic issues, well, our discussions was held on two different sections, because I was not able to meet both supervisors at same time in office due their respective tight schedules. When I met with L... I explained to her that I would like to take up the topic from both clients and authorities perspective but she advised that it could be very wide and challenging so I should focus on either of them, on my meeting R.(the other supervisor) he looked at the topic and the approaches I have chosen (I have explained to supervisor L in our meeting) but he (supervisor R) also advised that I should take up either clients or authorities perspective in order to narrow my focus to a specific direction to avoid complicating issues.

Therefore, with the help of my supervisors, I was able narrow the topic of the research to find sort of integration programs are been offered to immigrants in Kemi-municipality and what are the limitations of the programs and how this programs could enhance immigrants integration by attaining full potential, promote community inclusion and increase in productivity, which brought me to the topic of *“Improving integration work with immigrants”*-Kemi municipality in focus.

I took the first step by writing the cover page of this paper which includes the name of my school, research topic and my name as the author on the 10th of April 2011. I was also hoping to get this paper ready before the end of August at same year but it took longer time than I expected. Although I have been reading widely and pilling up materials and experiences on immigrants integration work as an area of my social work interest, I fall short of ideas again when deciding on who or what organization or professionals (because there are quite many) to confront with research questions but after due consultations with my supervisors again, the importance of interviewing the authorities (staff members

integration programs service providing organizations in Kemi city) were seen as the best bet for information retrievals.

Nevertheless I consulted few among the organizations and personalities in this regard but only three were able to schedule appointments with me; others couldn't because of their tight work schedules. Even when appointments time were made at first, there were series of re-schedule and rescheduled again, finally after the second and third reschedules which occurred because of my respondent's tight official duties, I was able to get the interviews done. I didn't have many problems to find books articles and internet websites concerning the topic because immigrant's integration has been an old concept which also still pressing this days and many scholars have previously written quite much on it also more scholars are still writing-out their opinions on the best way to achieve results with immigrant's integration programs.

5. ANALYSIS

All the respondents (Social office, Silmu project and experienced independent social worker) were happy with that fact that there many immigrants residing in Kemi area nowadays, immigrants ranging from asylum seekers, refugees, international students and those who came through other forms of migration process, for example, employment and marriage purposes etc. They also agreed that the internalization of the city have brought about growth multicultural diversities in many ways, which they believe should be tools to foster community development. They also expressed that their happiness and excitement to work with people of multicultural background.

“It is nice to see many people with different cultures all over the places, when I drive or walk around the streets of Kemi, I feel really good inside me because I understand multiculturalism brings lots of diversities, possibilities and growth and developments in a community, I think we have got a great advantage. To me the most interesting part of it I that I currently work with a firm that is promoting immigrant's integration, I must say I have gained numerous experiences in working with people with multicultural background; I work hard to ensure they get assistance needed motivation and integration in our society”, said respondents (R2a 2011).

Another respondent said “irrespective of being happy to work with immigrants on integration processes, he thinks that the integration programs framework of the Kemi City is becoming obsolete and currently need to be updated. It has been in existence since 2004, due lack of regular updates or reforms, the programs seems to be poor and slow, because it does not supporting the current trend and huge number of immigrant's influx into the city. He also believes that when the programs were updated its operators will more effective and focused, and then desired results will be achieved” said respondent (R1 2011).

“In my former organization, we provide information services, housing, language studies, finances and health issues counseling etc. for newly arrived asylum seekers, through all our resourceful mediums. We also inform and introduce integration programs activities, in addition to the updates of their resident permit's process and procedures. The organization carry out these function in order to make clients fell less worry and enable them to focus

on understanding the new environment and culture so they can cope with everyday life. “As she continued, she said, her opinion is that immigrants needs “Mentor”, mentor in this case should be an “immigrant” who have some practical experience of what life situations means outside the EU region, knows the feelings of those difficulties and cultures in own country and of countries those around them, such person/s will gain more trust and freedom in conversations with immigrants to able to render assistance to them and gives immigrants more opportunities to gain access integration information”. S/He (Mentor) takes them to visit those areas where can get assistance and visit to strategic places etc., also working with them to settle down well and know the environment better also to became productive in the area before the decision their resident permit is given by the Finnish immigration” said respondent (R3 2011).

This is to say the issue of Mentorship is needed in immigrant's integration processes, because it creates reliance, trust and openness to whom the can give all information concerning their confidential situations (Mentor is an influential trusted counselor and supporter to someone).

5.1. Challenges

We also discussed the tensions and challenges respondents have been confronting from immigrants during integration process, and how the immigrants are coping with the system and challenges. R2a was the first I came in contact with in this case, but due to her weak English language skills she was accompanied by another staff (R2b 2011) who is also a staff member of the same organization. *Respondent 2a and 2b* combined and shared rich ideas and experience from their work which made the interview section seem like group interview, the impromptu group interview produced sufficient quality result needed for my work.

According to R2a 2011 one of the tensions and frustrations she noticed from newly arrived immigrants is the issue of communication, when immigrants are unable to speak or write language of communication (Finnish language) because most of the articles and brochures are all written in Finnish language. This is usually the first critical to immigrants when they want to start or do something, and they cannot because of language barriers, it usually the first among other challenges” (R2a 2011). “From my experience I have noticed issues of

lack of punctuality to appointments with many clients, when we set an appointment for a program with some of the immigrants they hardly meet up with time, more especially when the weather is a somewhat cold or rainy” said (R2b 2011)

The response from the social office on this issue indicated apparent difference from other interviewees. The social office has not observed many tensions from immigrants who were given resident permit through the asylum seeking process or those who arrived from other parts of Finland. R1 2011 believes that the reason is because they have undergone some integration activities from the asylum reception centers within the period they have applied for residence permit, although they might have some critical personal, health and family issues that creates some challenges and of course, challenge of poor Finnish language skills and confusions in understanding Kela payment systems (Kela- Kansaneläkelaitos is the Social insurance institution in Finland) said (R1 2011).

The independent social worker R3 2011- said, referring to her experience and observations gathered when working in one former organizations, “there have always been certain tensions when migrants arrive to the asylum reception center, although it depends if the migrant or migrants are transferred from one another asylum reception centers in Finland or coming straight from home country or some other European states. In many cases I observed newly arrived migrants find it so difficult to trust the authorities (staff members of the organizations) in full stem within the first few weeks’ migrants’ arrivals. They usually develop trust probably after or when they must have received some information’s from their colleagues who have already been in the center earlier than them. In addition, there are much-much problems to communicate with newly arrived migrants mostly if they are unable to read or write their own language, in such cases, even with the use of interpreters it also difficult to induce trust in them because they still need more clarity (R3 2011).

As the discussion continues, respondent R2b 2011- described that “in many occasions clients have come to request or ask for supports and assistance which are not obtainable within the organization official programs. According to him, “when immigrants pressuring or being desperate to get certain information or asking for something, he can’t push them away or simply say to them that we can’t help your situation. This is because he

understands that immigrants are really in need of help and support that is why they come to ask or behave in such desperate manner, therefore in such situations he usually calm them down and explain how and where they can find the help or assistance for that particular issue or issues of their request, because such services are not obtainable within our organizational duty schedules. Actually, this one of the challenges and confrontations a service provider should face when working with people of multicultural background in practical client's oriented work organizations because, sometimes it is quite frustrating and worry-some when clients insists that authorities should offer assistance even when staff members do not know how to go about the situation (R2b 2011).

