

**ELEMENTS OF PARTICIPATION IN THE THIRD SECTOR
- CASE PAREMMIN YHDESSÄ RY**

Kaarina Päivinen
Master's Thesis
Social Work
Department of Social Sciences
and Philosophy
University of Jyväskylä
Spring 2021

UNIVERSITY OF JYVÄSKYLÄ

Faculty Faculty of Humanities and Social Sciences	Department Kokkola University Consortium Chydenius
Author Kaarina Päivinen	
Title Elements of Participation in the Third Sector – Case Paremmiin Yhdessä Ry	
Subject Social Work	Level Master’s Thesis
Month and year May 2021	Number of pages 72
<p>Abstract</p> <p>This case study research explores the elements supporting participation of an association Paremmiin Yhdessä Ry as service provider in the third sector. The research question is, which elements of participation support third sector’s association to be a prominent participant as a service provider and which supports the citizen participation of their service users. The studied case is an association whose activities are based on non-governmental interests, and values of equality, respect, and communality, in its operating area in Central Finland. The association specializes in multiculturalism and immigration-related missions.</p> <p>The theoretical framework of the study is framed by seeing third sector as a sublevel in the cross-sectoral organisation -model by Matthies (1994), as mediating organisations. The twin concept of participation and marginalization (Matthies & Uggerhøj 2014) and the ladder of citizen participation (Arnstein 1969) are used as a tool of the analysis. The data has been gathered by using qualitative methods of ethnographic approach of observation, interviewing, discussing, and exploring association’s working culture, various activities, and documentary material. The analysis of the data has been done as a theory-bound content analysis.</p> <p>As the results, the elements of participation were seen as the strong value-based and reliable leading of the association, the value base behind the vision of the association and ability to reflex it, relevance of provided services with the service users’ needs, and the desire to influence and make cooperation across sector boundaries.</p> <p>The third sector no longer only acts as an advocate of its members, but also as a provider of services. Although associations founded by migrants and promoting multiculturalism have been studied, no research has been made concerning their prominence as service providers. Therefore, this study provides new insight of the elements which support a third sector’s association participation and support the citizen participation of the migrants.</p>	
Keywords case study research, association, third sector, new third sector, involvement, participation, marginalization, welfare services, service provider, migrant, migration, multiculturalism	
Depository University of Jyväskylä	
Additional information	

JYVÄSKYLÄN YLIOPISTO

Tiedekunta Humanistis-yhteiskuntatieteellinen tiedekunta	Laitos Kokkolan yliopistokeskus Chydenius
Tekijä Kaarina Päivinen	
Työn nimi Osallistumisen elementit kolmannella sektorilla – Tapaus Paremmiin Yhdessä Ry	
Oppiaine Sosiaalityö	Työn laji Maisterintutkielma
Aika Toukokuu 2021	Sivumäärä 72
Tiivistelmä <p>Tässä tapaustutkimuksessa selvitetään, mitkä tekijät tukevat Paremmiin yhdessä -yhdistyksen osallistumista kolmannella sektorilla tapahtuvaan palveluiden tuottamiseen. Tutkimuskysymyksenä on, mitkä tekijät edistävät kolmannen sektorin yhdistyksen ja sen toimintaan osallistuvien kansalaisosallistumista. Tutkittava tapaus on yhdistys, jonka toiminta ei perustu voitontavoitteluun, vaan yhdenvertaisen, kunnioittavan ja yhteisöllisen toiminnan edistämiseen toiminta-alueellaan Keski-Suomessa. Yhdistys on erikoistunut monikulttuurisuuteen ja maahanmuuttoon liittyviin tehtäviin.</p> <p>Tutkimuksen teoreettinen viitekehys rajautuu kolmannen sektorin näkymiseen organisaatioita välittävänä tasona Matthiesin (1994) sektoreita välittävässä organisaatio -mallissa. Tutkimuksessa hyödynnetään osallistumisen ja marginaalisuuden kaksoiskäsitettä (Matthies & Uggerhøj 2014) ja Arnsteinin (1969) teoriaa osallistumisen portaista. Tutkimusaineisto on kerätty laadullisin menetelmin etnografisella otteella havainnoiden, haastatellen, keskustellen sekä tutustuen yhdistyksen toimintakulttuuriin, eri toimintoihin sekä yhdistystä koskevaan dokumenttiaineistoon. Aineiston analyysi on tehty teoriasidonnaisena sisällönanalyysinä.</p> <p>Tutkimustuloksina osallistumisen elementteinä näyttäytyivät yhdistyksen vahva arvoperustainen ja luotettava johtaminen, yhdistyksen vision taustalla vaikuttava arvopohja ja kyky reflektoida sitä, yhdistyksen toiminnan vastaaminen maahan muuttaneiden tarpeisiin sekä halu vaikuttaa ja tehdä yhteistyötä yli sektorirajojen.</p> <p>Kolmas sektori ei toimi enää vain yksilöidensä edunvalvojana, vaan myös palveluiden tuottajana. Vaikka maahanmuuttajien perustamia sekä monikulttuurisuutta edistäviä yhdistyksiä on tutkittu, näiden asemasta palveluiden tuottajina ei ole tehty tutkimusta. Siksi tämä tutkimus tuottaa uutta tietoa siitä, mitkä tekijät edistävät kolmannen sektorin yhdistyksen omaa osallistumista ja sen toimintaan osallistuvien maahan muuttaneiden kansalaisosallistumista.</p>	
Asiasanat tapaustutkimus, yhdistys, kolmas sektori, uusi kolmas sektori, osallisuus, osallistuminen, marginaali, hyvinvointipalvelut, palvelutuottaja, maahan muuttanut, muuttoliike, monikulttuurisuus	
Säilytyspaikka Jyväskylän yliopisto	
Muita tietoja	

FIGURES

Figure 1. The cross-sectoral organizational model (Matthies 1994; 1996).....	18
Figure 2. The ladder of Citizen Participation (Arnstein 1969).....	33
Figure 3. Logo of PYR (2021).....	51

CONTENTS

ABSTRACT

TIIVISTELMÄ

FIGURES

CONTENTS

1	INTRODUCTION.....	1
2	INSPIRATION OF THE STUDY ON ONE CASE.....	4
2.1	PYR: Association Paremmin Yhdessä Ry	4
2.2	Why case study research?	7
3	RESEARCH QUESTION	8
4	CONCEPTUAL FRAMING OF THE STUDY	11
4.1	Migration and persons with a history of migration: migrants.....	12
4.2	Association with multicultural interests.....	13
4.3	Civil society.....	16
4.4	Cross-sectoral organization model.....	17
4.5	Third sector and the new third sector	20
4.6	Civic activities and welfare services.....	22
5	THEORETICAL FRAMEWORK	25
5.1	Involvement as a vital piece of human nature.....	26
5.2	From involvement to participation.....	27
5.3	Twin concept of participation and marginalization	30
5.4	The role of welfare services in the process of participation and marginalization.....	31
5.5	The ladder of participation	33
5.6	Participation critique	34
6	RESEARCH METHODS AND PROCESS OF DATA GATHERING.....	36
6.1	Case study research	36
6.2	Encounters during the fieldwork - gathering the data	38
6.3	Analysis of the data	44
6.4	Ethical implications.....	46
7	ELEMENTS OF PARTICIPATION	49
7.1	Managing and leading the association.....	49

7.2	Values behind the vision.....	53
7.3	Relevance of activities and services with the service users' needs.....	56
7.4	Cooperation and urge to influence.....	58
8	CONCLUTIONS AND DISCUSSION.....	60
	REFERENCES.....	63

APPENDICES

APPENDIX 1 In-depth interviews of Sibomana

APPENDIX 2 Thematic interviews 8.9.2020, 16.9.2020, 24.9.2020, 1.10.2020 x 2

APPENDIX 3 Semi-structured focus group interview 8.12.2020

1 INTRODUCTION

Some days before Christmas 2019 my partner came home excited after a long working day in a civic action center in our hometown Jyväskylä. While exchanging routine daily news, I got to hear about the new projects of one non-governmental organization operating their services in the same center. This association Paremmiin Yhdessä Ry, shortly PYR, was peeking out on the field of civic activities and welfare services by gaining attention as a communal space for people with a history of migration as well as for anyone interested in participating in multicultural activities. A few weeks later I coincidentally got the proposal to examine this same association in my master's thesis and I could not have been more excited.

Finland is called the promise land of associations. According to the Finnish Patent and Registration Office (2021a; 2021b), there were 107 126 associations in Finland in February 2021 and approximately 1700 new associations were registered during the year 2020. Statistically, almost as many new associations have been registered in recent years as have been deleted (Finnish Patent and Registration Office 2021a). Therefore, there can also be seen some level of changes in the actions and provided civic activities and other services of associations.

Even if it is not too complicated to establish an association in Finland, it seems that it is rather difficult to gain popularity or continuum on providing civic activities or welfare services as an association (Saukkonen 2013, 14). Getting your stable position as a participant association on the third sector or among the welfare services, does not seem obvious according to the statistics mentioned earlier. This is where the interest towards PYR is raising from: PYR was established by one person with hardly any knowledge of the Finnish bureaucracy or knowledge of the third sector actions at that time, in year 2009. Also, PYR's dedication to support the common well-being and rights of their service users as a non-governmental organization is identifiable to the traditional third sector's interaction, which again is seen now-adays being replaced by the idea of new third sector with its closer collaboration with the economic-centred service producing. (Saukkonen 2013, 13-14.) Despite this, PYR is seen today as an active participant among the civic activities and welfare services on their operating area, Central Finland. In my thesis I want to establish, how PYR has become a

prominent participant in the third sector and among welfare service providers and has been able to support their service users' citizen participation. I will examine this by searching for the elements which support PYR as an association in this positive development towards its own participation.

As my thesis is culminated in this particular multicultural association PYR, it caused me to choose the case study as the research approach in my thesis without further regrets. PYR is the studied case in my thesis, which intertwines the purpose of the research. The issue here is to examine participation of third sector's multicultural associations as participants on the field of welfare services, side by side with other society-organizing sectors, providing welfare services caused by the social phenomenon of migration.

My interest towards the case PYR is not only raising from my interest towards the association or examining the research issue. At least as significant is my high interest towards migration and multiculturalism as social phenomena. PYR stated as an immigrant association when it was set up, later identified as a multicultural association producing civic activities and welfare services for persons with a history of migration, lead me to focus on migration as part of the research context and raised my motivation to further observations. The need of people to move from one place to another and then surviving in this new living environment, is a socially significant phenomenon. Migration of people between different regions, the confronting of cultures and the multicultural environment that is forming and constantly changing from this is an essential part of human history (Martikainen, Saari & Korkiasaari 2013, 23). Global migration modifies people's cultural backgrounds and immigration modifies social structures worldwide, also in Finland (Katisko 2016, 179).

Immigrants, especially forced migrants, are in average one of the most vulnerable segments of the population. To enjoy holistic welfare, immigrants often need state provided social security and systematic welfare services to strengthen their social reinforcement and increase their inclusion. (Malin & Anis 2013, 158.) Unfortunately, it is demanding to promote these services as effective as needed, and the palette of the welfare services based on the needs of migration is facing constant unwanted changes (Saukkonen 2020, 142, 169).

The welfare services needed by immigrants, or as in my thesis called migrants, are provided among others by third sector's organizations and associations, which are guided for example by volunteering, non-profit and public utility (Virtanen & Näsi 2003, 167; Pyykkönen & Martikainen 2013, 281; Ruusuvirta & Saukkonen 2015, 354). This is the scene where PYR is providing civic activities and welfare services today as a participant of third sector.

Today, when the welfare services are constructed clearly by different society-organizing sectors and their actors on a large field (Matthies 1994, 23; 1996, 13), it is

interesting and important for anyone interested in the change of societal structures, to be aware of the functions and construction of welfare services and how welfare services are selected to respond to the needs of citizens. Social work as a field of science and profession stays promoting equality and justice, thus making the fundamental rights of the most vulnerable groups visible and supporting their welfare. Therefore, for social workers it is essential to be familiar with the produced welfare services, their providers, and the development of the field, being able to contribute the mission of their professional ethics. Social workers must be updated with this issue concerning welfare services as promoting citizen welfare. (Rauhala, Jäppinen, Metteri & Ranta-Tyrkkö 2017, 22.)

When focusing on welfare services for migrants, the increase in the number of refugees in the Western countries among Finland in 2015 has also made the phenomenon of migration more visible in social work, for example by emphasizing the importance of work interactivity and to develop welfare services responding to the needs raising from increasing migration (Kokkonen 2018, 118). Therefore, knowledge of the social phenomenon of migration is essential in social work and needs to be observed (Anis 2013, 156).

As brought up earlier, my thesis is built on social phenomena of migration and multiculturalism and their reflections in civil society and its provided welfare services. My thesis is focused on the interface between the third sector and the welfare service production. The theoretical framework is intertwined with the studies and theories of citizen participation and its application into collective perspective of association's participation in the third sector and the field of welfare service producers.

In my thesis the research progress and textual choices are selected respecting the studied case, reflected on the research issue. For example, the previous research is included in the chapters of conceptual framing and the theoretical framework. My ethnographic data gathering can be seen reflecting throughout the whole study, supporting the text with the emerged gathered data of the case.

Involvement and citizen participation of migrants among welfare services has urged previous research. Also, the way associations mediate participation among their service users has been studied before. In contrast, according to the research done in Finland, the elements supporting associations' participation on third sector and in the field of welfare service providers, which as well increasing citizen participation, has not been studied.

With my case study research, I want to highlight PYR as an association increasing the citizen participation of migrants as well as strengthening their own role as a prominent participant on the third sector and field of welfare service providers. In addition, I want to gain more general holistic understanding of the studied issue.

2 INSPIRATION OF THE STUDY ON ONE CASE

Since I am examining my research issue by using the exploratory approach of intrinsic case study research, it is essential to describe my chosen case association Paremmin Yhdessä Ry with closer details, to understand why the case is of such interest to me and in relation to the research scheme. This chapter is to present the characteristics of my case as the premise of my interests, which gathers the inspiring pieces as a construction on this whole study. The details presented raise partly from the process of my data gathering, in addition to the overall information the association is informing of in their annual report of 2020, webpage or other social media forums.

Also, this chapter argues why the case study research appeared to be the most suitable research orientation for my study. The research issue can be seen tightly connected to the studied case, which is mostly because the whole study is raising from the structure built by the case association, connected with the welfare services focused for migrants in Finnish society.

2.1 PYR: Association Paremmin Yhdessä Ry

This study is originated from one association, Paremmin Yhdessä Ry. In English, the translation would literally be *association Better Together*. The association calls itself by the abbreviation PYR and uses in its international connections an English name World Great Commission Ministries. In my thesis I chose to call the association by their abbreviation PYR, to ease the readability of the text. I also find the name Paremmin Yhdessä Ry better describes the slogan and the vision of the association than the English name, since the slogan is spread as “together we are more than if we were alone”, and their vision is “everyone has a chance for good life, building the society together”. (Paremmin Yhdessä Ry 2021a.)

PYR is called as a non-governmental organization (NGO), which means that the actions are on a non-governmental basis (Paremmin Yhdessä Ry 2021b). Usually, an NGO describes a range of different types of organizations concentrating on development, humanitarian relief, human rights, or the environment (Yanacopulos 2015, 1). PYR's projects currently receive funding from STEA (Funding Centre for Social Welfare and Health Organizations) and through ESF (the European Social Fund) project funding (Paremmin Yhdessä Ry 2020, 2).

PYR's mission is to promote mutual equality, strengthen involvement and take social responsibility for those who need social support. PYR's projects are mainly focused for persons with a history of migration and are concentrating to improve the social situations of people and promoting multiculturalism. The activities and services are focused for individuals, enhancing their possibilities for social and societal involvement, strengthening their participation in the surrounded society. (Paremmin Yhdessä Ry 2021a; 2021b.)

The main actions of PYR are described to promote fairness, inclusion, equality, transparency, and realization of fundamental rights, where the expertise focuses on issues of migration and multiculturalism. In addition to this PYR wants to emphasize courageousness, integrity, Christian values and international action in their provided activities and services. The association focuses on multidisciplinary collaboration and want to increase involvement through offering information, consultation, and training. PYR is acting locally, nationally and in international level, where the local action is focused in the Jyväskylä region of Central Finland. (Paremmin Yhdessä Ry 2021a; 2021b.)

There are several associations established by migrants in Finland, with similar urge to promote equality and the rights of their service users as PYR has (Pyykkönen 2007, 73; Pyykkönen & Martikainen 2013, 286-290). Since PYR identifies themselves as one association among the others, without categorization to the immigrant association, I am not presenting closer statistics of immigrant associations here. Despite this it is interesting to notice, that since PYR was established as an immigrant association, they still are seen as one of them in some association registers, even they do not identify themselves among them anymore. Nowadays the migration and multiculturalism are symbolizing PYR rather towards its history and its focus in their current activities.

Reflections of the context to other similar associations with concentration on multiculturalism or migration as PYR, is provided for example by previous research by Martti Siisiäinen, Professor and researcher of Sociology at the University of Jyväskylä, as well as Miikka Pyykkönen, Sociologist and Professor of Cultural policy. Siisiäinen and Pyykkönen (2002) have been examining third sector in average and more closely associations in Jyväskylä, where in the early 2000s, the association activities of Jyväskylä have been described as active and functioning well. At that

time, associations in Jyväskylä were described as being in the process of change and relapse, and several new associations have been established at that time. In addition, the role of volunteer work in associations has been important to the entire city of Jyväskylä, and the volunteers have been seen to promote general welfare and are also relevant to the economy of the city of Jyväskylä because they have complemented public welfare services. (Kivelä, Luomala, Näsi, Pyykkönen, Siisiäinen & Virtanen 2002, 171, 173) This average information about associations connected tightly to migration and multiculturalism are interesting, when reflecting it to PYR's history and to the time of its founding, year 2009.

The founder of PYR is the current executive director of the association, Emmanuel Sibomana. PYR started its activities and its official process of becoming an association by Sibomana already in 2004, in Burundi. Later, in 2007 when Sibomana moved to Jyväskylä as a refugee, he continued with the same idea as registering the association in Finland and succeeded in this in 2009.

The past couple of years of PYR have been a time of positive events. Planned activities and project applications have gained financing, the association has increased its activities and services by almost half over the past two years: according to the annual report of the year 2020 there were 4 funded projects and one non-funded activity "Opitaan yhdessä". With far more paid employee than before, the association has moved into bigger premises in the past year. When PYR's actions began to receive more reciprocity and attention from its working environment around 2016 and beyond, PYR started renewing its board of directors to administer the association with the viewpoint of an employer, bringing a range of professional knowledge of PYR's interests on a larger scale. All these events made it necessary to focus on value-based discussions and renew the values of PYR. Despite these events, the actions of PYR still revolves mainly around the strength of volunteer workers. (Paremmin Yhdessä Ry 2021a.)

