ASSESSING FAMILIES’ NEEDS OF IDENTIFIED MISSING PERSONS

Compact Research Report

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I- INTRODUCTION

For more than half a century, people of the island of Cyprus have reported missing family members to respective authorities. This humanitarian issue has been present for more than 50 years, however, both communities decided to work together on this issue with the establishment of Committee on Missing Persons (CMP) in 1981. The bi-communal project of General Exhumation, Identification and Return of Remains was sponsored by EU and started in 30 June 2005 (CMP, 2020). While CMP has conducted archaeological, anthropological and genetic studies on the remains of the missing persons, psychosocial support services have been planned for the family members at the same time.

Following the intercommunal fighting of 1963-64 and the events of 1974, both Turkish Cypriots and Greek Cypriots went missing most of them combatants but also women, children, and elderly people. This period has affected the country severely and has transformed its social, economic, and demographic characteristics as any war or conflict has an impact on countries around the globe. The most severe consequence of a war that of the loss of human life has not been the only trauma for Cyprus. More specifically the wound of missing people because of the the intercommunal fighting of 1963-64 and the events of 1974 continue to traumatize their families as well as the society.

Historically Cyprus has witnessed long term conflict which has resulted into dividing the country, very little empirical research has been reported about the psychological status of missing persons’ families and their psychosocial needs after the events of 1963-64 and 1974 (Erişken, 2014; Killian, 2016; Tufan, 2017). These events have led the missing persons’ issue to constitute one of the most emotionally and politically charged topics for Cypriots.

An increasing human rights enquiry for the establishment of cohesive systems and efforts on behalf of families of missing persons has been discussed and established in various countries following post-conflict events such as war or civil fighting. One of the most powerful barriers to healing or settlement, and reconstruction of societies following such events is the emotionally disturbing issue of missing persons. After so many years, families are still hoping to find information about their loved ones in Cyprus. It is possible that they have received controversial information about the fate and whereabouts of their loved ones from different institutions. Families of missing persons still have psychological, social, economic and legal problems that are directly related to the disappearance of their loved ones.

Literature based on research done on ambiguous loss states that family members strongly affirmed that time does not heal the pain. Continuous psychological suffering sometimes leads to a severe deterioration in the health condition. Pain and suffering caused by the disappearance slowly may even turn into physical diseases in family members. Families still incur additional expenses connected to the search process. They are concerned about the lack of a clear status for their missing relatives. The families are unaware whether they are entitled to specific rights or benefits because their loved ones went unaccounted for.

Studies related to boundary ambiguity in a family grounded the concept of ambiguous loss (Boss, 1977). While boundary ambiguity is “a state in which family members are uncertain in their perception about who is in or out of the family and who is performing what roles and tasks within the family system” (Boss & Greenberg, 1984, p. 536), ambiguous loss has broader scope in which the loss is more solid but yet
unclear and unresolved (Boss & Yeats, 2014). According to Boss, there are two types of ambiguous loss: psychological loss and physical loss. Psychological loss refers to a state in which the missed one is perceived physically present, but psychologically absent by the individuals who experience the loss. Contrarily, in physical loss, the lost person is presumed as psychologically present, but physically absent (Boss, 2002). In Boss’s word, “physical absence with psychological presence” can be conceptualized as “Leaving Without Good-Bye”. It may include war (missing soldiers or civilians), natural disasters (missing persons), kidnapping, missing body (murder, plane crash, lost at sea), military deployment, divorce, adoption and forced immigration. Psychological absence with physical presence can be conceptualized as “Good-Bye Without Leaving” such as dementia, brain injuries, coma, chronic mental illness, depression, addiction, autism, and unresolved chronic grief (Boss & Yeats 2014, p.64). In this research, by using ambiguous loss term, we refer to situations where the lost person was physically absent due to the brutal kidnapping, murdering or mass slaughter but remained psychologically present for the family. As the dead body was not found or no solid knowledge where the person was present, the faith remained unclear for so many years, and this was of course, extremely painful.

Ambiguous loss is different from death of a loved one because there is an uncertainty about the person’s status, whether a missing one is alive or dead is not known by the relatives, which most of the time precludes transformation and change. This uncertainty about the death of missing family member leads to a pathological or complicated grief instead of experiencing the normal grieving process as the regular resolution process is not applicable for the mourning person (Boss & Yeats, 2014; Blaauw & Lahteenmaki, 2002). Therefore, ambiguous loss is mentioned as an everlasting pain as well as a complicated or sometimes pathological form of grief after the incident takes place (Betz & Thorngren, 2006 as cited in, Hollander, 2016). Continuous search for the missing family member and lack of rituals, which take place in a normal loss transforms the grief into a cyclical grief, therefore ambiguous loss process differs from normal mourning stages (Parr, Stevenson, & Woolnough, 2016). Compared to the normal mourning process, prolonged grief, which occurs after ambiguous loss, maintains feelings of hope about the missing person’s return and does not involve rituals such as funerals which can help the relatives to work through the missingness and grief or accepting the loss (Parr, Stevenson, & Woolnough, 2016).

