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Generativity is a Core Value of the ESJ:
A Decade of Growth

Erik Erikson (1902-1994) was one of the great psychologists of the 20th century[1]. He explored the nature of personal human identity. Originally named Erik Homberger after his adoptive father, Dr. Theodore Homberger, he re-imagined his identity and re-named himself Erik Erikson (literally Erik son of Erik). Ironically, he rejected his adoptive father's wish to become a physician, never obtained a college degree, pursued independent studies under Anna Freud, and then taught at Harvard Medical School after emigrating from Germany to the United States. Erickson visualized human psychosocial development as eight successive life-cycle challenges. Each challenge was framed as a struggle between two outcomes, one desirable and one undesirable. The first two early development challenges were 'trust' versus 'mistrust' followed by 'autonomy' versus 'shame.' Importantly, he held that we face the challenge of **generativity** versus **stagnation in middle life**. This challenge concerns the desire to give back to society and leave a mark on the world. It is about the transition from acquiring and accumulating to providing and mentoring.

Founded in 2010, the European Scientific Journal is just reaching young adulthood. Nonetheless, **generativity** is one of our core values. As a Journal, we reject stagnation and continue to evolve to meet the needs of our contributors, our reviewers, and the academic community. We seek to innovate to meet the challenges of open-access academic publishing. For us,

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[1] Hopkins, J. R. (1995). Erik Homburger Erikson (1902–1994). *American Psychologist*, 50(9), 796-797. doi:http://dx.doi.org/10.1037/0003-066X.50.9.796

generativity has a special meaning. We acknowledge an obligation to give back to the academic community, which has supported us over the past decade and made our initial growth possible. As part of our commitment to generativity, we are re-doubling our efforts in several key areas. First, we are committed to keeping our article processing fees as low as possible to make the ESJ affordable to scholars from all countries. Second, we remain committed to fair and agile peer review and are making further changes to shorten the time between submission and publication of worthy contributions. Third, we are looking actively at ways to eliminate the article processing charges for scholars coming from low GDP countries through a system of subsidies. Fourth, we are examining ways to create and strengthen partnerships with various academic institutions that will mutually benefit those institutions and the ESJ. Finally, through our commitment to publishing excellence, we reaffirm our membership in an open-access academic publishing community that actively contributes to the vitality of scholarship worldwide.

Sincerely,

Daniel B. Hier, MD

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Organized Crime in Kosovo: A Comprehensive Analysis of Narcotics and Human Trafficking (2019-2023)

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Abstract

Organized crime poses an imminent threat in our society, driven by the pursuit of rapid wealth and power. The path to amassing large profits in a short time leads to various criminal activities, such as drug trafficking, human trafficking, and counterfeit goods, reaching global levels. This research is about the Republic of Kosovo. The intent is to analyze organized crime from 2019 to 2023, taking a comprehensive interest in drugs and human trafficking. Post-war countries struggle with extensive criminal networks that cause internal turmoil. Fostering criminal cooperation and combating corruption while ensuring security and safety remain significant internal issues. Its favorable location along the Balkan route is a pathway to illicit activities driven by criminal groups, with Europe as a destination. Additionally, by using a mixed-method approach combining qualitative and quantitative research through document analysis, data analysis, and statistical examination, the research offers a holistic perspective on the changes over the years, emphasizing key enforcement challenges. It also uncovers how criminal networks take advantage of security challenges and legislative gaps to operate freely. The research concludes that stricter enforcement laws and intensified anti-corruption efforts are urgently required. Improving security policies and practices, focusing on greater collaboration with other Balkan countries, enhancing border control, and tightening oversight in northern Kosovo are also priorities. Implementing the proposed measures would enhance Kosovo's

fight against organized crime and serve as a combat model for other Balkan countries.

Keywords: Balkan route, drug trafficking, human trafficking, Kosovo

Introduction

Post-war countries are usually hosts of crime and illicit activities; Kosovo is no exception. Kosovo, a country in southeastern Europe, otherwise known as the Balkan peninsula, has served as a transit area for the trafficking and smuggling of people and goods by criminal groups from Asia to Western Europe (Krasniqi, 2016).

Kosovo's position along the famous Balkan route makes Kosovo a host of illicit activities. Therefore, leading to the following research question: How have drug and human trafficking evolved in the last four years, what challenges have been posed, and what actions have been taken against these illicit activities? The evidence through the years suggests that the transition process is always filled with challenges.

Kurtenbach and Rettberg (2020, p. 1) argue that a clean break from violence to stability, theft to production, and repression to democracy remains evasive. This perspective highlights the difficulties in post-conflict countries and the effort to take accountability for creating stability.

Similarly, seen from a criminal perspective, weak and failing states, as well as conflict regions, have traditionally been considered crime-facilitative environments (United Nations Office on Drugs and Crime, 2023).

According to Darby (2006), high crime rates make peacebuilding efforts and reconstruction of the country difficult. They also create other challenges, such as deterring investment and hindering infrastructure rebuilding.

Albanese and Reichel (2013) describe transnational organized crime as it characterizes the 21st century in the same way that the traditional street crimes characterized the 20th century. Illicit goods and infiltration of government and businesses have become the major problems of the modern age of globalization, technology, international travel and communications, multinational migration and business, and their downsides: smuggling, trafficking, laundering, and corruption.

Criminal networks usually target countries with weak legal frameworks and weak security enforcement, and they take into consideration the country's political state, meaning political tensions. Internally, Kosovo faces several challenges with organized crime, which is present in various forms according to UNODC's (2020) research on measuring organized crime in Western Balkans, including not only drug trafficking but also trafficking in

persons, migrant smuggling, firearms trafficking, money laundering, and corruption.

Among these illegal activities, narcotics trafficking remains the most profitable one, where the interest of criminal groups lies the most. To create a well-defined strategic plan against organized crime, it is more than necessary to understand the characteristics of organized crime.

Therefore, according to UNODC (2023), there are three general types of organized criminal groups: groups with organizational structure or hierarchical structure, groups based on ethnic connections, and groups relying on economic business relationships.

Further, Abadinsky (1994) defines organized crime with several features, such as hierarchical structure, limited membership, non-ideological nature, self-perpetuating nature, the willingness to use violent means and illegal acts, specialization of roles, and precise regulation. His definition highlights that group positions are assigned depending on kinship or friendship.

So, it is of higher interest to study these criminal organizations to understand their operation direction and features. Furthermore, different groups have different characteristics worldwide, but what characterizes the Kosovan groups is more interesting; other groups might see other criminal networks as rivals, but the Balkan groups are more than open to collaboration and believe that there is a place for everyone.

Meanwhile, according to Haziri (2017, p. 40), criminal organizations in Kosovo are characterized by ethnic homogeneity, reliance on friendship ties, and readiness to cooperate with other regional criminal groups to expand their enterprises. The highlight is that they act with less caution but greater violence, resorting to the use of firearms to overcome obstacles.

The research argues that the Balkan route directly impacts Kosovo, and only by studying these illicit activities can better strategies against organized crime be developed.

Therefore, understanding organized crime in Kosovo is of higher interest. Only by studying the last four years can we understand whether there has been advancement or suggestions to improve security and provide stability in Kosovo and the Balkans.

Methods

The research has various objectives, including examining organized crime over the last four years. By comparing the results, the aim is to provide a clear view of these illicit activities and their effect on internal stability and socio-economic situation.

Secondly, the purpose is to examine the crime rates in the last four years to comprehend the gaps and advancements in the protective system and

further suggest defensive strategies to enhance stability within Kosovo regarding drug and human trafficking.

Furthermore, by emphasizing a mixed-methods approach, it was possible to provide a better understanding of the current challenges by comparing and incorporating document analysis, data analysis, and statistical analysis.

The qualitative method was applied by systematically reviewing documents to provide information by measuring the evolution of organized crime. Additionally, a legal analysis was conducted by researching academic literature, different reports, media articles, and previous research in the field. The legal analysis aims to assess the effectiveness of the law and understand the potential gaps in the legal framework.

This analysis provided a better understanding of the legal context and evaluated the legal framework in the last four years. Further, statistical analysis was applied using quantitative methods, which provided a numerical analysis of crime statistics and empirical evidence on the prevalence of organized crime in Kosovo.

Combining qualitative and quantitative methods and data integration provided a holistic view of organized crime. Examining criminal cases is necessary to comprehend the advancements made within criminal networks.

Results

As mentioned above, post-war countries tend to show struggles in which criminal organizations benefit by finding it more accessible to operate with their illicit activities and using the gaps in the legal framework, political struggles, insufficient protective measures, and inadequate border control to their advantage.

By studying the crime rates from 2019 to the end of 2023, it is possible to understand what advancements the Republic of Kosovo made against organized crime and how it influenced the local economy. The high crime rate can hinder potential investments and create more possibilities for money laundering, leading to the economy collapsing.

Evaluating policy and decision-making can help governments and law enforcement agencies develop strategies, create policies, allocate more resources, and signal a need for reform or new strategies.

The police's annual report and the interviews with Kosovo police members increased the value of this research by offering valuable insights into the current situation in Kosovo.

Figure 1: Crime Rates of Organized Crime, including Serious Crimes, Economic and Corruption, Terrorism, Violent Extremism, and Radicalism (2019-2023)
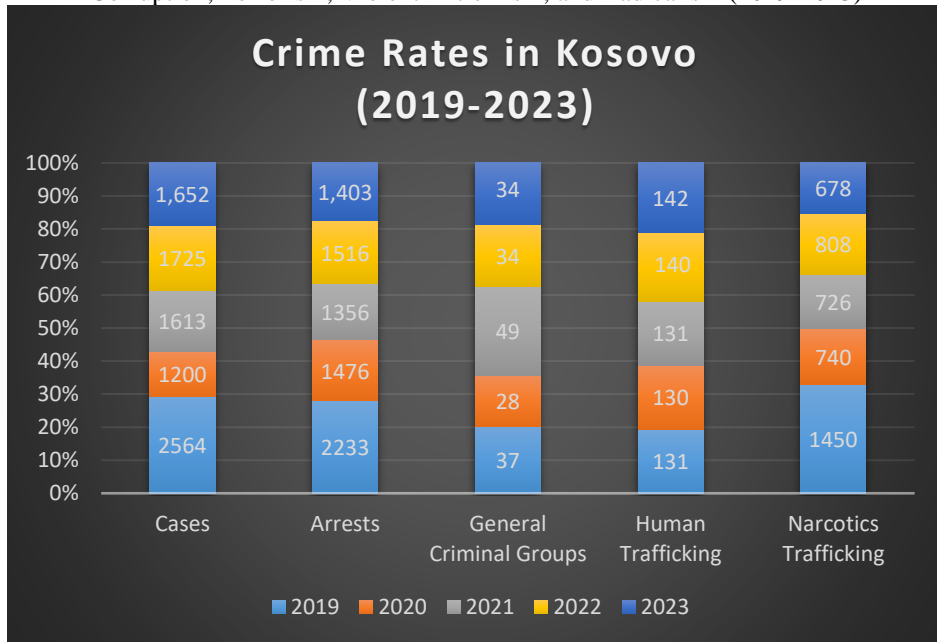
Source: Data retrieved from the Annuals of Police Work from 2019-2023
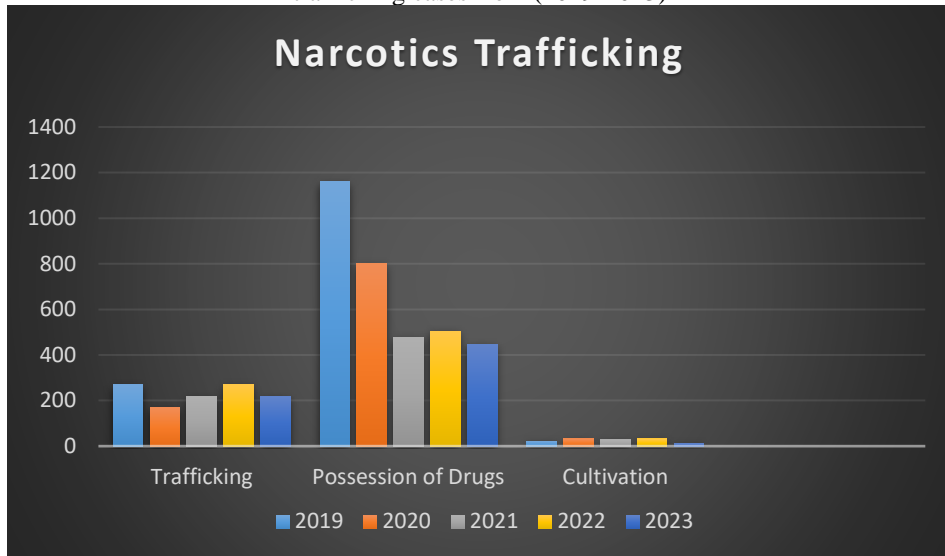(Kosovo Police, 2019-2023)

Figure 1 provides data from 2019-2023 of the crime rate in Kosovo. The data categories reflect the police efforts to combat organized crime, which include organized crime, serious crimes, economic crimes, corruption, terrorism, violent extremism, and radicalism.

Critical observations from the analysis of Figure 1 show that narcotics trafficking consistently occurred in the highest numbers over the years, while human trafficking ranks second. Other forms of trafficking, such as arms and illegal goods, follow closely behind. There is a clear dominance of narcotics-related cases.

The broader crime landscape is significant to understanding the reason behind the interest in narcotics and why narcotics are ranked first.

The high number of narcotic cases ranked first indicates that narcotics are the primary focus of organized crime groups, which correlates with Kosovo's position as a key transit hub in the Western Balkans.

Figure 2: Crime threat assessment-organized and serious crimes-showing narcotics trafficking cases from (2019-2023)

Source: Figure 2: Data compiled from the Crime Threat Assessment—organized and serious crimes—showing narcotics trafficking cases from 2019-2021. Meanwhile, the 2022-2023 data compiled from the Annuals of Police Work in Kosovo (Kosovo Police, 2019–2023)

Figure 2 illustrates the narcotics trafficking cases from 2019 to 2023 by highlighting the influence of organized transnational crime in the region and also the integration into international trafficking networks. The rise in cultivation cases, particularly in 2020, directly indicates the growing focus on local production.

There were approximately 802 narcotic possession cases and 170 human trafficking cases, suggesting that during the COVID-19 pandemic, criminal groups capitalized more on the global disruption, particularly by enhancing their cultivation operations and operating less in human trafficking.

Also, by examining the year 2020, which indicates the timeline of the COVID-19 pandemic, the number of cases made it more apparent that human trafficking was more challenging. The focus was more on narcotics trafficking and less on human trafficking, which also clarifies that due to movement regulations, human trafficking encountered more difficulties.

Table 1: Narcotics confiscation (2019-2023)

	2019	2020	2021	2022	2023
Heroin	7.7 kg	8.9 kg	3.6 kg	246.6 kg	2.8 kg
Cocaine	1.58 kg	2.66 kg	414.95 kg	4.16 kg	5.5 kg
Marijuana	824.2 kg	256.7 kg	499.5 kg	662,69 kg	601.1 kg
Cannabis	25 kg	0.749 kg	0.026 kg	24.51 kg	21.98 kg

Source: Table 1: The data compiled the cases of confiscation of narcotics: source crime threat assessment—organized and serious crimes (2019-2021) and (2022-2023) data from the Annuals of Police Work in Kosovo (Kosovo Police, 2019-2023)

Table 1 provides clarification of police efforts starting with 2022, where 246.6 kg were confiscated, suggesting that the interest in 2022 was more in heroin than other drugs. The confiscation from the police of Kosovo shows that either a new, inexperienced, organized group or more enhanced police investigation methods were applied. There is also the possibility of using a new route to the border. The drastic change in 2023 suggests improvement by the traffickers to better detect the Kosovo authorities or a change of drug focus, depending on the market demand.

As for cocaine in 2021, it shows an influx of 414,95 kg, indicating that there could have been a shift in trafficking routes or successful police efforts. As for marijuana, there was a stable flow.

The changes suggest better detection of criminal groups or more accessible ways to create corruption opportunities. It might also suggest the concentration of other drugs that could create more profit.

Therefore, it is necessary to know more about drug prices in Kosovo to gain a clearer understanding of the profits from these illicit activities and comprehend the shift in interest in specific drugs. Unlike other drugs, cannabis is produced in the Western Balkans (Kemp, W., Amerhauser, K., & Scaturro, R. 2021).

The research concentrated on drug prices in Kosovo to understand why drugs rank first in Kosovo. Therefore, the research compared two sources of drug prices, provided by GI-TOC and GI TOC SEE's Observatory, which showed the current drug price situation.

By examining these different datasets, it is possible to identify the trends, demand, and regional variations in drug pricing, which clarify the dynamics of market demand in Kosovo.

Table 2 shows drug prices based on data from analyzing people, drugs, and money flow in the Western Balkans (2021). (t.2)

Marijuana	Retail Market	1 gr = 5-7€
	Wholesale market	1 kg = 900- 1300€
	Grown indoors: 1 kg = 2.300- 2.600 €	
Cocaine	Retail Market	1 gr = 35-50 €
	Wholesale market	1 kg = 40.000-50.000 €
Crack cocaine	(to smoke)	0.2 gr = 20-25 €

Source: Table 2: Data compiled on drug prices 2021 from the Global Initiative against Transnational Crime-Analysis of people, drugs, and money flow in the Western Balkans

Furthermore, indica (Cannabis indica) and sativa (Cannabis sativa) are the two main types of marijuana plants from which other cannabis hybrids can be made. Different strains of cannabis are used for various ailments or effects. When comparing indica and sativa, the first factor people often consider is how they "make you feel." Although this can vary, the THC (delta-9-tetrahydrocannabinol) and CBD (cannabidiol) content determine their effect on the brain and moods (Saleh, 2024).

Table 3: Drug prices in Kosovo 2021/2022 (t.3).

Substance	Quantity	Price/€	Information by	Region/Hotspots	Year
Cannabis	1 kg	€400 – €600		North Kosovo	2021
Cannabis	1 g	5 €		North Kosovo	2021
Cannabis	1 kg	€800 – €1000		North Kosovo	2021
Cannabis	1 g	€2.80 – €3	Journalist	Prizren	2021
Cannabis	1 g	€5 – €10	Police		2021
Cannabis	1 kg	€600 – €700	Police	Podujevo	2021
Cannabis	1 kg	€1 600 – €1 700	Albanian Police		2021
Cannabis	1kg	€2 500 – €3 000	Police		2021
Skunk (Cannabis)	1kg	€800 – €1000		North Kosovo	2021
Cocaine	1g	€60 – €70		North Kosovo	2021
Cocaine	1 kg	€45.000 – €50.00		North Kosovo	2021
Cocaine	1 g	€80 – €100	Journalist	Prizren	2021
Cocaine	1 kg	€50 000 – €70 000	Police		2021
Cocaine	0.6 g	€50 – €70	Police		2021
Ecstasy	One pill	€1.7 – €2.5		North Kosovo	2021
Ecstasy	One pill	€5 – €10	Police		2021
Heroin	0.25 g	€5			2021
Heroin	1 kg	€12 000 – €13 000		North Kosovo	2021
Heroin	1 kg	€5 000		North Kosovo	2021
Heroin	0.6 g	€20 – €30	Police		2021
Heroin	1 kg	€20 000 – €25 000	Police		2021
Heroin	1 kg	€18 000 – €21 000	Albanian Police		2021

Source: Table 3: Data compiled on drug prices 2021/2022 by GI TOC SEE's Observatory (2021)

So, by analyzing both sources on drug prices from 2021, the marijuana prices are 1 gr- 5 € on the retail market from the first source from (t.2), while on the second (t.3), it is North Kosovo. The difference in the price of marijuana

lies in the region of sale, thus showing that in North Kosovo, the price is 5 €; meanwhile, in the city of Prizren, the price is 2.80–3.00 €. Marijuana in the wholesale market for 1 kg costs 900–1300 €. By 'wholesale market,' it means buying the drugs in large quantities.

By analyzing the data from GI TOC SEE, the price for 1 kg of marijuana can go around 400-600 € or 800-1000 € in North Kosovo, 600-700 € in Podujevo, 1.600-1.700 € - 2.500-3.000 € by the information of Albanian Police, while from the first analysis from the report from the global initiative against transnational organized crime, it is stated the price for grown indoors cannabis is 2.300-2.600 €. The higher price of cannabis indicates the indoor-grown cannabis. In contrast, the lower prices indicate the outdoor-grown cannabis, demonstrating just how competitive and influenced cannabis is when it is imported in Kosovo vs. local cultivation. According to the European Monitoring Centre for Drugs and Drug Addiction (2022), Kosovo continues to be both a transit and a storage country for drugs, particularly herbal cannabis and heroin.

Globally, the growth in indoor cannabis cultivation has surpassed that of out-door cultivation, and thus, there is an increasing demand for cannabis cultivated indoors in Kosovo, Europe, and elsewhere (UNODC, 2022). The demand for potent strains, such as Skunk cannabis, priced at 800-1000€ per kg, indicates a shift toward more robust products.

Figure 3. A cannabis laboratory located near the Izvor border crossing point in Kosovo (demonstrating indoor cultivation)

Source: (Kosovo, Police, 2023)

The prices of retail cocaine varied depending on the territory where it was sold per gram; prices ranged from 35–50 € per gram (within the territory of Kosovo, controlled thoroughly by Kosovo police), while in North Kosovo, prices ranged from 60–70 € per gram, indicating a premium for this market.

The high prices of wholesale cocaine highlight the high value and also their interest in dealing with more profiting drugs. The range of wholesale cocaine ranges from 40.000 -5-.000 € per kilogram.

The cocaine consumption market is relatively homogenous, and the existence of smaller niche markets in capital cities seems to be a typical pattern in the region. In capitals, cocaine is available (and often more common) in portions usually smaller than the conventional gram (Kemp, W., Amerhauser, K., & Scaturro, R. 2021).

The interest to pay more for different drugs lies in the quality or purity of the drugs. As for criminal organizations, they are cooperating with global drug trends, indicating that these are well-informed criminal networks. In conclusion, tables 2 and 3 show the narcotics market and the price varieties, mainly Kosovo in general and in different ranges in the northern part.

Additionally, the shift toward indoor cultivation shows the ability of criminal groups to adapt quickly to new trends and their capacity to respond fast to market demands, highlighting thus their flexibility and their intelligence to act according to the market. In 2022, police found 10 laboratories and arrested 28 people (Global Initiative Against Transnational Organized Crime,2023).

As a result, it demonstrates that it is being dealt with well-informed organizations that follow global developments and possess significant capabilities to organize, develop, and execute large illicit operations. Their fast ability to shift into indoor cultivation and incorporate the new substances in market demand showcases just how sophisticated and professionalized these groups are in conducting illegal operations.

The ability to adjust to new methods and substances does not come without practice and knowledge. According to Agence France-Presse (1998), Kosovo Albanians were running well in the drug business, indicating that drug operations have not started recently. Kosovo Albanians were known as 'drug lords' even before the war around the world.

