

OVERALL RESEARCH REPORT 2016 - 2020

State of the art Research on migration related interdisciplinary topics, organizations, issues and migration policies based on the current needs of partner countries

Creative Europe (CE)
Call for proposals 2015
Large Scale Cooperation Projects

Co-funded by the
Creative Europe Programme
of the European Union

1. ABSTRACT 4
2. INTRODUCTION 5
2.1. GENERAL INFORMATION ABOUT THE RESEARCH 7
2.1.1. Migration, research, human rights 8
2.1.2. Multicultural society, integration, interdisciplinarity 10
2.1.3. Audience development, informal education, lifelong learning, intangible cultural heritage 10
2.1.4. Creativity, innovative environment and tools, new creative models 10
2.2. THE MAIN RESEARCH OBJECTIVES OF THIS STUDY 10
2.3. SCOPE OF THE RESEARCH 11
2.4. RESEARCH METHODS 12
3. SLOVENIA 13
3.1. RESULTS OF THE QUANTITATIVE LIFE-STAGE-BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMMUNITIES IN SLOVENIA 13
3.1.1. Life stage interviewes 13
3.1.2. Quantitative questionnaire (Integrational part) 16
3.1.3. Qualitative questionnaire 21
3.1.3. Conclusions from the results 37
4. MALTA 41
4.1. RESULTS OF THE DESK RESEARCH 41
4.1.1. Integration/Migration/Refugee/Detention centres 41
4.1.2.Organizations/ Institutions/ Public bodies/ NGO's dealing with migration issues and migration target group in Malta 46
4.1.3. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Malta 51
4.1.4. Information actions, Cultural events or Integration programs, trainings and educational services, introducing the migration issue, raising tolerance, fight xenophobia for local/ national citizens 57
4.1.5. National and local policy documents supporting/ dealing with migration issues 63
4.2. RESULTS OF THE QUANTITATIVE LIFE-STAGE-BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMMUNITIES IN MALTA 64
4.3. QUANTITATIVE RESEARCH- A STUDY OF EMPLOYMENT OF DISADVANTAGED GROUPS IN MALTA 95
4.3.1. A study of Employment of Disadvantaged groups in Malta 95
4.3.2. Disadvantaged groups 95
4.3.3. Employment 99
5. FRANCE 106
5.2. RESULTS OF THE DESK RESEARCH 106
5.2.1. Integration and migration issues in France 106
5.2.2.Interdisciplinary programs, cultural actions, trainings and educational services for migrants in France 111
6. CROATIA 112
6.1. INTRODUCTION: MIGRATION, MIGRANTS AND MIGRATION RELETED ISSUES IN CROATIA 112
6.2. RESULTS OF THE DESK RESEARCH 112
6.2.1.Integration/ Migration/ Refugee/ Detention centers in Croatia 112
6.2.2. Integration of migrants and development of integration polices in Croatia 116
6.2.3. Organizations/ Institutions/Public bodies/ NGO's dealing with migration issues and migration target group in Croatia 119
6.2.4. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Croatia 124
6.2.5. Information actions, Cultural events or Integrational programs, trainings and educational services, introducing the migration issues, raising tolerance, fight xenophobia for local/ national citizens in Croatia 129
6.2.6. National and local policy documents supporting/ dealing with migration issues in Croatia 130
6.4. RESULTS OF THE QUANTITATIVE LIFE STAGE BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMUNITIES IN CROATIA 131
6.4.1. Who was interviewed? 131
6.4.2. Who participated in the interviews phase? 133
6.4.3. Quantitative questionnaire (Integrational part) 135
6.4.4. Qualitative questionnaire (In-depth interview) 141
6.4.5. Most interesting quotations from interviews 158

6.4.6. Conclusions from the interviews 160
7. SERBIA 162
7.1. SERBIA AND MIGRANTS 162
7.1.1. Camps for migrants 163
7.1.2. Care for children migrants 165
7.1.3. Activities 165
7.1.4. Organizatios, centers, associations and foundations for helping migrants 167
7.1.5. Legislation 170
7.2. RESEARCH AND METHODS 173
7.3. RESEARCH RESULTS 174
7.3.1. Who was interviewed? 174
7.3.2. Who participated in the interviews phase? 177
7.3.3. Quantitative questionnaire (Integrational part) 178
7.3.4. Qualitative questionnaire (In-depth interview) 181
7.3.5. Interest in interdisciplinary topics and cultural projects / events 186
7.3.6. Conclusions from the interviews 189
8. HUNGARY 191
8.1. INTRODUCTION 191
8.1.1. Migration, migrants and migration related issues in Hungary 191
8.2. RESEARCH DESIGN BRIEFLY EXPLAINED 192
8.3. MIGRATION IN HUNGARY 192
8.3.1. Migrants in Hungary 194
8.3.2. Level of xenophobia in Hungary 195
8.3.3. The "refugee crisis" in Hungary and the government propaganda 196
8.3.4. Contextualization of the Hungarian response to the "refugee crisis" 201
8.4. (NON) INTEGRATION IN HUNGARY 209
8.4.1. Integration / Migration / Refugee / Detention Centres in Hungary 210
8.4.2. Organizations / Institutions / NGO's dealing with migration issues and migration target group in Hungary 212
8.4.3. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Hungary 222
8.5. RESULTS OF THE QUANTITATIVE LIFE STAGE BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMUNITIES IN HUNGARY 232
8.5.1. Who was interviewed? 232
8.5.2. Who participated in the interviews phase? 235
8.5.3. Quantitative questionnaire 236
8.5.4. Qualitative questionnaire (In-depth interview) 243
8.6. CONCLUSION FOR HUNGARY 254
9. GREECE 257
9.1. INTRODUCTION: MIGRATION, MIGRANTS AND MIGRATION RELATED ISSUES IN GREECE 257
9.2. RESEARCH METHODOLOGY BRIEFLY EXPLAINED 257
9.3. RESULTS OF THE DESK RESEARCH 258
9.3.1. Integration/ Migration/ Refugee/ Detention centers in Greece 258
9.3.2. Organizations/ Institutions/ Public bodies/ NGO's dealing with migration issues and migration target group in Greece 260
9.3.3. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Greece 262
9.3.4. Information actions, cultural events or integrational programs, trainings and educational services, introducing the migration issues, raising tolerance, fight xenophobia for local/national citizens in Greece 264
9.3.5. National and local policy documents supporting/ deaking with migration issues in Greece 267
9.4. RESULTS OF THE QUANTITATIVE LIFE-STAGE-BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMMUNITIES IN GREECE 269
9.4.1. Who was interviewed? 269
9.4.2. Who participated in the interviews phase? 273
9.4.3. Quantitative questionnaire (Integrational part) 276
9.4.4. Qualitative Questionnaire (in depth interview) 278
9.3.6. Interest in interdisciplinary topics and cultural projects/ events 284
9.4.6. Most interesting quotations from interviews 288

10. LATVIA 290
11. GERMANY 291
12. ENGLAND 293
12.1. STATEMENT OF ETHICAL PRACTICE 293
12.1.1. Core principles 294
12.1.2. Key areas of Ethical concern 295
12.1.3. Well being 296
12.1.4. Control and decision making 297
12.1.5. Public exposure 298
12.1.6. Facilitation 298
12.1.7. Project partners 299
12.2. RESULTS OF THE QUALITATIVE RESEARCH BASED ON LIFE-STAGE-BASED INTERVIEWS 300
12.2.1. Who was interviewed? 300
13. CONCLUSION, STUDY LIMITATIONS, ADVANTAGES AND SUGGESTIONS FOR FURTHER WORK 303
13.1. Study limitations 303
13.2. Advantages of the study 305
13.3. Guidelines and suggestions for further work 306

1. ABSTRACT

RISK CHANGE entails interacting with different target audiences especially to build connectivity between new coming migrants and settled inhabitants of multicultural communities.

The following document (Overall RC Research Report) consists of national reports on migration and migration issues, that cover the results from the desk researches and conducted interviews in local/national communities, prepared by Slovenia and each partner country (Malta, France, Croatia, Serbia, Hungary, Greece, Latvia and UK).

The current study aims to support the development of useful, practical and exemplary approaches and implementation processes towards migration related topics in the respective local communities across the EU. It highlights the importance of connectivity and interdisciplinary culture for multicultural integration in EU, in particular for immigrants and new EU members.

The Overall-RC Research Report is divided by chapters by each partner country and contains the results of quantitative survey on interdisciplinary topics and cultural projects on migration made for Slovenia, the results of the Study matching migrants with local communities in Malta, Study about employment of disadvantaged groups on Malta, the results of the desk research conducted in France, the results of Research on transitory migration by MMSU Rijeka, Croatia, the results of the Quantitative research on migration in local communities of Serbia, the results of the desk research on the nature of migration issues and the results of the Quantitative live-stage-based interviews with migrants in local communities in Hungary, relying on artistic depictions of migration experiences and the results of the Research on the use of artistic material in representation of border-related technologies by University of Athens on visualization and migration by border controlling organizations and migration-friendly ones/NGOs., the results of the desk research on cultural and ecological migration in Latvia and a statement of Ethical practice and the results of the Qualitative life-stage-based interviews conducted in UK.

2. INTRODUCTION

The following document RISK CHANGE (Overall report) consists of national reports on migration and migration issues prepared by each partner country; reports cover the result from desk researches and life-stage-based interviews in local/ national communities. The research was conducted in the countries of the RISK CHANGE partner organizations in Slovenia, Malta, France, Croatia, Serbia, Hungary, Greece, Latvia and UK.

The research should be conducted in Netherlands as well, but our Dutch partner 7scenes declared bankruptcy on 28 of March 2017. They informed us about it on 7th of April 2017. We had to continue working on the project activities with other consortium partners and meanwhile also looking for a new partner that would take over the project activities of 7scenes, including the research.

The new partner in the Risk Change project consortium once 7scenes went bankrupt was Takomat (Germany). Since 7scenes did not conduct any research concerning the topic of migration, we transferred the estimated sum to Takomat. They were responsible to prepare the RC mobile application and together with them we came to the conclusion that the best research would be the research on mobile apps on the market that are dealing with topic of migration.

The Overall RC Research Report is divided by chapters by each partner country and consists:

- **Slovenia**: The results of quantitative survey on interdisciplinary topics and cultural projects on migration made for Slovenia. Providing the list of all the Embassies and contacts (Attachments)
- **Malta**: The results of two quantitative researches: the Study matching migrants with local communities in Malta based on a life stage interviews with migrants in local communities and a study about employment of disadvantaged groups on Malta. Providing general information about the situation of migration and clearing the keywords meaning (migration, migrant) and describing the migrant strategy in the country, the tips of places in which you can access migrants and the nature of detention centres. Including informations about interdisciplinary programs, cultural actions, trainings and educational services for migrants in Malta. Describing the process of raising tolerance about migration issue (fight xenophobia) and informations regarding national and locally policy documents dealing with migration issues.

- **France:** The results of the desk research conducted in France. Providing the explanation of integration and migration issues in France., following a list of institutions dealing with migration issues and centres/ different places where migrant can stay and the ongoing interdisciplinary programs, cultural actions and educational services for migrants in France.
- **Croatia**: The results of quantitative life-stage-based interviews with migrants in local communities on transitory migration by MMSU Rijeka, Croatia. It covers the explanation of the migration situation in Croatia, informations about migration, migrants and migration related issues in Croatia, informations about integration of migrants, institutions dealing with migration issues, educational services for migrants and national and local policy documents dealing with migration issues.
- **Serbia**: The results of the Quantitative research on migration in local communities of Serbia, offering informations about migration situation in Serbia, camps for migrants, migrant children care, activities available for migrants and a list of organisations and centres dealing with migration issues.
- **Hungary**: The results of the desk research on the nature of migration issues and the results of the Quantitative live-stage-based interviews with migrants in local communities in Hungary providing informations on the migrant issues in Hungary, level of xenophobia, the refugee crisis and the Hungarian response to the refugee crisis, the nature of migration issues, institutions dealing with it and programs/trainings for migrants in Hungary.
- **Greece**: The Research on migrants coming through Greece borders- synthetic review of the secondary literature on the co-construction of technology and borders by University of Athens; relying on artistic depictions of migration experiences and the results of the Research on the use of artistic material in representation of border-related technologies by University of Athens on visualization and migration by border controlling organizations and migration-friendly ones/NGOs. The explanation of the research topics (migration, migrants, information about institutions dealing with migration issues, programs and trainings available for migrants, cultural events and education services, actions towards raising tolerance and fight xenophobia and national policy documents supporting migration related issues in Greece.
- **Latvia**: The results of the desk research on cultural and ecological migration in Latvia. They worked with Skype interviews came to the conclusion that migration in Latvia is not really happening. They manage to step in contact with migrants in Latvia who continued their way on to Germany, interviewed them and presented a video available at https://vimeo.com/249111820. There are also presented the results of one of their activities- qualitative research part

made in Riga- a workshop and exhibition called »Borderlines, II« by Liga Velina.

- **United Kingdom**: The results of the Qualitative life-stage-based interviews conducted in UK and a statement of Ethical practice, since ethical issues arise as an everyday part of participatory research work with vulnerable groups. UK partners provided ethical code that was examined in all the partner countries before and during the research.
- **Germany**: RC mobile application and the research on mobile apps on the market that are dealing with topic of migration.

The National reports are summarized into:

- Preliminary Research Report or Desk research which represents the starting point and the base for RC Research Report on immigrants in local communities.
- WP2: On-going quantitative survey on interdisciplinary topics and cultural projects on migration by partners – on line survey to be used during the entire project for identifying the interdisciplinary activities and projects from cultural and artistic field with the purpose of inclusion, dissemination of good practice, inclusion of the experts, artists and professionals and coherent relations with stakeholders and media

2.1. GENERAL INFORMATION ABOUT THE RESEARCH

The current study aims to support the development of useful, practical and exemplary approaches and implementation processes towards migration related topics in the respective local communities across the EU. The RC project implements a series of activities (art residencies, small and large scale exhibitions, touring residencies, lectures, symposiums, conferences, educational modules, ambassador of culture training programme, communication actions, stakeholders involvement) related to migration topics and develop supporting materials and tools for innovative approaches towards art production and creative educational modules targeted at migrants and integration activities.

The main research questions of this study are:

What is migration? How is it understood? How responsive are residents of partner countries to migrants and migration related issues? How is the migration topic built (if it is) into national policies? What are the most integrated migrant's communities? How are they connected amongst themselves? What specific methods, cultural, educational and political are being used in partner countries? How can

trainings/courses/interdisciplinary programmes for migrant target groups be integrated into local communities?
Before conducting research, a common definition on KEYWORDS has to be found, here are some general pointers.

2.1.1. Migration, research, human rights

Definition of migration and migrants

Migration is an important factor in the erosion of traditional boundaries between languages, cultures, ethnic group, and nation- states. Even those who do not migrate are affected by movements of people in or out of their communities, and by the resulting changes. Migration is not a single act of crossing a border, but rather a lifelong process that affects all aspects of the lives of those involved. (UNESCO)

The term migrant is defined by UNESCO as "any person who lives temporarily or permanently in a country where he or she was not born, and has acquired some significant social ties to this country. According to some states' policies, a person can be considered as a migrant even when s/he is born in the country.

The UN Convention on the Rights of Migrants defines a migrant worker as a "person who is to be engaged, is engaged or has been engaged in a remunerated activity in a State of which he or she is not a national." From this a broader definition of migrants follows:

"The term 'migrant' in article 1.1 (a) should be understood as covering all cases where the decision to migrate is taken freely by the individual concerned, for reasons of 'personal convenience' and without intervention of an external compelling factor."

This definition indicates that migrant does not only refer to refugees, displaced or others forced or compelled to leave their homes. Migrants are also people who make choices about when to leave and where to go, even though these choices are sometimes extremely constrained.

The Special Rapporteur of the Commission on Human Rights has proposed that the following people should be considered as migrants:

- People who are outside the territory of the State of which they are nationals or citizens, are not subject to its legal protection and are in the territory of another State;
- People who do not enjoy the general legal recognition of rights which is inherent in the granting by the host State of the status of refugee, naturalised person or of similar status;
- People who do not enjoy either general legal protection of their fundamental rights by virtue of diplomatic agreements, visas or other agreements.

The dominant forms of migration can be distinguished according to the motives (economic, family reunion, refugees) or legal status (irregular migration, controlled emigration / immigration, free emigration / immigration) of those concerned.

Most countries distinguish between a number of categories in their migration policies and statistics. The variations existing between countries means that there are no objective definitions of migration: what follows is a more common categorisation of international migrants:

- **Temporary labour migrants** also known as guest workers or overseas contract workers: people who migrate for a limited period of time in order to take up employment and send money home;
- **Highly skilled and business migrants** people with qualifications as managers, executives, professionals, technicians or similar, who move within the internal labour markets of trans-national corporations and international organisations, or who seek employment through international labour markets for scarce skills;
- **Irregular migrants or undocumented / illegal migrants**: people who enter a country, usually in search of employment, without the necessary documents and permits;
- **Forced migration in a broader sense**, this includes not only refugees and asylum seekers but also people forced to move due to external factors, such as environmental catastrophes or development projects. This form of migration has similar characteristics to displacement;
- **Family members or family reunion / family reunification migrants**: people sharing family ties joining people who have already entered an immigration country under one of the above mentioned categories;
- **Return migrants** people who return to their countries of origin afer a period in another country.

The nature of migrations into the EU

RC confronts contemporary migrations from North Africa, Ukraine, Pakistan, China, the Middle East into the EU. Some of these are new phenomena, caused by wars. RC did several desktop researches: the 2011 "Arab Spring" revolutions in North Africa and the Middle East dramatically increased trans-Mediterranean migration, leading to record numbers of deaths of migrants at sea and heightened fears across Europe about irregular migrants and asylum seekers. There are several immigrant routes: African, Mediterranean and Balkan. None are easy. More than 1,500 people drowned crossing the Mediterranean Sea in 2011. From 2011 to 2015 the number of immigrants grew exponentially.

In the last years the most crowded route is the Balkan one: Syria-Turkey-Greece-Macedonia-Serbia-Hungary, directed to Germany, Sweden and

Austria. Beside young, mostly educated, people, there are even more children, women and elderly people. In 2015 EU was expecting 800.000 immigrants, seeking asylum, a basic human right.

To stimulate cultural, social, human rights policy and raise implementation possibilities, we collaborate with stakeholders on national, local, and EU levels.

2.1.2. Multicultural society, integration, interdisciplinarity

RC highlights the importance of connectivity and interdisciplinary culture for multicultural integration in EU, in particular for immigrants and new EU members. This lead to new interdisciplinary practices intended to help migrants integrate into communities and to be actively involved into interdisciplinary co-working processes, having access to multicultural community benefits.

