

Flight Paths

Returnees from outside former Yugoslavia, Internally displaced Persons and "Stayers" in Sarajevo and Banja Luka, 1999.

A survey of experienced war events, flight history, and current accommodation and psychosocial adjustment amongst adults

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On behalf of: Deutsche Gesellschaft für Technische Zusammenarbeit - **gtz GmbH**

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1 Executive Summary

1.1 Introduction

- ❑ How do people experience refuge in a foreign country and how do they experience their return?
- ❑ Do the experiences of those returning from Germany, which took over half of all refugees who left former Yugoslavia during the war 1991-5, differ from those in returning from other host countries?
- ❑ Do their experiences differ from those of internally displaced persons or those who stayed in Bosnia-Herzegovina ("BiH")?
- ❑ How do these different groups of people identify with the country and town where they are living now?
- ❑ Who would like to move away?
- ❑ What kind of stressful events have the different groups experienced and what are the psychological consequences in 1999?

This report attempts to answer these questions.

Special features of this survey:

- ❑ The survey included samples of adults in both Entities who:
 - a) remained in their original town of residence. These people will be referred to in the following text as "stayers".
 - b) were displaced inside former Yugoslavia. These people will be referred to in the following text as "displaced"
 - c) have now returned from outside former Yugoslavia. These people will be referred to in the following text as "returnees"
- ❑ Each sample is broadly representative of its intended population
- ❑ A comprehensive checklist of war, flight and refuge events and stressors was employed
- ❑ Clinical psychological symptoms were assessed
- ❑ New questionnaires were used to assess current accommodation status and degree of identification with the surroundings.

1.2 Samplesⁱ

All the people included are adults between 16 and 65 who were resident before the war in what was then Yugoslavia. They now live in BiH, in Sarajevo or Banja Luka.

The samples interviewed were as follows:

- ❑ 97 returneesⁱⁱ from host countries outside former Yugoslavia, now living in Sarajevo. Sample randomly selected from lists held at the Local Councils in Sarajevo. These are people who took refuge in countries outside Former Yugoslavia for more than 12 months, 1991-5. So the sample is representative for returnees from outside former Yugoslavia who were registered with the Local Councils in Sarajevo in the summer of 1999.
- ❑ 104 displacedⁱⁱⁱ (or former displaced) adults in Sarajevo. Sample randomly selected from lists held at the Local Councils in Sarajevo. These are people who did not leave former Yugoslavia for more than 12 months 1991-5. They did however live outside Sarajevo for more than 12 months 1991-5. So they include internally displaced persons from the area of both Entities and a few from the rest of former Yugoslavia. They also include a small number of "former displaced" persons who lived in Sarajevo *before* the war, were displaced during the war and have now returned to their former homes. So the sample is representative for people displaced (or formerly displaced) inside former Yugoslavia who were registered with the Local Councils in Sarajevo in the summer of 1999.
- ❑ 100 displaced persons now living in Banja Luka. So they were displaced during the war and now live in Banja Luka. They did not leave former Yugoslavia for more than 12 months from 1991 to 1995. This sample was reached by randomly selecting apartments in Banja Luka and asking one person in each apartment if they fit the criteria.
- ❑ 100 Banja Luka "stayers". These people did not leave Banja Luka for more than 12 months 1991-5. They were reached in the same way as the sample above.
- ❑ 100 displaced persons living in collective centres near Prijedor and Banja Luka (referred to in the tables and graphics as "Prijedor: displaced in collective centres". The sample was reached by selecting people at random from the lists of people in each centre.

In addition, each sample was stratified to ensure an approximately equal number of men and women and an approximately equal number in each age group, 16-30, 30-45 and 45-65. This stratification ensures also that the each sample and the overall sample approximate the age and sex structure of the pre-war Yugoslavian population.

1.3 Main results

Flight history

- ❑ The returnees spent a considerable amount of time (on average, over 18 months before their flight) in the war zones. Some of them also spent a little time outside Bosnia-Herzegovina but in the other countries of former Yugoslavia.
- ❑ The average returnee to Sarajevo changed town - often involving a change of country - just under three times before "returning" to Sarajevo.
- ❑ About 70% of the returnees came from Germany.
- ❑ About 3/4 of the Sarajevo and Banja Luka displaced persons left their home as a direct result of the war. Nearly all the displaced persons in centres did so.
- ❑ A quarter of the returnees to Sarajevo did not live in their current municipality before the war.
- ❑ One fifth of the Sarajevo "displaced or former displaced" are now back in their pre-war homes, in contrast to about 70% of the returnees.

Return issues

- ❑ As expected, there were far more people returning from Germany because of a deadline or expulsion.
- ❑ 46% of respondents said that they received enough help, all in all.
- ❑ Significantly more returnees from Germany mention the host country authorities as having helped them with the return. They also seemed to receive more help from organisations in Bosnia-Herzegovina, including the German Advisory Centres.
- ❑ Attitudes towards refuge and return were not as discouraging as some have expected. Nearly all the respondents found the host country better than expected, and yet most are glad that they returned.
- ❑ In general Germany seemed to be a popular country with the refugees.
- ❑ As expected, significantly more returnees from Germany than from other countries reported having received financial help. However the returnees from Germany also received far more threats of eviction or deportation.
- ❑ Only about one in five respondents reported being criticised by others for having left Bosnia-Herzegovina.
- ❑ The returnees from Germany seem to have psychosocially less optimal scores on many variables than returnees from other countries.

Traumatic and stressful events

- ❑ Sarajevo returnees had about as much exposure to the war and war events as the two Republika Srpska displaced persons samples.
- ❑ The returnees and displaced persons spent a great deal of time in temporary accommodation and collective centres.
- ❑ Not surprisingly all the respondents experienced appalling personal losses.
- ❑ The respondents in collective centres seem to be exposed to a particularly high level of current stress.
- ❑ Each of the samples has its own profile of traumatic events and other stressors. The Banja Luka stayers seem to be somewhat better off. It also seems that the Sarajevo samples had experienced in general more traumatic events and other stressors.

Psychological status

- ❑ A preliminary analysis suggests that the most psychologically debilitating event groups are groups of war events which the respondent themselves personally suffered or witnessed, together with difficult present-day personal and social circumstances.
- ❑ With respect to the subscales of the clinical symptom instrument used, the SCL-90-R: symptom levels are significantly raised in relation the reference sample of German people without special psychological problems, but are not - thankfully - as high as would be expected in in-patient populations.
- ❑ There is a peak on the subscale named "paranoid ideation" which has to do with suspiciousness and feelings of being isolated.
- ❑ When one compares with the German inpatient sample, in these BiH samples the more passive symptom types such as anxiety and depression are less elevated than the subscales aggression, paranoid ideation, and somatisation.
- ❑ The proportion of people with PTSD (Post-traumatic stress disorder) shows a much greater difference between the samples than the overall symptom level.
- ❑ The samples exposed to most war stress have, not surprisingly, more PTSD. However the displaced people in collective centres have the highest proportion of PTSD amongst the samples interviewed this year, which could indicate that particularly difficult social circumstances can contribute significantly to the maintenance of PTSD.

Integration and Identification in BiH

- ❑ In general the results were positive; most people identify and feel happy with where they live; the majority do not want to move to another country. However the displaced persons in centres did on average want to live in another area inside their country.
- ❑ People who left the host country involuntarily are less happy in the "home" country.
- ❑ Nearly half the returnees would like to live in another country. And whereas only about 20% of the respondents who stayed longest in a host country apart from Germany would like to leave Bosnia-Herzegovina - a similar proportion to the other samples - over half the returnees from Germany would like to leave.
- ❑ Those returnees who would prefer to live in another country than BiH are those who did not leave the host country voluntarily.
- ❑ The returnees' experience of their host country seems to have been favourable; nearly 3/4 of those who wish leave Bosnia-Herzegovina would like to return to their "own" host country.
- ❑ There is a disturbing amount of dissatisfaction amongst, not surprisingly, the displaced persons in collective centres but also amongst the returnees who did not return voluntarily.

Current Accommodation Status

- ❑ A large proportion of returnees own or have permanent occupancy rights over their current accommodation, i.e. the place where they are living now - second only to the Banja Luka stayers.
- ❑ A large proportion of the displaced persons, especially those in Banja Luka and less so for those in collective centres, have rights to other accommodation elsewhere. A large proportion of these people would like to exchange or sell those accommodation rights, which is an indicator that they are not very interested in returning to that accommodation.

1.4 Instruments used

- Demographic information including a new short interview on "flight paths", i.e. history of flight and refuge
- PSS^{iv}: checklist of traumatic and stressful events and associated symptoms, in order to reach a PTSD diagnosis
- Psychosomatic symptom checklist Symptom Checklist- 90-revised (SCL-90-R^v)
- SOZU: Fragebogen zur Sozialen Unterstützung (Questionnaire on Social Support)^{vi}

- AIR: Additional Information from Refugees (new questionnaire)
- CAS: Current Accommodation Status (new questionnaire)
- QII: Questionnaire on Integration and Identification (new questionnaire)

1.5 Directions for further research

It should be emphasised that this analysis is only a preliminary report. Further scientific results focussing on the psychological aspects will be published in due course.

The special analysis of the returnees made in later sections provides some important first results with a sample just covering returnees to Sarajevo. It would be worthwhile to extend this work to include samples returning to other parts of Bosnia.

2 Results: Demographic information for each sample

2.1.1 Demographic details for each sample.

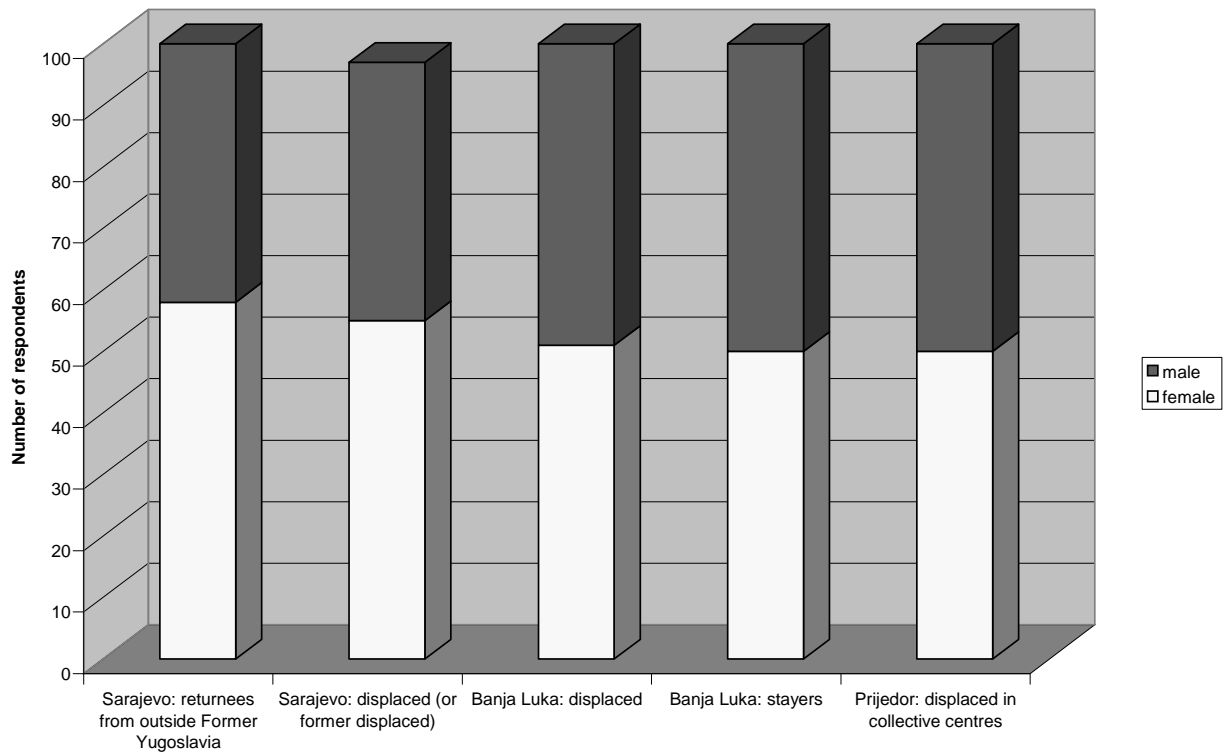
		Sarajevo: returnees from outside Former Yugoslavia. 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
sex	female	58	55	51	50	50	264
	male	46	42	49	50	50	237
Total sample size	Total	104	97	100	100	100	501
Household income per person ^{vii}	Mean KM/month	125	119	87	104	25	92
Age	Mean years	36,9	36,9	37,5	37,6	39,5	38,1
Highest education	8 years (NSS)	11%	27%	16%	8%	47%	22%
	12 years (SSS)	75%	64%	62%	68%	51%	64%
	>16 years (VSS)	15%	8%	22%	24%	2%	14%
Religion	Other	12%	6%	1%	5%		5%
	Islam	83%	85%				34%
	Catholicism	2%	5%		5%	2%	3%
	Orthodox	4%	4%	99%	90%	98%	59%
Family status	single, separated, divorced, widow / widower	33%	43%	41%	40%	57%	43%
	married, remarried	64%	53%	49%	57%	42%	53%
	in long-term relationship (but not married)	3%	4%	10%	3%	1%	4%
Number of children ^{viii}	Mean	1,89	1,68	1,22	1,16	1,21	1,38

The average age and the sex breakdown of the samples are of necessity almost identical due to the definition of the samples (see appendix).