The high prices of drugs create profit opportunities for criminal networks, which leads not only to trafficking but also to other crimes such as corruption and money laundering, at the same time focusing on corruption, which is what these illicit groups use as a mechanism to operate freely within Kosovo and cross the borders easily. Therefore, it does not only shape the internal situation but also the local economy. This way, it harms the broader socio-economic conditions. The internal situation is not only harmed by drug trafficking but also by corruption and money- laundering, where regarding GI-

TOC (2021), there was a lack of institutional willingness to follow up on corruption and money-laundering cases.

On the other perspective, drug prices also depend on the purity of the drugs, which means that there are drugs that often get mixed with other substances. The traffickers in Kosovo concentrate more on delivery, meaning that they either produce or import-export the drugs. Supporting Chen's (2024) definition of wholesaling, where wholesalers do not manufacture the goods they sell but instead buy them from the source and concentrate on the business of sales and delivery to retailers. According to EMCDDA (2022), despite seized heroin quantities doubling from 2011 to 2021, retail prices dropped while purity increased, indicating a stable heroin supply in European countries.

The lack of drug reports from 2019–2021 in Kosovo limits the knowledge of exact prices for these years. According to the European Union Drugs Agency (EMCDDA, 2022), the prices of heroin in Europe did not change much. What changed was a slight decrease in purity since 2019, likely due to supply disruptions arising from the COVID-19 pandemic and related restrictions. Drug traffickers have adapted to travel restrictions and border closures (EMCDDA, 2021). However, price and purity varied widely both within and between countries. The Western Balkans showed involvement from 2019 to the end of 2023 and are continuing operations in 2024. As described by Global Initiative (GI-TOC, 2022), the Western Balkans remain a central transit region.

The six countries of the Western Balkans remain a central transit region for the trafficking of cannabis, heroin, cocaine, and synthetic drugs. Recent seizures show how drugs are brought to the area, stored (usually near logistics centers), cut, repackaged, and distributed to markets further afield (GI-TOC, 2024).

Therefore, the 'Balkan route" continues to function as a pivotal transit zone for various drugs and, lastly, as a source of synthetic drugs, human trafficking, and other illicit activities. Following the recent reports from 2024, it is clear that the Balkan route exists and functions effectively with illicit operations led by sophisticated criminal groups. Moreover, coinciding with the recent report of EUDA and Europol, where criminal networks originating from or linked to the Western Balkan region appear to maintain their role in the supply and distribution of heroin in the EU. While some may be involved in the wholesale trafficking of heroin in the EU, most appear to be active in trafficking and distribution across EU Member States or in providing logistical services such as storage and transportation. These criminal networks were linked to other drug trafficking activities and large-scale trafficking of firearms to the EU (European Union Drugs Agency & Europol, 2023).

In Kosovo, human trafficking ranks second in the crime rate analysis. Therefore, it raises concerns about security and safety within Kosovo and cross-border trafficking. The data analyzed provides an understanding of human trafficking cases from 2019 to 2023. At the end of 2023, through a report from Kosovo police, it was stated that efforts to combat human trafficking, which ranks second among illegal activities, resulted in the registration of 142 cases, 199 arrests, and the filing of 81 criminal charges against 128 suspected persons. Additionally, 46 charge sheets were filed for offenses against 96 persons, 33 trafficking victims were identified, and 58 victims were assisted (Kosovo Police, 2023).

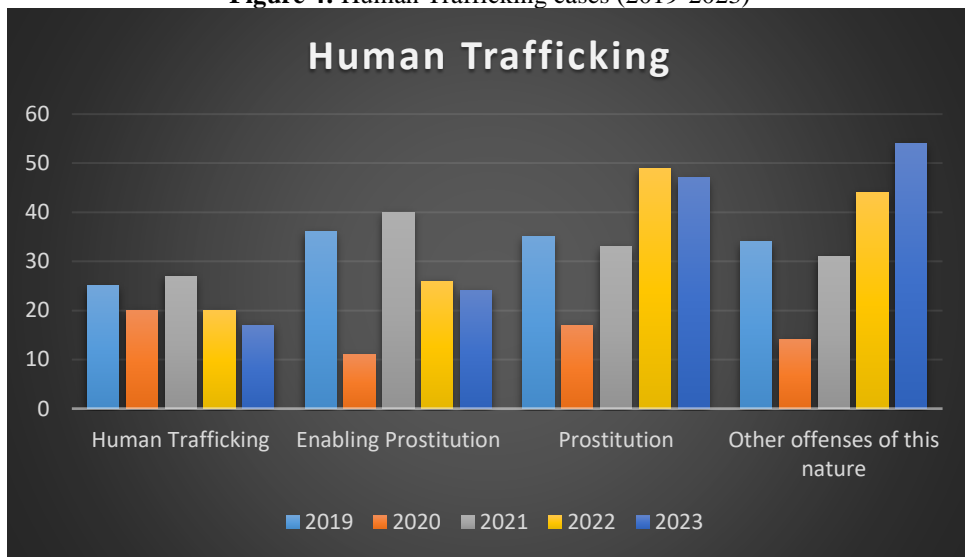**Figure 4:** Human Trafficking cases (2019-2023)

Figure 4: Crime threat assessment-Organized and Serious crimes show human trafficking cases from 2019-2021. Meanwhile, the 2022-2023 data is from the Annuals of Police Work in Kosovo (Kosovo Police, 2019–2023)

By analyzing the data, the growing trend of human trafficking cases highlights the challenge of combating organized crime while considering the status of the victims.

The data analysis between 2022 and 2023 shows a significant increase in prostitution cases. Although there was a slight decrease in 2023, it remains a concerning issue that supports the continued activity of criminal operations. In 2021, enabling prostitution saw the highest increase. The interesting change was in 2020, when COVID-19 restrictions made it more difficult for these illicit groups to operate freely.

Other offenses of this nature uphold the current rates of human trafficking, with the most significant numbers in 2023, indicating a shift of interest and upholding the line of illicit activities, followed closely by

prostitution. The data suggests that in 2022-2023, there was a marked rise in interest in both prostitution and other related offenses.

Table 4: The crime rate cases communicated directly by the Police of the Republic of Kosovo, in coherence with Article 277 of CODE NO—06/L-074 (personal communication, September 19, 2024)

	Number of Cases
2019	3
2020	5
2021	7
2022	5
2023	7

The table provides the number of cases required by Article 277 of the Criminal Law of the Republic of Kosovo. The authorities of the Republic of Kosovo personally communicated the data displayed in the table. They confirmed that they work by the provisions of Article 277 of the Criminal Law, as outlined in Code No. 06/L-074.

According to Code No. 06/L-074 of the Criminal Law of the Republic of Kosovo, Article 277 defines participating in or organizing an organized criminal group as follows:

1. Anyone who willfully and with knowledge of the purpose and general activity of the organized criminal group or the intention of the group to commit one or more criminal acts which are punishable by a maximum penalty of at least four (4) years or more actively participating in the criminal activities of the group, knowing that such participation will contribute to the realization of the criminal activities of the group, shall be punished by a fine of up to two hundred fifty-thousand (250,000) Euros and imprisonment of at least seven (7) years.

2. Anyone who organizes, establishes, supervises, manages, or directs the activities of the group of organized crime is punishable by a fine of up to five hundred thousand (500,000) euros and imprisonment of at least ten (10) years.

3. When the activities of the organized criminal group provided for in paragraphs 1. or 2. of this article result in death, the perpetrator is punished with a fine of up to five hundred thousand (500,000) Euros and imprisonment of at least ten (10) years or life imprisonment.

4. The court can mitigate the sentence of the member of the organized criminal group who, before the group criminal organized to have committed the criminal offense, reports to the police or prosecutor the existence and formation and provides information about the organized criminal group in sufficient detail for it enables the arrest or prosecution of such a group.

5. For this article, "actively participates" includes, but is not limited to, the provision of information or material means, recruitment of new members, and all forms of financing of group activities (CODE NO. 06/L-074, 2019).

Based on the data provided by personal communication with the Kosovo police, the number of cases is in accordance with Article 277 of the Criminal Law, suggesting that detecting human trafficking operations is somewhat more challenging.

This raises the possibility that criminal groups are exercising greater caution and operating more discreetly to avoid law enforcement authorities.

These criminal groups prefer cash transactions over banking channels, eliminating the possibility of leaving traces and aligning with Friedrich Schneider's assertion that most illegal transactions are in cash due to the reduced risk of detection (Schneider,2020; European Union Drugs Agency & Europol, 2023). Operating with cash as a transaction method provides a safe net of untraceable funds. Rather than being seen as a vulnerability, using cash rather than the Internet for financial operations is viewed as advantageous.

Meanwhile, according to the EU World Bank Report (2020), money laundering also has a strong connection. Balkan criminal networks are notably involved in these illicit activities, where transnational organized crime groups in the Western Balkans cause significant financial harm in their countries of origin.

Furthermore, institutions that are still in the state-building process have difficulties providing adequate rule of law implementation as well as combating organized crime, which are vital structural constraints to job creation and economic transformation in the region's six countries: Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia, and Kosovo (European Parliament, 2021).

This aligns with the conclusions drawn by Omelicheva, M. Y., & Markowitz, L. (2021), who argue that criminal and terrorist groups thrive in environments where governance is weak, corruption is high, and the rule of law is unreliable.

The NNICC report (1996) also highlights the economic dimensions, indicating that the profits from drug trafficking fund other forms of criminal activity, such as money laundering.

In agreement with the report on global illicit findings (2023), Europe shows the most significant continental increase in criminality, while resilience has grown only marginally. This also implicates the Balkan countries, noting that continents that have previously shown high levels of resilience are now assessed as vulnerable to organized crime, with Europe being a prime example. Although the inclusion of new indicators has certainly affected

criminality scores, the original ten markets have increased on their own, worsening the criminality environment on the continent.

However, while criminality is pervasive and affects the entire continent, albeit to varying degrees, there is a clear division in levels of resilience. There is a clear East-West divide, with Eastern European countries still struggling to shake off their authoritarian legacies, which have defined organized crime dynamics and resilience frameworks, or the lack thereof, for the past three decades (GI-TOC, 2023).

The grave situation of the Western Balkans between 2021 and 2023 clearly shows that money laundering exists due to organized crime, which directly hinders the economies of these countries. As a result, transnational organized groups in the Western Balkans cause significant financial harm, not only in the Balkans, but also to the European Union, its member states, and its allies and partners. (Stanicek, 2021).

Furthermore, according to Collier, Hoeffler, and Söderbom (2008), post-conflict societies face two distinctive challenges: economic recovery and reduction of the risk of recurring conflict.

Therefore, the advancement of criminal networks toward online banking and other methods in the Internet sphere would make it even harder for Kosovo to track money movement within the country, providing more opportunities for money laundering and harming the country's economy.

According to Yami no Tentei (2023), Money laundering is a complex and clandestine process that involves disguising the origins of illegally obtained funds to make them appear legitimate. Therefore, it includes a broader challenge, since it is not only targeting drugs and human trafficking, rather it is a chain collaboration linking organized networks.

The strategy to combat transnational organized crime supports the arguments by the National Security Council (2023), where the strategy of addressing this evolving nature includes cybersecurity, with efforts focusing on national infrastructure and prosecuting criminals linked to these illicit activities.

Additionally, it is crucial to adapt law enforcement strategies to counter evolving money laundering tactics, just as in the West, where tactics are usually organized based on the towns in Kosovo from which the criminal members originate.

According to the European Commission's (2023) report, Kosovo remains in the early stages of its fight against organized crime, with limited progress in investigating and prosecuting cases. Even though Kosovo has adopted a new police organizational structure and improved its intelligence and analytical capacities, these developments have yet to translate into practical action.

Despite ongoing law enforcement operations, the powerful tools outlined in the Criminal Code and the law on extended confiscation powers have not produced the desired results. Additionally, combating organized crime in the northern region of Kosovo continues to pose significant challenges.

This indicates the ongoing struggle with investigating and prosecuting cases. Additionally, it highlights that the legal framework for extended confiscation powers has yet to be fully established and applied.

Even in Jane's intelligence review (1995), it was argued that criminal organizations were gaining power not only economically but also socially and politically. Through bribery and intimidation, they had significant influence over political and judicial systems.

The situation in the northern region remains challenging, further complicating the country's political landscape. In particular, the challenges concern the rule of law and controlling the area. Where organized networks exert much influence in the absence of the state. In the last months, a politician who had spoken out against the mafia was assassinated.

According to Podvorica (2015), due to the prevailing nationalist ideas regarding border demarcation and the complicated political situation between Kosovo and Serbia, it was very difficult to transform the border crossing system according to the rules set forth by the IBM process. Therefore, these components did not guarantee progress in the implementation of IBM along the border between Kosovo and Serbia, where, as a consequence, the free movement of people and goods was put into danger due to inefficiency in preventing and combating cross-border crime, which manifested itself in the form of organized crime by certain groups of interest.

Efforts to restrain criminality should address the structural weaknesses in governance, financial regulation, and law enforcement to provide a progressive and strategic system for combating organized crime. Structural weaknesses in governance, financial regulation, and law enforcement create instability.

Discussion

Analyzing crime rates in Kosovo from 2019 to 2023, it is evident that narcotics trafficking remains a predominant issue. Significant increases in cultivation and trafficking cases are still present in 2024. This trend aligns with the findings of the European Commission (2023), which highlights Kosovo's ongoing struggle against organized crime despite persistent governance challenges.

The high crime rates of narcotics possession and trafficking justify the need for stronger legal enforcement and more effective use of the legal framework provided by the Criminal Code. Moreover, the growing reliance

on cash transactions complicates detection efforts, as Schneider (2010) emphasized.

As Kosovo continues to navigate these challenges, a multidimensional approach that includes regional cooperation will be essential in combating organized crime. Further, an analysis of the human trafficking situation in Kosovo and its growing trend reveals a concerning issue. Vulnerable populations, particularly those facing socio-economic hardships, are at heightened risk of exploitation. In this case, Kosovo, just as mentioned above, is still in the state-building process and faces socio-economic difficulties.

Therefore, the existing legal framework presents challenges, with law enforcement agencies often lacking the necessary resources and training to combat trafficking effectively. Moreover, the complex nature of trafficking routes highlights the problem's transnational nature, necessitating a collaborative approach across borders; targeted policy measures must address the underlying vulnerabilities and enhance victim support services.

Furthermore, analyzing the crime rates in Kosovo reinforces the assertion that the situation has changed slightly over the past four years, echoing the findings of the European Commission's (2023) report. This stagnation highlights the urgent need for effective interventions and comprehensive strategies to address the region's entrenched challenges with organized crime.

The research findings have significant implications for Kosovo's policymakers, law enforcement agencies, and community safety initiatives. As organized crime continues to thrive amidst persistent governance challenges, policymakers must prioritize the development and enforcement of robust legal frameworks that address both narcotics and human trafficking.

Enhanced training and resources for law enforcement are essential in combating these illegal activities, while community engagement strategies must be applied to support vulnerable populations and prevent exploitation. Ultimately, a comprehensive and collaborative approach is vital to fostering a safer environment and promoting long-term stability in Kosovo.

Addressing the multifaceted challenges of organized crime in Kosovo, particularly narcotics and human trafficking, is essential not only for the safety and stability of the region but also for the socio-economic development and future resilience of its communities. Kosovo can pave the way toward a more secure and just society by prioritizing effective law enforcement, regional cooperation, and comprehensive support for vulnerable populations.

Limitations in resources made it difficult to provide the exact drug prices for 2019-2021; instead, general data from different reports supported the results. Additionally, the absence of an annual police work report from 2020 posed a significant challenge. While it was possible to gather information

directly by contacting police authorities in Kosovo, the lack of a yearly report expedited the research.

Conclusion

In conclusion, this research has thoroughly examined the evolution of narcotics and human trafficking patterns in Kosovo over the past four years, highlighting significant shifts. The data reveals a concerning increase in narcotics trafficking, particularly in local cultivation and production methods, demonstrating organized crime's adaptability and resilience in the face of law enforcement efforts. The data also indicates that the year with the most significant decrease in human trafficking, based on the data, was 2020 due to the COVID-19 pandemic.

The findings indicate that while there have been advancements in the legal framework and police capabilities, these measures have not kept pace with the sophistication of criminal networks. The data clearly shows a high narcotics possession rate, and this is supported by the further development of indoor labs and the transnational nature of trafficking routes. This confirms the ongoing challenges in combating organized crime and supports the claim that the Balkan routes are still more active than ever.

By addressing the research question regarding the changes in the last four years, this study contributes to a deeper understanding of the dynamics of narcotics and human trafficking in Kosovo, emphasizing the necessity for targeted policy interventions and community engagement to counter these criminal groups.

Kosovo, despite its independence in 2008, remains in the early stages of combating organized crime, even now in 2024. Some advances have been made, but there is still room for improvement. New policies and better control mechanisms must be implemented in northern Kosovo. Difficulties in controlling northern Kosovo make it easier for criminal networks to operate using alternative routes to cross the border. One urgent obstacle to change is addressing the underlying economic challenges.

The difficulty of controlling northern Kosovo makes it easier for criminal groups to operate freely, using alternative routes to cross the border. There is an urgent need for enhanced cooperation strategies. Ensuring the stability and security of Kosovo citizens has to be a priority. The active 'Balkan route' highlights the necessity to strengthen cross-border security measures.

Furthermore, Kosovo provides an ideal country for money laundering since corruption is not an issue for criminal networks, and neither is money laundering. This is further confirmed in cross-border control, which indicates the regular movement of traffickers.

While criminal networks in Kosovo have managed to outsmart the police efforts to combat organized crime by shifting from out-door to indoor laboratories, this showcases their ability to innovate according to their best interests. There is still significant effort from the authorities of Kosovo in the fight against these illicit operations, but criminal network cooperation is surpassing the cooperation of cross-border authorities.

In conclusion, Kosovo should focus on further developing strategies against organized crime. The focus must be on enhancing better collaboration with neighboring countries since cross-border control remains a significant issue. Mainly, the approach is to emphasize justice and security. Addressing the questions raised in this research requires effective responses to change the current situation.

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Language Play in Postmodern Literature: A Study of Lydia Davis' Stories

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Abstract

The paper explores the role of language play in postmodern literature through a close examination of Lydia Davis' stories. Known for her minimalist style, Davis employs innovative narrative techniques and distinctive word choices to disrupt conventional storytelling and invite readers into a complex interaction with language. The analysis highlights how Davis' manipulation of narrative structure and stylistic devices – such as fragmentation, repetition, irony, etc. – transforms language from a simple medium of expression into a subject of inquiry. This study examines the function of language play in her stories, emphasizing how Davis' techniques reflect broader postmodern themes of ambiguity, subjectivity, and the fluid nature of meaning.

Keywords: Lydia Davis, postmodern literature, language play, minimalism, narrative structure

Introduction

Language play is a distinctive feature of postmodern literature, serving not only as a stylistic choice but also as a means of challenging conventional modes of representation and meaning-making. According to I. Hassan, language play is central to postmodern literature, not only as a means of

creative expression but as a method of challenging conventional narratives (Hassan, 1987). By pushing the boundaries of language and narrative structure, postmodern writers question established literary forms and explore the complexities of communication, subjectivity, and reality. This paper examines the role of language play in postmodern literature through the lens of Lydia Davis' stories, where language itself becomes a site of experimentation, ambiguity, and wit. Her writings demonstrate how postmodern literature blurs the lines between genres, disrupts narrative expectations, and transforms language from a medium into a subject of inquiry. Barth rightly states, "By 'exhaustion,' I don't mean anything as tired as the subject of physical, moral, or intellectual decadence, but rather the used-upness of certain forms or the exhaustion of certain possibilities — by no means necessarily a cause for despair." (Barth, 1967:29).

Lydia Davis is an exemplary figure in this field, known for her minimalist prose, innovative narrative techniques, and insightful exploration of language's potential and limitations. Her stories, often brief but rich in depth, subvert traditional narrative forms and invite readers to engage actively with language's elusive nature.

By focusing on a single author, this paper delves deeply into the specific stylistic elements, themes, and techniques used by the author. This allows for a more thorough analysis and a richer understanding of how postmodern elements manifest in their work. The paper also explores Davis' unique approach to language play and examines how her distinctive style embodies the broader characteristics of postmodern literary experimentation.

Why focus on Lydia Davis?

The choice to focus on Lydia Davis as the sole author for this study is both deliberate and strategic. While many postmodern authors incorporate language play into their works, Davis' stories are particularly suited for analysis due to their concentrated emphasis on language and the act of writing itself. Unlike other postmodern literature that may employ language play as one technique among many, Davis' work consistently places language at the forefront, making it not just a medium for conveying meaning, but the primary subject of inquiry. Her minimalist prose and innovative narrative techniques exemplify the distinct ways in which language can be used to disrupt conventional storytelling, offering a more intense engagement with the act of reading itself.

Davis stands out as a significant figure in postmodern literature because her concise and profound storytelling strips narratives down to their most essential elements. This minimalist approach allows for a focused examination of language's nuances and limitations, revealing aspects that longer and more elaborate texts might obscure. Through an in-depth analysis of her work, the

presented paper seeks to provide insights into the role of language play in postmodern literature, particularly how Davis' style engages with the movement's literary and philosophical concerns. Her narratives highlight the instability of meaning and challenge readers to actively participate in the construction of interpretation, thus illuminating broader postmodern themes.

Moreover, Davis' concise form draws attention to the nuances of language in ways that longer texts might not achieve, facilitating a closer examination of the linguistic and philosophical questions she poses. Her stories' reduction to essential elements makes them powerful tools for exploring language play, as they force readers to confront language's potential and its inherent limitations. By delving into her work, this paper offers a nuanced understanding of how language play operates within postmodern literature, demonstrating how Davis' approach exemplifies and enriches the movement's literary and theoretical preoccupations.

The following sections will analyze selected stories by Lydia Davis to illustrate these ideas in greater depth. Through close readings of key texts, the paper will explore how her use of language play – through techniques such as fragmentation, repetition, irony, and other stylistic devices – challenges conventional narrative forms and reader expectations. This analysis aims to contribute to a broader understanding of postmodern literary practices and the unique role language plays within them. According to Hutcheon, the postmodern form thrives on irony and fragmentation, revealing the fractured nature of contemporary experience (Hutcheon, 1988).

Methods

This paper employs a close reading approach to analyze the language play in Lydia Davis' stories, focusing on textual features such as word choice, narrative structure, and stylistic devices. Close reading allows for an in-depth examination of how Davis manipulates language to create meaning, disrupt expectations, or evoke ambiguity. The analysis not only addresses the content of her stories but also emphasizes formal qualities such as brevity, fragmentation, and narrative style, which are central to understanding Davis' unique minimalist approach.

In addition to close reading, the study incorporates a contextual analysis that places Davis' work within the broader landscape of postmodern literature. Drawing on relevant theoretical frameworks, this approach explores how her stylistic choices align with or challenge postmodern literary traditions. By combining these methods, the paper aims to provide a comprehensive understanding of how Davis' language play exemplifies postmodern techniques and engages with larger questions about communication, identity, and the nature of literary meaning.

The selection of stories analyzed in this paper was guided by their exemplary representation of key aspects of language play, such as fragmentation, irony, and ambiguity. For instance, stories like "The Mice" and "Lost Things" were chosen because they encapsulate Davis's ability to intertwine minimalism with profound thematic explorations, making language itself the focal point of meaning-making. These texts vividly demonstrate how language play disrupts conventional narrative expectations and engages with broader postmodern concerns.

