



Master Thesis

Improving and monitoring of living conditions and social cohesion of refugees in Berlin Germany through social innovation

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Abstract

This research study provides a conceptual and practical approach and application for the monitoring of living conditions and social cohesion of refugees and asylum seekers in Germany. The growing number of refugees/asylum seekers especially with the arrival of Ukrainians has increased pressure on social amenities and slowed down the delivery process. Thus, it created a gap, especially a time gap in meeting the needs of refugees/asylum seekers. The issue is the inadequate and absence of timely monitoring of this vital sector. This study will look into this aspect in Germany and develop a model through social innovation to help the authorities and humanitarian actors to reach them on time.

Key Words: Refugees, Social innovation, Germany, monitoring, sector

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ACRONYMS

BAMF	Bundesamt für Migration und Flüchtlinge (Federal Office for Migration and Refugees)
LAF	the State Office for Refugee Affairs
LAGeSo	State Office for Health and Social Affairs
UNHCR	United Nations High Commission for Refugees
SC	Social Cohesion
EU	European Union
OECD	Organization for Economic Co-operation and Development
SD	Sample design
ANOVA	Analysis of variance
NGO	Non-Governmental Organisation

1. Introduction

Conflicts and wars in different parts of the world have forced many people to leave their homes and move to safer places. The most prominent migration is triggered by wars in Afghanistan, Syria and latest Ukraine, which forced millions of people to migrate to other safer countries. The majority of these refugees migrated to Turkey and Europe, especially Germany.

Germany is the biggest refugee-keeping country in Europe, where around 1.24 million refugees and 233,000 asylum seekers are reported in 2021 (UNHCR). Germany is comparatively flexible in accommodating refugees in Europe. The country supports the worldwide work of UNHCR and has been the second biggest bilateral donor after the US.

Ukraine is the new source of refugees fleeing the country. Till February 2022, nearly 147,000 people fleeing the war in Ukraine have registered in Germany since Russia's military invasion. The Federal Ministry of the Interior and Community (BMI), announced to support children, women, and men who have fled the war in Ukraine to settle in the country. Meanwhile, the inflow of refugees in Germany from Ukraine is on increase (Schengenvisa.info, 16 Mar 2022).

Refugee migration to Germany and heavy concentration in Berlin has increased pressure on the available resources and social services including the housing market (Kürschner Rauck and Kvasnicka 2017). Among others, it also raised concerns about immigration and social cohesion and ethno-linguistic heterogeneity.

Social innovation means to the design, process and implement new solutions that apply to process, product/output, outcome, or organisational change, which aims to improve the welfare and wellbeing of individuals and communities (OECD). Innovations normally the results of solving problems faced by the individuals or community or country/state.

1.2. Problem Statement

The influx of refugees increases pressure on social amenities, especially in urban areas. Besides, the living condition, job market and social cohesion are challenging aspects of the refugees in the country.

Germany is a federal republic of 16 federal states (Bundesländer). Although the prosperity and ethnic diversity of the host population foster the degree of regional cohesion, the refugee being the poorest segment, cultural heterogeneity and language issues make them isolated. Mostly, refugees feel culturally comfortable staying together, which threatens social cohesion.

Proper monitoring system and on time action can reduce some or all of these problems and enable refugees to be part of the healthy society in Germany, especially in Berlin. Such system is not in place to help the authorities and service providers.

In addition, there are limited means and practice to collect information about the living condition of refugees and their integration into society. There is a need to find an innovative method to monitor the refugees living and most importantly the social cohesion (integration) aspect of the refugees which will enable to enhance social interaction, and active participation in economic activities and reduce dependency on the government. This research study will look for such innovative model based on the real issues and gap hampering the better life and social integration of refugees in the society. The social innovation model will help the authorities and humanitarian players to plan for the betterment.

1.3. Research objective

The main objective is to find an innovative way to monitor the situation of refugees in Germany without a time gap.

2. Literature Review

Refugees, although have increased pressure on the available resources in Europe and especially in Germany, the lack of proper monitoring caused an imbalance in the resource distribution among refugees. The response is closely associated with the robust monitoring system to understand the needs, and social issues and how to merge them in the community.

The digital transformation is happening in nearly every field of life and also shifting to remote working and sensing. Various sectors of social development that are

influenced by technology, software and devices started using it. There are many research publications dedicated to understanding and conceptualizing the digital platform (Gheidar & ShamiZanjani, 2020; Ludike, 2018; Raia, 2017).

Refugees often fall into a vicious trap of inactivity or work in illegal market (low paid), which end up in a status of undecisive mind. In order to get them out of such situation, a project in Athens (Greece) is using a dynamic model to support the full integration of refugees into local life, with the active participation of the local community (EU, 2020). The project has an innovative way of implementation as it involves the city of Athens, as the leading partner, the National and Kapodistrian University of Athens, the Catholic Relief Services, the International Rescue Committee and the Athens Development and Destination Management Agency. This model allows each partner to provide specific services through an integrated approach, which enables refugees to get the needed support for sustaining their lives.

Germany has a complex and slow system of pre-registration of refugees. For example, the majority of the 2015 inflows were registered in 2016 as asylum seekers (OECD, 2017), which indicates the measurement issues and the definitions used. Similarly, over 700,000 persons of 2015/16 inflows may obtain some sort of international protection in Germany in 2017 and may be integrated into the labour market and/or society. The process results in many challenges for the integration of refugees.

A record number of asylum applications-190,816 were filed in Germany in 2021 (Sabah News, Jan-12, 2022). Among them, 148,000 were foreigners applying for asylum in Germany for the first time, a record highest number since 2018. A significant percentage of them, 17.5% were children under 1 year of age born in Germany. The asylum seekers belonged to Syria (70,162), Afghans (31,721) and Iraqis (16,872) (Aida, 2022). A huge number of cases remained pending at the BAMF as more than doubled from 52,056 at the end of 2020 to 108,064 at the end of 2021. It was, among others, mostly due to the de-prioritisation of applications from Afghan & Syrian nationals with a protection status in Greece.

A survey carried out among refugees in 2015 reported that 85% of the respondents desired to stay in Germany for long. Among them, the highest percentage was of Afghans and Iraqis and a lower percentage of Syrians as 21% of them reported “I

do not know” (Worbs and Bund, 2016). Regarding education, among adult asylum seekers, in 2016, 11% had no formal education at all and another 20.5% just attended only four years of primary school (Schmidt, forthcoming, 2016).

Ukrainian refugees

Since the Russian Federation’s invasion in February 2022, a large scale of people fled the country. According to the UN, more than 13 million people have fled their homes since Russia's invasion of Ukraine. According to the UN as of 9 June 2022, more than 4.9 million refugees from Ukraine have been recorded across Europe, whereas more than 3.2 million have applied for temporary residence per below details:

Table 1: Ukraine refugees across Europe

Countries and refugees population	
Poland	1,152,364
Russia	1,136,243
Romania	89,974
Moldova	86,254
Slovakia	77,330
Belarus	8,027

In addition, many refugees moved to other destinations, from those who crossed into Poland, Hungary and Slovakia. These nations have opened borders with other EU countries. According to the UN, there are now more than 780,000 Ukrainians in Germany, 366,632 in the Czech Republic and 145,000 in Turkey (BBC News). Around 40% of Ukrainian refugees were children and women while it makes 81% of the adult refugees registered (Reuters, May 14).

According to the German Government, the federal government would provide €2 billion (\$2.17 billion) in support of Germany's states for accommodating and integrating Ukrainian refugees in accordance with the Hartz VI programme. Thus, every single recipient will receive around €400 per month. These refugees will be included in the social security system of Germany (DW, 7-04-22). Ukrainian refugees will also have easier access to job centres, health care, and German language courses.