I find the modest but ideologically ambitious starting points of the association interesting. According to my knowledge of the issue, I think it is unusual that an association, especially growing from small starting points, first achieves great local popularity through voluntary multicultural civic activity, second gains project funding from STEA and ESF, and third has become a participant in the field of welfare service providers in their home municipality. The fact that one person who has migrated to the country as a refugee is induced by association activities such as PYR and its participation in the local field of welfare services for municipalities, is inspiring me to study the case, and I think is worth observation, moreover when observing the studied issue in a larger societal scale.

2.2 Why case study research?

The main interest in this research, even before any idea of the theoretical decisions such as the theoretical approach of participation, was the focus on one particular association, PYR, peeking out from the field of civil society. According to Robert E. Stake (1995, 4), pioneer of the qualitative case study research, the case study is not about investigative sampling since the case study is mainly not intended to produce information comparable primarily to other cases. In a case study research, it is a priority to understand the one selected case, and on this decision and interest the theoretical and other methodological choices are made.

Focusing on PYR as the base of my interests, it was quite clear to choose case study research as a suitable methodological frame to bring up multivariant information on the research issue. Examining participation of associations on the field of welfare service providers through the case study research, there can be brought up perspectives opening results through detailed analysis even focusing on just one case-association. Being aware of the fact that the research issue can be studied and analyzed as well by many other different approaches, it is valid to examine and consider the selected method carefully, being then able to present results which will be useful in increasing and promoting a deeper understanding of the studied issue, for the reader, researcher and the association itself.

In addition, case study research appears to support the observations of societal functions of participation, the theoretical context in this research. Exploring involvement and participation on a micro-level social context (only one case), it can anyhow provide generalizable information, broadening the reader's understanding of the case under study. This contributes to increase the understanding and approach of participation in our society. Shortly, observing participation even through one case, it is seen as one well-observed piece of the puzzle of the development of participation in societal context. (Isola, Kaartinen, Leemann, Lääperi, Schneider, Valtari & Keto-Tokoi 2017, 24-25.)

3 RESEARCH QUESTION

This chapter is to present the research question of my thesis. Since my research is strongly leaning on the case study research as a methodological approach and especially on its intrinsic basis (Stake 1995, 4), the research question started rising from my interest to understand my case, PYR. When starting to develop my research, I thought of many different options of theoretical approaches which would have been suitable to support my examination of PYR and would have helped me to form interesting research questions. For example, I had in my mind theoretical approaches of social welfare, citizen empowerment, involvement in average or integration work PYR is providing.

When forming the research question, my main interest was the urge to show off the specialties of my case: the importance of PYR for so many welfare service users, PYR's good work in third sector and positive development on their actions, to name a few. Because of my interest in PYR's prominence on the third sector and among welfare service providers, I set out to consider the theoretical approach of participation. Already in the beginning of my research I had been shortly informed about PYR promoting justice, welfare, and participation among people, wanting to help people out of the negatively seen marginal. The concept of participation seemed to play an important role in many aspects of PYR's activities and projects, according to my first observations. I just didn't know clearly, which elements had influenced the increase of their participation.

Participation is a politically important term today and citizen participation is seen as an important part of the holistic welfare of the individual as well as in the communal level. Participation is even seen as tool of measuring the success of welfare services in the Western societies. (Matthies 2014, 4) In addition, civil society with its collective forms of participation such as non-governmental organizations and social associations, are relevant forms of participation and involvement in the field of welfare services (Matthies 2014, 8). Participation placed under the umbrella concept

of involvement, is also seen as an important theoretical concept among social work research, and it is seen as a contrast to marginalization (Isola, Kaartinen, Leemann, Lääperi, Schneider, Valtari & Keto-Tokoi 2017, 9; Matthies 2014, 8).

The purpose of this study is to find out the elements of participation of my case PYR as a prominent participant on the third sector and among welfare service providers, and therefore have made it possible for PYR to promote citizen participation. The following research question is

Which elements have brought the association Paremmiin Yhdessä to be a prominent participant in the third sector and in the field of welfare service providers?

The research question took on its final form during my ethnographic data gathering, and the theoretical framework also started to develop. In particular, the development of the research question was influenced by the discussions and the first interviews I had with PYR's executive manager Sibomana in the beginning of the year 2020, in which the importance of participation also got highlighted.

The research question concentrates on the base elements which have brought PYR to the level of participation it is on the third sector and the welfare services today. It is common that the associations want to influence and help in matters which are leading them towards their mission. Therefore, the interest of being participant on third sector for most the associations can be seen as obvious, and can be seen as a positive, successful achievement. (Pyykkönen & Martikainen 2013, 283.)

By finding the answer to my research question I want to indirectly present PYR's role as a promotor of the citizen participation of their service users, which is one mission of PYR and focus on my research issue. Since PYR is increasing the citizen participation of their service users, it is interesting to find out elements supporting PYR's participation, since, as said, it is influencing citizen participation: increasing citizen participation of the service users goes together with the association's own participation (Pyykkönen & Martikainen 2013, 282-283). It has been noted that in welfare services, the experiences and opinions of the service users are not heard well when considering how the services work in practice and their importance on citizen participation (Närhi, Kokkonen & Matthies 2014, 232). Therefore, I find it important to bring up this examination of the elements supporting participation of service users when answering the research question.

With this study I want to highlight the important work of the association PYR as an increaser of participation among their service users or any local joining their civic activities or services, as well as presenting how the civic activities and welfare services on third sector can be well-focused on the needs of the locals and service users, like PYR is doing. I also try to find out, could the welfare services of third sector be better

recognized when organizing services in a large scale and co-operating with other welfare service providers, especially when focusing on persons with history of migration.

Today, service provision in Finnish society do not adequately guarantee the increase of well-being and participation for persons with the history of migration. Therefore, the third sector places this service shortfall, such as integration services and integration implementation conferred by the Integration Act (2010/1386). Involvement and participation among migrants are in a weak state and is not sufficiently realized. (Saukkonen 2020, 142) Therefore, PYR is needed, and other associations like it, who increase their participation and the participation of their service users, which is, to fill the shortcomings of the integrative work of society.

4 CONCEPTUAL FRAMING OF THE STUDY

In this chapter I present the main concepts used in my research. This conceptual framing has been developed throughout the period of ethnographic data gathering and conceptual descriptions are raising partly from my interviews but also guidelines from the latest research and theory literature used in this research.

Deciding to connect this research on the following concepts is not only to respect the desire and consideration of my research case PYR to adopt contemporary and adapted terminology concerning multiculturalism and migration. In addition, I find it important to try using updated, descriptive concepts when studying these phenomena, fitting better on the contemporary time and space of our global society at least when the research context allows this approach. Here the approach towards the concepts has tried to be presented less management-oriented and rather trying to respect the subjective-oriented approach. As mentioned, the choices of the following concepts concerning multiculturalism and migration, the greatest importance has been my interest to use the same conceptualization as PYR uses in their speech and discourses. In addition to my interviews, I had several discussions concerning the usage of concepts with different members of the association, later noticing that the concepts used in the association are very similar to the ones I would have liked to have used in my research.

As in my thesis I examine my case PYR with its connection to multiculturalism and migration, it brings out the merge to define previous research concerning these phenomena, affecting my research context. In addition, here I present previous research concerning the relation between third sector as a service provider and the field of welfare services.

The approach of chosen conceptualization might be seen challenging in cross-country analysis. In this research the practice and rationalities are presented in the English language and could be varied in translation to the Finnish language. Due to

the translation, it is important to remember possible loss of meaning and inaccurate messages.

4.1 Migration and persons with a history of migration: migrants

My interest towards research of multiculturalism and migration began while I studied my previous degree of community educator, a specialist on civic activities in Humak University of Applied Sciences. At that time, in 2008, I was writing my thesis about immigrants' opinions concerning the employment-enhancing services offered to them by one job coaching foundation. Back then the research literature and used concepts on the subject were brief compared to the current research, which is both nationally and internationally widely developed. Now, the focused concepts on my thesis have inspired a wealth of research among researchers, with a wealth of literature, both in social science research and in other disciplines. In terms of my research case and conceptual choices Pasi Saukkonen, associate Professor of Political science and Cultural policy, has published several studies concerning immigration as well as the third sector and its role in the field of welfare services in the multicultural point of view. His latest publication *Suomi omaksi kodiksi* (in English 'Finland becoming own home', 2020) in addition to integration policy, deals with the possibilities of its development, considering the role of the third sector in this context. The studies of Saukkonen present fresh perceptions of the phenomena both migration and multiculturalism and related concepts, which I try to adopt in my thesis.

Migration is the impressive phenomenon behind my thesis. Shortly said, migration refers to the migration of people from one country to another. This migration is changing the lives of these people moving from one country to another, but it is also changing the social structures of countries of origin as well as the countries of entry. (Saukkonen 2020, 22; Martikainen, Saukkonen & Säävälä 2013, 13.) The five most common reasons for immigrating to Finland between 1990 and 2010 have been family reasons, refugee status, return migration, work in Finland or other factors such as studying. (Martikainen, Saari & Korkiasaari 2013, 39).

The research issue here is focusing on the welfare service providers increasing the citizen participation of migrants. PYR calls their service users as persons with a history of migration, shortly migrants. PYR also highlights that even their service users have different cultural background they should be called as locals as any other person living in Jyväskylä, not immigrants. Since the concept of immigrant (in Finnish *maahanmuuttaja*) is administratively and politically describing concept of a very heterogenic group of people, it gives a poor description of the persons connected to migration. Therefore, I am using the term migrant instead (in Finnish *maahan*

muuttanut), which gives the idea for the reader of persons, who are not moving anywhere, but are living and just have migration as one aspect in their history. Also, persons, who have been born in Finland and are living in Finland should never be called immigrants (Saukkonen 2020, 23).

In addition, STEA, Funding Centre for Social Welfare and Health Organisations, which funds several of PYR's projects, classifies PYR as a minority-promoting associational class (STEA 2021). In this context, being called as a minority can be seen as being minority group based on the cultural backgrounds of migrants, along with the fact of the personal history of migration. As a funding target PYR can be seen as an association which increases the welfare of a group of minorities. The term minority is also used describing a group of people who, due to some of their characteristics, differ from the majority of people living in a certain area (Pyykkönen & Saukkonen 2015, 376).

Here as background information, I find it important to state the perceptions of the concept immigrant as it is, however, still a prevalent term when describing active migrants of migration. In Finland, the term of immigrant is widely used term in political decision-making and used in administrative discourses of speech. Also, you can see the term of immigrant used in the mainstream media (Saukkonen2020, 23). According to Martikainen, Saari and Korkiasaari (2013, 41), the general term immigrant refers to a person born abroad and who has moved to Finland, of whom the term first-generation immigrant is also used. Second-generation immigrant is an administrative concept for person who was born in Finland, but whose two or only known parent was born abroad (Martikainen, Saari & Korkiasaari 2013, 42). In my thesis the concept of immigrant is used only as a concept of an administrative topics, such as used in the project applications of the research case PYR, precisely because of the administrative understanding of the term.

4.2 Association with multicultural interests

In my thesis the concept of association refers to its general definition, which means an association of at least three people and which is formed based on the common identities, interests, and ideas of these people (Pyykkönen 2007, 32). The associations do not primarily seek to generate financial profit. On the other hand, in some cases, in making a profit, associations are seen as transferring potential income to the social economy. This means that the activity does not in itself generate a profit for the members of the association, but that any profit is used to reform the activity. Non-profit, solidarity and sense of community are terms that are often used to describe the social economy. (Pyykkönen 2020.)

The Constitution of Finland secures the right to assemble citizens (1999/731 §13) with freedom of association. Freedom of assembly and association is the foundation of civil society that allows people to organize themselves to control their interests for example in the form of founding an association. In general, associations operate closely linked to public power. Registered associations are registered in the register of associations (CL 503/1989), which is part of the public regulatory system for associations. (Pyykkönen & Martikainen 2013, 282.) In the register of associations, the purpose and operating principles of the associations must not be contrary to law or good manners. The freedom of association prevailing in Finland guarantees the possibility for all associations to operate within the limits of the aforementioned restrictions. (Fred, Hokkanen, Jehkonen, Lundén, Oikarinen & Strand 2013, 8.) In addition, for example, various project funding links associations to public power. Various state subsidies, the European Union and other public donors are important enablers of the associations. (Pyykkönen & Martikainen 2013, 282.) PYR for example has obtained funding from STEA and ESR, where this funding has given PYR the possibility to grow their activities and services.

According to Pyykkönen and Martikainen (2013, 284), an immigrant association refers to long-term associations, registered or unregistered, which have been founded by people with an immigration background and in which the majority of the membership and government are from an immigrant background. Association PYR fills this description, but due to my discussions with the executive manager of the association and other workers in the association, they more likely identify themselves as an association dealing with migration issues, and would call themselves more as a multicultural association, or as one of any other associations presenting different activities and welfare services in Jyväskylä area. As Pyykkönen and Saukkonen (2015, 400) present, 2000s was time when the field of associations got fragmented, and it started to be common to establish associations with cross-ethnic associations, for example PYR. Immigrant associations have gained previous interest in the field of research. For example, Sanna Saksela-Bergholm, Doctor of Political science, focuses in her doctoral thesis (2009, 329) on immigrant associations, but in the metropolitan area in Finland, exploring forms of mobilisation, participation and representation. Even though the study of Saksela-Bergholm is based mainly on the administrative concepts and reference, her research works as part of the basis on my research, concentrating on the elements through which she examines the associations working on the third sector.

When I started my ethnographic data gathering, I would have described PYR as an immigrant association, according to the conceptualizations concerning the immigrant association, which was matching to the establishing process of PYR. During the data gathering, I got a better understanding through and descriptions of

PYR concerning their identification due to the matters of migration and multiculturalism. Since PYR identifies and describes itself as a multicultural association, or better as an association with multicultural interests, I will remain in this description in my thesis, respecting the nature of the case study. When immigrant associations were seen as creating space for ethnic and cultural diversity and renewing multiculturalism in our society, in the 2000' (Pyykkönen & Martikainen 2013, 285), today the description can be critically analyzed. This short description of immigration associations is brought up just to describe the starting point of PYR, and to bring up the changes that the associations and civil society have been through when thinking of the migration as a social phenomenon affecting the third sector.

Concept of Association with multicultural interests includes the interest and focus on different cultures and multiculturalism. According to Martikainen, Sintonen and Pitkänen (2006, 11-12), culture literally means fixed living in a certain place and related practices, such as food habits or invisible features such as morality, values, and religion. These traits differentiate cultures. Culture is a system by which a community tries to understand the world (Hall 2003a, 85). Multiculturalism on the other hand, means the coexistence of people with different cultural features but internally consistent ones in a certain place. Multiculturalism has been used as a concept in various senses. It can mean on a global level the existence of groupings with different cultural characteristics. The term has also been used to describe the common life of different ethnic groups within societies. Multiculturalism can also be linked to the political activities of a particular society to maintain the prevailing ethnicity and culture. (Martikainen, Sintonen & Pitkänen 2006, 14.) According to Hall (2003b, 235-236), the concept of multiculturalism can be criticized for its conservative perspective, in which the idea of the purity and cultural uniformity of nations is sourced. However, as Saukkonen (2010, 17) aptly describes the cultural differences between the so-called native population and a person with a history of migration is like a line drawn in water.

In Finland, the presence of multiculturalism has arisen to an increasing extent since the 1990s, when migration began to increase (Martikainen Sintonen & Pitkänen 2006, 32). Finland has always played a role in international migration, although Finland's role has traditionally been seen as a country of emigration (Martikainen, Saari & Korkiasaari 2013, 54). The visibility of immigration in our civil society is clear, and the activities of persons with a history of migration are lively in Finland. Migrants NGOs and religious associations promote sports and hobbies, but also help those who come to the country with their integration and provide them with social contacts. (Pyykkönen & Martikainen 2013, 299.)

Since migration as a social phenomenon causes contradictory perceptions in today's society, it is good that the phenomenon and its effects have been studied and thus a better understanding is trying to be sought out. Previous research on the subject

reveals (esim. Hiitola, Anis & Turtiainen 2018; Talvinen & Nylund 2008), that the associations and communities of migrants already living in Finland, which are the actors on civil society, can establish relevance and importance on the integration process of the new coming migrants (Hiitola, Anis, Turtiainen 2018, 8). Therefore, these actors are important and should get closer observation on their functions.

4.3 Civil society

Since my research focuses on the case as one active association with multicultural interests, it is important to present the concept of civil society, which is the social reality and environment of the actions of this association, like any other associations.

When defining civil society, it is often accompanied by some political-ideological emphasis and reflects the societal definitions (Helander 1998, 48). This is explained by the history of the concept and its link to the emergence of modern nation-states. Civil society was distinguished from governmental activities in the 18th and 19th centuries, and at that time, in Europe there were two divergent views of social order, where one of them is so-called German Hegel's tradition, which is seen affecting today's civil society in Finland. (Pulkkinen 1989, 63.)

According to Tapio Litmanen, Professor of Sociology (2018, 203), the concept of civil society is about organizing the relations between individuals or citizens in relation to the other individuals, the community, society and the state. He divides the concept of civil society into traditional and modern, in which the first mentioned traditional civil society is perceived as sort of a public space where citizens take care of communal affairs outside their private lives. The more recent concept identified as modern civil society is yet linked to the responsibilities of the citizen, such as the obligation of the citizen to be active and to establish free associations through which to influence the surrounding reality.

Litmanen (2018, 203) describes the definition of civil society changing as social realities change. Although the definition changes over time and place, there can be seen an untied problem regarding social order. There is an eternal question in the definition of civil society as to how social order can ever be established among free individuals, because in the end people can be very different and the power relations between people disturbs the achievement of the common good. The problematic state of finding the common good is also an eternal question when defining civil society: how to implement the common good, when interests on gaining the common good naturally depart from each other and when self-interest might differ from the interests of the other.

Miikka Pyykkönen examined in his doctoral thesis (2007) the activities of immigrant associations and through them the integration to the new society, and since then his research has been concentrating on the actions of civil society and third sector. Pyykkönen (2007, 24) defines the concept of civil society from the perspective of Foucault's and Gramsc's definitions, in which the field of civil society activities includes factors which reproduce established practices of power, but also challenge them. In this area of activity which is seen as the state, political society and civil society are balancing in the interaction between established cultural factors. In this definition civil society refers to the ethical content of the state, which reflects the cultural and political hegemony of a particular social group. For this reason, this definition of civil society is well suited to open the diversity of so-called immigrants' association activities (Pyykkönen 2007, 22).