The purpose of brevity: exploring the function of short stories

Lydia Davis' decision to write very short stories stems from a literary practice that embraces minimalism and linguistic precision to explore the complexities of human experience. By compressing narrative elements into brief forms, she challenges conventional storytelling structures and emphasizes the power of language to distill meaning into its most essential components. Her stories often capture moments of everyday life, revealing the profound within the mundane and inviting readers to engage deeply with the subtleties of each narrative. This approach aligns with modernist and postmodernist tendencies to disrupt traditional narrative forms, reflecting a fragmented and non-linear conception of reality that resonates with contemporary life.

Moreover, Davis' short stories can be seen as a response to the increasing brevity of attention in the digital age, where readers are constantly bombarded with information. In crafting concise and suggestive narratives, she mirrors the fragmented nature of modern consciousness while offering a form of literature that fits into the rhythm of contemporary life. The brevity of her stories does not merely serve as a stylistic choice but rather as a strategy to intensify the reading experience, emphasizing the spaces between words and the subtext beneath the surface. By writing in this condensed form, Davis creates a literary space where the unspoken and implied become as significant as the written word, challenging readers to actively engage in constructing meaning.

Lydia Davis' language play

Language in Davis' stories serves not only as a means of communication but also as a site of experimentation. Her use of irony, ambiguity, and unconventional syntax questions language's ability to convey reality. Through close reading of selected stories, such as "The Mice," "The Outing," "Odd Behavior," "Fear," and "Lost Things" this section explores how Davis employs techniques like juxtaposition, paradox, personification, etc. to disrupt traditional narrative forms. By doing so, she engages with

themes of excess, absence, and the limits of language, reflecting broader postmodern concerns.

Lydia Davis' stories present a profound exploration of themes central to human experience, particularly the perception of reality, isolation and connection, the nature of loss, and the pervasive influence of fear and anxiety. These narratives often delve into how individuals interpret their circumstances, blurring the lines between reality and personal experience. Characters grapple with their identities and the behaviors they exhibit, offering deeper commentary on societal norms.

Lydia Davis' writing is characterized by its concise yet rich language, offering readers a unique interplay between form and content. Through her distinctive style, she engages with complex themes, challenging traditional narrative conventions. In the aforementioned five stories, Davis employs a variety of linguistic strategies that highlight her thematic preoccupations and invite deeper reflection.

1. Conciseness and precision

Davis is known for her economical use of language, packing significant meaning into brief sentences. This precision allows her to capture the intricacies of thought and emotion without unnecessary exaggeration. For example, in "The Mice," the narrator's straightforward observations of the mice contrast sharply with the profound anxieties they evoke. "Although we are pleased, we are also upset, because the mice behave as though there were something wrong with our kitchen." – This excerpt clarifies how Davis uses minimalistic language to evoke complex emotions, aligning with the paper's analysis of language play and narrative techniques. The simplicity of her language serves to amplify the complexity of her emotions, illustrating how mundane experiences can become laden with significance.

2. Juxtaposition

Davis frequently employs juxtaposition to highlight contrasts between the ordinary and the profound. In "The Mice," the narrator's casual observations about the mice invade her home against a backdrop of her deeper fears and anxieties. This technique challenges readers to reconsider the weight of seemingly trivial moments, encouraging a reevaluation of reality and the emotional undertones that accompany everyday life.

3. Paradox and irony

Paradox is a recurring feature in Davis' work, particularly in stories like "Odd Behavior," where the narrator insists on their normality while engaging in a behavior deemed eccentric. This self-contradiction underscores the complexity of identity and societal perceptions, revealing the often

arbitrary nature of social norms. Additionally, irony permeates "Fear," where the community's compassionate response to a woman's irrational fears highlights the tension between acknowledgment and denial of mental health struggles, complicating the narrative landscape.

4.   Repetition and rhythm

Repetition is strategically employed to create a lyrical quality and reinforce emotional states. In "Lost Things," the repeated phrases underscore the narrator's internal conflict regarding loss. This rhythmic quality not only enhances the prose but also mirrors the cyclical nature of thoughts and emotions, inviting readers to engage with the nuances of the characters' experiences.

5.   Stream of consciousness

Davis often uses a stream-of-consciousness technique, particularly in "Lost Things," to reflect the narrator's thought processes and emotional landscapes. This style provides an intimate glimpse into the characters' psyches, capturing the complexity of their feelings and the fluidity of their thoughts. By mimicking the natural flow of consciousness, Davis engages readers in a more immersive experience of the narrative.

6.   Ambiguity and syntax

In "Lost Things," Davis plays with ambiguity and syntax to blur the boundaries between presence and absence. The phrase "not lost to themselves" introduces a philosophical inquiry into existence beyond physical possession. By manipulating sentence structure, she creates a sense of fluidity that mirrors the complexity of human emotions tied to loss. This linguistic play invites readers to grapple with the intricacies of meaning-making in a world that often defies clear interpretation.

7.   Imagery and sensory detail

Davis' use of vivid imagery enhances the emotional impact of her narratives. In "Fear" and "Odd Behavior," descriptions of physical actions – such as flapping coats or shredded Kleenex – create a strong sense of atmosphere that complements the characters' inner turmoil. This attention to sensory detail allows readers to engage more deeply with the emotional undercurrents of the stories.

Commonly used stylistic devices

Davis employs a variety of stylistic devices that enhance her thematic explorations:

Repetition: Prominently featured across all stories, repetition serves to emphasize key themes and emotional states. For instance, the repeated phrases in "Lost Things" highlight the narrator's internal conflict regarding loss. This technique enhances the lyrical quality of the prose and reinforces the narrator's feelings, creating a rhythm that mirrors their thought process.

Paradox: Frequently used to convey the complexity of emotions and situations, as exemplified in "Lost Things," where loss is described as "lost, but also not lost." Paradox captures the contradictory nature of human experiences, inviting readers to reflect on their own perceptions of reality.

Imagery: Vivid descriptions create a strong sense of atmosphere, particularly in "Fear" and "Odd Behavior," where the physicality of the characters' actions (e.g., flapping coats, shredded Kleenex) enhances the emotional impact. Imagery makes abstract emotions tangible, allowing readers to visualize and feel the characters' experiences.

Stream of Consciousness: This technique, particularly evident in "Lost Things," reflects the narrator's thought process and emotional landscape. It provides an intimate glimpse into the narrator's psyche, capturing the complexity of feelings and thoughts.

Irony: Present in stories like "Fear," where the community acknowledges the woman's fears as unfounded yet responds with compassion, irony deepens the narrative. It reveals the tension between reality and perception, highlighting societal norms regarding mental health and support.

Less commonly used stylistic devices

While some devices are dominant, others play a less significant role in Davis' work:

Metaphor: Though present, metaphors are less prominent compared to other devices. In "Fear," for example, the woman's cries of "Emergency" serve as a metaphor for overwhelming anxiety. Though one word can hardly be counted as a metaphor, in the given case it suggests a preference for direct expressions over metaphorical language.

Personification: Used in "Lost Things" to suggest that lost items possess an independent existence, personification is less employed in other stories. The focus on human experiences and emotions may lead to a preference for direct representations rather than attributing human qualities to inanimate objects.

The prevalence of certain stylistic devices over others in Lydia Davis' writing can be attributed to a combination of her thematic focuses, narrative style, and the specific emotional landscapes she explores. Below is the analysis of the conditions that lead to the more common and less common use of specific devices in her stories:

Conditions for common use of stylistic devices

Thematic resonance:

Repetition: The use of repetition aligns with themes of anxiety, loss, and introspection. It reflects the cyclical nature of thoughts and feelings, particularly in stories that deal with characters' emotional turmoil or existential contemplation. This device enhances the lyrical quality of the prose, making the emotional weight of the narrative more palpable.

Paradox: Davis often engages with complex human experiences, where contradictions are inherent. Paradox serves as a means to articulate the tension between self-perception and societal expectations, making it a natural choice for narratives that explore identity and normality.

Narrative structure:

Stream of consciousness: This technique fits Davis' concise yet reflective narrative style. It allows her to present the inner workings of her characters' minds, creating an intimate connection with readers. This style is particularly effective in stories that delve into personal experiences and emotional landscapes, such as "Lost Things."

Imagery: Vivid imagery is frequently employed to create a strong emotional atmosphere. It draws readers into the physicality of the characters' experiences, which is essential for stories that hinge on emotional reactions and sensory details, such as "Fear" and "Odd Behavior."

Character development:

Irony: The presence of irony often arises from the characters' interactions with societal norms and their self-awareness. By incorporating irony, Davis emphasizes the discrepancies between characters' realities and societal expectations, enhancing the depth of character exploration.

Conditions for less common use of stylistic devices

Focus on direct communication:

Metaphor: While Davis uses metaphor, her preference for concise and direct language may lead her to favor more straightforward expressions. Metaphors might be less frequent as she often prioritizes clarity over ambiguity in conveying emotional states, especially in stories dealing with tangible experiences or anxieties.

Personification: Personification appears less frequently, as Davis typically focuses on human experiences and emotions rather than attributing human qualities to inanimate objects. This choice reflects her emphasis on direct human interactions and the complexities of personal relationships over metaphorical representations.

Narrative simplicity:

In stories with a straightforward narrative arc or where the focus is on clear, observable behavior, more complex devices like metaphor and personification may be less effective. Davis often opts for simplicity and clarity to ensure the emotional resonance of her themes, which can limit the use of more abstract stylistic devices.

Reader engagement:

Davis' narrative style often invites readers to actively engage with the text. By employing more common devices such as repetition, paradox, and irony, she encourages readers to reflect on their interpretations of the characters' experiences. Less common devices may not facilitate the same level of engagement, making them less integral to her overall narrative approach.

The common and less common use of stylistic devices in Lydia Davis' writing reflects her thematic priorities, narrative structure, and character exploration. By favoring certain devices, she enhances the emotional depth and complexity of her stories while maintaining clarity and accessibility. This careful balance allows her to challenge readers' perceptions of reality and engage them in meaningful reflection on the human experience.

Conclusion

Through her innovative style and language play, Lydia Davis invites readers to navigate the complexities of human experience. By employing techniques such as juxtaposition, paradox, repetition, ambiguity, etc., she challenges traditional narrative forms and encourages a reconsideration of reality and identity. Davis' work serves as a testament to the power of language not just as a means of communication, but as a site of experimentation and exploration, reflecting the broader postmodern concerns that underpin her narratives.

Lydia Davis' work exemplifies the transformative potential of language play in postmodern literature. Her minimalist stories challenge conventional forms, drawing attention to the intricacies of language and the subjective nature of meaning-making. Through her distinctive style, Davis not only engages with the literary techniques of postmodernism but also addresses larger cultural and philosophical questions about communication, reality, and the fragmented experience of contemporary life.

The conclusions of this paper highlight how Davis's use of language play exemplifies key characteristics of postmodern literature, including ambiguity and the disruption of narrative conventions. To extend the impact of this study, future research could explore how Davis's stylistic techniques

influence contemporary authors or examine similar linguistic experiments across a broader range of postmodern texts.

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Data Availability: All data are included in the content of the paper.

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Investigating university students' colloquial speech utterances of English in intercultural settings: a case study in Albanian context

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Abstract

In today's world, the widespread use of English, along with student mobility, democratisation, cultural diversity, and the influence of media—especially the Internet—shapes the language environments of higher education institutions from a broad cultural and international communication perspective. This situation is also evident at the University "Ismail Qemali" in Vlore, Albania. The author of this paper researched how English is utilized by both local and foreign students outside the classroom. To gather data, informal conversations were recorded and systematically analyzed using descriptive approaches, statistical modeling, and conversation analysis methods, involving a corpus of 60 students from different native backgrounds (47 local Albanian students and 13 European students). Qualitative and quantitative data were collected to identify phonetic patterns, their occurrences in colloquial speech, and the reasons behind certain linguistic usages or deviations observed in students' "small talk" in multicultural settings. Some participants noted that they are influenced by English and American cultures and lifestyles to varying degrees. Conversely, other students communicated in their native languages while applying basic speech acts that were typical of their original cultural backgrounds. This behaviour illustrated some inconsistencies in phonetics, grammar, and vocabulary. These linguistic deviations reflect how language embodies individual personalities and cultural backgrounds, as speakers adapt their styles and settings in conversation.

Introduction

Over the past 20 years, youth language has become a focus of study in Historical Sociolinguistics (Vijayan, J.C., 2016). By "colloquial speech," we refer to utterances that occur during interactions and are characterized by everyday usage rather than being tied to a specific language register. The cultural and linguistic diversity among youth has grown due to migration and the mobility programs for university students.

This study focuses on the use of youth-oriented English in intercultural contexts within higher education. It draws from both linguistic disciplines, including variational linguistics, sociolinguistics, lexicology, and pragmatics, as well as non-linguistic fields such as sociology, psychology, and cultural studies to identify internal and external factors influencing the speech of university students, with their primary linguistic characteristics including strong spontaneity, significant key points, and broad generalizations.. For this purpose, the study includes recorded conversations from the University "Ismail Qemali" in Vlore during the academic year 2023/2024. This term provided numerous opportunities to observe, research, and deepen our knowledge of Spoken English and Conversation Analysis.

To maintain the individuality and openness of group and personal communication, university students show a strong desire for a personalized language style that emphasizes the natural and relatable aspects of conversation. Much of the content in their communication is closely related to their interests and serves as a means for university students to express negative emotions and relieve internal pressure.

A person's native speech, immediate context, and paralinguistic factors have a significant impact on their everyday communication in English. Additionally, dialectal varieties can be found in various aspects of language, including syllables, intonation patterns, and sentence structures. These elements contribute to language variation, which is a crucial aspect of how language is used.

Literature review

University students' speech patterns have attracted interest in linguistic research due to the intricate relationship between language, identity, and social interaction. Students often utilize colloquial language—casual and frequently specific to context—as an essential tool for navigating social connections and expressing their identity within academic settings.

Colloquial language is often prevalent in academic settings. Students frequently use informal speech patterns to establish group identity and to build and strengthen friendships (Yan, 2024). Using colloquial speech or slang can help speakers appear more relaxed, confident, and engaged with their peers. Factors such as one's native language, immediate context, and paralinguistic elements significantly influence students' everyday communication in English (Fauziah & Syamsul, 2021). Colloquial language and spoken communication significantly influence learners' linguistic and cognitive development, particularly in the context of second language acquisition (Gochitashvili & Shabashvili, 2021). Since colloquial speech is informal, children are more likely to engage with their classmates naturally, fostering a more relaxed and approachable style of communication (Iqbal et al., 2021).

Students' attitudes toward spoken forms of language can significantly influence their linguistic choices. Dialectal varieties are evident in aspects of language such as syllables, intonation patterns, and sentence structures, which are important for understanding language variation. These attitudes reflect a shift in language perception and underscore the significance of colloquial language as a means of cultural expression among students (Hashanah, 2020). There are differing opinions regarding the use of spoken English (Mujaj, 2011). Some scholars believe that the standard of English is at risk. Additionally, valuable insights can be gained by examining the spoken English usage of university students in multicultural campus settings. However, it has been challenging to demonstrate the growth of spoken English, as studies have primarily relied on 'silent documentation'—such as diaries and brief personal notes—which are the only original materials available for research. Since the introduction of new media, particularly social networks like Instagram and TikTok, young people have increasingly expressed themselves verbally in everyday communication using linguistic patterns found on these platforms (Auzanneau & Juilliard, 2012). Informants have adopted colloquial language from online media and integrated it into their daily conversations with friends in their local environments (Fauziah & Syamsul, 2021). Both virtual and non-virtual settings provide university students with opportunities to reflect on their sociocultural status and identity (Neuland, 2008).

In conclusion, the use of spoken English by university students is a complex phenomenon that involves elements of social interaction, and identity. Colloquial forms are widely used in everyday communication and are seen positively. Therefore, it is important to have a sophisticated understanding of how these utterances function in academic settings. The importance of colloquial language as a valid and beneficial part of linguistic diversity in higher education must be acknowledged as research advances, regarding the lexical and phonological characteristics, and deviations of

English by both native and non-native university students at the University "Ismail Qemali", Vlore, Albania. It is also important to explore the reasons behind certain linguistic usages and deviations.

Methodology
Research Design
This study aims to analyze how language is used outside the classroom and to identify the variables and sociocultural factors that may influence students' conversational language use.This study aims to analyze how language is used outside the classroom and to identify the variables and sociocultural factors that may influence students' conversational language use.

The research questions of this study are:
- What are the lexical and phonological characteristics, as well as the deviations in spoken language, of native and foreign university students at the University "Ismail Qemali" in Vlore, Albania?
- What are the reasons behind specific linguistic usages or deviations?

Participants
A total of 60 students participated in the research, all of whom were enrolled in various degree programs at the Department of Foreign Languages, Faculty of Humanities, University "Ismail Qemali" in Vlore, Albania. The participants included 47 native Albanian students and 13 European students on the Erasmus mobility scheme. Among them, there were 33 boys and 27 girls, all aged between 18 and 22 years old.

Data Collection Process
To conduct the conversation analysis, a collection of natural spoken interactions between young native students and Erasmus exchange students using English for communication on campus was gathered and transcribed. A non-intrusive audio recorder was used to collect the audio data. The conversations took place on university campuses, including in classrooms, but not during lectures or seminars. Each recording lasted between 10 and 20 minutes, with English as the primary language of communication. The audio quality is excellent, with voices being captured clearly and distinctly. The recordings span three months, corresponding to a semester of the academic year.

Data Analysis Methods
The research methods employed in the study include:

1. A descriptive approach that incorporates both qualitative and quantitative techniques, as well as 2- conversation analysis (Sacks, Schegloff, Jefferson, 1960).
2. A statistical model was utilized to identify the frequency of specific words or phonetic patterns in the collected data. The reason for this approach is that linguistic and sociolinguistic connections cannot be fully understood by examining language in conventional ways.

Interpreting and Reporting the Results

Conversation analysis and a descriptive approach align with the study's aims and objectives. The data analysis process systematically progressed through the interpretation of speech acts, vocabulary, and structural patterns.

Privacy Code of Ethics

From the planning stage to the analysis and processing of data, we prioritized the privacy of all participants in our study and took measures to prevent unauthorized disclosure of their information. As a result, we only shared two details about the research subjects: their gender and their branch of study. By focusing on ethics, privacy, and care while adhering to legal, regulatory, and compliance requirements, we ensured that personally identifiable information remained confidential. Additionally, all participants provided verbal consent and voluntarily chose to take part in the study.

Results
Lexical peculiarities
Backchannels

Colloquial language is often present in casual conversations among university students. In this context, general English backchannels are frequently used by students to engage their listeners and receive feedback. Some examples of these backchannels include: *"Oh God!", "Yeah", "Right", "Fine", "OK", "Alright", "I see", "Huh?", "Uh", "Erm", "Um", "Well", "So", "Like", and "Hmm".* In terms of usage, both boys and girls employed similar amounts of backchannels in their conversations, with boys using backchannels 86% of the time and girls 82%.

The presence of the Albanian language in English conversations was notable among participants of mixed nationalities. Albanian speakers interspersed various native expressions within their English dialogue, using phrases such as *"Tamam" (meaning "right"), "E kuptoj" (meaning "I see"), and "Thua?" (meaning "really?")*. This resulted in code-mixed interactions. It is important to mention that such usage was not dominant in these conversations; these expressions were typically employed when the Albanian speakers were thinking in their native language during their English discourse.

Borrowings

One highly effective method for enhancing vocabulary is the practice of borrowing words from other languages, a phenomenon that widely occurs in contemporary communication. In this regard, it is noteworthy that a significant portion of loanwords in many languages can be traced back to English, as observed by Fagyal in 2004. This trend has been particularly pronounced within Albanian-speaking communities, where the interplay between Albanian and English has led to fascinating linguistic phenomena such as code-mixing and code-switching.

Code-mixing refers to the blending of languages within a single utterance or sentence, while code-switching involves shifting from one language to another in conversations. This kind of linguistic behavior is especially prevalent in mixed-language groups comprising both Albanian and English speakers. Among local university students, for instance, there is a noticeable inclination to incorporate English vocabulary and phrases seamlessly into their Albanian speech. They often adapt these borrowed terms, restructuring and arranging them according to the grammatical rules and conventions of English, which adds another layer of complexity to their language use.

Among the broad array of borrowed terms frequently utilized in Albanian conversations are words like "vacation," which refers to a holiday or break from routine; "babysitter," denoting someone who takes care of children; and "relax," used to convey the act of unwinding or easing tension. Other examples include "brilliant," often employed to describe something outstanding or excellent; "out," indicating various social contexts; "cardinal," referring to fundamental or primary aspects; and "trendy," associated with current fashion or styles. Additionally, everyday terms such as "make-up," "shopping," "hobby," "Facebook," "chips," and "sandwich" have also found their way into regular use among Albanian speakers, enriching their vocabulary and facilitating a more dynamic mode of communication.

A similar trend was observed among the non-native students participating in the study, revealing a tendency to incorporate specific Albanian vocabulary during face-to-face interactions. This behavior was evident not only in their conversations with one another but also in their exchanges with local Albanians, underscoring their growing integration into the vibrant cultural tapestry of the region.

The students frequently employed terms such as "faleminderit" (thank you), which expressed their gratitude and appreciation, while "pacim" (bye) and "tung" (hi) facilitated friendly farewells and greetings. Their use of "perqaputhje" (hug-kiss) demonstrated an embrace of local customs, fostering warmth and familiarity in their interactions. Phrases like "toke ketu" (give me five) and "hajde" (come on) revealed their playful engagement with the

culture, inviting camaraderie and connection. Additionally, "ckemi" (hi) was a common way to initiate conversations, further illustrating their efforts to weave themselves into the local social fabric.

These linguistic choices reflect not just a desire to communicate but a genuine commitment to establishing meaningful relationships within the multicultural environment that surrounds them. Their incorporation of Albanian terms symbolizes their eagerness to bridge cultural gaps and connect on a deeper level with the diverse community they are now a part of.

Inappropriate language

In this context, "inappropriate language" refers to words or phrases used to offend others, including name-calling, coarse and vulgar expressions, profanity, as well as discriminatory and sexually explicit language that may be considered socially or culturally offensive or harassing (Shkurtaj, 2003).

The use of vulgar language has become increasingly common, highlighting how linguistic anomalies, such as "dirty words," can help establish hierarchies within groups (Klosi, 2014). According to the study, both boys and girls used inappropriate language frequently, with 91% of boys and 86% of girls reporting such usage.

The Results section provides some insights into the reasons behind the high prevalence of inappropriate language. However, due to the severe nature of these expressions, specific examples are not suitable for inclusion in this article.

Phonetic elements

The identified phonetic elements have been categorized into two sections: general phonetic observations and specific examples of phonetic deviations.

General phonetic observations:
- Sounds that are either not pronounced clearly or not pronounced at all.
- Words and phrases that have been shortened, Eng.: "*y'all*" or *"gonna" or "wanna"*.
- Academic course names are spoken in their abbreviated form, such as Intro to Lings for Introduction to Linguistics.
- The abbreviated forms of almost all students' full names are used in their short forms.
- Glottal /h/ is not present.
- Shortening of words and as a result the omission of some sounds in the spoken form: *a lot of: [əˈlaɾə], a lotta, kind of: [ˈkaɪɾ̃ə], kinda, ut of: [ˈaʊɾə], outta*.sort of: [ˈsɔɹɾə], *sorta*.