2.1. Labour Market

Germany has the fourth-largest national economy and industrial base and is the third-largest export country in the world. Host famous and major companies in the automotive, chemicals and electronics sectors. Nevertheless, 61 % of the total workforce works in small and medium-sized enterprises (SMEs) in Germany. Among SMEs, the mechanical engineering sector, are in demand to recruit and is looking for staff (EU, 2021).

There were 583,000 registered jobs in Germany by February 2021, 15% less than a year ago. COVID-19 has had a significant impact on jobs, importantly in the hotel, culture, tourism and retail sectors. In addition, many companies were unable to fill posts. Although, there was no shortage of workers or skilled workers, in technical occupations, construction professions, healthcare and health professions. Many workers come from cross-border (400,000 in 2018) like from Poland and the Czech Republic (EU, 2021).

For several years, labour market integration remained an issue according to several areas of German law (residence law, labour law, social security law etc.). Especially, the provisions on active labour market policy mentioned in the Second and Third Books of the Social Code play an important role. The integration of labours from other countries into German markets remained slow in the past. The participation of third country nationals declines below the average of German society, whereas the number of jobholders of third-country people per social security contributions increased considerably between 2014 and 2017 (from 1,205,295 in 2014 to 1,532,075 in 2017). However, the employment rate declined during the same period due to higher immigration (especially of asylum-seekers) (Julian Tangermann, Janne Grote, 2018). During this period, the unemployment rate of third-country nationals remained roughly unchanged (it rose from 19.2% in 2014 to 20.2% in 2017), also as a consequence of the immigration of asylum-seekers and was considerably above the overall unemployment rate (which declined from 7.5% in 2014 to 6.3% in 2017).

For integrating the immigrants' labours in the markets, the Government focused on a number of activities with asylum seekers/refugees like language, education and training, strengthening job-related competencies, soft skills, delivering information

and advice, and measures to improve labour market and workplace integration, anti-discrimination and diversity measures at the workplace, incentives to take up work or provide a job and take measures to support self-employment.

2.2. Challenges in the labour market

There are several challenges in market integration for third-country labours in Germany. A few challenges are mentioned below:

- For several years the labour market participation of third-country nationals have been below the average, both lower employment and higher unemployment rates. The major issue is the inadequate or obsolete professional experience, inadequate knowledge about the German labour market and the vocational structures, discrimination (perceived or real) and over-gathering effects. The majority of such labours work in the secondary sector, which is largely affected by the structure change.
- Many empirical studies show that applicants with a migration background remained subject to discrimination when they entered the labour market or looked for a new job.
- A lack of preparation for living and working conditions in Germany is also an issue of workplace integration.

2.3. Social Cohesion

Social disintegration is an issue among refugees and asylum seekers in many countries including Germany. Some of the directly related social aspects of integrating refugees are legal-political aspects (e.g. questions of citizenship, work permits, recognition of qualifications, etc.) or economic aspects (access to the labour market, equal treatment, financial security, etc.) (GIZ, 2017). Since, a long, efforts are made to integrate the refugees/asylum seekers into German society. The Berlin citizens, policymakers, administration, district government, welfare associations, non-governmental organisations and abundant civilian volunteer initiatives actively worked to find solutions for the severe problems in the way of integration.

For social integration, residency status is the basic need. So far, around 1/3rd of all refugees reside outside of emergency and community housing. Nearly 18,000 people were living in emergency accommodations in January 2016 and early 2017,

while only 857 people were living in emergency housing on 1 October 2018. The Senate is further working on possible solutions to allow refugees to have access the regular housing market (LAF Statistics, 2018). In addition, 15,000 refugees have attended a state-financed German language course. In Berlin, around 11,000 refugees entered the labour market and got jobs with social insurance contributions. Moreover, in January 2016 the Senate of Berlin introduced the electronic health card for all refugees (. Similarly, the education sector was also focused on better access by refugees. Students from welcome classes were transferred to regular classes in public schools, preparatory vocational education and occupational education were included in the refugee programme.

By now it is well understood by the authorities in Germany that non-integration has a great potential cost, like a waste of economic and human potential leading to serious stress on social cohesion resulting in internal stability. Germany is already having integration experience in implementing various programmes and initiatives which serve as lessons learned for Germany itself, and also for other countries regarding integration policies.

2.4. Social Innovation

Social innovation is the result of a social change and is usually applied by a social change agent. The social innovations always focus on collective changes in society, contrary to the technological innovations which focus more on a particular company or an industry (Cajaiba-Santana, 2014).

Social innovation is becoming more important for various sectors including economic growth, due to various challenges to growth like climate change, ageing populations, and increasing demands for improved human wellbeing (Mulgan et al., 2007). On the other hand, inadequate attention has been paid to how social innovations emerge and particularly how these are implemented (Cajaiba-Santana, 2014). A social idea only becomes a social innovation if it leads to solving concrete social problems/issues, and is embedded and institutionalized (Howaldt & Schwarz, 2010). Thus, the implementation of social innovation directly determines success and its impact. Social innovations are important in both developed and developing countries. In developed countries, social innovations could help in meeting the climate change challenges, while in developing countries they could be used for reducing poverty. Although, social innovation is used in different contexts it currently

lacks true implementation in academic research and is therefore considered to be a gap in the existing literature.

Social innovation is realised as an important factor resulting in greater impact in Bangladesh, the healthcare sector projects like the community health service program greatly improved the health of rural people, especially the maternal and children, in a creative way (*Zulker Nine, Hongyi Chen, May 2016*).

Social innovation is also important in monitoring and evaluating various sectors including refugees/asylum seekers as without timely and quality information, accurate planning is hard to achieve, which creates a gap in the demand and resources, resulting in social issues and many problems leading to economic and human waste. The COVID-19 pandemic was a turning point in the increasing need for and importance of community-led social innovations to overcome barriers in delivering health services to people and involve communities to identify problems and implement solutions. During this period several innovators came to the pandemic challenge and made a difference. For example, a health centre in Bangladesh has introduced tele-training for families caring for loved ones battling COVID-19 at home (WHO, 2021).

Nevertheless, the concept of social innovation has been applied in the health sector for the last 10 years and has the potential to impact institutions and change the systems. Thus, Social innovation has the potential to adjust the basic issues responsible for systems failure and not delivering their intended objectives to society as a whole (Lindi, et. al., 2021).

3. Methodology

3.1. Model and Hypothesis

A model constructed for the study that includes independent, dependent and intervening variables with 2 main hypotheses to be specified in the research objective as below:

3.1.1. Independent Variables:

- Services provided to the refugees/asylum seekers
- Time taken in reaching refugees/asylum seekers
- Job market

- Language
- Rights of refugees/asylum seekers

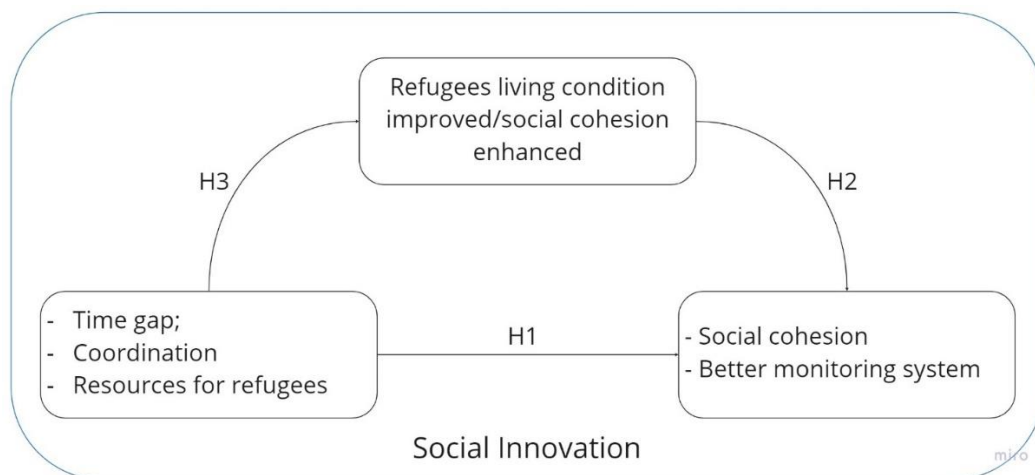
3.1.2. Dependent Variables:

- Improved living conditions of refugees/asylum seekers
- Improved social cohesion
- The reduced time gap in providing services

3.1.3. Intervening Variable:

- Access to refugees
- Monitoring system
- Information dissemination
- Accommodation
- Basic needs and provision

Figure 1. A research Model



The following hypothesis will guide the study:

H₁: There is no time gap in serving the refugees/asylum seekers in Berlin, Germany. The authorities and service providers should reduce the time gap in reaching refugees if otherwise.

H₂: Social cohesion of refugees/asylum seekers has been improved in Berlin, Germany.

H₃: The living condition of refugees/asylum seekers is improved.

Social innovation can be an enabler to help authorities shift to a better monitoring system for refugees to improve their life and social cohesion.

3.2. Research Questions

The hypothesis mentioned above reflects the main research question mentioned below:

- How the monitoring system can be improved for the refugees/asylum seekers to improve their living conditions?
- How the monitoring system through social innovation can be improved to make social cohesion better for refugees/asylum seekers?¹

Based on the above hypothesis, a methodology is developed. The hypothesis determines the need for secondary data analysis, review of the literature and also for the collection of primary data directly from the refugees.

In large, the theoretical framework of this research is based on a literature review in light of the hypothesis. With this literature review, we try to answer the descriptive research questions based on the hypothesis mentioned earlier. The overall purpose of the theoretical framework is to serve as a guide for conducting the research. After establishing the theoretical base, the current situation will be analysed using a number of qualitative techniques for improvement in the system. Thus, the study uses partly quantitative data, however, it is important to note that a substantial amount of conceptual work, along with a literature review, is used to support the research questions and purposes. Hence, we may argue that qualitative studies are used as a basis, for quantitative analysis (Bryman, 1995:160).

One of the reasons for using a quantitative approach is to enable the generalisation, not only to theory but also to the population (Yin, 1994:10) of refugees in the area. The quantitative data may also help in finding connections between the needs with the available resources or services and refugees.

3.3. Research Design

The research design is based on the objective and hypothesis framed above. The approach of our research is both qualitative as well as quantitative. This study used a survey-based research design that aims to explore, reveal, and clearly define the structure of societies, objects and institutions or the functioning of events (Hocaoğlu & Akkaş Baysal, 2019, p. 79). This study examined various studies in the social

¹ See Annex-A for details questions

innovation, monitoring of refugees, their social life and problems in the context of social innovation.

▪ **The design comprised of the following 2 steps:**

1. Review of secondary information
2. Collect primary data from the refugees/asylum seekers in Berlin.

Through literature review and data, through various organizations are collected and reviewed. Some of the major sources of secondary information and data about refugees/asylum seekers are Eurostat, Ausländerzentralregister, Bundesagentur für Arbeit, Bundesamt für Migration und Flüchtlinge, Bundesministerium für Arbeit und Soziales, Bundesministerium für Bildung und Forschung and other organizations in Germany and OECD.

A survey is the major source of primary data collection. The main types of surveys are postal surveys, web-based surveys, group surveys, Telephone surveys and face-to-face surveys. In the past the most common survey was the postal survey, however, the Internet or web-based survey are the common forms nowadays. These surveys are implemented via computer. This type of survey has a technology bias, as respondents with access and knowledge of computers are most likely to respond. According to Dahmström (2000:81-82) group surveys (when a group of people from the same population respond) and face-to-face surveys (where physical presence or visiting the respondent for the survey is required). Another type of survey is interviewing respondents through telephone calls. For This study we used telephonic, face-to-face and online methods for data collection.

3.4. Research Scope

The research in this paper, focused on improving the monitoring system for refugees and asylum seekers using social innovation, therefore these aspects described through research/survey in Berlin, Germany.

3.5. Sampling

Per definition, a sample is a set of individuals or participants in a particular survey selected from a large population (Salant & Dillman, 2004). In our case, the population for this research study is the refugees/asylum seekers in Berlin, Germany. A probability sampling with systematic sampling technique has been used in the study. To draw the sample we used the RaoSoft software for calculating the representative sample size for our study. The representative sample size is

important to control the type-1 error (due to small sample size) and Type-II error (due to larger sample size). The sample size is calculated based on 5% margin of error, 95% confidence interval 80% power, 90% response distribution and population of asylum seekers (233,000-46600 families). Thus, the total sample size is 138. The sample is further stratified according to the availability of various ethnicity of refugees.

3.6. Data collection technique

A survey has been designed to collect the data directly from the refugees of various ethnicity, status and background to understand the diversity of issues, remedies, the process of tackling issues and gaps in reaching them. For this purpose, a questionnaire has been designed (see annexe A) to cover all related questions and look for solutions through better monitoring which may lead to prompt solutions.

The questionnaire is designed and developed in accordance with the definitions and hypothesis as well as based on previous studies, articles, literature reviews and judgment by experts and professors in a particular area in order to get the right measurement of the characteristics in the questions to get the research objectives. The frame of reference was defined beforehand, including the questionnaire's context, time, budget, manpower, intrusion and privacy (Leedy & Ormando, 2001: 197).

Before conducting survey, permission for visiting the accommodation centres for refugees' interviews was granted by the Landesamt für Flüchtlingsangelegenheiten. After approval, Accommodations were randomly visited with in Berlin.

3.6.1. The survey tool (questionnaire)

The questionnaire has been designed to gather information on:

1. The status of refugees,
2. Their living status,
3. Gaps/problems and
4. Social issues.

The survey is of normal refugee survey with innovative aspects and has been modified to fulfil the specific needs of this project.

3.6. Data analysis

Statistical Package for the Social Sciences (IBM SPSS 22.Ink) software is used for the analysis. Descriptive statistics are calculated to understand the quantitative picture of the refugees living, social status, and how it is monitored and to use it for the development of a better monitoring system through social innovation. The data were analyzed with ***T-test and ANOVA***, using the same scale as given in each part of the questionnaire to measure that either the null hypothesis is accepted or rejected.

4. Limitations

The study is based on the literature found at different online sites and the UE library. There may be abundant literature in other locations/sites and in different languages which could be consulted. The survey is based on the refugees available in Berlin and those accessible and volunteered to participate. Thus, the coverage is limited in terms of reach. Some of the major limitations are the following:

4.1. Inappropriate sampling frame:

Keeping in view the vast area covering all types of shelters/accommodations and off-shelter locations of refugees in Berlin, listing such locations was a great challenge. Thus, it was difficult to get information about all such locations, Hence, the list might have excluded some of such locations.

4.2. Biasness of respondents:

Because of many reasons, many refugees refused to be interviewed. Due to time constraints, the majority of the refugees didn't respond online, thus, which may result in the biasness of the respondents in the case of online or by telephone.

4.3. Non-respondents:

Due to various reasons some of the respondents did not attend the request which may arise a systematic biasness.