Pyykkönen and Martikainen (2013, 281) describe the definition of civil society applicable today according to enlightenment and liberalism, in which case free individuals as citizens create a field for cultural development, social relations and cooperation. In this field, the pursuit of self-interest can increase inequality and social problems, which require state assistance through the rules and resources provided.

The liberalist concept of civil society today seeks to conceptually distinguish between the market and civil society. From this distinction arise the starting points for the divided societal field of four sectors. These four distinct areas are the public sector (state), the private sector (markets), the third sector (civil society) and the fourth sector (family and private life). (Pyykkönen & Martikainen 2013, 281.) This widely used division of the societal sectors will be presented next through the cross-sectoral organization model, which clears the position of civil society and third sector in between the other sectors.

4.4 Cross-sectoral organization model

Sector division between different entities within society has provoked and continues to provoke reflection (e.g. Siisiäinen 2002; Helander 1998; Matthies 1994). The different interpretations and traditions of examination of the concepts are variegated (Siisiäinen 2002, 7), so it is important to describe the sectoral division I have chosen between the different actors. Here, cross-sectoral organization model (Figure 1) is to describe the societal field of different sectors producing welfare in our society and is to help perceiving the relation between different sectors a, and their actors as welfare service providers. The model is the arena where my observations focus on the state of third sector.

Aila-Leena Matthies, Professor of Social work, has studied widely the tensions between the public sector and third sector actors, but as well citizen participation connected to welfare services. In her doctoral thesis Matthies (1994) presents a paraphrase of the appearance of the third sector by various theorists in the common field of activity of other sectors, where the third sector is placed in Finnish organizational reality. In my research the model is called as a cross-sectoral organization model for its explicit description of the intermediate bodies. In this model, the relation between third sector and welfare state is originated from Social work approach. (Matthies 1994, 23-24). While this model well describes the current situation of varying relations between sectors, it is good to remember that it is, however, only one possibility of interpretation offered by modernization theory of this context (Matthies 1994, 21).

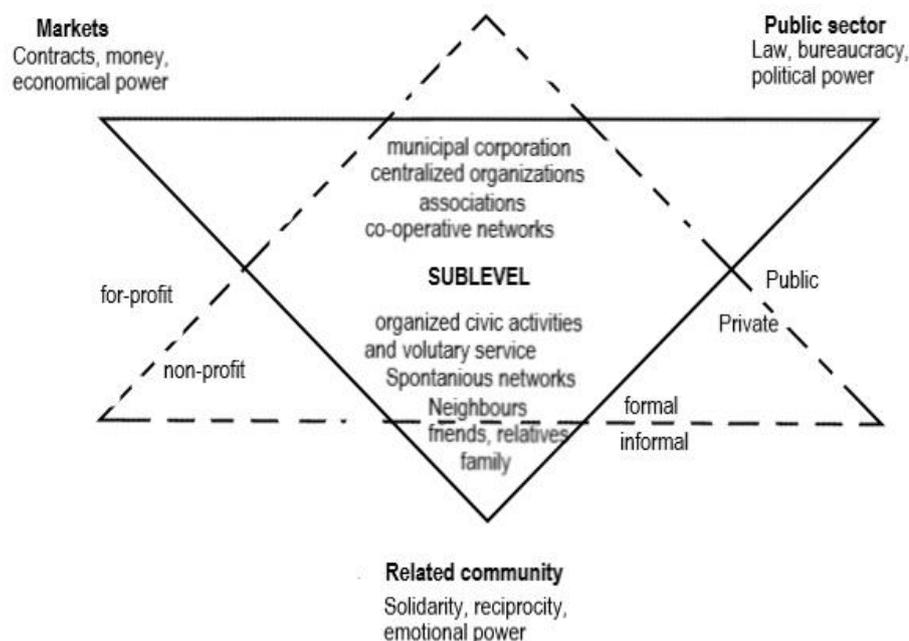


Figure 1. The cross-sectoral organizational model (Matthies 1994; 1996)

The model (Figure 1), Matthies (1994, 22-23; 1996, 13) is referring third sector to sublevel, which refers well to the position of the third sector in the “middle” of the other sectors, hence relative to all but still different sector, among others. In the apex of the triangle are the public sector, markets which also called private sector, and related communities, the fourth sector. The angles of the triangles are bounded into their own entities based on their specific characteristics. The private sector is based on the pursuit of private profit (for profit vs. non-profit), and is characterized by competitiveness, contracts, and economical power. The public sector, on the other hand, is distinguished by its public nature (public vs. private), and it pursues common good in society level. It is based on the general democratic action, law, and political power. Related communities, called as the fourth sector, is seen as unformal organization of these communities (informal vs. formal), family and private life (Pyykkönen & Martikainen 2013, 281). Fourth sector is described by solidarity, reciprocity, and emotional power. Thus, an area left in the middle of the triangle is based on non-profit, organized, and formal activities which raises from a shared interest by a specific group of people (private). (Matthies 1996, 11-14).

Complementing the sector division, triangle angles can also be seen as types of production. The private sector appears for the profit, the public sector for the democracy-base, and the fourth sector for the civic society. Third sector in the middle of the triangle with its actors are emphasizing in different ways at the intermediate level. For one actor the private profit might be more important than for another, and for one the social interactions might be more meaningful, as an example. In addition, all three sectors in the triangle angles also have their own expectations and desires for the third sector. (Heikkala 1998, 47.) Matthies (1994, 23) insights the settling of the third sector into the field of sectors of society in its traditional third sector role, which has also considered its welfare service production interests. According to Matthies (1994, 23), the third sector is active in relation to other sectors. There is flexibility in relation to these other sectors, such as in relation to the market for enterprise-form purchasing services, or in relation to the public sector through community-based purchasing services. On the other hand, in this model the third sector retains its own interests, its civic and voluntary activities, even if it is in close contact with other sectors. The third sector, or the intermediate level, is drawn as the overturned triangle with its “own” angles focusing for its own interests. The cross-sectoral organisation model also helps to perceive the formation of a new third sector, heading towards the public and private sectors.

Various social traditions and emphases have contributed to the shaping of state models in Western democratic countries. The Scandinavian model of welfare state is described by state-centrality, where the state is described as taking primary care of welfare services, and the third sector mainly complements these services (Matthies

2014, 12-13). The Finnish society is seen as state-centered as the Nordic countries in average. The state seen as a public sector, provides most of the welfare services also for its legal obligations, leaving on the third sector only a fraction of the production, and stating it rather to a complementary role to the official system of service production. (Matthies 1994, 32-35.) Siisiäinen (2003, 68) states that the interest of the majority of the association institution relate to the intermediate life of the service users of the association, either their individual objectives or their immediate surroundings. According to Matthies (1994, 21), the reformation of relations between the third sector and the public sector can be seen as part of the social modernization process.

The managerialist values in the production of welfare services have made the third sector associations facing a problematic situation. The general commercialization of society attracts and, in part, forces organizations to act more and more according to the private sector's operating model. As associations act as part of the third sector at the intermediate level, they face these new desired and claimed values, which can hinder the participation of third sector with its described value-basis on the production of welfare services. Participating on the welfare service production is challenging and is making the associations to renew their idealistic and value basis. Because of the pressure of efficiency and managerialism on the production of welfare services on this field of different societal sectors, it ruins many of the elements particularly seen in the third sector as signs of strong participation. (Matthies 1994, 29-31).

4.5 Third sector and the new third sector

The concept of civil society I have described before can be strongly equated with the concept of the third sector. For example, according to Saukkonen (2013, 8), in Finnish society the third sector refers to the way of organizing or operating action by the citizens, which means, for example, civil society, free civic activity, social and mass movement, organizations, and registered and un-registered associations. Pyykkönen and Martikainen (2013, 281-282) connect the third sector and civil society with the sign of equality, including religious communities, foundations and non-profit companies and cooperatives, among the actors mentioned before. The examined case here, association PYR, is located on the third sector, by this meaning on the axis of civil society in the field of four sectors.

According to Kangas (2003, 38), the third sector is a term produced by social policy makers and researchers to describe the sector between the public and private sectors. There has been a desire for flexibility in the use of the term and a primary desire to produce an alternative concept for this field of actors. The term has made it

possible to study the relationships and boundaries between the four different sectors mentioned above (Siisiäinen 2002, 8-9).

On the other hand, the term of third sector has been criticized by scholars for its way of producing clearly defined, distinct sectors (Siisiäinen 2002, 8-9). In my thesis, I use the term third sector to describe civil society and its activities, because I believe that with these terms of the sector-based division, I will be able to examine the connection between different sectors in the suitable way according to my case. At the same time, I will be critical of the overly precise segregation of sectoral boundaries.

Recent research has highlighted the state of change in the third sector, civil society, and volunteer work. In our society, intensified individualism, social and cultural diversification, and neoliberal thinking have put pressure on the third sector. When third sector has been called as well as a non-profit sector, today its real importance may include as well for-profit actors, or at least features or economic gain. (Pyykkönen 2002, 92-93.) The third sector has adopted new administrative models of business, of which the increase in service production and sourcing out service by “contract culture” in the third sector are relevant to pay attention here, since I am observing the welfare service providers. The division of labor between the different sectors of society is changing, and civil society no longer acts as a guardian of the interests of its individuals, but rather as a provider of services, with new associational arrangements. (Saukkonen 2013, 13-14.) At the same time, the relationship between the public sector and the third sector has changed. Whereas in the past associations had the dominant role as the advocates of citizen needs in contrast to public activities, today associations can be seen more as partners of the public sector and collaborative service providers. (Ruusuvirta & Saukkonen 2015, 369.)

‘The new third sector’ has been seen in the civil society research portal since the recession of the 1990s, when the third sector began to be relevant as a potential service provider and a growth platform for employment management. In this context, the new third sector is not really based on volunteering or strengthening the role of civil society. The values of the new third sector, on the other hand, are terms familiar with the language of the public and private sectors, such as meeting the need for services, competitiveness and the associational efficiency required by it. (Pyykkönen 2020.) In the new third sector, instead of community, flexibility, and mutual communication i.e. ethical rationality, the emphasis is on the economic emphasis and quantification of activities, which is described as economic rationality (Matthies 1999, 40-45). This economic modernization of the third sector described by Matthies (1999, 40-45) is also important to take under the discussion in here when looking at the chosen case PYR, although PYR still emphasizes the importance of ethical rationality in all its activities.

As pointed out in the introduction, third sector associations are now registered almost as many per year as they are discontinued. According to Saukkonen (2013, 14),

this short-lived nature of associations is influenced by the operating model of the new third sector, in which the participants of the association easily leave the activities if their wishes are not met quickly. In addition, the modernization of our society, cultural globalization, and social and geographical mobility are undermining the traditional support base of identity associations, contributing to the current trend of rapid decline of associations.

4.6 Civic activities and welfare services

In my study there is a difference brought up between the two slightly different type of functions of the actors in the third sector. The functions are divided in this study into civic activities and welfare services. The civic activities can be closer connected to the action of the third sector which can be seen as the traditional way of producing activities in the civil society. The welfare services on the other hand can be seen perhaps better connected into the new third sector, since through these services there can be seen the need of the administration and they go more hand in hand with the public services produced: with closer connection with the “need of the system” rather than the necessities of the individual needs of the migrants.

Because the classification of associations is challenging, the classification of activities arising from them is also challenging. A pure classification of activities is almost impossible because the contents of activities are rarely directed solely to their own members or service customers (Ruusuvirta & Saukkonen 2015, 362). Here, civic activities are seen as an association activity that has become an established form of care for minority affairs in the 20th century (Pyykkönen & Saukkonen 2015, 706), for PYR on multicultural and immigration issues. As I have described above third sector’s actors, they are in principle producing the so-called civic action. This activity has basically been detached from the market world, and it has not been associated with the pursuit of profit or any other economic interests, but rather the capital produced has been seen as solidarity and positive social capital (Siisiäinen 2002, 3).

These activities, traditionally classified as civil society activities, are the aforementioned volunteering, non-profit activities, in which welfare services in particular are distinguished by the non-profit nature of their goals, but rather by focusing on volunteering (Pyykkönen & Martikainen 2013, 282). In this category of activities, I also classify project-funded activities, where financial income mainly covers space and material costs, possibly the modest salary of a project employee. They have not been comparable to, for example, service bidding platforms or others. Civic activity is often described as a different kind of voluntary activity, in which the interests and wishes of the actor itself due to the voluntary nature of the work are the

capital influencing the motivation of the work. Money itself does not act as activating capital here.

By welfare services I refer to different kinds of services for different age groups. It can be personal-, family-, group- and community-based services, providing social security and benefits, help with social or health problems. Also, educational services and cultural services are counted in this definition. In my research the emphasis will be more on social services. Welfare services are produced to increase the welfare of the citizens and the communities. (Matthies 2014, 5). Here, welfare services are seen in particular as services increasing involvement or citizen participation seen as a twin concept together with the concept of marginalization. When analysing the twin concept of participation and marginalization, the welfare services count the services as well which are in touch with people at risk of marginalization or face it. (Matthies 2014, 4-5.) Here, welfare services are placed in the institutional context. Welfare services might be for some people the only connection to organized society and can be the only link to access to a community and to feel part of the society. (Matthies 2014, 5; Mikkonen 2014, 220). These welfare services can be provided by any of the sectors producing services: public sector, private sector or third sector seen as traditional or new.

Pyykkönen (2002, 92) has already stated in the early 2000s that the third sector complements the shortcomings of the public sector in-service production. This has been influenced by the transfer of service responsibility from the state to municipalities, whereby municipalities, in their weak economic situation, have set out to look for service providers elsewhere, for example from associations and companies. According to Saukkonen (2020, 104-106), it is common in Finland to carry out integration work on immigration through various projects. In addition to the public and private sectors, third sector associations and associations are strongly implementing these projects. Saukkonen (2020, 108) also highlights the active role of immigrants and minority groups in the integration of those who have moved to Finland. (still in process)

However, to systematically reach sustainable solutions for successful integration in our society, the relationship between projects and integration measures should be reorganized. The projects seen as welfare services have provided excellent new tools for promoting integration and have made it possible to test various methods. However, in the longer term, it is not appropriate to implement an integrative service projects that last for the funding period and then disappear from the field of services, and taking away functional operating models with them. This can be seen as having negative consequences. For example, project-based integration promotes a message from our society in which the integration of immigrants is not a permanent activity but begins and ends with projects. (Saukkonen 2020, 169.) According to Saukkonen

(2020, 169) and my interviews as data gathering, a detrimental consequence in project activities is that a large part of working time is spent writing project applications and finding project funding, when this time could be used to promote integration.

5 THEORETICAL FRAMEWORK

This chapter is to present the concept and theoretical approach of participation. While forming my research question, I applied for a theory supporting the study of my research issue, enabling me to explore the role and relevance of a third-sector's actor as one participant in the field of service providers in Finnish society. In addition, I wanted to find suitable theoretical approach which would value my study as a Social work research. Knowing that theories impacting social work research are mostly originally raising from other science's theory bases, however, the own theory base of Social work seems to be strengthening with new social work research done by utilizing the relevant stated theories (Mäntysaari, Pohjola & Pösö 2009, 12). Here, theoretical approach of participation was chosen as it possessed relevant theoretical basis according to my research issue and intrinsic case, while at the same time being in line to Social work theory.

With the theoretical approach participation, I examine particularly the participation of my case PYR on the field of their activities and services. My aim is not to present the theorizing of participation completely, but rather to provide guidelines for the interpretation of the elements supporting participation and to examine my case association's own participation in the third sector and the field of welfare service providers.

Next, I will shortly present participation as a microconcept of reference of involvement. The previous research concerning participation will be included in the following subchapters. In the last subchapter I will describe the organisational model presented by Matthies (1994; 1996) that lends itself to the theoretical criterion of my thesis regarding the establishment of the third sector in the field of different sectors of society. The suitability of the model is further considered by the interests of today's welfare service production. The fact that associations, as part of the third sector, have their own place of participation in the production of welfare services is motivated by the theoretical choices.

5.1 Involvement as a vital piece of human nature

Involvement is a very broadly comprehended concept. Here, I clarify the starting points of involvement and participation through their ontological understanding and premises.

Involvement with its theoretical approach derives its importance from being part of Social work science and perceiving involvement as part of overall well-being. In several theories concerning well-being, involvement is listed as one major component of well-being, for example in the theory of welfare of the Sociologist Erik Allardt (1976), which in its simplicity has been much applied in the study of Social work and practice. Furthermore, in the adaptation of welfare theories by Doctor of Philosophy and Professor of Social work Maritta Törrönen, involvement plays an important role in examining the reciprocity of welfare, where participation is seen as one of the symbolic resources of welfare. Symbolic resources are seen as giving persons the opportunity and legitimacy to act and function in society. (Törrönen 2016, 44-45.)

In my research, however, I focus the ontological understanding of involvement on the concept of the systematic theoretical description of the dimensions of human action basis, stated by Professor Pauli Niemelä, Emeritus of Social work. The concept of human action basis by Niemelä (2009, 214) is presenting the dimensions of human activity, for which the theoretical formation and analysis of Social work is also defined. In this description of dimensions of human activity, a person is seen as a functional human-being, and the well-being is based on this human functionality.

According to Niemelä (2009, 209), the underlying human perception of social work and its ontological analysis of the ultimate essence is a key starting point for theoretical analysis of Social work. Here it is thought that the human is functional and at the same time, communal and social, with its active, functional nature (Niemelä 2009, 211). Involvement is seen as part of well-being and one dimension of human activity (Niemelä 2009, 218). Social work helps and promotes the survival of people precisely in the various activities of their lives that are linked to well-being, and therefore Social work is called as a profession of welfare, which seeks to increase the well-being of the citizens (Niemelä 2009, 209-210).

Human functionality as an ontological basis dates back as far as Aristotle's philosophy, according to Niemelä (2009, 214), where human action is seen as a way of understanding towards a certain objective. According to Niemelä's (2009, 214) systematic theoretical description, a person operates in three basic dimensions of being, which are the physical-material, social, and psychic-mental dimension. Involvement is placed here at the level of doing as part of well-being, alongside which other levels of human activity include being and owning.

The concept of well-being, Niemelä (2009, 212) refers to the concept of human functional good, which means what a person pursues, and in the pursuit of which the surrounding society and for example the social work supports. According to Niemelä (2009, 214), the basis of human perception in the orientation of human action is about whether to “be” or “own”, where the most important is the positive factors associated with being, such as love and understanding. In contrast, ownership matters are excluded, such as owning objects and ideas. However, ownership always plays some level of role in terms of functionality. (Niemelä 2009, 215.) The foundations of the world of social work, which comes from this idea, are also very similar to the background of the case of my thesis, namely the action of my work. There is no emphasis on owning, but more on the eccentricity and parity of being human in relation to others.