2.1.3. Audience development, informal education, lifelong learning, intangible cultural heritage

Implementation of new skills, knowledge and experiences through RC educational activities and audience development methods has an important role in RC, with the intention of confronting intolerance, stereotypes, prejudices and social fear. This was achieved through on-going sharing with audiences throughout and after the project, active involvement of target groups and civil society, participatory art and integration of intangible cultural heritage.

2.1.4. Creativity, innovative environment and tools, new creative models

RC developed and upgrade innovative cultural strongly connected to the innovative environment of a post-industrial society where creativity becomes a driving force and added value and artistic creativity and cultural production have an active role in civic aspects of migration and integration issues. Mobile app as extensive innovation tool will provides free access to updates.

2.2. THE MAIN RESEARCH OBJECTIVES OF THIS STUDY

- To reach target groups in communities with strong dissemination of project activities
- New knowledge and expertise in the field of migration for partners and associated partners, and capacity building
- Involvement of new audiences with special emphasis on multicultural communities and migration centres
- New opportunities for cultural workers

- Connecting defined groups to work together in interdisciplinary touring teams, open labs, o n creative idea sessions, co-workings and other forms, connected to different local multicultural communities
- Reports on migration issues in EU today with emphasis on the use of artistic material in representation of border-related technologies
- Comparative reports on study visits in local, regional and national multicultural communities, families and refugees centres, migrant associations, asylum houses, detention camps, correction homes, prisons; communicating with activated migrants contributing to the project
- Creation of sustainable co-working model
- Enabling a new human right: to re-invent contemporary myths and artificially/politically constructed mass media public opinion by new forms and identities in a creative manner to engineer the future
- Researching, developing, creating, connecting, communicating, disseminating all tangible results

RC aims to create, connect, compare, disseminate and promote contemporary EU interdisciplinary art related to social studies and migration. The project covers the field of contemporary interdisciplinary culture, art and creativity connected to science, especially social and applied sciences and ICT. RC will increase transnational mobility, audience development, digitalization and new sustainable model. RC entails interacting with different target audiences, esp. building connectivity between new coming migrants and settled inhabitants of multicultural EU communities.

A connectivity will be reached by creative production, education and ICT, matching common interests of youngsters, children, scholars, students, artists, cultural, social and scientific workers, (in)formal educators, women, active elderly people. Communication with the national Stakeholders' Committees including governmental workers, politicians and NGO's is influential. RC will co-create future cultural EU strategies.

2.3. SCOPE OF THE RESEARCH

The research conducted in the countries of the RISK CHANGE partner organizations in Slovenia, Croatia, Serbia, UK, Greece, Malta, France, Hungary and Latvia covers the following groups of people:

- Migrants and migrant local communities from 18 – 65 years
- Interdisciplinary artists/experts/professionals and art scene in national context
- Stakeholders concerned with migration related issues

It involves the following **specific target groups**:

- Migrants over 18 years interested in interdisciplinary topics/art/education: Refugees, migrants, local multicultural communities interested in RC participation
- Possible artists/experts/educators/lecturers on migration topics (adults over 18 years) to be motivated/initiated from stakeholders groups
- Stakeholders concerned with migration topics and migrants/refugees, like representatives of public and private institutions, asylum centres / similar institutions, representatives of associations dealing with migrants, local multicultural associations or platforms, experts and professionals working with migrants, artists, researchers and scientists connected / interested in migration issues

2.4. RESEARCH METHODS

The study uses two main instruments with a different scope and intensity, namely:

- Desk Research– a keyword led search through internet, databases of journals, books, book sections and grey literature (project reports, policy documents) on migration and migration and policy in Europe as well as services, connected with migrants and migrations with practice examples of educational and cultural integration opportunities in the partner countries.
- Life-stage-based Interviews – this instrument will be used to deepen the results of the desk research and to conduct life-stage-based interviews about the migration topics and related issues with members of target groups in local / national communities. The interviews will follow an interview guide and therefore be semi-structured.

3. SLOVENIA

3.1. RESULTS OF THE QUANTITATIVE LIFE-STAGE-BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMMUNITIES IN SLOVENIA

The purpose of the interviews was to deepen insights from the questionnaire survey (subjective view of active ageing, information seeking behaviour, literacy and digital literacy, and acceptance/rejection of a course on active ageing) and to screen older adults who could act as peer trainers later on.

3.1.1. Life stage interviewes

- **Who was interviewed**

No	Date	Name	Place	Duration in minutes	Female/Male	Age	Position towards migration
1		Huiqin Wang	Artkit	20-25 m	Female	40-60	In marital union with the citizen
2		Tanja Cvitko	Kibla	20-25 m	Female	30-40	Permanent resident
3		Cameron Bobro	Kibla	20-25 m	Male	40-60	In marital union with the citizen
4		Sasa Odinska	Kibla	20-25 m	Female	30-40	In marital union with the citizen
5		Talha Ahmad	Kibla	20-25 m	Male	20-30	Temporary resident
6		Dragana Dodik	Kibla	20-25 m	Female		Temporary resident
7		Joao Ferreira	Artkit	20-25 m	Male	20-30	Temporary resident
8		Thibaut Bhoudaut	Kibla	20-25 m	Male	20-30	Citizen
9		Juan Ache	Kibla	20-25 m	Male	20-30	In marital union with the citizen
10		Brehrang	Kibla	20-25 m	Male	30-40	In marital union with the citizen
11		Nadira Amsuna	Kibla	20-25 m	Female		Temporary resident
12		Branka Jurčan	Kibla	20-25 m	Female	30-40	In marital union with the

							citizen
13		Daša Pregel	Kibla	20-25 m	Female	30-40	In marital union with the citizen
14		Zafer Ipek	Skype	20-25 m	Male	30-40	Temporary resident

- **Most interesting quotations from the interviewes:**

»Of course is easier if you know the language of the host country. But I graduated at the Academy of Art and realized there is another form of language- visual language that don't use words.«

»Slovenia is such a small country, yet it has so may different landscapes and nature versatility. In one day you can visit the mountains and the sea side. Such a small country and yet so many great artists and top athletes.«

»I think Slovenia is kind to foreigners. Although the language is very difficult to learn and while learning its important to keep in mind, that at this phase grammar mistakes are not relevant and we should feel open with it, so the people feel ok to correct us.«

»When I arrived to Slovenia it had way much freedom from China, regarding creative art, traveling,…In China there were very limited with what topics the artists can make exhibitions about, you had to get an permission from the government.«

»In Slovenia there is so much fighting among left and right winged politicians. Its a shame, a waste of time, too little work for the people…«

»I've been living here since age of 11. Slovenia provided me with decant life, education, i feel very accepted here.«

»Slovenian national sport is criticizing, they don't accept things as they are, yet they don't do nothing actively to change that. The second popular sport is feeling envy, the neighbours grass is always greener.«

»Slovenia has a problem with being so small. It affects the national conciousness. It creates complexes and the effect of being closed in relation to strangers.«

»America is not familiar with the culture the European countries know. Folk, ethno, food…this does not exist. Today people think American culture is white Christians, this is not it.«

»There is no colour in the army. There is only green.«

»I feel very accepted here. My father is an Ukrainian migrant i grow up in the Slavic culture. Coming to Slovenia i immediately felt like home. I understood words when ordering food,…I have a job, a wife, here in Maribor for the first time in my life i feel like a local.«

»I had a lot of problems with papers, permissions, finding a job…«

»The most difficult part is getting the citizenship. I am here for 8 years, i am in a marital union with Slovenian citizen; i needed two years to arrange domicile, visa,... To get citizenship i have to be fully employed;... I needed more than three months to arrange all the paperwork so my daughter could come here to live with me and to go to Slovenian school. She can't get no scholarship also I can't get no social support from the government.«

»The most important factor to integrate into host society is knowing the language- provided language courses.«

»I come from Bosnia, i really enjoy Slovenia, i am happy to study here, its Slovenia.«

»For the integration of a foreigner into host society its important for both sides to put effort in integration- from a host language courses, job opportunities, openness and welcoming and from foreigners to show respect to live here, learn the language, show loyalty and faithfulness,...«

»Freedom is very important for every individual; there are unfortunately some countries where there is no freedom of speech, belief, conciousness,...«

»Freedom means i'm not being forced into something i don't want to. I am Muslim and i practice my belief, for me this it is very important, i don't want no one to force me not to do it.«

»Freedom is very fundamental key in every society.«

»Freedom means to do what you want to do as long as you don't hurt no one and as long as it brings happiness to yourself.«

»Freedom is also traveling without limitations and sharing your culture.«

»My goals were first educationally oriented now i would like to work here, live here, settle here,...«

»Its a nice country and you can go to any place. In Portugal at night you can't go any place.«

»People here are more closed. They do not accept or help you easily. If you don't go to them they will pass you.«

»People of Portugal spend more time on the beach. Here its more culture and art and new things.People here are also more open minded.«

»Personal freedom to me means being able to visit each country of the world. For me there's no need to have boundaries, that our politics built, but we don't need it. Its very important to travel.«

»The free world doesn't exist so far but maybe in the future it will exist. I'm born in 1989 in France, the EU was already there. EU is a good project but just economic so far. It would be better if it would be for the people as well, not just economy. I am for federalism in EU no

border, everyone being together training to build one nation. Everyone has his own culture and differences but we could be able to live together. The exchange should involve music, culture, arts…«

»People here have bigger physical distance between them. We are used to more hugging, kissing, being closer to each other.«

»Its a lot of cultural and social events that take place here. Like concerts, festivals, social meetings,…

The nature here is beautiful.«

»Cultural differences when you are a child are easy accepted. At my age it was a cultural shock and you need some time to understand why.«

»Here are some things more difficult- hard work, make yourself tired for someone else will have the benefit of. We are more easy going. Maybe because the weather you got more stuff. We are on the sun, it is more easy.«

»Personal freedom for me is if i walk on the street i don't want to be like shinning. I would like to be like a normal person walking. But that is not possible here. Maybe if you would come to my country you would be shining as well.«

»People here are different, more calm. We in Bosnia are more noisy, we have more temperament.

The food is definitely different so i have to do a lot of cooking.«

»People here are more into action. If they want something they go get it right away. If we want something we also go get it but not so aggressively, more easy going.«

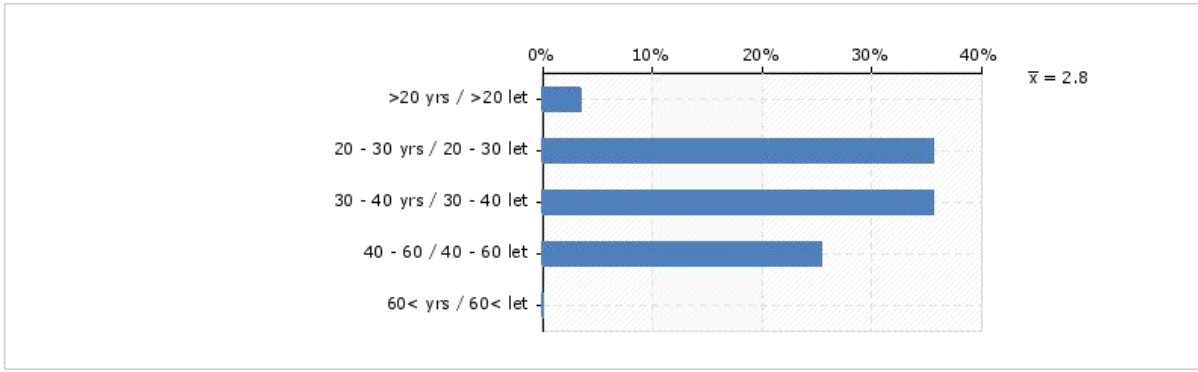
3.1.2. Quantitative questionnaire (Integrational part)

- **Age of participants:**

Under 20 yrs:	2 persons
20 – 30 yrs:	21 persons
30 – 40 yrs:	21 persons
40 – 60 yrs:	15 persons
Over 60 yrs:	0 person

Table 1. Age of participants

Age group	N	(%)
>20 yrs	2	3%
20 - 30 yrs	21	36%
30 - 40 yrs	21	36%
40 - 60	15	25%
60< yrs	0	0%
Total	**59**	**100%**



Picture 1: Age group

- **Nationality**

Country	N	%
Russia	4	
Portugal	4	
Bosnia and Hercegovina	4	
Serbia	4	
Syria	3	
Germany	3	
Iran	3	
Italy	2	
United Kingdom	2	
Croatia	2	
Ukraine	2	
California	1	
India	1	
France	1	
Netherlands	1	
Ukraine	1	
Armenia	1	
China	1	
Japan	1	
Eritrea	1	
Egypt	1	
Columbia	1	
Macedonia	1	

	Turky	1
	Australia	1
	Palestine	1
	Fineland	1
	Georgia	1
	South America	1
	Total	**51**

Employment status

Schooling: 13 persons

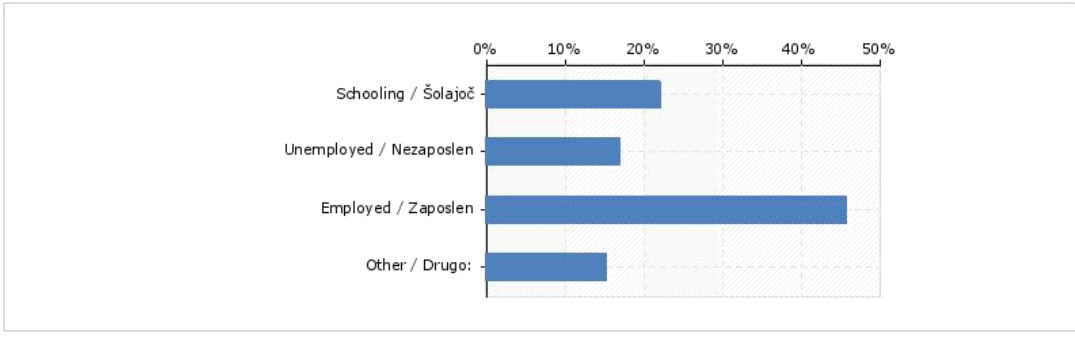
Unemployed: 10 persons

Employed: 27 persons

Other: 9 persons

Table 2. Employment status (N=59)

	Employment status	**N**	**%**
	Schooling	13	22
	Unemployed	10	17
	Employed	27	46
	Other	9	15
	Total	**59**	**100**



Picture 2: Employment status

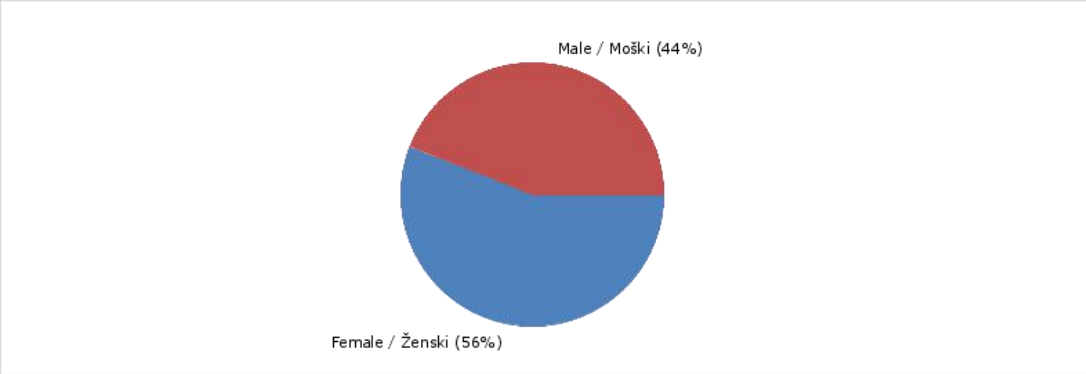
- **Gender**

Male: 26 persons

Female: 33 persons

Table 3. Gender balance

Gender	N	%
Female	26	44%
Male	33	56%
Total	59	100%



Picture 1: Gender balance

- **Level of education**

Primary school: 1 person

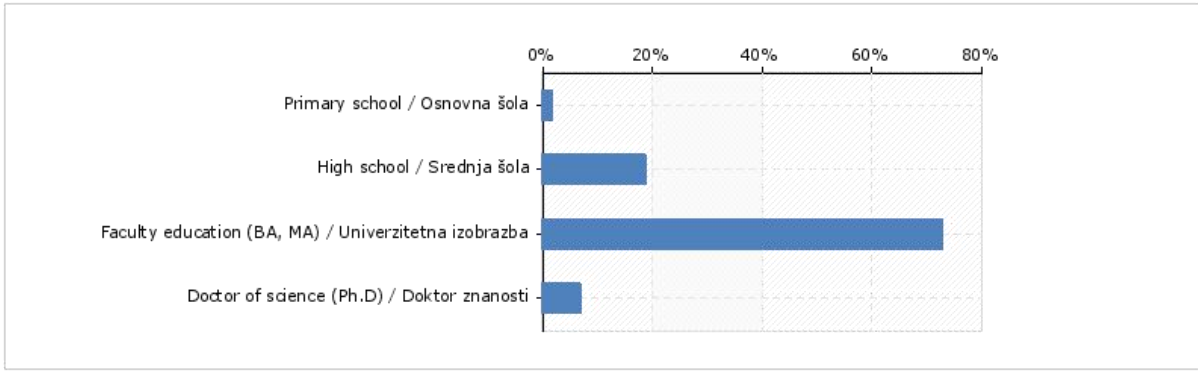
High school: 11 people

Faculty education (BA, MA): 43 people

Doctor of science (Ph.D): 4 people

Table 4. Education level

Finished education level	**N**	**%**
Primary school	1	2%
High school	11	19%
Faculty education (BA, MA)	43	73%
Doctor of science (Ph.D)	4	7%
Total	**59**	**100%**

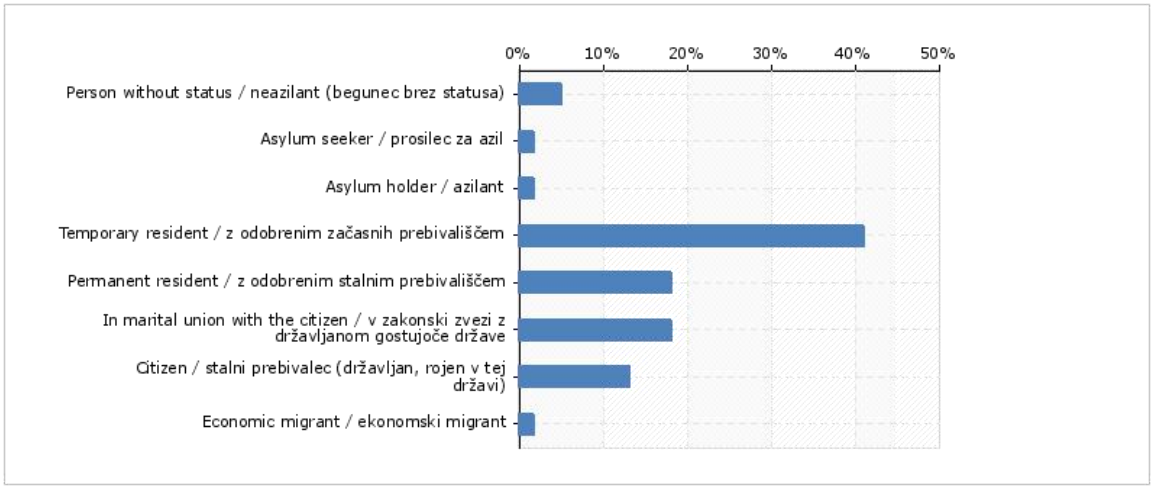


Picture 4: Level of education

- **Status group**

Table 5. Status group

Status group	N	%
Person without status	3	5
Asylum seeker	1	2
Asylum holder	1	2
Temporary resident	25	41
Permanent resident	11	18
In marital union with the citizen	11	18
Citizen	8	13
Economic migrant	1	2
Total	61	100



Picture 5: Target status group

We interviewed 14 people, 7 male and 7 female participants, mostly between 20 and 40 years old. The interviews were approximately 20-25 minutes long.