4.4. Natural bias in the reporting of data:

Natural biasness of respondents in the reporting of data can be a reason due to a tendency of upward or downward biasness depending on the impact of indicator on the respondent's future; like in the earning data a downward biasness is seen, but they overstate the same if asked for social status or their affluence. Most commonly

in psychological surveys, people tend to give what they think is the 'correct' answer rather than revealing their true feelings.

However, by developing a tool, we tried to minimise such biasness in the data.

5. Findings

5.1. General

Primary data was collected from refugees/asylum seekers in Berlin from July to August 2022. The interviews took place at various shelters and places where refugees were in majority. Refugees/asylum seekers from 12 nations were interviewed.

A total of 138 respondents took place with 57.2% males and 42.8% females. Among them Afghans were in majority with 55.1%, followed by Iraqi at 8%, Ukrainians at 7.2%, Syrian 6.5% and Turkish 5.8%. See table-1 for details.

Table 2: Nationality of refugees/asylum seekers by gender

Nationality	Gender		Total
	male	female	
Afghan	40 29%	36 26.10%	76 55.10%
Burkina Faso	1 0.70%	0 0.00%	1 0.70%
Irani	2 1.40%	0 0.00%	2 1.40%
Iraqi	6 4.30%	5 3.60%	11 8.00%
Kurdish	6 4.30%	1 0.70%	7 5.10%
Palestine	1 0.70%	2 1.40%	3 2.20%
Syrian	7 5.10%	2 1.40%	9 6.50%
Tajikistan	2 1.40%	2 1.40%	4 2.90%
Turkish	5 3.60%	3 2.20%	8 5.80%
Turkmenistan	2 1.40%	0 0.00%	2 1.40%
Ukraine	7 5.10%	3 2.20%	10 7.20%
Vietnam	0 0.00%	5 3.60%	5 3.60%
Total	79 57.20%	59 42.80%	138 100.00%

The average age of respondents was 34 years while it ranged between 18 and 55 years. The average length of stay of the respondents was 3.3 years, while it ranged between 0.1 and 8 years. Ukrainians are the new arrivals in Germany, while Afghans and Turkish are staying for a long.

The average family size of refugees is 4.8, while it is higher (7.6) for Kurdish, followed by Iraqi (6.4), Syrian (5.4) and Turkish (5).

Table 3: Education level of refugees

Education level	N	Percent (%)
Illiterate	28	20.3
Primary	13	9.4
Middle	7	5.1
High	33	23.9
Graduate	44	31.9
Postgraduate	7	5.1
Diploma/skilled	5	3.6
Other	1	0.7
Total	138	100

The education level of refugees is quite diversified. A high percentage of refugees among those who participated in the survey, i.e., 20.3% are illiterates and face difficulties in learning the German language and reading messages or instructions. Around 32% are graduates, while 24% with high school diplomas.

5.2. Language issues and jobs

Language is the basic and essential means of communication with host communities in any country. It helps in accessing services, markets and jobs. During the survey, many refugees reported problems in communicating with doctors for health services. One woman faced problems during delivery at the hospital because of German language problems as there was no translator and doctor could not understand the patient's intention and problems.

As reported earlier, a huge number, 20.3% of the refugees were illiterate and quite hard to learn the German language easily.

Table 4: Did you learn or learning now the German language course

Response	N	Percent (%)
Yes	107	77.5
No	31	22.5
Total	138	100

A great majority of the respondents either learned or were learning the German language. However, 22.5% of them did not learn the German language at all. Understanding the German language enable refugees/asylum seekers to access various services like schools, hospitals, humanitarian agencies, various amenities and social events. Most importantly, the German language help in social cohesion and integration in the German society, which is the ultimate need of a prosperous society. The Government and authorities also aim to take necessary steps in integrating the refugees into German society.

Table 5: The German language status

Status of language	N	Percent (%)
No language	13	9.4
A1	65	47.1
A2	24	17.4
B1	17	12.3
B2	5	3.6
C1	10	7.2
C2	4	2.9
Total	138	100.0

The understanding of the German language varies among refugees/asylum seekers. A great majority (47.1%) are A1 level knows very basic phrases aimed at the satisfaction of needs of a concrete type, while 9.4% do not know at all. Quite a few refugees/asylum seekers are proficient in German language (C1, C2). Most of these refugees are staying for long for many years in the country. There are some

problems in accessing the language course, especially publicity, easy access, timing and competition with economic activities.

Before Afghans were not allowed to take language courses until getting asylum so they were not able to learn. Moreover, most of them were uneducated. The majority of the Afghans' asylum cases were rejected before the Taliban took over the country where many received asylum and started learning the German language.

Of those who learned or presently learning the language, the majority (70.3%) attended the language courses organised by the government, 5.8% attended language courses organised by civil society initiatives and 13% used other sources for learning the German language.

Among the respondent's refugees/asylum seekers, only 14.5% got jobs. A great percentage of them (55%) are either not working or not looking for jobs. However, 21.7% of them are looking for jobs. Major problems in finding jobs are;

1. Language issues which hamper the jobs, and
2. Many refugees receive social security or cash from the Job-center, which is equal to or higher than the income they can get from jobs after deduction of taxes.

This is an issue to be resolved to make them contributing members of society. Survival on the free money for longer time period makes them lazy and non-productive. During the survey, almost all (99.3%) of respondents confirmed that language is the prerequisite for any job in Germany.

Table 6: Job status of refugees

Status	N	Percent (%)
Got job	20	14.5
apprenticeships	3	2.2
preparatory traineeships	3	2.2
Internships	6	4.3
Looking for job	30	21.7
not looking for a job	62	44.9
not working	14	10.1
Total	138	100

5.3. Social Cohesion/Integration

Social cohesion is the most important factor for healthy living and being an active part of the society in any country. Isolation of people evolves in many social issues, slowdown the economy with least interest and lower participation in work. It also creates many social problems in society.

Table 7: Interaction with German people

Response	N	Percent (%)
Yes	59	42.8
No	79	57.2
Total	138	100

According to the results, a great majority (57.2%) of refugees/asylum seekers are not interacting with the German people in Berlin. This is something to be taken seriously by the authorities. Some of the causes explained by the refugees are:

- Because I can't speak the German language yet
- We are in shelter/accommodation and cannot meet Germans
- We don't have any German-speaking friends yet
- We newly arrived (mostly Ukrainians)

However, few explained that although they don't understand German, their children learned some and interacted with other host children.

Hence, the major issue is the lack of the German language and another serious issue is the staying of refugees in government accommodation. It has restricted the movement and interaction of refugees with host people.

Table 8: About the German community

Type	N	Percent (%)
More friendly	22	15.9
Just normal	90	65.2
Keep away	25	18.1
Discriminating	1	0.7
Total	138	100

A great percentage of refugees are not interacting with the local people, therefore, it is hard for them to comment on the attitude and dealing of the host community. However, the majority of the refugees found them normal and friendlier. However, 18.1% reported that they keep away from refugees as they don't know and cannot communicate. Thus, common language is meant to understand each other and express their opinion.

Some refugees/asylum seekers are participating in local associations mostly related to their own culture or nationality. According to the survey, 17.4% of the respondents take part in association activities. However, a great majority as 82.6% have no contact with any association. Some of the activities of these associations are some cultural shows and language classes, helping newcomers, psychological support and guidance.

Table 9: Adapted to German culture

Response	N	Percent (%)
Not adapted at all	17	12.3
Adapted little (10-20 %)	61	44.2
Adapted midway (50%)	22	15.9
More than 50%	20	14.5
Fully adapted	18	13
Total	138	100

Among the refugees/asylum seekers, 13% of respondents reported fully adapting to the German culture, 14.5% above 50%, 44.2% adapted little (10-20%) and 12.3% did not adapt at all. There are a number of reasons for not adapting or slow adaptation to the German culture, like language problems, being a Muslim with different ethics, no interaction with Germans, isolation of refugees and no integrated plan for social cohesion. The process of accessing language courses is quite slow as according to one refugee he applied for German language classes and got permission after 5 months.