On the level of human activity to overtake well-being is the level of doing, at which a person carries out their own purpose in life, their cultural ethos. Here a person carries out their own sense of life through the customs and traditions adopted, where responsibility and sense of duty are relevant in succeeding in the action. If this does not come to pass, the person can get marginalized from society. At this level of doing, well-being and success, is achieved through involvement and participation, through good self-fulfilment. Involvement is understood as part of well-being through its functionality and experience. (Niemelä 2009, 219.)

Through active doing and work, experiencing and self-fulfillment, a person functionates and participates in his or her community and society. If the level of doing does not become possible or stays unfulfilled, it raises the sense of purposelessness. If this deficit of doing is persistent, the person will not only be marginalised, but also alienated from the surrounded community and society. For this reason, the role of welfare services as a promoter of involvement is significant. (Niemelä 2009, 227.)

5.2 From involvement to participation

Previously presented Martti Siisiäinen is one of the active voices of discussion concerning involvement, and his research on the topic has been used in social work research. According to Siisiäinen (2018, 213), the meaning of involvement is, shortly said, being involved on something or missing it. Involvement describes an individual's experience of belonging to a community, as well as experience of the individual's potential to influence things that are found relevant to themselves. These experiences of involvement touch the daily life, social issues, and welfare services (Siisiäinen 2015.) Involvement can be seen as an experience, emotion, or ability to

function. It serves as an umbrella concept for various levels of participation and inclusion (Stenvall 2020, 20–21; Isola etc. 2017, 3; Raivio & Karjalainen 2013, 12).

Involvement is seen to build in social encounters, in the relationship between individuals and community (Hiitola, Anis & Turtiainen 2018, 6; Närhi, Kokkonen & Matthies 2014, 233). However, for example in social and health care as part of welfare services, involvement is a recognised value and objective, but it is not yet been able to implement in practice in as an effective way as it should, to support it as a part of overall wellbeing of the citizen (Närhi, Kokkonen & Matthies 2014, 232).

Here the involvement is defined as an experience of being a member of some kind of social factor, and as an empowerment in matters important to the experiencer to themselves (Stenvall 2020, 20). Involvement describes attachment, engaging and acting in community or communally important processes (Närhi, Kokkonen & Matthies 2014, 233). Involvement, on the other hand, can remain at the level of emotional experience, for example, and do not require active action. Being involved and wanting to influence can, as an experience, be as relevant to an individual as being active in exploiting those opportunities. Realizing the experience of involvement requires confidence in the possibility of influencing in the first place. (Stenvall 2020, 20–21.)

As described, involvement can be defined in different ways and because of the variation, should be defined in the context in question. Partly due to the challenges of translation from Finnish to English, the concepts of involvement and participation were easily mixed when framing the theoretical approach of this research. In Finnish, involvement can also mean participation and inclusion. Making a difference between participation and involvement, I would describe involvement as belonging to something or somewhere, and by the term participation referring more specifically to active participation on something. (Siisiäinen 2015.) Therefore, these two concepts are divided and my focus is more on the participation and more closely citizen participation. Citizen participation is the context which, for example, can be supported and increased on behalf of third sector actors which is the issue in this study.

By participation, I mean the active implementation of involvement, such as active influencing on matters of importance to the actor and actively being part of a community, for example being active and belonging to a certain environment or society (Stenvall 2020, 21). Here participation is considered to support an identity of participative citizens, where participation is not the purpose itself. The main interest in seeing participation is to enable the full citizenship of citizens in all areas of welfare services in late-modern society. (Matthies 2014, 15) The concept of citizen participation is often used when talking about the democratic role of a citizen with rights and responsibilities (Närhi, Kokkonen & Matthies 2014, 233). The Constitution of Finland also defines the right of the individual to participate and influence in the development

of society and their habitat (CL 1999/731 §2.2), which also mentions the obligation of public authority to promote the opportunity of the individual to participate in social activities and influence themselves to decision-making (CL 1999/731 §14.4). Participation under the law is part of the democratic debate and decision-making of social structures.

The concepts of involvement and participation are cultivated abundantly in current and political discourse, as well as in the field of academic research. Involvement and participation have been studied in social work research (e.g. Isola 2017, Kokkonen, Närhi & Matthies 2014), as well as in the social sciences (e.g. Stenvall 2020, Siisiäinen 2018, Keränen 2014, Saukkonen 2010). As previously stated, participation is a concept and theory relevant to social work, since promoting inclusion is one way of implementing societal and citizen justice, as it is one of the main principles of social work profession. (Närhi, Kokkonen & Matthies 2014, 118.)

In addition to the earlier chapter and the study of Matthies concerning the relation between third sector and welfare services, I find at least as relevant and even more interesting in terms of my research Matthies' study on the elements of involvement, participation and its prospects and impact on our society – the relationship between the third sector and the public sector. Also, Tuomo Kokkonen, Doctor and Researcher of Social work, and Kati Närhi, Professor of Social work, have studied involvement and participation for example when focusing on the customer rights. Previous research in Europe is put together in the publication of Matthies and Uggerhog (2014), where the participation is analyzed by using the concept of citizen participation (Matthies 2014, 3).

Participation has been examined in different sciences and social contexts along with social sciences and social work. However, the context of participation among welfare services providers, has been under less observation in social science research, especially when concentrating on participation based on the construction of different sectors of the welfare state (e.g. Matthies 1994). The experience of migrants concerning welfare services has been studied, for example by Maija Jäppinen (2015) and Eveliina Heino (2018), both Doctors of Social work. But such a holistic focusing on participation for a particular actor, and its reflections to the citizen participation has not been studied. Therefore, I find it interesting to focus on this theoretical concept in my research. Involvement with its multifariousness is seen as an essential factor on the field of civic activities and therefore it fits well being the base concept of my theoretical observation.

5.3 Twin concept of participation and marginalization

The theoretical approach of intertwining the concepts of participation and marginalization, examined by Matthies and Uggerhoj (2014), serves as the theoretical concept and the tool of my data analysis. This twin concept of participation and marginalization relates to views of involvement between the individual and society. There are several international researchers focusing on the concept of participation connected to the welfare services (e.g. Matthies & Uggerhøj 2014) published as a cross-sectoral research on the subject. Here, I benefit from the concept of participation on its collective perspective as well, and citizen participation. Collective action is seen here as a road to participation and power (Seim 2014, 169).

Matthies (2014, 8) describes participation and marginalization as closely cohesive concepts between which individuals and communities are facing, expressing both sides. Between these two concepts citizens are balancing during their life, in relation to education, employment, family life, as well as the rest of their social network. Participation is seen to have an undeniable effect on an individual's overall well-being.

Matthies (2014, 8) describes the normativity of the twin concept, which is why it often is assumed that the individual wants primarily to avoid falling into the margin and instead be involved and participating in areas of life that are relevant to the individual and support the values that exist within the community of living. However, such a normative interpretation in the understanding of this twin-concept forgets the individual's own perception of the situation. When both extremes of the twin concept – participation and marginalization – are viewed from outside normative epithets, there can be seen the subjective importance of the concepts to both the individual and the community or region. For example, an individual or community's own notions of participation may differ greatly from those of an outside observer. Because of this subjective experience of the both extreme ends of this twin-concept, I think it is interesting to explore the participation and the elements supporting it, while at the same time remembering these possible varieties of subjective experiences. Achieving participation may manifest supportive elements different from the normative understanding of the concept of participation.

Here the twin concept of participation and marginalization is placed in context, where the citizen participation and factors behind participation and marginalization include a wide variety of forms (Almaguer-Kalixto, Juaneda & Marcuello 2014, 132). The actor participating is a collective actor, placed on the contextual field of different sectors in the cross-sectoral organisation model presented earlier.

5.4 The role of welfare services in the process of participation and marginalization

In Finland, the Constitution guarantees democracy as a principle of the individual right to participate and influence in the activities developing the environment and society surrounding the individual (PL 1999/731 §2). Furthermore, the Constitution secures equal treatment of people (PL 1999/731 §6). Ultimately, the law ensures that society should provide sufficient services and support the individual welfare, in addition to affecting the general sphere of attitude, promoting tolerance and equality. As a counterbalance, individuals are expected to participate in a possible level in societal activities. (Siirto & Hammar 2016, 190–191.) To fulfil this promise of possible participation from the part of society, various welfare services are required to implement it (Matthies 2017, 149).

The Constitution should provide promised and required welfare services also for the migrants living in Finland. Since migrants, especially forced migrants, are one of the most vulnerable segments of the population, there should be special attention paid to the welfare services and their function to guarantee their holistic well-being. Welfare services should be arranged systematically to enable them to strengthen social reinforcement and increase involvement and citizen participation. (Malin & Anis 2013, 158.) According to the Integration Act (1386/2010), the municipalities must ensure adequate and suitable services for its citizens with a history of migration, promoting their integration. The Integration Act also obliges municipalities to develop an integration programme for integration and multidisciplinary cooperation, where the demands of taking care of the comprehensive well-being and the warranting participation of migrants are mentioned.

As an interesting detail, working life is seen as an essential part of integration and enabler of participation. (Gothóni & Transfer 2016, 266.) It is challenging for migrants to become part of the labour market, and among them unemployment is more prevalent among them than the majority of the citizens. (Larja & Sutela 2015, 71.) Therefore, the welfare services should focus in among other services, with a wide perspective of personal welfare, to facilitate the possibility of getting on the labour market.

The function of welfare services has an important role when approaching the twin-concept from the service users' point of view. In European societies it is theoretically approved that the citizens who are politically and socially identified as non-participative use various welfare services more often and are dependent on them, than the citizens who are enjoying participation. As mentioned earlier, migrants and especially forced migrants, on average can be identified as non-participative citizens. Therefore, as in my thesis focusing on migrants, welfare service producers play an

irreplaceable role when strengthening or hindering citizen participation. Moreover, marginalization can be explained by a failure of societal functions of services. (Matthies 2014, 11.)

It is demanded from the welfare services, that they should create access to different ways to gain participation instead of being marginalized. In this process the civil society is trying its best to increase the participation by different civic activities and projects, which unfortunately often gain only temporary foundations. (Matthies 2014, 11.) PYR, for example, is one of these welfare service providers on the field of welfare services as one association, trying to increase the participation of the persons with a history of migration, who often need more specialized welfare services to increase their over-all wellness.

Welfare services have the function to support participation and prevent marginalization. However, recently, the economic interests of society have started to rule and guide the field of welfare services, and the economy of the services seems to take on a bigger role than the actual support towards participation. Eventhough both sides of the constructed twin concepts are clearly recognised socially, their implementation in welfare services has led to economic interests rather than human welfare. Citizens' well-being has become an economic investment for society, and the performance of welfare services is influenced by the competitiveness and economic rise of services. (Matthies 2014, 14-15). The change in civil society I have described earlier, in which the activity of the third sector is seen as the activity of the "new third sector", coincides with this economic change that confronts welfare services. Third sector actors as well as welfare providers have also come under pressure from this financial emphasis and should consider this at least at the point of funding or when funders are being sought. It also puts the ethics of third sector projects into question, when the funders have to choose between different projects and evaluate them in terms of economic sensibility: what kind of welfare services they want and can support. Are these chosen projects and services primarily promoting participation, such as "traditional welfarism" (Matthies 2014, 12? Or are they services, which are primarily economically efficient, supported with managerialist interests? (Matthies 2014, 13; Dominelli 2014, 79-80)?

In this financial emphasis, increasing participation, which was idealistically the aim of the production of welfare services, has changed to promote the economy of the production of services. First, this may obscure perceptions of the importance of participation, and has shaped general perceptions and ideas taken as general perceptions of involvement. For example, in services, involvement is understood as descriptions of self-improvement, fostering skills, lifestyles and obligations (Matthies 2014, 14.) Such notions shaping human well-being and participation today are increasingly guiding the field of welfare services as well. Thus, the twin concept of

participation and marginalization can be understood in very different ways considering the political interests of different societies (Matthies 2014, 12-13).

5.5 The ladder of participation

The concept of participation has been theorized in different eras in different practice. One classical theoretical model to approach participation is the Ladder of Citizen Participation by Arnstein (1969). This theory of Arnstein describes the participation and involvement of citizens in relation to social control by means of eight different rungs (Arnstein 1969a, 217). By illustrating the purposes of eight types of participation on eight levels (Figure 2), Arnstein (1969a, 216 – 217) redistributes power, noting the citizens who are seen as powerless in this context of participation.

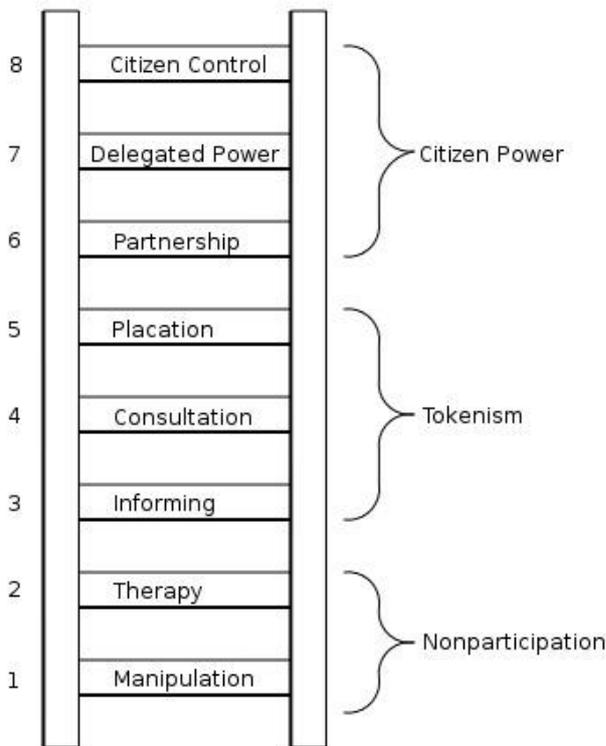


Figure 2. The ladder of Citizen Participation (Arnstein 1969)

In the ladder, the lowest two rungs, named manipulation and therapy, describe a level where the citizen is not given the opportunity to participate in the planning of public activities. This is the level of Nonparticipation, where the real objective is not to enable the citizen participation, but to enable powerholders to “educate” or “cure” the participants (Arnstein 1969b). The middle rungs of the ladder are informing, consultation and placation, and are seen as an advisory, heard role for a citizen. It is a level of Tokenism, where it is allowed to have a voice but heeded by the powerful. The rung of placation is just one level higher than Tokenism. (Arnstein 1969b). The top levels, named partnership, delegated power and citizen control, describe a level where citizens have autonomous authority over decision-making. It is called the level of Citizen Power. According to Matthies (2014, 14), in the ladder of participation still exists a range of variations between manipulation and “the enabling of self-directed participation in the way welfare services in the late-modern Western welfare states are run.” Matthies (2018) describes participation in welfare services using the theory of Arnstein, presenting meanings of participation among welfare services, where individual-level participation is the starting point.

The ladder of participation can be applied in different fields, such as the research context of my thesis. (Arnstein 1969, 217.) In the research context here the ladder of participation supports the theory of citizen participation as the opposite to marginalization, as they are seen creating a twin concept. Also, I utilize the ladder of participation when analyzing the participation in its collective perspective. Although the ladder of participation has received criticism, for example, due to its technicality, I find it useful when observing my case and seeing the ladder rather as one tool within my analysis.

5.6 Participation critique

Participation as part of involvement has received criticism (Isola etc. 2017, 3). In welfare services, participation is linked by its promise of democratisation, improved services, and experience of being heard, but along with that comes the fraud of participation (Matthies 2017, 149). According to Matthies (2017, 149), the promise of participation can transform into a fraud of participation if the service system uses the concept of participation, for example, as a tool of managing the power. Different projects of developing participation have been supported by much project funding nationwide and locally, but they will eventually turn the promises of participation into fraud if they remain only forays into projects. The promise of participation is successful when service users through their participation are permanently given better lives and genuine empowerment. The third sector is seen as one provider of

participation in Finnish welfare state (Siisiäinen 2018, 221 – 222), but in my thesis I shall take this criticism of participation into account when analysing the collected data.

Along with this so-called forced participation described, the criticism of involvement as understood participation has also received its “new” social, political and research context (Kuokkanen 2018, 228), which has been critically reviewed by Marja Keränen (2014), Professor of Political Science. Here the censure is directed at the research and political discourse of network-like governance. Criticism is directed at the possibility of direct democracy and expansion of opportunities for participation in this societal time. Therefore, in practice, criticism is directed at whether social democratic structures actually provide places of participation for the individual, or whether social participation in itself is formed through “new” participation, i.e., not so much from the democratic structures of society or from administration, but rather from individual and civic activities (Kananen 2014, 19).

The study of Keränen focuses on citizen participation, where participation is linked to administrative processes into the output or executive phase (Kuokkanen 2018, 228; Keränen 2014). This “new” participation Keränen has also studied through a phenomenon called New Democracy or Super Democracy (Isola 2017, 3; Kananen 2014, 19). The fraud of participation by Matthies (2017) can be seen as precisely the administrative or management fraud imposed by society towards the individual, which the “new” participation of Keränen (2014) describes. Even the idea of Keränen concerning the “new” participation is more directed at the level of social management, I think it is interesting to bring this idea up when studying social work research as well, because research concerning participation in Political Science, as well as social work research, focuses on the social science research tradition.

6 RESEARCH METHODS AND PROCESS OF DATA GATHERING

Case study research as the chosen research framework is strongly guiding my research when examining the elements of participation of third sector actors in the field of welfare services, allocated at the services needed by persons with a history of migration. In this chapter I present the method of case study research and the process of my data gathering, which was done by using different qualitative methods.

6.1 Case study research

As a social work researcher, I find it important to obtain research and observation in the actions of social matters on the grass-root level, among the other possible perspectives, for example by gathering data from the social workers themselves or from larger contexts which, on the other hand, might be easier to generalize into wider contexts (Stake 1995, 7-8). My research issue, for example, could have been observed by many other research method or data gathering, such as concentrating on any other sector by a structured interview on a larger number of extensive research excerpt, thinking on the number of sources of information. Nevertheless, case study is not sampling research and there is no necessary need to understand other cases. (Stake 1995, 4.) From a case study perspective, I can suggest for analytical generalization, by expanding and generalizing the theoretical approach of my research (Saarela-Kinnunen & Eskola 2010, 194).

The strength of case study research is the comprehensive vision on the phenomena being studied, and through the data analysis, I aim to explain the essence of the case and its positioning towards the chosen theoretical framework with a holistic view; “how and why the case is what it is” (Saarela-Kinnunen & Eskola 2010,

190-191). In addition, the principle of my study is to observe my case association PYR and its interesting state of action and participation. Though case study research there can be brought interesting and important information at least of the chosen case (Stake 1995, 4) and here, information of their service users' participation, described as citizen participation.