Specific examples of phonetic deviations

Unstressed /i / is frequently used in diphthongs as j, as in [*idjot*] instead of [idiot].

A word can have many stresses, such as [*k'afe*] and [*kaf'e*], or in English such as [*CON-flict*] and [*con-FLICT*].

The phonetic factor in the pronunciation of borrowings, especially anglicisms, in the Albanian language, has the following characteristics: The pronunciation of the diphthong /ei/ in /ai/ as in the word Eng. *spray*- /sprei/, Alb.- sprai; ang. *Event*- /i'vent/, Albanian.- event, this word has undergone two changes:

> i. 1. The English front closed vowel /i/, in Albanian it turns into the middle front vowel /e/, and
>
> i. 2. In the English word, the accent falls on the second syllable, while in Albanian, the stress falls on the first syllable. The English word select /si-lekt/ becomes selectoj-oj, the middle vowel /i/ becomes the front middle vowel /e/, and the number of allophones grows with the addition of the semi-closed vowel /o/ and the palatal /j/. Words undergo the same changes: *select - selekt-oj, launch - lanc-oj, start - start-oj, test-oj, klik-oj,* etc.

Discussion

In line with the research questions of this study—specifically, what are the lexical and phonological characteristics, as well as the deviations in spoken language encountered among native and foreign university students at the University "Ismail Qemali" in Vlore, Albania? Additionally, what are the reasons behind certain linguistic usages or deviations?—this research has identified various lexical and grammatical features in the everyday speech of students. These findings are significant for understanding how university students use English in their day-to-day communication, especially in a context where English is not their native language.

This study is the first of its kind in the context of Albanian linguistic research papers on this topic. The colloquial speech of university students has been thoroughly analyzed by Albanologist Shkurtaj (2004). His research focused solely on the Albanian language and Albanian speakers, briefly mentioning the use of English as a foreign language and providing examples of how English words were incorporated by Albanian speakers.

The present research, conducted two decades after Prof. Dr. Shkurtaj's work, provides an overview of English usage among both native and non-native speakers within the Albanian context. It also examines how English integrates its pronunciation and grammar to fit into the Albanian language.

Additionally, this paper, titled "Investigating University Students' Colloquial Speech Utterances of English in Intercultural Settings: A Case

Study in the Albanian Context," presents unique insights into the Albanian language—one of the oldest languages in the world and notable for its isolation within the Indo-European language family. This research offers a glimpse into one of Europe's oldest cultures, highlighting the diversity represented by the Albanian language among the world's languages.

Furthermore, this study aims to enhance the existing body of knowledge on this topic by demonstrating how an ancient and unique language like Albanian adapts and integrates foreign linguistic borrowings, such as English, into its communication system.

The importance of this study is underscored by the framework of globalization, wherein languages influence one another. Albanian, in this context, both receives and gives, enriching itself and other languages. As discussed in section 1.2, titled "Borrowings," the non-native students who participated in the study exhibited the use of certain Albanian words during face-to-face communication with each other and with native Albanian speakers.

Analysis of Colloquial Speech Patterns.

The study participants are students at the University of Vlora, 47 natives from Albania's southern region, and 13 Erasmus exchange students from various European countries who are non-native English speakers. This choice was made because the university campus creates a diverse linguistic environment where each individual expresses their identity through the common use of English.

Common Lexical Choices include:
- The use of backchannels and phonological features in English and Albanian.
- A tendency to borrow from other languages.
- A focus on inappropriate language and vulgar words, along with a reduction in the use of standard English vocabulary.
- A loss of linguistic norms leading to what is perceived as linguistic decadence.
- An extraordinary level of lexical creativity, which will be the subject of a separate research paper.

In spontaneous speech, generic backchannels play a significant role. During conversations, speakers often interrupt the ongoing dialogue with various phrases to provide additional information and show their reactions to what has been said. Phrases such as "*Fine,*" "*OK,*" "*Alright,*" "*Mos more!*" *(which translates to "No way!"* in English*), "C'thua?" (meaning "What are you saying?"),* and *"Ua!"* are commonly used.

In students' casual conversations, there is also frequent use of unnecessary borrowings, including expressions like *"OK,"* *"like a boss,"* *"new entry,"* *"nonstop,"* and *"bye-bye."* Many of these loanwords remain unchanged in Albanian, such as *"vacation,"* *"babysitter,"* *"relax,"* *"brilliant,"* *"out,"* and *"cardinal."* Some words have undergone structural changes due to the addition of endings and other characteristics of the Albanian language, for example, *"tweeting"* and *"hackers."*

English borrowings in Albanian

By analyzing linguistic data, it became evident that Albanian students often incorporate a variety of English words into their daily conversations. This integration of English vocabulary is not merely a direct insertion; rather, students skillfully adapt the pronunciation and grammatical structures of these borrowed terms to align with the characteristics of the Albanian language. The study shows that these linguistic borrowings can be systematically categorized into distinct groups, each reflecting unique patterns of usage and adaptation.

1. **Direct Borrowings**: These are words that convey the same meaning in both languages, such as *"weekend,"* *"trendy make-up,"* *"shopping,"* and *"pub."*

2. **Phonetic Borrowings**: These words have the same pronunciation in Albanian, like *"hobby,"* *"Facebook,"* *"mouse,"* and *"software."*

3. **Phonetic but Non-Synonymous Borrowings**: These words share the same pronunciation but do not have synonyms in Albanian, such as *"hot dog"* and *"chips."* *This category also includes terms related to fast food, like "workshops," "draft beer," "pizza," "sandwiches," and "hamburgers."*

In the Albanian context, a notable feature of certain words is their gender association. Research has shown that specific words are predominantly used by boys or girls, with statistical data reflecting the frequency of usage by each gender.

 For instance, the words most commonly used by boys include:

- Fiber (28%)
- Relax (76%)
- New entry (42%)
- Busy (84%)
- Net (91%)

On the other hand, girls tend to use more words such as:

- Please (67%)
- King (76%)
- Brilliant (31%)
- Trendy (84%)

- Baby (95%)
- G*y (26%)
- Agitator (43%)
- Vacation (29%)

The Role and Function of Offensive Language in Student Communication

Offensive language was identified in approximately 41% of the recorded conversations among students, indicating a prevalent issue within peer interactions. Both male and female students demonstrated a high frequency of using inappropriate language, with 91% of boys and 86% of girls engaging in such behaviour. This suggests that swearing, cursing, and other forms of negative verbal expressions are significant components of contemporary youth communication. The intensity and prevalence of vulgar language usage were noteworthy and, for this paper, will not be explored in further detail. Several factors have been identified as motivations behind students' use of offensive language in their interactions. Among these factors is the pursuit of social goals, where individuals may resort to inappropriate language to fit in or assert themselves within a group. This usage often serves to emphasize a point or convey strong emotions, such as anger or frustration.

Additionally, it can be a means of demonstrating power or dominance, particularly in competitive social environments.

Many of the study participants have said that their use of offensive language is influenced by their need to navigate social landscapes and overcome language barriers, particularly during their formative academic years.

For some, it serves as an outlet to relieve stress or express intense emotions in a relatable manner. Using inappropriate language can also encapsulate a sense of fun among peers, and signify a degree of informality or disrespect toward traditional forms of communication. Thus, using offensive language among students is multifaceted, intertwined with social dynamics, emotional expression, and cultural influences.

Students often use such language to bond or forge connections with others who share similar linguistic habits.

In some instances, the use of offensive language may act as a tool for creating distance from authority figures or to challenge societal expectations.

Furthermore, students may employ vulgar expressions to attract attention, provoke laughter, or engage in playful banter, all of which can be perceived as forms of humour. However, it's important to note that this kind of language can also reflect underlying verbal aggression.

Grammar Variations

A significant decrease in the complexity of morphology and morphosyntax has been observed in the speech patterns of certain university speakers. Although investigating this phenomenon was not the main aim of the study, the analysis revealed three notable grammatical features and their prevalence in casual spoken language. Here, it provides an in-depth exploration of these findings.

Adverbial usage of "one"

Firstly, the adverbial usage of "one" was identified in approximately 31% of all recorded conversations. This usage illustrates a tendency toward informal expressions, as seen in examples like, "I'm either going to have to hurry up and finish my degree or quit school and get a job." Such sentences reflect how speakers implant more informal, everyday language into their speech, which may impact their overall grammatical structure.

Usage of double modals

Secondly, the presence of certain double modals was noteworthy, appearing in around 42% of instances of small talk. A representative example is: "I might could have joined that fraternity." This construction involves merging multiple modal auxiliary verbs, generally considered nonstandard yet frequently observed in informal dialogue among peers. This tendency showcases creativity and improvisation in casual conversation, straying from traditional grammatical rules.

Usage of nonstandard verbs

Lastly, the usage of nonstandard verbs was alarmingly high, occurring nearly 78% of the time in spoken interactions. Instances such as "I'm thinking about going into town," "It's going to rain," and "I'll take you to the shopping centre" highlight the prevalence of these constructions. The reliance on nonstandard forms suggests a potential gap in grammatical awareness among speakers, who may not distinguish between standard and nonstandard usages.

These linguistic deficiencies can be traced back to quasi-standard language phenomena, as suggested by Long (1996). It appears that some university speakers may not be fully aware of the correct standard forms of expression. In their everyday spoken interactions, they firmly believe they are using standard English. However, the reality of these natural exchanges reveals a frequent incorporation of nonstandard elements, often blending features of both standard and nonstandard language. The term "quasi-standard" signifies these nonstandard elements that speakers mistakenly perceive as acceptable within standard English. This interplay significantly

affects the linguistic choices that our students make, ultimately complicating their communication.

Social and Cultural Influences on Colloquial Speech

Sociocultural implications play a crucial role in shaping students' language choices, variations in speech, and practices of intercultural communication. When we delve into the meanings of the words spoken, the contexts of various discussions, and the rich cultural backgrounds of the individuals involved, it becomes evident that speech errors can easily lead to misunderstandings, particularly among listeners who come from diverse cultures, hold different beliefs, and possess varied life experiences (Fagyal, 2004).

Take, for instance, the Albanian culture: when an individual extends an invitation to their birthday celebration, they do so with an expectation of enthusiastic acceptance and a warm, spirited response. A typical reply might be, "Ua, sa mire! Do kenaqemi!" which translates to "Wow, it's awesome! We'll have fun!" This expression is filled with excitement and conveys a strong sense of joy and anticipation.

In stark contrast, within some other European cultures, the response to a similar invitation might be much more reserved. An invitee might say, "I'll let you know if I can make it." This response can carry a tone that is neutral at best but can also be interpreted as indifferent or even negative, which is a sentiment that would be unacceptable to the Albanian way of responding. Such disparities in communicative styles underscore the potential for cultural misunderstandings.

Nevertheless, despite these sociocultural nuances leading to occasional misinterpretations, the act of communicating across linguistic and cultural frontiers has persisted. This ongoing interaction has fostered a greater tolerance for racial and cultural identities, helped cultivate acceptance of diverse viewpoints and individual personalities, and has ultimately contributed to the strengthening of bonds among people from a myriad of backgrounds. Such exchanges enrich our understanding of each other and help build a more interconnected world.

Conclusions

The analysis of linguistic data from our recordings of university students revealed several characteristics of spoken language, including subjectivity of expression, spontaneity, and concrete, direct meaning. The everyday spoken language exhibited distinct phonetic and prosodic features, which are elaborated on in the section regarding lexical peculiarities and phonetic elements.

Additionally, context plays a significant role in linguistic choices. The stylistic resources utilised in casual conversations among our university students reflect their age-based identities and cultural backgrounds. Consequently, they employed specific elements of spoken English that indicate the influence of their home languages and cultures. However, based on their proficiency in both languages, some anomalies emerged, such as contractions and weak forms, indicative of lapses in pronunciation by Albanian and Erasmus students.

Furthermore, linguistic deviations were observed in vocabulary, phonetics, intonation, stress, vowel omission, incorrect pronunciation of certain phonemes and consonants, irregular grammatical patterns, and the frequent use of colloquial language elements.

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The Impact of Career Guidance Service Quality at the German Agency for International Cooperation on Service Recipients' Satisfaction: The Role of Career Counselors as Mediating Factors, in Jordan

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Abstract

        The study aims to comprehensively understand and analyze service recipients' overall satisfaction with their career counseling experience at the German Agency for International Cooperation in Jordan. The evaluation of this service varied significantly based on the diverse socio-demographic information collected from participants. Furthermore, the perceived quality of the career guidance service emerged as the most significant factor directly influencing the overall satisfaction levels of service recipients. study is based on quantitative approaches of the data collection process, a mixture of research methods. The structural model underwent analysis in two phases. In the initial stage (direct effect), the effect (QOS → ECC) was significant; thus, H1 was supported. The observed effects were significant in the range of ECC to STA, thereby supporting hypothesis 2. Since the results for QOS to STA were not significant, hypothesis 3 did not receive support. This study is the first to examine the role of career counselors at the GJU-CoB-CDC as mediating factors, influencing the relationship between the quality of career guidance services and the satisfaction of service recipients at GJU-CoB-CDC.

Keywords: Service Quality, German Agency for International Cooperation, SERVQUAL models, Jordan

Introduction

Generally, in developing countries such as those in the Middle East region, international cooperation organizations, including the German Agency for International Cooperation, provide career guidance services to people who are looking for jobs or study opportunities. Citizens from these countries usually choose to work for this organization for a few years, after which they return to their home countries to work. Therefore, this organization is interested in measuring the quality of its career guidance services, which is crucial in achieving customer satisfaction. In order to effectively measure the quality of its career guidance services, the German Agency for International Cooperation has implemented a comprehensive evaluation system. This system includes a range of performance indicators and assessment tools designed to assess the effectiveness and impact of the organization's services (Okolie et al., 2020; Reid & West, 2011). By utilizing these evaluation tools, the organization is able to gather valuable data that enables them to make informed decisions and improvements to enhance customer satisfaction. One of the key components of the evaluation system is the collection of feedback from individuals who have utilized the career guidance services. The organization gathers this feedback through surveys and interviews, enabling it to comprehend the experiences and perspectives of its customers (Stukalina et al., 2018). Additionally, the organization also conducts follow-up assessments to gauge the success and impact of the career guidance services in achieving the desired outcomes for individuals. Furthermore, the German Agency for International Cooperation recognizes the importance of continuous professional development for its career guidance staff. To equip its staff members with the necessary knowledge and skills to deliver high-quality services, the organization provides ongoing training and support. This commitment to professional growth not only benefits the staff, but also contributes to the overall improvement of the career guidance services provided. In addition to evaluating the quality of its career guidance services, the German Agency for International Cooperation also emphasizes the importance of collaboration and knowledge sharing (Burke, 1995). The organization actively participates in international forums and conferences, where it shares its experiences, best practices, and lessons learned with other cooperation organizations. This exchange of knowledge and expertise allows for continuous improvement and innovation in the field of career guidance, ultimately benefiting individuals seeking employment or study opportunities in developing countries. As a result of these efforts, the German Agency for International Cooperation has established itself as a leading provider of career

guidance services in developing countries. Its commitment to excellence and customer satisfaction has earned the organization a solid reputation and trust among individuals seeking support in their career journeys. With its ongoing dedication to quality improvement and knowledge sharing, the organization continues to make a positive impact on the lives and futures of countless individuals in the Middle East region and beyond.

This comprehensive study unequivocally demonstrates the remarkable significance of the quality of career guidance services, shedding light on the pressing problem that this groundbreaking investigation seeks to unravel. Furthermore, this pivotal study meticulously unveils its purpose. It is worth acknowledging that international organizations have risen to the occasion by actively contributing to the reduction of unemployment rates and facilitating seamless job-to-job mobility (Sembiring and Rahayu, 2020; Isouard, 2013). To achieve such ambitious goals, these commendable organizations prioritize and offer career guidance services that resonantly support individuals in their quest to secure gainful employment or bolster their professional trajectories, be it through coveted positions or pursuing advanced academic studies. As a result, cultivating and nurturing strong connections with job seekers takes center stage for these esteemed organizations, recognizing the weighty role career counselors play in guiding job seekers towards utilizing these vital services. Astutely, the influence wielded by career counselors profoundly impacts the level of satisfaction experienced by individuals availing themselves of these invaluable services. As a result, it is only natural that the central concern of such esteemed organizations revolves around the systematic measurement of customer satisfaction. Indeed, the primary goal of this meticulous study is to determine the significant impact of the Career Guidance Service Quality (CGSQ) provided by the esteemed German Agency for International Cooperation, specifically the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ). As the only non-Arab entity, GIZ has been thoroughly investigated among its esteemed recipients of these services.

The aim of this study was to add to our knowledge of "career guidance service quality at the GIZ in Jordan" by examining the role of "career counselors" as mediating factors and their impact on "service recipients' satisfaction." The study's context is "Career Counseling in Jordan," carried out by the "Agency for International Cooperation." The study employed a quantitative research method, gathering data from 280 service recipients. We trained sixteen career counselors at GIZ in Jordan to collect the data. Furthermore, the model has incorporated and tested new variables, specifically the technical and non-technical skills of the counselors (Wolf et al., 2021; Crowe & McGarr, 2022).

This section comprises a comprehensive and exhaustive exploration of the existing "literature review" surrounding the chosen research topic. It

critically examines and analyzes a wide array of published academic and professional literature, as well as other sources of information, to ensure a thorough understanding of the subject matter. The aim is to provide a deep and insightful analysis of the topic at hand while presenting the most current and relevant findings to support the research.

Background of the Study

The historical and contextual transformation of the labor market into a knowledge-based one with high levels of technology and professionalization has prompted organizations to become increasingly interested in human resource development as a competitive advantage. Therefore, corporations and companies have found themselves compelled to seek the expert assistance of career guidance agencies in order to effectively reduce any tensions that may arise between recruiters and newly appointed employees. This crucial aspect has led us to undertake this comprehensive research with the primary objective of thoroughly exploring and assessing the significant impact of career guidance service quality within the context of the renowned German Agency for International Cooperation (Bui et al., 2023).

This paper was primarily focused on RCZI, the job center of the GIZ (German Agency for International Cooperation) at the Deutsche, Jordanien, German-Jordanian Unshau Company (DJUC), was the primary focus of this paper. The job center plays a crucial role in providing professional and personal job search assistance to job-seekers, as well as offering counseling services to customers. Its dedication lies in assisting various individuals, such as university students interested in part-time work, as well as graduates. At UCZI, the career centers extend their services in three key areas: walk-in assistance, workshops, and counseling sessions.

The Djuci job center has a team of seven career centers representing Germany, India, Armenia, Croatia, the Czech Republic, Russia, and Jordan. An executive director leads each career center, acting as a team representative. The career center employees are responsible for recruiting, matching, placing, and maintaining the career center stand-up. Over the course of their careers, all employees must undergo regular training at the Internal Leadership Program. The BMZ's internal career center facilitates Djuci's collaboration with students from nearby universities. Since 1985, the concept of service quality has gained popularity. The service quality literature has developed numerous theories and models. We presented empirical evidence that demonstrates the positive correlation between customer satisfaction and organizational profit, competitiveness and profit, customer satisfaction and loyalty, and also between individual and organizational variables. Empirical research revealed three determinants of service quality: tangibility, reliability, and responsibility of service providers.

In the context of studies conducted to discover service quality in career guidance, there are worldwide gaps in the development of the definition, theories, models, and application aspects in measuring career guidance service quality. We could attribute this to the lack of research on the construct dimensions and their determinants.

Some models have been developed to propose a number of career guidance service quality factors. However, many studies suggested a favorable starting point to understand this unique quality concept. Many also proposed using the same determinants from studying service quality in an organization as well as applying SERVQUAL constructs to measure it. The challenge lies in accepting these two argumeTypically, this could be attributed to the theoretical inquiries and significance of career services and guidance systems in both individual countries and the global context. rge. Researchers, such as Lewis and Chambers, identified five dimensions in the SERVQUAL models as follows: knowledge of counseling staff, clarity of information, quality of written information, helpfulness of staff, and speed of response (Amritesh et al., 2014). They also conducted a number of focus groups right across Australia, following an analysis of survey data from 61 centres across Australia. Their findings support Newfield's model development.

Research Problem

The number of clients who receive career guidance services is one of the performance indicators of the German Agency for International Cooperation office in other countries. The role of a career counselor is crucial in delivering high-quality counseling services and identifying behaviors that foster cooperation and collaboration, based on the principles of behavior and action. There is a need for detailed analysis or research regarding the implementation of good counseling standards in the field of institutions at the German Agency for International Cooperation office and the level of satisfaction of service recipients as the implementation of the Career Guidance

However, the conditions in Jordan are vastly different from the other countries where GIZ was also present. Opud-Asenjo et al. (2014) noted a dearth of research on job counseling services in developing countries, particularly in conflict areas. Qualitative research has found that job-seeking opportunities provided by job counseling agencies can be beneficial to service recipients, especially for job seekers in competitive labor markets. DeBruin et al. (2006) conducted field research (ethnography) on a Jobcenter and other public-sector institutions in the Netherlands, and then emphasized that the integration of agencies influences the effectiveness of the agency's service delivery to clients. The study lacks an operational framework that addresses job counseling standards, career advisor empowerment, and recipient satisfaction with job counseling services. Moreover, this research was

conducted in the case of Jordan (Chen & Kizilcec, 2024; Pham et al., 2024; M. Zhang et al., 2023; Kleine et al., 2021).

Research Objectives

The main objective of this research is to investigate the antecedents of recipients' satisfaction at the Jordanian-GIZ KBB career guidance service center and explore the mechanism by which these antecedents lead to service recipients' satisfaction. We will create a model to illustrate the hypothesized structure of the relationships among the study's variables. At the core of this research are the recipients of career guidance services of the Jordanian-GIZ KBB career guidance center. The goal of this study is to investigate how service recipients perceive the structure, process, and outcomes of the career guidance service they receive from the Jordanian-GIZ KBB center. Furthermore, to the best of the authors' knowledge, this research is the first investigation of the quality of the career guidance service in the Jordanian-GIZ KBB center. The findings of this study will assist the KBB team in identifying the variables that affect service recipients' satisfaction; as a result, the team can take actions to improve the overall satisfaction of career guidance clients.