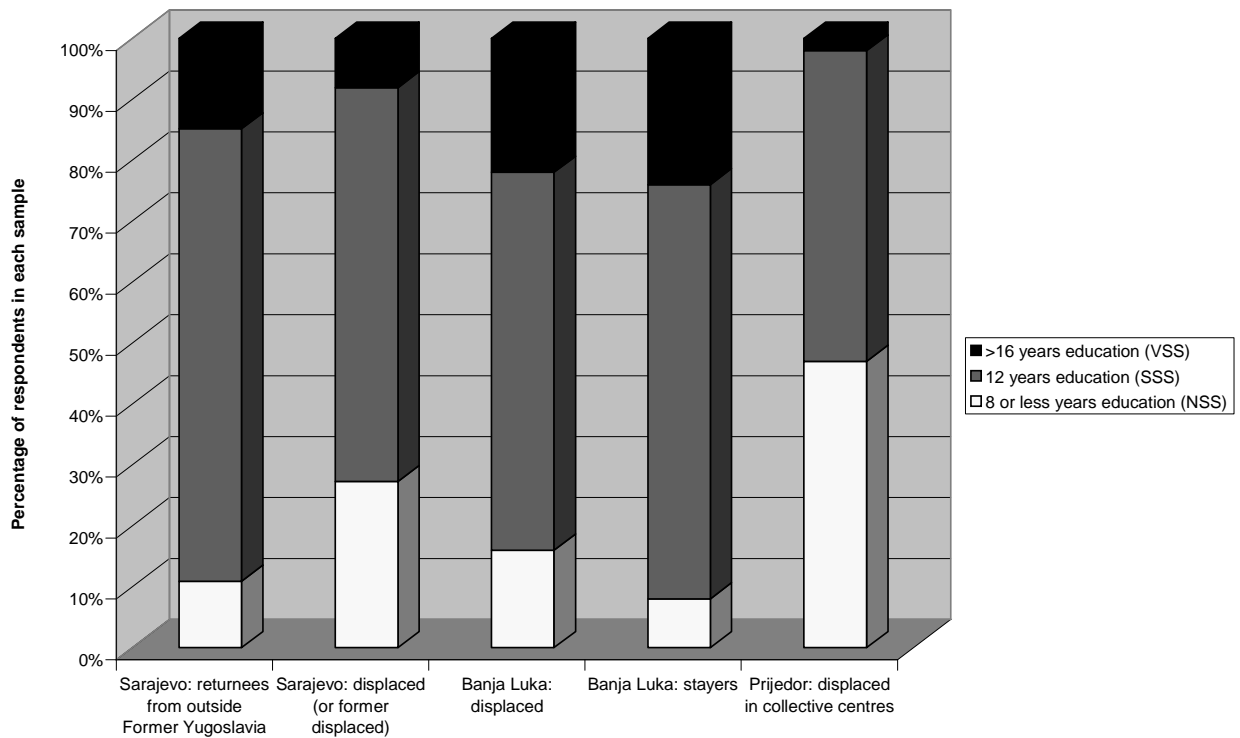
As would be expected, the mean income in the collective centres is much lower than in the other samples.

Family status: the highest proportion of married respondents was found amongst returnees. Marriage is usually considered a protective factor against the effects of psychosocial stress.

2.1.2 Sex breakdown in each sample

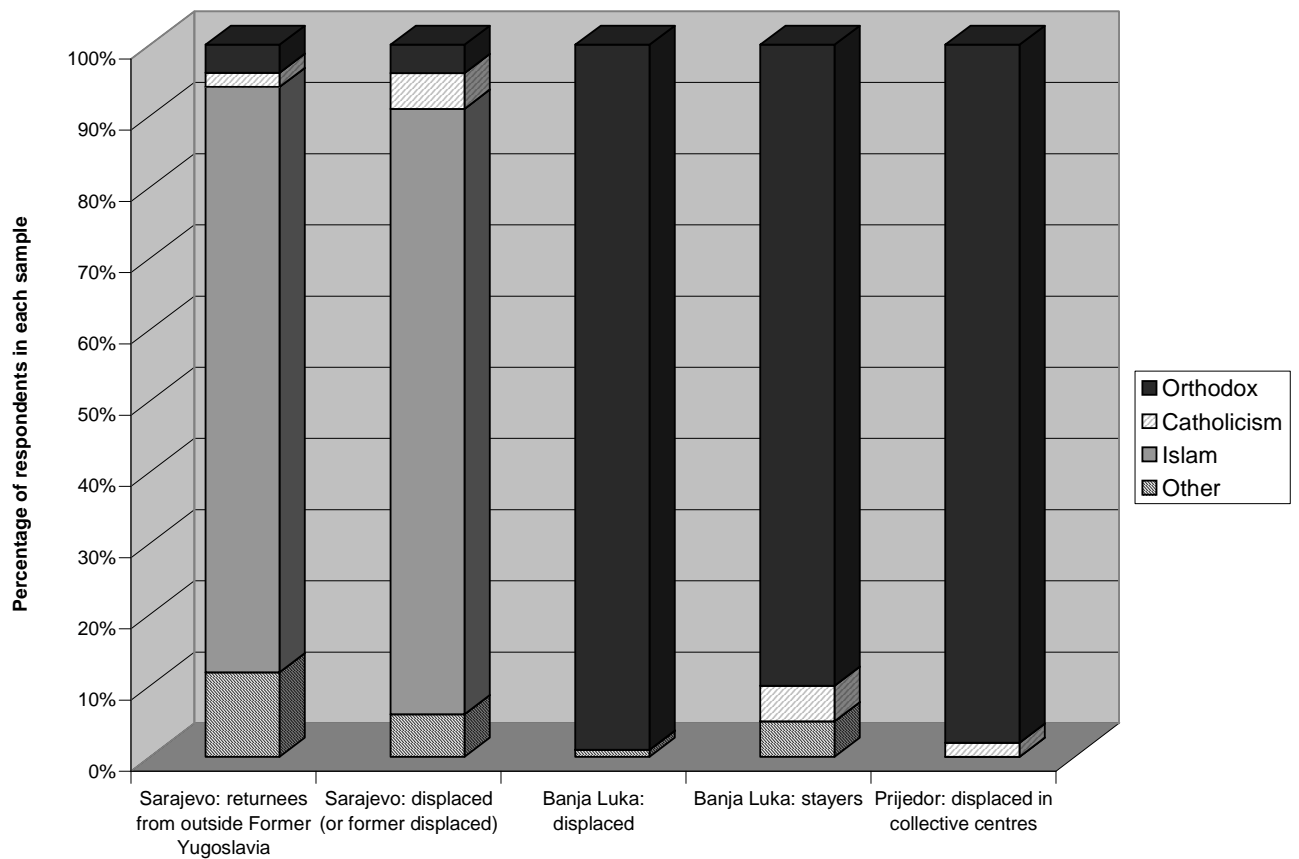


2.1.3 Percentage of each sample with low, medium and high education (measured in number of years of education)



Those in the collective centres are much more likely to have less education. One possible explanation is that those with more education are less likely to end up in collective centres or, once there, are more likely to leave. The average level of education is lower amongst Sarajevo returnees than Banja Luka stayers. Possibly the more highly educated refugees stayed in the host country.

2.1.4 Religion by sample



The religious make-up^{ix} of each sample was as expected given the areas covered. There were few Catholic respondents. Up to 10% of each sample give their religion as "Other"; of those giving additional information, most were atheists and some were Jewish.

3 Results: Flight history since 1991 for each sample

The following information is based on a new "flight paths" interview as well as questions from the demographic questionnaire.

The aim was to look behind the simple terminology of "displaced" and "returnee" and ask about the complexity of the journeys undertaken. For example, is the picture of the "returnee" who leaves Bosnia at the start of the war for Germany and comes back after it is over really accurate?

3.1.1 Displacement factors by sample (multiple answers possible)

	Sarajevo: returnees from outside Former Yugoslavia. 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
Living in same house as 1990	69%	21%	0%	89%	0%	36%
Living in same municipality as 1990	73%	23%	0%	98%	0%	39%
Left former home as direct result of war (i.e. unsafe situation or the house was destroyed or someone forced respondent to leave)	65%	80%	73%	0%	92%	77%

One fifth of the Sarajevo "displaced or former displaced" are now back in their pre-war homes, in contrast to about 70% of the returnees. A quarter of the returnees to Sarajevo did not live in their current municipality before the war.

About 3/4 of the Sarajevo and Banja Luka displaced persons left their home as a direct result of the war. Nearly all the displaced persons in centres did so.

3.1.2 National and international movement by sample (multiple answers possible)

	Sarajevo: returnees from outside Former Yugoslavia . 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
length of time in war zone (mean number of years)	1,61	2,96	2,65	0,96	1,92	2,01
length of time outside former Yugoslavia (mean number of years)	4,13	0,00	0,00	0,00	0,00	1,10
length of time in former Yugoslavia outside BiH(&RS) (mean number of years)	0,20	1,04	0,31	0,00	0,08	0,28
Number of times respondent moved to new town (mean number of changes)	2,87	2,34	2,03	0,00	1,90	1,83

Conclusions: the returnees did indeed spend a considerable amount of time (on average, over 18 months before their flight) in the war zones. Some of them also spent a little time outside Bosnia-Herzegovina but in the other countries of former Yugoslavia. Between 1991 and 1999 they spent an average of four years outside former Yugoslavia. And some of the displaced persons in the Sarajevo sample also spent time in the rest of former Yugoslavia.

The average returnee to Sarajevo changed town - often involving a change of country - just under three times before "returning" to Sarajevo; the displaced persons in Sarajevo changed town about twice on average before coming to Sarajevo.

4 Results: Return issues: Returnees from outside Former Yugoslavia

4.1 Introduction

This section *focuses exclusively on just one sample, the returnees to Sarajevo from outside former Yugoslavia*. It attempts to answer questions about residence status abroad, preparation for return, etc. It is based on a new questionnaire AIR: Additional information from returnees from outside former Yugoslavia. These questions were of course only given to those in the sample of returnees.

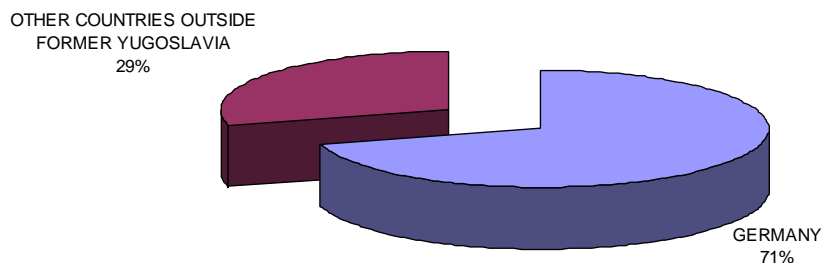
Most European countries accepting refugees from Bosnia gave them status of "temporary protection" rather than political asylum. This was a relatively new and pragmatic solution, also intended to give a signal that remaining in place was the preferred option. By 1997 however, the majority of EU countries had in fact made more or less permanent status available to those who wanted to stay - with the exceptions of Germany and Switzerland; Germany is important because it took about half of all the refugees. As a consequence, most refugees in Germany had to reckon with a deadline by which they had to return. So one could expect that less of these returns would be purely voluntary.

A focus of this section and section 9 is to examine whether there are difference between returnees from Germany and those from other countries^x.

4.2 Host country: frequencies

The respondents were asked in which country outside former Yugoslavia they spent the most time. This graphic shows the results.