As my research issue concerns fulfilling welfare and citizen participation among migrants, for me it was important to get to hear the voice of these migrants themselves, as called here as service users in relation to the welfare services. Considering the migrants as service users as part of my data gathering, is an important perspective to approach, since there is not much research done where the voice of the service users would be heard (Närhi, Kokkonen, Matthies 2013, 142-143).

My research is an intrinsic case study, where the case is pre-selected, before further examination of the research issue. In intrinsic case study the idea of focusing on one case and its interest is guiding the examinations from the start to the end. (Stake 1995,4.) As one of the first educational ethnographers Louis Smith has said, the case is a bounded system, which draws the attention to it as an object rather than a process. (Stake 1995, 2). Case study could be set in a context of instrumental or collective case study, but in my case, the intrinsic case study was the most suitable according to my research issue. Through the case study research, my main mission on my thesis is to try to understand my case, association PYR, through the data gathering and analysis, reflected by the theoretical approach of participation.

The case study has received criticism for its part in the impact of the subjectivity of its researcher and data sources on research. It is said that the case study does not bring sufficient representativity or that the data gathering, and analysis take place without a sufficiently accurate theoretical framework (Saarela-Kinnunen & Eskola 2010, 190). However, despite the criticism, in terms of the case I chose reflecting on the issue of my research, case study stays as a reasonable basis for my thesis. According to Isola etc. (2017, 23-24), involvement can be promoted in different ways in its different subregions. Societal increasing of involvement is structured in these different areas, and thus creates and distributes value and well-being that transcends social groups collectively. This societal work to increase involvement and citizen participation is constructed from individual actors, for example one association. All together this consists the bigger fragment of participation, which eventually falls into the societal system. Making these small, individual actors visible, they can search their place as part of the societal system, lest they remain just as a quiet local information. This is what I strive for in my case study.

Through case study research I can form deeper understanding on my case and the issue, by using different methods of data gathering. Through this methodological

approach, I could utilize all the data I gathered, through them finding holistic answers concerning the elements of succeeding and maintaining the citizen participation.

According to the mentioned descriptions of case study research, the chosen theoretical framework is rather supporting me to analyze the case and to bring out conclusions relevant according to the case itself. Participation constructing the theoretical framework in this study is raising from various dimensions of my case association, such as its activities and services, its employees, and the association itself with its ideological representations.

6.2 Encounters during the fieldwork - gathering the data

In this subchapter I present the process of my data gathering and the qualitative research methods. The data and its gathering took shape with an ethnographic extract focusing on my case and the conceptual structure of the issue of my research.

As Stake (1995, 51) states, there is never enough time when organizing the data gathering. Before gathering the data, time is needed to deep thinking, trying to prepare data-gathering plan and plan to protect timing for the whole research process. The planning of the data gathering can be described as characteristic to case study, since the data gathering proceeded as the material appeared to complement the case examined.

According to Stake (1995, 49), my data gathering process took quite classic route specific to qualitative research. There is no particular moment where I could say my data gathering began. It is impossible to say when my data analysis began, since the analysis is a matter of giving meaning to the first impressions and ends when the final complication is observed (Stake 1995, 71). The first written notes concerning PYR I have starting in January 2020, where I started framing the guidelines for the case study, acquaintance with other cases and my first impressions. At that time, I first visited the office of PYR to discuss this framing in average. Since that first exciting meeting, I wrote notes of my ethnographic observations in my research diary, although I did not yet know which methods or theoretical framework would finally be selected. I find it as a positive notion, that I had just been on the maternity leave before stepping on the field as a researcher, since I got the sensation of positioning myself rather as a researcher than a social worker, which was my profession before the maternity leave.

As to be mentioned, the COVID-19 pandemic created uncertainties for my data gatherings. On a practical level it changed my entire plan of data gathering because the association PYR had to cancel some of its activities which I was supposed to observe, for example an activity of a discussion group called "Puhutaan Elämästä - ilta". In addition, because of the COVID-19 pandemic, I had to change my methods of

data gathering, as some of the interviews and observation changed to be realized online in web. Furthermore, the pandemic brought PYR into a state of change where the entire association's activities and projects had to be reorganized. I believe this also affected the activities I observed, for example, as well as the interview responses where the thoughts of the informants often shifted towards the pandemic.

I realized my first interviews with the Executive director of PYR, Emmanuel Sibomana, first one in February and the second in March 2020. The interviews were conversational in-depth interviews, which I found sentimental according to my observations and notes read later. After these interviews, I formed the documentation for the research-permits, but with the permission of Sibomana to use these earlier interviews as part of my data. The research permit process was new to me, and the requirements of setting the Data Protection Regulation stiffening my observations in the beginning, where my intention was to go on the field collecting material rather spontaneously, all senses awake to observe anything raising my interest towards the research issue. On the other hand, I believe the research permit process did clarify my vision of the case study research, which was ultimately a good phase of the working process to excite myself as a researcher.

Ethnography

I gathered the data for my case study using an ethnographic approach of observations, interviewing, discussing, and exploring PYR's collective working culture when visiting the association's premises. In addition, discussions with Emmanuel Sibomana, the Executive director of PYR, are part of my material. The document review of the chosen documents concerning PYR is also part of my analysis, which more specifically concerns PYR's annual reports, project applications, lecture materials and brochures. Ethnography, as well as case study research, is characterized by the use of several research methods in data gathering. These methods of data gathering I used, are typical in ethnographic research. (Paloniemi & Collin 2015, 208.)

The ethnographic approach was evident in the fact that I approached my subject case with the thoughts of a researcher doing fieldwork, and through an image drawn into my mind, I came to the concepts and theoretical understanding of the phenomena being studied (Grönfors 2010, 183). Generally, ethnography as a research excerpt is defined as focusing on different cultures and people as part of these cultures. It is based on anthropology, where foreign cultures and people living their everyday life in it, were wanted to be understood. As it is essential to ethnographic research, so it is in my research as the aim to describe what is happening in the operating environment of my case and how the people acting in it perceive and interpret the actions of their own, operating in the community. (Paloniemi & Collin 2015, 207.) Ethnography is the study of people in naturally occurring settings, and by using methods that capture

their social meanings and ordinary activities. As a researcher I can participate directly in the setting, and as I did, but in the activities to gather data in a systematic manner, without meaning to impose them. (Brewer 2005, 10.) As in my research I want to reveal an ordinary setting of the case PYR, its activity and to analyze it. Ethnography is characterized by approaching the research issue which the researcher – in this case I – have not much of knowledge, in order to create an analytical result first by retrieving information and then bringing up context. (Paloniemi & Collin 2015, 208.)

In-depth interviewing

I realized the interviews with Emmanuel Sibomana, the Executive director of PYR, as an in-depth interviewing based on free-form interactions and deeper social contexts (Siekkinen 2010, 45). Sibomana serves as a key informant in my thesis, since he is the founder of the entire association and in my opinion has the most important information on PYR's activities starting from the beginning.

When interviewing Sibomana, I directed the interview situation mainly at the beginning by giving my reflections on the state of my research, and my thought of the interesting highlights of PYR, in my point of view (appendix 1). Before these interviews, I had been told Sibomana being a storyteller, which was shown to be true to me when the interviews started. I got intense stories, for example concerning the history of the association and its values. I feel that I have received an overall view of the association, which is characteristic for the in-depth interviewing (Siekkinen 2010, 45). I remember the feeling after the interviews of being impressed and empowered; feeling that I have received very valuable information according my research, but at the same time sensitive, valuable information about the basis of the association itself and where its value seem to be located.

In addition to the interviews with Sibomana in February and March, we still had one more in-depth interview at the end of November 2020. These three interviews each took shape in their own way as relevant to my research. I got the sensation that each interview was like its own story, lightened by the points of view I had given in the beginning of the interviews. Each interview lasted a couple of hours, which we started first with a series of more specific issues concerning the association, and through the highlights presented by me, ended up in Sibomana's reflection on the association.

I received permission from Sibomana to use his name in my thesis since it would have been very challenging to hide his profession and the fact that he is the founder of the whole association. It would have been very difficult to anonymize him as unrecognisable from the gathered data.

Thematic interviewing

After receiving my research permission in summer 2020, I began to plan my interviews. By phone and email, I negotiated interview times for my informants, as well as having a conversation with the employees of PYR of who I actually should interview, thinking on my research issue and set research question. In choosing the volunteer worker as one of my informants, I was helped by PYR employees, who knew who of their volunteers would accept to be interviewed. Therefore, my informants in the interviews were not selected by random sampling; I ended up in my interviews with a selection of informants who were thought to bring up information supporting my case study and help me to find answer to my research question.

In my research plan, I had planned to interview only one project worker. Eventually, I ended up interviewing four of the project or office workers of PYR, and one volunteer worker, all as individual interviews since it seemed necessary according to my study. Interviews were scheduled for September to October 2020. The interviews were thematic interviews, where the themes were formulated through the perceptions of involvement, participation, cooperation and values. These themes I had observed as showing importance in PYR's activities and services, based on the interviews I had with Sibomana earlier on the same year.

The thematic interviewing is described as a kind of discussion arising from my initiative as a researcher. Some of the interviews stuck more clearly to the rams formed by assorted themes and the sub-questions I formulated (appendix 2). Some of the interviews, on the other hand, were more reflective and discussion-like, in which I mainly made sure that I received content related to the initial themes. At least one of my interviews was very much reminiscent of an in-depth interview, as the informant's self-reflex deepened. I noticed how it can be difficult to draw clear line between a themed interview and an in-depth interview (Eskola & Vastamäki 2010, 29). I found the processes of the interviews quite different from each other. Some of my informants wanted to see the themes of the interview beforehand, some of them went on a spontaneous reflection on the actual interviewing moment. All my interviews took shape as more conversational, rather than question-answer interviews, which is characteristic of the thematic interview (Eskola & Vastamäki 2010, 26-28).

Since I interviewed four of the nine employees during this certain time, in order to protect the anonymity of my informants, I will not open more closely the positions of my informants or their assignments in PYR, or their personal information such as gender or their backgrounds. Also, I will not describe more accurately the volunteer I interviewed to protect his or her anonymity. All my informants were united by their desire to bring their own opinions on PYR and their desire to share their own experiences in the hope that sharing experiences would benefit the association. These

are the classic motivating factors in agreeing to an interview. (Eskola & Vastamäki 2010, 27.)

What was conveyed to me from these interviews was the sense of PYR as a very personal and home-like place. In relation to these observations, the themes I had formulated in the interview framing, and the background information I sought for my informants, seemed being rather heavy assumptions in the interview moments, and I noticed how important it was to listen carefully my informants' subjective sensations.

Semi-structured focus group interviewing

In addition to my thematic interviewing, I held a structured group interview for three of PYR's service users in December 2020. These three informants were assorted with the help of the project workers of PYR. These informants were assorted as well, first by seeing them as willing to join the interview, and also, they were seen as potential migrants to give me answers supporting my research issue. As it is common to structured interviewing, I had formulated my questions to be asked as a list (appendix 3), presenting them to my informants (Eskola & Vastamäki 2010, 28). There were no ready-made response options, and in the end, the informants and I had an interesting discussion, where at the final stage the informants started more collective answering.

This was my first focus group interview in a researcher position. Due to COVID-19 pandemic I held the group interview in online, as a Zoom -videoconference, which was whole new experience to me. However, I have held focus group interviews before in person, so I found this new online-related context more of an interesting challenge to me. During the interview, computer technicalities such as internet access and the time booking of Zoom -videoconference made small surprising breaks for the interview. Moreover, in an online interview, non-verbal interaction was challenging to take into the interaction. For example, one of the informants kept the webcam off.

Apart from the technical challenges, the interview proceeded, after an "initial warm-up", nicely. Although I am content with the interview, I felt frustrated by the shortcomings of ethnography and observation: I had perhaps not had enough time to get acquainted with the act of online observation, and I felt my observations had fallen short due to the online environment of the interview.

Observation

As doing a case study research, I focused my observation to the case to gain greater understanding of the case itself. As common for the case study orientation, I directed the refining of my observation by the research issue. (Stake 1995, 60.) Therefore, my focus was to observe elements of participation, or marginalization, on the field of observation. I had decided to observe the activities of PYR, as well as discussing with

the persons participating them. Due to the limited time range and COVID-19 pandemic, I did my observations mainly in the office of PYR and joining as an observer in the activities of PYR online in Zoom -videoconferences.

In case study research, observation is almost necessary to obtain the material required for analysis (Grönfors 2010, 159). When describing my period of ethnographic observations, I would describe the timing of my data gathering getting more exciting because of the COVID-19 pandemic. On the other hand, it got more challenging because of the online surrounding, which was new to me as an observer in a position of researcher. Because of the pandemic, PYR started operating their activities online, and focusing on acting in social media. My intention was to use the observation method, to get to know PYR in its actual operating environment. I assume that because of the pandemic, my observation remained smaller or different, but not insignificant, since after all I got to observe some moments of the daily life in the office, in addition to the online observations.

Tuomi and Sarajärvi (2009, 81) describe observation as a general method of data collection for qualitative research, often used alongside another method such as an interview or document review. The use of observation in my research helps me concretizing the context of the theoretical frame of reference. According to Grönfors (2010, 157), observation is a suitable research method, provided that the researcher has little prior knowledge of the phenomenon been studied, in addition, observation better connects the information to its context.

Before starting my ethnographic observation, I went through method literature, reflecting my own researcher position in relation to the case and field under investigation. Eventually, however, I went to the field mostly only with my notebook and remembering the data gathering plan I had made.

As a data gathering method, observation was built on various moments of different activities in my data on the office of PYR. Because of the COVID-19 pandemic, I only observed the *Opitaan yhdessä* -activities ('let's learn together' -activity). This is an activity where a volunteer supports a person with a history of migration, who needs help with his or her school-related homework (Better Together Ry 2020). My intention was to be present at one of the session of this activity, which I wanted to videotape and record, in addition to writing my own notes. On the agreed day of this observation, I arrived at PYR's office with the camera and other equipment, ultimately none of the migrants wanted to be taped. Because of the pandemic, *Opitaan yhdessä* -activity was changed to operate online as a Zoom -videoconvergence. I finally carried out observing *Opitaan yhdessä* -activity online in the end of the year.

I observed two different sessions. In the first one, the migrant who was supposed to have homework, did not have any homework to help with, and the situation was formed in a way that the volunteers performed their own school assignment by

interviewing this migrant. In the second session I observed, I was able to observe the interaction between the migrant with the school-assignment, and the volunteer helping with this.

According to Stake (1995, 62), in case study "the story often starts to take shape during the observation". This is what I experienced while my observations.

Document review

According to Stake (1995, 68) almost every case study needs for examining some documental material. This way of gathering data follows the same line of thinking as observing or interviewing. The research question should be well developed in advance. I did estimate in advance the usefulness of different documents, and therefore asked for a certain type of documents for me to go through as part of my data. The process of reading and analysing these documents, I did after the interviews and the observation, to not get mixed with the analysis. I also wanted to take written documentation of PYR as part of the data analysis, such as annual reports and project applications. I thought that, for example, looking at annual reports they could highlight elements of citizen participation. In addition, I received a bundle of flyers and power point slides regarding the association's project and volunteer activities.

My document review consisted four project applications which were sent to me by Sibomana, which some of them had been granted by funding, some of them were not. Some of the applications had been addressed for STEA and some of them were ERS applications.

6.3 Analysis of the data

In my data analysis, I search for elements which describe and support the prominent participation of PYR as one third sector actor in the third sector and in the field of welfare service providers. My analysis is loosely theory-bound following theoretical framework of participation introduced earlier. Through this analysis I am observing the element of supporting PYR's participation, which can be seen as well as supportive elements towards citizen participation of migrants as PYR's service users.

My analysing method is a method of content analysis, which is described as one basic analysis method for qualitative research. It allows me to form a concise verbal description of the phenomena being studied, through systematic, objective analysis of the data. (Tuomi & Sarajärvi 2009, 103-104.) The classification of gathered data under different categorizations was guided here by reflecting my case on the cross-sectoral organisation model, where PYR is seen as part of the third sector, in the sublevel, in relation to other sectors. Also, the theory-bound to participation helped me to

categorizing the data. However, in my data analysis even more important than the setting of cross-sectoral organisation model and approach of theory-bound analysis, I consider my interviews with PYR's Executive director Sibomana, which we had in the beginning the research process. The whole idea of theoretical approach of participation and starting to examine elements supporting participation is raising from the content of these interviews. For example, the themes on my thematic interview were framed from the contents of these interviews with Sibomana. For this reason, the data analysis is focusing on the elements of participation and the whole fame of conclusions is mainly related to positive affects towards participation.

After realizing all the interviews, I transcribed the gathered data and wrote it in an anonymized form on my computer on a secure platform. After this process I printed all the data on paper and deleted the electronic files. For the process of transcription, I had nine interviews which had lasted from an hour to two hours each. Most of them were taped on a tape recorder borrowed from my University, but three of the interviews held online as Zoom -videoconference, were computer-generated as files on a secure platform.

I had written notes of my observations as the interviews progressed, but during the transcription I supplemented these notes with considerations which rose to my mind at the time of the transcription, or I thought had been forgotten to write down while the interviews. Since the appropriate accuracy of the transcription is defined by the research mission and methodological approach, I transcribed speech, laugh, and large sounds such as chuckles from the interviews (Ruusu vuori 2010, 424). Instead, the emotional states of the interviews and my own perceptions of the situation I wrote down on my separate notes. It is impossible to get all the ethnographic information from the tape-recorded interviews into text form. Anyhow, I listened the recordings twice when transcription. This strengthened my understanding of the four main themes of elements supporting participation which were raising from the data.

After the transcription, there were on total 190 pages of transcribed interview material, 22 pages of notes of observation, 94 pages of association project applications, 24 pages of annual activity reports, 31 pages of three power point presentations and 18 associations brochure. I found this as a plenty of material concerning the fact that the study here is only a master's thesis. Also, I found the gathered data very interesting in terms of its abundance, at the same time knowing that its analysis and use would be arduous. Because of the amount of the data, but above all, in favor of an analysis suitable for my research, I planned my analysis on a more accurate targeting on specific parts of the gathered data (Hirsijärvi & Hurme 2008, 135), in respect of my chosen case and research issue. When analyzing the data, I focused primarily on ethnographic observation and the interviews. Following this delineation, I also loosely included the document material I had gathered, from which I picked up parts

supporting the themes or elements supporting participation, which I already had formed analyzing the other data gathering. Therefore, I can say, that the documental material did not go through such deep analysis as the rest of the data.