This study's objectives are as follows: 1. To comprehensively identify and analyze the extent to which the structure, process, and outcomes of the career guidance service provided by the esteemed German Agency for International Cooperation in Jordan align with the diverse and evolving needs of both current and potential recipients of career guidance services. 2. To thoroughly examine and evaluate the correlation between the quality of the dedicated direct service providers, who are exceptionally skilled and adept career counselors providing invaluable guidance services at the esteemed German GIZ center, and the overall level of satisfaction experienced by clients in terms of career service quality. 3. In addition to the aforementioned goals, this study aims to identify and explore the influential factors that motivate prospective clients, particularly those participating in the prestigious GIZ Job Fair, to accept or reject the quality of services offered by the esteemed German GIZ center. By doing so, this research seeks to further enhance the understanding of the center's effectiveness in meeting the diverse needs and expectations of these potential beneficiaries. To look closely at how different demographic factors, like age, gender, work experience, and field of education, as well as the type and validity of academic certificates, affect how satisfied the users of the prestigious German GIZ center are with the high quality of career guidance services. 5. To delve into and deeply examine the pivotal role of the esteemed German GIZ center as the main institution responsible for inviting potential donors to generously fund the critically essential career guidance services in Jordan. By effectively managing and

consistently maintaining the highest standards of service quality, the esteemed German GIZ center acts as a key entity in ensuring the successful provision of career guidance services throughout the country. 6. Finally, the diligent GIZ management team expects the valuable insights and findings from this comprehensive study to significantly enhance their strategies and practices, thereby enhancing the overall satisfaction of their remarkable career guidance service recipients. This research endeavor ultimately seeks to propel and establish the esteemed German GIZ center as a leader in the field, ensuring utmost excellence and unparalleled success for all those who seek professional guidance and support in their career journeys.

Significance of the Study

Examining career guidance service quality dimensions and the effect of these dimensions on the satisfaction of service recipients at their usage stage is greatly significant. This identification could facilitate a better understanding of whether the services provided by the recipients are sufficient, in accordance with their expectations, and relevant. This perception could guide the practices of agencies providing services in the career field. Additionally, this identification could enhance the academic literature by illuminating the positive or negative effects of the quality of career guidance services on the satisfaction of service recipients. This could draw the interest of other researchers, particularly those in the fields of applied psychology, counseling, and organizational commitment, which are considered external satisfaction dimensions in career counseling centers. Finally, this study is, to the best of our knowledge, the first that attempts to investigate whether career counselors who work at the GJU-CoB-CDC are mediating factors that can affect the relationship between career guidance service quality and the satisfaction of GJU-CoB-CDC service recipients.

Research Methodology

The current study is based on quantitative approaches to the data collection process, a mixture of research methods. Two career counselors at the GIZ programs in Jordan provided additional insights, while 280 clients' questionnaires generated the data. This research employs several data analysis techniques to address its questions. We subject the questionnaire responses to factual data analysis, which includes frequencies, ranges, means, and standard deviations. For the questions employing the Likert scale, we recorded the Likert scale. We coded 1 = strongly agree, 2 = agree, 3 = neutral, 4 = disagree, and 5 = strongly disagree.

Hypothesis

H1: quality of the services of the career guidance has a positive effect with Effectiveness of career counselors.

H2: Effectiveness of career counselors has a positive effect with Satisfaction

H3: quality of the services of the career guidance has a positive effect with Satisfaction

H4: Effectiveness of career counselors mediator between quality of the services of the career guidance and Satisfaction.
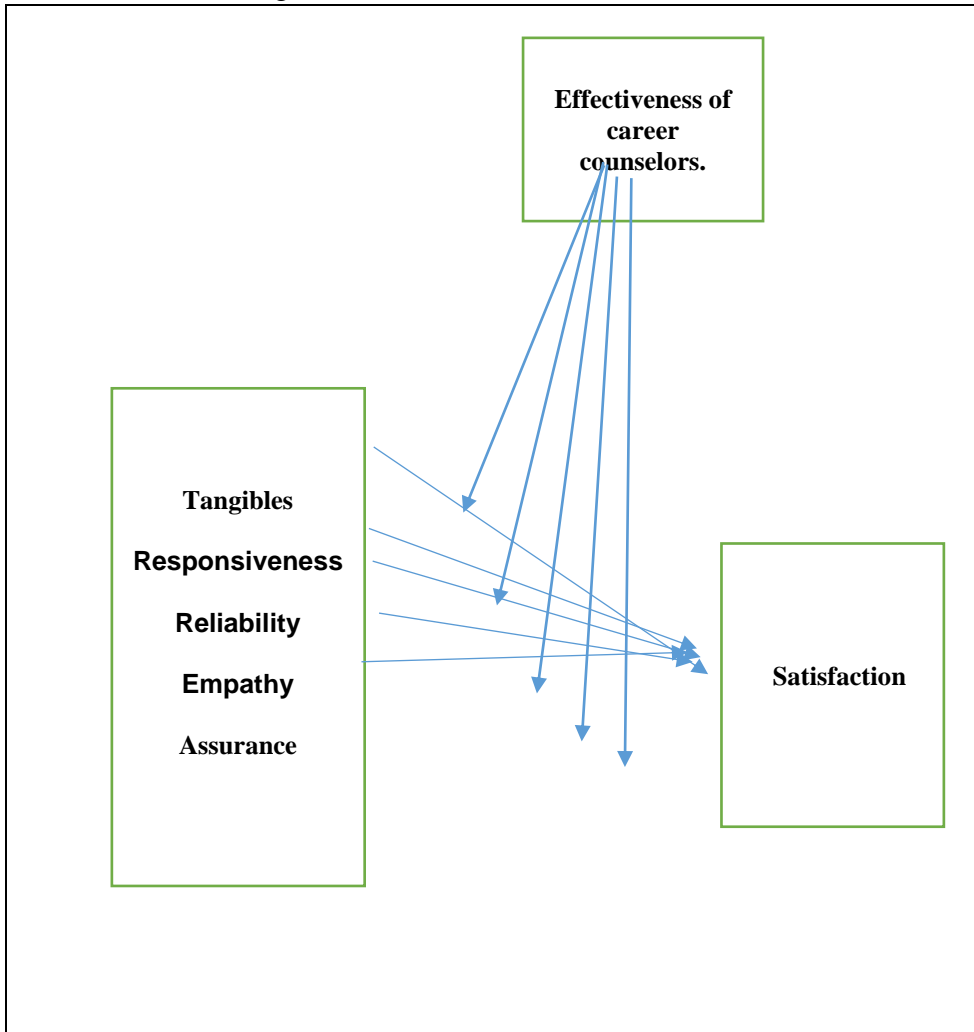

Fig 1. Model of the study

Description of personal and functional factors

The males consist (51.49%) of the sample. Highest class(25.97 %) their ages (51-60 years) , and less class (13.18) their ages   Less than 31 years .   (56.70 %) their educational level is bachelor , Postgraduate (11.21%) only .

Table 1. Demographic Information

Variable	Frequency	Percentage (%)
Gender		
Male	134	51.94
Female	124	48.06
Age		
60 and more	65	25.19
51 – 60	67	25.97
41 - 50	41	15.89
31 – 40	51	19.77
Less than 31	34	13.18
education		
High school	28	10.85
Bachelor of	144	55.81
M.A.	51	19.77
Postgraduate	35	13.57

Measurement Model Firstly, the confirmatory factor analysis (CFA) was conducted for the integrity of measurement models; in Table 2, the scales presented a better fit as per the criteria presented by Hooper et al. (2008). Afterwards, the convergent and discriminant validity was examined upon Hair et al.'s (2012) recommendations, including;

Cronbach's $\alpha > 0.60$, composite reliability > 0.70, and average variance extracted > 0.50. Table 3 shows the results. Furthermore, we measured the discriminant validity of Hair et al. (2012) using the square root of the extracted average variance (AVE). The square root of the AVE for each construct was greater than 0.70. Table 2 focuses on the model fitness indices and has shown adequate fil keeping in view of the target range for each index. Figure 2 represents the validity of the construct using factor loadings and average variance extracted. Particularly, the results of the convergent validity assessment. in figure 2 indicate that all the standardized loading values are above the level of 0.5 (Anderson and Gerbing, 1988).

Testing of Hypotheses

The structural model underwent two stages of examination. In the first Stage (direct effect) the effect (QOS→ ECC) were significant (table 4) ,therefore H1 was supported. also effect were significant about (ECC→STA), hypotheses 2 were supported, (QOS→ STA) were no significant so hypotheses 3 were not supported

Table (5) shows that indirect effect QOS on STA result. ECC is significant mediation (p <0.05). So QOS effect on STA through ECC (Coefficient : 0.284) . Hypotheses 4 (mediation effects) are supported.

Table 2. Goodness of fit statistics(N=258).

$\chi 2$ /df	IFI	TLI	CFI	GFI	RMSEA	SRMR
2.159	0.941	0.949	0.950	0.939	0.048	0.044

Table 3. Convergent validity tests

Variable	Cronbach's alpha	ave	The square root of AVE	cr
TAN	0.87	**0.60**	0.77	0.88
RES	084	**0.70**	0.84	0.90
ASS	0.90	**0.74**	0.86	0.92
REL	0.87	**0.67**	0.82	0.91
EMP	0.90	**0.61**	0.78	0.92
QOS	0.76	**0.59**	0.77	0.87
ECC	0.69	**0.75**	0.87	0.94
STA	0.73	**0.63**	0.79	0.92

Table 4. Bias-corrected bootstrapping results(direct effect)

Links	Coefficient	Confidence limits		p-value
		Lower	Upper	
QOS→ ECC	0.194	**0.139**	**0.259**	**0.027**
ECC→STA	0.112	**0.109**	**0.231**	**0.043**
QOS→ STA	0.018	**0.056**	**0.384**	**0.839**

Table 5. mediation effects result

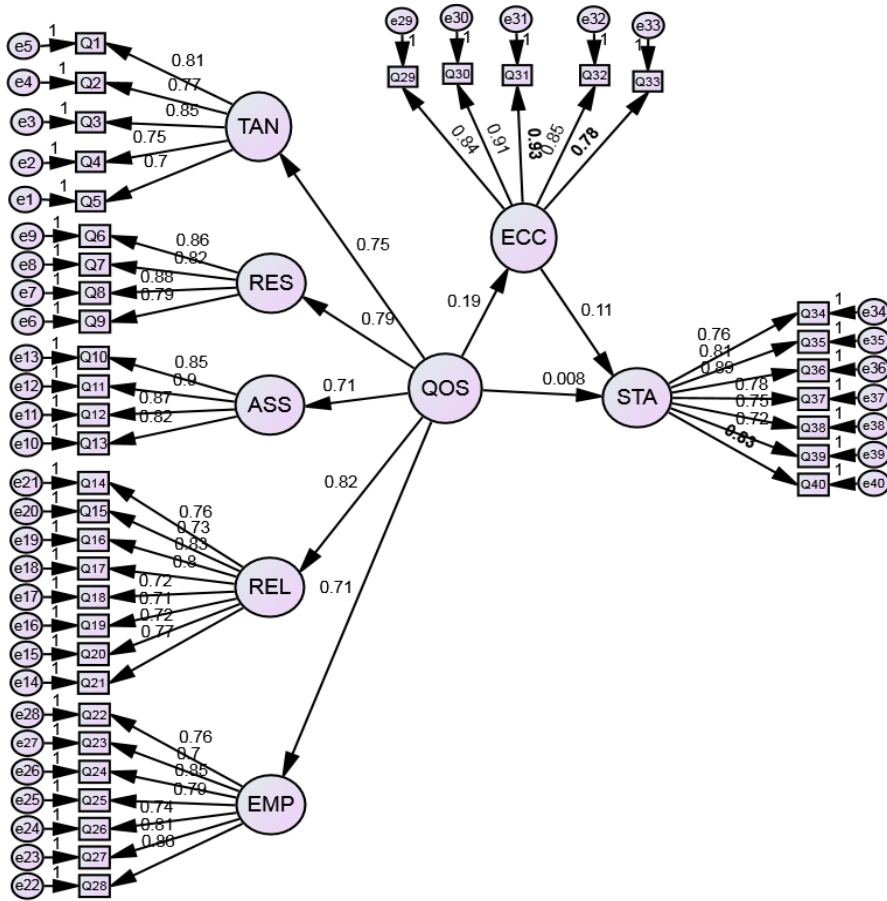| Links	Coefficient	Confidence limits		p-value
		Lower	Upper	
QOS→ ECC→ STA	0.284	0.206	0.445	0.016

Fig 2. Standardized parameter estimates

Results and Findings

Aiming to learn how service users' perceptions of various aspects of career advice service quality affect their level of satisfaction, this research set out to do just that. Additionally, the research sought to examine how career counselors' influence mediated the link between characteristics and the happiness of service users. We tested the structural model in two stages. In the first stage (direct effect), the impact (QOS→ ECC) was strong, lending

credence to H1 (table 4). Additionally, hypothesis 2 was supported by the considerable effect on (ECC→STA). The lack of significance in the relationship between QOS and STA disproved Hypothesis 3.

The indirect effect of QOS on the STA result is seen in Table (5). It is shown that ECC mediates significantly (p <0.05). In this way, QOS influences STA via the ECC (Coefficient: 0.284). The fourth hypothesis about mediation effects is confirmed.

Assessment Model To begin, we used confirmatory factor analysis (CFA) to check whether the measurement models were solid. According to Table 2, the scales are more in line with the requirements proposed by Hooper et al. (2008). After that, we followed the advice of Hair et al. (2012) and looked into the discriminant and convergent validity. These were: an average variance extracted more than 0.50, a composite reliability greater than 0.70, and a Cronbach's α greater than 0.60. You can see the results in Table 3. In addition, the discriminant validity of the test developed by Hair et al. (2012) was evaluated by calculating the square root of the average variance extracted (AVE). The AVE's square root was more than 0.70 for all constructions. Model fitness indices are the subject of Table 2, which shows a good match with respect to the target range for each indicator. Figure 1 shows that the idea is true by analyzing the extracted average variance and factor loadings. The results of the convergent validity test make this point very clear. According to Anderson and Gerbing (1988), all standardized loading values are more than 0.5, as shown in Figure 2. Given the centrality of career counselors to the counseling process, this research has shown their function as a mediator between service quality and service users' satisfaction with career assistance. The results of this study are in line with previous research that has shown that factors may moderate the connection between counseling expectations composite scores and interventions. For instance, prior studies have shown that beliefs in the institution are influenced by counseling expectation composite scores and other important factors including family, religion, and society.

This research looks at career counseling from the perspective of the career counselor's mediating function. There is a lot of writing on how the counselor's role affects the outcome of career counseling. The mediating function of career attitudes in the connection between dysfunctional career thinking and challenges in professional growth was the subject of another research by Skorik et al. They discovered that one's attitude about one's profession had a major indirect impact. Foster youth career practitioners, according to DiFabio and Blustein, use a multimodal strategy based on ideas like acceptance and commitment theory and hope-action theory. It is important to study the role of the career counselor as a mediator in this field. Even in the Arab world and Jordan, there is a dearth of research like this. In light of

previous research by Tomaszewski et al. (2017) linking student satisfaction with career counseling services to the quality of those services, this study intends to examine the mediating factors of career counselors at the German Agency for International Cooperation (The Agency) and its career guidance-centered environment. Important practical contributions, such as the following, might result from a better understanding of the academic or professional significance of the links among the constructs indicated in this study's theoretical or conceptual framework. The study's results could shed light on the role career counselors play in the relationship between CGSQ and service recipients' satisfaction, encourage researchers to look for other variables that mediate the relationship between career guidance service quality and service recipients' satisfaction, and give administrators a better idea of what people in Germany and Jordan expect, plan for the future, and value based on their career counseling services. Mathematical Framework To begin, the measurement models' robustness was checked using confirmatory factor analysis (CFA). Table 2 shows that the scales are more compatible with the standards put out by Hooper et al. (2008). We next examined the convergent and discriminant validity.

All three of these indicators are over the threshold: composite reliability >0.70, average variance extracted >0.50, and Cronbach's $\alpha > 0.60$. The results are shown in Table 3. A technique developed by Hair et al. (2012) was also tested for discriminant validity by determining the square root of the average variance extracted (AVE). The AVE square root is more than 0.70 for all constructions. Table 2 displays the model fitness indices, which indicate a commendable alignment with the goal range for the whole database. With the use of factor loadings and extracted average variance, Figure 1 shows how relevant the theory is. Importantly, the convergent validity test yielded favorable findings. As seen in Figure 2 (Anderson and Gerbing, 1988), every single standardized loading value exceeds the 0.5 cutoff. Two steps were involved in evaluating the structural model. H1 (table 4) was supported by the high impact (QOS→ ECC) in the first Stage (direct effect). Furthermore, there was a notable effect for (ECC→STA), lending credence to hypothesis 2. We were unable to test Hypothesis 3, which proposed that QOS had an indirect effect on STA outcomes, as we found no statistically significant correlation between the two variables. With ECC, a significant mediation effect is shown ($p < 0.05$). This is why the ECC (Coefficient: 0.284) is the mechanism by which QOS affects STA. Our results back up the fourth hypothesis about the effects of mediation. The findings also showed that the level of pleasure felt by those who received career coaching was strongly related to the service's quality. When we looked at the connection between "service outcome," "service process," and receivers' happiness, we found that career counselors acted as mediators. Finally, the research proved that there are good outcomes

and a correlation between service users' happiness and the quality of career advisory services, and it indicated that the dimension of "self-insight needs" is the only one that substantially affects service quality. Our research shows that career counselors have a mediating role in the connection between "the service outcome," "the service process," and the happiness of those who get the services. The findings may be used by SDC and GIZ to enhance and supplement the work that career counselors do with their clients on a regular basis. Because of their responsibility for ensuring that clients continue to get the best service possible, policies are often cited as key areas of focus in these types of organizations. Recruiting, developing, and choosing the most suitable professional career counselor, followed by in-service training, should be the management's top priority in order to maintain and improve the quality of career advice services. By praising the "Career Service Process" and the "Career Counselor's Influence" for the anticipated happiness they provide, the practical relevance is validated. This finding is in line with that of several scholars (e.g., a literature review in Creed, 2016; also see Richardson & Mallon, 2011) who illustrate the scenario in industrialized nations, where researchers in the field of career guidance and counseling can benefit from constructive criticism of staff and its moderating effect.

The study's findings show that the career counseling team at GIZ does a good job of helping its clients achieve and maintain their professional goals. But Eliasa and Iswanti (2014) found several serious holes in the services that could be filled. This was highlighted by the substantial influence that GIZ career counselors' high levels of personal involvement in their clients' professional achievement have on the promotional effect of the overall quality of career advice services on clients' levels of job happiness. Career advisory services would be more appealing to care workers if they included professional networking and support activities like these to boost the happiness of care workers with their careers. With a focus on the German Agency for International Cooperation in Jordan, a number of significant topics about the quality of employment advising services and their impact on user satisfaction emerge from the study. In order to establish strong client connections and provide better service, career counselors need professional skills, which Sultana (2020) emphasizes in her foundational work. Those without jobs would benefit much from sound career guidance, thus this is particularly crucial for them.

Expanding on this, Robertson (2021) discusses the psychological and social components of career guidance. He argues that therapy's supportive relationships may alleviate a lot of stress associated with professional issues. Clients are more inclined to be candid when this connection is strong, which in turn produces better outcomes. It is crucial to improve health overall, and

Robertson's research demonstrates that workplace counseling may assist with both professional and personal demands.

In Romania, where many individuals provide counseling without the proper training, Mihaela and Goga (2022) highlight additional issues with work guidance systems. According to their findings, there is a disparity in the quantity and quality of treatment services offered. My confidence in the efficacy of such services is shaken by this. In order to ensure that high school students get sound career guidance, the authors argue that greater training and uniform national regulations are necessary. Research indicates that counselors' interpersonal skills and training, the nature of the counselor-client relationship, and policy changes regarding career advising all significantly affect service quality. The quality of services provided by job counselors and, by implication, the satisfaction of their customers may be enhanced via investing in their professional development and training. In addition, unified guidance rules are crucial for guaranteeing that all individuals have access to high-quality career advice, particularly in nations like Jordan that are striving to collaborate with others.

Lastly, the literature highlights the need of talented career counselors who can establish trusting relationships with clients and the need for systemic improvements to enhance the standard of career guidance programs. Improving the happiness and overall well-being of service customers depends on resolving these difficulties.

Recommendations for Future Research

This study's findings suggest several recommendations for future research. Future research should investigate the impact of thematic resources, counseling, and group information on service recipients' satisfaction with career guidance services by incorporating these three elements into the research model. Thus, the model may be extended to explore possible direct and indirect effects among thematic resources and counseling, the satisfaction with educational services as intermediate outcomes in counseling services, and the relationship between these outcomes and individuals' satisfaction with the GIZ AGYPT mission.

This serves as an initial step in establishing an operational framework that can implement the alternative operations outlined in the primary objective of this paper. It also facilitates the development of a model for identifying factors influencing the quality of career guidance services, which significantly impact recipient satisfaction and are directly related to personal counseling services. The research focus addresses the evaluation of service quality, specifically through a consultation service offered to employment agencies. This evaluation is informed by the perspectives of service recipients from the Geneva Call Center (GCC), as detailed in this report. The center offers a front-

line consultation service that is likely more obligatory, as per the unemployment agency, in the context of a developing country, rather than a voluntary discussion or assessment service. This paper introduces the quality of career consultancy services, focusing the review on an overview of existing literature regarding the quality of front-line career consultancy services.

Limitations of the Study

The author acknowledges that the study has several limitations that could shape the outcomes. Specifically, the study venues were solely located in Jordan, and the proactive administration of all survey questionnaires, without the use of quotas, clustering, or stratified random sampling, led to a selection bias issue. These issues restricted the researchers, and the findings do not allow for generalization to the vast Jordanian population (Cobelli et al., 2019). Furthermore, the sample of higher education students and graduates from various disciplines such as business, sciences, information technology, and arts influences the findings.

Understanding the factors behind the satisfaction of students and graduates who completed career counseling service at the GIZ may limit the generalization of the findings. Other significant limitations are impacted by the type of instrument used in the study. The developed instrument was to capture the first tier of career counseling services, basic information services, and services at a single agency for international cooperation, GIZ. We could test the developed instrument to determine its capacity to capture additional areas within the IAEVG/Sveiby career services framework. Future research should develop another instrument using the theoretical concepts of the IAEVG/Sveiby framework, with the aim of studying career counseling service transactions offered by the JCG, private career centers, or universities.

Future Research Directions

There are many intriguing avenues for future investigation. First, it is essential to design a longitudinal study to examine the impact of stakeholder satisfaction on their behaviour to see whether a high level of pleasure in relevant audiences increases positive behaviour and/or helps avoid negative behaviour towards the GTZ and GIZ. Indeed, other behavioral outcomes could be investigated, such as the intention to advocate for the organization and the willingness of service recipients, intervention counselors, students under the dual program, GmbH and GIZ contracts, CMD commercial contracts, and Marketing Services merchants to evacuate the organization. Studies and career counselor interventions have a significant positive impact. Additionally, it would be interesting to look at factors that increase or decrease the satisfaction of professional counselors who use careers. In fact, if the effect of relational

activities is not taken into account, professional satisfaction factors have breathing space not only to organizational behavior of the advisers internation.

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La reconstruction de l'identité de la femme et la redéfinition de sa place et de son rôle à travers la propagande littéraire : une analyse discursive de *Sang-de-lune* de Charlotte Bousquet

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Résumé

La littérature des femmes use, généralement, de différentes stratégies pour revendiquer une nouvelle identité à la femme et dénaturaliser son statu quo de subordonné reconnu, depuis des siècles, comme naturel. Le présent article propose une réflexion critique autour de la propagande comme un moyen de libération de la femme des tares des traditions, des pratiques, des valeurs louvoyées. À travers le prisme de l'analyse critique de discours et du constructionniste, l'étude démontre comment Bousquet se sert de la propagande pour remettre en cause des structures, des normes, des traditions voire des pratiques qui enlisent la femme dans des positions subordonnées dans la société qui l'a vue naître. La propagande s'impose donc comme outil critique pour à la fois rejeter les rôles et la place imposés à la femme et aussi repenser son statu quo. L'étude conclut que la représentation des rôles et de la place de la femme est une propagande qui joue sur différents mécanismes rhétoriques et stylistiques afin d'instaurer un nouveau monde d'égalité, de justice sociale et de la démocratie du genre.