5.1.1. Orientations

I think authorities should endeavor to organize informal orientation gatherings, the opportunity of clients gathering together for seminars and workshops or social activities allows them to contribute and gain new ideas from one another, also they make use free time in between or after the program to dialogue with peers; share experiences, ideas specific topics, and to exchange materials, resources, and suggestions on how to promote a stimulating integration into the society. It also encouraged pairing up with one another to discuss observations and development so far and creates an atmosphere of making new friends.

However, many who had visited each other's homes, share reports from observations through dialogues, support emanating from this type of peer collaboration provides them with valuable opportunity to learn from the each other styles and techniques. Thereby helping those with difficulty to understand formal issues (for example benefit calculations, housing rules etc.) to do so, due to the informal nature of the gathering p information's sharing with one another. The opportunity could be extended to community members participation as it will promotes exchange of ideas, cultural issues with peers in informal setting within and across borders, making new friends' promotes integration processes, and reduces pressure workers as clients minimize daily routine visit to the office for information's they can easily get from colleagues and friends.

Speakers or instructors in these programs (seminars/workshops) should be considered from ranged of multi- professionals social and health workers, it should also include

qualified immigrants that have already integrated well in the society (qualified capacity builders), who are qualified to take responsibilities as mentors/facilitators, not necessarily using professionals in to administer programs always, such move will encourage others to look forward towards this kind of position in future by putting up diligence and hard work believing that someday they will be involve in decision making (Koski Sinikka 2006.48-52).

Discussions should in this programs should include information on current legislations concerning immigrants, new housing rules, educational programs, current affairs etc. at same time listen to clients contributions in regard to active participations because most of the clients are less much educated to find information's that concerns the integration on their own and some are not really are ignorant of the importance of doing information retrievals (Evers Adalbert et.al 1997.103)

5.2. Cooperative Member Organizations

Nevertheless, I understood that, there are many organizations working in co-operation with Kemi city's residents immigrants integration, from my observations some of the organization or multi-professional groups are not situated within the Kemi territory, additionally some the integration services were been purchased from partners organizations. Therefore the third interview question is designed to know how effective is the co-operations and how important cooperation is needed to foster immigrant's integration.

The responds I got in this case happens to be similar from all the respondents, because most of the participating institutions providing integration services co-operates with one another and have common partner organizations for example, police, hospitals, Finnish immigration authorities, employment office, asylum reception centers (vastaanottokeskus), cultural centers, therapeutic centers, Kela, schools etc., in addition to some NGOs (third sectors participations) example churches and voluntary organizations involved in service provision. Although all institutions are relevant in this regard but the most representing organizations in immigrant's integration are the social office, employment office, educational institutions (universities, vocational, secondary and kindergartens) others are Silmu Project, Immigrant's Finnish language school and of recently introduced Osallisena

Suomessa project because they function in accordance with the Finnish legislations to ensure the success of immigrant's integration in the society (Heikkila Elli et.al 2011) (Ministry of labour Finland 2003)

Upon the numerous organization in this process the result still look bleak in many cities, also seems to portray that migration no longer helps the development of the society, but has become a social problem, where native citizens complain that immigrants do not adapt well to society and on other hand they introduce lifestyles, cultures and religious issues that propagates problems in the communities where they resides (Heikkila Elli et.al 2011.14)

“Social office R1 2011 confirmed that all the participating organizations in these programs have a strong co-operation with one another; we meet many times in a year to discuss the progress of the immigrant's integration programs, in his opinion, the meetings are very important but more should be done to give all participating organizations clear job definitions and descriptions so that they should know who does what service and when to do it.

It also confusing to immigrants when almost all the organizations are trying to do the same thing at the same time or different things at different times, for instance, the social office refugees department (pakolaistyö) provide services such as housing, ensuring the social support are paid accurately and wellbeing of immigrants, in additionally discuss health issues, employment and studies and family issues and etc., other organizations should focus on the encouraging the immigrants to active participations provide activities and so on. In that way the services will be clear and followed by all parties involved.

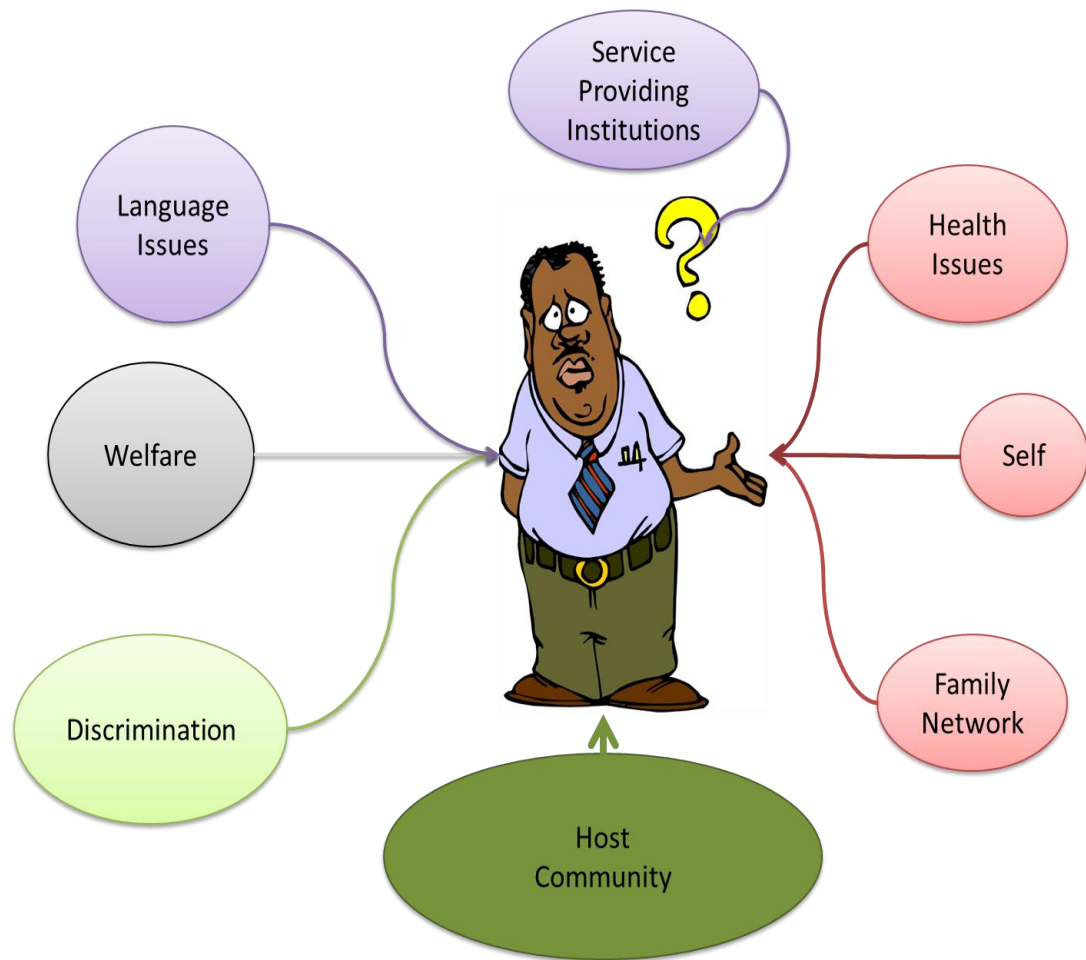
However, the social office is one of first contacts when immigrant arrived to the city, so there should be sequence by which issues should be followed and handled by each participating organization thereby making the description of services clear for both clients and authorities R1 2011 suggested. Newly arrived immigrants have many things in mind and when issues are not well directed or made clear to their understanding from the beginning; it becomes more complicated to get them back on track to follow the process of the integration programs.