Next, I started coding the data according to emerging themes, with color codes marked manually. While the transcription, I had already formed the initial four themes from the interview material. I manually went through the interviews and observations two times, while merging these themes in different colours, each by hand logging the subcategory connected on them. With this, I structured the material in accordance with the themes that have emerged from the data (Eskola & Vastamäki 2010, 43). When searching for the elements of participation from the data, I took a loose theory-bound view on this analysis. Since participation was connected in some level in my data gathering when interviewing and observing, it helped me to start framing the analysis into different themes, or into elements of supporting participation. When I had analyzed the materials concerning interviews and observation, the rest of the data, document review, I went through mostly coding confluence I found from them with the categorization which already had been made.

6.4 Ethical implications

The approach of case study research requires me, as a researcher, to be critical and to reflect my own policies of observation (Saarela-Kinnunen & Eskola 2010, 191). Ethical reflection of positioning myself as researcher between the studied case and issue, must be presented in the study from beginning to end to see the reliability of the conclusions made. For example, what is the part of my own position impacting my observations made, or the made conclusions out of the gathered data, such as interviews, affect on the final analysis of the results. In addition, my earlier experiences as a private person and researcher, reflecting to my observations on the research issue is affecting on the whole study, as it happens when doing a qualitative research (Grönfors 2010, 155).

To present a reliable study, it is therefore essential to consider different aspects of me as a researcher, such as my gender, personality, relation to the studied case and my professional background as a community educator and social worker. (Grönfors 2010, 155.) The fact that the phenomena of migration and multiculturalism are reflecting my study, forced me to reflect my own personal and professional suppositions towards them. Also, the fact that I am being a Finnish female university student effects on my presence on gathering the data. I also knew that the phenomena of migration and multiculturalism include power-positioning and discourse of inequality in Finnish societal structures, and this made me observe the case and analyze the data with sensitivity.

What I also considered as an ethical issue was the fact of publishing the name of Emmanuel Sibomana in the thesis. As I elsewhere wanted to respect the anonymity of my informants, Sibomana was an exception. He showed such a strong relevance throughout the whole research process, that I had the sense of meaninglessness of the whole study if I did not present the Sibomana as he is the founder and the current Executive director of the association. After discussing this publicity of his name, Sibomana agreed with the publication for the same reasons as I had in my mind. For the rest of my informants, I decided to not use direct quotes of the interviews, to protect the anonymity of them. I believe that the informants could very well become identified by their responses, because of the small sampling in the data. Since I do not present direct quotes in my thesis, I must be able to accurately present the elements of participation that have emerged from the material in other suitable ways.

The outcome of my analysis is strongly influenced by my ethnographic data collection process and my own researcher position in it. My own values and assumptions cannot else but influence the process and results of my thesis. This effect of values and assumptions is an inevitable part of the nature of my research setting, as it is in all qualitative research (Eskola & Suoranta 2008, 18).

According to Eskola and Suoranta (2008, 18), being aware of this subjective positioning as a researcher makes it possible to try presenting objective qualitative research. In my thesis, I try to focus on an objective view over the case by understanding and seeing my gathered data as one entity, and by being aware of my subjective positioning in the whole process. To bring my thesis towards the scientifically required transparency, I shall present my previous connections to PYR, which can be seen as slender. My first encounter with PYR was while I worked as a trainee in the Integration services of Jyväskylä. There I got to hear about the projects of PYR focused for my clients at the time, but I did not get more familiar with the activities or services or the association.

Also, due to my previous degree as a community educator, a specialist of the actions in civil society, my attention and interest could not fail to be attached to this association, which I think represents an empowering story of successful third sector actor, based on the information I had when beginning my research planning.

To be mentioned, my partner was on the board of PYR at the time of my data gathering, but we did not have deep conversations concerning the association. Also, Kati Turtiainen, the supervisor of my master's thesis, is the President of PYR. All these previous slight connection of mine towards PYR, I find rather helpful when examining the answer to my research question. During my research process I spent time on reflecting these connections on the choices made according to the exploratory solutions, but other than that I find them for rather not influencing on the research process. In case study research, as a researcher I must know how to justify my choice

of case in a careful and ethically sustainable way. I need to know how to narrow down the case under investigation from the rest of the world and justify my selection criteria. (Saarela-Kinnunen & Eskola 2010, 193.)

As I stepped on the fieldwork straight after my maternity leave, I found it very useful, since I got the sensation being able to observe the association as a researcher, rather than a social worker, as I would have been if I was working as social worker as I “in a normal case” would have been. In this researcher position I found it easier to focus with objective view when, for example, placing PYR on the cross-sectoral organisation model and when thinking its relation to other sectors, and as a service provider among others.

7 ELEMENTS OF PARTICIPATION

By the results of the analysis presented in this chapter, I will answer to the research question, which elements have brought PYR being a prominent participant in the third sector and in the field of service providers. The results reflect the social phenomena of migration and multiculturalism which affect the research issue, and their relation to welfare services and actions of third sector's actors in the field of welfare service production in general. The results are described in the categorized elements which rose from the gathered data concerning my case PYR, based on my theory-bound analysis. These elements are seen as influencing PYR's participation as elements on it, and therefore makes it possible for PYR as a third sector's actor to support their service users', mainly migrants, citizen participation. The results are presented here starting from the most appeared element raising from the gathered data, but by this organisation of presenting the results I do not want to compare the subjectively perceived relevance of the elements to my informants.

The twin concept of participation and marginalization, and the ladder of citizen participation are used as a tool in my analysis. I present the connection of the results to this theoretical framework more accurately in the chapter of conclusions and discussion.

7.1 Managing and leading the association

When analysing the gathered data by scanning for the elements of participation, the most central element appeared to focus on the founder and current Executive director of the association: Emmanuel Sibomana. All the gathered data, including the document review supported this emphasis on focusing on the leadership of PYR according to its participation. According to the gathered data and the analysis, all the other, further presented, elements of participation could be somehow connected to

Sibomana as a founder and leader of PYR. He is seen as a major factor in the successful story of PYR according to its participation, and indirectly affecting positively on the citizen participation of the migrants as the service users.

The approach of participation seems to personify strongly with Sibomana, not only as a leader, but as a person with a history of migration. In the gathered data, partly the whole association was completely assimilated to Sibomana, and the association's own "personality" was described reflecting to him. Also, it was considered whether the association would exist if not for Sibomana, since his inspiration appears to be the source of the entire association's activity. This can be reflected to the fact, that the role of the Executive director is common in the association field, and in general the Executive director of an association is usually seen as a representative of the whole community (Koskinen 1999, 223). This is what the gathered data presented strongly in my data analysis.

The history of PYR and Sibomana

Sibomana himself described the establishing time of PYR as a strong influence, and that the principles conveyed from the story of the time of founding the association. Also, the rest of my informants in the interviews brought the importance of the premises of PYR as a meaningful element supporting the participation of the association today. Since this establishing and the history of PYR gained such an interest towards the elements of PYR's participation today, I will shortly describe this story.

As Sibomana describes in our interviews, the urge to establish the association raised from the need of the sudden destruction of the huge refugee-camp in Burundi where he was living with his family in 2004. That was the time, when suffering, poverty and violation of human rights urged Sibomana to action, to help the people in this unfair situation, where was no vision of the future. He started to gather helpful people, more than 500 persons, and organize them to help the ones who ended up to Hospital care after this assault situation. Even he also had suffered from the mass destruction by for example losing family members and all his belongings, he wanted to concentrate helping the ones in even worse situation, Christian faith as his strength. As Sibomana described to me, the inspiration towards this organized action of his surged from a dream, where he saw a prayer, and a text that "The Whole World Is in Your Hands". This vision is also seen in the logo of PYR (Figure 3), if you carefully look inside the globe.



Figure 3. Logo of PYR (2021)

When Sibomana and his family members were granted a possibility to resettlement in Finland, and in 2007 arrived on Tikkakoski airport on a gray-dark November-evening, the inspiration for helping others had not disappeared. During his own process of integration and its challenging nature, Sibomana wanted to organize himself in helping others in the same way that he had been acting in Burundi, with the same inspiration his faith and the dream of the prayer had given him before. At this point at the latest, it is required from the reader to imagine experiencing at some level this situation of Sibomana: being born into a country and not being accepted there, living in a refugee camp which will be violently destroyed, taking lives of your loved ones and all your physical belongings. The feeling that the fragility of life has robbed you all except the faith. Subsequently, all the stages of moving to a new country, Finland, which about you only know some foreign policy details, adapting both physical, psychological, and social spheres of life. Despite all this, you will find somewhere the power and need to continue to help others in their challenges. This is what Sibomana did, and this is the starting point of PYR.

I analyzed these stages of founding the association as playing a major role in the association's story and keeps the focus of the association's participation on the managing and leading the association starting from the beginning. As described, the starting point of the establishment has been extraordinarily challenging.

My data analysis also shows that as a starting point it is seen also exceptional according to the popularity that PYR has gained, that the founder's knowledge to the structures of Finnish society, the functioning of different societal-sectors, and discourses of managing association in Finland were limited in the time of the establishment. Many associations have started their activities, certainly from personal interests and passions, and possibly also without knowledge of the institutional functions of society or inter-sector activities. But in addition to earlier, managing to establish an association in Finland without speaking Finnish or English, in the middle of your own integration process sounds very rare and difficult. But with strong managing and leading skills it has been seen possible for Sibomana. On the other hand, these personal experiences of being migrant brought expertise which was essential for

PYR to gain the popularity and participation on third sector and welfare services, and this raised from my data clearly as well. This desire of Sibomana to advocate others already in this early stage of the association in Burundi, and the persistence in establishing an association for being able to advocate, is seen on the base which has carried PYR forward and contributing participation today, according to my data gathering.

Value-based leadership and strong character of Sibomana

As a result, the management and leadership of the association is what Sibomana has been perceived to act and work in the association with the power of common interest mainly among the ones in his surrounded community. Here the actions have been placed in the third sector, which is in the cross-sectoral organisation model placed in the sublevel between the other sectors.

The way Sibomana leads the association, is seen the realization of values, which in his case were seen as solid value base. He is perceived to have implemented the value-base of PYR, in addition to the Christian value base, respect, integrity, and kind-hearted way of action. By this value-based actions he is seen trusted as a leader, and therefore as a positive resource within the working community to positively influence in common matters, such as promoting citizen participation. Distributed mutual respect for Sibomana was clearly seen as an element supporting the participation of PYR on the field of third sector and welfare service providers. Mutual trust is seen as a major contributor to the experience of participation (Jämsén & Pyykkönen 2014, 196), so it can be seen as contributing to the association's activities as an active participant in the third sector and as a producer of welfare services.

Based on my data analysis, Sibomana formed a character of a strong leader with his strong vision. He has made the organisational structure work in the association. He has seen being able to internalize important elements needed to gain participation on the third sector and to get involved in the field of service providers as well. He is seen the factor which made PYR been recognized and gaining reciprocity among other actors in the third sector. Sibomana is seen as the founder of the focus group of migrants needing the advocacy and welfare services to promote their well-being and citizen participation. Sibomana is also seen as a well-known person in cooperative states and is seen being able to support participation among migrants also others, for example the employees of PYR, students realizing co-operation with PYR. Sibomana is the factor, which makes the people work in cooperation to support the well-being and participation of migrants.

Sibomana is seen acting on the right time according to the cooperation with other sectors' actors, where the strength of the value-base was emerged. Here the equal, respectful human perception was seen affecting strong, and had not been affected by

the economic interests of pressures of the surrounding reality of “new third sector”. This has been perceived to create a sincere atmosphere of attitude within the association and in the direction towards other sectors. This can be seen as helping PYR to communicate with the actors on the cross-sectoral organisation model, and by this increase the participation of migrants to the Finnish society.

The management and leading the association, is not seen as an obligation for Sibomana but rather his state of will to produce advocacy. This state of advocacy, on the other hand, has been perceived as a credibility to the managing and leading well, the credibility of Sibomana in his dedication to his association's mission. According to previous research, the role of the association's Executive director in the association can be seen as being centrally linked to the economic and relevant activities of the association (Koskinen 1999, 263).

Sibomana's vision of the activities, services, and the mission of PYR as well as a belief in cooperation that relies on its values on common good, has been vividly described to me from all the interviews. Reflecting Sibomana as a strong character and strong leader, and his will to advocate other people, are the clearest element of participation of the analysis.

7.2 Values behind the vision

Another element of participation according to my data analysis is the base of values behind the vision of PYR. The participation is built from an entity in which the common interests have a large impact, driven by the overall influence of the values. Participation as a complex concept is a result of controversial forces of conscious and unconscious choices, desires, wants, motives, and goals. The actor's own interest is seen most important in participation. (Siisiäinen 2014, 32-33.) Here the values of personal and communal vision are seen as an element of participation of PYR.

As values became a clear element of supporting participation in my data analysis, one possible reason can be the fact that my thematic interviewing's were partly concerning the values of the association. I considered the values of the association as one theme in the interviews because it emerged strongly as a major factor in my first interviews with Sibomana. I would consider the values playing an important role as supporting the association's actions, from which the desire to participate promoting activities and services rises. In most of my interviews, however, the value discussion began even before I was featured in that theme, and the values passed like a common thread in my interviews and observations without at least being consciously influenced by it myself as a researcher. The relevance of values was also reflected in my document review.

Another factor which probably influenced my data gathering and later the analysis was the current situation concerning the renewal of the commonly shared values in PYR. While I was gathering the data, I was informed that it was around the time, of that there was an extensive discussion of PYR's values going on in the association. According to my study this was a great opportunity to take advantage of this acute detrition in the working community and for my informants working in the office as employee.

According to my analysis, PYR is seen as relevant to act in accordance with their common values. The ethics of the actions is the basis of all activities and services in PYR, and therefore the ethical value base discussion is playing an important role in the normal life of PYR as an association, but also in the process of observing the values and renewing them. After I finished my data gathering, I was informed that PYR finally had chosen the following three values as their basic values: respect, equality, and communality. These three values rose from my data analysis as well as significant values behing the vision and seen as elements of participation of PYR.

Respect

Respecting other people appeared in my data analysis as a strong element of succeeding towards participation, in its various meanings. This is seen, for example, in the chosen concepts the association uses in their speech and discourses, as mentioned in the chapter of concepts. The respect towards others is showing out in the promoted activities and services, starting from the language used in the project applications, and until the face-to-face action with the service users. This is clearly noticeable from all my gathered data. Here, there is a notice of the human perception, where the respect towards a human as an active, functional person can participate and act powerful, but where sometimes a little help is needed. This is the place where PYR wants to support and respect this one person as a valuable human-being. As Sibomana describing anyone been valued as a "gold-mine", is quite a description of the whole idea of respecting people in PYR in average.

According to Sibomana, he has been absolute in adherence to certain values. Respect is one of them, mound of the universally recognized phrase of virtue "respect the other as yourself". As I have mentioned, the Christian values in the association has been visible since its founding stages, and this phrase can be seen raising from the Christian values, but mainly today seen in PYR's actions as universal thought of respect everyone equal.

Equality

One of the values showing out in my data analysis was the value of equality – one of the new main values of PYR. Equality was rather used concept to describe the respect of all persons with their cultural habits or interests. Therefore, according to my data analysis, I would describe the association PYR as an association with interests on equality, as well as described as an association with multicultural interests. According to my data analysis, PYR has no need to share the service users, migrants, volunteers, co-operatives, or employees of PYR in “we” and “the others”, but as a people with equal basis of needs to love, care, and participation.

The administrative concepts often used in the structural discourses of the society, such as an immigrant, Proto-Finns, integration, and cultural segregation into minority and majority cultures, often emphasize diversity and maintain limited views on cultural diversity. They also describe migration as a phenomenon from quite narrow perspective, and it has been seen difficult to get rid of the status of “immigrant”, even if the person had never lived anywhere else than in Finland and in the Finnish culture. (Saukkonen 2020, 154.) As PYR is treating their migrant service users with equality among the other locals, it can be seen strengthening citizen participation of migrants by opening the changes of them to join and participate in the society in equal way, and in case get them further out of marginalization.

Communality

The third value raising from my data analysis is the value of communality. In the gathered data, the communality was like a clue keeping PYR and their service users among other members together. Here PYR was described as second home or your second family. The point of the communality in PYR is to demonstrate in practice that no one is left alone, where the other side is meaning of increasing participation.

The communality was described also as a reciprocal action, where service users, or any other actor in PYR, was doing something together, raising something new out of it, increasing the collective feeling of participation. Here the voluntary work showed as a way of being or co-operating between each other, and not necessarily seen as a “work”. This communality was described also as raising the personal confidence, and empowering towards participating more on the societal level, for example being able to start school or a job, or any other action seen described in the cross-sectoral organisation model.

In total, the personal experiences and values of the informants in my interviewing seemed to motivate the actions of the association towards the common good, guided by these three basis values. As an interesting notice, there were a bunch of descriptions

of PYR, counted as values, but in common seen more as a way of acting rather than being a value. These were, for example, kind-heartedness, diligence, courage, transparency, sincerity, and integrity.

The third sector has its characteristic values, such as non-governance and volunteering. PYR as a third sector's actor is clearly promoting these values, among their own basis values. PYR has a strong constructed value-basis on their actions, and according to the gathered data, it was even described as an identity or personality of PYR. Since many associations have lost their activities due to the lack of clear value-base or failing on these conversations, in case of PYR this is one point of success when thinking on their role as a prominent participant on third sector and welfare service providers.

Since the field of welfare services is facing constant changes, it seems important, according to my data analysis, to focus well on the basis values of the association and its actions, being able to produce a long-lasting story as a third sector's actor. An association being in the pressure of traditional third sector and the new third sector with their different scales of values, it demands the associations to reflect their values in this pressure, and decide, which way to continue with the activities and services on the cross-sectoral organisation model.

According to my data analysis, it seems that PYR has been able to support their own participation, and indirectly also the citizen participation due to their strong value-basis and deep conversations and discussions of the values affecting in all their promoted activities and services. PYR has a strong identity with strong value-basis, which does not get destroyed by reflecting them, but only seem to get stronger, and leads toward the common mission to promote well-being, with the commitment of all the members of the association.

7.3 Relevance of activities and services with the service users' needs

In the gathered data, there were seen elements of participation, which suggested the suitability of the association's activities and services relevant to the needs of migrants as service users of PYR. As a categorization, the activities and services for migrants is quite extensive, but here I try to put together all these even small factors connected to the elements of participation.

The activities of PYR are primarily seen to be targeted for migrants who have moved to the country and living here as locals, whose citizen participation and well-being is provided by different activities and services, for example by different projects of third sector. On the other hand, there is a clear understanding concerning PYR that their "target group" of actions is not limited only to migrants, or service users, but the

focus group includes their employees, volunteers, students who cooperate with the association, or anyone interested in multiculturalism or PYR as an association. This element I have framed on focusing on the activities and services especially concerning migrants, promoted by PYR.