Table 10: Mixed (meet/merged) with German people

Response	N	Percent (%)
No	85	61.6
Yes	53	38.4
Total	138	100

A higher percentage of refugees/asylum seekers did not yet merge with the host community. The reasons are mentioned earlier.

5.4. Support to refugees

Refugees/asylum seekers received various kinds of support from the authorities and/or other sources. Refugees, in general, receive free accommodation, initially in an accommodation centre for 3 months and later rent an accommodation. In refugee accommodation, water, electricity, internet and heating are free, where financial support is received from the State Office for Refugee Affairs (LAF)-social security prior to asylum and Job Center after asylum is granted, every month. They are also provided language courses for free, free medical and transport tickets for 3 months initially.

According to respondents 84.1 reported receipt of support while 15.9% did not receive the support.

Table 11: Received some governmental support or from NGOs

Response	N	Percent (%)
Yes	116	84.1
No	22	15.9
Total	138	100

The major support is the accommodation and cash money with some in-kind materials for the refugees and their children. The majority of the refugees received Accommodation, money for food every month, electricity, water and free Wi-Fi. Some also received shoes and clothes once.

In terms of timing, 92.8% of respondents said that support was provided on time, 5.1 said late and 2.1 said too late. Nearly 89% reported the support was regular, while 7.2% received it once.

Few refugees reported participation in some cultural shows and language classes, while some groups of Afghan refugees meet once a week and help each other or help newcomers to the accommodation.

5.5. Rights, awareness and security

More than half of the respondents (53.6%) were familiar with their rights, including food, accommodation, education, health insurance and work permit, etc. All Ukrainian refugees receive accommodation and financial support each month until getting the status of refugees. Refugees also have the right to education for children. However, a great percentage of refugees (46.4%) did not know about their rights, although, they receive some benefits. There is no awareness programme about the rights of refugees. Language is another issue regarding reading and understanding various rights in the country. Another reason is that if a refugee has no document he/she has no rights. One of the refugees reported that I have no rights even for language and health insurance. It takes time to register as refugee and till that time refugee has no right to any facility like education, health, language or others.

Table 12: Know about the rights

Response	N	Percent (%)
Yes	74	53.6
No	64	46.4
Total	138	100

According to refugees/asylum seekers, staying in Germany is safe. Anyone including women can go out even during the night. There is more freedom and rights for women as if a male tries to beat a woman, she has the right to stop or ask for help. Women can go to other cities or countries alone. Females and children have freedom and rights. They have the right to appeal the rejection of their asylum case. Many refugees submitted their cases a number of times after repeated rejection.

Table 13: Stay safe

Response	N	Percent (%)
Yes	136	98.6
No	2	1.4
Total	138	100

Although, refugees/asylum seekers reported a number of issues, the living condition, in general, were reported as good or normal. A great majority reported living normally while 22.5% mentioned good. However, 6.5% reported badly.

Table 14: Living condition

Response	N	Percent (%)
Good	31	22.5
Normal	98	71
Bad	9	6.5
Total	138	100

The majority of the refugees came to Germany for security reasons because of war and conflict in their countries, like the war in Afghanistan, Syria, Iraq, Libya and many other countries. Some governments have anti-gender policies which cause the departure of people.

Continued war in these countries damaged health centres, educational institutions and amenities. The livelihood sources were completely eroded and people had to run away for saving their lives.

Table 15: Why came to Germany?

Response	N	Percent (%)
Security reasons in the country	78	56.5
Better life and future for children	25	18.1
Taliban takeover	10	7.2
Other	25	18.1
Total	138	100

Nearly 95% of the refugees/asylum seekers plan to stay in Germany and contribute to the economy here. They Feel Germany is a good place for them and their children for a better life. Moreover, they don't see acceptable conditions for living in their home country in the near future. However, 4.3% of them plan to go to some other country.

Table 16: The future plan

Response	N	Percent (%)
Stay forever in Germany	131	94.9
Go to other countries	6	4.3
Go back to my home country	1	0.7
Total	138	100

5.6. Monitoring/Information collection

The survey also examined the data collection from refugees/asylum seekers. Among refugees, 29% reported collection of data/information while 71% replied no information is collected. It suggests that there is no proper monitoring system in place to collect information from refugees about their status, problems and needs to enable the authorities to improve the situation and reduce the risk.

Table 17: Any organization that collects information from refugees

Response	N	Percent (%)
Yes	40	29
No	98	71
Total	138	100

BAMF, Church, LAF-social security, Job Center and immigration are among the organizations collecting information from refugees. One Afghan association called KARITA also interacts with Afghan refugees for social well-being. State Office for Health and Social Affairs (LAGeSo) also collects information from refugees. Few NGOs like Tamat and others also collect information sometimes.

All the above-mentioned organizations collect information for their own use and purpose but not regularly. There is no frequency of collecting information from refugees/asylum seekers, however, some reported yearly or bi-yearly.

The majority of the refugees/asylum seekers (58.8%) reported that information was collected face-to-face, while 35% reported other sources and 3.8% internet and 2.4% mobile phones.

5.7. Challenges faced by refugees/asylum seekers

A number of challenges are faced by refugees/asylum seekers. Learning the German language is the utmost important challenge for many due to many reasons explained earlier. Other challenges are the following:

- German language learning is a major challenge. Those who apply for the language class, wait for many months to get acceptance. In addition, the students in language classes are much diversified in terms of educational background. They mix all the different backgrounds people in the same class, many not interested to learn, others because they never went to school and can't hold the pen how to write, while some are highly educated. Hence, language learning is not designed for any of these groups and thus not effective, as for educated it is slow and very basic while for uneducated fast and they are uncomfortable. Some refugees are from Muslim or traditional countries where females don't mix with males, thus, many females feel shame as can't learn easily.
- Culture and norms: Refugees/asylum seekers are from different countries with different cultures and backgrounds. Thus, many cultural variations, especially for women and families are the main challenge.
- Shared accommodation: It is a serious problem for many from Afghanistan, Iraq, Iran etc. For example, a female from Afghanistan a single woman living in a shared room with children but they share with 2 other Afghan males. It created psychological stress and sickness for her as culturally men are not allowed to share place with a single woman.
- Disability: Lack of disabled-friendly accommodation is also an issue, as there is no elevator and other people with disability (PWDs) requirements. As reported by one respondent, "my parents both are disabled and we live on 4th floor/level of the building we have the shared bathroom and washroom (people come drunk), hence our females can't go out or use the washroom some time because of non-family males present there and sometimes drunk. The washrooms are not properly covered and also not disabled friendly".

- The asylum cases are rejected many times and refugees struggle to submit again and again. The Asylum takes a much longer time, which denies refugees many services and freedom of work.
- To find a rented house is quite a serious issue in Berlin. Many refugees with families cannot find a reasonable house for living. Moreover, the rent is quite high for a refugee family but limited income/resources.
- Cultural variation among refugees from different nationalities. Refugees from different countries have a different cultures. Some are more traditional like Afghanistan and some are quite modern/liberal like Ukrainians while some are in between. Living with refugees from different nationalities together in one accommodation is subject to many challenges.

According to one refugee, "I have 2 disabled elderly persons and children and live on the top floor with no Elevator. It is very difficult for both my parents when take them to doctor. Secondly, in the accommodation centre where I live, there are many people of other nationalities who do not respect the culture of others. Sometimes they make a lot of noises where the young babies and elderly sick people cannot sleep. Some males come drunk and don't care about shared washrooms for gender. For a Muslim family with females it is quite difficult to stay there. We searched separate homes but could not find apartments in Berlin.