“Therefore, I reflect that for integration programs to achieve quality results, depend on effectiveness of cooperation and coordination across departmental boundaries and not just individual effort” also cooperative bodies must defined duties among each other and each group should supposedly know their duty-approaches and participate effectively. However the importance of building relationships through collaboration in a creative process between all parties in involved is surely needed and it should be defined. Bearing in mind the importance of every project to begin with an initial information gathering assessment session to define the goals and objectives of the project and establish the target or targeted groups. Additionally, discuss schedules of service to which every member needs to understand how important it is for them to work smoothly together unselfishly and remain dedicated to duties in order to achieve success”.

5.2.1. Collaboration

My reflections commensurate with Harvey Satrina et.al 1998 on the issue that organizations fostering immigrants integration programs should always work together as a team also believe that great things can happen if individuals understood well the fundamentals of the their task ahead also work together as one unit. It is clear that every group has their own unique strength and role, while each organizational role should recognized and appreciated by others, because their success could be referred as “great” when a team can accomplish task or tasks much bigger, valuable and effective than an individual or organization working on their own.

There is always strong synergy in cooperative positive contributions towards a goal. However, effectiveness performance is built upon diversity of individual skills and personalities of members who uses their strengths and potentials to compensate for each other's weaknesses, then you find different personality types balance and complement each other to achieve stated goal. (Harvey Satrina et.al 1998) Therefore to achieve stated goal teams or organizations should focus strength towards developing areas of productivity and uniqueness.

Fig. 4

Immigrants and the world around them in new societies

There are many organizations in these processes as mentioned above; **Fig. 4** expresses the state of confusion in which immigrants find themselves upon arriving in a new community. When service providing organizations are not in proper coordination to service deliveries in addition to the immigrants personal problems, for example, health issues, family/network concerns, self and settling in the new community (this actually happened to me when I arrived Finland as I have explained in the introductory part of this paper, I was first thinking of how to manage with the people, the study teaching system, climate, food, walk about 4.klm to and fro to school daily etc.) all these which immigrants are not used to do, in addition to the documents and voices from the authorities all together creates

kind of muddles in the life of immigrants. Therefore making it difficult for them to find where and who to start and what comes next or what to do, all these muddles affects the out-come of the of the whole integration processes as it continue to appear poor, yield poor results and immigrants will remain whining.

R1 2011 discussed that “the schedules of integration programs should also made simple and clear for immigrants to know which organization to reach for and exactly to do there after their visit to the social office. On the other hand, partnering organizations should well understand duties and responsibilities to offer own services to the newly arrived immigrants, these kinds of schedules will enhance and improve entire sequence of service process for both clients and authorities” said (R1 2011).

According to Heikkila Elli 2011 and colleagues in their book “working together for better integration-immigrants, police and social work” stated that they idea of immigrants integration programs should not depend on professional advice or immigrants alone participating in all activities rather focused on how to build up interactive environments in which the immigrants and the host residents can feel comfortable and exchange experiences, expectations and abilities on an equal levels (Heikkila Elli et.al 2011. 17-28).

5.3. Most Challenging Group

The similarities in responds from all respondents proved that the issues of immigrant's integration could simply be stalked to greater success if given more priorities, directions and focus because in most cases, all interviewees seems to have common expressions to many issues. For example when I requested to know most challenging group among immigrants, all the respondents on different occasions proved that the most challenging groups are those migrants that have sickness, trauma or personality disorders, elderly people, single parents and minors, in addition to those migrants who are not able to read or write their own languages. They also did not receive explicit explanation about the particular group or groups (nationalities) that are most challenging or what sort of sicknesses was found in this regard.

However, endeavored to ascertain more information concerning nationals which are more affected with these forms of sicknesses and disorder, but none of the respondents disclosed

the information to me, I understand that it might be due to code of official conduct or organization/social work ethics to maintain confidentiality with client's information's.

Respondent R2a 2011 described that, in between the above mentioned challenging individuals and families or groups, the Somalis, Turkish, Afghans and Iraqis possess more challenges in some language issues more than clients from other nations, the find really difficult to express their health issues because of the difficulties in understanding and speaking Finnish language. "When we try to discuss issues concerning the health situation with them through the interpreters, they seems not wanting to disclose everything to the interpreters, one can clearly see that they really want to explain some issues concerning their health situations in order to get support but it is either they are trusting officials enough or then confidential abilities of interpreters or probably they are afraid of something. These situations makes really challenging to provide means of assistance for these people because the only medium of communication with newly arrived migrants is through local or telephone interpreters in most cases" (R2a 2011).

Immigrants from the Republic Union of Myanmar (Burmese) are positively settling in the city because Silmu project attached a facilitator of an immigrant background working with the organization, this office has been useful to mostly Burmese in Kemi area, because the staff member have got some experience of the difficult situations that could force people out from their home country. However, one of the advantages is that, it helps the organization to start initial communications with openness in Burmese native tongues; this situation gave the immigrants the trust to explain their situations to him without hesitations. The facilitator always relate these issues discovered from clients with colleagues and will together they discuss on the possible way of providing solutions or locate where help could be found. Facilitator will gradually explain to newly arrival the importance and advantage studying Finnish language and culture as well as assess their potential and ability in order make the best plans for community inclusion (R2b 2011).

Through the mentorship the project has been able introduced and inaugurated Burma Youths Association in Kemi area, the association has so far brought all the Burmese together both young and old, the association is a point where they can share cultural issues, identify new talents and accommodate new arrivals. The association showcases ethno-

cultural activities to the people of Kemi area and beyond, they also use the medium to promote individual talent and develop potentials, which has a reciprocal advantage to enhance the community member's intercultural relationship competence. Burma Youths Association has been in existence for few years now and they are making great progress in fostering Burmese community inclusion in area of Kemi and otherwise. There have been situations where people (Burmese) are coming from other cities in Finland to reside Kemi because of the progress the association and people (Burmese) in Kemi have accomplished so far. In fact most of the Kemi resident Burmese both young and old have decided to remain in Kemi because they find it easy to integrate into the community through the equal assistance and support the get from mentorship of the immigrants staff member of the organization (R2b. 2011).

For those Burmese who are about 50years and above, certainly not able to read and write their own language of which single parents were inclusive, through this mentorship the office endeavored to introduce a forum where they can learn to integrate by doing things of their own interest. A process where they use Finnish language labeled materials for practice how to develop potentials and skills. By using these materials they will be able to identify few words and thereby improves in language skills and communications, although the progress in this case yet very slow but the issue idea is to improve understandings through the regular materials and products they use practicing skills and what they do. By this way, project has been able to activate most of Burmese to enable their participation and community inclusion. "I know quite well that there are many more things to be done but so far there have been progressive accomplishment". From these experience I believe if there more facilitators or mentors with immigrant's backgrounds and experience of immigrants situations, integration programs will more productive" (R2b 2011).