Service users' need for advocacy

When Sibomana founded the association in Burundi, starting then the actions of the association were practically directly oriented on necessities of people, as crisis aid. In Finland, the first activities of PYR were also very strongly associated with increasing participation and well-being of migrants; at that time PYR held receptions for refugees arriving in Jyväskylä in cooperation with the Integration services. In the early stages of PYR, the studying foreign languages and still active *Opitaan yhdessä* -activity rose as needs from the migrants as service users. Working was targeted at helping with adaptation of migrants to their new cultural environment, Finland.

Today the activities and services are mainly based on the need of well-being and increasing participation of migrants in Central Finland. On the base of this action, according to my data analysis, the need for advocacy of the service users is strongly influencing all this action. It can be seen in a small scale in daily contacts towards the service users by the produced activities and services, and in a larger scale it is connected to the basis values of equality for human needs.

Service users' need for cultural and societal participation with contractual time

The aspects of the well-focused activities for the migrants provided by PYR, according to my data analysis, are connected to the expertise and experience of PYR's project workers and other employees. As a special knowledge of migration and multiculturalism of phenomena contribute to PYR's ability to promote well targeted services for migrants. For example, concretizing activities according to service users in the right way has been successful.

In addition, the concrete help offered from the services for migrants, without hurrying or strictly time limits can be analyzed as supporting the autonomy of the service users, in learning how to manage thing as a migrant. The main idea is not doing things on behalf of the service user but supporting them to autonomously act on their own. Service users are seen as active personalities, and therefore the concept of service user is not the best to describe this element for its objective understanding. According to Harrikari (2016, 128) time should be seen as a contractual matter, been used and understood depending on the place and time. According to PYR's activities and services, there the time seems to "flow" in the right way according to the needs of their service users.

When analyzing the use of time in the data, PYR seems to be in the right place at the right time with its project applications as well, reflecting the possible project-ideas on the needs raising from the migrants' needs, and here having the ability on identifying the needs of their service users.

According to my data analysis, one of the areas of welfare services, where PYR is participating with its activities and services, is the area of promoting employment for migrants. In this field PYR is noticed to success, when helping to find the migrants as service user, a job, studying place or further plans. This can be seen raising the citizen participation, as the working life in Finland is seen as such a centric issue affecting on the overall well-being of the citizen, as well increasing the societal targets of having as few unemployed citizen as possible. This action of PYR has been noticed in public sector, and has risen cooperation between these two sectors; PYR presenting the third sector, and the city of Jyväskylä, presenting the public sector.

7.4 Cooperation and urge to influence

This category describing the elements of participation is focusing on the elements reflecting collaboration and desire to influence in the surrounded environment. This entity is seen in relation to other sectors surrounding third sector on the cross-sectoral organisation model. When Sibomana began to establish the association in Burundi more than 10 years ago, at that time cooperation with outside entities was also relevant. When Sibomana moved to Finland, he immediately set out to ask for cooperatives for his association, to help him first finding a suitable space, or sector to act in the new society with his vision and values. Here Sibomana received support from third-sector operators and social workers of the public integration services.

The cooperation has been one of the main issues for PYR starting from the beginning until today. The actions of PYR have been clearly towards other sectors promoting cooperation, and other members on the third sector, being able to promote the mission of PYR where the cooperation is the main strength of the action towards something better. According to my document review, as a concrete example, PYR has created a common network for multicultural associations called MOVE, and they have a special meeting for projects concentrating on migrations called "Maahanmuuttajahankkeiden kahvit". PYR wants to give and receive peer collective support, and realizing this by promoting its own participation in the third sector's field of actors.

Cooperation in relation to the field of different sectors

By cooperation PYR wants to increase the well-being and citizen participation of their service users, migrants. This raised from my data analysis based on the interviews and observations, but as well was clearly written in the documents I had as part of my data. The cooperation, for example, with other associations, the public sector with its members and authorities, and the church, is seen fluent by PYR, which is not seen as obvious when reflecting the relations of different sectors on the cross-sectoral organisation model. For PYR the idea of cooperation is to collaboratively seek solutions in an operating environment, where solutions can often be found only by cooperation. The good communicational skills and the knowledge concerning migration and multiculturalism were shown in the gathered data as reasons, why PYR is seen improving participation by their cooperation and urge to influence.

Because of the cooperative skills PYR has, it has gained attention and respect among the other sectors, and also among the service users. PYR has made their action visible among third sector and field of welfare service providers, and it has brought the sense of participation among all the persons in my interviews.

Urge to influence

According to my data analysis PYR has a constant need to influence in the matters important to them. This is including matters connected on to support the mission on increasing the welfare and involvement to the surrounded society of the migrants. The urge to influence and to improve these matters in societal context is important to PYR. Since the target on the urge to influence is clearly to increase among the overall welfare the citizen participation, it can be categorized as an element supporting participation.

Heading towards the mission of PYR, the actions of it are focusing on the well-being and participation of migrants. PYR has the ability on seeing the change to changes in the societal structures, which weaken the well-being of migrants and lead them rather towards marginalization than participating the society. Therefore, from their value-basis they see it as only possibility to try influencing on the unequal societal structures.

According to Seim (2014, 179) the primary challenge for associations is that if they want to be included in the decision making and when the resources are allocated, there is a danger for the cooperation to lead to co-optation. According to my data analysis, the strong value-basis and the wide value discussions in the association is making this cooperation and influencing in a societal context possible with possibility to success on it, according to the mission of PYR.

8 CONCLUSIONS AND DISCUSSION

The purpose of this case study was to explore the participation of one multicultural association on the field of third sector and among welfare service providers, and therefore being able to support their service users' citizen participation. Finding the answer to the research question was set by finding elements of participation through my ethnographic data gathering. According to the presented results there is a variety of elements supporting the participation of the case association PYR as a prominent participant on the third sector and field of welfare service providers, and therefore being able to promote their mission, where increasing citizen participation is one goal.

In the results the elements of participation consisted of "Pyrricism", meaning an identity of the association as a strong, value-based influencer, in which is led further by a leader with strong values and character. The association's mission is profiled by an expertise and understanding of social matters as migration and multiculturalism, driven by values and non-governance. On this base the practices of PYR emphasise cooperation, urge to influence, and need for activities with persons with a history of migration and other members counted as the "target group" of PYR. The target group of PYR is found to be broad and network-oriented: migrants, but also other collaborators such as schools, universities, church, and other actors of different sectors. All this in one association is guided towards further participation, by its Executive leader and founder Sibomana and his vision, which he has been working for, as far back as 2004. Motivation driven by the desire to participate and help migrated people, living in Finnish society is one main influencer in his work. As the fundamental values of the association, respect, equality, and community, is a strong foundation for one association. The relevance of activities and services of PYR, is one reason why it has been successful in its participation and in promoting the citizen participation of its service users.

According to the presented results, it can be noticed that the ongoing value-based conversation in PYR is one meaningful factor of keeping the association alive,

for the sake of the values keeping PYR strong and guiding its service provision. In case of associations which do not have such a strong value-basis or are mainly missing it, they might be victims of the description of new third sector of short-living of associations.

As a tool of my analysis, I used the theoretical framework of participation, and here concluding the elements of PYR's participation towards the citizen participation. The presented elements of participation can be seen first supporting the participation of PYR, but as well supporting indirectly the citizen participation of the service users of PYR, migrants. The presented elements can be seen increasing the citizen participation, when placed the migrant as a service user between the twin concept of participation and marginalization. For example, the element of strong and value-based management and leading of the association presents a stable, reliable and strong base of the association, on where the service user can strengthen the personal citizen participation by getting involved in the activities and services promoted by PYR. This is the way the other elements also can be seen as an inputs increasing the citizen participation, rather than leading to marginalization. Since increasing citizen participation is one of the main goals of PYR's activities, this can be seen increased when, for example, the management and leading is making it possible for PYR to act the way they want. Also, the strong identity constructed on the well-discussed and reflected value-basis makes it possible for the migrant to rely on the association, and reciprocally the values can get even stronger between PYR and its service users.

In the light of the results PYR with its elements of participation is leading the citizen participation towards the citizen power, according to the ladder of participation (Arnstein 1969b). Even though reaching the highest rung there is still way to go, PYR has succeeded to increase the citizen participation of its service users in cooperating with the migrant, negotiating with traditional power holders with the support of PYR. According to Matthies' (2018) adaptation of the ladder of the participation, the citizen participation of the service users of PYR and supported by PYR, would be described by supporting the own decision making of the migrants, and trying to make them being able to act equal in the society as any other local.

In the cross-sectoral organisation model (Figure 1, p. 18), PYR as a third sector's association is placed on the sublevel closer to the public sector and its political power, rather than private sector with its economic interests. PYR is seen as a "non-profit", "formal", and "private", which shows the statement at the sublevel. (Matthies 1996). Since Finland's welfare services are mainly promoted by public sector, PYR with its cooperation with public sector can be seen increasing their service users' participation also by showing participation on the cross-sectoral organisation towards the sector of public power, in terms of the production of welfare services. Since PYR is acting in the sublevel in relation to the other sectors, it has a change to affect in the citizen

participation of their service users, leaning on the elements of participation found as the results on this study.

Here, it is worth thinking of how the theoretical approach of participation did suite to review my research issue in the first place. Since my study focused mostly on Finnish source literature, it may be that with a wider sampling I could have found other appropriate participation theory to support my analysis. On the other hand, I am glad for the over-all understanding that the chosen theoretical approach has given when observing the third sector and its associations. Also, the connections to Social work theory were meaningful for me to apply in my research.

For Social work, this research was a great impact on showing the importance of value-basis on working with migrants, as well the importance of cooperation between different sectors in the cross-sectoral organisation model. Since increasing citizen participation is one of the goals for social workers, this study can give ideas to include parts of these elements on the social work practice in any sector as well.

During my long process of data gathering, I got to discover, how one association is engaging in a challenging field of service providers in order to promote equality, and the needed welfare services for migrants in our society. Summing up the results, I keep on wondering the large amount of an impact one person, Sibomana, can have on the realization of citizen participation of migrant's in PYR's operating areas in its history. This one person has gained his vision and his ability to work together, through an association, which now promotes the participation of many migrants and trying to make even the societal structures more equal, and making the citizen participation better realized. Of course, as this one person would say, it all is gained "better together".

Choosing the case study research was an excellent choice to observe my case PYR with close details. Although statistical testing of small datasets may not be created, (Metsämuuronen 2015) it is not significant in this case alongside how I was able to find meaningful data for PYR of the elements of its participation. In the end, the main purpose of this study was to observe and try to understand my chosen case.

Welfare services for migrants should be better organized in our society, and there are challenges when supporting the citizen participation of migrants. PYR has identified these challenges and has been able to implement activities and services, which are well-focused for migrants as welfare service users, and is increasing the citizen participation through these services. Perhaps PYR can remain as a good example of one functioning association among other welfare service providers, who has succeeded increasing citizen participation of migrants.

REFERENCES

- Allardt, E. 1976. Hyvinvoinnin ulottuvuuksia. Helsinki: WSOY.
- Almaquer-Kalixto, P., Juaneda, E. & Marcuello, C. 2014. Multilevel Government Mechanism to Promote the Participation of Marginalized Groups. In Matthies, A-L. & Uggerhøj, L. (eds.) Participation, Marginalization and Welfare Services: Concepts, Politics and Practices Across European Countries. UK: Ashgate, 131-148.
- Anis, M. 2013. Sosiaalityö ja maahanmuuttajat. In Alitolppa-Niitamo, A., Fågel, S. & Säävälä, M. (eds.) Olemme muuttaneet – ja kotoudumme. Maahan muuttaneen kohtaaminen ammatillisessa työssä. Helsinki: Fram, 147-161.
- Arnstein, S. R. 1969a. A Ladder of Citizen Participation. Journal of the American Planning Association, 35: 4, 216-224.
<https://www.participatorymethods.org/sites/participatorymethods.org/files/Arnstein%20ladder%201969.pdf> [accessed: 27.5.2020]
- Arnstein, S. R. 1969b. A Ladder of Citizen Participation – Sherry R Arnstein.
<https://lithgow-schmidt.dk/sherry-arnstein/ladder-of-citizen-participation.html> [accessed: 3.2.2021]
- Brewer, J. D. 2005. Ethnography. Buckingham: Open University Press.
<https://ebookcentral.proquest.com/lib/jyvaskyla-ebooks/reader.action?docID=6212190> [accessed: 26.4.2021]
- Constitution Law. Perustuslaki 1999/731. 2021.
<https://www.finlex.fi/fi/laki/ajantasa/1999/19990731> [accessed 3.3.2021]
- Dominelli, L. 2014. THE Age of Austerity in Welfare Services: Impact Upon Social Work and Marginalized People. In Matthies, A-L. & Uggerhøj, L. (eds.) Participation, Marginalization and Welfare Services: Concepts, Politics and Practices Across European Countries. UK: Ashgate, 79-94.
- Eskola, J. & Vastamäki, J. 2010. Teemahaastattelu: opit ja opetukset. In Aaltola, J. & Valli, R. (eds.) Ikkunoita tutkimusmetodeihin I. Juva: PS-kustannus, 26-44.
- Eskola, J. & Suoranta, J. 2008. Johdatus laadulliseen tutkimukseen. Tampere: Vastapaino.
- Fred, M., Hokkanen, H., Jehkonen, A., Lundén, A-P., Oikarinen, H. & Strand, T. 2013. Yhdistystoiminta 2000-luvulla. Työväen Sivistysliitto TSL Oy julkaisu. Tampere: Tammerprint Oy.
- Finnish Patent and Registration Office. 2021a. Number of associations and religious communities at the Register of Associations and the Register of Religious Communities.
<https://www.prh.fi/en/yhdistysrekisteri/statistics/numberofassociationsandreligiouscommunities.html> [accessed: 29.4.2021]
- Finnish Patent and Registration Office. 2021b. Number of registered new associations or religious communities.
<https://www.prh.fi/en/yhdistysrekisteri/statistics/registerednewassociationsorreligiouscommunities.html> [accessed: 29.4.2021]

- Gothóni, R. & Siirto, U. 2016. Käsitteet ja lyhenteet. Teoksessa Gothóni, R. & Siirto, U. (eds.) *Pakolaisuudesta kotiin*. Helsinki University Press: Gaudeamus, 266–272.
- Grönfors, M. 2010. Havaintojen teko aineistonkeräyksen menetelmänä. In Aaltola, J. & Valli, R. (eds.) *Ikkunoita tutkimusmetodeihin I*. Juva: PS-kustannus, 154-170.
- Hall, S. 2003a. Kulttuuri, paikka, identiteetti. In Lehtonen, M. & Löytty, O. (eds.) *Erilaisuus*. Tampere: Vastapaino, 85-128.
- Hall, S. 2003b. Monikulttuurisuus. In Lehtonen, M. & Löytty, O. (eds.) *Erilaisuus*. Tampere: Vastapaino, 233-281.
- Harrikari, T. 2016. Byrokratian syklit ja asiakkaiden rytmit sosiaalityössä. In Törrönen, M., Hänninen, K., Jouttimäki, P., Lehto-Lundén, T., Salovaara, P. & Veistilä, M. (eds.) *Vastavuoroinen sosiaalityö*. Gaudeamus Oy. Tallinna, 127-137.
- Heikkala, J. 1998. Ajolähtö turvattomiin kotipesiin. Tampereen Yliopisto. Poliittikan tutkimuksen laitos. Akateeminen väitöskirja.
- Helander, V. 1998. Kolmas Sektori. Käsitteistöä ulottuvuuksista ja tulkinnoista. Saarijärvi: Gaudeamus Kirja.
- Hiitola, J., Anis, M. & Turtiainen, K. (eds.) 2018. Maahanmuutto, palvelut ja hyvinvointi. Kohtaamisissa kehittyviä käytäntöjä. Tampere: Vastapaino.
- Hirsijärvi, S. & Hurme, H. 2008. Tutkimushaastattelu. Teemahaastattelun teoria ja käytäntö. Helsinki: Gaudeamus.
- Integration Act. Laki kotoutumisen edistämisestä 2010/1386. 2021.
<https://www.finlex.fi/fi/laki/ajantasa/2010/20101386> [accessed 3.3.2021]
- Isola, A-M., Kaartinen, H., Leemann, L., Lääperi, R., Schneider, T., Valtari, S. & Keto-Tokoi, A. 2017. Mitä osallisuus on? Osallisuuden viitekehystä rakentamassa. Helsinki: Terveystien ja hyvinvoinnin laitos.
https://www.julkari.fi/bitstream/handle/10024/135356/URN_ISBN_978-952-302-917-0.pdf?sequence=1 [accessed: 24.2.2021]
- Kangas, A. 2003. Kolmas sektori ja kulttuuripolitiikka. In Hänninen, S., Kangas, A. & Siisiäinen, M. (eds.). *Mitä yhdistykset välittävät – Tutkimuskohteena kolmas sektori*. Jyväskylä: Atena, 38-69.
- Kananen, A. 2014. Superdemokratia – vakavaa asiaa ironialla höystettynä. *Tiedonjyvä* 49:4, 19.
https://jyx.jyu.fi/bitstream/handle/123456789/44668/Tiedonjyva_4_2014.pdf?sequence=1&isAllowed=y [accessed: 24.4.2021]
- Katisko, M. 2016. Kulttuurienvälinen kompetenssi sosiaalityössä. In Törrönen, M., Hänninen, K., Jouttimäki, P., Lehto-Lundén, T., Salovaara, P. & Veistilä, M. (eds.) *Vastavuoroinen sosiaalityö*. Gaudeamus Oy. Tallinna, 178-188.
- Keränen, M. 2014. Onko politiikkaprosessi politiikkaa vai hallintoa? In Häikiö, L. & Leino, H. *Tulkinnan mahti: johdatus tulkitsevaan politiikka-analyysiin*. Tampere: Tampere University Press, 33-55.
<https://jyx.jyu.fi/bitstream/handle/123456789/45798/keranentampereup.pdf?sequence=1&isAllowed=y> [accessed: 24.4.2021]
- Kivelä, J., Luomala, A., Näsi, S., Pyykkönen, M., Siisiäinen, M. & Virtanen, A. 2002. Johtopäätöksiä ja suosituksia. In Siisiäinen, M. (eds.) *Yhdistykset kolmannen*