Hollander (2016) differentiates between two types of stressors families face due to ambiguous loss. The first type of stressor is related with war or war-like situations as a source of ambiguous loss. War and war-related conflicts may give families dignity as a result of that ambiguity instead of their loved one’s loss. Other examples of first type stressors are poverty level of the families and worries of the older one’s about how they will continue their life after that ambiguous loss. These stressors are not specific only to ambiguous loss, in other words, people who may experience any type of death and loss can have these stress-evoked factors too. Contrarily, second type stressors are specified only for individuals who face ambiguous loss. Factors causing stress are based on the ambiguity of the loved one’s loss, as not knowing what happened or what will happen to the loved one. By the definition of ambiguous loss, families cannot receive any information from the competent authorities, as mentioned above, their grief process turns into an unending grief.
The current study investigates the identified missing person families’ specific difficulties, coping mechanisms, needs and expectations. To date, from a total of 492 Turkish Cypriot missing persons only 282 and from total of 1510 Greek Cypriot missing persons only 712 have been identified. As the families may have both identified and unidentified missing family members, the sample of the study is formed on the basis of both identified and unidentified missing persons’ immediate family members such as spouse, parents, brothers, sisters, sons, and daughters. In the case of first degree family members were not available or passed away, third generation members such as grandchildren and cousins were recruited as participants.

The aim of the current report is; (1) to examine how CMP work is evaluated by the family members of identified missing persons, (2) to identify coping mechanisms among the family members of identified missing persons and (3) to assess the needs of the family members of identified missing persons. The needs are defined from a psychosocial stance. “Need” at any instance for an individual is the difference between an ideal situation and the present situation. The relatives’ needs may be conceptualized from two perspectives: the inner abilities to cope with the situation and the external help and assistance they might have needed through the process.

The following key questions were addressed:

- What kind of psychological difficulties are present?
- What kind of social difficulties are present?
- What kind of coping mechanisms are used by the relatives?
- Do the relatives have enough social support from their family members?
- Do the relatives have enough support from the official authorities?
- Do the relatives have enough support from the community?
- How is CMP’s services perceived by the relatives?
- What are the relations between demographic variables and psychological variables as assessed by the scales?
- What are the similarities and differences on the study variables (questions) between the two communities?

This report is organized with a main goal of demonstrating the picture of identified missing persons’ family members’ needs in Cyprus. In order to attain this goal, a common survey was prepared by the research teams and translated into the respective native languages, Turkish and Greek.

After the presentation of methodology section, result section with two sub-sections namely, Turkish Cypriot findings and Greek Cypriot findings will follow. The report will end with a joint conclusion.
II- RESEARCH METHODOLOGY

1. Participants
In line with the General Data Protection Regulation published by European Parliament and Council of European Union (2018), two databases, one for Turkish-Cypriots and one for Greek-Cypriots were used by the respective research teams, to invite the family members of identified missing persons to participate in the study.

By November 2020, from a total of 2002 missing persons reported by the respective authorities (492 Turkish Cypriots and 1510 Greek Cypriots) the number of identified individuals is currently 994 (282 Turkish Cypriots and 712 Greek Cypriots). The number of sites excavated all over the island is 1382 (CMP, 2020).

For Turkish-Cypriots, a total of 601 family members of the identified missing persons were contacted, 432 of them voluntarily accepted to participate in the study and completed the questionnaire. The average age of the relatives of the missing persons who agreed to participate in the study was 60.84 (SD = 12.18), the age range was 21-91 years and 56% were males.

For the Greek-Cypriots, the questionnaire was administered to 648 family members, however, 465 participants (247 males and 218 females) fully completed the questionnaire. There were 151 people who did not agree to complete it and 32 of them were not contacted due to incorrect contact details. The average age of the relatives of the missing persons who agreed to participate in the study was 62.70 (SD = 12.18), the age range was 17-86 years.