4.2.1 Host country Germany vs. others

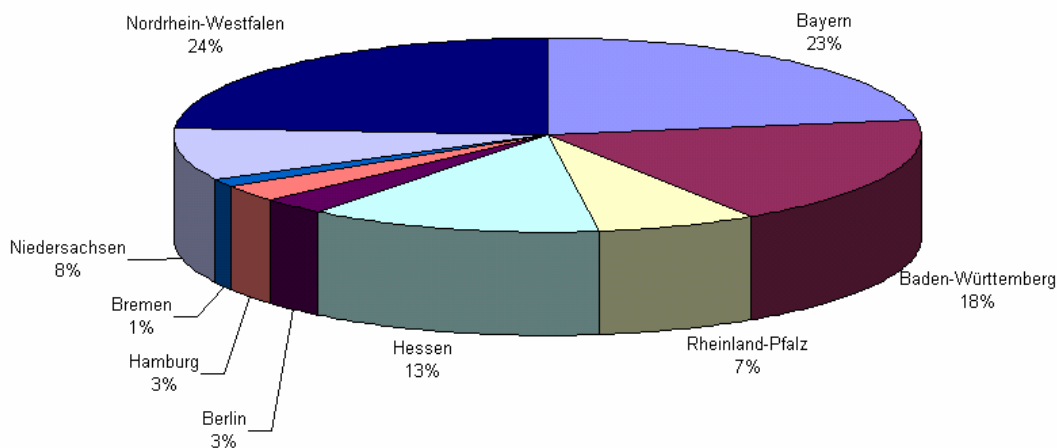


4.2.2 Breakdown of the host countries in detail:

GERMANY	73
SWITZERLAND	4
TURKEY	2
AUSTRIA	4
NORWAY	1
SWEDEN	3
ITALY	3
UNITED KINGDOM	3
CZECH REPUBLIC	1
NETHERLANDS	2
FRANCE	3
USA	4
NO INFORMATION	1
TOTAL	104

About 70% of the returnees came from Germany. Only the four from the USA came from outside Europe. This proportion of returnees coming from Germany compared to other countries outside former Yugoslavia corresponds quite accurately to the corresponding proportion (85%) of return from Germany to the whole of Bosnia-Herzegovina up to the end of 1998 as reported by UNHCR^{xi}.

4.2.3 Host Bundesland (German Federal State): frequencies



The respondents who spent most time in Germany were also asked to name the Bundesland in which they spent the most time.

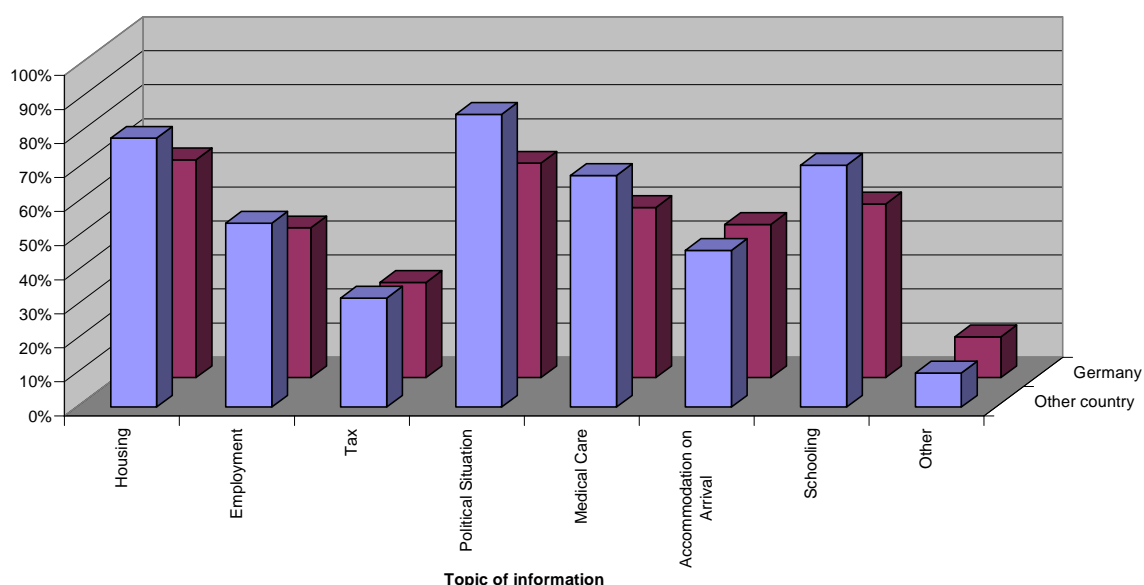
4.3 Topics of information before return

The rest of the questions in the AIR questionnaire were about the return and preparation for it. Each of these groups of questions allow for multiple affirmation, i.e. the respondents can answer yes to more than one section.

4.3.1 Percentage of respondents having information on various topics before their return (multiple answers possible).

		Housing	Employment	Tax	Political Situation	Medical Care	Benefits on Arrival	Schooling	Other	Mean total number of topics
Highest education	8 years (NSS)	55%	36%	27%	64%	73%	36%	55%	22%	3,64
	12 years (SSS)	69%	47%	25%	69%	51%	45%	53%	11%	3,64
	>16 years (VSS)	79%	57%	50%	79%	64%	57%	79%	8%	4,71
Sex	female	64%	36%	25%	63%	49%	41%	54%	9%	3,38
	male	73%	60%	33%	78%	62%	51%	60%	15%	4,29
Age group	16-29	77%	43%	23%	58%	50%	35%	55%	14%	3,48
	30-44	67%	46%	27%	73%	48%	42%	56%	12%	3,69
	45-65	59%	55%	41%	77%	77%	68%	59%	6%	4,41
Country of refuge	Other country (30 persons)	79%	54%	32%	86%	68%	46%	71%	10%	4,43
	Germany (73 persons)	64%	44%	28%	63%	50%	45%	51%	12%	3,53
Table Total		68%	47%	29%	69%	55%	46%	56%	11%	3,78

4.3.2 Percentage of respondents having information on various topics before their return: by country of refuge (multiple answers possible)



On average about half the respondents said that they had information on each topic of information.

All of the mean differences in total number of areas of information are in the expected directions (for example, that people with less education had less information) but none of the differences are very strong. With this relatively small sample none of them are statistically significant.

Returnees from Germany had somewhat less information about conditions in Bosnia before their return.

4.4 Sources of information before return

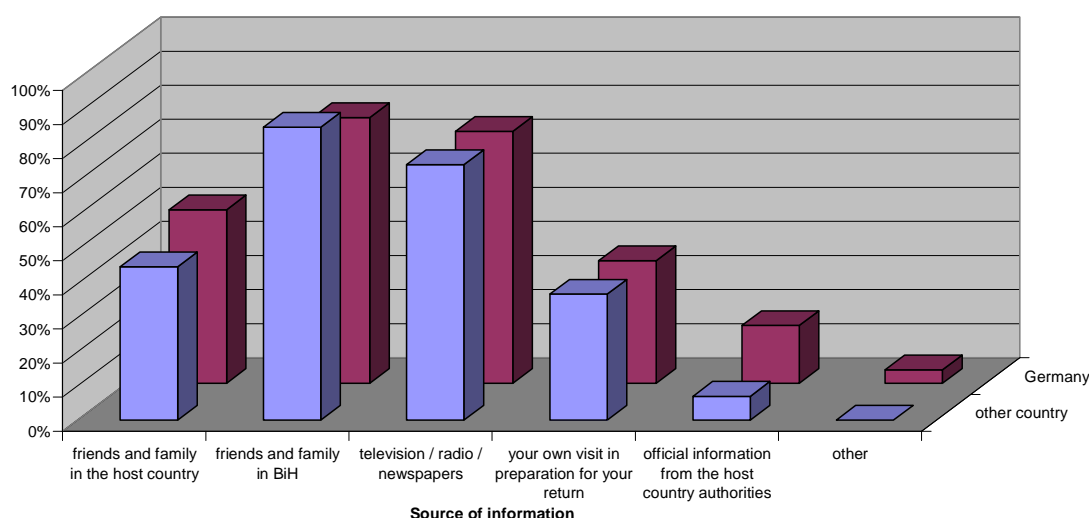
The respondents were also asked which information sources the respondents they saw as having been most useful.

4.4.1 Percentage of respondents naming various sources of information about return as important (multiple answers possible)

		friends and family in the host country	friends and family in BiH	television / radio / newspapers	your own visit in preparation for your return	official information from the host country authorities	other
Highest education	8 years (NSS)	27%	82%	64%	27%	9%	0%
	12 years (SSS)	51%	82%	77%	38%	15%	4%
	>16 years (VSS)	57%	73%	79%	38%	14%	0%
Sex	female	46%	82%	71%	29%	18%	0%
	male	53%	78%	78%	45%	9%	6%
Age group	16-29	55%	77%	68%	45%	13%	0%
	30-44	50%	81%	79%	35%	15%	5%
	45-65	41%	83%	73%	27%	14%	0%
Country of refuge	Other country (30 persons)	45%	86%	75%	37%	7%	0%
	Germany (73 persons)	51%	78%	74%	36%	17%	4%
Table Total		50%	80%	74%	36%	14%	3%

It should be remembered that the category "your own visit in preparation for your return", mentioned by about 40% of the sample, could only apply to the approximately 50% of these who did in fact make such a visit (see below). So in fact about 80% of those making a visit mentioned this visit as a source of information. This table reveals that the people with less than eight years of formal education named markedly fewer sources of information as important. Overall, friends and family in the host country and BiH, together with the media, were much more important than official information sources.

4.4.2 Percentage of respondents naming various sources of information about return as important, by host country (multiple answers possible)



Returnees from Germany named similar sources of information which were important to them as the other returnees; and significantly more of them said that the host-country authorities were an important information source.

4.5 Reasons for return

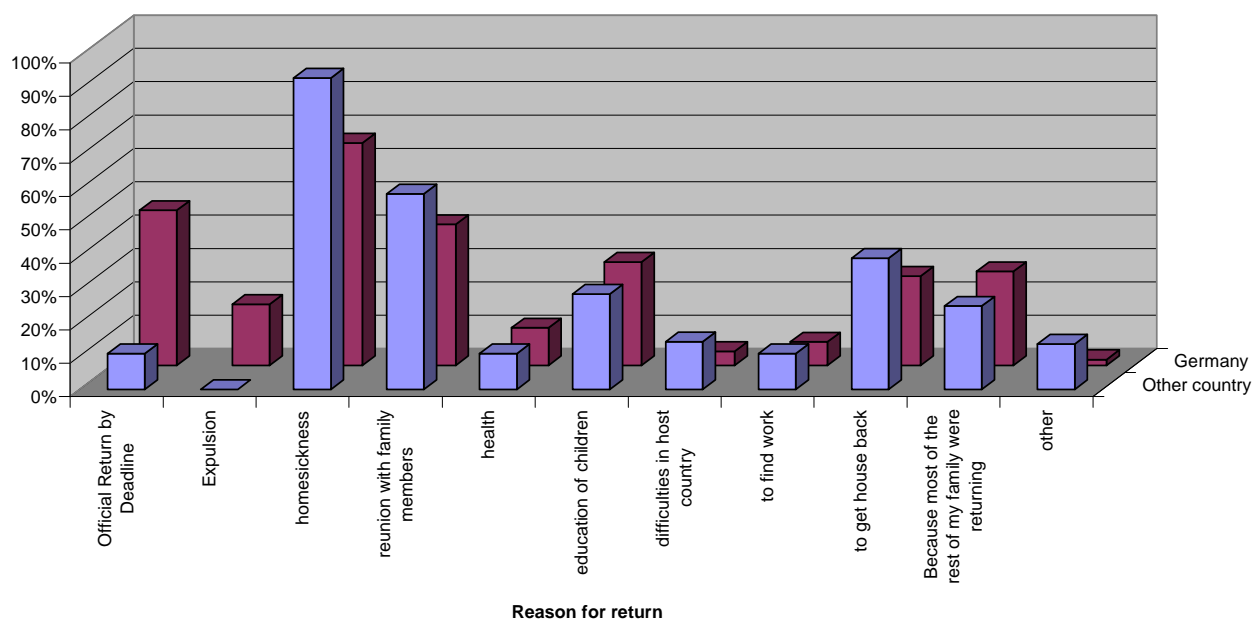
4.5.1 Percentage of respondents naming each reason for return (multiple answers possible)

		official return by deadline	expulsion	homesickness	reunion with family members	health	education of children	difficulties in host country	to find work	to get house back	Because most of the rest of my family were returning	other
Highest education	8 years (NSS)	36%	18%	64%	55%	9%	27%	9%	9%	27%	36%	0%
	12 years (SSS)	41%	14%	74%	47%	11%	30%	4%	8%	30%	30%	5%
	>16 years (VSS)	8%	8%	87%	46%	15%	38%	23%	8%	38%	8%	9%
Sex	female	38%	14%	76%	47%	16%	38%	11%	11%	30%	27%	4%
	male	35%	12%	73%	47%	5%	21%	2%	5%	30%	28%	6%
Age group	16-29	29%	13%	71%	48%	10%	13%	3%	6%	29%	29%	4%
	30-44	52%	17%	69%	47%	15%	35%	11%	11%	30%	24%	3%
	45-65	14%	5%	91%	45%	5%	45%	5%	5%	32%	32%	11%
Country of refuge	Other country (30 persons)	11%	0%	93%	59%	11%	29%	14%	11%	39%	25%	14%
	Germany (73 persons)	46%	18%	67%	42%	11%	31%	4%	7%	27%	28%	2%
Table Total		36%	13%	75%	47%	11%	30%	7%	8%	30%	27%	5%

Note the much larger proportion of less educated and younger respondents giving return by deadline and expulsion as a reason for return. Perhaps in consequence, they name personal motives such as "homesickness" less often.