5.3.1. Fundamental issues

In one of my former organizations, staff members usually face a lot of challenges to deal with immigrant's families or single parents with their children, mostly when issues of culture, religious are so much attached to clients. We have to observed and respect this fact when dealing with client's critical situations such as ill-healthiness, violence and abuse etc., these factors makes situations really difficult to deal with immigrants, this kind of challenge will leave an official with no option than to slow down his or pace of work for

a moment in other to think of the best way forward said social worker (R3.2011). She described those fundamental and critical religious and cultural issues as very delicate to handle and poses lots of challenges (R3 2011).

Cultural violence is a situation whereby a community approves unlawful cultural judgment or punishment or action against community members, by violating their rights to hearing their point of view. One of factors is also known as honor violence which is related to culture or religious belief, where members of the community where made or allowed to commit crimes abuse on selves or others to gain honor in the society. Honor murder was seen to me as the worst situation among all, it is related to religion or culture of a community or group, where members commit suicide or murder for the sake of receiving praise or believed they will receive or honor for doing harm to self or others. As we the discussion continues, the issue of female gentile mutilations was brought forward as one of the factors clients do not want to talk about because they believe it related to their culture or relation. This is a kind of abuse or violence in communities against female genders which imposes the cutting-off some tissues from their vagina area; it could be a cultural belief or ignorance of the effect of the practice, this kind of practice is commonly found in African nations.

Child betrothing is a traditional condition where a child (mostly female children) is giving up for marriage to an adult without their consent (sometimes marriage agreement could be done on behalf of the child from infancy by her parents). Sometimes child betrothing could lead to family violence creating a situation in families whereby parents are abuses their child/children or children to their parents or the family abuses one another to keep cultural or religious ordinances. The respondent discussed that most of these issues have been kept in the dark but as practitioners it affects the quality of work with immigrants in many ways, she will therefore use this opportunity to explain most of these issues. Another is religious abuse, this situation whereby some religious practices denies people/followers of their personal rights and freedom, also forces them to behave or act unwillingly in order to respect a certain religious practice.

She has also encounter clients suffering from a trauma due to polygamous family conflicts, a condition she described as where a man is married to two or more wives or vice versa

this kind of situations is usually approved traditional or religious beliefs, and creates and raises constant violence conflict situations among family members. According to her most of the clients accepted abuse due to ignorance of its consequences, most of clients have conditions whereby families, communities or religion imposes laws or command that abuses person's physical, psychological, emotional, sexual etc. rights and the traumatic situation continues to leave with them (R3. 2011).

R3 2011 continues to speak about her experience by saying probably one, "many of these issues discussed above accompanies newly arrived migrants to new communities, usually, they find it really difficult to speak about these issues during interview sections because they believe it is their normal way of life. Anyone speaking against it is either against their cultures or religions practices. This situation makes it also difficult to provide support or advice immigrants where they can get support to over-come situations because they have told the root of the problem care giver. As mentioned above she also differ from naming any group (nationals) that comes with these problems, according to her almost all the families, single parents and some individuals have come across these situations in their families in home countries. But divorce is prohibited in accordance with culture or religious ordinances. As soon as they were able to open up to discuss these issues with us,(authorities) only then we can possibly inform our partners or use the multi-professional team work approaches to provide some therapies and other health supports mechanisms, in order to promote the wellbeing and that of their children or child" (R3 2011).

The value of undertaking a multi-professional approach to respond holistically to needs of an individual or group is to arrive at a more developed and comprehensive understanding of the problem and its potential solutions. A multi-professional approach also refers to at least two or more individuals from different training backgrounds or different occupational groups who share a common aim but make complimentary contributions to the achievement of the aim or problem solving (Heikkila Elli et.al 2011.17-28).

"Sometimes single parents possess more challenges said R3 2011, because they have to work very hard to take care of their child/children to ensure they go to the kindergartens in morning and bring them back in the afternoon, they also on their own attend some of the

integration programs for example language studies and training activities. At same time thinking about the long awaiting resident permit decision, in addition to their thoughts about family members and relatives back home whether they are still alive or death considering the magnitude of crises in their respective nations. It is stressful for immigrants to undergo situations as such alone, so in order to ease these tensions we provide daily support for each single mother to enable them cope with daily life” said respondent (R3 2011).

R1 2011 responding to the issue said that “they have not experienced any particular nationals, group or groups that have more challenges than others rather all immigrants that has one sickness or personality disorders are from different countries, apart from the sick people, most of the challenges also came from the older individuals (50years and above). These special groups of individuals find it difficult to cope with use of the housing rules and other facilities, because the environment and housing equipment (heating system, cooking stove, sauna and washing machines etc.) are totally different from what they are used to know in their home countries. Again, most of them are unable to read and write, therefore they don’t understand the instructions and regulation written on home use equipment and housing rules and regulations. We have received complaints from community members (neighbors) in few occasions in regard to the miss-use of some housing facilities and so on. We usually to make house visitations on intervals to those older groups weeks of arrivals so as to educate them on housing rules and the use of facilities so that they could be able to use facilities well and maintain rules independently” (R1 2011).

5.3.2. Access to information

Koski Sinikka 2006 argued that, beyond employment realm, access to information’s offers people increased opportunities for community inclusion and cultural life, access to information is also personal and collective potential life-empowering issue. Socially supported interaction facilitates conventional integration processes which often motivates and create effective contexts for social interaction, communication, and learning inclusion strategies (Koski Sinikka, 2006.48-52). Fish R. Thomas et.al 2006 argued that it increases personal collective awareness of the community also familiarized habit to their role as

contributing and achieving greater independence in the community and rely less on support mechanisms (Fish R. Thomas et.al 2006).

In my opinion information gaps could be identify as one of the major issues to poor integration, many immigrants are unable to participate in promoting better integration because the lack access and understanding to relevant information's that concerning the process. Therefore, developmental project such as information sharing and commonalities are interrelated reciprocal and potentially lifelong learning endeavors, from a range of socio-cultural and education experiences with other people are tools to improvement, this includes reading story books, magazines, listening to words on television, radio computer screens, movies, coffee tables interactions or learning cafe and ethno-cultural and sporting activities will help to assist the clients to open-up to authorities in order to get help.

Better access to information assist people to better understanding and it empowers them to easy integration and self-development, however, it promotes an environment that foster clients (immigrants) participation/partnering in decision making. When clients participate as partners in making decision on how to improve their integration processes and on issues that concerns them, they will work harder towards making positive impacts and understandings to endeavor better expressions in doing things, creating something they can offer the society not necessarily being only at the receiving end.

In conclusion on this matter I believe this should be one of the primary responsibilities facilitators/mentors to maintain atmosphere where immigrants could freely express themselves without fear or favor. Facilitate strategies that support the communication and interaction to meet with environments where people gather to enjoy various social activities together, sharing information as a tool of helping others to better understanding which also empowered integration.