2. Materials
This cross-sectional survey study included a questionnaire which had 145 items in total. Two research teams collaboratively designed the questionnaire. The questionnaire consisted of several parts. Socio-demographic questions were used to assess some features of the participants such as gender and age. Several scales were constructed by the research team specifically for this research to determine participants’ satisfaction level related to CMP services. These scales included items assessing CMP services offered at pre-identification and identification period as well as funeral and post funeral period. The answers are evaluated on 5-point rating scale (i.e., 1 = not satisfied, 2 = slightly satisfied, 3 = not sure, 4 = moderately satisfied, 5 = very satisfied). Additionally, an option was included to indicate “Not applicable (NA)” if the participant did not experience that specific CMP service. The researchers also added 6 items aiming to determine the level of importance of some aspects related with the identification of the missing person. For instance, “where the bones were found”, “day of death”, “conditions of death”, “location of death”. The questionnaire includes valid and reliable psychological tests such as Injustice Experience Questionnaire (Sullivan, Adams, Horan, Mahar, Boland, & Gross, 2008), Core Bereavement Items (Burnett, Middleton, Raphael, & Martinek, 1997), Multidimensional Scale of Social Support (Zimet, Dahlem, Zimet & Farley, 1988), Brief Resilience Scale (Smith, Dalen, Wiggins, Tooley, Christopher, & Jennifer Bernard, 2008), Brief COPE Inventory (Carver, 1997), and Depression Anxiety Stress Scale -21 (Henry & Crawford, 2005). The internal consistency of all scales used were found to be satisfactory (α = .64-.93).

3. Procedure
After obtaining an ethical approval from the Ethics Committees of respective higher education institutions, data collection started in May 2019. The trained research assistants took appointments and met participants at the places of participants’ preference (e.g., home, work etc.). The research assistants ensured that the relatives had adequate time to read and understand the objective of the study as well
as their own rights as participants. Once the relatives agreed to participate in the study, they signed the consent form. All the questionnaires were filled during face to face meetings. It took participants approximately one hour to complete the survey. Afterwards, participants were provided with a debrief form which included contact details of the CMP psychologist in case they would like to discuss their survey study experience. A total of 897 missing person family members (432 Turkish Cypriots and 465 Greek Cypriots) were recruited as participants.

The following figures show the participants’ places of residence for Turkish Cypriots and Greek Cypriots respectively.

![Figure 1](image1.png)

**Figure 1**

The Participants’ Places of Residence for Turkish Cypriots (%)

![Figure 2](image2.png)

**Figure 2**

The Participants’ Places of Residence for Greek Cypriots (%)

Both figures show that all districts were represented although the majority were in Nicosia. However, special effort was made to cover both urban and rural areas of the country.
III- RESULTS

A- Turkish Cypriot (TC) Results

1. Findings regarding the Identified Missing Persons (TC)

Families of missing persons stated that 48.2% of the missing persons disappeared between 1963-1967 and 57.8% in 1974. Figure 3 shows that compared to females, male missing persons were higher in number both 1963-67 period and in 1974 and disappearance rate was higher in 1974 ($X^2 (1, n = 428) = 19.56, p < .000$).

![Figure 3](image)

Year of Disappearance of TC Missing Persons and Gender (Number)

2. Demographic Characteristics of TC Participants

The demographic characteristics of the 432 family members of missing persons who voluntarily agreed to participate in the study via face-to-face interviews are presented below.

The sample consisted of 56% males and 44% females (Figure 4). The average age of the participants was 60.84 ($SD = 12.18$), and the ages ranged from 21 to 91 years. Female participants were older than male participants ($t (430) = 2.03, p < .04$).

![Figure 4](image)

Gender of the TC Participants (%)

Regarding the place of residence, 48.7% of the participants stated that they live in villages, 42.0% in cities and 9.1% in towns.

Family members who participated in the study were children (49.8%), siblings (18.1%), grandchildren (13.7%), other relatives such as nieces (12.5%), spouses (5.6%) and parents (%.5) respectively (Figure 5).

![Figure 5](image)

TC Participants’ Relationship to Missing Person (%)

Due to the elapsing of time where events took place more than half a century ago, only two mothers could be part of the sample.
The average number of siblings of the participants was 5.15 (SD = 2.60). Most of the participants are married (75.7%), 16.8% are divorced/widowed and 7.5% are single. Only 34.2% of the participants reported working in a paid job. The number of employed women showed a significant difference compared to unemployed women ($X^2 (1, n = 427) = 28.45, p < .000$). The average education period of the participants was 10.34 years (SD = 4.00). Respectively, 37.9% of the participants have primary school, 33.2% high school, 14.4% undergraduate, 8.7% secondary school, 2.1% associate degree and 3.7% have postgraduate diplomas (Figure 6), and these ratios found to be higher in males compared to females. ($t (423) = 2.89, p < .04$).

3. Displacement Experience of TC Participants

Relatives of missing persons were asked whether they had to leave their homes or not. While 29.9% of the participants reported that they didn’t experience displacement, 47.2% reported that they had to leave their home/village/town once, 16.9% twice, 4.2% 3 times and 1.9% at least 4 times. Figure 7 shows the years in which families of missing persons who experienced displacement at least once.