In general, personal reasons such as homesickness and reuniting with family and friends were given as the most frequent reasons for return.

4.5.2 Percentage of respondents naming each reason for return, by host country (multiple answers possible)



As expected, there were far more people returning from Germany because of a deadline or expulsion.

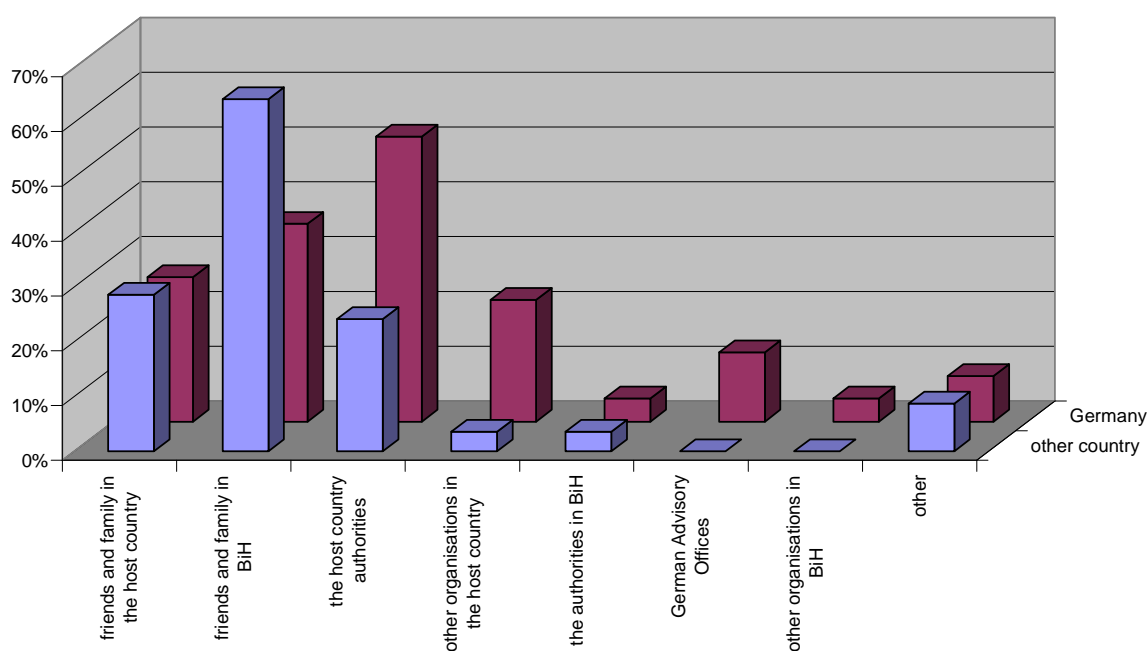
4.6 Sources of help with return

4.6.1 Percentage of respondents naming each source of help with return as important

		Friends and family in the host country	Friends and family in BiH	Host country authorities	Other organisations in the host country	Authorities in BiH	German Advisory Office	Other organisations in BiH	Other	Received enough help, all in all
Highest education	8 years (NSS)	27%	36%	55%	18%	0%	9%	0%	0%	27%
	12 years (SSS)	29%	47%	48%	19%	4%	11%	4%	10%	46%
	>16 years (VSS)	14%	36%	14%	7%	7%	0%	0%	8%	57%
Sex	female	25%	41%	49%	18%	5%	15%	4%	9%	48%
	male	30%	48%	38%	16%	2%	2%	2%	8%	43%
Age group	16-29	26%	58%	48%	23%	3%	10%	0%	4%	47%
	30-44	21%	40%	43%	17%	6%	9%	6%	10%	45%
	45-65	41%	32%	41%	9%	0%	9%	0%	11%	48%
Country of refuge	Other country (30 persons)	29%	64%	24%	4%	4%	0%	0%	9%	52%
	Germany (73 persons)	26%	36%	52%	22%	4%	13%	4%	8%	44%
Table Total		27%	44%	44%	17%	4%	9%	3%	8%	46%

46% of respondents said that they received enough help, all in all.

4.6.2 Percentage of respondents naming each source of help with return as important, by host country



Interestingly, significantly more returnees from Germany mention the host country authorities as having helped them with the return. They also seemed to receive more help from organisations in Bosnia-Herzegovina, including of course the German Advisory Centres.

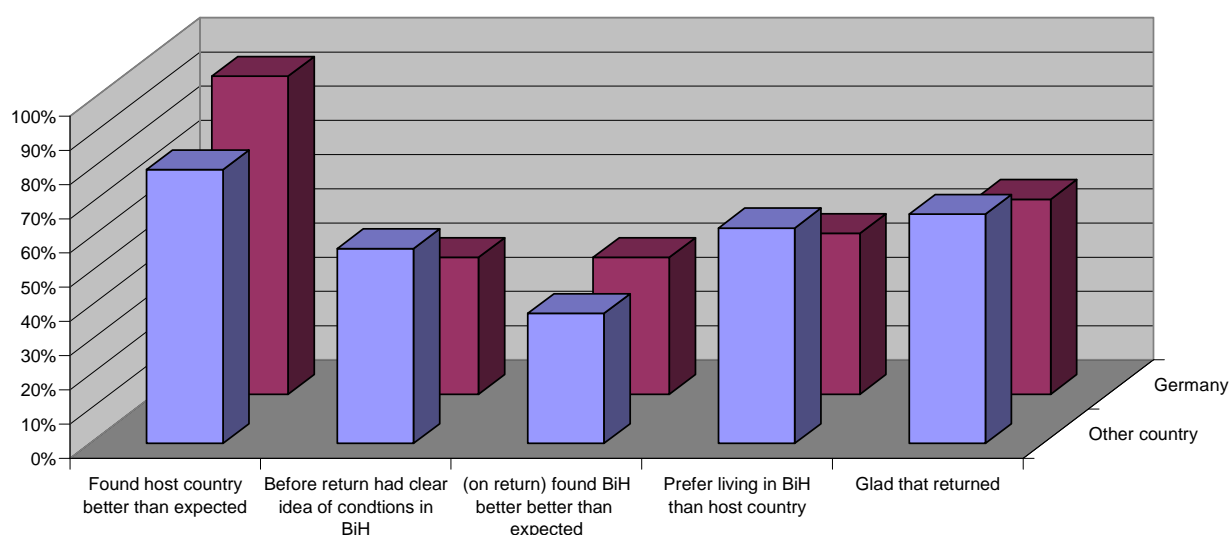
4.7 Attitudes to host and home country

4.7.1 Percentage of respondents replying yes to questions about host and home country

		Found host country better than expected	Before return had clear idea of conditions in BiH	(on return) found BiH better than expected	Preferred living in host country to BiH	Glad that returned
Highest education	8 years (NSS)	91%	45%	45%	55%	55%
	12 years (SSS)	92%	43%	36%	45%	58%
	>16 years (VSS)	73%	53%	47%	80%	73%
Sex	female	88%	36%	37%	53%	57%
	male	91%	56%	42%	49%	64%
Age group	16-29	83%	42%	45%	45%	65%
	30-44	94%	37%	31%	45%	52%
	45-65	87%	65%	48%	74%	70%
Country of refuge	Other country (30 persons)	80%	57%	38%	63%	67%
	Germany (73 persons)	93%	40%	40%	47%	57%
Table Total		89%	45%	39%	51%	60%

This table gives a picture of refuge and return which is perhaps not as discouraging as some have expected. Nearly all the respondents found the host country better than expected, and yet most are glad that they returned.

4.7.2 Percentage of respondents replying yes to questions about host and home country, by host country



In general Germany seemed to be a popular country with the refugees.

4.7.3 Other information

		went to host country because of war	visited BiH before return	received official threats of eviction or deportation	registered return officially	received a financial incentive to return	criticism from others in BiH for having left
Highest education	8 years (NSS)	82%	45%	55%	91%	64%	18%
	12 years (SSS)	89%	52%	48%	97%	57%	23%
	>16 years (VSS)	80%	47%	20%	80%	33%	7%
Sex	female	88%	47%	47%	95%	61%	19%
	male	87%	53%	42%	93%	47%	20%
Age group	16-29	81%	65%	52%	87%	53%	23%
	30-44	90%	47%	51%	98%	61%	21%
	45-65	91%	35%	22%	95%	43%	13%
Country of refuge	Other country (30 persons)	83%	43%	13%	83%	27%	13%
	Germany (73 persons)	89%	52%	58%	99%	67%	22%
Table Total		87%	50%	45%	94%	55%	20%

As expected, significantly more returnees from Germany than from other countries reported having received financial help. These figures could be underestimates as it is possible that the respondents would be cautious reporting money received. However the returnees from Germany also received far more threats of eviction or deportation. Only about one in five respondents reported suffering criticism from others for having left Bosnia-Herzegovina.

5 Results: Traumatic and stressful events experienced, by sample

5.1 Event groups: war and flight events

What kinds of stressful and traumatic events and situations were experienced by returnees, displaced people and "stayers"?

The new checklist employed in this survey (the first section of the modified PSS) of about 130 different traumatic and stressful events during and after the war provides extensive information on important factors. The individual items and the responses to them are given in an appendix. For the purpose of gaining an overview over these 130 items, they are grouped here into the following event clusters. (The significance of those in *italic* font is explained in the next section).

	Sarajevo: returnees from outside Former Yugoslavia. 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
War events: self						
<i>Total traumatic events in war zone: events which happen to the individual during the war such as being shot at, being wounded, being in a cellar for over three weeks, etc. Witnessing violence to others is also included. (number of events)</i>	8,98	12,76	12,28	7,47	10,04	10,68
<i>stressors: expulsion and flight (number of events)</i>	1,63	3,07	3,27	0,02	3,02	1,97
<i>other war-related stressors (material loss, ill health, displacement) (number of events)</i>	4,18	4,88	5,17	0,95	4,27	3,68
length of time in war zone (years)	1,61	2,96	2,65	0,96	1,92	2,01
stressors: months in concentration camp	4,36	7,27	0,16	0,00	0,37	0,68

One of the most important results here is that the Sarajevo returnees had about as much exposure to the war and war events as the two Republika Srpska displaced persons samples.

Displacement, flight, refuge						
stressors: months in collective centre	22,36	18,00	0,92	0,00	40,30	14,93
stressors: months in temporary accommodation	39,44	55,53	27,40	0,00	8,72	21,97
stressors: days with no accommodation at all	3,38	4,40	23,49	0,00	13,86	11,10
stress: refuge abroad (number of events)	1,18	0,83	0,02	0,00	0,01	0,31

The returnees and displaced persons spent a great deal of time in temporary accommodation and collective centres^{xii}.

	Sarajevo: returnees from outside Former Yugoslavia. 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
Loved ones						
losses of loved ones (number of people)	2,51	2,79	2,78	1,52	2,26	2,36
violence, threat and injury to loved ones (number of events)	5,29	5,75	5,74	4,00	3,76	4,78
total length of separations from family members. The total length of separation from each family member. (months)	67,28	45,94	30,13	18,77	25,48	37,14
total length of no information about family members (months)	23,29	23,39	12,14	8,33	17,40	16,32

Not surprisingly all the respondents experienced appalling losses.

Unemployment and current stress						
stressors: unemployment since 1991 (number of months, plus number of months no-one in family was employed).	68,57	74,96	57,66	26,10	60,05	56,07
current stressors: family members separated or missing (number of people)	1,89	1,85	2,03	1,15	1,71	1,73
<i>current stressors: accommodation, health, unemployment etc (number of stressors)</i>	3,68	4,61	6,50	2,15	7,37	4,29

The respondents in collective centres seem to be exposed to a particularly high level of current stress.

The overall result is that each of the samples have their own profile of traumatic events and other stressors. The Banja Luka stayers seem to be somewhat better off. It also seems that the Sarajevo samples had experienced in general more traumatic events and other stressors. One should not forget here that the samples did not exclude ex-soldiers.