5.4. Immigrants Role in Integration Process

As a matter of fact, I have warm and interesting moments with all my respondents during interview sections, some of the interviews were conducted while the flavor of coffee cooking in the coffee machine raises our appetite and give more energy to continue conversations, in some situation coffee is already cooked with some cookies and candy on the table (*café interviews- hmm I liked it!*) In my opinion the warming reception prove to

me how much my interest and willingness respondents will want to participate in making their work better.

"In fact I am happy that you are doing this kind of research, sometimes we cannot find or know how efficiently or poorly the services we render to people affects their lives only when someone outside the system makes work appraisals. This study is very important to our job now Uche!" (Anonymous) The atmosphere during the entire interview sections were good, interview questions were acceptable and responses and answers richly informative makes this whole package worthwhile for readers.

As we inhaled the sweet savor coming from the coffee machine as addition to the smooth running conversations, I cruised and approach the last interview questions, with social worker, there came loud voice from the kitchen area *"Hey Uche, do you want some sugar or milk in for the coffee? Immediately I replied "no thanks"! I enjoy coffee hot-dark without sugar but milk with tea sometimes! oh that's nice she replied"* On that note I let-out the fifth question which is about the second to the last from my list, of which I intended to know the role, interests and self-motivations of immigrants in promoting and fostering their integration, their method of interactions with selves to achieve and authorities.

The responses from all respondents took different dimensions on this question, R3.2011 said in the asylum reception center "immigrants were accommodated and supported on a temporally basis pending on when they receive resident permit decision (positive or negative). Therefore, full integration programs were not provided these people, (which means the asylum reception centers do not offer full integration programs to their clients), so most of the activities/programs introduced from the center in this regard were jointly organized with other partners, in order to keep the asylum seekers busy, active and activated as the wait for the decision from the Finnish immigration authorities (R3 2011).

The reception center provides Finnish language studies, sporting activities, and workshops, more importantly we endeavor to inform and encourage clients to attend different social or cultural and educational events organized around the city closely beyond, they are also expected to visit the office for some medical, psychology and emotional support on intervals in order to cope with daily life issues. The center also gives information about their resident permit application proceedings additionally assist them to make possible

contact with their families. Actually the center have recorded large number of active participant that follows all the activities offered to them, by doing so one should say that most of asylum seeker have self-motivation and commitment to improve their lives, playing important role by participating in programs to foster their integration in the society beforehand" (R3 2011).

However, she continued saying those who arrived with their families have much more work to do than the younger adults or singles, because they have to take care of their child/children, taking them to the kindergartens or schools, they have to over-see the wellbeing of the whole family at home. Although they have to call or visit to the office when there are needs for medical or psychological or emotional support or emergencies because the center provides services such as home visitations and regular appointments to the office to check and balance how they are coping with daily life situations in the new society. There have encountered some poor or negative reports on participation or clients behaviors too, but in overall, the center has seen a tremendous commendable progress in immigrants participation, to this end one can probably asylum seekers has been somewhat in active participation (R3 2011).

According to R2a 2011 one of the most important elements of integration is for immigrants to understand the culture, language and environment of host communities. I believe that when they visit our office in search for help or support for one thing or the other, or when they attend integration programs and activities, in addition to constructive complains and questions. In my opinion these actions shows motivations, active participation and that is what it takes understand the new and integrate into the society because participating in these programs however go a long way to integration (R2a 2011).

R2b 2011 agreed with R2a 2011 on her opinion as written above, but he gave insight of some important factors he believes that are affecting immigrant's participation or not playing important roll to foster their integration, for example: "Low self-esteem or inferiority complex is a condition that makes most immigrants unable to develop their potentials because they believe they are not good enough to match with new community members. Most talented immigrants feels that their local-cultural talents or already made expertise will look wired or obsolete, therefore it will be irrelevant to rekindle those skills

in a more modern and civilized society so they rather join the flow of the modern trend and kept their potential redundant.

Some of the immigrants are afraid of taxations issues, some believes that even when they gain employment, the job pays very little after and taxations, the balance sum from their salary is almost equivalent with the amount they receive as social insurance support when they are jobless. This because most of the related to immigrants are mostly meaner jobs. While some are left with less opportunity to get financial support (loan) to pursue and exhibit their career or expertise. Many are worried on how to trade their local products and how fashionable and lucrative the products will command in the market in a new or different society. While some of the immigrants feel they are old and have nothing to offer because of the Finnish language must be used in doing almost everything and they are neither able to read nor write and understand up standard of language required for the Finnish labor market" (R2b 2011).

The social office speaking from R1 2011 believes, that immigrants have all opportunities and freedom to choose whatever trade, expertise or innate qualities to develop that will help their independency in a new society, in addition, there are opportunities for those who already have expertise or profession and will like to maintain give it further attention for improvement or development. In this regard, "I will say that most of the immigrants have been speaking to us also to our partners, for example, teachers in the Finnish language school for immigrants and the employment office also the spoke to us here in the social office about their innovative skills which helps us to choose a practical placement centers for them according to their request. In fact, I must say we also made progress so far, for instance, many chose to be truck-drivers, home keepers, nanny, farmers etc. while some decided to developed different kinds of hobbies and handy craft etc. (R1 2011).

He further said when people are able to come forward and explain what they will like to do or when they have the opportunities speak and express their opinions with the authorities, the freedom and motivations to do so proves that both parties have good rapport and relationship. Nonetheless, such action described the level of immigrant's effective participation to foster their integration through our programs. I cannot say they are doing totally well in this aspect but so far it has been of average result because almost all those

who came here in the year 2005 have settled well in Kemi community and doing one thing or the other to support their daily living. There are still ups and downs challenges to encounter here and there to some immigrants for some reasons but I believe is a gradual process, with level of changes and developments we are about to make more productive results will be seen" (R1 2011).

5.4.1. Community Participation

My idea here is to suggest that the authorities should facilitate strategies that ensure host community members participation in immigrant integration, strategies includes strengthening the ability of residents to identify priorities and opportunities in addition to fostering and sustaining change, including leadership development, community organizing, and collaborations, members development with opportunities to build their knowledge and skills, connect to new information resources, and enlarge community perspectives.

In my opinion it is important to improve the connection of engaging neighborhood community residents and organizations for example churches and voluntary organizations, enterprises, families and schools because they are important vehicles for addressing the challenges of immigrant's community inclusion. While facilitators will continue to encourage both immigrants and community member volunteering' participation because the common experiences seen in immigrants are exclusion and segregation from the mainstream, the presumption of discrimination, poverty, and loneliness, isolation, vulnerability to abuse, violence and lack of hope etc.

Facilitators make use of neighborhood bookstores, café's, and coffee shops, libraries, recreation centers for example, swimming hall (uuimahalli), gyms (kuntosalli), club houses (kerhotalot) etc. serves as host sites within which both immigrants and host community nationals share comfortable feelings and participate in typical informal activities. In my opinion places as such provides learning, social connectedness, and community inclusion and lays the foundation for the social validity and efficacy. Interactions facilitate learning and promote intercultural competence with one another, Host sites are essential components of a vibrant community life also broaden exploration of social interactions and social connectedness which significantly enhance literacy base on shared responsibilities and ideas.