Participants between the ages of 71-91 consisted of 42.9% of those who had to leave their places between 1957-58, and 35.1% of those who had to leave their places in 1963-67. On the other hand, the majority of those who had to leave their places in 1974 are currently younger than 52 years old.

4. TC Participants’ Evaluations on the Activities of the Committee of Missing Person (CMP)

TC Participants evaluated CMP services during the pre-identification period (e.g., Archaeological, anthropological, genetic), and identification period and also during the funeral and post-funeral periods by rating the items of the related scales. TC Participants’ evaluations of the CMP services were measured by the Experiences in the Identification Process Scale (see table 1).
Table 1
TC Participants’ Pre-identification and Identification Period Evaluations of CMP in Means ($m$), Standard Deviations ($SD$), and Percentages of Dissatisfaction (%)

<table>
<thead>
<tr>
<th>Items</th>
<th>$M$</th>
<th>$SD$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supportive communication from CMP psychologist (6.8%)</td>
<td>4.24</td>
<td>1.12</td>
</tr>
<tr>
<td>Emotional support provided by CMP psychologist (11.0%)</td>
<td>4.02</td>
<td>1.32</td>
</tr>
<tr>
<td>Information about the identification process (11.3%)</td>
<td>4.26</td>
<td>1.09</td>
</tr>
<tr>
<td>Archaeological presentation (3.5%)</td>
<td>4.56</td>
<td>0.71</td>
</tr>
<tr>
<td>Anthropological presentation (3.7%)</td>
<td>4.57</td>
<td>0.72</td>
</tr>
<tr>
<td>Genetic presentation (3.7%)</td>
<td>4.56</td>
<td>0.71</td>
</tr>
<tr>
<td>Remains viewing at the CMP lab in UN Zone (2.6%)</td>
<td>4.63</td>
<td>0.68</td>
</tr>
<tr>
<td>Attitudes of CMP Staff (7.2%)</td>
<td>4.47</td>
<td>0.90</td>
</tr>
<tr>
<td>Rapidity of Identification period (20.4%)</td>
<td>3.89</td>
<td>1.25</td>
</tr>
<tr>
<td>Value and recognition received during identification period (6.8%)</td>
<td>4.29</td>
<td>1.13</td>
</tr>
</tbody>
</table>

Note: min-max score: 1- 5.

As shown in Figure 8, most (88.0%) family members of the missing persons stated that they are satisfied (60% extremely satisfied) with the CMP services offered during the pre-identification and identification period.

Notably, the highest level of dissatisfaction was on the item of the rapidity of identification period (20.4%) followed by information about the identification process (11.3%) and emotional support provided by CMP psychologist (11.0%).

TC Participants also rated items on the Most Important Information Scale, regarding the identification process of their missing relative.

Table 2
TC Participants’ Evaluation on the Importance of Information Regarding Disappearance in Means ($m$) and Standard Deviations ($SD$)

<table>
<thead>
<tr>
<th>Items</th>
<th>$m$</th>
<th>$SD$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where the bones were found</td>
<td>4.41</td>
<td>1.18</td>
</tr>
<tr>
<td>Day of death</td>
<td>4.38</td>
<td>1.18</td>
</tr>
<tr>
<td>Location of death</td>
<td>4.36</td>
<td>1.20</td>
</tr>
<tr>
<td>Conditions of death</td>
<td>4.48</td>
<td>1.11</td>
</tr>
<tr>
<td>Was there any other persons’ remain found with him/her</td>
<td>4.41</td>
<td>1.13</td>
</tr>
</tbody>
</table>

Note: min-max score: 1- 5.
In general, the information about disappearance was found to be highly important (86.0%) for the family member of missing persons (Figure 9).

The highest level of importance was the condition of death followed by where the bones were found and other person’s remains found with him/her items.

The level of perceived satisfaction from the funeral and post-funeral CMP services were evaluated with the 15-item in the Experience in the Funeral Process Scale.

Table 3
TC Participants’ Funeral and Post Funeral Period Evaluations of CMP in Means (m), Standard Deviations (SD), and Percentages of Dissatisfaction (%)