According to one Syrian refugee, "I had many problems with resistance at the begging and to get asylum was one of them. When I wanted to apply for my family's unification it was a big problem for children regarding their birth certificate or a registration in Germany not in Syria. The problem with registration of children is that German authority asked for a Syrian passport, and it was impossible or very difficult to get it because we left the country due to war and government of Syria would never give us the passport or other documents.. Although, I have all other papers, like marriage certificate, contract, the birth certificate for me and my wife, etc. Everything is completed except passport which the Syrian government will never give." It is a big challenge for all Syrians to get any kind of documents from Syrian government.

6. Test of hypothesis

The hypothesis mentioned earlier has been tested to know level of significance.

H₁: There is no time gap in serving the refugees/asylum seekers in Berlin, Germany.

H₂: social cohesion of refugees/asylum seekers has been improved in Berlin, Germany.

H₃: The living of refugees/asylum seekers is improved.

Social innovation can be an enabler to help authorities shift to a better monitoring system for refugees to improve their life and social cohesion.

The first two hypotheses are tested while the 3rd one will be tested in the future after applying the social innovation model for some time.

6.1. ANOVA and Cochran's Test

In order to check the hypothesis, we applied Cochran's Q test to determine if there are differences on the dichotomous dependent variables among the responses. The result shows that calculated p-value is 0.000, which is less than ($p < 0.05$), therefore, the responses among all hypothesis have significant differences.

Table 18: ANOVA with Cochran's Test

		Sum of Squares	df	Mean Square	Cochran's Q	Sig
Between People		1899.42	21	90.449		
Within People	Between Items	163134.588	37	4409.04	689.1	0.000
	Residual	29568.182	777	38.054		
	Total	192702.77	814	236.736		
Total		194602.19	835	233.057		
Grand Mean = 6.5951						

6.2. T-test of hypothesis

A t-test has been applied for testing the significance of each statement. For this purpose responses were recoded into 0, 1 and 2.

T-test was applied to see whether the hypothesis is accepted or rejected. The t-test applied to all independent, intervening and dependent variables in order to see whether the impact of responses is significant or otherwise.

T-Test for H₁

According to the t-test results, the p-value is below 0.05 ($p = 0.000 < 0.05$), hence the null hypothesis is rejected and alternative hypothesis accepted. The responses

significantly vary, which means that there is sufficient time gap in delivering services to the refugees/asylum seekers. See table-19 for details.

Table19: t-test One-Sample Test for H₁

	Test Value = 0			
	t	df	Sig. (2-tailed)	Mean Difference
Asylum process (month)	14.493	67	0	47.235
Apply for Asylum	99.358	137	0	1.014
Got Asylum	34.482	137	0	1.514
When did you get your Asylum?	7.905	67	0	9.9118
Education level	24.533	137	0	3.71
Job-status	30.811	137	0	4.92
Got a formal job (if)	28.896	137	0	2.283
Equal salary	24.02	137	0	1.638
Easy to get a job	28.103	137	0	1.826
Full-time/ part-time job	38.136	137	0	2.826
Learned/learning German language	34.346	137	0	1.225
German language status	14.704	137	0	1.87
Received govt / NGOs support	37.071	137	0	1.159
The support was time	35.685	137	0	1.094
Regular support	19.724	137	0	1.203

T-Test for H₂

According to the t-test results, the p-value is below 0.05 ($p=000 < 0.05$), hence the null hypothesis is rejected and alternative hypothesis accepted. The responses significantly vary, which means that the social cohesion is not adequately improved and there is a need for the social cohesion of the refugees/asylum seekers. See table-20 for details.

Table 20: T-test One-Sample Test for H₂

	Test Value = 0			
	t	df	Sig. (2-tailed)	Mean Difference
Adapt German culture	25.785	137	0	2.717
Education level	24.533	137	0	3.71
Equal salary to others	24.02	137	0	1.638
Learned/learning German language	34.346	137	0	1.225
German language status	14.704	137	0	1.87
German language necessary for job	139	137	0	1.007
Regularly interacting with German people	37.203	137	0	1.572
Feeling about the German community	39.275	137	0	2.036
Receive/received support from govt/NGOs	37.071	137	0	1.159
Mix (meet/merge) with German people	9.242	137	0	0.384
Stay safe	99.358	137	0	1.014
know about rights	34.356	137	0	1.464
Living condition	41.894	137	0	1.841

T-Test for H-3

According to the t-test results, the p-value is below 0.05 ($p=000<0.05$), hence the null hypothesis is rejected and alternative hypothesis accepted. The responses significantly vary, which means that the living condition of refugees/asylum seekers not adequately improved and there is a need for more efforts to make living of the refugees/asylum seekers better. See table-21 for details.

Table 21:T-test One-Sample Test for H₃

	Test Value = 0			
	t	df	Sig. (2-tailed)	Mean Difference
Living condition	41.894	137	0	1.841
Education level	24.533	137	0	3.71
Job-status	30.811	137	0	4.92
Got a job (formal)	28.896	137	0	2.283
Equal salary to other	24.02	137	0	1.638
Easy to get a job	28.103	137	0	1.826
Learned/ learning German language	34.346	137	0	1.225
German language status	14.704	137	0	1.87
Received some governmental/ NGO support	37.071	137	0	1.159
Adapt German culture	25.785	137	0	2.717
Came to Germany	32.659	137	0	2.761
Your plan	47.107	137	0	1.058

7. Social Innovation

The gap between the number of people who became refugees and the services or remedies available to address their issues continues to grow. The same is the case in Germany (Berlin). The present research study examined the issues and problems in providing support to refugees/asylum seekers. As the global need for refugee protection has increased, various states have shown creativity in the design of resettlement programs and in facilitating more refugees in need of protection. Similar is the case of Germany, where a new influx of Ukrainian refugees made their way to Berlin.

The German government has allocated a reasonable amount of money for the refugees and asylum seekers in Germany. However, abnormal delay in reaching refugees/asylum seekers and in providing services is the real issue. All three

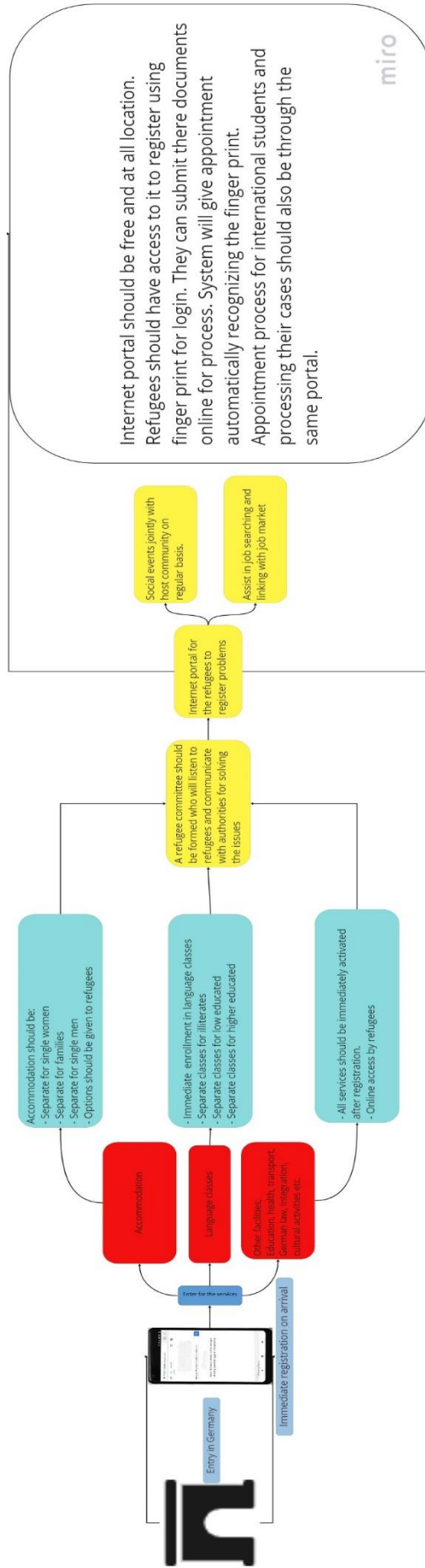
hypotheses were rejected because of delays, lack of assessing the requirement and cultural issues for the rectification on time.