Questionnaire survey analysis shows, that there were 59 people in the research, 33 male (56%) and 26 (44%) female participants. Average age was between 20 and 40 years old (76%). Nationalities varied a lot, including 29 different countries from

which participants came from, most of them were eater from Russia, Portugal, Bosnia and Hercegovina or Serbia (with 4 participants each). Out of 59 participants included in the research, 13 persons (22%) were schooling, 10 persons (17%) were unemployed and 27 (46%) of them employed. Looking at the educational level, 1 of them (2%) finished Primary school only, 11 (19%) finished also High school, the majority (43 people, 73%) had Faculty education and 4 participants (7%) were Doctors of science. The majority were temporary residents (25 people, 41%), 11 participants (18%) were permanent residents and 11 (18%) in marital union with the citizen, 8 of them were citizens (13%) and 6 people (11%) eater persons without status, asylum seekers, asylum holders or economic migrants.

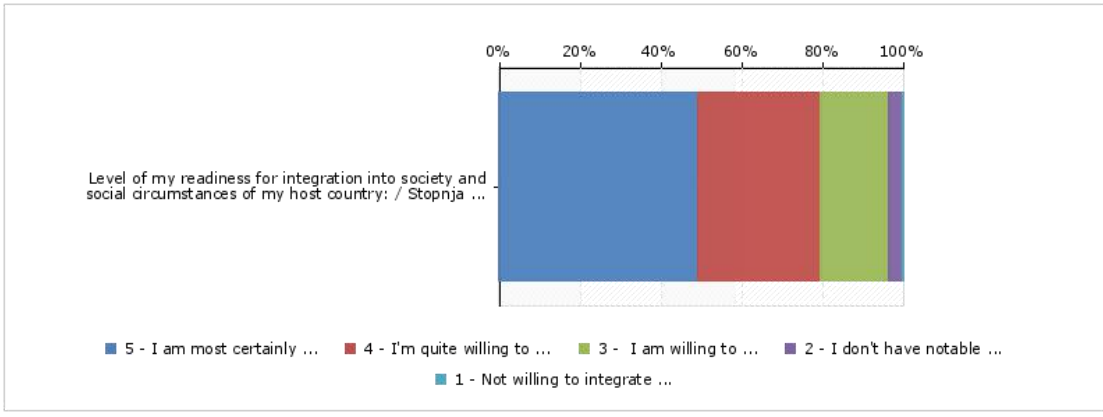
3.1.3. Qualitative questionnaire

- **Subject's willingness to integrate**

On a scale from 1 to 5 (1 being the least, 5 being the most accurate for you), how would you assess your willingness to integrate into the society of your host country?

Level of my readiness for integration into society and social circumstances of my host country:				
1 - Not willing to integrate	2 - I don't have notable motivation for integration	4 - I'm quite willing to integrate	4 - I'm quite willing to integrate	5 - I am most certainly willing to integrate
0	2	10	18	29

	Willignes to integrate	**N**	**%**
	Not willing to integrate	0	0
	I don't have notable motivation for integration	2	3
	I am willing to integrate on one hand, but on the other, not so much	10	17
	I'm quite willing to integrate	18	31
	I am most certainly willing to integrate	29	49
	Total	59	100



Picture 6: Willingness to integrate

The table and the chart above shows that most of the participants are most certainly willing to integrate into the society of host country (49%). Some of them are quite willing (31%) and 17% are willing to integrate on one hand, but on the other, not so much.

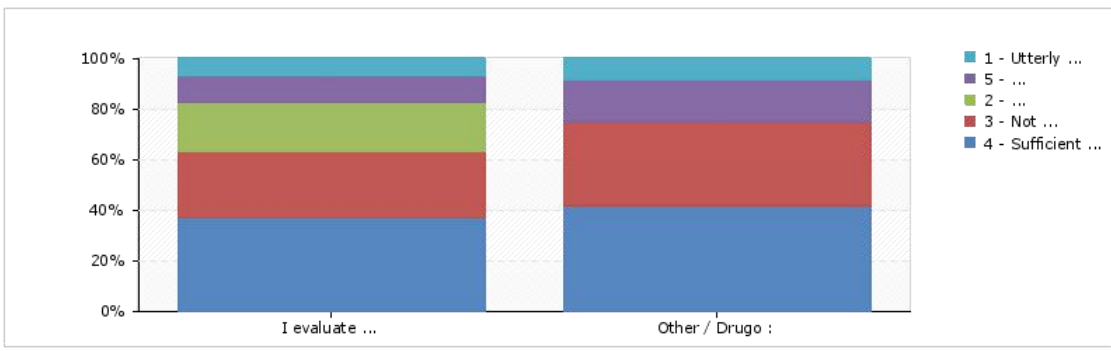
- **Engagement of host country in one's integration into new society**

On a scale from 1 to 5, how would you assess engagement of your host country in your integration into its' society (quality of language courses, social activities, hospitality of people, etc.)?

I evaluate engagement and involvement of my host country in my integration into its' society as:				
1 - Utterly insufficient.	2 - Insufficient.	3 - Not sufficient, not insufficient.	4 - Sufficient	5 - Exceptionally sufficient
4	11	15	21	6

Table 7. Engagement of host country (N=57)

Engagement of host country	N	%
Utterly insufficient	4	7
Insufficient	11	19
Not sufficient, not insufficient	15	26
Sufficient	21	37
Exceptionally sufficient	6	11
Total	57	100



Picture7 : Engagement of host country in one's integration

Participants report that the engagement of the host country into their integration into ins society is mostly sufficient (37%) or not sufficient/not insufficient (26%). 19% of participants think it is insufficient and 7 % that is utterly insufficient and 11% of on the other hand mark it as exceptionally sufficient.

- **Factors that contribute to the acceptance of a foreign and their willingness to integrate**

Which factors in your opinion contribute the most to your acceptance of a foreign culture and willingness for your integration into that culture?

	1 - Least important	2 - Not so important	3 - Neither important, neither nor unimportant.	4 - Pretty important	5 - Very important.
Openness and hospitality of people	1	3	5	15	36
Employment	1	4	6	24	23
Time I'm willing to spend in this country, for my stay here is only temporary	4	4	13	21	15
Presence of minor/major religious groups I can affiliate with or condemn	29	9	12	3	4
High living standards and general atmosphere among people	2	7	18	16	14
Readiness of host country for quality language courses	1	11	15	16	13
Other: Having close friends					1
Other: Food					1
Other: General atmosphere among people				1	1
Other: Public social events that bring locals and foreigners together					1
Other: Language course before entry in the country					1
Other: Education opportunities					1
Other: Ujemanje vrednot družbe z mojimi osebnimi					1

- **Factors that contribute to the acceptance of a foreign and their willingness to integrate- seperatetly**:

Openness and hospitality	**N**	**%**
Least important	1	2
Not so important	3	5
Neither important, neither nor unimportant	5	8
Pretty important	15	25
Very important	36	60
Total	**60**	**100**

Employment	**N**	**%**
Least important	1	2
Not so important	4	7
Neither important, neither nor unimportant	6	10
Pretty important	24	41

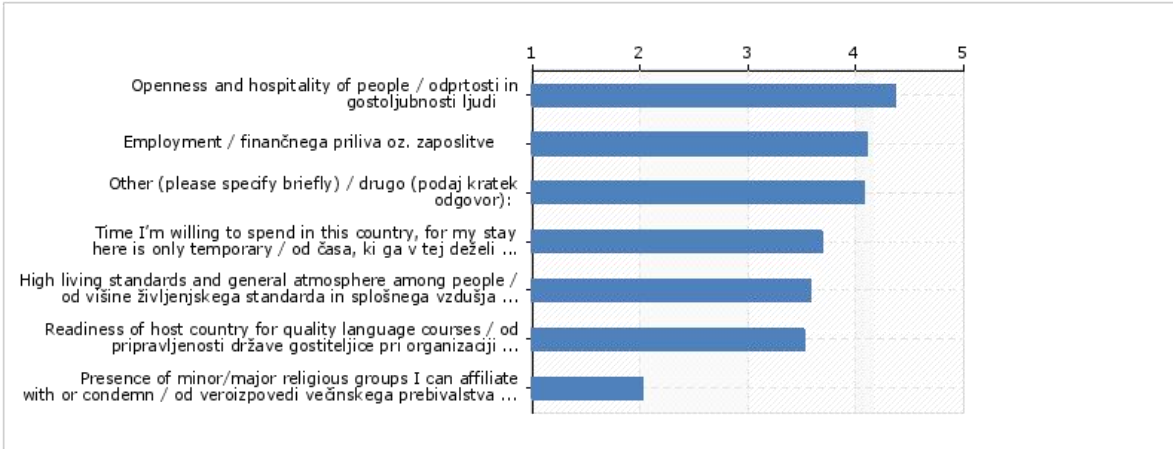
Very important	23	40
Total	**58**	**100**

Time of staying	**N**	**%**
Least important	4	7
Not so important	4	7
Neither important, neither nor unimportant	13	23
Pretty important	21	37
Very important	15	26
Total	**57**	**100**

Religious group	**N**	**%**
Least important	29	51
Not so important	9	16
Neither important, neither nor unimportant	12	21
Pretty important	3	5
Very important	4	7
Total	**57**	**100**

Living standards and atmosphere	**N**	**%**
Least important / Najmanj pomembno	2	4
Not so important/ Ne preveč pomembno	7	12
Neither important, neither nor unimportant / Niti pomembno niti nepomembno.	18	32
Pretty important / Kar pomembno.	16	28
Very important / Zelo pomembno.	14	25
Total	**57**	**100**

Language courses	**N**	**%**
Least important	1	2
Not so important	11	20
Neither important, neither nor unimportant	15	27
Pretty important	16	29
Very important	13	23
Total	**56**	**100**



Picture 8: Factors that contribute to the acceptance

Regarding the factors that contribute to the acceptance of a foreign and their willingness to integrate, the openness and hospitality of people have shown to be the most important (51 participants or 85% thought as it to be very or pretty important). Second factor contributing to the feel of acceptance is getting the employment (47 participants or 81% marked it as pretty or very important). 36 participants or 63% thinks that is pretty or very important the time of staying. 38 participants or 67% thinks that the religious group in the host country is least or not so important. Living standards and atmosphere in the host country has been shown as pretty or very important by 53% and neither important, neither nor unimportant by 32%. Similar is to language courses for which participants thought to be pretty or very important by 52% or nether important neither unimportant for 27%.

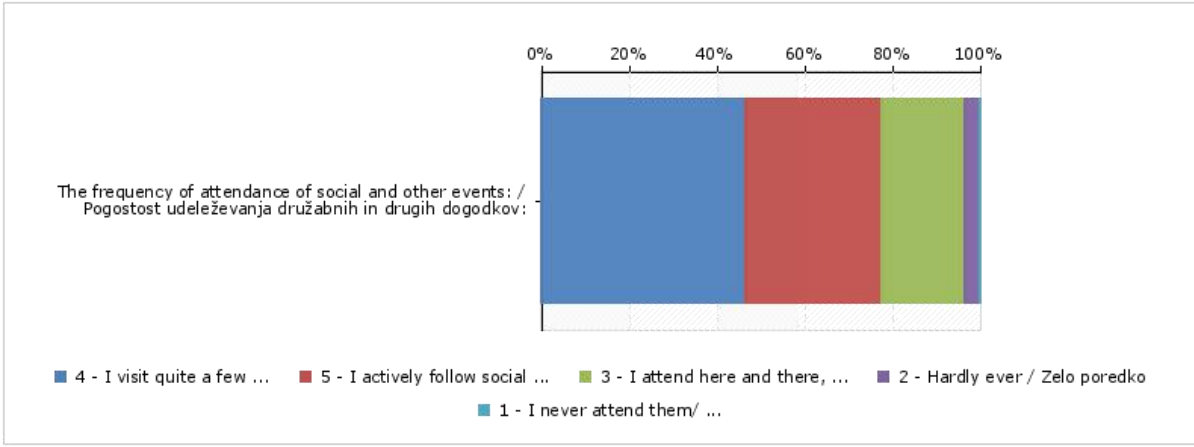
- **Frequency of attendance of social and other events**

Choosing a value from 1 to 5, assess the frequency of attending social events.

The frequency of attendance of social and other events:				
1 - I never attend them.	2 - Hardly ever	3 - I attend here and there, a few time per year.	4 - I visit quite a few social events.	5 - I actively follow social activities and visit plenty of events.
0	2	11	27	18

Frequency of attendance	**N**	**%**
I never attend them	0	0
Hardly ever	2	3
I attend here and there, a few time per year	11	19
I visit quite a few social events	27	47
I actively follow social activities and visit plenty	18	31

	of events		
	Total	58	100%



Picture 9: Frequency of attendance

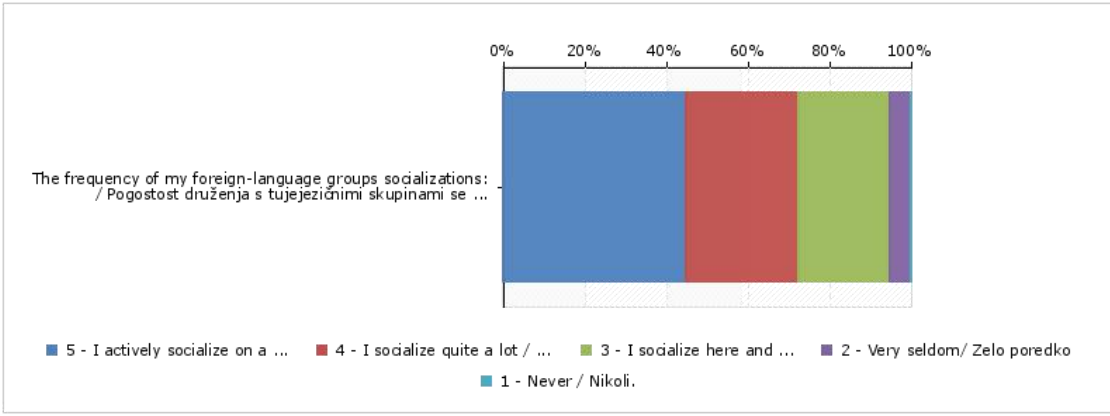
By the frequency of attendance of social and other events we can see that most of the people visit quite a few social events (47%), some of them actively follow social activities and visit plenty of the events (31%) and some attend here and there, few time per year (19%).

- **Frequency of socializing with foreign-language group**

Choosing the value from 1 to 5, assess the frequency of your socializing with foreign-language groups (groups of people from a different lingual and cultural background than your own)

	1 – Never	2 – Very seldom	3 – I socialize, here and there, a few times per year	4 - I socialize quite a lot	5 - I actively socialize on a regular basis
The frequency of my foreign-language groups socializations:	0	3	13	16	26

Socializing with foreigners	**N**	**%**
Never	0	0
Very seldom	3	5
I socialize here and there, a few times per year	13	22
I socialize quite a lot	16	28
I actively socialize on a regular basis	26	45
Total	58	100



Picture 10: Socializing with foreign-language group

On the scale of frequency of socializing with foreign-language group we can se that the majority actively socialize on a regular basis (45%) or socialize quite a lot (28%). 22% socialize here and there, a few times per year.

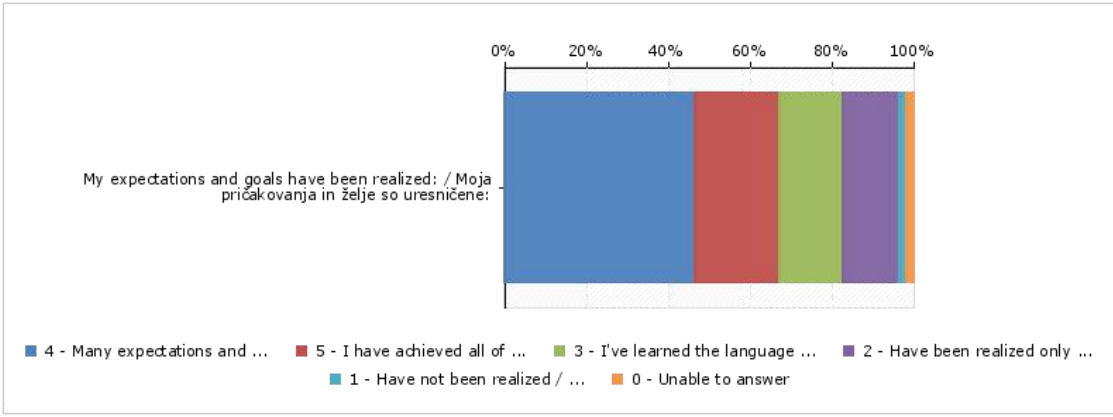
- **Fulfilled level of realising expectations**

Choose the value from 1 to 5 to assess how much your expectations and goals have been satisfied since your arrival in the host country. Choose the value 0 if your stay here has been too short to offer an adequate answer.

	1 - Have not been realized.	2 - Have been realized only slightly.	3 - I've learned the language basics.	4 - Many expectations and goals have been realized.	5 - I have achieved all of them.	0 - Unable to answer
My expectations and goals have been realized:	0	3	13	16	26	1

Realised expectations and goals	**N**	**%**
Have not been realized	0	2
Have been realized	3	14
I've learned the language basics	13	16
Many expectations and goals have been realized	16	47
I have achieved all of them	26	21

Unable to answer	1	2
Total	**58**	**100**



Picture 11: Level of realised expectations and goals

By looking at how much the expectations and goals of participants have been satisfied since the arrival in the host country we can see, that for 47% of participants many expectations and goals have been realized. 21% thinks they achieved all of them and 16% feel like they have learned the language basics or 14% that the goals have been realized.