5.2 Event groups having a significant correlation with current symptoms

More or less all of these events and event groups are correlated with current psychological distress; the more the respondents have experienced these events, the worse they feel. These symptoms were measured with the SCL-90-R^{xiii}; this records psychologically relevant symptoms such as headaches, anxiety, or hearing voices which are not there.

However the mere presence of a correlation between the occurrence of certain events and the presence of current symptoms does not mean there is a causal connection. For instance, it is possible that some groups of events have a high correlation with symptoms just because they occurred together with other events which themselves have a genuine causal connection with symptoms.

So a regression analysis was used to try to determine the *unique* connection of each of these event groups on symptoms, independently of the influence of the other groups. The event groups shown in this analysis to have the strongest unique influence on psychological status are printed in *italics* in the table above.

In this case it seems that the most psychologically debilitating event groups are groups of war events which the respondent themselves personally suffered or witnessed, together with difficult present-day personal and social circumstances.

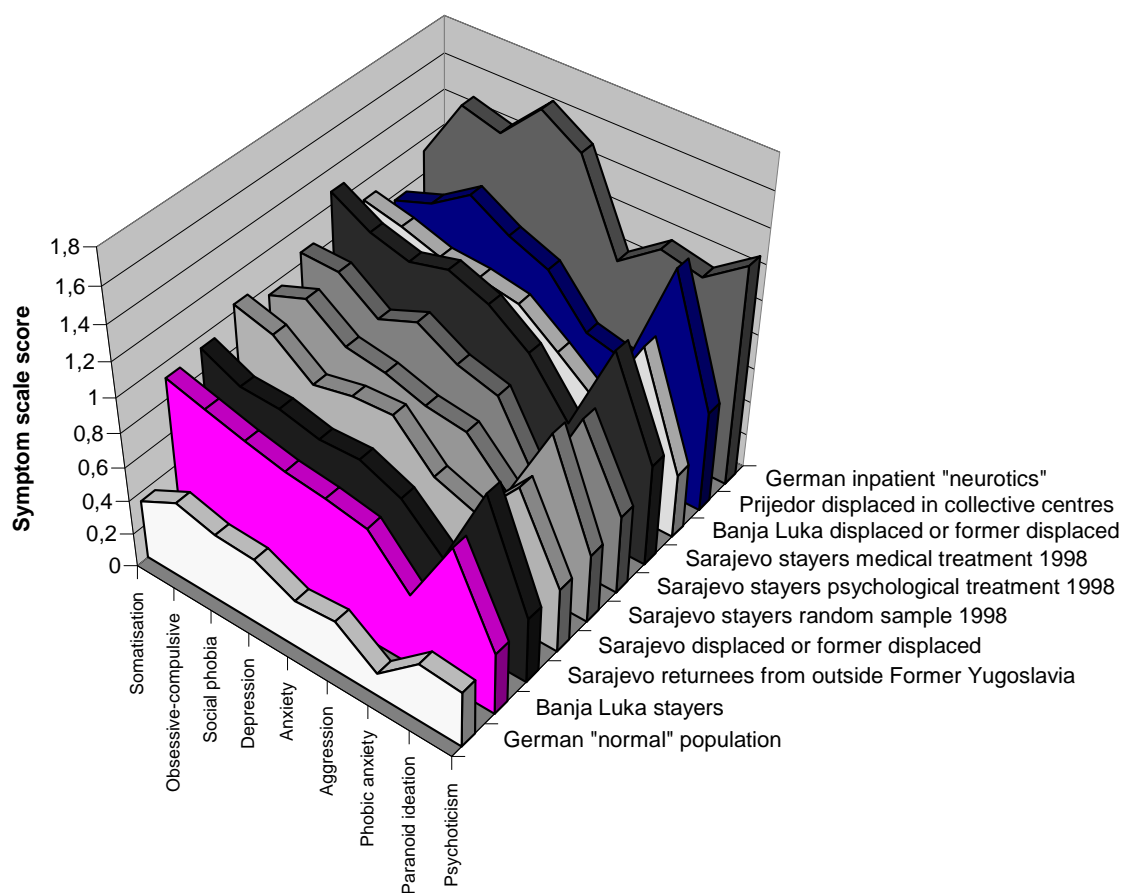
However this is only a preliminary analysis; much more work needs to be done, for instance to isolate as many as possible of the factors which predict particular psychological problems.

6 Results: Psychological status

The information in this section is intended to assist the identification of psychological needs and target groups for psychosocial intervention for each of the samples questioned.^{xiv}

Psychological adjustment is important not just because it is an indication of the pain, optimism etc experienced by the citizens of Bosnia-Herzegovina but also because it has a major influence on the reconstruction of the country. For example depression is a major obstacle because it disables progress. Even the most talented or resourceful people achieve very little for themselves or others if they are depressed or hopeless.

6.1.1 Level of symptoms for each of nine types of symptom, by sample including comparison with: a German "normal" population, German inpatient psychiatric patients, and three samples of Sarajevo stayers from 1998



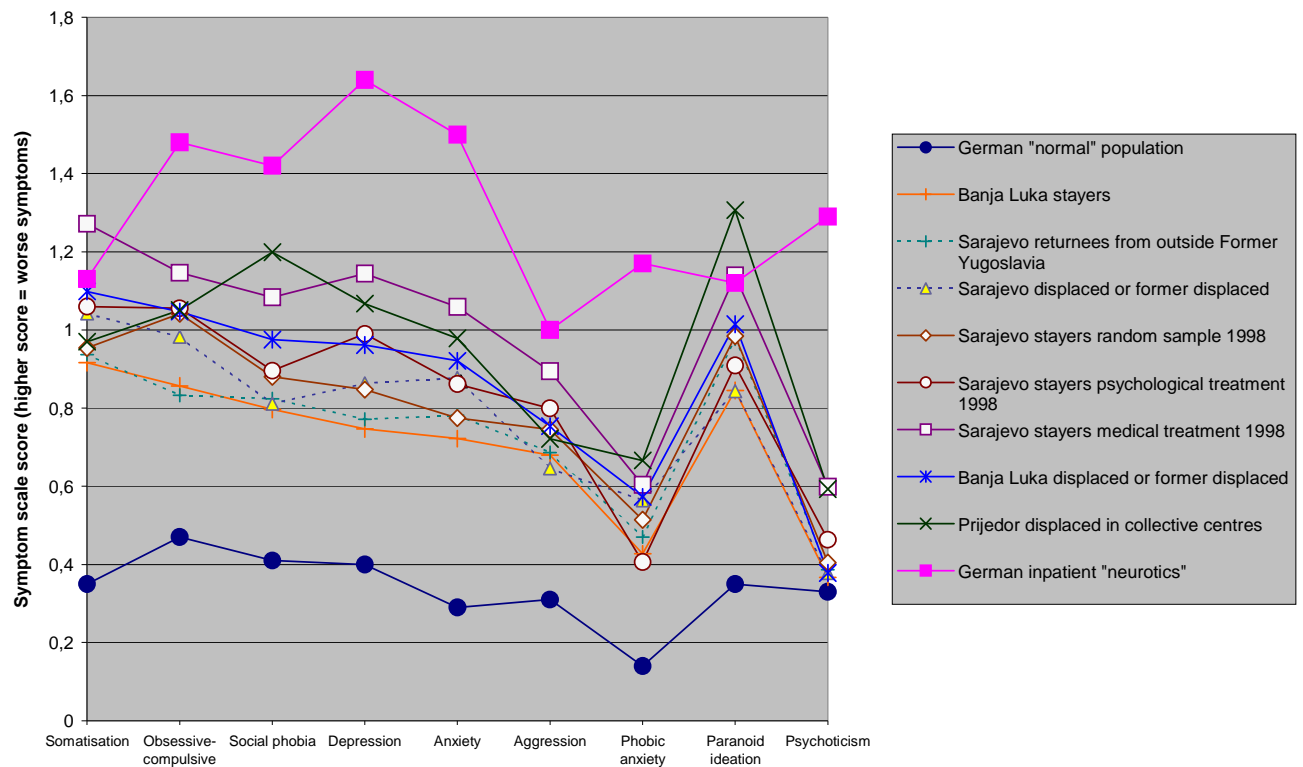
This diagram shows the scores on subscales^{xv} of the clinical instrument used, the SCL-90-R. A higher score means more symptoms. It is not however yet completely clear if the elevated level of symptoms in comparison with the German normal sample is due solely to war and post-war stress or to what extent cultural differences are being reflected.

Three additional comparison samples have been added from research carried out by our Institute in Sarajevo in 1998: people in medical and psychological treatment and a random sample from the town.

In general it is clear that symptom levels are significantly raised in relation to the reference sample of German people without special psychological problems, but are not - thankfully - as high as would be expected in inpatient populations.^{xvi}

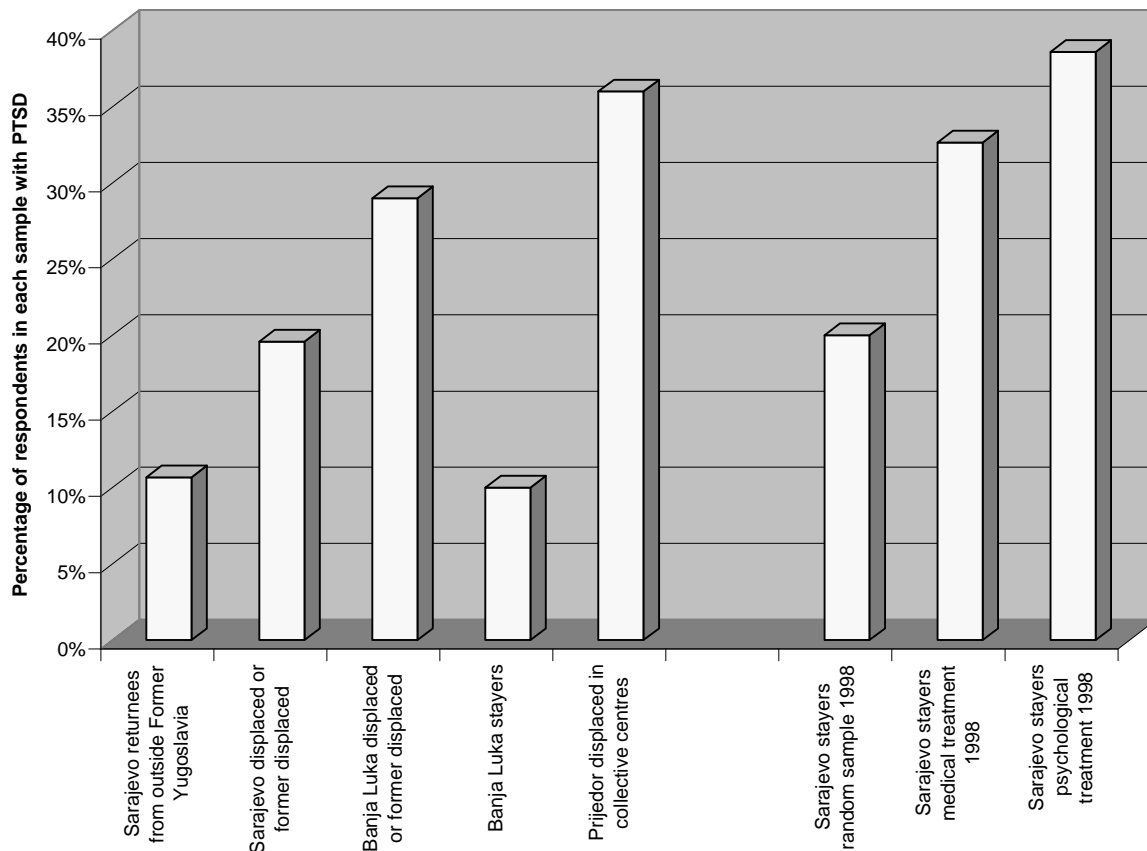
As expected, the Banja Luka stayers are the least symptomatic. The people with most symptoms are the Prijedor and Banja Luka displaced persons in camps. In Sarajevo, the returnees are slightly less symptomatic than the displaced persons who are about as well adjusted as the stayers were in 1998.

6.1.2 General symptom profile of the different samples: second view



This second chart shows the same information in a different way; here it is easier to compare the shapes of the profiles to the German reference samples. Very marked is the particular profile in all the post-war Bosnia-Herzegovina samples; There is a peak on the subscale named "paranoid ideation" which has to do with suspiciousness and feelings of being isolated. When one compares with the German inpatient sample, in this Bosnian sample the more passive symptom types such as anxiety and depression are less elevated than the subscales aggression, paranoid ideation, and somatisation.