Berger & Neuhaus 1991 arguments supports my reflection saying that neighborhood community residents or organizations addresses difficult social and economic problems which are integral to newly arrived immigrants. The authorities should activate neighborhood-based residents to volunteering efforts, in order to foster collaborative partnerships among immigrants by creating new relationships or strengthening of existing ones. Also at the same build the capacity to become empowered autonomy that benefits immigrants and the entire community, so they can work better together and take on new roles. The most important factor is that, members' relates personal and collective benefits perceptions of their commitment to produce tangible community improvements that will strengthen their capacities and ability to attain full potential and of the community development said Berger & Neuhaus 1991 from (Fish .R. Thomas et.al 2006).

5.5. Resources

As we cruised towards the end of the interviews, I realized I have enjoyed cross sections of wonderful conversations with my respondents because issues were discussed in details and expectations of both parties (interviewer and interview) were met. Probably I will give the credits of this wonderful interview sections to the proper timing of appointments, the nature of the interview questions and the study topic being of great interest, additionally, I will attribute it to be the positive attitudes of the respondents also wiliness and interest to develop their work in order to increase integration programs productivity and promote immigrants independency in the Kemi community or in the state (Finland) as a whole. As we maintained the atmosphere and continued with discussions, I pressed on further with the final question which intended at knowing the availability of resources and to know the actions that are going to improve obsolete programs so as to give integration programs a face-lift and better facilities. On this note, the entire respondent seems to have the same view toward development of the services but there are also little differences on individual opinions to which part or program/s requires urgent or more development.

In essence, all respondents (R1 2011, R2a 2011, R2b 2011 and R3 2011) agreed with the issues that, "more resources surely needed to promote and develop integration programs around Kemi area", for example more multi-professional personnel and facilities ranging from social field workers, medical practitioners, facilitator, teachers, and therapist etc. in addition, to more financial commitments, social and cultural activities (ethno-cultural),

recreational activities, talent-hunting programs, workshops and seminars etc. are equally needed to ensure integration of immigrants productivity. Furthermore, respondents appreciate the inauguration of Osallisena Suomessa project, saying it could serve as a coordination body to all the participating sub-organizations in the context while the social offices oversees the affairs provide co-operative bodies.

On same issue, R3 2011 claimed that, there are urgent needs to introduce more resources to the system “there should be channels through which organizations can receive written or oral feedback from clients”, she also thinks that the duration in which asylum seekers waits for the residence permit decisions (residence permit processes) takes quite a long time about 2 or 3years, this situation of long time waiting without knowing picture of what their future is depressive in other words affects client's mental health, which in some cases makes their statements change over time in different interview sections they attend”. Therefore, suggested a “mentor of facilitator” should be provided for them during these periods, probably could be an immigrant who understands and have more practical experience about their situations from home countries and will assist them in going along with daily programs and activities. Whereby she hopes the immigration authorities will make some adjustments in regards to duration of residence permit application decisions (R3 2011).

All the respondent added few ideas on how more resources should be generated and it usefulness, starting at the Silmu project R2b 2011 suggested that, much emphasis is on learning the Finnish language to him it is not the only means of integration, for example there should also be group different learning plan, for those immigrants who are above 50years, another for those who cannot read or write even their own languages, these group of people do not need intensive class lectures rather need to learn by developing hobbies or doing something they feel could be profitable to them and productive in accordance to the integration program (R2a 2011). Furthermore, my section of interviews with R1 2011 commensurate with the ideas of R2b 2011 as written in the above paragraph but added that, there are situations where an average class immigrants in home country coming to start with nothing (whereby here lost everything he acquired) but to seek refuge in a new environment, just as to start from scratch (by learning a new language and new way of live) could pose difficulty in their integration because this group of people are still having

the feeling that they had so far lost their entire quittances R1 2011 suggested that issues of immigrant as such group should be given exceptional priority and not focused on intensive language acquisition (R1 2011).

Further suggestions came from R2b 2011 which says more immigrants should be introduced to facilitate integration programs of immigrants, Burmese are making progress because a mentor is attached to them and I believe if more immigrants should be introduced to the system to facilitate programs more progress could be achieved better than what we have today” he concluded (R2b 2011).

R1 2011 making a final speech said, talking about introducing more resources to the system, yes! There have always been issues of lack of finance in to promote some projects (Of course lack of money is a global issue today). But he also wants that participating organizations networking should be more efficient and duties descriptions defined for each organization should be very clear, he believes this will limit this number of -operative group meetings that have in a year that takes most of the working hours. He said one important issue is that most integrations programs are carried out as short-timed projects, while he prefers that programs should have longer term projection with constant development of programs and staff members to ensure a quality programs. There should be checks and balances from (review on implementations throughout the project not just at the end) beginning as milestones within the project schedule that helps to keep communication on track and aligned with both our organization and client's objectives (R1 2011).

Finally he suggested that integration programs should be also be directed on developing immigrant's potentials which will reciprocate community development; therefore the programs should include summer time activities. He also commend Osallisena Suomessa project as a step well taken forward to facilitate immigrant's integration, organization co-operations and community members inter- cultural development and increase productivity for the municipality (R1 2011).

5.5.1. Adequacy and Suitability

Cognitive function predicts our capacity to think, calculate and to be logical sometimes, but not only what it takes to be successful in life, therefore, the capacity to handle stress is to be cheerful and optimism which cooperatively contribute much more to work

performance, occupation, physical, mental and social success in oneself. However, limited human and material resources in an organization creates intensive work situation for available staff members also produce potential risks to condition of physical and mental stress. Stress in workplace is one of the leading problems in today's hectic society, it creates health and family issues resulting in lost productivity, increased workers absenteeism and compensation claims, moreover causes decreased corporate profits which are equal to poor quality of services Harrington Taryn 2009.

My argument here is that, in practical-clients oriented-work organizations and not mostly technological or scientific in some cases, limited multi-professional human resources and material, the question should be, "how long could hand full of staff members continue to exploit self-energy in order to meet demand of clients without stressing up? How can the quality of service provision be at its best in such situation? How could they stalk all challenges facing immigrants with limited vision? How would the prospect of creating quality integration programs as for immigrants will continue be reached? All these questions remain unanswered and immigrant's integration continues to appear poor, yield poor results and immigrants will remain whining. Therefore, it is imperative for management organizations to employ more qualified and appropriate staff members to fit in every department of an organization in order to promote work force, ensure continuity and better result, additionally, there are needs for regular facility maintenance, provision and developmental progress should not be left out because they are integral tools to quality service delivery to clients and employees potential attainment.

6. SUMMARY

The question of migration and integration of immigrants is quite an old concept to the entire globe, people (migrants) have been moving from one place to the other around the globe and even beyond, due to these movements people come in contact with new set of live and activities therefore, it is imperative to use certain productive framework to integrate migrants into the host community's language, culture and working life, the mechanism will help both host community's inhabitants and migrant to enjoy somewhat satisfying lifestyle together and create the possibility of learning from one another.