<table>
<thead>
<tr>
<th>Items</th>
<th>m</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>The organization of the funeral (6.8%)</td>
<td>4.53</td>
<td>0.79</td>
</tr>
<tr>
<td>The funding provided for the funeral cost (6.8%)</td>
<td>4.45</td>
<td>0.92</td>
</tr>
<tr>
<td>Archaeological report prepared by CMP (2.6%)</td>
<td>4.57</td>
<td>0.69</td>
</tr>
<tr>
<td>Integrated (genetics and anthropological) report prepared by CMP (2.6%)</td>
<td>4.55</td>
<td>0.73</td>
</tr>
<tr>
<td>Objective media information &amp; coverages (23.7%)</td>
<td>3.75</td>
<td>1.29</td>
</tr>
<tr>
<td>CMP staff’s efforts and time to discuss issues that concerned me (11.8%)</td>
<td>4.12</td>
<td>1.31</td>
</tr>
<tr>
<td>Whenever I needed, I was able to communicate with CMP staff (10.4%)</td>
<td>4.17</td>
<td>1.32</td>
</tr>
<tr>
<td>The bi-communal work of CMP for Missing Persons (15.9%)</td>
<td>4.20</td>
<td>1.01</td>
</tr>
<tr>
<td>CMP staff’s concerns (interest) about my grief (11.8%)</td>
<td>4.22</td>
<td>1.20</td>
</tr>
<tr>
<td>Clear and concise instructions to complete the process (10.2%)</td>
<td>4.22</td>
<td>1.17</td>
</tr>
<tr>
<td>Whatever question I asked I got an answer (7.7%)</td>
<td>4.37</td>
<td>1.09</td>
</tr>
<tr>
<td>The CMP’s obligations in accordance to its mandate (10.6%)</td>
<td>4.37</td>
<td>0.97</td>
</tr>
<tr>
<td>Presence of state officials during the funeral (25.6%)</td>
<td>3.74</td>
<td>1.42</td>
</tr>
<tr>
<td>The speeches made by the officials during the funeral (21.6%)</td>
<td>3.71</td>
<td>1.44</td>
</tr>
<tr>
<td>Annual memorial ceremonies organized by the state (38.9%)</td>
<td>3.03</td>
<td>1.61</td>
</tr>
</tbody>
</table>

Note: min-max score: 1-5.

The highest dissatisfaction was the ‘Annual memorial ceremonies organized by the state’ followed by ‘Presence of state officials during the funeral’, and ‘Objective media information & coverages’ items.
As illustrated in Figure 10, most family members of missing persons indicated satisfaction (93.0%) about their experiences during the funeral and post-funeral period provided by CMP.

Majority of relatives (94.2%) also reported that they requested for an official ceremony instead of civil funeral ceremony.

5. Psychological and Psychosocial Needs of TC Participants
In order to evaluate the psychological reactions of the TC family members of missing persons, various scales were used such as Injustice Experience, Core Bereavement, Multidimensional Social Support, Resilience and Depression Anxiety Stress Scale -21. Responses were analyzed according to the degree of kinship (See Figure 11).

High scores refer to greater perceived injustice experience, more symptoms of bereavement, higher level of perceived social support, higher resilience, and more psychological symptoms (linked to depression, anxiety and stress) respectively.

Overall, there were differences between participants in terms of coping styles they adopted. These were clustered in three groups namely, positive coping strategy, negative coping strategy and denial where some participants tended to show avoidant behaviors. Figure 12 demonstrates coping styles according to the degree of kinship.
Although the main purpose of CMP is the exhumation of the remains of missing persons, identification and return of remains to the relatives, it is obvious that the psychosocial dimension of this process is extremely important and should be further developed.

When the items of the Experiences in the Identification Process Scale are examined distinctly, it is observed that one in every five relatives of the TC missing persons are not satisfied with the rapidity of the identification process.

CMP may make better use of the media by using appropriate public relations and communication strategies, and present clear, informative messages that support post-traumatic psychological development to the public, as should generally be done on such issues.

It was observed that for TC participants, social support, coping strategies and resilience were found to be related to psychological reactions such as mourning, anxiety and depression. Relatives with negative and denial coping styles showed more psychological symptoms. Those participants who were resilient and reported to have a higher social support showed fewer symptoms of anxiety and depression. Some variables related with the identification process and funerals such as perception of injustice, positive experiences during the funeral were also found to be correlated with anxiety and depression.

It seems that it is very important to offer psychological support to families whenever necessary. Because, "ambiguous loss” is one of the most difficult traumatic experiences which may render the coping strategies used in many other difficult situations became dysfunctional and leave people in a deep uncertainty and despair.
B- Greek Cypriot (GC) Results

1. Findings regarding the Identified Missing Persons (GC)
Out of 700 Greek Cypriots identified at the time of writing the research report, relatives of 461 became the participants of the research (June 2020). Families of missing persons stated that 1.3% of the missing persons disappeared in 1964 and 98.7% in 1974. Figure 13 shows that compared to females, male missing persons were higher in number.

![Figure 13](image)
Year of Disappearance of GC Missing Persons and Gender (Number)

2. Demographic Characteristics of GC Participants
The demographic characteristics of the 460 family members of GC missing persons who voluntarily agreed to participate in the study via face-to-face interviews are presented below.

The sample consisted of 46% males and 54% females (Figure 14). The average age of the participants was 62.67 (SD = 12.97), and the ages ranged from 17 to 92 years. Female participants were older than male participants (t (458) = 2.96, p < .05).