6.1.3 Percentage of respondents with the diagnosis "Posttraumatic stress disorder", by sample

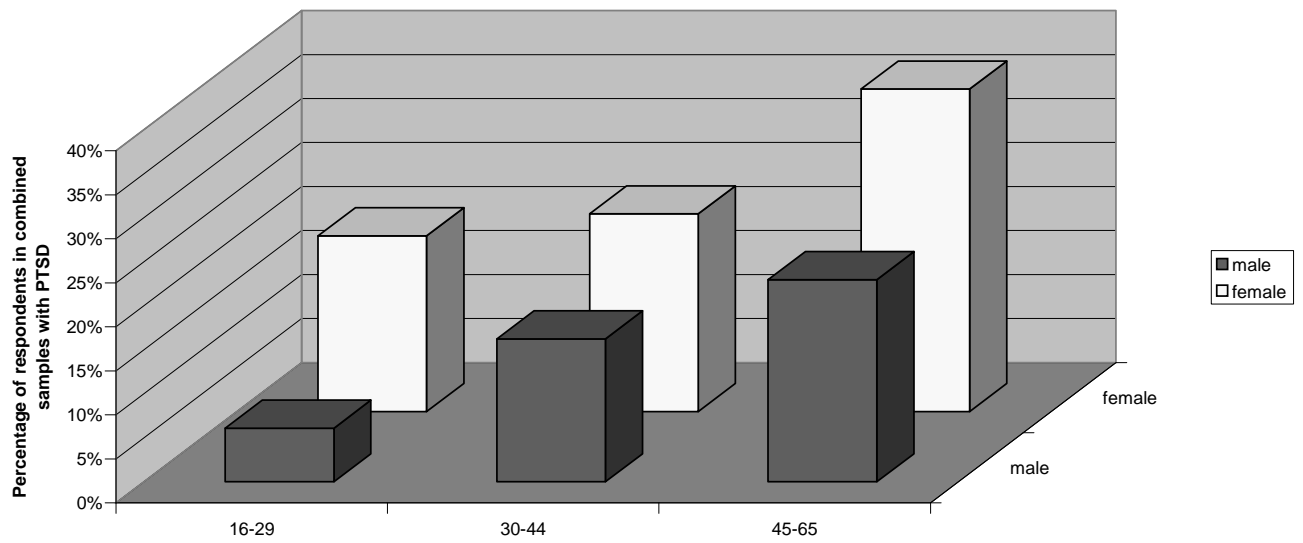


Not just general psychological symptoms but also, in particular, Posttraumatic stress disorder (PTSD)^{xvii} is particularly relevant with people who have been through a war. People with PTSD have problems with hyperarousal (sleeplessness, restlessness), re-experiencing the events (nightmares, flashbacks) and avoidance (trying not to think about the events; emotional numbing). PTSD is a serious disorder which can extremely unpleasant for those affected and significantly affects their daily functioning at work and in the family. The fact that between 10% and 35% of the non-treatment samples have PTSD is a very worrying statistic. The proportion of people with PTSD shows a much greater difference between the samples than the overall symptom level discussed in the last section.

As in the last section, three semi-random samples of Sarajevo stayers from 1998 have been included for purposes of comparison.

The samples exposed to most war stress (see last section) have, not surprisingly, more PTSD. However the displaced people in collective centres have the highest proportion of PTSD amongst the 1999 samples, which could indicate that particularly difficult social circumstances can contribute significantly to the maintenance of PTSD.

6.1.4 Percentage of respondents having Posttraumatic Stress Disorder, by age & sex



The incidence of PTSD is higher in older people, and amongst women. This broadly agrees with results from the world literature on PTSD, although further research is needed to control for differential exposure to traumatic events.

The results for overall psychological symptoms as measured by the SCL-90-R are very similar.

7 Results: Integration & Identification

The aim of this section is to analyse the respondents' life perspectives, satisfaction, and feeling "at home" or not where they are now living. It is based on a new questionnaire QII. The respondents could answer "I agree", "don't know" or "I don't agree" to the following statements. The scoring was: -1 = I don't agree; 0= I don't know and 1= I agree. So a mean of 1 would mean that everybody in the sample agreed with that statement; a mean of -1 would signify that everybody in the sample disagreed with that statement.

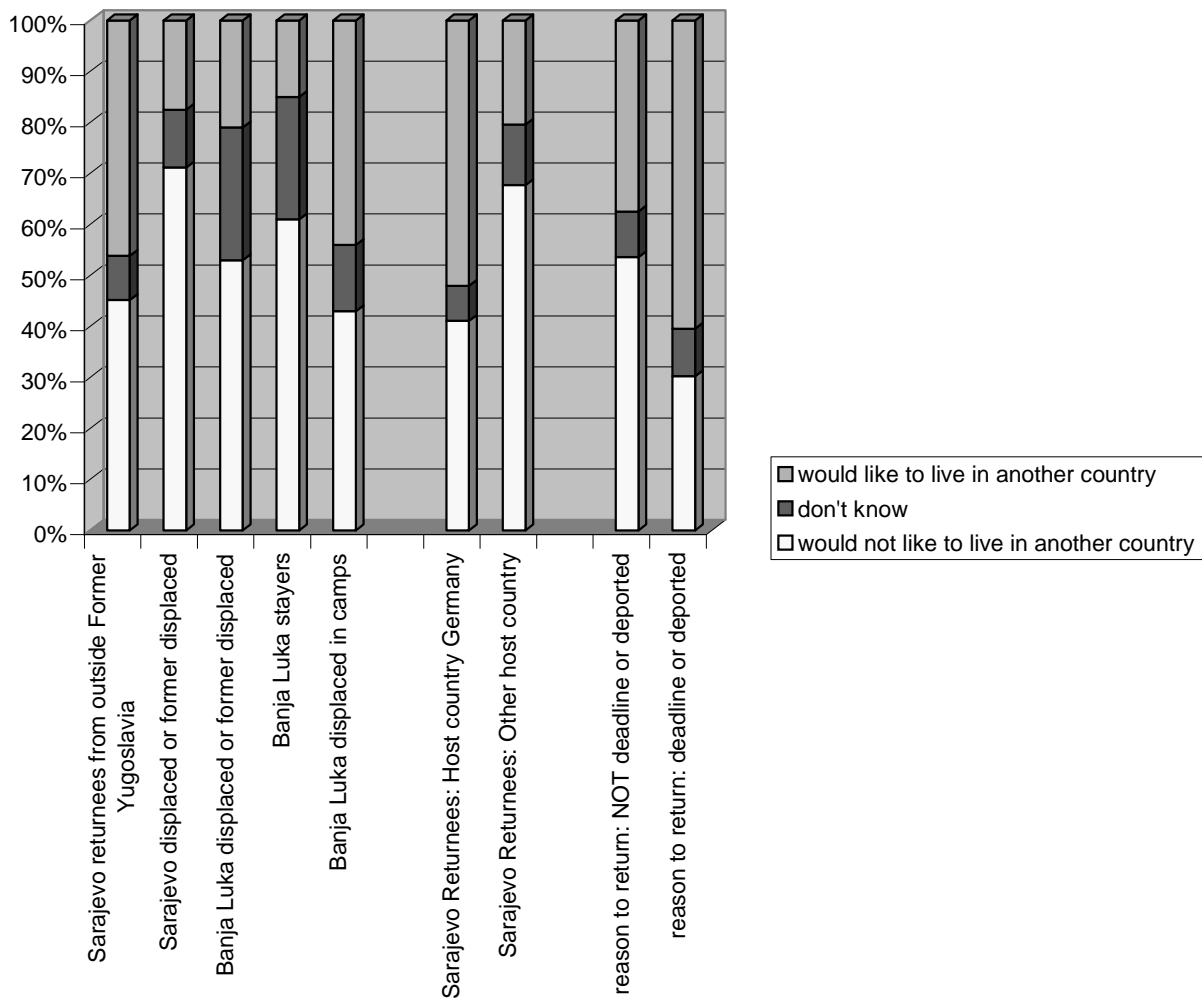
7.1.1 Questionnaire on integration and identification: all results.

Table contains mean score: -1 = I don't agree 0= I don't know 1= I agree	Sarajevo: returnees from outside Former Yugoslavia. 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Mean	Special analysis of returnees: Reason for leaving host country	
							NOT deadline or deported (56 persons)	deadline or deported (43 persons)
I feel at home where I live now	0,59	-0,07	-0,30	0,85	-0,83	0,05	0,70	0,47
I feel that this is my country	0,82	0,84	0,82	0,92	-0,02	0,67	0,88	0,74
I feel that this is my town	0,76	0,65	0,32	0,93	-0,49	0,44	0,88	0,60
Most of the people here are basically the same as me	0,23	0,56	0,28	0,21	0,23	0,30	0,25	0,23
I get on well with the people who live here	0,75	0,91	0,85	0,84	0,59	0,79	0,82	0,67
I am happy living in this area	0,36	0,48	0,32	0,59	-0,42	0,27	0,57	0,09
I think I/we can have a good future here	-0,01	0,30	0,19	0,46	-0,19	0,15	0,14	-0,21
I feel I can contribute to this society	0,40	0,56	0,74	0,69	0,35	0,55	0,56	0,19
I am happy with my/our work situation	-0,48	-0,48	-0,43	-0,03	-0,79	-0,44	-0,37	-0,67
I am happy with my/our financial situation	-0,50	-0,67	-0,75	-0,65	-0,92	-0,70	-0,40	-0,67
I would like to live in another country	0,01	-0,54	-0,32	-0,46	0,01	-0,26	-0,16	0,30
I would prefer to live in another area of this country	-0,80	-0,45	-0,70	-0,92	0,27	-0,52	-0,84	-0,77

So in general the results were positive; most people identify and feel happy with where they live; the majority do not want to move to another country. However the displaced persons in centres did on average want to live in another area inside their country.

For this table a special analysis just of the returnees was carried out (two right-hand columns) to see if it made a difference whether the returnees returned voluntarily, i.e. whether or not they said (in answer to the questionnaire AIR) that they returned due to an official deadline (or were deported). In fact most of these differences are indeed significant in the expected direction that these people are less happy in the "home" country.

7.1.2 Percentage wishing /not wishing to live in another country, by sample

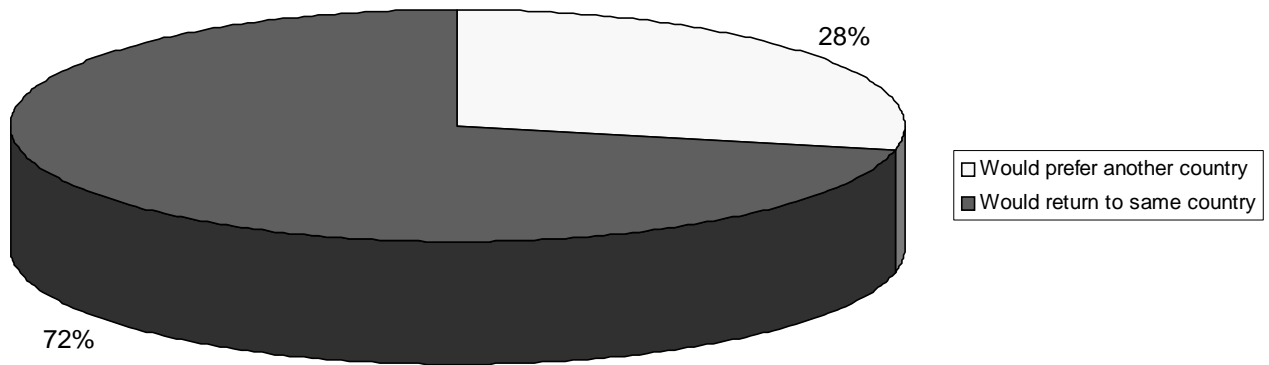


This graphic analyses the data in the previous table more closely. Nearly half the returnees would like to live in another country. The next pair of bars in the chart further analyse just the sample of returnees into those who stayed longest in Germany and those who stayed elsewhere. Whereas only about 20% of the respondents who stayed longest in a host country apart from Germany would like to leave Bosnia-Herzegovina - a similar proportion to the other samples - over half the returnees from Germany would like to leave. This is an important result. On the one hand, it would seem to indicate that these returnees had positive experiences in Germany. On the other hand, it could be a cause of social tension if a significant portion of the citizens of Bosnia-Herzegovina would rather live elsewhere. The final pair of bars suggest a possible reason for this difference: it analyses this returnees sample again, but this time into those who left voluntarily and those who said that they left because of an official deadline or because they were deported (nearly all of whom were from Germany, as can be seen in the table below). It is clear that those who would prefer to live in another country are those who did not leave the host country voluntarily.