For this purpose, there is a need for social innovation to take care of main issues and assist the authorities and refugees/asylum seekers to get help on time and help in social cohesion.

The social innovation design is based on the solution to the following problems:

- Issues of registration-time gap
- Language classes-time gap and right background
- Gender issues in official accommodation
- Rented accommodation
- Social cohesion

Figure 2. Refugees Monitoring System



Refugees Committee role:

- The committee should represent all nationalities or sub-groups of different nationalities.
- Regular meetings of refugees, especially of committee members/bearers.
- Organise cultural and social shows/activities on regular basis in coordination with authorities.
- Host communities should be involved in these shows/activities
- Help in language classes.
- Organize an interactive programme with host families.
- Encourage refugees to move to rented buildings.
- Monitor the portal and respond to refugees about their issues.

8. Conclusion

Conflicts and war have serious immolations on the lives of people. Migration is the major cause of such wars and conflicts in many countries, where people run away to save their lives. They leave their homes, their livelihoods and peace for undefined destinations and high risk. Many refugees die or become sick on the way before reaching a safe location. Germany is one of such destinations for refugees to stay in peace. However, reaching Germany is not so easy for them and face many challenges to reach here. The major sufferers are children and women.

Refugees in Germany feel safe and comfortable and plan to live longer here. They have the right to basic needs and access to services once they are registered and/or get asylum. However, refugees reported a long delay in processing their cases. Even they faced problems in registration after arrival. The system approaching them and processing their cases is quite slow and not based on emergency environment. Refugees/asylum seekers are kept in accommodation for some time where basic facilities are provided to them. They are living in shared rooms where social problems are reported because of cultural differences among them. Most females from religious cultures feel problems with males from other cultures.

Private accommodation is hard to find and especially for refugees, while it is too expensive for them to get on rent. All members of refugees mostly not work as many are illiterate especially women, take care of children and even hard to find suitable jobs. Thus, after-tax deduction, the income of one person is not sufficient to meet

the expenses of the whole family. It will need much longer time for them to adjust to the cultural norms and way of life.

In order to solve most of the above issues, an innovative design is developed to help both the authorities and refugees/asylum seekers to make the services available on time, most efficient and accelerate the social cohesion or integration of refugees in the German society.

8.1. Recommendations

- Registration of refugees/asylum seekers should be fast and easily accessible to all.
- The time gap in applying for services and providing services should be reduced.
- The time gap for providing language classes should be reduced.
- The time gap for granting asylum should be reduced.
- There should be separate language classes for illiterates, low educated and higher educated refugees.
- Accommodation should be sensitive to culture and gender.
- The rented building should be easily available and should be affordable.
- A robust monitoring system should be in place to reach refugees/asylum seekers quickly and solve their problems (social innovation).

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Annex-A

Questionnaire Form

Introduction

This survey has been designed to find out the views of people about the “Improving and monitoring of living conditions and social cohesion of refugees in Germany through social innovation” The views and information of the respective people is of high value and will help us to develop a module on monitoring of living conditions and social cohesion of refugees. Please take a few minutes from your busy schedule and participate in this survey. All the personal information will be kept confidential. The information will be used only for the purpose of academic research and guiding the authorities about future mechanism for future updates. These information are required for the master degree in Innovation Design Management (IDM).

Consent

I am the student of UE and doing research on monitoring of refugees living condition. I want to ask you a few questions. It is volunteer and you may refuse the interview or any question you don't like. I will ask you few questions per your permission. Do you allow me start the interview? Yes /no

A: General (refugee/Asylum seekers profile

A1	What is your nationality?	
A2	Your Gender	<input type="checkbox"/> male, <input type="checkbox"/> female, <input type="checkbox"/> other (specify please)
A3	Your age-years	
A4	How long are you in Germany? In years	
A5	How many members do you have in your family?	
A6	Did you apply for Asylum?	<input type="checkbox"/> Yes, <input type="checkbox"/> No
A7	When did you apply? Number of months from now.	Months_____
A8	Did you get Asylum?	<input type="checkbox"/> Yes, <input type="checkbox"/> Still waiting, <input type="checkbox"/> Not applied

A9	What is your education level?	<input type="checkbox"/> illiterate, <input type="checkbox"/> Primary, <input type="checkbox"/> middle, <input type="checkbox"/> high, <input type="checkbox"/> Graduate, <input type="checkbox"/> post graduate, <input type="checkbox"/> Diploma/skilled <input type="checkbox"/> other
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B: Economic status

B1	Job-status	<input type="checkbox"/> got job, <input type="checkbox"/> apprenticeships, <input type="checkbox"/> preparatory traineeships, <input type="checkbox"/> internships, <input type="checkbox"/> looking for job, <input type="checkbox"/> not looking for a job
B2	If you got a job, is it legal?	<input type="checkbox"/> yes legal, <input type="checkbox"/> not legal
B3	Which industry do you work? (ISIC) codes in brackets	<input type="checkbox"/> Mining and quarrying (B) <input type="checkbox"/> Manufacturing (C) <input type="checkbox"/> Electricity, gas, steam and air conditioning supply (D) <input type="checkbox"/> Water supply; sewerage, waste management and remediation activities (E) <input type="checkbox"/> Construction (F) <input type="checkbox"/> Wholesale and retail trade; repair of motor vehicles and motorcycles (G) <input type="checkbox"/> Transportation and Storage (H) <input type="checkbox"/> Accommodation and food service activities (I) <input type="checkbox"/> Information and communication (J) <input type="checkbox"/> Financial services and insurance activities (K) <input type="checkbox"/> Real estate activities (L) <input type="checkbox"/> Professional, scientific and technical activities (M) <input type="checkbox"/> Administrative and support service activities (N)

		<input type="checkbox"/> Public administration (O) <input type="checkbox"/> Education (P) <input type="checkbox"/> Human health and social work activities (Q) <input type="checkbox"/> Arts, entertainment and recreation (R) <input type="checkbox"/> Other service activities (S)
B4	Is your salary equal to other national employees?	<input type="checkbox"/> yes, <input type="checkbox"/> no
B5	If not, why? And how much less? (%)	
B6	Is it easy to get a job?	<input type="checkbox"/> yes, <input type="checkbox"/> no
B7	If no, why?	
B8	Is it a regular job or part-time?	<input type="checkbox"/> Regular , <input type="checkbox"/> Part time, <input type="checkbox"/> Not working, <input type="checkbox"/> Other please specify it.....