![Figure 14](image)
Gender of the GC Participants (%)

GC family members who participated in the study were children (53%), siblings (22%), grandchildren (9%), parents (9%) and spouses (7%) respectively (Figure 15). Out of the 465 in total research participants were children of missing persons (202 people) and siblings (177) while only 24 parents and spouses were participated.

![Figure 15](image)
GC Participants’ Relationship to Missing Person (%)
The average number of siblings of the GC participants was 3.19 (SD = 1.02). Most of the participants are married (74.4%), 16.1% are divorced/widowed and 8.9% are single. Only 40.9% of the participants reported working in a paid job.

The average education period of the participants was 10.19 years (SD = 3.85). Respectively, 29% of the participants have primary school, 29% high school, 18% secondary school, 11% undergraduate, 7% associate degree and 4% have postgraduate diplomas (Figure 16). These ratios found to be higher in males compared to females (t (459) = 3.87, p<.001).

3. Displacement Experience of GC Participants
Relatives of GC missing persons were asked whether they had to leave their homes or not. While 48.1% of the participants reported that they did not experience displacement, 62.2% reported that they had to leave their home/village/town once, 15.8% twice, 8.7% 3 times and 13.3% at least 4 times. Most of the participants (66%) had to be displaced from their original place of residence due to the events of 1974.

4. GC Participants' Evaluations on the Activities of the Committee of Missing Person

Table 4
GC Participants' Pre-identification and Identification Period Evaluations in Means (m), Standard Deviations (SD), and Percentages of Dissatisfaction (%).

<table>
<thead>
<tr>
<th>Items</th>
<th>m</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supportive communication from CMP psychologist (4.6%)</td>
<td>4.37</td>
<td>0.95</td>
</tr>
<tr>
<td>Emotional support provided by CMP psychologist (9.7%)</td>
<td>4.21</td>
<td>1.12</td>
</tr>
<tr>
<td>Information about the identification process (6.7%)</td>
<td>4.40</td>
<td>0.97</td>
</tr>
<tr>
<td>Archaeological presentation (4.8%)</td>
<td>4.45</td>
<td>0.84</td>
</tr>
<tr>
<td>Anthropological presentation (4.5%)</td>
<td>4.46</td>
<td>0.83</td>
</tr>
<tr>
<td>Genetic presentation (6.2%)</td>
<td>4.39</td>
<td>0.94</td>
</tr>
<tr>
<td>Remains viewing at the CMP lab in UN Zone (3.2%)</td>
<td>4.47</td>
<td>0.82</td>
</tr>
<tr>
<td>Attitudes of CMP Staff (2.0%)</td>
<td>4.60</td>
<td>0.69</td>
</tr>
<tr>
<td>Rapidity of Identification period (9.7%)</td>
<td>4.05</td>
<td>0.06</td>
</tr>
<tr>
<td>Value and recognition received during identification period (2.9%)</td>
<td>4.42</td>
<td>0.81</td>
</tr>
</tbody>
</table>

Note: min-max score: 1-5.
As shown in Figure 17, most (74.0%) family members of the GC missing persons stated that they are satisfied (37% extremely satisfied) with the CMP services offered during the pre-identification and identification period.

Notably, the highest level of dissatisfaction was on the item of the rapidity of identification period (9.7%) and emotional support provided by CMP psychologist followed by information about the identification process (6.7%).

Table 5
GC Participants’ Evaluation on the Importance of Information regarding Disappearance in Means (m) and Standard Deviations (SD)

<table>
<thead>
<tr>
<th>Items</th>
<th>m</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where the bones were found</td>
<td>4.70</td>
<td>0.64</td>
</tr>
<tr>
<td>Day of death</td>
<td>4.57</td>
<td>0.74</td>
</tr>
<tr>
<td>Location of death</td>
<td>4.63</td>
<td>0.71</td>
</tr>
<tr>
<td>Conditions of death</td>
<td>4.58</td>
<td>0.89</td>
</tr>
<tr>
<td>Was there any other persons’ remain found with him/her</td>
<td>4.59</td>
<td>0.75</td>
</tr>
</tbody>
</table>

Note: min-max score: 1- 5.