The result has proven that EU has put together measures and policies assist member states, in other to cope with influx of immigrants. But issue of immigrant's integration seems to be more pressing nowadays because of the large number of migrants moving in to developed countries on daily basis in recent years. These unfortunate but true situations have made the quest for immigrant's integration now a higher priority for receiving nations, so as to foster community inclusion for resident immigrants and reciprocate resources; promote diversified and multicultural labor strength. However, irrespective of the EU measure the nature of the integration policy differed from country to country mostly depends on the migration history of a particular country, characteristics of her citizens, the existing programs put in place to assist immigrants upon arrival, in addition to the general social, economic and political situations of the country.

Actually, going by the result of gathered from my respondents, Kemi city has worked hard to put measures in place to foster immigrant's integration within the area. The staff members of organizations responsible for the integrations programs express much enthusiasm and concern on their work and they are also happy to work with immigrants.

Most of the programs and activities lined up to provide the best of immigrants inclusions working life and culture of Kemi area. The respondents confirmed that most of these programs have been handicapped by legislations, bureaucracies and routines over years, which made most of the programs deemed obsolete and less resourceful away from supporting the current trend of immigrant's influx in the community and the innovative scientific and technological world of today. The result on another hand reflected the issues

of inadequate human and materials resources, facilities and updating, caused the issue of lack of job descriptions to staff service providing (staff members doing more jobs or attending to clients even when the task is unclear to them).

To my surprise the result has already reflected and proven my idea that culture adjustments (flexibility) in professionalism is required from all participating parties in order integration programs to produce desired goals, (which means to implement additional set of performance measure within an approach where by integrations program will not carried only professionals but could also be productive through facilitators/mentors). But it can be possible through the efforts facilitators, mentors, or coordinators who are obliged to foster activities and develop better consistent awareness of the numerous social problems around the globe and approach immigrant situations from its grass-root observing those patterns that interfere with their lives. The approach could be more resourceful when facilitators/mentors have same cultural background and practical experience with clients situations, example is the immigrants facilitator attached with silmu project to work with Burmese migrants.

One of my respondent claimed that the effect of legislations, bureaucracy and routines affected the some of the programs of immigrants integration is Kemi city. But in my opinion I think that the essence of legislations, routines and bureaucracy promotes and keeps efficiency and accountability of policies which enables a meaningful and resourceful integration programs. *For example* Evers Adalbert et.al 1997.¹¹³ critically argued that the characteristics of these factors create rigidity to organizational progress and services.

Furthermore, they described short-time frame of the causes why projects are been hurried, hurrying most of the project or programs consumes the entire framework duration before kicking off the project. Evers Adalbert and colleagues also argue that resources austerity is fiscal to lack of competent staffs and limited number of personnel staffs in workplaces affects the quality of services. According to them, lack of vision creates negative attitudes, unwillingness to change work habits could be a factor to poor results because staff members are not motivated to be creative. They emphasized that political influence sometimes proves commitment to quality thinking, selfishness on the parts of managers,

administrators; politicians create difficulties in getting staffs to work due to lack of motivations.

Additionally they argued that most of the programs in organizations are mainly characterized with complex philosophy, which creates problems for both staff members and clients to understand the philosophy of quality management and measurement organizational of services. Finally they described poor customer services as lack of evidence to prove real quality work but to maintain former process even when customers or clients give feedbacks or complaints (Evers Adalbert et.al 1997.113). Considering these detailed explanation by Evers Adalbert et.al 1997 of the effect of legislations, bureaucracy and routines on the quality of services, I begin to have a re-think on my initial ideas as written above, but on the hand I also believe these factors are not to be totally expelled from integration programs to avoid the issue of mediocrity.

6.1. Effective Monitoring

The Danish authority made use of facilitators to guide immigrants to community inclusion, productive employment (working life) and independency. Facilitators ensures immigrants participations in all programs as designed by the municipality to assist immigrant's integration, there duties is in relation with assisting in writing of job applications, information about job interview practices, observing immigrants already expertise and establishing contacts with potential employers and professional networks. These young immigrant facilitators are seen as role models by other immigrants because they have been successful in the education system and the labor market; they carry out campaign initiatives as team of role models for others to follow.

Facilitators travel around the country to lecture and discuss with immigrants about their experiences, they also advice other immigrants successfully complete plans by using the available program to attain full self-esteem and potentials. In the same spirit, team of parental role models was set up to share experiences among parents. There are also activities concerning homework supports, which are carried out with the help volunteers, to promote immigrants volunteering possibilities.

Campaigns were conducted with the aim of recruiting immigrants for the police, armed forces, emergency and security services trainings. Several education fairs have been

conducted under the initiative. There are also supplementary courses for those who are interested in being kindergarten teachers or other teaching profession on how to deal with diversity in the classroom after studies or on the processes of activating already made expertise. Another initiative targeted migrants in the age group 16 to 20 years to promote and encourage enrolment in educational programs social and health-care-oriented or handy-crafts programs (Integration Policy in Denmark 2008).

Chapter 2 of the government report no 5, 2002 on implementation of the Integration act in Finland, described one of the duties of the ministry of interior to monitor integration progress of residents immigrants, and the give the obligation to employment economic development centers to carry out the functions on same hand they can also delegate monitoring to the municipalities (Ministry of labour Finland 2003). "The Finnish monitoring system in my opinion focused more on the official duties of the authorities, leaving out effectiveness of informal activities or programs which should be piloted by local facilitators.

My suggestion to effective monitoring of integration programs is to ensure active participation of services users, service providers and the community members through local facilitators, who will further ensure all parties are involved within the framework are active and working together towards achieving results. The use qualified facilitators/mentors to foster programs makes it more effective, mentors or facilitators are expected to share their experiences, to advise immigrants and open network with all participating organizations' community members and mentee. On the other hand, the authorities provide atmosphere for monitoring, activation and participation of individual plans".

"Generally, I think there are varieties of barriers to be overcome before labor market integration and independency of immigrants is achieved. Facilitator/mentors should continue further education mentorship assistance to direct immigrants on steps towards the goal more distant and adequate employment. This kind of mentorship relation should be established for a certain period of time on agreement with all parties involved. Kemi as a small city should introduce a mechanism whereby relationship between mentors and mentee could continue as an informal friendship when the official mentorship agreement

expires to ensure a follow up of immigrant's progress by mentors, because it obvious that in small cities people meet each other in various occasions, in the shops, bars or sport centers or in social gatherings. The advantage of a small city where people knows others by face or name could be seen as advantage to foster community inclusion.

However, I think that the foundations and fundamentals of management authorities requires total commitment that ensure staff members conducive-working environments, incentives to enable them focus on all activities and consistently developing and improving the quality of service. The preparatory service of the authorities should focus employees and client's empowerment through constant training and re-training by reaching their demands through feedback mechanisms make proper use of services and attain full self-esteem.

My reflection supported the argument of Evers Adalbert et.al 1997 that organizations or service providers should center innovation work processes which will make clients accept responsibilities in decision-making through interactive method. Another important component is that, they should develop structures to accomplish regular updating, vocational training and employee's motivation in order to achieve competence and reliability. Framework of all programs should supports client's involvement and monitoring, also grouping of activities in accordance to the target group abilities should be considered by identifying their cultures and programs will be suitable and productive to each target group.

7. DISCUSSION

Confidentiality and accountability applied to information given by clients to social workers or service providers are integral to professional ethics, it is expected not supposed to be disclosed to others except in a certain circumstance, it could be taken as exhortation to keep written and verbal personal communications with clients. While practitioners are responsible and accountable of justifications and decisions including the actions taken provide supports measures for clients (Hugman Richard and Smith David 1995).