- **Expectations and goals**

What are/were your expectations and goals you've set for yourself to accomplish in the host country?

Expectations and goals	**N**
Get employment/ a job	10
Qualitative/safe living	7
Finish studies/Erasmus program/advancing academically	7
Learn Slovenian language	7
Become a part of local society	7
Knowing Slovenian culture	5
Permanent stay	4
I had no expectations	4
Healthy, stable life, air	3
Create a family	3
Get international work experience	3
Connect with other foreigners	2
Travel around the country	2
Personal development	2
Get scholarship	1
Practice different language than mothers	1
Better attitude towards foreigners	1
Bigger emphasis on the culture	1
Total	**36**

Expectations and goals participants set for themselves to accomplish in the host country vary a lot; most of them wanted to get employment/a job, common answer were also quality lifestyle, finish studies, learn Slovenian language and become a part of local culture.

Were these expectations and goals fulfilled (answer only if your stay here has been long enough for your goals to set in)?

	Fulfilment of expectations and goals	**N**
	Exceeded expectations	2
	Not yet, but so far has fulfilled	8
	Yes, has fulfilled	7
	Some yes, some no	8
	Not yet	5
	I expected more	2
	Expectations weren't fulfilled	1
	Total	

Is there anything you like or dislike about your host country? Please, state some examples of both.

	Positive replies/ Reasons	**No. of responds**
	People mentality (positive, kind, honest, sincere, hospitable, well educated)	15
	Nature & environment (climate, beautiful nature, weather, fresh air)	13
	Diverse cultural activities/ events	4
	Good infrastructure	4
	Multiculturalism	3
	Save/peaceful to live in	3
	Location/position in Europe	3
	Life style/tempo	2
	History	2
	Food	2
	Social oriented country	2
	Moving freely	1
	Medical system	1
	Good in sport	1
	Alcohol liberal	1
	Political engaged people	1
	Social connectedness of people	1
	Total No. of responds	**32**

	Negative replies/reasons	**No. of responds**
	Closed towards foreigners/ xenophobicc	11
	Mental state of the people (negativity, complaining, criticizing, lack of humor)	5
	System/ Government/ Birocracy	4
	Untasty food	4

Difficult language	3
People behaviour (lack of bonton, queuing culture)	3
Lack of respect towards culture	1
Cold winter	1
Poor work opportunities	1
Low English level	1
Rigid education	1
Pore transport options	1
Disrespect towards art & culture	1
Total No. of responds	**26**

By asking participants what they like about the host country the most of the replies were about people mentality (positive, kind, honest, sincere, hospital, well educated), many like the nature and the environment (climate, beautiful nature, weather, fresh air), some of them like diverse cultural activities and good infrastructure.
By asking what they dislike about the host country the most common answer was about participants felt people are closed towards foreigners (xenophobic), some argue the mental state of people as being negative, complaining, criticizing or lack of humor.

- **Cultural differences**

How would you specify the cultural differences between your culture and general culture or
mentality of the host country (differences in what you do in your free time, food, mentality, openness and kindness of people, national character, social life, etc.)

Differences	**No. of responds**
No differences (or not many differences)	9
Big differences	26
Undefined	1

Explanations of differences:	**No. of responds**
Conservative people	6
The differences in food, culture and life style	6
openness of people	2
Passiveness in people	2
People being cold and distinct	2
Trust in and abidance of people in state's law	2
Underdevelopment of the culture	2
Positive progress (development) of the culture	1
Non-acceptance of the people	1

Positive progress (development) of the culture	1
Non-connectiviness to the nature	1
Lack of gender equality and emotional intelligence	1
Less active/developed night life	1
Slower life pace	1
Total No. of responds	**34**

Most of the participants think there are big cultural differences between their culture and general culture of mentality of the host country. Most common answer were about conservative people and differences in food, culture and life style.

- **Happiness**

What do you consider as happiness and what would life of a happy person be like?

	Responds	No. of responds
	Regular, satisfying & fulfilling job (independence)	14
	Quality friendships/company & social network	14
	Satisfying & happy family life and marriage	12
	Freedom to express/do what makes u happy	11
	Satisfaction with life & positive emotions (laughter)	9
	Freedom to travel/move/	5
	In good health	5
	Safe, peaceful and secure environment	4
	Happy with little things/ non materialistic	4
	Appreciate what you have	3
	Full stomach/ Good food	3
	Time for fun/for yourself	3
	Proper weather conditions (sunny conditions)	1
	Sence of purpose	1
	Total No. of responds	44

Most of the participants consider happiness as regular, satisfying and fulfilling job (independence) and having quality friendships/company and social network. Many consider it also as satisfying and happy family life/marriage. We can also see the importance of having the freedom to express or do what makes a person happy or having positive emotions and being satisfied with ones life.

- **Personal freedom**

What do you consider as »personal freedom« and how important is it in your life?

	Responds	**No. of responds**
	Freedom of choice, decision or opinion, belief, expression	17
	Satisfying and fulfilling job (that you love doing, good at)/independence	12
	Move/travel freely	10

No boundaries, do what you want, as long as you don't harm others	9
Being respected and not being labelled/judged among others	8
Personal fulfilment (realising life purpose)	4
Be yourself	3
Happy marriage/family life	1
Safe environment	1
Happy friends life	1
Total No. of responds	**26**

Most of the participants consider personal freedom as having the freedom of choice, decision or opinion, belief and/or expression. Man also think this involves satisfying and fulfilling job (a job that one loves doing or he is good at), by sence of being independent. Some think personal freedom is freedom to move/travel freely or having no boundaries in the sence of doing what a person wants as long as its not harmful to others or being respected and not being labelled or judged among others.

- **Social life areas**

Which areas of social life are you drawn to the most?

Responds	**No. of responds**
Cultural events	16
Socialising and making new acquaintances	13
Leisure and entertainment	11
Art	9
Culture	7
Sport	7
Cuisine	4
Education	4
Exploration	3
Family	2
Job / Occupation	2
Politics	2
Informal education	2
Spa and relaxation	1
Nature	1
Introspection	1
Adventurism	1
Philosophy	1
Cultural heritage	1
Grassrot-activist network	1
Religion	1
Technology	1
Architecture and urbanism	1
Total No. of responds	**36**

Most of the when asked which areas of social life are the drown the most respond, that they are drawn to cultural events and/or socialising and making new

acquaintances. The popular answers were also lecture and entertainment, art, culture and sports.

- **Activities and hobbies**

Which are your favourite activities and hobbies?

Activities and hobbies	N
Reading	1
	6
Hiking/ Nature walk	1
	4
Sports	1
	0
Knowing arts and culture	7
Do or. Listen to music	7
Social activities with friends	7
Watch movies	6
Swimming	5
Cooking	4
Football	3
Visit restaurants	3
Learn- workshops, seminars	3
Singing	2
Traveling	2
Drawing and painting	2
Programming	2
Design clothes	2
Dancing	2
Photography	1
Teaching	1
Wood craft	1
Cycling	
Family time	1
Visit concerts	1
School	1
Fishing	1
Sleeping	1
Gardening	1
Zeliščarstvo	1
Theather	1
Volunteer work	1
Total	

participants favourite activities and hobbies are reading, also hiking or walks in the nature, doing sports, knowing arts and culture, do or listen to music and social activities with friends.

- **Felt of acceptance and respect**

Do you feel accepted and respected in your host country? Please, explain why .

All answers	No. of responds
Yes	23
No	3
Yes and no	6

Most of the participants feel accepted and respected in their host country. Among the reasons the most common answer was having a job/occupation (having independence) or feeling that people of the host country are tolerant.

Positive replies / Explanations	No. of responds
I have a job / occupation (more independence)	4
People are tolerant.	4
I am accepted in my social environment	2
I am accepted among professors, students and friends.	2
People are friendly and helpful.	2
People are understanding.	2
I am accepted due to living here for a longer time.	2
I have a family.	1
I think I am accepted because I am white.	1
People of this culture like to exchange with different cultures.	1
I feel accepted as a woman.	1
People appreciate I speak their language.	1
Because I don't stand out by my visual looks as a migrant.	1
I feel relaxed here.	1
Total No. of responds	**23**

Negative responses/ Explanations	No. of responds
People are not accepting me mostly because of my accent. I am more accepted among students.	1
Low employment possibilities and poor social support for migrants, imposition to work in the black market and to give up my original citizenship .	1
This culture has itself for privilege in the EU. People don't seem acceptable for other cultures which are not European.	1
Total No. of responds	**3**

Bilateral responses / Explanations	No. of responds
If I am accepted or not depends on the people I meet.	3
I am accepted by friends and people, but not by the state and government due to the obvious rhetoric.	2
People are afraid of something/someone different.	1

Total No. of responds	6

- **Personal contribution to host country**

What do you think you could contribute to your host country to help us all build a constructive, functional and friendly community? It could be anything, an action, an idea…

Responds	No. of responds
Open minded attitude (open, positive, smiling, non-judgemental, respectful, peaceful, lovable, kind...)	14
Connect people, with locals with other people, friendly attitude	14
Sharing knowledge/informations/workshops	7
Foreign integration (learn host language, possibility to study, job opportunities)	7
Help others (charity, volunteer work, children, elderly, strangers)	6
Sharing/rising/teaching locals our culture	3
Diversity	2
Rise respect towards arts and culture	1
Make a family	1
Rise awareness	1
Help solve environmental issues	1
Destroy all the weapons	1
Total No. of responds	38

By asking what the participants think they contribute to their host country the most common answer was having an open minded attitude (positive, smiling, non judgemental, respectful, lovable, kind) and connecting people (friendly attitude). Some think of the importance of Sharing knowledge/informations and helping with foreigners integration.

- **Life goals**

Please describe one or more life goals that you wish to achieve.

Life goals	N
Work related goals- get a job, job satisfaction, karierni razvoj	22
Have children	10
Make a difference, an impact, better society, save he world, contribute to better place	7
Studie goals- go study, get degree, finish studies	6
Happy family life/marriage	5
Life happy, satisfied	4
Learn other languages	3
Help others	3
Get citizenship/status	2

Be healthy	2
Building international connections/cooperation	2
Earn enough for a living	2
Find a mate/ a partner	2
Dream on	1
Help develop own country	1
Love myself	1
Live as a freelancer	1
Plant a tree	1
Financially comfortable retirement	1
Live interesting/exciting life	1
Have own place/house	1
Live in the moment every day	1
Move out	1
Travel	1
Total	43

Most of the participants have work related goals (get a job, job satisfaction, career development) or goals related to have children. Some feel like make a difference, an impact to better society, better world, some have study related goals of goals with having a happy family, goals to live happy/satisfied.

- **Life motto**

Is there anything significant you've learned in your lifetime, maybe your own moto, and would be willing to share it with the people around you?

Responds	**No. of responds**
Don't give up on your hopes, dreams and goals.	3
Kindness and goodness is the key.	2
Tolerance is the most important.	1
Everything in life is important.	1
Open-mindness, engagement and compassion.	1
Mind your own business.	1
Love, not hate.	1
Exchange of opinions and experiences.	1
Live peacefully, but pay attention to the opportunities.	1
Simplicity is genius (tian xia - all under the wings of heaven)	1
Lifelong learning and accommodate, connecting people and positivism. These things make me happy, because I believe people together can accomplish amazing things.	1
Enjoy the moment and don't trouble yourself over fears for the future.	1
Giving and receiving help.	1
Work locally, think globally.	1
Experience as much as you can in your lifetime.	1

The past and materiality are as important as the attention we give it to.	1
(In art) don't pay too much attention to how other people see/consume your art.	1
Positive thinking and seeing good in everything that happens in life. To the living in host country as a migrant, without a family and being alone, it helps a great deal. In fact, it is the only thing you can count on. Many situations require a lot of adjusting and modesty. Lastly, it is a matter if one is strong enough to go through it or not.	1
Don't presume. Presumptions are the enemies of understanding and comprehension of others and integration from the start. Unfortunately, cognition is one of the main ways of learning, one of the significant ways of functioning. Living in a foreign country demands openness and not suppositions in thinking that other places are better to live in. Live life with moderate curiosity and reciprocate, only taking is not an option.	1
I have learned it is the best to be who you are in the most honest way, it is the greatest gift one can use. Don't pretend to be someone you're not and live without fear. This way life is easier and one can be more perceptive / open to communication with the people surrounding them. I think it is also important to express your own vulnerability, which enables inter human closeness and understanding.	1
To make uncomfortable comfortable - this way one can learn to evaluate their limits of comfort and is more open to learning new things.	1
Don't insist on helping someone who doesn't want it.	1
There is a collateral beauty when people start to appreciate and value basic things - roof over the head, food, water, electricity, which is basically comfort. That is when people start to be happy at the end of the day, hence they are creative, their lives fulfilled and that is when they can start to dream.	1
Being able to listen is the most important thing of all.	1
Always look on the bright side of life.	1
I have many life lessons based on my life experiences.	1
Shaken, not stirred.	1
Be sure in what you want and never give up.	1
Most experience I have is with motherhood, being a mother.	1
I think it's best for people to live where they were born and not to migrate.	1
I learned that life is unplanned and a person has to be open to everything it brings. S person shouldn't live only by one rule.	1
I don't have a moto. What will happen, will happen.	1
I have my own experience of migration, even though I don't feel as a migrant), from which I realized that you learn a lot about yourself once you leave your own country. This way people get to know what they want from life and how they want to live it, requestion presumptions and things they take for granted from their culture. I find this inspiring.	1
Moj moto goes like this: enjoy the life and try to do something positive and beautiful every day. Seize everything that you can every 24 hours.	1
Total No. of responds	38

By significant learnings of participants life the most used moto would be not to give up on ones hopes, dreams and goals. And that kindness and goodness is the key.

3.1.3. Conclusions from the results

We interviewed 14 people, 7 male and 7 female participants, mostly between 20 and 40 years old. The interviews were approximately 20-25 minutes long.

Questionnaire survey analysis shows, that there were 59 people in the research, 33 male (56%) and 26 (44%) female participants. Average age was between 20 and 40 years old (76%). Nationalities varied a lot, including 29 different countries from which participants came from, most of them were ether from Russia, Portugal, Bosnia and Hercegovina or Serbia (with 4 participants each). Out of 59 participants included in the research, 13 persons (22%) were schooling, 10 persons (17%) were unemployed and 27 (46%) of them employed. Looking at the educational level, 1 of them (2%) finished Primary school only, 11 (19%) finished also High school, the majority (43 people, 73%) had Faculty education and 4 participants (7%) were Doctors of science. The majority were temporary residents (25 people, 41%), 11 participants (18%) were permanent residents and 11 (18%) in marital union with the citizen, 8 of them were citizens (13%) and 6 people (11%) aether persons without status, asylum seekers, asylum holders or economic migrants.

The table and the chart above shows that most of the participants are most certainly willing to integrate into the society of host country (49%). Some of them are quite willing (31%) and 17% are willing to integrate on one hand, but on the other, not so much.
participants report that the engagement of the host country into their integration into ins society is mostly sufficient (37%) or not sufficient/not insufficient (26%). 19% of participants think it is insufficient and 7 % that is utterly insufficient and 11% of on the other hand mark it as exceptionally sufficient.

Regarding the factors that contribute to the acceptance of a foreign and their willingness to integrate, the openness and hospitality of people have shown to be the most important (51 participants or 85% thought as it to be very or pretty important). Second factor contributing to the feel of acceptance is getting the employment (47 participants or 81% marked it as pretty or very important). 36 participants or 63% thinks that is pretty or very important the time of staying. 38 participants or 67% thinks that the religious group in the host country is least or not so important. Living standards and atmosphere in the host country has been shown as pretty or very important by 53% and neither important, neither nor unimportant by 32%. Similar is to language courses for which participants thought to be pretty or very important by 52% or nether important neither unimportant for 27%.

By the frequency of attendance of social and other events we can see that most of the people visit quite a few social events (47%), some of them actively follow social activities and visit plenty of the events (31%) and some attend here and there, few time per year (19%).

On the scale of frequency of socializing with foreign-language group we can se that the majority actively socialize on a regular basis (45%) or socialize quite a lot (28%). 22% socialize here and there, a few times per year.

By looking at how much the expectations and goals of participants have been satisfied since the arrival in the host country we can see, that for 47% of participants many expectations and goals have been realized. 21% thinks they achieved all of them and 16% feel like they have learned the language basics or 14% that the goals have been realized.

Expectations and goals participants set for themselves to accomplish in the host country vary a lot; most of them wanted to get employment/a job, pogost answer were also quality lifestyle, finish studies, learn Slovenian language and become a part of local culture.

By asking participants what they like about the host country the most of the replies were about people mentality (positive, kind, honest, sincere, hospital, well educated), many like the nature and the environment (climate, beautiful nature, weather, fresh air), some of them like diverse cultural activities and good infrastructure.

By asking what they dislike about the host country the most common answer was about participants felt people are closed towards foreigners (xenophobic), some argue the mental state of people as being negative, complaining, criticizing or lack of humor.

Most of the participants think there are big cultural differences between their culture and general culture of mentality of the host country. Most common answer were about conservative people and differences in food, culture and life style.

Most of the participants consider happiness as regular, satisfying and fulfilling job (independence) and having quality friendships/company and social network. Many consider it also as satisfying and happy family life/marriage. We can also see the importance of having the freedom to express or do what makes a person happy or having positive emotions and being satisfied with ones life.

Most of the participants consider personal freedom as having the freedom of choice, decision or opinion, belief and/or expression. Man also think this involves satisfying and fulfilling job (a job that one loves doing or he is good at), by sence of being independent. Some think personal freedom is freedom to move/travel freely or having no boundaries in the sence of doing what a person wants as long as its not harmful to others or being respected and not being labelled or judged among others.

Most of the when asked which areas of social life are the drown the most respond, that they are drawn to cultural events and/or socialising and making new acquaintances. The popular answers were also lecture and entertainment, art, culture and sports.

participants favourite activities and hobbies are reading, also hiking or walks in the nature, doing sports, knowing arts and culture, do or listen to music and social activities with friends.

Most of the participants feel accepted and respected in their host country. Among the reasons the most common answer was having a job/occupation (having independence) or feeling that people of the host country are tolerant.

By asking what the participants think they contribute to their host country the most common answer was having an open minded attitude (positive, smiling, non judgemental, respectful, lovable, kind) and connecting people (friendly attitude). Some think of the importance of Sharing knowledge/informations and helping with foreigners integration.