- sektorin toimijoina. Tutkimus jyvaskyläläisistä yhdistyksistä. Helsinki: Sosiaali- ja terveysturvan keskusliitto ry, 171-177.
- Kokkonen, L. 2018. Pakolaisten sosiaalinen tuki viranomaiskohtaamisissa. In Hiitola, J., Anis, M. & Turtiainen, K. (eds.). Maahanmuutto, palvelut ja hyvinvointi. Kohtaamisissa kehittyviä käytäntöjä. Tampere: Vastapaino, 98-123.
- Koskinen, S. 1999. Työntekijä ja työnantaja kolmannella sektorilla. In Hokkanen, L., Kinnunen, P. & Siisiäinen, M. (eds.) Haastava kolmas sektori. Pohdintoja tutkimuksen ja toiminnan moninaisuudesta. Jyväskylä: Gummerus, 206-233.
- Kuokkanen, K. 2018. Osallistumisen kehittämishankkeet. In Kivistö, H-M., Kuokkanen, K., Weide, M. & Virtanen, J. (eds.) Poliitiikan tulkinta. Juhlakirja Marja Keräselle. Jyväskylä: SoPhi, 226-238.
- Larja, L. & Sutela, H. 2015. Ulkomaalaistaustaisten miesten työllisyysaste lähes samalla tasolla kuin suomalaistaustaisella -naisilla enemmän vaikeuksia työllistyä. Teoksessa Nieminen, T., Sutela, H. & Hannula, U. (eds.) Ulkomaista syntyperää olevien työ ja hyvinvointi Suomessa 2014, 71-82.
- Litmanen, T. 2018. Poliittisen sosiologian avulla katse kansalaisyhteiskunnan hyveistä myös patologioihin. In Kivistö, H-M., Kuokkanen, K., Weide, M. & Virtanen, J. (eds.) Poliitiikan tulkinta. Juhlakirja Marja Keräselle. Jyväskylä: SoPhi, 200-212.
https://jyx.jyu.fi/bitstream/handle/123456789/58371/141_JYX_final.pdf?sequence=1&isAllowed=y [accessed: 2.5.2020]
- Malin, M. & Anis, M. 2013. Maahanmuuttajat hyvinvointivaltiossa. In Martikainen, T., Saukkonen, P. & Säävälä, M. Muuttajat. Kansainvälinen muuttoliike ja suomalainen yhteiskunta. Tallinna: Gaudeamus, 141-159.
- Martikainen, T., Saari, M. & Korkiasaari, J. 2013. Kansainväliset muuttoliikkeet ja Suomi. In Martikainen, T., Saukkonen, P. & Säävälä, M. Muuttajat. Kansainvälinen muuttoliike ja suomalainen yhteiskunta. Tallinna: Gaudeamus, 23-54.
- Martikainen, T., Saukkonen, P. & Säävälä, M. 2013. Johdanto: Suomi muuttuu kun Suomeen muutetaan. In Martikainen, T., Saukkonen, P. & Säävälä, M. Muuttajat. Kansainvälinen muuttoliike ja suomalainen yhteiskunta. Tallinna: Gaudeamus, 13-22.
- Martikainen, T., Sintonen, T. & Pitkänen, P. 2006. Ylirajainen liikkuvuus ja etniset vähemmistöt. In Martikainen, M. (eds.) Ylirajainen kulttuuri. Etnisyys Suomessa 2000-luvulla. Helsinki: Tietolipas 212/SKS, 9-41.
- Matthies, A-L. 1996. Hyvinvoinnin sekatalous ja suomalaiset välittävät organisaatiot. In Matthies, A-L., Kotakari, U. & Nylund, M. (eds.) Välittävät verkostot. Jyväskylä: Vastapaino, 11-32.
- Matthies, A-L. 1994. Epävirallisen sektorin ja hyvinvointivaltion suhteiden tarkastelua. Jyväskylä: Jyväskylän yliopisto.
- Matthies, A-L. 2003. Asukastoiminta sosiaalisena pääomana - käsitteen operationalisointia ja kritiikkiä tapaustutkimuksen pohjalta. In Hänninen, S., Kangas, A. & Siisiäinen, M. (eds.). Mitä yhdistykset välittävät - Tutkimuskohteena kolmas sektori. Jyväskylä: Atena, 150-166.

- Matthies, A-L. & Uggerhøj, L. (eds.) 2014. Participation, Marginalization and Welfare Services: Concepts, Politics and Practices Across European Countries. UK: Ashgate.
- Matthies, A-L. 2014. How Participation, Marginalization and Welfare Services are Connected. In Matthies, A-L. & Uggerhøj, L. (eds.) Participation, Marginalization and Welfare Services: Concepts, Politics and Practices Across European Countries. <https://ebookcentral.proquest.com/lib/jyvaskyla-ebooks/reader.action?docID=1570491> [accessed: 25.5.2020]
- Matthies, A-L. 2017. Osallisuuden lupaus ja petos. https://www3.uef.fi/documents/364780/1847612/Matthies_Osallistumisen_lupaus_ja_petos.pdf/1b66bd1b-e017-4f75-af69-846345a35698 [accessed: 25.5.2020]
- Matthies, A-L. 2018. Matthies osallistava sosiaaliturva. <https://www.slideshare.net/THLfi/matthiesosallistavasosiaaliturva> [accessed: 13.2.2021]
- Metsämuuronen, J. 2015. Tutkimuksen tekemisen perusteet ihmistieteissä. Helsinki: International Methelp Ky.
- Mikkonen, J. 2014. Coping Strategies among Marginalized Youth in Finland. In Matthies, A-L. & Uggerhøj, L. (eds.) Participation, Marginalization and Welfare Services: Concepts, Politics and Practices Across European Countries. UK: Ashgate, 219-238.
- Mäntysaari, M., Pohjola, A. & Pösö, T. 2009. Johdanto. In Mäntysaari, M., Pohjola, A. & Pösö, T. (eds.) Sosiaalityö ja teoria. Jyväskylä: PS-kustannus, 7-14.
- Niemelä P. 2009. Ihmisen toiminnallisuus ja hyvinvointi sosiaalityön teoreettisen ymmärryksen perustana. In Mäntysaari, M., Pohjola, A. & Pösö, T. (eds.) Sosiaalityö ja teoria. Jyväskylä: PS-kustannus, 209-236.
- Närhi, K., Kokkonen, T. & Matthies, A-L. 2013. Nuorten aikuisten miesten osallisuuden ja toimijuuden reunaehtoja sosiaali- ja työvoimapalveluissa. In Laitinen, M. & Niskala, A. (eds.) Asiakkaat toimijoina sosiaalityössä. Vantaa: Vastapaino, 113-145.
- Närhi, K., Kokkonen, T. & Matthies, A-L. 2014. Asiakkaiden osallisuus ja työntekijöiden harkintavalta palvelujärjestelmässä. Janus vol. 22 (3), 227-244.
- Paloniemi, S. & Collin, K. 2015. Mitä ihmettä on kollektiivinen etnografia? Kokemuksia organisaatiotutkimuksesta. In Valli, R. & Aaltola, J. (eds.) Ikkunoita tutkimusmetodeihin 2. Näkökulmia aloittelevalle tutkijalle tutkimuksen teoreettisiin lähtökohtiin ja analyysimenetelmiin. Juva: PS-kustannus, 207-225.
- Paremmien Yhdessä Ry. 2020. Toimintakertomus 2020.
- Paremmien Yhdessä Ry. 2021a. Visio, missio ja arvot. <https://www.paremminyhdessa.org/arvot/> [accessed: 19.4.2021]
- Paremmien Yhdessä Ry. 2021b. PYR. <https://www.paremminyhdessa.org/en/me/> [accessed: 19.4.2021]
- Pulkkinen, T. 1989. Kansalaisyhteiskunta ja valtio. Kaksi perinnettä poliittisen julkisuuden muotoutuessa. In Alapuro, R., Liikanen, I., Smeds, K. & Stenius, H. (eds.) Kansa liikkeessä. Vaasa: Kirjayhtymä Oy, 54-69.

- Pyykkönen, M. 2020. Uusi kolmas sektori. <http://kans.jyu.fi/sanasto/sanatkansio/uusi-kolmas-sektori> [accessed: 26.5.2020]
- Pyykkönen, M. & Saukkonen, P. 2015. Vähemmistöt, monikulttuurisuus ja kulttuuripolitiikka. In Heiskanen, I., Kangas, A. & Mitchell, R. (eds.) Taiteen ja kulttuurin kentät. Perusrakenteet, hallinta ja lainsäädäntö. Tallinna: Tietosanoma, 375-402.
- Pyykkönen, M. & Martikainen, T. 2013. Muuttoliike ja kansalaisyhteiskunta. In Martikainen, T., Saukkonen, P. & Säävälä, M. (eds.) Muuttajat. Kansainvälinen muuttoliike ja suomalainen yhteiskunta. Tallinna: Gaudeamus, 281-300.
- Pyykkönen, M. 2007. Järjestäytyvät diasporat: etnisuus, kansalaisuus, integraatio ja hallinta maahanmuuttajien yhdistystoiminnassa. Jyväskylä: Jyväskylän yliopisto.
- Raivio, H. & Karjalainen, J. 2013. Osallisuus ei ole keino tai väline, palvelut ovat! Osallisuuden rakentuminen 2010-luvun tavoite- ja toimintaohjelmissa. In Era, T. (eds.) Osallisuus oikeutta vai pakkoa? Jyväskylä: Jyväskylän ammattikorkeakoulun julkaisuja 156, 12-19.
https://www.theseus.fi/bitstream/handle/10024/64153/JAMKJULKAISUJA1562013_web.pdf?sequence=1&isAllowed=y [accessed: 27.5.2020]
- Rauhala, P.-L., Jäppinen, M., Metteri, A. & Ranta-Tyrkkö, S. 2017. Kansainvälinen, ylirajainen, globaali sosiaalityö – juuria, katkoksia, uusia alkuja. In Jäppinen, M., Metteri, A., Ranta-Tyrkkö S. & Rauhala, P.L. (eds.) Kansainvälinen sosiaalityö. Käsitteitä, käytäntöjä ja kehityskulkuja. EU: Unipress, 9-37.
- Ruusuvirta, M. & Saukkonen, P. 2015. Taiteen ja kulttuurin kolmas sektori. In Heiskanen, I., Kangas, A. & Mitchell, R. (eds.) Taiteen ja kulttuurin kentät. Perusrakenteet, hallinta ja lainsäädäntö. Tietosanoma. Tallinna: AS Pakett, 354-372.
- Ruusuvuori, J. 2010. Litteroijan muistikirja. In Ruusuvuori, J., Nikander, P. & Hyvärinen, M (eds.) Haastattelun analyysi. Tampere: Vastapaino, 424-432.
- Saarela-Kinnunen, M. & Eskola, J. 2010. Tapaus ja Tutkimus = Tapaustutkimus? In Aaltola, J. & Valli, R. (eds.) Ikkunoita tutkimusmetodeihin I. Juva: PS-kustannus, 189-199.
- Saksela-Bergholm, S. 2009. Immigrant Associations in the Metropolitan Area of Finland. Forms of Mobilisation, Participation and Representation. Helsinki: University Press.
<https://helda.helsinki.fi/bitstream/handle/10138/23451/immigran.pdf?sequence=2&isAllowed=y> [accessed: 2.5.2020]
- Saukkonen, P. 2020. Suomi omaksi kodiksi. Kotouttamispolitiikka ja sen kehittämismahdollisuudet. Tallinna: Gaudeamus.
- Saukkonen, P. 2013. Kolmas sektori – vanha ja uusi. Kansalaisyhteiskunta 1 (2013), s. 6-31. <https://jyx.jyu.fi/bitstream/handle/123456789/51437/KY2013-1artsaukkonen.pdf?sequence=1&isAllowed=y> [accessed: 1.5.2020]
- Saukkonen, P. 2010. Kotouttaminen ja kulttuuripolitiikka. Tutkimus maahanmuutosta ja monikulttuurisuudesta suomalaisella taiteen ja kulttuurin kentällä. Cuporen julkaisuja 19. Helsinki: Yliopistopaino.

- Seim, S. 2014. Collective Action and Social Movement of Poor People: A Road to Participation and Power? In Matthies, A-L. & Uggerhøj, L. (eds.) Participation, Marginalization and Welfare Services: Concepts, Politics and Practices Across European Countries. UK: Ashgate, 167-182.
- Siirto, U. & Hammar, S. 2016. Kotouttava työ pakolaisina Suomeen muuttaneiden parissa. In Gothóni, Raili & Siirto, Ulla (eds.) Pakolaisuudesta kotiin. Helsinki University Press: Gaudeamus, 189- 210.
- Siisiäinen, M. 2002. Yhdistykset kolmannen sektorin toimijoina: tutkimus jyvaskyläläisistä yhdistyksistä. Helsinki: Sosiaali- ja terveysturvan keskusliitto.
- Siisiäinen, M. 2003. Vuoden 1998 yhdistykset. In Hänninen, S., Kangas, A. & Siisiäinen, M. (eds.) Mitä yhdistykset välittävät. Tutkimuskohteena kolmas sektori. Jyväskylä: Atena kustannus, 11-88.
- Siisiäinen, M. 2015. Osallisuus ja osallistuminen. Suuntaaja 3/2015. https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/162410/STM_2020_27_r.pdf?sequence=1&isAllowed=y [accessed: 2.5.2021]
- Siisiäinen, M. 2018. Simmelin formaalin sosiologian näkökulma osallisuuteen. In Kivistö, H-M., Kuokkanen, K., Weide, M. & Virtanen, J. (eds.) Poliitiikan tulkinta. Juhlakirja Marja Keräselle. Jyväskylä: SoPhi. S. 200-212 https://jyx.jyu.fi/bitstream/handle/123456789/58371/141_JYX_final.pdf?sequence=1&isAllowed=y [accessed: 2.5.2020]
- Siekinen, K. 2010. Syvähaastattelu. In Aaltola, J. & Valli, R. (eds.) Ikkunoita tutkimusmetodeihin I. Juva: PS-kustannus, 45-60.
- Stake, R.E. 1995. The Art Of Case Study Research. USA: Sage Publications, Inc.
- STEA 2021. Avustuskohteet Paremmiin yhdessä ry. <https://avustukset.stea.fi/organisation/466> [accessed: 3.4.2021]
- Stenvall, E. 2020. Osallisuutta ja osallistumista. Osa1 : Osallisuuden lähtökohdat kansallisessa lapsistrategiassa. Sosiaali- ja terveysministerion raportteja ja muistioita 2020:27. Helsinki: Sosiaali- ja terveysministeriö. https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/162410/STM_2020_27_r.pdf?sequence=1&isAllowed=y [accessed: 21.4.2021]
- Talvinen, P. & Nylund, M. 2008. Kotouttavan yhteisösosiaalityön yhteistoiminnallisuus. In Roivainen, I., Nylund, M., Korkiamäki, R. & Raitakari, S. (eds.) Yhteisöt ja sosiaalityö. Kansalaisen ja asiakkaan asialla? Jyväskylä: PS-kustannus, 111-126.
- Tuomi, J. & Sarajärvi, A. 2009. Laadullinen tutkimus ja sisällönanalyysi. Latvia: Tammi.
- Törrönen, M. 2016. Vastavuoroisuuden yhteisöllinen luonne. In Törrönen, M., Hänninen, K., Jouttimäki, P., Lehto-Lundén, T., Salovaara, P. & Veistilä, M. (eds.) Vastavuoroinen sosiaalityö. Gaudeamus Oy. Tallinna, 39-56.
- Virtanen, A. & Näsi, S. 2003. Aatteesta ja rahasta – näkökulmia yhdistysten toimintaan ja talouteen. S. 167-189. In Hänninen, S., Kangas, A. & Siisiäinen, M. (eds.) Mitä yhdistykset välittävät: tutkimuskohteena kolmas sektori. Jyväskylä: Atena.

Yanacopulos, H. 2015. *International NGO Engagement, Advocacy, Activism: The Faces and Spaces of Change*. Non-governmental Public Action Series. UK: Palgrave Macmillan.

APPENDICES

APPENDIX 1 IN-DEPTH INTERVIEWS OF SIBOMANA

Interviewing Sibomana 20.2.2020

Topics for the discussion

- the history of the association: the journey from the beginning until today?
- specialities which have made the journey possible?

Interviewing Sibomana 12.3.2020

Topics for the discussion

- why PYR has succeeded in things it finds important?
- which elements have supported PYR on succeeding these things?

Interviewing Sibomana 29.11.2020

Topics for the discussion

- involvement/participation of PYR in the third sector
- involvement/participation of PYR's the service users and volunteers
- the values of PYR
- the future and vision of PYR
- the vision of PYR
- the role of PYR as a service producer in the future

APPENDIX 2 THEMATIC INTERVIEWS 8.9.2020, 16.9.2020, 24.9.2020, 1.10.2020 X 2

THEMES

1. HISTORY AND DEVELOPMENT OF PYR
2. PYR'S INVOLVEMENT/PARTICIPATION ON THE FIELD OF WELFARE SERVICE PROVIDERS
3. PYR'S INVOLVEMENT/PARTICIPATION IN THIRD SECTOR
4. INVOLVEMENT/PARTICIPATION OF THE SERVICE USERS AND VOLUNTEERS OF PYR IN THE ASSOCIATION
5. PYR'S VALUES

APPENDIX 3 SEMI-STRUCTURED FOCUS GROUP INTERVIEW

8.12.2020

1. Kauanko olet asunut Suomessa/Jyväskylässä, mitä teet tällä hetkellä (opiskelija tms)? /
How long have you been living in Finland/Jyväskylä, what are you doing at the moment (for example studying)?
2. Miten olette päätyneet PYRin kävijöiksi?
How have you ended up as a service user to in PYR?
3. Missä toiminnoissa olet PYRillä käynyt ja miksi?
In which activities or services have you visited in PYR and why?
4. Oletko saanut apua johonkin asiaan?
Have you got help from there to something?
5. Olisiko vielä jotain mihin toivoisit saavasi PYRiltä apua?
Is there something more you would hope to get help from PYR?
6. Jos PYRiä ei olisi ollut etkä olisi saanut sieltä apua, miten sinulle olisi käynyt? (Miten on hyötynyt PYRistä?)
If PYR didn't exist and you didn't get the help from there, how would it have affected in you? (Own benefits from PYR?)
7. Jos tuntuu että PYR on auttanut sinua jossain, kuinka näet tuen saannin tärkeyden tulevaisuuden kannalta? Esim kuvitellen elämääsi kahden vuoden päästä? Ajatellen yhteiskunnassa/suomalaisessa yhteiskunnassa olemista
If you feel like PYR has helped you in something, how do you see the support in terms of your future? For example, when imagining your life in two years? And when thinking about being in a Finnish society
8. Voisitko kuvitella joskus tekeväsi samaa kuin PYRin vapaaehtoiset?
Could you imagine one day doing the same as the volunteers in PYR?
9. Kenelle suosittelisit PYRiä, minkälaisessa elämäntilanteessa olevalle?
Who would you recommend PYR, in what kind of life situation?
10. (apua saanut suomenkielen kanssa: onko muuta? en esittänyt)
The fact of getting help in learning Finnish: but what else? I didn't ask this question)