C: Social status

C1	Did you learn or learning now the German language course?	<input type="checkbox"/> yes, <input type="checkbox"/> no,
C2	If yes, which programme do you participate? Or participated before?	<input type="checkbox"/> Language courses, organised by the government <input type="checkbox"/> Language courses, organised by companies or Chambers of Commerce <input type="checkbox"/> Language courses, organised by civil society initiatives <input type="checkbox"/> Mentorship programmes <input type="checkbox"/> Measures of the Employment Agency/Jobcentres <input type="checkbox"/> Don't know <input type="checkbox"/> Other measures
C3	What is your German language status?	<input type="checkbox"/> very good, <input type="checkbox"/> good, <input type="checkbox"/> average, <input type="checkbox"/> poor, <input type="checkbox"/> no

C4	Is German language necessary for your job?	<input type="checkbox"/> yes, <input type="checkbox"/> no
C5	Are you regularly interacting with German people?	<input type="checkbox"/> yes, <input type="checkbox"/> no
C6	If no, why?	
C7	How do you feel about the German community?	<input type="checkbox"/> more friendly, <input type="checkbox"/> just normal, <input type="checkbox"/> keep away, <input type="checkbox"/> discriminating
C8	Any comments on above	

D: Constraint/issues

D1	Did/do you face any challenges in terms of regulations? Explain	
D2	Did/do you face any challenges in terms of stay? Explain	
D3	Did/do you face challenges regarding financial support? Explain	
D4	What kind of support is missing?	
D5	Why this support is missing?	
D6	Did/do you receive some governmental support or from NGOs?	<input type="checkbox"/> yes , <input type="checkbox"/> no
D7	From whom did you receive? name	
D8	What kind of support did you receive? Mention all supports	
D9	Was the support one time?	<input type="checkbox"/> yes on time, <input type="checkbox"/> late, <input type="checkbox"/> too much late
D10	Was the support regular?	<input type="checkbox"/> regular, <input type="checkbox"/> 1 time, <input type="checkbox"/> 1-2 times, <input type="checkbox"/> other
D11	If the support not on time, what are the reasons?	

D12	What are the unmet needs now?	
D13	Are there some cultural issues which has to be dealt with?	

E: Monitoring

E1	Is there any organization that collected information from you?	<input type="checkbox"/> yes, <input type="checkbox"/> no
E2	If yes, who collected and when?	
E3	Do they still collect? Or someone else collects?	<input type="checkbox"/> Yes, <input type="checkbox"/> no, someone else collects, <input type="checkbox"/> no body collect
E4	How often do they collect?	<input type="checkbox"/> monthly, <input type="checkbox"/> quarterly, <input type="checkbox"/> 3=6 monthly, <input type="checkbox"/> yearly, <input type="checkbox"/> other specify_____
E5	How do they collect?	<input type="checkbox"/> face-to-face, <input type="checkbox"/> telephone, <input type="checkbox"/> internet, <input type="checkbox"/> others
E6	Do you have any kind of association you are participating in?	<input type="checkbox"/> Yes , <input type="checkbox"/> No
E7	What benefit do you get?	Please mention it
E8	If no, any association contacted you?	<input type="checkbox"/> Yes , <input type="checkbox"/> No
E9	If yes, what is the name of association?	
E10	What is the communication channel?	<input type="checkbox"/> Email , <input type="checkbox"/> Phone, <input type="checkbox"/> Physical, <input type="checkbox"/> Other sources...
F	Culture	
F1	To what extend did you adapt German culture?	<input type="checkbox"/> Not adapted at all <input type="checkbox"/> Adapted little (10-20 %) <input type="checkbox"/> Adapted midway (50%) <input type="checkbox"/> More than 50 % <input type="checkbox"/> Fully adapted
E2	Did you mix (meet/merge) with German people?	<input type="checkbox"/> Yes , <input type="checkbox"/> No
E3	What part of the culture did you adapt explain it?	
E4	Are your stay is safe?	<input type="checkbox"/> Yes , <input type="checkbox"/> No

E5	Do you know about your rights?	<input type="checkbox"/> Yes , <input type="checkbox"/> No
E6	If yes, What are your rights?	Explain
E7	What rights did you not get? Name, please	
E8	Do you familiar with German rules and laws?	<input type="checkbox"/> Yes , <input type="checkbox"/> No
E9	How is your living condition?	<input type="checkbox"/> Good, <input type="checkbox"/> Normal, <input type="checkbox"/> Bad
E10	If bad what are the reasons?	
E11	Why you come to Germany?	<input type="checkbox"/> Economic reasons <input type="checkbox"/> security reasons in country <input type="checkbox"/> other specify it please
E12	What is your future plan?	<input type="checkbox"/> Stay forever in Germany <input type="checkbox"/> Go to other countries <input type="checkbox"/> Go back to my home country

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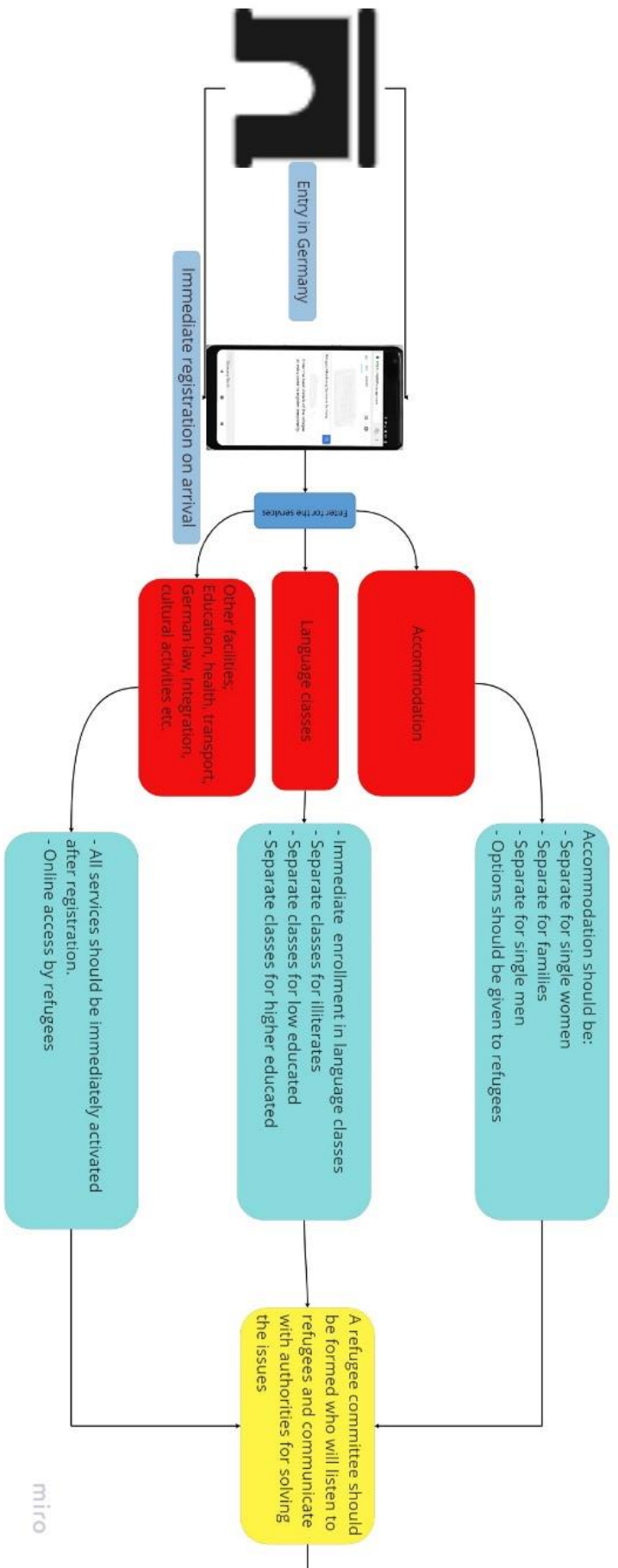


Figure 3. Refugees Monitoring System