Most of the participants have work related goals (get a job, job satisfaction, career development) or goals related to have children. Some feel like make a difference, an impact to better society, better world, some have study related goals of goals with having a happy family, goals to live happy/satisfied.

By significant learnings of participants life the most used moto would be not to give up on ones hopes, dreams and goals. And that kindness and goodness is the key.

4. MALTA

4.1. RESULTS OF THE DESK RESEARCH

4.1.1. Integration/Migration/Refugee/Detention centres

More recently Malta has seen a large influx of immigrants, there was a total of twenty-one boats who deposited 1, 686 illegal immigrants. These people were coined the "boat people" traveling from North Africa that included common nationalities of people such as Egyptians, Sudanese, Ethiopians, Eritreans, and Somalis (King R., 2009). From 2003 to 2007 the influx of immigrants tripled from 502 to 1,780 (Kroeger. 2007). By 2008 84 boats came from North Africa bringing 2775 people. This was the peak and by 2009 the EU declared Malta a closed country not allowing any boats to come into the country. In 2010 the country has seen seldom attempts and currently there is a decreasing number of people housed in closed centres. In the last decade Malta as a country has been unexpectedly bombarded with immigrants. As a country Malta did not have the adequate resources, space, or supplies to contain as many people that have entered into the country. Malta in partner with the EU has had to think on their feet and establish a structured way to organize immigration while immersed in the problem.

When an immigrant comes into Malta they're detained for up to 18 months while they wait for they status hearing. The hearing can decide if the person is one of four statuses.

A refugee, subsidiary protection, irregular migrant, or temporary humanitarian protection are all possible. A refugee is a person who is granted status to remain in Malta with freedom of movement, renewable resident documents, and access to anything a Maltese resident would have. Subsidiary protection status is much broader, it was introduced in 2008 and provides people with temporary humanitarian protection and intended for people who cannot return safely to their native country. An irregular migrant status is determined if the previous are not given. In extra ordinary cases temporary humanitarian status is given when none of the above statuses are met but the person needs special protection

Malta has introduced a new migration strategy which ends its practice of automatic detention of people that have entered the state irregularly. It also introduces into national law, grounds for detention, and alternatives to detention.

The reform means that migrants will be accommodated, medically screened and processed in a closed **Initial Reception Centre** for up to 7 days, where they will be informed of their right to apply for international protection. In addition, they will be assessed for vulnerability to enable the proper support to be given, and procedures may be done to verify their age. Following this, asylum seekers may only be detained if one of the six grounds for detention set out in the recast **Reception Conditions**

Directive is met. Migrants may also be detained if they have been issued a return decision. Vulnerable persons will not be detained, and will be accommodated in open centres following their release from the **Initial Reception Centre**.

The strategy has been welcomed by Maltese civil society, including ECRE member, Aditus Foundation and JRS Malta said "it is positive to see Malta finally moving from a system of automatic detention to one based on individual assessments of each case".

Aditus Director Neil Falzon pointed out various shortcomings of the strategy. It seems that only those arriving irregularly by boat, and not those arriving by regular means who subsequently seek asylum, will be channelled through the **Initial Reception Centre**, possibly due to the false and discriminatory assumption that they are more likely to carry infectious diseases. This also raises issues as to the identification of vulnerable people and age assessment of those who entered regularly, who bypass these centres. The situation of migrants denied entry to Malta at the airport also remains unclear, particularly in relation to their detention and their possibility to challenge it. The strategy also confuses the concept of alternatives to detention, which should only be considered where a ground for detention is applicable, and not in all cases as the strategy indicates**. Aditus foundation** (http://www.annalindhfoundation.org/members/aditus-foundation) and **JRS Malta** (http://www.jrsmalta.org/) are now looking forward to assessing the policy's impact on the ground.

Immigration Police had arrested 33 persons who have been living in Malta irregularly and who, for several reasons could not be repatriated. From verifications carried out with the Office for the Commissioner for Refugees the officers found that only one of the 33 had THP. This person was freed. An African delegation will visit several EU countries, including Malta, to identify these persons, after which a decision on the next steps will be taken. This European initiative falls under the European External Action Service (EEAS). The Immigration Police said that in June of this year the European Commission had identified five priority countries: Niger, Nigeria, Mali, Senegal and Ethiopia. This was communicated to the European Council and the EEAS and member states started coordinating the implementation phase.

The Office of the Refugee Commissioner

Temporary Humanitarian Protection Status N (THPN) is a national status the Office of the Refugee Commissioner grants to failed asylum-seekers who Malta has not been able to return to their countries of origin and who have shown to be integrating.
THPN is currently under review by the Home Affairs Ministry and the Refugee Commissioner.

At status determination, or at the end of the 12 or 18-month maximum detention period, migrants are released from the detention centres and move to open centres – from which migrants may start to build a somewhat independent life – seeking employment, taking classes, as well as potentially seeking to move to independent residential arrangements.

There are three types of places in which you can access migrants:

- **Public Locations:** A number of migrants who had initially been placed in detention and subsequently in open centres are now residing in independent accommodation around Malta. Anecdotally, the localities known for having somewhat higher representation of migrant groups are the following: Bugibba, Msida, Gzira, Marsa.
- **Open Centres:** Following release from Detention, migrants are transferred to an Open Centre, in which they may reside for a limited period of time. Here, migrants are given space (often a bunk bed and small amount of storage space), whilst having access to common areas which sometimes include cooking facilities. Different open centres operate differently, and migrants are provided with food in some cases. Open Centres are administered by AWAS (the Agency for the Welfare and Integration of Asylum Seekers. The sites administered by AWAS and that are therefore subject to these regulations include the following: HTV (Tent Village), HOC, HFRC (Hal Far Reception Centre), HFO, Dar il-Liedna (Fgura), Marsa Open Centre, Dar is-Sliem (St. Venera)
- **Detention Centres:** Asylum seekers are, upon arrival, taken to a detention centre in which they reside until their case for asylum is heard, or for up to the 12 months maximum determine by EU law or 18 months should their plea be rejected. Migrants are confined to the detention centres throughout this time.

About AIDA The Asylum Information Database (AIDA) is a database containing information on asylum procedures, reception conditions, detention and content of international protection across 20 countries:

Global detention project:

Immigrants and asylum seekers are detained in Malta in three dedicated immigration detention facilities: the **HERMES BLOCK** at Lyster Barracks in Hal Far, military compound, where immigrants are detained in the renovated Herms Block. **WAREHOUSE ONE** and B-Block at Safi Barracks a military structure with contains three compounds for detainees : Warehouse, Warehouse 3 and the renovated B-block.

Detention centres List in Malta:

Warehouses at Safi BarracksSafiTemporarily closed(2014)
Hermes Block at Lyster BarracksĦal FarTemporarily closed(2015)
Mount Carmel Psychiatric HospitalAttardIn use(2011)
Corradino Correctional FacilityPaolaIn use(2005)
Ħal Far Immigration Reception Centre (Hal Far)Ħal FarIn use(1995)
B Block at Safi BarracksSafiIn use(2015)
Floriana Police HeadquartersFlorianaIn use(2007)
Luqa International Airport Custody Centre (Short-term detention)LuqaIn use(2009)
Valletta Courts of Justice (lock up building)VallettaIn use(1995)
Seaport, Valletta (approved place of Police Custody)VallettaIn use(1995)

The places listed in the Schedule are hereby declared to be places of detention for the purposes of the Immigration Act:

1. The quarters at the Special Assignment Group Complex, Ta' Kandja, limits of Siggiewi.
2. The approved place of Police Custody at the Victoria Police Station, Gozo.
3. The lock up in the building housing the Courts of Justice at Valletta.
4. The lock up at the Police Headquarters at Floriana.
5. The approved place of Police Custody at the Malta International Airport.
6. The approved place of Police Custody at the Seaport, Valletta.
7. The approved place at Lyster Barracks, Hal Far.
8. The approved place of the Police Complex at Fort Mosta, Mosta.
9. The Hal-Far Immigration Reception Centre.
10. The approved place at the Safi Barracks, Safi.

Safi detention centre

The detention centre is managed by the Detention Service (DS), a government body that falls under the Ministry for Home Affairs and National Security. The DS was set up specifically "to cater for the operation of all closed accommodation centres; provide secure but humane accommodation for detained persons; and maintain a safe and secure environment" within detention centres. The DS is neither established nor regulated by a specific law. It is made up of personnel seconded from the armed forces and civilians specifically recruited for the purpose, many of whom are ex-security personnel. DS staff receives some in-service training, however people recruited for the post of DS officer or seconded from the security services are not required to have particular skills or competencies. Asylum seekers and other third-country nationals, who have over-stayed their visa, are detained in the military barracks, which offer inadequate sanitation and hygiene facilities, and allow no

privacy for the detainees. Whilst detainees are provided with a bed each, there is little space in between the beds and no place where they may store their personal possessions. The UN Special Rapporteur on the human rights of migrants visited the detention centre in 2014 and acknowledged that the facility lacks personal space, privacy as well as potable water and decent quality food. Detainees are provided with cleaning materials and are expected to take care of the cleaning of the centre. Although detainees are issued with basic items of clothing upon arrival, there is no systematic or consistent practice for the distribution of clothes which are weather-appropriate. Most of the clothing which is provided to detainees is donated on a charitable basis to the detention service management and is then distributed accordingly. Moreover, there is little to no heating or ventilation, exposing migrants to extreme cold and heat. Following a visit in 2015, the CPT stated that, despite better detention conditions mainly due to the very few people detained, no activities were being offered to persons in detention. Men are detained separately from women, as are families and couples.

Correctional Services in Malta

When a person is arrested in Malta, he or she will be sent to one of four places of custody.

Located on Valletta Road, Paola, the Corradino Correctional Facility (CCF) is the main prison compound in Malta. The others are the Substance Abuse Therapeutic Unit in Mtaħleb, the Valletta Lock-Up below the Malta Law Courts, and the Forensic Unit (Mount Carmel Hospital) in Attard.

No	Center / Institution / Organization	Aim	Place (city)	Contact
1	MHAS	Control and regulate immigration	Strait street 201 Valletta	+356 2568 9000 customercare.mhas@gov.mt
2	Marta Armed Forces	Maritime rescue operation	Luqa Barracks, LUGA VLT 2000	+356 2249 4000 hq.afm@gov.mt
3	Identity Malta Agency	residence applications	Old Hospital Street, MCC, Valletta	+356 2590 4000 enquiries@identitymalta.com
4	Central Visa Unit	providing visa if safe	St Calcedonius Square, FLORIANA - FRN 1530	+356 2590 4550 visa.ima@gov.mt
5	Immigration section of the police	border control	St Calcedonius Square, FLORIANA - FRN 1530	+356 2122 4001 cmru.police@gov.mt
6	The office of the refugee commissioner	recommends whether someone should be granted or not	Argens Street 37-39, MSIDA MSD 1368	+356 21 255 257 refugee-commission@gov.mt

7	Refugee Appeals Board	second opinion advice (appeal against office of Refugee Commissioner) consists of experts	Argens Street 37-39, MSIDA MSD 1368		+356 21255 51 2 foi-refappboard.mhas@gov.mt
8	The SAFI Detention centre	accommodation for detained persons	Safi		+356 2164 2768 safi.ds@gov.mt

4.1.2.Organizations/ Institutions/ Public bodies/ NGO's dealing with migration issues and migration target group in Malta

Malta is a signatory to the 1951 Convention relating to the Status of Refugees and its 1967 protocol since 1971. It officially lifted its geographical reservation on 13 December 2001. Malta is not a signatory to the UN Statelessness Conventions. There are a lot of public, private institutions, organizations, societies, NGO's dealing with migrants in Malta. They offer a variety of services to assist asylum seekers in Malta. These include managing accommodation facilities, helping persons identified as vulnerable, providing information programmes in the areas of employment, housing, health, welfare and education, and promoting the Government's schemes related to resettlement and assisted voluntary returns. They also act as a facilitator between all public entities responsible for providing services to ensure that national obligations to refugees and asylum seekers are accessible, and encourages networking between relevant local voluntary organisations in Malta.

Glossary:

A Refugee according to the 1951 Convention (and also Maltese legislation) is a person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality or habitual residence and is not able to, or because of such fear, is not willing to avail himself of the protection of that country.

An Asylum-Seeker is a person who is seeking international protection. In countries with individualized procedures, an asylum-seeker is someone whose claim has not yet been finally decided on by the country in which he or she has submitted it. Not every asylum-seeker will ultimately be recognized as a refugee (or given another form of protection), but every refugee is initially an asylum-seeker.

Detention is a restriction on freedom of movement, usually through enforced confinement. In Malta, all individuals, including asylum seekers, who arrive in Malta

without permission from immigration authorities may be detained in terms of immigration law and policy for a period of up to 12 months, or 18 months if their application for asylum is rejected. UNHCR does not consider it appropriate for any country to detain all asylum seekers who arrive without entry documents. For more on this point refer to the Guidelines on the Applicable Criteria and Standards relating to the Detention of Asylum-Seekers and Alternatives to Detention (2012), available at: www.unhcr.org.mt or www.refworld.org

Durable Solutions: Any means by which the situation of refugees can be satisfactorily and permanently resolved to enable them to live normal lives. UNHCR traditionally pursues three durable solutions: voluntary repatriation, local integration and resettlement.

Migrant: No universally accepted definition for "migrant" exists. The term migrant was usually understood to cover all cases where the decision to migrate was taken freely by the individual concerned for reasons of "personal convenience" and without intervention of an external compelling factor; it therefore applied to persons, and family members, moving to another country or region to better their material or social conditions and improve the prospect for themselves or their family.

Non-Refoulement is a core principle of international law that prohibits States from returning refugees (and also asylum-seekers) in any manner whatsoever to countries or territories in which their lives or freedom may be threatened. The principle of non-refoulement is a rule of customary international law and is therefore binding on all States, whether or not they are parties to the 1951 Refugee Convention.

Unaccompanied and Separated Children are persons below the legal age of majority who are not in the company of an adult who, by law or custom, is responsible for them, such as parents, guardians or primary caregivers.

An Irregular migrant is a person who (a) has entered the territory without a valid visa/document (b) over-stayed his/her visa (c) has remained on the territory despite an expulsion request or order.

A Stateless person is an individual who has no effective nationality and therefore cannot benefit from rights deriving from citizenship.

Subsidiary Protection is a form of complimentary protection given to those persons who, if returned to their country of origin, would suffer serious harm (death penalty or execution; torture or inhuman and degrading treatment/punishment; threat to life or person by reason of indiscriminate violence in situations of international or internal armed conflict).

Temporary Humanitarian Protection is a form of national protection granted to applicants who do not satisfy the conditions for refugee status or subsidiary protection, but who nonetheless should not be returned in view of humanitarian considerations. It

may be granted to minors, persons who should not be returned to their country of origin on medical grounds, and persons who should not be returned to their country of origin on other humanitarian grounds. THP affords the beneficiary the same protection as that enjoyed under subsidiary protection.

Such terms should not be used: "**Illegal Immigrant**" - A term widely used in both public and official discourse to refer to persons who have entered a country without proper visas or identity papers. The term is, however, misleading as in most countries the nature of detention is administrative and not criminal. Also, the 1951 Refugee Convention says that States cannot penalize refugees and asylum-seekers just because of unauthorized entry. **"Clandestine**" - This term has a strong negative connotation, invoking a sense of criminality. Sometimes refugees and asylum seekers are often referred as "clandestine" even if they would have permission to remain in the territory of a country. One can use terms such as "irregular migrants" instead of "illegal immigrants". Other terms, such as "people", "persons", "individuals", "migrants", "undocumented" might be more neutral. Depending on the case and circumstances, appropriate terms are "refugees", "asylum-seekers", "persons seeking protection".

Institution	Adress	City	Phone	Mail
AWAS *Agency for the Welfare of Asylum Seekers*	Block C, Beltissebħ	Floriana FRN 1700	(+356) 2568 7238	awas.mjha@gov.mt
The Employment and Training Corporation	ETC, Head Office,	Hal Far. BBG 3000	(+356) 2220 1285 – 2220 1291	employment-licences.etc@gov.mt
Migrant Health Unit	Triq Francesco Saver Fenech	Floriana	+356 7959 2892	marika.poddaconnor@gov.mt
KOPIN Koperazzjoni Internazzjonali Malta	195, Fl. 2, Naxxar Road,	San Gwann	+356 2137 2266 7930 2484 9940 0407	info@kopin.org
Emigrants' Commission	'Dar l-Emigrant', Castille Place	Valletta	+356 2123 2545 2122 2644	Fravella@onvol.net
International Organization for Migration	191, Merchant Street,	Valletta	00356 2137 4613	iommalta@iom.int
Aditus	149, Old Mint	Valletta	00356 2010	info@aditus.org.mt

Foundation	Street,		6295	
Suret il-Bniedem	34, Prince Albert Street Albertown	Marsa	+356 21 232 330	info@suretilbniedem.org
Foundation for Shelter and Support to Migrants	Marsa Open Centre, Xatt il-Mollijiet,	Marsa	+356 2122 3671	ssw@fsmmalta.org
UNHCR Malta	UN High Commissioner for Refugees 72,Market Street	Floriana,	00356 2248 9400	mtava@unhcr.org
JRS (Jesuit Refugee Service) Malta	70 Triq il-Ferrovija l-Qadima	Birkirkara	00356 2279 5000	www.jrsmalta.org
Integra Foundation	124, St. Ursula street	Valletta	+356 2123 8724	integrafoundation@gmail.com
Organization for Friendship in Diversity	41, Falzon Street	Sliema	00356 7979 0666 9989 2215	http://ofd.org.mt
Malta Red Cross	104 St Ursula Street	Valletta	00356 21222645 21221022 27221022	dg@redcross.orgmt
SOS Malta	10 Triq il-Ward	Santa Venera	00356 9947 8880	info@sosmalta.org
John XXIII Peace Laboratory (Peacelab)	Peace Lab, Triq Hal-Far	Zurrieq	x	info@peacelab.org
Get Up Stand Up	150/7, Tower Road	Sliema	x	info@getupstandup.org.mt
National Commission for the Promotion of Equality (NCPE)	Gattard House, National Road,	Blata l-Bajda HMR 9010	+356 2590 3850	equality@gov.mt
Foundation for Shelter and Support to	John F. Marks Street 2	San Gwann	+356 21375862	info@fsmmalta.org

Migrants				
Malta Microfinance	St Andrew's Int. Centre Old Bakery Street 212	LA VALLETA	+356 99005648	contact@maltamicrofinance.org

List of institutions for estrangers

Nr.	**institution**	**Target group**	**Main activities**	**place**	**contact**
1	African media association Malta		help migrants integrating in Maltese society	Triq Is Serkin L'Ghorfa Flat 3 Marsa	+356 7991 3726 africanmediamalta@gmail.com
2	Migrant women association			Santa Venera Triq il-Ward, 10	+356 7952 8945 migrantwomenmalta@gmail.com
3	Migrant's network for equality			Saint Ursula Street, 124 IL-Belt Valletta	
4	People for change foundation's (PFC)				info@pfcmalta.org
5	Arabic Culture Information Society	not only migrants but also public	educating on Arab culture	Triq Felic Borg, 3 San Gwann	: +356 9923 8638
6	China cultural centre		Organizes exhibitions, seminars, language classses	Triq Melita, 173VALLETTA	+356 2122 5055 maltaccc@yahoo.com
7	Maltese-Serbian Community	support for Serbians		Triq il-Ward, 10 SANTA VENERA	+356 99 88 25 99 info@msc-malta.com

The **People for Change Foundation (PfC)** is a Malta-based human rights organization specializing in research, lobbying and capacity-building. Set up in 2007, the Foundation is structured into six specialized institutes, each of which takes on projects and initiatives within its respective area with a high degree of professionalism owed to the experience of the individuals involved within their areas of expertise. The People for Change Foundation's mission is to undertake research, advocacy and proactive action to promote social cohesion, respect for Human Rights and empowerment.