In general, the information about disappearance was found to be highly important (96.0%) for the family members of missing persons (Figure 18). Additionally, with equal importance the information about the location of death. Information about the missing persons’ whereabouts and exact location of death was significantly important.
Table 6
GC Participants’ Funeral and Post Funeral Period Evaluations in Means (m), Standard Deviations (SD), and Percentages of Dissatisfaction (%)

<table>
<thead>
<tr>
<th>Items</th>
<th>m</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>The organization of the funeral (2.7%)</td>
<td>4.51</td>
<td>0.72</td>
</tr>
<tr>
<td>The funding provided for the funeral cost (14.7%)</td>
<td>3.81</td>
<td>1.21</td>
</tr>
<tr>
<td>Archaeological report prepared by CMP (2.6%)</td>
<td>4.45</td>
<td>0.79</td>
</tr>
<tr>
<td>Integrated (genetics and anthropological) report prepared by CMP (3.2%)</td>
<td>4.42</td>
<td>0.82</td>
</tr>
<tr>
<td>Objective media information &amp; coverages (4.4%)</td>
<td>4.12</td>
<td>0.93</td>
</tr>
<tr>
<td>CMP staff’s efforts and time to discuss issues that concerned me (7.5%)</td>
<td>4.30</td>
<td>1.06</td>
</tr>
<tr>
<td>Whenever I needed, I was able to communicate with CMP staff (3.5%)</td>
<td>4.37</td>
<td>1.05</td>
</tr>
<tr>
<td>The bi-communal work of CMP for Missing Persons (7.4%)</td>
<td>4.11</td>
<td>0.92</td>
</tr>
<tr>
<td>CMP staff’s concerns (interest) about my grief (6.6%)</td>
<td>4.29</td>
<td>1.11</td>
</tr>
<tr>
<td>Clear and concise instructions to complete the process (2.9%)</td>
<td>4.45</td>
<td>0.77</td>
</tr>
<tr>
<td>Whatever question I asked I got an answer (3.6%)</td>
<td>4.40</td>
<td>0.85</td>
</tr>
<tr>
<td>The CMP’s obligations in accordance to its mandate (10.3%)</td>
<td>4.13</td>
<td>1.15</td>
</tr>
<tr>
<td>Presence of state officials during the funeral (4.7%)</td>
<td>4.09</td>
<td>0.98</td>
</tr>
<tr>
<td>The speeches made by the officials during the funeral (7.1%)</td>
<td>4.08</td>
<td>1.05</td>
</tr>
<tr>
<td>Annual memorial ceremonies organized by the state (22.4%)</td>
<td>3.40</td>
<td>1.31</td>
</tr>
</tbody>
</table>

Note: min-max score: 1- 5.

The highest dissatisfaction was the ‘Annual memorial ceremonies organized by the state’ followed by ‘The funding provided for the funeral cost’ and ‘The CMP’s obligations in accordance to its mandate.

As illustrated in Figure 19, most family members of GC missing persons indicated satisfaction (94.0%) about their experiences during the funeral and post-funeral period provided by CMP.

Most of the relatives (73.9%) also reported that they requested for an official ceremony instead of civil funeral ceremony.

The level of perceived satisfaction from the funeral and post-funeral CMP services were evaluated with the 15-item in the Experience in the Funeral Process Scale.

5. Psychological and Psychosocial Needs of GC Participants

In order to evaluate the psychological reactions of the family members of missing persons, various scales were used such as Injustice Experience, Core Bereavement, Multidimensional Social Support, Resilience and Depression Anxiety Stress Scale -21. Responses were analyzed according to the degree of kinship (See Figure 20).
High scores refer to higher perceived social support, more symptoms of bereavement, higher resilience, and more psychological symptoms (linked to depression, anxiety and stress), respectively. Stress levels were statistically comparable between all groups, bearing in mind the small size of three of the five groups (grandchildren, parents, spouses) as shown in Figure 20. It is also understood that higher feelings of injustice among spouses predicted higher levels of grief more than any other relational type.

Overall, there were differences between participants in terms of coping styles they adopted. These were clustered in three groups namely, positive coping strategy, negative coping strategy and denial where some participants tended to show avoidant behaviors. Figure 21 demonstrates coping styles according to the degree of kinship.
As expected, multiple linear regression models showed that avoidant coping style (unhealthy/maladaptive ways of coping with negative life events) was a predictor for greater depression, anxiety, stress and grief. On the other hand, positive coping style (adaptive/efficient/healthy ways) was a significant predictor for lesser depression, anxiety and stress, however, it did not predict grief intensity. Although anxiety, depression, and stress can be more easily handled, perhaps the overall grief experience is not something that a person could manage; he/she would get used to living with it. As it is indicated participants strongly agreed that they have been learning to live with their grief experience.

The analysis of the findings illustrated that all groups of participants may have experienced different levels of traumatic stress in relation to the disappearance of their beloved family member. Levels of anxiety and depression varied among groups demonstrating that the ambiguous loss has affected their psychological and emotional functioning. It was also important to have social support offered by extended family members and close friends in order to cope with the situation.