7.1.3 Numbers leaving host country voluntarily / involuntarily, by host country

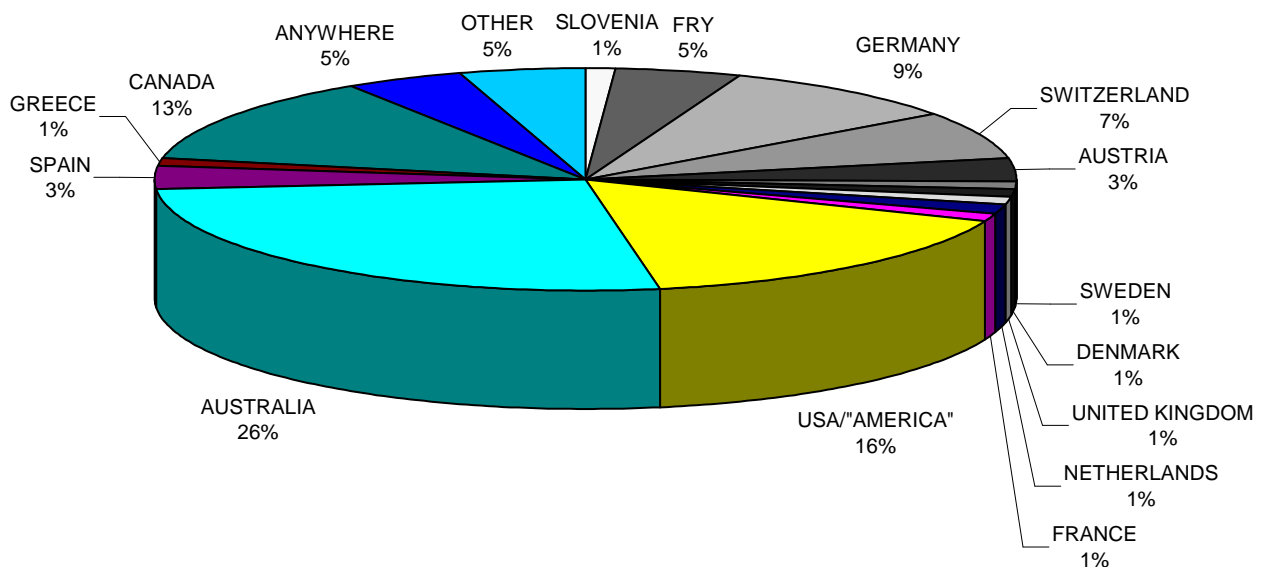
		Special analysis of returnees: Reason for leaving host country		Total
		NOT deadline or deported	deadline or deported	
Country of refuge	Other country (28 persons)	25	3	28
	Germany (71 persons)	31	40	71
Total		56	43	99 ^{xviii}

7.1.4 Country preferences of returnees who would like to live in another country



The returnees' experience of their host country seems to have been favourable; nearly 3/4 of those who wish leave Bosnia-Herzegovina would like to return to their host country. This data has not been analysed further into returnees from Germany/other countries because the numbers of returnees not from Germany who want to leave Bosnia-Herzegovina is too small.

7.1.5 Country preferences of non-returnees who would like to live in another country



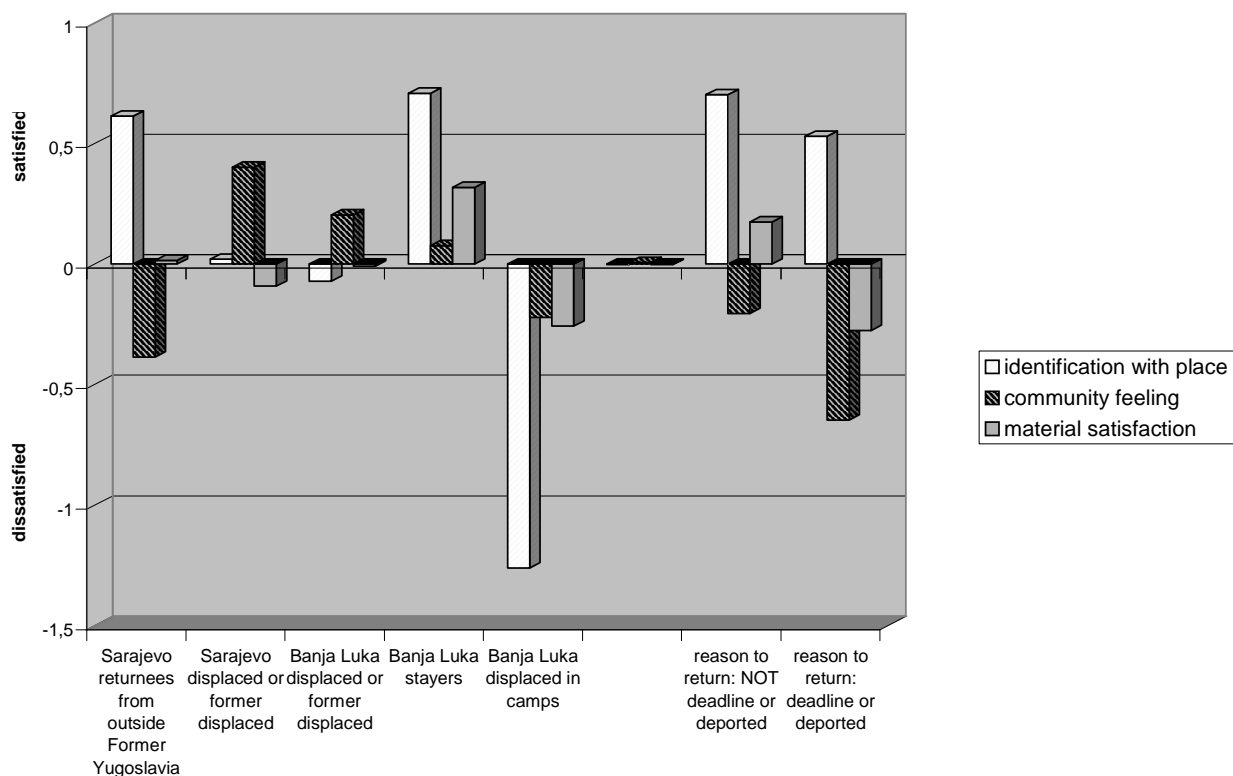
This graphic includes information from all the other samples, i.e. from those who are not in fact returnees. As such it possibly represents more wishful thinking than any well thought out plans or intentions.

7.1.6 Questionnaire on integration and identification: factors

Table contains mean score: -1 = I don't agree 0= I don't know 1= I agree	Sarajevo: returnees from outside Former Yugo- slavia. 104 persons.	Sarajevo: displaced (or former dis- placed). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Special analysis of returnees: Reason for leaving: return by deadline or deportation	
						no	yes
identification with place	0,61	0,02	-0,07	0,71	-1,26	0,67	0,03
community feeling	-0,39	0,4	0,2	0,08	-0,22	-0,4	-0,47
material satisfaction	0,02	-0,09	-0,01	0,32	-0,26	-0,02	-0,14

The items listed in table 7.1.1 were then grouped into three factors which are relatively independent of one another. For instance the factor "material satisfaction" contains the two items "I am happy with my/our financial situation" and "I am happy with my/our work situation". This facilitates comparison between the samples on different aspects of identification and integration.

7.1.7 Questionnaire on integration and identification: main factors by sample



This graphic reveals a disturbing amount of dissatisfaction amongst, not surprisingly, the displaced persons in collective centres but also amongst the returnees who did not return voluntarily.

7.1.8 Scale for social support: overall score

	Sarajevo: returnees from outside Former Yugoslavia. 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
Overall score (higher scores means more perceived support)	43,76	47,52	47,11	47,83	40,19	45,25

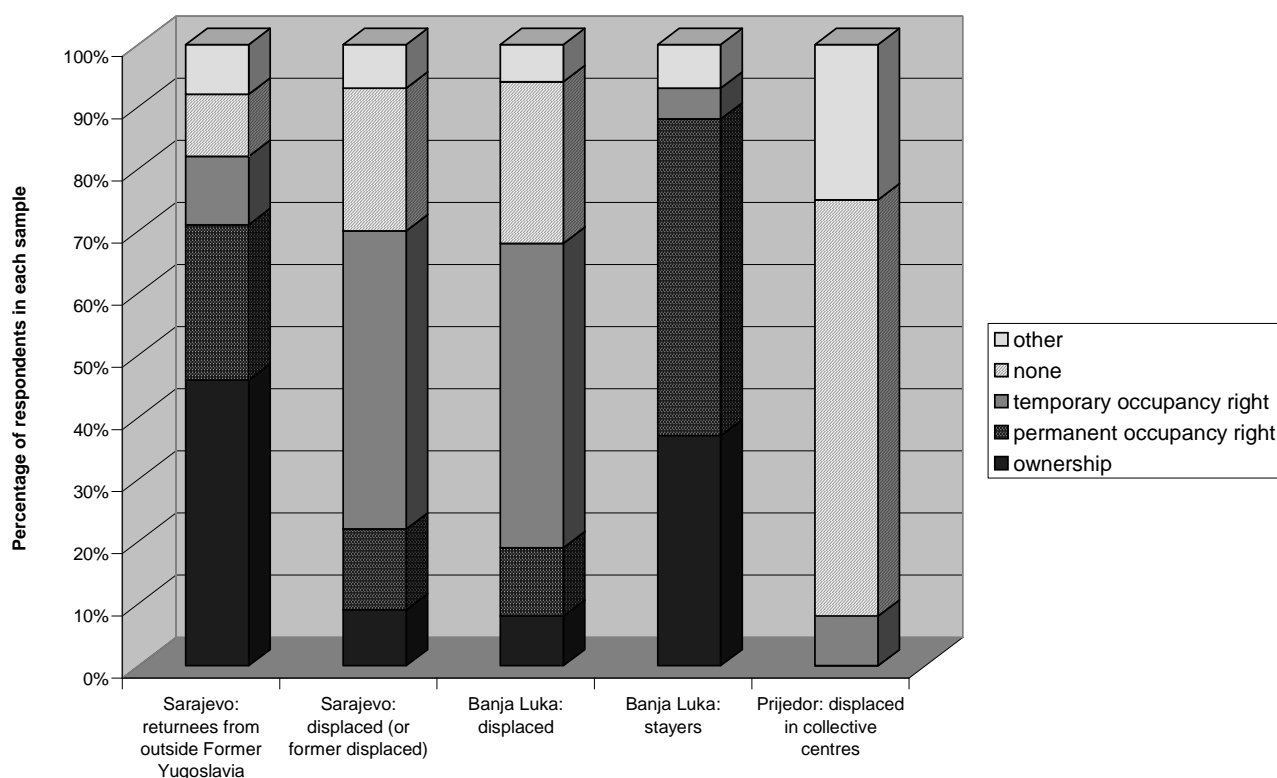
This table shows the results of a questionnaire used to assess the level of support which the respondents believe they receive from their family, friends and community. There were no significant differences between the groups.

8 Results: Current accommodation: status, wishes.

This section analyses results from a new questionnaire CAS: Current accommodation status and intentions (see below) and gives information on opinions on exchange of property etc.

8.1.1 Rights over current accommodation held by respondents or their families

	Sarajevo: returnees from outside Former Yugoslavia . 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
ownership	46%	9%	8%	37%	0%	20%
permanent occupancy right	25%	13%	11%	51%	0%	20%
temporary occupancy right	11%	48%	49%	5%	8%	24%
none	10%	23%	26%	0%	67%	25%
other	8%	7%	6%	7%	25%	11%



It is striking that a large proportion of returnees own or have permanent occupancy rights over their current accommodation, i.e. the place where they are living now – a proportion second only to that amongst the Banja Luka stayers. Perhaps this is because those refugees who own their own accommodation in their “homeland” are more likely to return.

8.1.2 Current accommodation status (Percentage of respondents assenting to each statement)

	Sarajevo: returnees from outside Former Yugoslavia 104 persons.	Sarajevo: displaced (or former displaced). 97 persons.	Banja Luka: displaced. 100 persons.	Banja Luka: stayers. 100 persons.	Prijedor: displaced in collective centres. 100 persons.	Group mean
Are you sharing someone else's accommodation?	27%	69%	71%	13%	28%	41%
Are you sharing your accommodation with someone else?	12%	8%	12%	9%	13%	11%
Do you (or a family member who you live with) <i>own</i> accommodation somewhere else but cannot live there now?	26%	65%	74%	3%	72%	48%
Do you (or a family member who you live with) <i>have a right to</i> accommodation somewhere else but cannot live there now?	13%	28%	49%	2%	36%	26%
Would you like to exchange your accommodation or your right to it?	18%	41%	75%	6%	48%	37%
Would you like to sell your accommodation or your right to it?	13%	30%	75%	2%	39%	32%
Have you tried to sell or exchange your accommodation or your right to it?	6%	11%	34%	0%	11%	12%
Would you be prepared to share your accommodation with family members or close friends who needed it?	54%	69%	86%	77%	82%	73%
Would you be prepared to share your accommodation with other people who needed it?	29%	32%	66%	49%	69%	49%

A large proportion of the displaced persons, especially those in Banja Luka and less so for those in collective centres, have rights to other accommodation elsewhere. A large proportion of these people would like to exchange or sell those accommodation rights, which is an indicator that they are not very interested in returning to that accommodation.