4.1.3. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Malta

A number of organizations work on migration in Malta, including International (Non-governmental or Intergovernmental) and National (Non-governmental or Governmental) organizations. The following is a list of some profiles, as well as a subsequent list of aims and objectives and areas of work

Agency for the Welfare of Asylum Seekers – AWAS

- The Agency, which is currently incorporated within the Ministry for Home Affairs, has its remit outlined in Chapter 217.11 of the Laws of Malta

- AWAS oversees the operations of accommodation centres; provides services to persons identified as vulnerable according to current policies; provides information programmes to its clients in the areas of employment, housing, education, health and welfare services offered under national schemes; acts as facilitator with all public entities responsible for providing services to ensure that national obligations to refugees and asylum seekers are accessible; promotes Government's policy and schemes regarding resettlement and assisted voluntary returns; maintains data and draws up reports that are considered relevant for its own function and to provide statistics to appropriate policy-making bodies; advices the Minister responsible for immigration on new developments in its field of operation and proposes policy or legislation required to improve the service given and fulfil any legal obligations in respect of its service users; encourages networking with local voluntary organisations so as to increase the service standards as well as academic research.

The Employment and Training Corporation

- Enhancing employability by recommending policies and implementing initiatives aimed at empowering, assisting and training job seekers to facilitate their entry or re-entry into the active employment market, promoting workforce development through skills and competency development, and by assisting employers in their recruitment and training needs.

- The Employment and Training Corporation is at present the entity that processes applications for the issue of employment licences (previously

known as work permits) with regards to foreign nationals to be employed in Malta.

Department of Primary Health Care (Migrant Health Unit)

- To provide community based health education to migrants on health issues
  To help migrants access health care services appropriately
  Provide translated material
  To train health care professionals & students in cultural & diversity issues in health care
  To train cultural mediators in health care
  To develop capacity building amongst migrants
- Health education to Migrant women; access to health services for migrants, immunisation for children and adults

KOPIN – Koperazzjoni Internazzjonali Malta

- KOPIN (Koperazzjoni Internazzjonali - Malta) is a voluntary organisation based in Malta (Europe) which works in the fields of international development cooperation, development global education and migration. KOPIN envisions a global and inclusive society where citizens are equally empowered to contribute to a world free of poverty and any other forms of injustice. KOPIN is the founding organisation of the National Platform of Maltese NGDOs and was mandated to coordinate the network until May 2007. Today the Platform is known as SKOP – Solidarjetá u Koperazzjoni – and is Malta's largest network of NGOs working in the field of development and migration. KOPIN actively engages in CONCORD and SKOP working groups, is involved in the TRIALOG project and a partner of the Terre des Hommes International Federation. Moreover, the organisation acts as the Maltese Focal Point for Social Watch: International Development Cooperation, Global Education and Refugee support (service provision to refugee women, advocacy concerning the rights of migrant, with a specific focus on UMMs, and regarding detention issues). KOPIN engages in networking, research, capacity building and advocacy work at various levels and with numerous partners from different societal sectors. Issues such as the combat of racism, xenophobia and stereotypes, gender equality and other human rights related matters are addressed across all work sectors KOPIN engages in.

Emigrants' Commission

- This is an organization of the Catholic Church in Malta. It is an NGO which is of help to all people on the move. Amongst these there are the asylum seekers. Addressing this problem means giving dignity to who ever calls upon this organization's help and to be at their back and call in all difficulties. It follows all these people to be able to up lift themselves from their peculiar situation.

- It provides counciling on all levels, liaise between them and all government offices e.g. to procure travelling documents, schooling for children, etc. It provides lodging to 400 people in 14 houses in 7 different localities. It tries to advocate and defend the rights of these persons and be of pressure group to see that there should be the most proper legislature to regulate the well being of these persons. Since work is of great importance for every person to live up to his dignity, to find jobs and to help these persons work with work permits and benefit from all social benefits is a priority to this organization. Through work one finds self realization. Integration in our society is also a great task at heart. We believe that these people should live in small unites within our towns and villages and not in big numbers in secluded areas because this foments the 'ghetto mentality'.

International Organization for Migration

An intergovernmental organization established in 1951, IOM is committed to the principle that humane and orderly migration benefits migrants and society.

149 Members and 100 observers
More than 470 field locations
More than 7,800 staff working on more than 2,300 projects
More than US$ 1.3 billion expenditures in 2011
Movement, Emergency and Post-Crisis Migration Management
Regulating Migration
Facilitating Migration

Aditus Foundation

- Aditus is an independent, voluntary and non-profit organisation, established according to the intention to monitor and act and report on access to fundamental human rights by individuals and groups. aditus believes in the universality, interdependence and indivisibility of all human rights and strives to promote their understanding and application. While Aditus's main focus is Malta, it works towards highlighting the regional and international dimensions of human rights

- Migrants and refugees (legal advocacy and integration)

- The LGBTI community (the rights of transgendered persons in particular)

- Children (unaccompanied minors, transgendered, disabled and migrant children)

- Women

Our main activities include the identification of priority areas, formulating advocacy strategies and working towards improvement in legal and administrative standards. We focus primarily on the Government of Malta, but also address the EU institutions, the UN, the Council of Europe and other relevant agencies. We remain in constant communication and cooperation with governmental, intergovernmental and non-governmental entities to maintain a comprehensive approach to our activities. Aditus offers pro bono legal advice, conducts research, leads training, attempts to strengthen connections within the NGO community and engages with all stakeholders in broad areas of human rights.

Foundation for Shelter and Support to Migrants

The mission of FSM is to carry out research on accommodation of refugees and asylum-seekers in Malta vis-à-vis other EU Countries and to use the outcomes of such research to contribute to the formulation of national policy, and to provide temporary shelter and other support services to asylum-seekers and persons with international protection through partnership with the government of Malta or other NGOs.

FSM Objectives:

To provide temporary shelter to asylum-seekers, persons enjoying international protection, and other irregular migrants in Malta enabling them to live as dignified persons in Maltese society;

To provide support services for the promotion of the well-being of residents;

To promote policy coherence and partnership between the asylum-seekers, persons enjoying international protection, and other migrants in Malta and civil society and governmental institutions aiming at successful integration;

To advocate for improved communication, tolerance and dialogue between different cultures in Malta;

To provide basic education in cultural orientation, information technology, European languages and history, health and safety, etc;

To assist in finding employment for of asylum-seekers and persons enjoying international protection;

To raise awareness in civil society about the needs and fundamental rights of third country nationals

As an NGO, the funding of Foundation is through donations. FSM has been the generous recipient of donations in cash and in kind from different organisations and individuals.

It is important to separate the raison d'être of FSM from its present main activity as a service-provider to government for the Marsa Open Centre. The funding for the operation and management of Marsa Open Centre is by the Ministry for Home Affairs (MHA) through the Agency for Welfare of Asylum Seekers (AWAS).

Integra Foundation

- Supporting an inclusive, non-discriminative and non-disabling society, where individuals have the right to human dignity, freedom, respect and social justice.
  Facilitating space for marginalized individuals and groups to be heard.
  Working through a team of international researchers, we are committed to participatory, emancipatory, decolonising and culturally/contextually sensitive approaches.
- We work with a range of populations, including: sub-Saharan African asylum seekers, disabled people, women and unaccompanied minors.
- We are active in supporting efforts at self-representation.
- Our work also aims to develop educational approaches and materials grounded in democratic learning, in order to address oppression of all kinds (poverty, racism, xenophobia, sexism, disablism, homophobia etc.)
- We are particularly active in development education using participatory means.
- Facilitating and enhancing access to adequate health care, housing, education, employment, and basic social protection.
- Lobbing and engaging in activism to ensure that policies are just, and rights are accessed and fulfilled

SOS Malta

SOS Malta is a Maltese-registered Voluntary Organisation set up in 1991, which aims to aid people experiencing times of crisis and to empower them by providing support services and opportunities to implement development and change in their country. SOS Malta works with local and international organisations to assist socially disadvantaged groups in improving their quality of life. It encourages advocacy on behalf of social causes as well as promotes models of good care and practice. SOS Malta initially started working in overseas development, emergency relief and livelihood programmes. While maintaining these overseas areas of activity, the organisation over time developed other areas of activities, having more of a local dimension.

Recent years have witnessed an increase in the number of third country nationals and immigrants living in Malta – a reality which has lent towards the need for increased inter-cultural understanding and measures contributing towards the two-ways process of integration and solidarity. SOS Malta advocates for the introduction and implementation of local measures aimed at the integration and social inclusion of third country nationals in Maltese society. Indeed, it played a key role in bringing together and providing administrative back-up to third- country nationals to create the Third-Country National Support Network (TSN Malta) in 2008. Furthermore, it has been involved in networking and pilot projects aimed at introducing measures and policies for the integration of third-country nationals having residence in Malta

Suret il-Bniedem

'Suret il-Bniedem Foundation' has the sole objective of providing shelter to homeless persons in Malta. In line with this aim, the Foundation currently runs two homes, one in Valletta for homeless females together with their minor offspring and another in Gzira for males and adolescents. In aggregate the homes can house up to fifty persons and for most of the time the homes are full to capacity. One should also point out that in the majority of cases, individuals who end up being homeless do so because of some underlying social and/or psychological problem. During the course of their stay at the Foundations' homes they are assisted by, professional staff, whose main objective is to integrate these persons back into the community and help them to address their problems.

UNHCR Malta

UNHCR is internationally mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It strives to ensure that everyone can exercise the right to seek asylum and find safe refuge in another State, with the option to return home voluntarily, integrate locally or to resettle in a third country. It also has a mandate to help stateless people.

JRS (Jesuit Refugee Service) Malta

The Jesuit Refugee Service in Malta seeks to accompany, serve and defend the rights of asylum seekers and forcibly displaced persons who arrive in Malta. Each arrival's story bears witness to traumatised, disrupted pasts but also to a remarkable will to survive against all odds

Organization for Friendship in Diversity

The Organisation for Friendship in Diversity (OFD) is a youth-led NGO working with children and adults from local and migrant communities, to foster a respect for diversity and promote social inclusion.

Founded in early 2009, the objective of OFD's members has been to help cultivate friendship amidst diversity through cultural understanding. As a forward looking and enthusiastic team, OFD is constantly working to improve its methods and develop new ways to challenge social stereotypes that lead to discrimination.

OFD prides itself in being a hands-on grass roots organisation that has introduced a new youthful dynamic to community-building in Malta, with a commitment to working on a

foundation of positive messages, steering clear of the traditional rhetoric that we believe has rendered people passive to this vital issue

John XXIII Peace Laboratory (Peacelab)

The John XXIII Peace Laboratory was founded by Fr Dionysius Mintoff, a Franciscan friar and is Christian inspired. Its aims are:

- To combat all theories and practices which propagate the superiority of one group over all others;
- To foster better understanding among all irrespective of creed, colour and nationality;
- To promote and preserve social justice.

Get Up Stand Up

GetUpStandUp! Is a Maltese non-governmental organization dedicated to promoting peace, love and unity. It is a voluntary organization which was started in 2009 by a group of Maltese students.

Critical review

When migrants come into Malta they're immediately screened for TB and infectious diseases however there are no known tests for STIs or HIV. Being closed in close proxemics with other migrants becomes a major health epidemic. The Jesuit Refugee Service group is the only known group to have full access to the closed centres (Woeske, 2009). They give migrants legal advice but are very overwhelmed with the number of migrants. Because there are not enough resources or employees to process the migrants they're faced to remain in the poor conditions of the closed centres

4.1.4. Information actions, Cultural events or Integration programs, trainings and educational services, introducing the migration issue, raising tolerance, fight xenophobia for local/ national citizens

Department of Primary Health Care (Migrant Health Unit)

Projects:

Seminar on Breastfeeding amongst Migrant Women 2010
Seminar on FGM 2011
Cultural Issues in Health care for health professionals- UoM 2008-to date
Marenostrum Project 2011
Feel-Good Project amongst single women-participation in L-Istrina (see website)

Development of translated materials (see website)
Development and delivery of Cultural Mediators course
Outreach services
Inservice studies:
- Overcoming language barriers at Mater Dei Hospital
- Capacity building amongst migrant women-FGM
- One Year On: Triadic communication in Primary Health Care
- The benefits of Child-Spacing

The Migrant Health Unit was place among the semi-finalists for the Commonwealth Association for Public Administration and Management.

KOPIN – Koperazzjoni Internazzjonali Malta

Projects:

Since mid-2011, KOPIN, together with its partners the UN High Commission for Refugees (UNHCR Malta) and the Agency for the Welfare of Asylum Seekers (AWAS), is supporting refugee women by means of various empowerment and integration activities

Financed through the European Refugee Fund (ERF), the US Government and the UNHCR, KOPIN's team of project managers, programme officers, cultural mediators and legal & psychological experts offer activities to all refugee women residing in Malta.

Activities are being provided throughout the week in all open migrants' centres having female residents, related to education (literacy, numeracy, language, health, sexuality, nutrition, etc.), vocational training, skills training, recreation and socialisation, including outings to various places in Malta and Gozo.

KOPIN also involves experts from various fields, such as the Migrants' Health Unit and the National Commission for the Promotion of Equality (NCPE), to provide input to focus groups on issues such as sexual and gender-based violence (SGBV) and female genital mutilation (FGM).

KOPIN also engages numerous Maltese and international volunteers and interns to support the implementing team, who have the chance to actively engage in this social field and learn more about the situation of refugees in Malta.

Kopin's current projects are "Global Action Schools2Communities" (GAS2C), "Raising Awareness on Development Cooperation" (RADC), "Raising the Awareness of a European Multi-Actor Network Acting for the Enhancement of Agriculture in Sub-Saharan Africa", and "Educating for sustainable and responsible management of the forests in the world". Moreover, KOPIN is currently implementing a European Refugee Fund project entitled "Empowerment and Self-Reliance of Women Refugees in Malta" as well as two development projects in Ethiopia, together with its partners on the ground, supporting impoverished communities through the provision of HIV/AIDS combating measures and of biogas digestion systems, amongst other initiatives.

Emigrants' Commission

Project:

Most important projects already embarked on is that of providing lodging for 400 persons, besides the refurbishing of the offices to be of better service. The organization is planing to set up a day centre for babies and toddlers to take care of them while their parents are at work

International Organization for Migration

Project:

Movement, Emergency and Post-Crisis Migration Management
- United States Refugee Programme
- Pilot project for intra EU relocation ex Malta – EUREMA
- Reallocation of persons with international protection from Malta to Germany 2011 – DERE

Regulating Migration
- Voluntary Return and Sustainable Reintegration in the Country of Origin, phase II and III
- Cooperation between Malta and African Countries to Enhance Migration Dialogue and Development - CoMAM
- Launching Initiatives supporting Malta's Efforts to Suppress trafficking – LIMES

Facilitating Migration
- Supporting Open and Closed Reception Systems in Malta by Profiling, Action Research and Knowledge Transfer – SPARKLET

Aditus Foundation

Project:

Strategic Litigation
- Joint Third Party Intervention before the European Court of Human Rights, in Joanne Cassar vs. Malta (36982/11)
- Through our Director, legal representation in Suso Musa vs. Malta (42337/12)

Malta Integration Network
- We're coordinating thematic meetings of Multifunctional Teams, with members representing Malta government, academic, NGOs & migrants. Core topic is the assessment of Third-Country National integration possibilities.

Malta Microfinance
- On the Grameen Bank model (Bangladesh), St. Andrew's Scots Church is offering interest free credit to vulnerable migrants & women. We are providing the project with legal support services.

Meet The Other
- We've been meeting refugees in their homes, to get an insight into their lives, challenges & strengths. It's about integration, resilience, best practices, local governance, self-reliance. We're

implementing the project together with UNHCR Office in Malta.
EASO Monitor
- We're running a leading blog that provides information & analysis on the European Asylum Support Office.
UN Mechanisms
- We regularly coordinate the submission of shadow reports, recommendations & input papers.
- Themes covered to date include migration/asylum, LGBTI & disability before the UN Child Rights Committee & for the Universal Periodic Review.

Foundation for Shelter and Support to Migrants

Project:

Marsa Open Centre: The Marsa Open Centre houses around 500 male residents from 19 different countries in Sub-Saharan Africa. The larger majority of these residents are from East Africa, namely, Somalia, Ethiopia, Eritrea, and Sudan

Integra Foundation

Project:

• During 2006, 'EU Citizenship on Wheels', a project which promoted a better understanding of EU citizenship values among Maltese people.

• 'Empowering youth for diversity' provided young Maltese people with the opportunity to experience multi-culture first hand, bridging the gap between young Maltese and young refugees in Malta.

• Integra will be running two adult education courses funded by the EU scheme Grundtvig, on the topics of 'Disability and Poverty in the Global South: Activating European Movements for Change' and 'Engaging communities: the psychology of collectives and supporting activism for a united Europe'.

• Konnect Kulturi, within Integra, is responsible for education and community development. The team provides English and Maltese language lessons to sub-Saharan asylum seekers.

• Integra and the Aditus foundation are engaged in a project called 'Our Voices', seeking to support refugee integration in Malta by addressing a critical gap in refugee assistance.