C- Evaluation of the Work of CMP

This research has also attempted to clarify whether the standard needs of TC and GC families of identified missing persons in Cyprus have been met so far by the services provided within CMP procedures and actions. CMP is tasked to conduct exhumations, identify, and return the remains of missing persons. Within this task it also aims to provide psychosocial support to families with relatives who have been identified. Thus, CMP’s tasks and initiatives contribute towards the fulfilment of TC and GC families’ needs and that was the main aim of this research. Therefore, the research studied families’ needs and attempted to offer sufficient information on whether the families’ needs of missing persons who have been identified by CMP are satisfactorily covered.

According to the analyses conducted, both TC and GC participants responded positively that the information they received by CMP various departments (archaeological, anthropological and genetics) was sufficient about the date and place of death of their loved one. However, one needs to consider that these families had no information of their relatives’ whereabouts for almost 45 years. So, when finally, missing people were identified after this prolonged time the families felt satisfied with the information received.

The findings indicated that the services provided by CMP to the TC and GC families have been very responsive to a variety of concerns a family might have. However, it is worth mentioning that the families had not received any support of this kind before the identification of their relative regarding their grief and loss whatsoever. Therefore, they felt that at the time of identification and funeral the psychosocial support they were provided was appropriate. There is no prior or after continuous and specialized support for the families.

It has been observed that most TC and GC families were relatively satisfied with the recognition and honors they received during the funeral phase. Recognition and acknowledgement could take many forms according to status of the missing person, whether she/he was a citizen or a soldier, when she/he disappeared. Most of the times more attention is paid on the military honors one receives after death for their sacrifice. However, there are also missing persons who were not army officers or soldiers who need to be also recognized and honored as their families need to feel that they are not forgotten by the authorities.
IV- CONCLUSION

This is the first bi-communal report of its kind to be published that attempts to understand the psychological, emotional and social difficulties experienced by relatives of the identified missing persons in Cyprus and to determine their needs. In this context, the findings of this study are of great importance in order to be able to define the difficulties experienced by the relatives of the identified missing persons and to make recommendations and interventions to increase their well-being. In this report all relatives of the identified missing persons all over the island were invited to this cross-sectional study and for the first time since the 63-64 and 74 events relatives were instrumental in sharing the difficulties that they had to experience. Over the years, it is obvious that the well-being of the relatives of the missing persons has been affected by the loss of their loved ones due to violent events and they have to experience this loss with uncertainty.

Psychosocial practices include intervention in crisis situations (such as Psychological First Aid), preventative mental health (treatment and prevention of psychiatric disorders such as depression, anxiety and post-traumatic stress disorder) for individuals, families and various groups, needs assessments, organization of social meetings and joint projects with existing non-governmental organizations. All of the works of CMP are actually aimed at the development and strengthening of the society, which overlaps with the main purpose of psychosocial practices. Psychosocial support help individuals to change into active survivors rather than passive victims.

In order to strengthen the society, issues such as the ability of individuals and families to mobilize their own resources, determine their needs, develop their skills, protect them from becoming economically dependent, reduce the damage faced and prepare for future difficulties should be taken into account. In this perspective, by developing tools such as "psychosocial needs assessment form", the various current needs such as legal, economical, psychological of each relative of the missing person can be recorded, evaluated and monitored. With these and similar methods, CMP should aim to be in direct communication with all relatives by updating its data on relatives of the missing person.

It is important to inform relatives of the missing persons about the duration of the identification process and to support them psychosocially in that process. For example, the CMP psychologists can organize activities such as group meetings, informative brochures and phone calls that aim to strengthen and consolidate the social structure, taking into account cultural, political, religious and ethnic structures, and to support the development of coping skills. It is important for the CMP psychologists to observe the mourning process at funerals and memorial services and facilitate the symbolization of experiences (such as the appropriate expression of feelings and thoughts).

Considering that there are those who think that the bi-communal characteristics of the work done by CMP are insufficient, the messages to be given through the media should also include the views that will develop the empathy skills of the two communities towards each other. In events similar to those in Cyprus, the development of empathy skills is very important for the healthy development of communities in conflict with each other.
It has emerged as a need to establish a Trauma Studies Center that will conduct bi-communal studies in order to support individuals exposed to traumatic events psychologically and socially and to achieve their well-being as soon as possible. It is recommended that, this center would serve individuals from all age groups exposed to trauma, families and support workers who are exposed to these traumatic events due to their profession (such as archaeologists working at CMP, genetic engineers, excavation personnel). As far as possibilities allow, this center should support social development and inter-communal dialogue by carrying out various studies not only for individuals exposed to trauma but also to increase the psychological resilience of the whole society.

This report has provided a summary of prolonged painful experiences, endured by both Turkish Cypriots and Greek Cypriots family members of identified missing persons, since 1960s. It is hoped that for those family members who are still searching for answers related to the fate and whereabouts of their missing relatives, the evaluations made in this report and the detailed data analyses in the main research report available at CMP will shed light on the future work of CMP to other relevant institutions as well.
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