9 Results: Differences between returnees from Germany and other Host Countries

Statistical tests were made to find significant differences (on all relevant variables included in this survey) between returnees from Germany and those from other host countries.

Because this analysis involves multiple simultaneous comparisons, only highly significant differences^{xix} are reported here:

- Demographic data: returnees from Germany have less income per person
- Traumatic events and stressors: returnees from Germany have more traumatic events in the event group "expulsion and flight"
- Traumatic events and stressors: Single item: "Did the host country authorities threaten to force you to return": returnees from Germany have more "yes" answers
- Questionnaire on Integration and Identification: returnees from Germany have lower scores on the factor "material satisfaction"
- Questionnaire on Integration and Identification: single items: returnees from Germany have less agreement with the statements:

QII.3 I feel that this is my town

QII.7 I think I/we can have a good future here

QII.8 I feel I can contribute to this society

QII.9 I am happy with my/our work situation

The returnees from Germany seem to have psychosocially less optimal scores on many variables than returnees from other countries. With a larger sample, more significant differences would certainly become visible.

10 Results: Effect of length of time spent abroad

Statistical tests were made on the sample of returnees to find significant correlations between the length of time spent outside former Yugoslavia and all other relevant variables included in this survey.

No highly significant differences^{xx} were found with this small sample, although one variable came extremely close: AIR.G8: Now that you have returned, do other people where you live now criticise you, for having left your country? - Returnees who had been longer abroad answered this question more often with yes.

11 Thanks and dedication

Our sincere thanks are due to the many people who were involved in this survey:

Above all to the approximately 600 citizens of BiH who took the time to answer our lengthy and sometimes distressing list of questions and to share their experiences and opinions with us.

This report is dedicated to them.

Sincere thanks is due to:

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Ernst Hustädt GTZ-Advisor
Bernd Rowek GTZ-Advisor

12 Appendix: Background

This preliminary data is extracted from a larger project conducted by our Institute in 1998 and 1999. The portion reported here was conducted in co-operation with the Office of the Federal Government Commissioner for the Return of Refugees, Reintegration and related Reconstruction in Bosnia and Herzegovina, Hans Koschnick in Sarajevo and the Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ GmbH), which provided half of the funding. Additional questions of special interest to that Office were included in the questionnaire package. A co-operation program between our Institute and the Department of Psychology at the University of Sarajevo also provided support, funded by the Volkswagen-Stiftung, Hanover, Germany.



Clinical responsibility for the project rests with the Institute for Psychology, Department of Clinical Psychology and Psychotherapy, LMU (University of Munich), Prof. Dr. Willi Butollo.

The Psychology Department of the University of Banja Luka was also involved in part of the planning of this project and in carrying out the research in three of the samples.

13 Appendix: Samples

Each sample included approximately 100 people

13.1 Sarajevo samples

Each of the four Municipalities in the city of Sarajevo were approached and agreed to co-operate: Novo Sarajevo, Stari Grad, Novi Grad and Centar. From each Municipality, four Mjesne Zajednice (Local Councils) were chosen at random. Each Mjesna Zajednica provided a list of all those registered with them who could meet the inclusion criteria for either of the two subsamples (see below). From these lists, possible respondents were chosen at random. The interviewers (advanced students of psychology, working in pairs) then visited these people at their registered place of residence. People not in fact resident at that address, absent for longer than two weeks, not fitting the inclusion criteria (see below) or declining to be interviewed were struck from the list. Those interested in co-operating with the survey were then informed of the aims and conditions of participation, given guarantees of confidentiality and asked to sign a consent form. The questionnaires and interviews were then administered, a process which could take anything from 40 minutes to 2 or 3 hours. The respondents were paid for their co-operation. The resulting two samples were:

- ◆ Sarajevo city: Displaced and former displaced Persons: Spent more than a year outside Sarajevo 1991-5 but spent LESS than a year outside former Yugoslavia.
- ◆ Sarajevo city: Returnees from outside Former Yugoslavia: Spent more than a year outside former Yugoslavia.

13.2 Banja Luka samples

- Banja Luka Internally displaced Persons: Spent more than a year outside Banja Luka 1991-5 but spent LESS than a year outside former Yugoslavia. Semi-randomised via place of residence in the town: a map of the city was divided into squares. Streets were randomly chosen from each square and assigned at random to the interviewers. The interviewers - again, pairs of advanced psychology students - then selected apartments in each street according to a fixed selection algorithm. They approached one person from each apartment for interview.
- Banja Luka: stayers. Spent LESS than a year outside Banja Luka 1991-5. Semi-randomised via place of residence in the town, as above.
- Prijedor and Banja Luka Displaced Persons in Collective Centres. Spent more than a year outside Banja Luka 1991-5 but spent LESS than a year outside former Yugoslavia. The respondents were randomly chosen from the list of residents at the following centres:
 - Kozarac
 - Celpak factory (Prijedor)
 - Kozarus'a
 - Ljubija
 - Trnopolje

13.3 Comparison samples: Sarajevo 1998

Three more samples interviewed for our project in 1998 are also included for comparison. Some but not all of the questionnaires used in 1999 were also administered in 1998.

Sarajevo city: Sarajevo "Stayers": Spent less than a year outside Sarajevo 1991-5. Semi-randomised via place of residence in the town, as above for Banja Luka.

Sarajevo city: Sarajevo "Stayers" in medical treatment: Spent less than a year outside Sarajevo 1991-5. In medical treatment. Approached through treatment centres.

Sarajevo city: Sarajevo "Stayers" in psychological treatment: Spent less than a year outside Sarajevo 1991-5. In any kind of psychological or counselling treatment. Approached through treatment centres.

13.4 Definitions of "former refugee" etc.

The terms "returnee" "refugee" etc are used in the literature differently in different contexts. One of the most accepted distinctions is between "refugee" and "internally displaced person". Both of these terms refer to those who have been forced or obliged to leave their homes, e.g. as a result of war or persecution^{xxi}. The distinction is then made between refugees, who have, and the internally displaced, who have not, crossed an internationally recognised state border. The present survey broadly follows this distinction. However in the case of former Yugoslavia it is not clear which "internationally recognised state border" is to be considered, as the former constituent republics of former Yugoslavia were only recognised internationally during the war. The decision was made to include someone who was displaced inside former Yugoslavia as internally displaced rather than as a refugee. Of course all distinctions of this kind are somewhat arbitrary; in any case the detailed information assessed in this survey on movements during the war allow more detailed analyses beyond these rough distinctions.

So the present sample of "returnees from outside former Yugoslavia" are all refugees who have now returned to BiH. It should not be forgotten that they are only in one sense "returnees"; many former refugees in BiH, while having returned to their country, are still not able or willing to return to their pre-war accommodation. Those people can in fact be considered to now be internally displaced.

One Sarajevo sample of internally displaced also includes some who *have been* internally displaced by the war and who may now have returned to their pre-war accommodation. In other words, someone with a long history of displacement during the war is included in the same sample as someone who are still displaced rather than in a sample with those who retained their place of residence during this time. The hypothesis can be made that this is closer to the truth from a psychosocial point of view - a hypothesis which will be tested in the course of further analysis.

13.5 Problems with samples

The sampling method employed in Sarajevo, while being a genuinely random selection of the population of registered returnees and displaced persons, is not representative of those *not* registered with the Local Councils.

In addition, with all the samples there were some refusals; i.e. people who were approached and who fitted the criteria but who did not want to take part, as analysed below.

13.6 Refusals

The analysis of refusals is not yet complete. However a significant proportion of those approached declined to be interviewed - except in the case of the displaced people in the collective centres; there, 100% of those approached completed the interview. In similar research using nearly identical methodology carried out by our Institute in 1998, approximately 50% of those approached finally completed an interview. With a proportion of those refusing this year, it was possible to ask them their highest level of education; these levels corresponded roughly to those in the general population. Nevertheless **it is possible that those refusing to be interviewed are on average somewhat less well adjusted psychosocially and so that this research underestimates the levels of psychosocial problems in the populations and possibly overestimates the difference between the displaced people in the collective centres and the others.**

13.7 Inclusion criteria

Inclusion criteria for all samples were:

- Living now, even temporarily, in Sarajevo or Banja Luka
- Adults between 16 and 65 years old
- Not suffering from a psychotic disorder
- Literate enough to answer the questionnaire with help
- Living in Former Yugoslavia for most of 1980-1991

In addition, even those approached but declining to take part will be asked to give their highest level of education, in order to analyse whether there is a bias towards more educated people answering the questionnaire.

13.8 Stratification

Each sample was representative for the population in regard to age and sex according to population data from 1990; i.e., stratified quota method. The cells in the following table are chosen so as to break the population for each of the samples into approximately equal groups.

	Age 16-29	Age 30-44	Age 45-65	Total
Men	16 or 17	16 or 17	16 or 17	48 to 51
Women	16 or 17	16 or 17	16 or 17	48 to 51
Total	32 to 34	32 to 34	32 to 34	96 to 102

14 Appendix: References and Footnotes

ⁱ Details of refusal rates are given in the appendix.

ⁱⁱ This definition of "returnee" does not include those who sought refuge inside the boundaries of former Yugoslavia. See the discussion in the appendix.

ⁱⁱⁱ It should be noted that the definition of displacement employed in this survey does not take into account whether the person left their original residence as a direct result of the war or not - see the discussion in the appendix. In fact the vast majority of them did; see section 3.1.1.

^{iv} PSS-SR: PTSD (Post-Traumatic Stress Disorder) Symptom Scale; Foa, Riggs, Dancu & Rothbaum, 1993

^v SCL-90-R: Symptom Checklist-90-R; Derogatis, 1977

^{vi} SOZU: Fragebogen Zur Sozialen Unterstuetzung; Fydrich Sommer Mentzel & Hoell, 1987

^{vii} Monthly income was assessed by asking about the total income in the household and dividing by the number of people living there.

^{viii} These numbers may seem low. Please remember that not just married but also single people from the age of 16 were included in the survey.

^{ix} Religion was used as criterion rather than ethnicity because the terminology of religious confession is less confusing than that of nationality.

^x This involves subdividing the sample of around 100 into two smaller groups, which is quite small for statistical analysis. However as the sample was obtained through selecting randomly from Community Centre lists, the results presented here can nevertheless be generalised with a good degree of confidence to returning refugees in general. In section 9, statistically significant differences between these two subgroups are reported for ALL the questions asked in this survey.

^{xi} Summary of Returns by Host Countries 9904, published at RIC: <http://www.ric.com.ba>.

^{xii} It is not clear to what extent some respondents classified certain accommodation as being both temporary accommodation and a collective centre.

^{xiii} As measured by the GSI index of the SCL-90-R.

^{xiv} A subsidiary aim was the confirmation/revision of a result in a survey carried out by the Institute of Victimology in Sarajevo in Spring 1999 of very poor psychological status of returnees from outside Former Yugoslavia & of internally displaced persons - through better control of confounding variables, demand characteristics etc (do the respondents think they get more money if they answer in a certain way, etc).

^{xv} The subscales are those published with the instrument. Factors specific to the present samples can indeed be found which are very similar to but not identical to those published. The published subscales have been used to facilitate comparison with the reference samples.

^{xvi} It should be emphasised that the questionnaires used in this section are designed only to allow comparisons between samples. They are not designed in this context to give information about individuals and they are certainly not sufficient basis to give clinical diagnosis. In other words, one cannot say on that any of the individual members of the samples have clinical disorders, only that there seem to be elevated levels certain symptoms in certain samples.

^{xvii} Assessed on the basis of the questionnaire PSS-SR designed to give a diagnosis of Post-Traumatic Stress Disorder according to DSM-IV.

^{xviii} This total (99) is less than the total number of returnees (104) due to missing data on these variables.

^{xix} i.e. significant at the 0,01 level, assuming unequal variances

^{xx} i.e. significant at the 0,01 level, assuming unequal variances

^{xxi} Cohen, Roberta & Deng, Francis M. 1998. Masses in flight. The global crisis of internal displacement The Brookings institution, Washington DC.