• The Emergency Health Care programme: Disability and extreme poverty for Guatemala responds to the lack of access to adequate health care by the poorest disabled people. This project started in 2012 and is currently funded by the Ministry for Foreign Affairs in Malta

SOS Malta

Project:

In 2011, SOS Malta began a project called Media Interact aimed at initiating an avenue for mainstream integration and diversity within Maltese media and journalism. Its objective is to insentisize the media and the press to capture realities and needs of an increasingly diverse audience, whilst removing obstacles and stereotypes by providing a more accurate and balanced portrayal of third-country nationals (TCNs) in Malta and by opening up opportunities in media professions and organisations for people with an immigrant background.
In 2011, SOS Malta also began a project entitled Same Difference co-funded by the European Union Annual ERF Programme 2011. The project's main objective is to promote meaningful contact and interaction between refugees and immigrants with subsidiary protection and different sectors of the Maltese community in an informal setting using ethnic food as a communication and bridging medium.

Recently, SOS Malta has also received the approval of an ERF project entitled "Youth Upbeat" focused on using the performing arts as a tool to promote integration between Refugees and Beneficiaries of International Protection and the Maltese population in particular focusing on young people.

SOS Malta has successfully organized a number of conferences that have included integration as a key theme, both as part of specific projects, such as the recent Media Interact: Mainstreaming diversity conference in May 2012, as well as the organisation of specific stand alone conferences such as the Immigration Conference- Illegal Immigration - Racism - Cultural Diversity - The Media in 2006. The INTI National Meeting (6th February 2007) was an important event where the main stakeholders working with third-country nationals (TCNs) in Malta met to discuss the integration of TCNs in the EU The EUNET Integration Network, a network of NGOs from Denmark, Germany, the Netherlands, Portugal and Malta, hosted a seminar discussing "The Integration of Third Country Nationals - A Two Way Process". The seminar was organised by SOS Malta and was attended by 25 international members of the EUNET Integration Network as well as officials from the Ministry of Foreign Affairs, the Ministry of Justice and Home Affairs, the Organisation for the Integration and Welfare of Asylum Seekers, the International Organisation of Migration, UNHCR Malta

John XXIII Peace Laboratory (Peacelab)

Project:

To attain its aims Peacelab has furnished schools with Social Science textbooks which study the lives and work of certain people, including Gandhi, Martin Luther King, John XXIII, Dag Hammarskjold, Schweitzer, Cousteau, Albert Luthuli, hoping that these distinguished persons serve as role models.

Besides this, the Peacelab:

- Has a weekly programme on radio where issues concerning development and justice are discussed

- Takes part in other broadcast and television discussions

- Contributes articles in local newspapers

- Organises seminars about peace, social justice, environment, racism….

- Collaborates with other NGO's in particular issues

- Organises an annual Award for Kindness for children

- Gives shelter to around 50 "Illegal immigrants"

Get Up Stand Up

Project:

GetUpStandUp! is a voluntary organization which was started in 2009 by a group of Maltese students.

Through various projects such as teaching English to migrants residing in open centres and our successful program in schools, we seek to facilitate social change, help improve cultural tolerance and promote integration in Malta.

We also organise music concerts throughout the year showcasing talent from around the world, celebrating diversity and uniting people through the power of music.

Critical review

Malta, being located in a strategic medium in the Mediterranean, has been the first encounter for legal or illegal migrants.

Local organizations such as Get Up Stand Up! the Jesuit Refugee Service, and the John XXIII Peace Lab Malta have made significant attempts to rectify the shortcomings of domestic policies and continue working to create public forums for inter cultural interactions and discussions aimed at promoting peace, goodwill and tolerance.

The 'problem' of irregular migration needs to be staged in a different political light that challenges Malta's domestic policies of social and cultural exclusion in order to begin reflecting the realities of twenty-first century migratory flows.

Changes in governmental policy are desperately needed, but that is only part of the solution.

Concerted efforts by local Maltese communities, international and non-governmental organizations are paramount to ensuring that the need for these changes resonates with Maltese citizens.

I argue that recasting the influx of asylum seekers into Malta as part of an unremitting global phenomenon, rather than a temporary crisis is a critical first step.

Time and energy must be committed to promoting and/or implementing policies that proactively address the realities of the forces of global migration, rather than using this phenomenon as an excuse to continue not upholding international human rights legislation.

Working to change attitudes and perspectives as well as investing in the community resources already at the nation's disposal will help to diffuse social tensions and develop the necessary infrastructure to bridge the socio-cultural and economic divides between migrant and Maltese communities.

4.1.5. National and local policy documents supporting/ dealing with migration issues

- The 1970 Immigration Act to restrict, control and regulate immigration into Malta and to make provision for matters ancillary thereto (Immigration Act, Chapter 217 of the Laws of Malta), which has been amended several times, is the main instrument dealing with immigration and regulates, inter alia, border control, detention, expulsion, and the issuing of residence permits.
- A relevant subsidiary piece of legislation is the 2011 Common Standards and Procedures for Returning Illegally Staying Third-Country Nationals Regulations (Return Regulations, Legal Notice 81), which transposed the EU Returns Directive into Maltese law.
- The treatment of asylum seekers is regulated by the 2001 Refugees Act: An Act to make provisions relating to and establishing procedures with regard to refugees and asylum seekers (Refugees Act, Chapter 420 of the Laws of Malta) as well as the 2005 Reception of Asylum Seekers (Minimum Standards) Regulations (Reception Regulations, Legal Notice 320).
- The Immigration Act provides for mandatory detention of all persons who have been issued a removal order. According to article 14, "upon such order being made, such person against whom such order is made, shall be detained in custody until he is removed from Malta." This automatic pre-removal detention provision appears to be unique among EU countries. To be issued a removal order, you must first be designated a "prohibited immigrant," a category provided in the Immigration Act. The Act describes two categories of "prohibited immigrants": persons who enter or are present in Malta without

authorization (article 5); and persons whose authorization to enter or stay in the country is invalidated because they are unable to support themselves and their dependence; suffer from mental disorder; are found guilty of certain crimes; contravene the provisions of the Immigration Act or the regulation made thereunder; cease to comply with the conditions under which they were granted leave to land or to remain in Malta or when the circumstances which determined the granting of such leave cease to exist; are prostitutes; or are dependence of a "prohibited immigrant" (article 5).

4.2. RESULTS OF THE QUANTITATIVE LIFE-STAGE-BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMMUNITIES IN MALTA

- **Gender:**

Gender	N
Male	31
Female	23
Total	54
Skipped	0

- **Employment status?**

Employment status	N
Schooling	10
Unemployed	6
Employed	35
Other	3
Total	54
Skipped	0

- **Age group:**

Age group	N
<20 yrs.	6
20-30 yrs.	17
30-40 yrs.	19
40-60 yrs.	11
60 < yrs.	1
Total	54
Skipped	0

- **The highest degree or level of school**

Education level	N
No schooling complete	0
Primary school	2
High school	29
Faculty education (BA, MA)	22

Doctorate degree (PhD)	1
Total	54
Skipped	0

- **Target group regarding resodental status**

Target group	N
Person without status	3
Asylum seeker	3
Asylum holder	2
Permanent resident	7
Temporary resident	24
In marital union with the citizen	1
Stateless person	1
Economic migrant	12
Citizen	1
Total	54
Skipped	0

- **Willingness to integrate**

On a scale from 1 to 5 (1 being the least, 5 being the most accurate for you), how would you assess your willingness to integrate into the society of your host country?

	1- Not willing to integrate	2- I don't have notable motivation for integration	3- I am willing to integrate on one hand, but on the other, not so much	4- I am willing to integrate on one hand, but on the other, not so much	5- I am most certainly willing to integrate
Level of my readiness for integration into society and social circumstances of my host country	1	8	10	21	14
Total	54				
Skipped	0				

- **Engagement of host country to integration in society**

On a scale from 1 to 5, how would you assess engagement and involvement of your host country in your integration into its society (quality of language courses, social actives, hospitality of people, etc.)?

	1- Utterly insufficient	2- Insufficient	3- Not sufficient, not insufficient	4- Sufficient	5- Exceptionally sufficient
I evaluate engagement and involvement of my host country in my integration into its' society as:	3	6	16	19	10
Total			54		
Skipped			0		

- **Factors that contribute to integration**

Which factors in your opinion contribute the most to your acceptance of a foreign culture and your willingness to integrate into that culture?

	1- Least imp	2- Not so imp	3- Neither important,	4- Pretty Im	5- Very imp	Total	Skipped

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Openness and hospitality of people:	0	5	7	18	24	54	0
Employment:	0	2	15	19	16	52	2
Time I'm willing to spend in this country, for my stay here is only temporary:	2	7	19	18	7	53	1
Presence of minor/major religious groups	13	9	14	12	6	54	0

I can or can not affiliate with:							
High living standards and general atmosphere among people:	2	7	17	15	13	54	0
Readiness of host country for quality language courses:	1	5	10	26	11	53	1
Other (please specify brief):				0			

- **Frequency of attending social events**

Choosing a value from 1 to 5, assess the frequency of attending social events.

	1: I never attend them	2: Hardly ever	3: I attend here and there, a few times per year	4: I visit quite a few social events	5: I actively follow social activities and visit plenty of events	Total	Skipped
The frequency of attendance of social and other events:	5	11	17	10	11	54	0

- **Socializing with foreign language groups**

Choosing the value from 1 to 5, assess the frequency of your socializing with foreign – language groups (groups of people from a different lingual and cultural background than your own).

	1: Never	2: Very infrequently	3: I socialize here and there, a few times per year	4: I socialize quite a lot	5: I actively socialize on a regular basis	Total	Skipped
The frequency of my foreign-language groups socializations	6	8	8	15	17	54	0

- **Expectations and goals**

Choose the value from 1 to 5 to assess how much your expectation and goals have been staffed since your arrival in the host country. Choose the value 0 if your stay here has been too short to offer an adequate answer.

	1: Have not been realized	2: Have been realized only slightly	3: I've learned the language basics	4: Many expectations and goals have been realized	5: I have achieved all of them	0: Unable to answer	Skipped
My expectations and goals have	6	5	9	22	10	2	0

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Qualitative part – guidelines for an interviewer

Where do you come from?

Albania	2	Libya	1
Bangladesh	1	Malaysia	1
Belgium	2	Moldova	1
Bosnia and Herzegovina	1	Pakistan	1
Bulgaria	3	Portugal	1
China	1	Romania	4
Croatia	1	Russia	1
France	1	Serbia	12
Greece	1	Slovakia	1
Holland	1	South Africa	1
Hungary	1	The Netherlands	2
Iran	1	Ukraine	2
Italy	5	Venezuela	1
Latvia	1		
Total:		51	
Skipped		3	

How long have you been here?

1 week	3	5 months	4	1.25 years	1
2 weeks	2	6 months	4	1.5 years	1
3 weeks	1	7 months	2	2 years	1
9 weeks	1	8 months	2	3 years	2
10 weeks	1	9 months	1	3.5 years	1
1 month	5	1 year	5	4 years	1
3 months	4	1 year and 2 months	1	8 years	2
4 months	3	1 year and 4 months	2	10 years	1
Total			51		
Skipped			3		

- **Expectations and goals**

What are/were your expectations and goals you've set for yourself to accomplish in the host country?

Work related	12	Quality of living related	11
Money related	6	Language competences related	11
Culture related	2	Integrate /settle down	5

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. I would like to practice my English and enjoy Malta.
2. to make more money
3. I want to work and live here.
4. To live here
5. I think to have more freedom
6. I do not know. Because of my country's economy is bad. Here is better than in my country.
7. To stay here in Malta
8. To return to Serbia as fast as I can
9. Working in the kitchen and do something about dancing.
10. Studying for my son.
11. To work and live here.
12. Study English
13. It is a difficult one because I don't know what will happen.
14. My English will be better here, I hope so and I learn about the culture here.
15. I hope we'll have a lot of holidays, a lot of free time, the work is good so far
16. Make money and learn language
17. The best example is expectation is positive, better than Serbia
18. I do not know
19. I'm not sure
20. Money and better life
21. Marry and a better life
22. Didn't expect much. Expect everything to be longer, actually was quite ok, it was better than we thought, than we heard about.
23. To be able to settle down in Malta, we just really love it especially we want to take a citizenship here.
24. I want to be teacher, mathematical teacher.
25. I want to work here, make some paper, make some money then go back.
26. To try to be somebody and earn some money, because my country is very poor and it is war

27. Work
28. Study English and find a job that I like
29. Improving my English and practising it
30. Learn better the English language and make new working experiences to find a job.
31. To become rich and have boat driving skills
32. Complete 2 years, then check out
33. To settle down with my Maltese husband. To find a good job and to study. Also, to learn Maltese. To make friends and integrate.
34. Nothing specific
35. To have a good life
36. Improve my English
37. To improve my confidence & my English communication skills
38. Get professional experience; enjoy living abroad
39. Meet (international) people. Travelling around on the islands (visit as many places as possible)
40. Find job
41. Improve my English; make experience in my work
42. Better quality of life
43. Employment and a quality standard of life
44. To know the culture
45. To live an "easier life" in term of quality, cost of life, etc
46. To stay with my grandchildren
47. To get well paid job
48. Quiet and calm life
49. Career and Diplomacy

Total: 49
Skipped: 5

Were these expectations and goals fulfilled (answer only if your stay here has been long enough for your goals to set in)?

Yes	Partially	No	Not here long enough to say	Other
17	10	10	1	5

Explicit answers:

1. Not yet

2. I already find a job.
3. It is ok, not everything but accomplished
4. Not yet somehow
5. I have a better life here. Yes. Something like that.
6. I do not know what you are asking me.
7. in December
8. Not
9. 50%
10. No
11. Yes
12. Not long enough here to say
13. Yes. I'm working on it.
14. Yes, it is good.
15. Language yes, not good but better than when I came. Money, no.
16. Yes. Is great for now, because the puzzle is complete.
17. Not yet
18. Not yet
19. Yes. More expectation was negative in the citizen card or the bank account, but for me was quite easy.
20. One of the goals I achieved here in Malta is that I've got my driving license. I got it already, it took me 6 months to get it. I know that is restrictive held in Malta but I didn't know when I got it. It is very important t achieve something in Europe, especially in Malta because they speak Eng. In other countries they don't speed.
21. No, because I need to finish my papers.
22. Still working on it.
23. I still working on them
24. Yes
25. I still work on them because is hard to find a job that you like. I am quite old. I still don't know that I like and also learning English.
26. Yes
27. Yes, these expectations were quite enough fulfilled
28. No
29. Yes
30. All, except learning Maltese.
31. Yes
32. Yes
33. Yes
34. Yes
35. We have reached our goals
36. Yes
37. Partially
38. Some of them
39. Like upon
40. Is ongoing

41. No
42. I heard it from my friend who lived here
43. Not yet

Total: 43
Skipped: 14

Is there anything you like and/or dislike about your host country? Please, state some examples of both.

Like		**Dislike**		**Other**
Weather/Climate	18	Transport (public, traffic, roads)	10	7
Sea	14	Pollution	5	
People	10	People	4	
Safety/low criminality	3	Bureaucracy	3	
Way of life	3	Everything	3	
Country	2	Food	3	
Everything	2	Internet	2	
Multicultural environment	2	Lack of green spaces	2	
Parties	2	Weather	2	
Education	1	Cost of living	1	
Food	1	Everything is yellow	1	
History & landmarks	1	Girls	1	
No stray dogs	1	Mindset of people	1	
Nothing	1			
Old cars	1			

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. Public transport- awful. People- nice
2. I do not know
3. I like sea. I don't like because it is not much green.
4. I like Malta that has sea, beaches and nice weather. I don't like that everything is yellow.
5. There is no main thing that I like or dislike. I think the weather I like.

6. I can talk about that more. They are that like that is a magical place. It is different from my country do not have sea for example and everybody is nice with me here and you can meet a lot of people from all over the world, India, Pakistan, Africa. Parties here are very good. I do not like Maltese, because they are not friendly, it is different than my country, people are not the same. Rents are very high.
7. Dislike- is very dirty. Like- relaxed people.
8. Dislike everything, buildings are ugly, the sea is nice. Like the sea only and some beaches.
9. I like about the beach, population that is not dangerous, the weather. I don't like that they are old minded.
10. I like to cook and my job, and my friends, and sleeping and my son. I don't like buses.
11. I like sea that's all. I don't like garbage everywhere, it is not clean country, is dirty country.
12. I like the beach. I don't like weather.
13. Nice weather, nice beaches, internship is good. I am in the construction side, learning how to build houses, we have a good boss. What I don't like is buses, sometimes you need to do something in your shift because there is nothing to do, so then we have nothing to do for 10 minutes.
14. The weather is better than in Poland and the beaches are good and the sea is good. I don't like the buses, the transport.
15. I don't like the buses, they take too long. I like the weather.
16. I like sea, old cars. I don't like people treat us they don't give us enough money for our job and they don't respect workers.
17. Because I am sous chef, I am working in the kitchen. I like food, people, wine, money, everything, sea, sun. Every woman is beautiful woman. I don't like that the garbage is not clean too much and is ok.
18. I like no homeless dog on the street. I don't like too much things.
19. It's not the same like mother Russia. like: parties, weather; dislike: girls
20. I don't know
21. Like: sun, sea; don't like: food
22. I like the location, weather, people. I don't like the system, the hardness of getting a bank account in that post housing.
23. I like that people here are very welcoming, I like the weather, the educating system, I like the fact that they love children. We have a daughter and we like to have a very homely environment, there is safe environment. Here, another aspect is that is very safe, wealthy because I came from Malaysia and it's incomparable with Malta, I am not out with, take by bus it's ok for sure.
24. I like the weather, the people, the food. I don't like the system, very bad system on administration and everything.
25. I like a lot of things, sun, beaches, stuff like that. I like everything.
26. It's very sunny I like that and they have a sea, I never had a sea in my life but it is very windy.
27. I like nothing. I don't like everything.

28. I like sun, weather, beaches, the air but I don't like the house post and the internet speed. It's a problem here.
29. Yes, I appreciate the fact people being friendly in the street, but on the other hand, it sometimes feels a little frightening when you get out in the street.

I don't like Maltese traffic problems, the puerility of trouaponts, pollution and the rubbish _ some streets

30. I like the people. I do not like the food and the roads
31. Folks are friendly and accommodating
32. In the first 2-3 years of living in Malta, I felt that countries such as Romania and Bulgaria were less appreciated by the locals. Since Romania is in the EU, things have changed and it got better.
33. like: climate, people (sometimes kind); dislike: dishonesty and cheating of Maltese people. Maltese stand for Maltese and try put the blame of their mistakes on foreigners.
34. No
35. Bus drivers are very crazy
36. like: nice & safe environment, employment chances, language chances; dislike: traffic, too many people
37. like: country, landmarks, sea, history; dislike: food
38. like: good weather and small size, so easy to travel around; dislike: cost of living is high, especially related to what it offers
39. I like that there are people from different countries and the placements opportunities; I dislike the weather
40. Like: people, weather; Dislike: pollution, not enough green areas
41. Nothing, everything is fine for me
42. I like the weather; I don't like the way Maltese do things
43. Transport system; high bureaucracy level
44. The balance at the moment is positive
45. I like the peisages they are similar to my country; I don't like the aliments on the shore
46. I like the weather; I do not like the transport
47. the public transport
48. Like: the weather Dislike: the internet

Total: 49
Skipped: 5

How would you specify the cultural differences between your culture and general culture or mentality of the host country (differences in what you do in your free time, food, mentality, openness and kindness of people, national character, social life, etc.)?