Reconstructing women's identity and redefining their place and role through literary propaganda: a discursive analysis of *Sang-de-lune* of Charlotte Bousquet

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Abstract

Women's literature normally uses different strategies to claim a new identity for women and to denaturalise their status quo considered as the natural order for centuries. This article takes a critical look at propaganda as a means of liberating women from the shackles of traditions, practices, and outmoded values. Through the prism of critical discourse analysis and constructionism, the study demonstrates how Bousquet uses propaganda to challenge structures, norms, traditions, and even practices that maintain women in subordinate positions in the society in which they were born. Propaganda is therefore used as a critical tool both to reject the roles and place imposed on women and to rethink their status quo. The study concludes that the representation of women's roles and place is propaganda that plays on different rhetorical and stylistic mechanisms in order to establish a new world of equality, social justice, and gender democracy.

Keywords: Propaganda, role, place, inequality, liberation, traditions

Introduction

La libération des femmes est l'un des points focaux de la littérature des femmes. Malgré cela, il n'y a pas de consensus sur les approches et les stratégies fiables à cet égard. Ainsi, les écrivaines déploient différentes stratégies pour plaider en faveur de l'égalité des sexes, l'émancipation et l'autonomisation des femmes. On témoigne des moyens individuels chez les activistes de droit des femmes, les féministes, les écrivaines. Bousquet, par

exemple, reformule les réalités des sexes en se servant de propagande littéraire ancrée sur un langage manipulateur chargé d'émotions pour conscientiser l'humanité et redéfinir le statu quo.

La propagande est un procédé de la rhétorique ancienne. Elle est, selon Palate (2009, p. 84), l'une des « techniques de persuasion des masses […] mais c'est indéniablement la guerre de 14-18 qui leur fait faire un bond en avant phénoménal et qui voit naître les techniques de la propagande moderne ». C'est dans cette même époque qu'elle a hissé son chemin dans la littérature (Colin, 2017). Dans la littérature des femmes, la propagande pourrait être conçue comme l'utilisation de différents procédés linguistiques, stylistiques, rhétoriques pour remettre en question les structures et systèmes de patriarcat qui ont historiquement marginalisé les femmes, prôné l'injustice sociale, promu l'inégalité des sexes tout en inspirant l'empathie, encouragé la résistance et le dialogue par le biais des représentations textuelles.

L'objectif de la présente étude est d'explorer comment la propagande est instrumentalisée dans *Sang-de-lune* de Charlotte Bousquet pour dénoncer les injustices sexuelles et pour redéfinir les multiples structures et systèmes qui enlisent les femmes dans des situations défavorables, oppressives voire subordonnées. Les contextes sociaux observables sont marqués par des discours politiques des activistes, des féministes, des institutions nationales et internationales visant à assurer l'égalité des sexes dans des domaines variés tels l'emploi, l'éducation, l'accès aux soins médicaux et aux postes de leadership. Il apparaît primordial d'interroger l'instrumentalisation des discours sur les femmes dans les textes littéraires récents et la capacité transformationnelle de ces discours dans le cadre de la dénaturalisation des rapports hégémoniques des sexes.

La revendication et la protestation restent généralement nodales dans la lignée de la littérature des femmes depuis son origine. Toutefois, les femmes restent majoritairement enfermées dans des stéréotypes sexuels et sociaux. S'agit-il donc de l'inefficacité des moyens de mobilisation, de revendication, de protestation et de libération adoptés jusqu'ici ? Cette étude examine en quoi les discours propagandistes, fondés sur la manipulation psychologique et émotionnelle déployés par Charlotte Bousquet dans *Sang-de-lune,* pourraient être une forme de résistance plus sûre contre toute forme de stratification hiérarchisée des sexes, de patriarcat tyrannique, de discrimination et un meilleur moyen de rallier non seulement des femmes mais aussi des hommes démunis en faveur de la démocratie sexuelle.

La réflexion sur la représentation des aspects différents à savoir le rôle reproductif, la domination masculine et la tradition se fonde sur le concept de l'analyse critique de discours et du constructionniste. Le premier permet un regard approfondi sur les indices rhétoriques, linguistiques et stylistiques tirés des discours des personnages et du narrateur alors que le deuxième s'intéresse

à montrer en quoi l'identité des sexes est une réalité sociale produite (Dumora et Boy, 2008) qui n'a aucun fondement biologique et scientifique et aucun caractère naturel et universel défini qui pourrait justifier la différentiation et la hiérarchisation des sexes.

Le rôle reproductif

Tout comme la tradition, la propagande se lit dans la représentation des travaux reproductifs dans *Sang-de-lune*. Les tâches domestiques écrasantes représentées dans le texte ne sont ni reconnues ni rémunérées probablement parce qu'elles ne font pas l'objet d'une formation formelle. Elles sont exclusivement assignées aux femmes considérées comme des citoyens de seconde zone. Il va falloir nier le caractère essentialiste de ces tâches afin d'œuvrer pour la répartition égalitaire des tâches en se servant de la propagande. À Alta fictif, comme dans presque toute société humaine, le rôle reproductif a des caractères essentialistes divins dévolus à la femme. Il consiste généralement à donner naissance, de préférence à des enfants de sexe masculin, les élever comme le prévoit dans le livre du soleil, et prendre soin du mari.

Le rôle de reproduction biologique

Dans presque toute société traditionnelle, le rôle fondamental de la femme est de mettre au monde des enfants en particulier les males pour assurer la poursuite de la lignée familiale. Les enfants du sexe masculin ne sont pas seulement considérés comme conservateurs du nom de la famille et transmetteurs de la tradition ancestrale. Ils sont aussi accomplisseurs des rites et héritiers de la richesse familiale (Pennington, Maudsley & Whitehead, 2023).

La situation dans l'univers fictif d'Alta n'est pas différente. Les hommes « considèrent les sang-de-lune (une expression alternative des femmes) comme des ventres à remplir » (p. 245). Il incombe donc à la femme de broncher le poids de l'homme et « porter ses enfants. Prier le Soleil pour que ce soient des mâles » (p. 17). L'on remarque d'emblée que faire des enfants surtout des enfants de sexe masculin est une exigence de la culture patriarcale. La femme qui ne satisfait pas cette exigence encourt la colère de son mari. Cela a de graves répercussions tels la répudiation et l'assassinat de la femme et de la petite fille qui vient de naître. Le meurtre de la femme stérile s'exprime à la page 62 lorsqu'on apprend que Rossan « avait étranglé sa précédente épouse en réalisant qu'elle ne porterait jamais d'enfant » (Bousquet, 2016, p. 62). On apprend du meurtre de la petite fille dans le propos : Rossan « continuera à tuer ses filles et personne ne l'en empêchera. Même pas les frères de Natalia [sa femme] » (Bousquet, 2016, p. 64).

Quand l'on soumet les indices linguistiques des propos qui portent sur le meurtre à une critique socio-littéraire, il pourrait être noté que le récit n'est pas une représentation exagérée, mais un rappel des études empiriques récentes sur le nombre alarmant de féminicide qui, selon les rapports de l'UNODC, atteint 87000 en 2019, l'année après la publication de *Sang-de-lune*. Cette réalité empirique telle qu'elle est évoquée dans l'analyse textuelle à des fins incitatives grâce aux innombrables mécanismes de manipulation déployés pour la représenter. La visée est donc de susciter la colère chez les lecteurs afin de les mobiliser pour renverser l'ordre tyrannique misogyne qui porte atteinte à la dignité et aux droits des femmes et des filles. Ce sentiment de colère se mêle avec l'empathie en faveur de la femme en raison de sa situation vulnérable et misérable dans la société qui l'a vue naître. Ce sentiment hybride oblige moralement les lecteurs à se battre pour démanteler toute structure, tout système et toutes les « traditions injustes et stupides » (Bousquet, 2016, p. 220) qui favorisent la violence à l'égard de la femme. La propagande ressort donc de la capacité manipulatrice du récit qui pousse l'humain « de changer le monde et de briser les chaines qui nous retiennent loin de la lumière du jour » (p. 221). Cette « lumière du jour » pourrait être lue dans ce contexte comme les valeurs de la démocratie sexuelle et l'égalité des sexes

Les tâches ménagères

En plus de porter les enfants, la gestion du ménage et la prise en charge de la famille reviennent à la femme. Comme le souligne la narratrice « depuis la fondation d'Alta, le rôle des sang-de-lune est de nourrir les enfants et de veiller sur eux. Les règles qui gouvernent Alta sont claires » (p. 42). Ce rôle de nourrice comprend une série de tâches écrasantes détaillées dans la citation suivante : « Chaque jour, [la femme doit] préparer le repas, surveiller et instruire les enfants, nettoyer l'enclos, elle doit satisfaire aux besoins de son mari » (Onuko, 2012, p. 72). On comprend que la bicatégorisation des rôles ou l'assignation du sexe aux responsabilités familiales asservit la femme et la maintient dans la sujétion. Bousquet use alors des techniques propagandistes telles la rhétorique émotionnelle et l'hyperbole pour dénoncer cette pratique qui fait de la vie de la femme une « existence de sacrifice de soi […] et existence de servitude et de renoncement » (Bousquet, 2016, p. 38).

Cette servitude et ce sacrifice sont vus comme une essence, une compétence innée, un caractère objectif inhérent relevant purement du domaine de la connaissance de la femme (Martinez, Paterna & Yago, 2010). Évidemment, la représentation caricaturale des femmes stéréotypées, submergées par les quotidiens incessants non rémunérés qui sont considérés comme leurs tâches naturelles, met en évidence les tâches disproportionnées des sexes dans la famille. La mise en évidence des plaintes de la majorité des

femmes représentée par la protagoniste Gia invite à repenser l'asservissement et l'injustice dans la société actuelle. L'emploi répétitif du mot « esclave » pour souligner la nature insupportable des tâches non rémunérées imposées à la femme est nodale à la thématique de dénormalisation des inégalités de genre. La répétition est une technique efficace de la propagande. Son emploi dans le texte permet de conscientiser l'humanité d'une manière constante et cohérente en ancrant un message particulier dans son subconscient afin d'influencer leur perception et croyance. En plus, son déploiement en tant que technique de la propagande littéraire par Bosquet dans *Sang-de-lune* vise à contourner tout argotisme rehaussant la suprématie masculine et faire accepter l'égalité homme femme.

Comme l'observe Fsian (2016, p. 9), la femme est un être humain comme l'homme, « mais l'opposé de l'homme (…) [Cette] différence de départ se transmute en une théorie de la hiérarchisation qui aboutit à l'existence d'un genre supérieur justifiant la domination et l'instauration du privilège de l'un sur l'autre ». Les propos suivants de Gia mettent en lumière ce statu quo de la femme. Tout d'abord, l'expression, « là-haut, les femmes sont des esclaves » (Bousquet, 2016, p. 222), révèle à quel point les femmes sont colonisées et exploitées dans la sphère familiale. De surcroit, la vie de la femme n'est pas seulement définie par l'exploitation mais elle est marquée par la maltraitance comme l'indique le passage : « [la vie de la femme est une] existence d'esclave soumise à la tyrannie » (Bousquet, 2016, p. 48).

Le statut actuel de la femme et celui d'un esclave sont définis par l'exploitation, la violence, la privation de liberté, la domination. Le mot esclave ne prend son sens véritable que dans le contexte historique de l'esclavagisme. Il est défini par la tyrannie, la déshumanisation, l'exploitation, l'animalisation, la domination. L'analogie persistante entre la femme et l'esclave dans le texte met en relief la violence, la privation de liberté de la femme. Cette analogie n'évoque pas seulement le sentiment d'empathie pour amener l'humain à redéfinir les rapports inégalitaires des sexes mais elle sert aussi à décrier l'identité actuelle des femmes. Selon Gia, cette identité de subordonnée imposée à la femme ne relève pas de l'histoire mais elle est construite au cours du temps car « au commencement, il n'existe aucune hiérarchie entre les genres » (Bousquet, 2016, p. 125). Ainsi, le mari et l'épouse s'acquittaient ensemble des responsabilités familiales et participaient équitablement à la construction de leur société comme Gia le souligne dans le passage : « Alta a été bâtie par des hommes et des femmes, ensemble » (p. 241).

La raison en est essentiellement que Bousquet transforme le réalisme littéraire en propagande. Elle emploie l'image et l'analogie pour représenter les réalités touchantes des effets de la bicatégorisation inégalitaire des tâches, de la domination et de l'exploitation des femmes pour à la fois dénoncer les

injustices sexuelles et le patriarcat colonialiste et aussi créer un sentiment d'urgence pour libérer la femme de tout enlisement de la sexualité. La propagande réalisée ici repose sur le triangle rhétorique à savoir éthos, pathos et logos pour faire appel à la perception morale, éveiller l'émotion sur la souffrance des femmes et donner des preuves suffisantes pour convaincre, persuader ou contraindre l'humanité à repenser les lois, les croyances, les traditions déshumanisantes afin d'assurer une justice sociale pour tous. Les responsabilités des femmes discutées jusqu'ici se conjuguent avec d'autres tâches lourdes pour faire de la vie de la femme un enfer sur terre.

Les soins médicaux

Dans *Sang-de-lune*, Bousquet présente les soins médicaux relatifs à l'enfant de manière à susciter une réflexion critique sur l'injustice qui marque la répartition des tâches dans la famille. Elle déploie la technique de sélection sélective de la narration pour ne raconter que quelques vécus des femmes. On apprend à la page 90, par exemple, que tout ce qui concerne la santé de l'enfant relève de la seule responsabilité de la femme.

> Lorsque nous étions petites, Rozenn, Arienn et moi, tante Vania nous racontait des histoires. Elle veillait sur nous quand nous étions malades. Je me souviens d'une nuit de fièvre, de réveils en sursaut, hanté par des visions de cauchemars. Arienn n'avait que deux ans. Mes pleurs l'avaient réveillée. Elle hurlait. Notre aïeule est entrée dans la chambre, la prise dans ses bras, l'a bercée jusqu'à ce qu'elle se rendorme. Puis, doucement, elle s'est allongée près de moi. Elle a passé son bras autour de ma taille. Sa seule présence a suffi à chasser les cauchemars qui me terrifiaient.

La technique de sélection sélective permet de présenter les faits d'une manière à éliminer complétement l'homme de l'espace familial, le rendant irresponsable et indifférent aux questions relatives au bien-être de l'enfant. Le déploiement de cette technique donne une tonalité amplifiée au fait que c'est la femme seule qui assure la guérison de l'enfant alors que les études sociologiques comme celle réalisé par Kane (2017), maintiennent que c'est le père qui assume généralement les dépenses engendrées et l'approvisionnement des médicaments à administrer à l'enfant malade.

Cette même thématique des hommes qui se dérobent à leurs responsabilités en cas de maladie de l'enfant est reprise à la page 208 comme suit : « Lorsque j'étais souffrante, tante Vania me veillait et s'occupait de moi jusqu'à ce que je sois guérie ». Il n'est pas question ici de faire l'éloge d'humanisme de la femme mais plutôt du rejet d'oppression et d'asservissement qui résultent de l'enfermement des femmes dans des rôles

stéréotypés. Au-delà, c'est l'essentialisme de genre, théorisé par Antoinette Fouque (Mavoungou, 2015), qui est remis en cause. Si la société patriarcat continue d'approprier les tâches aux sexes, c'est parce qu'elle opère la logique essentialiste selon laquelle « certaines caractéristiques essentielles, visibles et objectives, qui seraient inhérentes aux individus, éternelles et inaltérables (aux sexes) » (Jarach, 2013, p. 3). Ce concept repose sur l'exclusion des femmes de la plupart des processus décisionnels par la société dominée par les hommes et sur l'imposition de la plupart des tâches domestiques. Cette exclusion et cette assignation injuste des tâches sont justifiées par certaines caractéristiques innées et biologiques que la femme est censée posséder.

Sang-de-lune de Bousquet devient donc un outil de résistance aux limitations sexuées et un moyen de déconstruction des structures et systèmes qui assurent la continuité de la morale et de la tradition ancienne érigées sur des principes déshumanisants, discriminatoires et de l'hégémonie masculine. Bousquet réussit à s'imposer comme une critique virulente de la bicatégorisation des tâches domestiques et une activiste ardue des droits égaux des sexes. Ce succès repose généralement sur la technique de propagande de sélection sélective des aspects négatifs de la culture patriarcale. Cette technique aide, tout d'abord, à construire une conscience collective qui reconnait l'égalité des sexes comme le socle de la civilisation moderne et du progrès humain. Ensuite, elle dénonce l'exploitation des femmes et cherche à subvertir l'ordre patriarcal qui prédéfinit les rôles des individus selon leur appartenance sexuelle.

La déconstruction d'hégémonie masculine
Selon la dialectique de la littérature des femmes, la déconstruction du patriarcat implique généralement la remise en question de plusieurs dimensions culturelles, structurelles, sociales, politiques, professionnelles. Il s'agit, en somme, de tout système, toute institution et toute structure qui maintiennent la femme dans des positions subalternes. Il faut repenser toute frontière traditionnelle existante entre les sexes voire certains codes qui régissent la société humaine. Ce processus de démontage de la suprématie masculine et de reconstruction d'une nouvelle société passe chez Bousquet (2016) par diverses stratégies de propagande littéraire, comme en témoignent les représentations suivantes.

La tradition
La tradition comprend les codes de conduites, les standards et les valeurs d'une société (Adekola, 2016). Logiquement, la tradition n'est conventionnelle qu'à un groupe défini et c'est elle qui dicte le rythme des comportements, des mentalités, des pratiques des êtres sociaux. Dans les textes des femmes, la tradition est généralement considérée dans son

paradigme étymologique d'une invention sacrée donc inviolable biaisée contre la femme, préservée et transmise d'une génération à une autre.

Dans les textes des femmes, la présentation des récits alternatifs œuvre pour l'égalité totale des sexes et perturbe les normes traditionnelles rehaussant la domination masculine. En filigrane du texte retenu pour l'étude se lit la problématique de l'appel à reconsidérer certaines traditions fondées sur les principes du patriarcat. Cet appel de modification de la tradition passe, tout d'abord, par la désacralisation, la dénigration, la diabolisation de ces traditions : sens des pratiques rétrogrades, arriérées fondées sur les principes déshumanisants du patriarcat.

Bousquet (2016) semble mettre la tradition et la violence sur le même pied afin de provoquer le sentiment de haine puis de rejet de cette la tradition jugée sacrée depuis la nuit des temps. Pour la protagoniste de Bousquet, « ces traditions, (…) ces violences devenues lois [font que le sexe féminin] est asservi, privé de toute volonté au point que les plus misérables, au lieu de se rebeller, acceptent leur condition, persuadés qu'elle est justifiée » (Bousquet, 2016, p. 153). Ce qui importe dans ce propos n'est pas la vraisemblance de la violence à nature misogyne qu'incarne la tradition mais le pouvoir persuasif, exhortatif et incitatif de ce propos hyperbolisé qui vise à contraindre la société de synchroniser les valeurs actuelles axées sur l'égalité des sexes et la tradition biaisée héritée d'Alta fictif, au-delà du monde entier.

Une autre stratégie de propagande déployée pour désacraliser et faire repenser certains aspects de la tradition dans *Sang-de-lune* est le stéréotypage des injustices de genre. Ces injustices normalisées par la tradition favorisent la suprématie masculine tout en rappelant aux femmes qu'elles sont « des êtres dénaturés. Toujours condamnables. Contrôlables » (Bousquet, 2016, p. 18). Évidemment, la tradition assied la domination masculine. Ce sont les hommes qui « dirigent (…) Telles sont nos traditions » (Bousquet, 2016, p. 35). Le fait de révéler comment la tradition qui est considérée comme venant des dieux et des ancêtres sous-tend les injustices sexuelles, la subordination de femme est une manière d'ironiser et de caricaturer sa nature sacrée, juste et inviolable. Cette remise en cause du bien-fondé de la tradition est un appel à repenser la dynamique du pouvoir dans un monde où l'hégémonie masculine semble normalisée et intégrée dans les codes de conduite des individus.

Bousquet réinterroge également l'importance de quelques coutumes qui assurent l'assise de l'infériorisation de la femme. Elle adopte l'approche d'encadrement sélectif, une technique de propagande qui consiste à ne présenter que les faits qui servent sa cause. Bousquet emploie cette technique pour mettre en évidence les failles des rites initiatiques de tatouage et la tradition de châtiment par lapidation qui sont en contradiction constante avec les principes fondamentaux des droits de l'homme. Selon la tradition d'Alta représentée dans *Sang-de-lune*, la cérémonie de tatouage est un rite de

« protection contre le mal inhérent à … [la] nature féminine » (Bousquet, 2016, p. 73). Le processus est marqué par une série de tortures élaborées par Gia dans le propos suivant :

> Je me souviens de la cérémonie durant laquelle a été réalisé mon tatouage. (…) Vania a préparé l'encre et les aiguilles. Mon père les a plongées dans les flammes ardentes d'un braisier afin de les purifier. Vania s'est mise au travail. Brûlures, picotements ; au bout d'un moment, la sensation que ma peau était une plaie à vif, sans toutefois ressentir la douleur comme mienne ; puis, les dernières paroles d'une longue prière et l'épingle de métal enfoncée d'un coup sec. J'ai crié. Par ma voix, les échos du mal, qui s'étaient multipliés avec mon premier sang, ont exprimé leur rage et leur impuissance. La perle d'or roux a scellé le rituel. La fièvre a duré une semaine (Bousquet, 2016, pp. 11-12).

Ce rite trahit comment nos traditions discriminent les femmes et les font sentir inférieures par rapport aux hommes. Il semble que la douleur intense et la maladie engendrée par ce rite sont évoquées pour susciter l'empathie, la colère des lecteurs, et cela pourrait les inciter à plaider pour la modification de certains rites traditionnels.

L'autre pratique discriminatoire critiquée virilement par l'héroïne du roman consiste à tuer par pendaison ou par inanition la femme soupçonnée de « porter en son sein le germe de l'obscurité, ou qu'il est déjà trop enraciné pour la guérir » (p. 10). Cette pratique est comparable à la chasse aux sorcières toujours pratiquée au nord du Ghana. Selon notre propre observation, en 2024, il reste toujours cinq camps pour sorcières au nord du Ghana où les femmes soupçonnées de sorcellerie sont incarcérées dans des conditions inhumaines. Dans *Trois femmes puissantes* de Ndiaye (2016), la fréquence du meurtre de ces soupçonnées se lit dans le propos suivant :

> Ma petite sœur ne serait pas la première à être pendue ou exposée dans les tunnels sombres, malodorants et à mourir de faim, proie de l'obscurité et des monstres qui s'y terrent, victime de la barbarie des hordes qui rodent à la lisière de la cité (p. 10).