Nevertheless, the numerous interpretations given to 'integration' and the subsequent pluralistic form of integration programs oblige us to have this closer look at some of the major dilemmas that most organizations are facing when executing specific integration program. Therefore, in this last part I will explain improvements processes (Towards Improvements). I will also discuss explain the research validity, at the end will be appendix 1 and 2 which spoke about citizenships and I as an immigrant respectively also included in this part of is the list of references and research questions.

7.1. Research Validity

On the course of this research I have been in regular contact with my supervisors to seek advice and we have together made reviews after review of this document to observe areas the required adjustments and do so immediately. The sources from which information's were retrieved are ranged from interview sections, books and articles of recent publications by Finnish authors, internets websites, and other articles were obtained from reliable sources. Tanner Arno 2010 described that Finnish authorities granting several thousand long-term residence permits and naturalizing large number of immigrants each year, it is possible that immigrants could compensate for any future labor shortages. Considering the fact that large proportion of the workers currently serving in the Finnish labor market will be retiring according to age brackets in the nearest future, there are needs to fill the vacant slots in labor market left by the retirees. Some have argued that the Finnish integration programs need to be improved in order to stalk these fit properly (Tanner Arno 2011).

Most importantly, the data were collected from professionals with ample experience on the work with immigrant's integration programs within the locality and some are currently

working with some of the institutions in this regard. I ensured the interviewees are qualified staff members at helm of affairs regarding to immigrant's integration programs in Kemi municipality.

In regards to my findings the respondents have proven that legislations, bureaucracy and routines in addition to lack of adequate resources (human and material) and lack mentorship/ facilitators, poor coordination, unclear job descriptions, lack of regular updates and development process are some of the factors affecting the integration programs within Kemi area. Included here in this finding are my quality analytic experience and observations made during practical training placements in service providing organizations, in addition to long-time interactions and contacts with immigrants and host community citizens of which were included herein to make this research worthwhile.

However, the topic of this research (Improving the work with immigrants) has a diversified in nature, of which mostly depends on the economic, political situations a particular state also depends on number and origins of most resident immigrants in this regard. Therefore, the in-depth analysis of this document could be relevant to other municipalities because this paper facilitates development and recommendations to this complex issue. Nevertheless the topic is subjected to further research by interested scholars.

7.2. Towards Improvement

In assuring improvement of quality service Evers Adalbert et.al 1997.113, discussed that service providers (organizations) should enhance the comprehensive management and assessment system to seek continuity of programs and develop structures for flexibility, constant improvement competitiveness, effectiveness and assuring client's involvement in all levels of planning and organizing each activity (Evers Adalbert et.al 1997.113

Effectiveness appears in different ways to different people, depending on their expectations or their particular way of thinking. Therefore success for one might not be for the other in interpretations. To ensure quality evaluation of programs, there should be holistic views to it which involves the efforts of both service users and authorities. The evaluation of any programs will examine and acknowledges the conflicting opinions and judgments of

success or result achieved through feed-back from both parties to give results on the quality of service provided (Parker Jonathan and Bradley Greta 2007).

7.3. Stimulating Social Participation

In bringing the above frameworks to light, integration should not be focused on Finnish language intensive class lectures alone, rather *“immigrants should learn by doing”*. (Learning by doing is a different study of its own. I will like to encourage interested scholars to proceed with study of immigrants learning by doing, I think the subject will be interesting and the result will go a long to achieve the course in immigrant's integration). My idea here is to use immigrant's area of strength and interest to stimulate their social and economic participation and develop language skills. For example, an immigrant who wants to learn how to drive will surely be interested to understand all the road signs, vehicle parts and operations and application and terminologies while same to those who want to do cooking stuff will also know the ingredients needed for a particular meal and how to use them, same to those who like to do sports, farming activities or develop hobbies etc.

These activities should be done alongside host community members in participation, by so doing they will get familiar with terms, tools and conditions of materials they use in doing things of their interest at the same time develop intercultural skills. Because the picture in the mind of immigrants is always showing the difficulties to integrate into the full working community, if after three or four years of integration programs they are still not able to speak Finnish language as required for Finnish labor market this could create a huge question mark (?) on what next to do. But having passion and enthusiasms of what they have chosen to do will expand their horizons as they communicate with friends from other fields and promote their language skills as they gradually pick up the words with familiarity of the daily activities.

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Silmu Project Kemi City

Kemi Social office -Refugee work department (Pakolaistyö) Kemi City

Independent Social worker with experienced in work with immigrants from Kemi

APPENDIX 1

Citizenship

Finland passes a law of dual citizenship in 2003 which give more opportunities for foreigner to apply for Finnish citizenship and same time keep the original citizenships as well. Appendix 1 table 1 shows the number and nationals that applied for Finnish citizenships in year 2007-2009, it was not shown in Tanner Arno 2011 article how many of the total applications were given positive or native decisions.

Top countries that applied for Finnish citizenship in 2007, 2008 and 2009

Name of countries	2007	2008	2009
Russia	1857	1832	1455
Former Yugoslavia	301	255	203
Estonia	246	203	155
Afghanistan	241	278	280
Iraq	244	266	252
Somalia	207	420	350
Iran	203	251	249
Turkey	130	158	142
Ukraine	-----	84	--
Sudan	-----	-----	121
China	30	68	-----
Bosnia and Herzegovina	80	-----	75
Applicants total	4569	4986	4417

Tanner Arno 2011 (Finnish immigration service)

APPENDIX 2

As an Immigrant

Having acknowledged from the first day of my arrival (As discussed in on pages1-4 above) that there are huge difference between where I am coming from (Lagos, Nigeria) and where I am now (Kemi, Finland), after analyzing the whole situation, knowing quite well I have at least 3-4study years I focused on the best possible way of adapting into new community where I found myself by making good friends (Natives from host society) Within the first few months of my arrival I came in contact with these good friends of mine provided tremendous encouragement and support to get settled and start learning the culture and language residing community. However, the advantage of the small city, offered me the possibilities to see things the way the really are, and keep the focused to acquire quality studies and integration possibilities that promotes my community inclusion and employment opportunities as a reciprocal return of the tax payers fund the society offered for my studies.

The detailed article of "I as an immigrant" is in Opiskeleja Talentia 2011

I also understand that there might be situations of distrust and racial discriminations, this I know as the member of a minority group, therefore I have to prove my abilities beyond reasonable doubt before I can be trusted. Because these general situations commonly happen and occur these days where the employer judges a foreign applicant not on the basis of his/her individual skills or expertise, rather on preconceptions about the average skills of the group to which the person/s belongs on the basis of race, disabilities.

Something I have at the back of my mind is that situations in new environment can be so difficult sometimes so the most important tool in such situations is to keep a healthy competence in adaptability, flexibility, adjustability and focus to foster one's ability to move on. Therefore, whenever I attended programs somewhere in Finland and found myself as the only immigrant participant, such situations motivates me to keep optimism because I never feel or think differently in those moments rather got encouraged and see myself as the positive change and prove to multicultural world (Ekbon Sunniva 2011.16-18).