La description éloquente de cette pratique déraisonnable permet d'élargir l'angle des réflexions sur l'instrumentalisation de la propagande dans la littérature des femmes. Le recours aux imageries visuelle et olfactive qui se dégagent respectivement des adjectifs « sombres » et « malodorants » renforcés par les expressions d'émotivité comme « mourir de faim », « proie de l'obscurité » et « des monstres », « victime de la barbarie des hordes »,

cherche à déconstruire la vision stéréotypée des traditions barbares en constante contradiction avec un monde en mutation. L'on relève aussi l'utilisation de la technique de répétition pour amplifier le nombre des femmes tuées à cause de simple soupçons fondés sur aucune preuve objective et scientifique. Bref, ces représentations sont des propagandes qui désacralisent et démystifient la tradition tout en jetant « les bases nécessaires à l'émergence d'une conscience féministe porteuse d'espoir » (Adjamagbo & Calvès 2012, p. 17) qui veut faire entendre la voix des victimes des tares des traditions ancestrales. Au-delà des traditions, se cachent d'autres mécanismes tenaillants généralement inaperçus à la société que Bousquet questionne.

Représentation des personnages féminins

Dans *Sang-de-lune*, Bousquet présente une héroïne démunie et marginalisée pourtant résiliente contrairement aux héroïnes prospères souvent représentées dans des romans des femmes. Cette héroïne hors-norme défie la tradition qui conforte l'hégémonie de l'homme. Elle rejette toute théorie sur la domination masculine et brise l'orthodoxie de soumission à la tradition qui culpabilise la femme dans le propos suivant : « Je ne suis pas corrompue que ne l'était Arienn. Ce sont ces lois qui le sont. Ce sont les gardiens. Ceux qui maintiennent Alta dans l'aveuglement et la crainte » (Bousquet, 2016, p. 153). Ce rejet des traditions qui abattent le courage des femmes de s'émanciper va au-delà de l'imaginaire et pourrait être perçue comme une remise en cause des conventions myogéniques fondées sur le principe de la domination, de l'infériorisation et de culpabilisation de la femme. En plus, cette posture de la protagoniste contre les injustices systémiques rappelle l'humanité, surtout la génération actuelle, à sa responsabilité d'œuvrer pour la libération de la femme.

En réaffirmant plus sa position, la protagoniste décrit la tradition comme « un mensonge [qui] ne profite qu'à quelques-uns » (176). Valli, un personnage secondaire, lui, qualifie ces traditions de « traditions injustes et stupides » (Bousquet, 2016, p. 220). Leur stupidité s'exprime dans le fait que les injustices et les discriminations incarnées par ces traditions sont « destinées au seul asservissement des sang-de-lune et au règne d'une aristocratie toute-puissante » (Bousquet, 2016, p. 219). Évidemment, la tradition fonde et sous-tend la subordination, la différentiation et l'asservissement de la femme. Le passage souligne la détermination des personnages à infirmer les conventions qui dictent la position des sexes dans la société. La substitution analogique du mot « traditions » avec « mensonges » donne au propos une tonalité exagérative et métaphorique, le transformant en propagande pour contourner l'argotisme et démystifier la suprématie masculine et son statut de sacré depuis la nuit des temps.

La protagoniste devient donc un symbole de résistance, un personnage qui impose psychologiquement une vision alternative multidimensionnelle aux personnages féminins et masculins démunis face à la tradition hégémonique des sexes bien ancrée dans les subconscients. Elle décide de ne jamais succomber aux coutumes et traditions déshumanisantes, et elle n'en démord pas. Elle remarque à ce sujet que « je refuse d'être broyée (…) Plutôt crever. Plutôt fuir, loin d'ici… » (84-85). Dans ce contexte, la fuite pourrait être conçue comme une reconstruction, une renaissance, une orientation, un nouveau départ pour s'organiser pour se libérer. Comme l'affirme Cornejo (2008, p. 341) "Exile was perceived as an opportunity to do something […], to transform and develop their selves […] the chance to reconstruct themselves." Au fond, Gia avertit les misogynes que cela suffit : les femmes ne peuvent plus supporter la colonisation de la femme définie principalement par la domination, l'infériorisation, l'exploitation, l'oppression, l'asservissement.

En outre, Gia est une héroïne engagée et déterminée qui s'insurge virilement contre toute forme d'injustice. Elle s'approprie l'espace social longtemps dominé par quelques hommes en s'imposant comme la meilleure à sauver l'humanité du danger que pose l'hégémonisation des sexes. Son engagement et sa détermination de reconstruire une société plus juste, plus égalitaire s'expriment dans ce propos :

> Nous ne traînerions pas comme des chaines attachées à nos âmes ces monceaux de peur, de colère, de regrets (…) La violence et la haine se parent des oripeaux de la justice pour briser des vies. Ici, les gens se contentent d'un quotidien timide de peur d'envisager un avenir différent. La maladie, la mort se dissimulent derrière chaque sourire. Il est temps que cela change. Nous le savons (Bousquet, 2016, pp. 222-223).

L'empressement avec lequel Gia se dresse contre les injustices systémiques s'oppose au silence retentissant des hommes sur ces grands sujets. La prise du relais par l'adolescente pour sauver l'humanité pourrait être lue comme une exhortation aux femmes de prendre leur destin en main et une manipulation psychologique visant à basculer le pouvoir de contrôle de l'ordre patriarcal vers une nouvelle civilisation de droits égaux des sexes et d'humanisme (Tortor, 2021). Comme le remarque Taubira pendant un entretien avec Rastello à Montréal en 2018 : « le féminisme est un humanisme, ce n'est pas une guerre de tranchées ». Le simple fait de rapprocher le féminisme à l'humanisme est une propagande en soi : une manière de convaincre l'humanité que la libération des femmes est une justice sociale.

La représentation du réel

Le réel dans le texte littéraire des femmes peut être conçue, généralement, comme une représentation de la vie des femmes, des pratiques traditionnelles, des coutumes, des lois etc., telles qu'elles sont ou devraient être selon la logique de la civilisation et des valeurs actuelles. Bousquet (2016) use de cette stratégie narrative pour faire la propagande négative du patriarcat afin d'ébranler ses fondements.

Tout d'abord, sa narratrice protagoniste adopte la technique de la linéarité temporelle révélant comment la tradition est déformée au cours du temps. Cette déformation crée une nouvelle structure hiérarchique de genre. C'est cela que la protagoniste veut repenser. Cette linéarité repose sur une temporalité narrative tripartite qui commence avec le passé, suivi par le présent puis le futur. L'on est renseigné « qu'au commencement il n'existait aucune hiérarchie entre les genres » (Bousquet, 2016, p. 125). Il faut rappeler que le commencement fait référence à l'origine de la création où l'homme et la femme étaient égaux. Toutefois, les principes qui règlent cette structure ont été édités au cours du temps « pour réduire les femmes en esclavage » (p. 125). La seule raison d'être de la structure sociale actuelle est selon la protagoniste « l'asservissement des sang-de-lune » (Bousquet, 2016, p. 219). Ayant découvert l'histoire inventée de la suprématie masculine, la protagoniste veut rétablir la norme originaire érigée sur la parité des sexes. La linéarité narrative qui est une technique du réalisme littéraire donne tout d'abord une vision plus claire sur l'historicité de la relation du pouvoir. Ensuite, elle révèle la situation actuelle et les mesures prises pour y remédier. Finalement, elle offre une vision d'une société future dépourvue d'hégémonie sexuelle. La représentation de l'évolution de la hiérarchisation des sexes vise à influencer la croyance des lecteur(es) sur la nature construite, injustifiable de discrimination genre et encourager une nouvelle forme de civilisation d'égalité des sexes. La propagande est renforcée par les expressions décrédibilisantes comme « des mensonges forgés », « lois iniques » et « lois, règles, traditions de plus en plus étouffantes et de moins en moins crédibles » (Bousquet, 2016, p. 147). Le fait que les personnages exilés du roman réussissent à dévoiler les vérités, bien que relatives, sur la nature construite des croyances et des pratiques incite surtout les victimes à réinstaurer les pratiques et traditions originaires ancrées sur la démocratie sexuelle.

La masculinité et la féminité

La masculinité et la féminité sont des catégories en construction si bien que la seconde est un concept plus dynamique et plus évolutif à cause de ses différentes étapes historiques. Selon les théories du constructionnisme de genre avancées par Beauvoir (1949) et Butler (2005), la masculinité et la féminité sont des produits culturels, c'est-à-dire qu'elles sont construites par

la société au même titre que le genre, d'où la citation de Beauvoir (1949) « on ne nait pas femme, on le devient ». Comme chaque société construit sa masculinité selon ses croyances et traditions, « il n'y a pas un modèle masculin universel, valable en tout temps et en tout lieu » (Badinter, 1992, p. 48). La manière dont la masculinité « s'effectue au cours du processus de la socialisation des enfants » (Koudolo 2008, p. 88) détermine son unicité dans l'espace-temps. Quoique ce soit, la masculinité est généralement vue dans les textes comme dans les discours des constructionnistes comme « une construction idéologique servant précisément à légitimer l'oppression des femmes » (Dialmy, 2008, p. 73).

Ainsi, la protagoniste de Bousquet (2016) nie toute forme de différenciation entre homme et femme et plus particulièrement, l'existence d'un sexe supérieur. À la page 117, Gia précise que « nous [les femmes] sommes vos égales pas vos inférieures » (Bousquet, 2016). Pour Gia, l'identité genre et l'identité sexuelle ne sont pas des réalités. En revanche, elles sont « des constructions fabriquées et soutenues à travers des signes corporels et d'autres moyens expressifs. Le fait que le corps genré soit performatif suggère qu'il n'a pas d'autre statut ontologique que les actes variés qui constituent sa réalité » (Butler,1999, p. 173). C'est pourquoi elle affirme que « [Alta est un] monde où tout est faux, même ce qu'on mange (Bousquet, 2016, p. 158). Qualifier de fausses la suprématie masculine, la différence entre les sexes, les croyances et les valeurs d'Alta, revient à faire une propagande négative des croyances et des valeurs de toute une société. Cette propagande démystifie l'attribut sacré de la masculinité puis œuvre pour la réorganisation de l'ordre établi des sexes « depuis l'origine de toute l'histoire humaine qui met la femme sous le pouvoir de l'homme » (Darnal-Lesné, 2005, p. 379).

Finalement, la satire est employée dans le texte pour dénaturaliser et déconstruire la structure de pouvoir dans la société d'Alta. Selon la narratrice, le pouvoir du contrôle est « le droit de tous les fils-du-soleil. Ils dirigent. Nous obéissons. Ils ordonnent. Nous exécutons » (Bousquet, 2016, p. 35). Analytiquement, la juxtaposition des verbes « diriger » et « obéir », d'une part, et « ordonner » et « exécuter », d'autre part, traduit la relation hiérarchisée des sexes. Ce récit n'est donc pas une narration imaginaire anodine mais une dénonciation de l'enracinement des inégalités dans la société et une critique de l'incohérence entre les conventions sur l'égalité des sexes et les pratiques dans la société. On doit l'admettre, plusieurs progrès ont été faits par les militants des droits des femmes mais de nombreuses inégalités persistent. L'amélioration de la condition des femmes sur le marché de l'emploi, dans la formation, du partage des responsabilités économiques et politiques ne masque pas des décalages persistants. Les progrès n'ont pas permis aux femmes d'atteindre l'égalité. Sur la plupart des critères et des situations ou de pouvoir, des écarts se maintiennent (Jacquier, 2009, p. 4) Au

fond, c'est le patriarcat : ce système de domination des femmes qui accorde des privilèges excessifs à l'homme que Bousquet dénonce à travers cette représentation servile des inégalités.

Conclusion

Dans la lignée du texte retenu pour cette étude, Bousquet déploie la propagande comme outil littéraire pour instrumentaliser la hiérarchisation des sexes afin de repenser les systèmes, les structures et les pratiques qui étouffent les femmes surtout au niveau sociétal et familial. L'étude note que les traditions et les coutumes sont biaisées contre la femme. Ce faisant, elles déshumanisent la femme et leur imposent une identité subordonnée par rapport à l'homme. Cette identité subordonnée définit les rôles et la place des femmes dans la société. En plus de ceux-là, les traditions et coutumes encouragent l'exploitation, la violence, l'asservissement et l'abus des droits des femmes.

On témoigne dans le texte l'emploi des techniques différentes de la propagande tels l'hyperbole, la sélection sélective, le réalisme littéraire, l'imagerie, la satire, la substitution analogique, la linéarité temporaire, l'ironie, la caractérisation dans la représentation des rôles et places de la femme. Le déploiement de ces techniques crée une image sombre de la tradition ancestrale, des coutumes et des pratiques tout en démontrant leur incohérence avec les valeurs de la démocratie sexuelle et des droits égaux de la société actuelle. À travers ces procédés, il se dégage que ces représentations diabolisent les traditions et les pratiques, et évoquent également l'urgence de repenser des coutumes arriérées, de dénaturaliser l'hégémonie masculine, et finalement de créer une égalité des chances pour tous.

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Accompagnement psychosocial et résilience des adolescents victimes de conflit intercommunautaire Arabe-Choa et Mousgoum à Logone Birni (Cameroun)

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Résumé

Les conflits existent dans toutes les communautés, même au sein des familles, entre amis, camarades, personnes exerçant la même profession et celles qui partagent les mêmes valeurs culturelles depuis des générations. Il est difficile de trouver une société sans conflit. Ainsi, si le vivre ensemble devient de plus en plus conflictuel entre personnes de même ethnie ou d'ethnie différente, c'est que la vie n'a plus de sens quand on reconnaît que la personne avec laquelle on partage le même espace social est plus importante qu'un frère éloigné dans la culture noire. Ainsi, la relation entre Arabe-Choa et Mousgoum est un terreau important pour les potentialités de cette partie du Cameroun. Le conflit entre ces deux groupes interethniques est basé sur la menace de leurs intérêts. Cette étude s'appuie sur la théorie écologique de (Bronfenbrenner, 1979), qui souligne l'importance des interactions entre l'individu et son environnement social dans le développement de la résilience. En effet, les données qualitatives issues des entretiens semi-structurés, une analyse thématique a été appliquée. Les résultats montrent que 75% des adolescents ayant bénéficié d'un accompagnement psychosocial structuré ont rapporté une amélioration significative de leur bien-être émotionnel par rapport à ceux n'ayant pas reçu ce soutien. De plus, 60% des participants ont développé des compétences sociales renforcées, facilitant ainsi leur intégration dans la communauté. Il est recommandé d'intensifier les programmes d'accompagnement psychosocial en intégrant des approches

communautaires qui mobilisent non seulement les adolescents mais aussi leurs familles et leurs pairs. De plus, il serait bénéfique d'évaluer régulièrement l'efficacité de ces programmes afin d'adapter les interventions aux besoins évolutifs des adolescents victimes de conflit.

Mots clés : Accompagnement psychosocial, résilience, adolescents, conflit intercommunautaire, Arabe Choa, Mousgoum

Psychosocial support and resilience of adolescent victims of inter-community conflict Arab-Choa and Mousgoum in Logone Birni (Cameroon)

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Abstract
Conflicts exist in all communities, even within families, between friends, comrades, people in the same profession and those who have shared the same cultural values for generations. It's hard to find a society without conflict. So, if living together becomes increasingly conflictual between people of the same or different ethnicities, it's because life no longer makes sense when we recognize that the person with whom we share the same social space is more important than a distant brother in black culture. Thus, the relationship between Arabe-Choa and Mousgoum is an important breeding ground for the potential of this part of Cameroon. The conflict between these two inter-ethnic groups is based on the threat to their interests. This study is based on the ecological theory of (Bronfenbrenner, 1979), which highlights the importance of interactions between the individual and their social environment in the development of resilience. A thematic analysis was carried out based on the qualitative data from the semi-structured interviews. The results show that 75% of adolescents who received structured psychosocial support reported a significant improvement in their emotional well-being compared to those who did not receive this support. In addition, 60% of participants developed strengthened social skills, thus facilitating their integration into the community. It is recommended to intensify psychosocial support programs by integrating community approaches that mobilize not only adolescents but also their families and peers. In addition, it would be beneficial to regularly evaluate the effectiveness of these programs to adapt interventions to the evolving needs of young victims of conflict.

Keywords: Psychosocial support, resilience, adolescents, inter-community conflict, Arab-Choa, Mousgoum

Introduction

Le conflit intercommunautaire entre Arabe-Choa et Mousgoum dans l'Arrondissement de Logone Birni, Région de l'Extrême-Nord du Cameroun, a engendré des conséquences dévastatrices sur la population, en particulier sur les adolescents. Selon le rapport de l'UNICEF 2007, environ deux millions d'enfants au Cameroun ont été affectés par des conflits armés, avec un impact disproportionné sur les adolescents issus de communautés marginalisées. Les adolescents, en tant que groupe vulnérable, sont souvent exposés à des traumatismes psychologiques qui peuvent entraver leur développement social et émotionnel. La résilience, définie comme la capacité à faire face aux adversités et à rebondir après des expériences traumatisantes (Masten, 2001) devient alors un facteur crucial pour leur bien-être.

Malgré l'importance croissante de la résilience dans le contexte des conflits, peu d'études se sont penchées sur l'accompagnement psychosocial spécifique aux adolescents victimes de conflits intercommunautaires au Cameroun. Les recherches antérieures ont montré que le soutien psychosocial peut atténuer les effets négatifs du traumatisme (McNally, 2007), mais il reste encore beaucoup à explorer concernant les méthodes efficaces d'accompagnement dans ce contexte culturel particulier. En effet, la diversité culturelle et les dynamiques sociales complexes rendent difficile l'application universelle des modèles d'intervention psychosociale. Quels sont les facteurs de l'accompagnement psychosocial qui dépeignent la résilience perçue des adolescents ? Cette question est essentielle pour rechercher à comprendre la résilience perçue des adolescents victimes des conflits intercommunautaires selon l'accompagnement psychosociale.

(DeBlois et al., 2008) définit l'accompagnement psychosocial comme un processus d'aide qui vise à soutenir les individus dans la gestion de leurs problèmes psychologiques et sociaux, en favorisant leur autonomie et leur intégration dans la société. Selon (Hirigoyen, 2001), l'accompagnement psychosocial est une démarche qui permet d'offrir un soutien émotionnel et pratique aux personnes en difficulté, en tenant compte de leur contexte social et familial pour favoriser leur bien-être global. (Tisseron, 1994) décrit l'accompagnement psychosocial comme une approche qui combine des interventions psychologiques et sociales pour aider les individus à surmonter des crises personnelles, en renforçant leurs capacités d'adaptation et de résilience.

(Abdouchéli-Dejours, 2006) définit l'accompagnement psychosocial comme un ensemble d'actions visant à restaurer le lien social chez les personnes en souffrance, en mettant l'accent sur la reconnaissance de leur

dignité et sur le respect de leur parcours personnel. (Mermaz, 2021) propose que l'accompagnement psychosocial soit perçu comme un soutien multidimensionnel qui englobe non seulement des aspects psychologiques mais aussi des dimensions sociales, économiques et culturelles, afin d'assurer une prise en charge complète des besoins des individus. (Cauvier & Desmarais, 2024) considère l'accompagnement psychosocial comme une intervention sociale qui cherche à rétablir les liens entre les individus et la société, en facilitant l'accès aux ressources nécessaires pour améliorer leur qualité de vie et renforcer leur participation sociale.

Selon (Cyrulnik, 2001) la résilience est la capacité d'un individu à surmonter des événements traumatiques et à se reconstruire après une épreuve difficile, en transformant la souffrance en force. Pour (Mazurek & Congrès, 2020) la résilience peut être comprise comme la capacité d'une société ou d'un individu à maintenir son intégrité et sa cohésion face aux crises sociales ou personnelles, permettant ainsi un retour à l'équilibre. D'après (Masten, 2001) la résilience est un processus dynamique qui permet aux individus de s'adapter positivement malgré l'adversité, en utilisant des ressources internes et externes pour naviguer à travers les défis.

Selon (Rutter, 2001) la résilience se définit comme un ensemble de processus adaptatifs qui permettent à certains individus de faire face efficacement aux situations stressantes et de développer des mécanismes de défense face aux difficultés. Pour (Claassens, 2017) la résilience est le processus par lequel les personnes traumatisées retrouvent leur équilibre émotionnel et psychologique, en intégrant leurs expériences douloureuses dans leur récit personnel. La résilience est une capacité humaine fondamentale qui implique non seulement la survie après un choc, mais aussi la possibilité de croître et d'évoluer grâce aux expériences vécues, même les plus difficiles.

Selon (Caskey & Anfara, 2020) l'adolescent est défini comme une période de développement cognitif où l'individu commence à penser de manière abstraite et critique, marquant une transition vers la pensée formelle. Pour (Munley, 1975) l'adolescence est une phase psychosociale où l'individu doit naviguer entre l'identité et la confusion d'identité, cherchant à établir un sens de soi dans le contexte social. (Benveniste, 2015) décrit l'adolescence comme une période de réémergence des pulsions sexuelles, où les conflits psychiques liés à la puberté influencent le développement de la personnalité.

Pour (Michael Cole and Sylvia Scribner, 1978) l'adolescence est un stade crucial pour le développement social et cognitif, où les interactions sociales jouent un rôle fondamental dans l'apprentissage et la formation de l'identité. (Benveniste, 2015) définit l'adolescence comme une phase caractérisée par des changements émotionnels intenses et des conflits internes, souvent exacerbés par les attentes sociales et familiales. (Albert Bandura, 2001) considère l'adolescence comme une période d'apprentissage social où

les comportements sont influencés par l'observation des autres, soulignant l'importance du modèle dans le développement personnel.

(Taylor & Lederach, 2014) définit le conflit intercommunautaire comme une lutte entre groupes sociaux distincts, souvent marquée par des différences culturelles, ethniques ou religieuses, où les intérêts et les identités de chaque communauté sont en opposition, entraînant des tensions qui peuvent mener à la violence. (Lederach, 1999) décrit le conflit intercommunautaire comme un phénomène résultant de l'inégalité structurelle entre différentes communautés, où les luttes pour le pouvoir et les ressources exacerbent les divisions et engendrent des hostilités prolongées. (Dieckhoff, 2022) conceptualise le conflit intercommunautaire comme une situation où des groupes identifiés par des caractéristiques communes (comme la langue ou la religion) s'affrontent en raison de perceptions d'injustice et d'exclusion, ce qui peut conduire à des actes de violence collective.

(Zimmerman & Peterson, 2016) définit le conflit intercommunautaire comme un affrontement psychologique entre groupes qui se perçoivent mutuellement comme menaçants pour leur identité collective, souvent alimenté par des traumatismes historiques partagés et des mémoires collectives douloureuses. (Tilly, 2003) considère le conflit intercommunautaire comme un processus dynamique dans lequel les interactions entre groupes sociaux conduisent à la formation d'alliances et d'hostilités, influencées par des facteurs politiques, économiques et sociaux qui façonnent leurs relations. (Martin, 2009) définit le conflit intercommunautaire comme une lutte violente entre communautés ethniques ou religieuses qui se produit lorsque les réseaux civiques sont faibles, permettant ainsi aux tensions latentes de se transformer en violence ouverte.

L'accompagnement psychosocial est un domaine qui englobe diverses approches visant à soutenir les individus confrontés à des difficultés psychologiques et sociales. Il se concentre sur le bien-être global des personnes, en tenant compte de leurs besoins émotionnels, sociaux et matériels. Ce champ d'étude a été exploré par plusieurs chercheurs qui ont contribué à sa compréhension et à son développement. (Akman, 2022) a mis en avant l'importance de la relation d'aide dans le processus d'accompagnement psychosocial. Selon lui, une approche centrée sur la personne favorise un environnement propice au changement et à la croissance personnelle. Rogers souligne que l'empathie, l'acceptation inconditionnelle et la congruence sont des éléments essentiels pour établir une relation thérapeutique efficace. (Claassens, 2017) a apporté une contribution significative à la compréhension du trauma et de ses effets sur les individus. Dans son ouvrage, elle décrit le modèle en trois étapes du rétablissement : la sécurité, le souvenir et le deuil, ainsi que la réintégration dans la communauté. Son travail met en lumière l'importance d'un accompagnement psychosocial

adapté aux victimes de traumatismes, soulignant que le soutien social est crucial pour favoriser le processus de guérison.

Selon (Rothbaum & Rosen, 2002) ont développé une approche systémique qui examine les interactions familiales dans le cadre de l'accompagnement psychosocial. Il propose que les problèmes individuels ne peuvent être compris sans tenir compte des dynamiques familiales et sociales environnantes. Cette perspective permet d'élargir le champ d'intervention en intégrant les relations interpersonnelles comme facteur clé du bien-être psychologique. (Sanchez & Curtis, 2000) a étudié comment les différences culturelles influencent les comportements humains et les interactions sociales. Dans le contexte de l'accompagnement psychosocial, il est essentiel de prendre en compte ces différences culturelles pour adapter les interventions aux besoins spécifiques des individus issus de divers milieux culturels. Sa recherche souligne que la sensibilité culturelle est primordiale pour établir une relation d'aide efficace. (Marmot, 2005) s'est penché sur les déterminants sociaux de la santé et leur impact sur le bien-être psychologique des populations. Il met en avant que les inégalités sociales jouent un rôle majeur dans l'accès aux ressources nécessaires pour un accompagnement psychosocial efficace. Ses travaux incitent à repenser les politiques publiques afin d'améliorer les conditions socio-économiques des groupes vulnérables.

La résilience est un concept clé dans l'étude des effets des conflits intercommunautaires sur les jeunes. Elle se réfère à la capacité d'un individu à s'adapter et à se remettre d'expériences traumatisantes. Dans le contexte des adolescents, cette résilience peut être influencée par divers facteurs, notamment le soutien social, les ressources personnelles et les interventions communautaires. (Masten, 2001) a introduit l'idée que la résilience n'est pas simplement l'absence de psychopathologie, mais plutôt un processus dynamique qui implique des interactions entre l'individu et son environnement. Dans le cadre des adolescents ayant vécu des conflits intercommunautaires, (Masten, 2001) souligne que ceux qui bénéficient d'un soutien familial et communautaire sont plus susceptibles de développer des mécanismes de résilience. Les relations positives avec les pairs jouent également un rôle crucial dans cette dynamique.

(Ungar, 2015) a élargi la compréhension de la résilience en mettant l'accent sur le contexte culturel et social. Il soutient que la résilience est façonnée par les ressources disponibles dans l'environnement immédiat de l'adolescent. Dans les sociétés post-conflit, où les structures sociales peuvent être fragilisées, et note que les adolescents qui trouvent des moyens créatifs pour naviguer dans leur réalité quotidienne montrent une plus grande capacité à rebondir après des traumatismes.

(Betancourt & Ma, 2010) ont étudié spécifiquement comment les adolescents issus de contextes de conflit armé développent leur résilience.

Leur recherche met en lumière l'importance du soutien psychologique et éducatif dans le processus de guérison. Ils constatent que les programmes qui intègrent des approches basées sur la communauté favorisent non seulement la résilience individuelle mais aussi celle collective, permettant aux jeunes de reconstruire leurs vies ensemble.

(Budhwar et al., 2006) a exploré le concept de "résilience vulnérable", soulignant que certains adolescents peuvent sembler résilients tout en cachant une détresse émotionnelle sous-jacente. Cette perspective est particulièrement pertinente pour ceux qui ont vécu des conflits intercommunautaires, car ils peuvent développer une façade de force tout en souffrant intérieurement. (Luthar, 2006) insiste sur l'importance d'une évaluation holistique du bien-être psychologique chez ces adolescents. (Norris & Stevens, 2008) ont proposé un modèle multidimensionnel de résilience qui inclut non seulement les facteurs individuels mais aussi ceux liés à la communauté et aux politiques publiques. Ils affirment que pour favoriser la résilience chez les adolescents post-conflit, il est essentiel d'impliquer différents acteurs sociaux, y compris les écoles, les ONG et les gouvernements locaux, afin d'assurer un environnement propice à leur développement. (Rutter, 2012) a contribué à notre compréhension de la manière dont certains enfants et adolescents réussissent à s'épanouir malgré des circonstances adverses extrêmes. Il met en avant le rôle crucial des compétences sociales et émotionnelles dans le développement de la résilience post-conflit intercommunautaire chez les jeunes. Selon (Rutter, 2012) ces compétences peuvent être cultivées par le biais d'interventions ciblées qui encouragent l'empathie, la résolution de problèmes et le travail d'équipe.

(Cyrulnik, 2001) neuropsychiatre et psychanalyste français, est reconnu pour ses travaux sur la résilience, particulièrement chez les personnes ayant subi des traumatismes. Sa théorie repose sur l'idée que les individus peuvent se reconstruire après des expériences traumatisantes grâce à divers facteurs protecteurs, notamment le soutien social, l'attachement et la capacité d'élaboration narrative. Dans le contexte des adolescents victimes de conflits intercommunautaires à Logone Birni, l'accompagnement psychosocial joue un rôle crucial dans le processus de résilience.

Les conflits intercommunautaires engendrent des conséquences dévastatrices sur les adolescents, affectant leur santé mentale, leur développement émotionnel et leur intégration sociale. À Logone Birni, ces adolescents sont souvent exposés à la violence, à la perte de proches et à une instabilité chronique. Ces expériences peuvent entraîner des troubles psychologiques tels que l'anxiété, la dépression et le stress post-traumatique. La théorie de (Cyrulnik, 2001) souligne que ces adolescents peuvent développer des mécanismes de résilience qui leur permettent de surmonter ces traumatismes.

L'accompagnement psychosocial est un ensemble d'interventions visant à soutenir les individus dans leur processus de guérison psychologique et sociale. Pour les adolescents victimes du conflit à Logone Birni, cet accompagnement peut prendre plusieurs formes :

- **Soutien émotionnel :** Les professionnels formés en psychologie ou en travail social offrent un espace sécurisé où les adolescents peuvent exprimer leurs émotions et leurs expériences traumatiques. Ce soutien aide à valider leurs sentiments et favorise une meilleure compréhension de leurs réactions face au traumatisme.
- **Création d'un réseau social :** L'accompagnement psychosocial encourage également la création ou le renforcement de réseaux sociaux positifs. En facilitant des interactions avec d'autres adolescents ayant vécu des expériences similaires, on favorise un sentiment d'appartenance qui est essentiel pour la résilience.
- **Éducation et sensibilisation :** Des programmes éducatifs peuvent être mis en place pour informer les adolescents sur les effets du trauma et les stratégies d'adaptation. Cela inclut également des formations sur la gestion du stress et le développement personnel.
- **Activités créatives :** L'art-thérapie ou d'autres formes d'expression créative permettent aux adolescents de canaliser leurs émotions négatives vers une forme constructive. Cela peut aider à transformer leur douleur en quelque chose de positif.
- **Renforcement des compétences :** L'accompagnement psychosocial vise aussi à renforcer les compétences sociales et émotionnelles des adolescents afin qu'ils puissent mieux faire face aux défis futurs.

Selon (Cyrulnik, 2001), la résilience n'est pas innée mais se construit au fil du temps, grâce aux interactions sociales positives et aux expériences enrichissantes. L'accompagnement psychosocial agit comme un catalyseur dans ce processus. En établissant des relations significatives avec des adultes bienveillants (comme des thérapeutes ou des mentors), les adolescents développent un sentiment de sécurité qui est fondamental pour leur rétablissement. Le fait d'encourager les adolescents à raconter leur histoire permet non seulement une catharsis mais aussi une contextualisation de leurs expériences traumatiques, ce qui est essentiel pour reconstruire leur identité. Les intervenants jouent souvent le rôle de modèles positifs qui montrent aux adolescents qu'il est possible de surmonter l'adversité. L'accompagnement psychosocial constitue un levier fondamental pour favoriser la résilience chez les adolescents victimes du conflit intercommunautaire à Logone Birni. En offrant un soutien émotionnel adéquat, en renforçant le réseau social et en permettant l'expression créative, cet accompagnement aide ces adolescents à transformer leurs blessures en forces.

Méthode et Procédure

Dans cet article, nous discutons d'une méthode qualitative menée dans l'Arrondissement de Logone Birni, situé dans le département du Logone et Chari, Région de l'Extrême-Nord Cameroun. Ce site (Logone Birni) a été choisi en raison de l'histoire récente des conflits intercommunautaires entre les communautés Mousgoum et Arabe-Choa, qui ont eu des répercussions significatives sur la vie des adolescents. Cet Arrondissement est caractérisé par une diversité culturelle et ethnique, ce qui en fait un terrain d'étude pertinent pour examiner les effets psychosociaux des conflits sur cette tranche d'âge. La population cible de cette étude comprend les adolescents âgés de 12 à 18 ans, issus des communautés Mousgoums et Arabes-Choa affectés par les conflits intercommunautaires. Cette tranche d'âge a été sélectionnée car elle représente une période cruciale pour le développement psychosocial, où les adolescents sont particulièrement vulnérables aux impacts des traumatismes liés aux conflits. Un échantillon de 10 adolescents a été constitué pour cette étude. Cet échantillon est représentatif des deux communautés Arabe-Choa et Mousgoum afin d'assurer une comparaison pertinente des expériences vécues par ces groupes. Les critères d'inclusion comprenaient : avoir vécu dans l'arrondissement pendant la période du conflit, être âgé entre 12 et 18 ans, et avoir consenti à participer à l'étude avec l'accord parental lorsque cela était nécessaire.

L'échantillonnage a été réalisé selon une méthode stratifiée. Les stratégies ont été définies en fonction de l'appartenance ethnique Arabe-Choa et Mousgoum et du sexe (masculin ou féminin). Cela a permis d'assurer que chaque sous-groupe soit représenté proportionnellement dans l'échantillon total. Un échantillonnage aléatoire simple a ensuite été utilisé pour sélectionner les participants au sein de chaque stratégie. Des entretiens semi-structurés ont été menés avec un sous-échantillon de 10 adolescents pour explorer plus en profondeur leurs expériences personnelles liées aux conflits et leur processus de résilience. Ces entretiens ont permis d'obtenir des récits détaillés qui enrichissent la compréhension contextuelle des résultats qualitatifs. Les données qualitatives issues des entretiens semi-structurés, une analyse thématique a été appliquée. Les transcriptions des entretiens ont été codées manuellement afin d'identifier les thèmes récurrents relatifs aux expériences psychosociales des adolescents victimes du conflit. Cette approche permet non seulement d'explorer la résilience mais aussi d'identifier les facteurs facilitant ou entravant ce processus chez les adolescents.

Résultats

Les adolescents interrogés ont exprimé un large éventail d'émotions liées à leur expérience du conflit intercommunautaire. La plupart d'entre eux ont rapporté des sentiments de peur, d'anxiété et de tristesse. Par exemple, l'un

des participants a déclaré : « *J'ai toujours peur que cela se reproduise, même quand je suis chez moi.* » Cette peur persistante semble avoir un impact significatif sur leur bien-être psychologique.

Les adolescents ont également partagé diverses stratégies qu'ils utilisent pour faire face aux traumatismes subis. Beaucoup ont mentionné le soutien familial comme une source essentielle de force. Un adolescent a affirmé : « *Ma mère est mon pilier ; elle me parle et m'aide à comprendre ce qui s'est passé.* » Cela souligne l'importance des relations familiales dans le processus de résilience. L'implication dans des groupes de soutien a été identifiée comme un facteur clé dans la promotion de la résilience parmi les adolescents victimes. Un participant a noté : « *Être avec d'autres qui ont vécu la même chose m'aide à me sentir moins seul.* » Ces groupes offrent non seulement un espace pour partager des expériences, mais aussi pour développer des compétences en gestion du stress.

L'accès limité aux ressources psychosociales a été un thème récurrent dans les entretiens. Plusieurs adolescents ont exprimé leur frustration face au manque de services disponibles pour les aider à surmonter leurs traumatismes. L'un d'eux a déclaré : « *Nous avons besoin d'aide, mais il n'y a pas assez de personnes pour nous écouter ou nous conseiller.* » Ce manque d'accès peut entraver leur capacité à guérir et à se reconstruire. Enfin, les adolescents ont partagé leurs espoirs et leurs craintes concernant l'avenir après le conflit. Certains sont optimistes quant à la possibilité d'une paix durable, tandis que d'autres restent sceptiques, craignant que la violence ne reprenne plus Un adolescent a exprimé cette ambivalence en disant : « *Je veux croire que tout ira mieux, mais je ne peux pas oublier ce que j'ai vécu.* »

Ces résultats mettent en lumière les défis complexes auxquels font face les adolescents victimes du conflit intercommunautaire à Logone Birni, ainsi que les mécanismes qu'ils mobilisent pour naviguer dans ces difficultés. L'interprétation des résultats de l'étude sur « l'accompagnement psychosocial et résilience des adolescents victimes du conflit intercommunautaire à Logone Birni » se base sur les témoignages recueillis auprès de 10 adolescents, en s'appuyant sur la théorie de la résilience développée par (Cyrulnik, 2001). Cette théorie souligne l'importance des facteurs environnementaux, sociaux et psychologiques dans le processus de résilience face aux traumatismes.

Les adolescents interrogés ont exprimé un profond sentiment d'insécurité et d'anxiété résultant du conflit intercommunautaire. Beaucoup d'entre eux ont mentionné des symptômes de stress post-traumatique, tels que des cauchemars récurrents et une hypervigilance. Cependant, certains ont également fait état d'une prise de conscience accrue de leur situation, ce qui peut être interprété comme un premier pas vers la résilience. Selon (Cyrulnik, 2001) cette capacité à prendre conscience de son vécu est essentielle pour entamer un processus de guérison.

L'accompagnement psychosocial a été perçu comme un facteur clé dans le développement de la résilience chez ces adolescents. Les participants ont souligné l'importance des groupes de soutien et des séances avec des professionnels formés pour les aider à exprimer leurs émotions et à partager leurs expériences. Cela rejoint les idées de (Cyrulnik, 2001) sur le rôle fondamental du lien social dans la reconstruction identitaire après un traumatisme. Les adolescents qui ont bénéficié d'un soutien psychosocial ont montré une meilleure capacité à gérer leurs émotions et à envisager un avenir positif.

Les stratégies d'adaptation mises en avant par les adolescents varient considérablement, mais plusieurs thèmes communs émergent. Certains ont évoqué l'importance de maintenir des activités quotidiennes normales, telles que l'école ou le sport, comme moyen d'échapper temporairement à la réalité du conflit. D'autres ont mentionné le recours à la créativité (art, écriture) comme moyen d'expression et de catharsis émotionnelle. Ces stratégies sont en accord avec la théorie de (Cyrulnik, 2001) qui affirme que la créativité peut servir d'outil puissant pour reconstruire son identité après une expérience traumatique.

Un autre aspect intéressant est la distinction entre résilience individuelle et collective observée parmi les adolescents. Certains participants ont souligné que leur force venait non seulement de leur propre lutte personnelle mais aussi du soutien qu'ils recevaient au sein de leur communauté ou groupe d'amis. Cela met en lumière l'idée que la résilience n'est pas uniquement un trait individuel mais peut également être renforcée par des liens communautaires solides, ce qui est cohérent avec les travaux de (Cyrulnik, 2001) sur l'importance du collectif dans le processus de guérison.

Enfin, malgré les défis auxquels ils font face, plusieurs adolescents ont exprimé une volonté forte d'aller de l'avant et d'améliorer leur situation personnelle ainsi que celle de leur communauté. Cette perspective optimiste est cruciale pour le développement continu de leur résilience et montre qu'ils ne se définissent pas uniquement par leurs expériences traumatiques mais aspirent également à construire un avenir meilleur. Les résultats montrent que bien que le conflit ait eu un impact dévastateur sur ces adolescents, l'accompagnement psychosocial joue un rôle essentiel dans leur cheminement vers la résilience. En intégrant les principes théoriques proposés par (Cyrulnik, 2001) il devient évident que le soutien social, les stratégies individuelles adaptées et une vision collective peuvent contribuer significativement à renforcer la capacité des adolescents à faire face aux adversités.

Discussions

L'accompagnement psychosocial des adolescents victimes de conflits intercommunautaires, tel que celui observé à Logone Birni, soulève des enjeux

complexes qui méritent une analyse approfondie. Les résultats de notre étude montrent que les interventions psychosociales peuvent jouer un rôle crucial dans la résilience des jeunes affectés par ces situations traumatisantes. Cependant, il existe également des critiques et des limites à ces approches, ce qui rend nécessaire une discussion équilibrée.

Selon (Ungar, 2015), les programmes d'accompagnement psychosocial aident les adolescents à développer des compétences d'adaptation face aux adversités. Ces compétences sont essentielles pour surmonter les traumatismes liés aux conflits. La recherche de (Masten, 2001) souligne l'importance des relations sociales dans le processus de résilience. L'accompagnement permet aux adolescents d'établir des liens avec leurs pairs et les adultes, favorisant ainsi un environnement protecteur. Des études comme celles de (Betancourt & Ma, 2010) montrent que l'intervention psychosociale peut réduire les symptômes de dépression et d'anxiété chez les jeunes touchés par la violence.

Selon la théorie écologique développée par (Bronfenbrenner, 1979), l'accompagnement psychosocial prend en compte divers facteurs environnementaux influençant le développement adolescent, ce qui est essentiel dans un contexte post-conflit. Comme le souligne (Rutter,1987), le soutien psychosocial aide les adolescents à retrouver un sentiment de contrôle sur leur vie, ce qui est fondamental pour leur développement personnel et social. Les travaux de (Steinberg, 2005) indiquent qu'un bon accompagnement peut réduire la probabilité d'engagement dans des comportements déviants chez les adolescents vulnérables. Les recherches menées par (Miller et al., 2005) montrent que les programmes adaptés culturellement sont plus efficaces pour répondre aux besoins spécifiques des adolescents dans des contextes comme celui de Logone Birni.

Selon (Chien, 2014) l'implication familiale dans le processus d'accompagnement renforce la résilience en créant un cadre familial stable et sécurisant pour l'adolescent. Les travaux de (Kirmayer & Sehdev, 2009) mettent en avant l'importance d'impliquer la communauté dans le processus d'accompagnement afin d'assurer une continuité du soutien après les interventions formelles. De nombreuses études évaluatives, comme celles réalisées par (Sarahan & Weintraub, 1982) montrent que les programmes psychosociaux bien conçus ont un impact significatif sur le développement émotionnel et social des adolescents.

Certains chercheurs, comme van der (van der Kolk & Hart, 2014) soutiennent que tous les programmes ne sont pas efficaces pour tous les individus, soulignant la nécessité d'une approche personnalisée plutôt qu'une solution unique. Selon certains auteurs tels que (Forgeard & Seligman, 2012) un accompagnement trop intensif peut créer une dépendance chez l'adolescent, entravant son autonomie future. Les travaux de (Link & Phelan,

2001) évoquent le risque que ceux qui bénéficient d'un soutien psychosocial soient stigmatisés par leurs pairs, ce qui pourrait nuire à leur intégration sociale. Comme mentionné par (Palmer et al., 2014) dans certains arrondissements comme Logone Birni, il peut y avoir un manque criant de ressources humaines qualifiées pour fournir cet accompagnement adéquat.

Certaines interventions peuvent ne pas tenir compte du contexte culturel local, rendant leur mise en œuvre difficile ou inefficace selon (Miller et al., 2005). Des études comme celle menée par (Briere & Scott, 2015) suggèrent que certaines méthodes peuvent involontairement réactiver le trauma chez certains adolescents lors du partage d'expériences douloureuses. Selon (Gillham et al., 2012) sans suivi approprié après l'intervention initiale, il est possible que les bénéfices observés ne soient pas durables sur le long terme. Certains auteurs mettent en lumière les défis organisationnels liés à la mise en place efficace d'un programme d'accompagnement dans un contexte post-conflit où l'infrastructure peut être endommagée ou inexistante.

Certains auteurs comme (Bracken, 1914) soulignent que l'introduction d'intervenants extérieurs peut parfois créer des tensions avec les acteurs locaux déjà présents sur le terrain. Enfin, plusieurs chercheurs tels que (Hoeksema, 2017) notent qu'il existe souvent une difficulté à mesurer objectivement l'impact réel des interventions psychosociales sur la résilience adolescente en raison du caractère subjectif du bien-être psychologique. Bien que notre étude ait mis en évidence plusieurs avantages significatifs associés à l'accompagnement psychosocial pour renforcer la résilience chez les adolescents victimes du conflit intercommunautaire à Logone Birni, il est également crucial de reconnaître ses limites potentielles afin d'optimiser ces interventions futures pour mieux répondre aux besoins spécifiques des adolescents concernés.

Conclusion

Dans cet article, nous avons exploré l'accompagnement psychosocial et la résilience des adolescents victimes du conflit intercommunautaire à Logone Birni. Le problème central abordé est la manière dont les adolescents, en tant que groupe vulnérable, font face aux conséquences psychologiques et sociales d'un conflit qui a profondément affecté leur communauté. La question de recherche posée était : Comment l'accompagnement psychosocial peut-il favoriser la résilience des adolescents touchés par ce conflit ? Les résultats de notre étude ont révélé que l'accompagnement psychosocial joue un rôle crucial dans le processus de résilience des adolescents. Les interventions ciblées, telles que le soutien émotionnel, les activités de groupe et les programmes éducatifs, ont montré une amélioration significative du bien-être psychologique des adolescents.

De plus, ces approches ont permis aux adolescents de développer des compétences d'adaptation essentielles pour surmonter les traumatismes liés au conflit. Sur la base de ces résultats, plusieurs recommandations peuvent être formulées. Il est impératif d'intensifier les efforts pour mettre en place des programmes d'accompagnement psychosocial adaptés aux besoins spécifiques des adolescents dans cet arrondissement. Cela inclut la formation de professionnels qualifiés pour fournir un soutien adéquat et la création d'espaces sûrs où les jeunes peuvent s'exprimer librement et partager leurs expériences.

Enfin, concernant les perspectives de recherche futures, il serait pertinent d'explorer davantage l'impact à long terme de ces interventions sur la santé mentale et le développement social des adolescents. Des études longitudinales pourraient offrir une meilleure compréhension des dynamiques évolutives liées à la résilience dans le contexte post-conflit.

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