Differences	N
Food	14
Culture	10
Mentality	7

Way of living	4
People	3
Social life	2
Development	1
Everything	1
Music	1
Stereotypes	1

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. I do not know
2. Here the social life is better, food is better but I also miss my country.
3. There is much better mentality.
4. Big differences on the mentality of people and food.
5. Overall it is totally different, both have advantages and disadvantages.
6. Food is quite good, similar with Italian kitchen and culture is different, stranger because they are like 30% italian,10% Spanish, 60% rest.
7. In Serbia too much better, food, culture, people, music.
8. It's much different, like another planet here.
9. Their food is more like pasta and our food is more normal.
10. Culture is different and food is different.
11. Too many differences, food, everything is different.
12. Different culture than my country.
13. The chances of people I can say nothing about it. The Netherlands, they are more on time and they are more precise if something is to happen and done on time and everything is already. Is better here than I seen in other cultures, is better than I've seen at work, here is about care.
14. To work is different, in Netherlands we work more hours per day.
15. It is a lot of move. I haven't seen a lot of culture yet but I think people are much more religious than in Holland.
16. Everything is different, food everything.
17. Same.
18. Maltese are like treat as like we were 30 years ago.
19. Men are like women and men in my country are like real men, they don't drink vodka, they are stupid
20. Little differences
21. Food very better in Serbia
22. There are similarities, people are relaxed, differences would be, here everything takes longer. Internet is one of the lowest speed.
23. People here they are not allowed to speak to strangers, they can approach you and reach you, you know that when they approach you they don't have the bad intentions, also same cultural shock we experienced with the fireworks and the noise, too noisy in summer but we got used to it.

24. I think the differences are incomparable because my country is nothing compared to Malta so I think it's pointless to speak about.
25. It's very big difference about here and my country.
26. It's big difference. It’s like some religion for example I 'm Muslim and something like that and food, very different food.
27. Everything is different.
28. It's a hard question, food is more exotical also people are open minded and I like this
29. More individualistic culture in Belgium; people tend to do things more for themselves instead of for society or family.
30. Here I think I find only medium quality of remices
31. It is different the climate and the way people live and do things
32. Maltese culture: -Not as used to multiculturalism as my culture. -Not really multicultural
33. Food: Romanian food is not based on pasta. Everything else is more or less similar. Mentality: Romanians are more worried about the financial aspect of life.
34. It's completely different
35. Not so many
36. In Malta, people are more relaxed and have less stress. The way of living is cheaper but of course the wage is less. The events sector is quite good.
37. IDK
38. Here the mentality is more open and the people are more kind with the foreigners. Nobody judges you or one comes from
39. I have found differences in all the above suggested
40. There are some different but I am already adapted
41. Malta is much more developed than Bulgaria from all means
42. Mentality; Food; Social life
43. Here we are living a fast grow about everything, so we can breathe a positive vibe
44. Not many differences
45. Here you have a large range of food, in my country there is limited
46. food and people are different
47. In my country there are stereotypes, here people are not judgemental

Total: 47
Skipped:7

What do you consider as happiness and what would the life of a happy person be like?

Happiness	N
Family - Friends	14
Way/quality of life	9
Job related / Work-life balance	6
Love -emotional satisfaction	5
Money	5

Achieving goals/dreams	4
Freedom	4
Health	4
I don’t know	3
Other	19

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. Good job
2. Happy with his friends and family and travelling and the most important to be healthy, to have a healthy lifestyle.
3. I do not know.
4. To live normally and have normal salary.
5. I think to have least of all freedom.
6. Maltese. They are very happy
7. Singing
8. I do not know. Achieve your dreams.
9. When you don't have problems with anyone and respect them. Help people that don’t have money, making money for dancing and help people from my country.
10. When I see something it makes me happy.
11. I do not know
12. Weekend
13. Good place to sleep, nice people around.
14. I don't know
15. A beer in my left hand and the sun and the deck.
16. My children, smoking, meditation and music.
17. To be smart, be kind, beautiful inside, not outside. I don't like the women who like money and buy something to me, I like to buy for myself.
18. love
19. happiness is mother Russia
20. My family
21. work with good people
22. Happiness means being content with what you love, being ok with where you are and understanding that happiness is a journey not a destination.
23. A person to be happy is to have a balance in life, work and not too much stress work and life and leisure, they have to be balanced but in Malta you can easily achieve that.
24. Happiness for me having a family, a house, a car and be free.
25. To live properly, make some money and go back home.
26. Happiness is everything that make happy in your life you know that, the sea, the money, sun swimming and something like that and be free.
27. My family

28. At my age is seeing my grandchildren growing up and live a couple of years more.
29. Having love; family; freedom; money. Being able to live without having to worry.
30. Happiness is to enjoy the differences and consider them a richness. A foreigner is happy when he feels accepted for his differences and respected.
31. Happiness is having a family
32. Friends+ Health+ Security
33. Happiness is becoming more satisfied each year with your life. If each year gets a little bit better, then this is happiness. A happy person' s life would be to do the things that you are passionate about. Finances are less important, but they are necessary.
34. nothing in specific.
35. family
36. The happiness is to content itself its life, always to have goals to realize and to feel good in any place of the earth.
37. To find what you want and following your dreams
38. This is very important, at least for me
39. Happiness is doing what you love to do, while you and your family members/friends are healthy and happy
40. Being surrounded by people I love and care about and who love me
41. Happiness is being surrounded by people, friends and an environment that make you feel good
42. health, good job and time to spend in what you like
43. A happy life is a life where you feel that you've achieved your goals and where you feel good with yourself
44. Happiness is having what you want
45. To have simple but most important things: a job; a salary; food; a place where to live
46. Staying with my family
47. I consider as happiness a person that is happy on all plans (family, career, friends, emotionally
48. Would be nice a lot of children
49. Having PhD

Total: 46
Skipped: 5

- **Personal freedom**

What do you consider as "personal freedom" and how important is it in your life?

Personal freedom	N
Freedom of movement	4
Human rights related	4
Own choice/decision/responsibilities	3

Independence	2
Doing what I love	1
Possibility to choose	1
To be yourself	1
IDK	3

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. Going to the beach
2. Is very important to have the right to be integrated in European Union and to express your opinion in every situation.
3. I do not know.
4. Everybody must have his freedom and his way of living.
5. Is very important because I like to move around a lot. I need to feel that I'm not linked, that I don't depend on someone or something.
6. Is very important for me. I can live on my own way not like in some country like for example now in India, they didn't have political problems here and especially Maltese are very nice people. They are looking on life differently.
7. Is very important
8. It is important but here there is not much of it. They are worse when they hear that you come from Serbia. They won't not be good with you, in any country is this problem.
9. It is important because you can go outside like go by yourself, you can drink and smoke, because in my country you can't drink and stuff like that and the people are open minded, and they talk to each other and go everywhere. In my country from this place you couldn't go to another place because you'll have problems.
10. I do not know
11. It is very important
12. Yes it is important.
13. Very important because everyone needs personal space.
14. Is important in my life when you can go everywhere without restrictions.
15. When I get home I need my space and I just need to do whatever I can.
16. To have choice in life for... enjoy.
17. Is very important, you being in cage is not freedom. To be yourself.
18. Freedom is very important.
19. For me it's not important
20. Yes
21. public holiday, Sunday, nothing else
22. Is basically financial independence, to have choices, to if you want to not work for example, to be possible to do that if you want to go in a certain restaurant and have a certain expensive thing. To be able to afford that so that's why.
23. Like I mentioned financial independence. Being able to go out without being worried about bad things that might happen on you or the little ones.

24. It's the most important because you have the right of a human being to have it.
25. Is very important have freedom.
26. Is that I do what I want related to what I want to be, don't have judges for other people.
27. I don't understand.
28. Is very important in order to do things you need to be free, to travel without borders.
29. Making your own decisions & taking for of your responsibilities. I think it's one of the most important things in life.
30. Personal freedom is travelling with ID only, is very important.
31. Freedom of movement and expression. No discrimination based on where we come from.
32. Personal freedom for me is the fact that as a woman I am able to have a job that I enjoy and all the rights in a civilized country. Very important.
33. liberty to chose
34. I consider as "personal freedom" when you can do - think what you want. This is important to me because I'm a very independent woman
35. very important, everyone needs personal freedom, so people can grow and discover what they really want to achieve in life.
36. To help others in need for assistance
37. Doing what I love to do/ very important
38. For me, "personal freedom" comes from within (myself) and none can give it to you. I don't know how important it is but it's definitely hard to achieve
39. have the possibility to choose what to do in my life -very important
40. Personal freedom is when your capable to do things (good things) by yourself
41. Is a normal thing
42. To arrive at the end of month without nobody has to help you
43. I do not know
44. Personal freedom is possibility to have your own choice
45. I don't consider anything
46. To share opinions publicly

Total: 46
Skipped: 8

- **Areas of social life**

Which areas of social life are you drawn to the most?

Areas of social life	N
Be with friends/family	14
Parties	9
(Social/cultural) events	8
Pub/drinking/dinning	5
Excursions /going to the beach	3
Sports	2
All	1

IDK	2
Other	9

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. My friends
2. All of them
3. To go on the beach.
4. I do not know.
5. I think I like to go sometimes parties.
6. Hanging out. Parties are very popular here, that is very good. A lot of parties. Good because there are not only Maltese here, there are people from my country also.
7. Go to pub and listen to music.
8. Going to events, friends, family.
9. We go to the studio, smoke a little bit, dance a little bit.
10. Family
11. Night life
12. Parties
13. Party
14. Is important to hang out with friends and go out.
15. Facebook
16. To hang out with friends, speak with them.
17. My social is ok. I am friendly, communicating, joking like a usual person, I smile every time.
18. My friends, my colleagues.
19. drink vodka and party
20. Friends
21. go to beach and drink beer
22. Cultural things. We've been to the philharmonic a couple of times this year and we've enjoyed that. We like dining out. We like the diversity of restaurants. We like food, variety of food and experiences in places, go in 100 places and have 100 different experiences, it is quite unexpected for this usually is hard.
23. I like to go to those events, to socialize with other people and go to those musical events, because I come from a musical background, so I like to go to the teater and concert.
24. I like going to the boat parties
25. I just here to make money and then go home.
26. I want to make social relationships but I'm working all the time.
27. Go parties.
28. Riding bikes by the sea here in Malta and also, I love to go to the sea and watch people, watch other people.
29. Like talking to them; having chats
30. Going to theatre plays.

31. Evening with friends are a best
32. I enjoy a few good friends. I love to talk to them in areas other than pubs for example during a walk in nature or before a move.
33. playing with my children
34. events
35. administration; make-up and perfume
36. friends, clubs, bars, events…
37. My hobby is sport and football
38. Social inclusion
39. Drinking with friends; travelling with friends
40. I did not understand very well the question, but I prefer spending time with my friends, I feel happy when I'm with them
41. conferences
42. dinning; sport
43. Family as I said
44. I do not know
45. the markets
46. Business meeting

Total: 46
Skipped: 8

- **Activities and hobbies**

Which are your favourite activities and hobbies?

Activities and hobbies	
Sports	12
Swimming	9
Going to the gym / working out	7
Going on excursions/walks	6
Reading	6
Watching movies/TV/going to the cinema	6
Spending time with family/friends	5
Travelling	5
Dancing	4
Music	4
Partying	4
Cooking	3
Cycling	2
Fishing	2
Meditate	2
Writing	1

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. Swimming. Go to the club, dance, enjoying music.
2. Swimming, party, drinking, enjoying
3. Work-out
4. Going to gym and swimming.
5. Darts, ping-pong, football and team-building.
6. Volleyball, Basketball, parties, learning languages.
7. Go Sunday to beach, meditation.
8. Boxing, gym and that's it.
9. Playing basketball, roping
10. Watching TV
11. Hobbies is cooking. Activities to go in the bar and drink beer.
12. Visiting Malta, beaches, coffee
13. Football and ice-skating
14. Play soccer, I had a boat, fishing a little bit.
15. I like to play sports and especially darts.
16. Meditation, listening to music, sudoku.
17. Computers. But here I have no opportunity to work with computers here.
18. Reading books, cleaning.
19. to going to gym and have to say place Paceville for parties
20. Fishing
21. before football, but now nothing. in Malta don't play football, running sometimes Yes, because I am close and walk everything
22. Going out by the sea, going out swimming.
23. Going out to the beach and playing piano.
24. Reading, horse riding, but horse I cannot, swimming, diving, basically a lot of things
25. Reading books.
26. I don't have much hobbies, I watch movies and TV shows and something like that when I have time.
27. Sport, cars
28. Walking
29. enjoying nature; hanging out with friends
30. I love walking, exploring nature, swimming, going to the beach, dancing, listening live music
31. Swimming, diving
32. Swimming
33. Reading, yoga, teaching, creative writing, watching movies, spirituality.
34. playing with my children
35. sport
36. belly dance; cinema; cooking
37. meeting new people; horse back ridding.
38. Yes, because I like to travel around the country
39. cycling
40. Excursions family/friends
41. I like travelling and spending my time with friends and family

42. Sport
43. cinema; partying; visiting museums; travelling; spending time friends, etc
44. Reading; Travelling
45. Swimming; Workout; Movies
46. Sport
47. Going to walk with my dog, with my grandchildren and their mother
48. Riding the bike; dancing
49. cooking and reading
50. Reading; Research

Total: 50
Skipped: 4

- **Acceptance and respect**

Do you feel accepted and respected in your host country? Please, explain why.

	Yes	**Partially**	**No**	**Other**
No. of answers:	33	8	2	1
Total	46			
Skipped	8			

Explicit answers:

1. Yes, because I am here and they are nice to me.
2. Yes, but not completely
3. Yes. Because I do not feel like a stranger here.
4. Not yet, because I was very short time here.
5. Now, yes. Because I got used with the people, with everything, with the lifestyle. So, I have to accept some things and I integrated myself pretty good.
6. Not that much because that's the story about Maltese. They are suspicious about especially on people from Balkans. They think that you take money from them, but they live good because of us. You have to work help and stay and it is hard, and even if you stay here you need to get the papers and that is very strange for me.
7. Yes, they let me to work.
8. For me yes, but I see a lot of people that are not, because we are Serbians.
9. I feel respected and not respected at the same time but more respected.
10. Yes. Because they give me the job, not problems with ID.
11. Yes. Because Maltese people respect strangers.
12. Yes, but people (Maltese) are very angry, old people, bus drivers.
13. Yes. Because no problems, everyone accepts as you are.
14. Yes. I do not know why.
15. Yes, because our boss let us do everything.
16. No. Because they don't treat us like a human for the job.
17. Yes. Because I am human being.

18. No. I don't know.
19. accepted they will say maybe, that's not 100%
20. Yes -I don't know
21. Yes. People are usually nice. Doesn't feel exclusion, like not at all.
22. Yes, they are friendly and welcoming. I don't feel any cool pressure anything like that so as a foreigner I feel welcomed.
23. Yes, yes because I don't give people reasons not to respect me.
24. Yes. I feel. The people are good.
25. No totally, because I'm like an alien in this country.
26. Yes. I don't know. I just feel respected.
27. Yes I just feel
28. I think so, people show interest and are kind. I don't feel like they ' re looking down on me.
29. Yes, because I speak English good
30. Yes
31. At this point in time, I do. Because I became a Maltese citizen. Some years ago, I used to feel less integrated within the Maltese culture. Nowadays I feel more "at home" in Malta.
32. Yes, most of them. There are exceptions but individually (especially older people)
33. yes
34. Yes. Everybody respects me. Maltese people are very friendly.
35. Yes, every time I meet people they are very pleased to meet me and they seem very kind and they are interested in someone’s life.
36. people are kind willing to show their hospitality everywhere
37. I feel accepted and respected by the (international) people I've met. As for Maltese people, I haven't met many but from the few I did meet, I felt welcomed. They were kind to me.
38. Yes, the people here are very open and kind
39. Yes, people are very kind
40. Yes, at the moment people have been friendly at me
41. Yes, I feel
42. Yes I feel well here
43. Yes, yes because I am respected everywhere, old people like that
44. Yes, because everyone is polite here
45. They are respected, usually the younger people here give me their chair
46. Yes, because I'm older than most of them

Total: 46
Skipped: 8

- **Contributes to a constructive community**

What do you think you could contribute to your host country to help us all build a constructive, functional and friendly community? It could be anything, an action, an idea, etc.

Ecology/environment (to keep it cleaner)	5
Respect/equality/acceptance	5
Better coordination and less bureaucracy of the public services	3
Better job conditions	2
Education/language courses	2
Infrastructure	2
Voluntary sector	1
Nothing	4
Other	9
IDK	10

**those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.*

Explicit answers:

1. I do not know
2. You should ask the government from my country.
3. I do not know.
4. I really do not know.
5. I do not know.
6. To stay here. That is why I am here, because if they see diploma from Malta, is more opened for work and eastern part of Europe, Bulgarian, Serbians, when they see diploma from here they are more.
7. To clean the streets.
8. There is a lot of Serbians coming, some of them are ok some of them are not and they see only those who are not ok and think we are all the same.
9. Open up more companies of educational stuff.
10. It is ok like this.
11. I do not know.
12. No idea
13. I don't think I can make for the people have a better place. I can learn a lot from the people here and maybe learn a little bit about how we work in the Netherlands so maybe we can learn a little bit also.
14. It's a difficult question, the roads can be better.
15. I think we can teach them a lot on how to build and… smarter… more productive.
16. To pay us more for our job, to respect our job, more help for everything.
17. Every corner of the garbage can because it's not much clean but it's ok.
18. I don't have opinion about Malta.
19. they are still in 20th century, they have to start to think like 21st century
20. Nothing
21. I do not know

22. The most important for us is to buy a property house so if that could improve that would be great. Is very complicated and the whole process takes like very long. Like by the time you find out that is approved or not it is quite complicated. A lot of bureaucracy.
23. To be easy to get a job so then I can contribute more.
24. I would suggest a better coordination in the system.
25. I don't know. I don't think about that because I will not live here.
26. I would think in that way but maybe something about culture, to mix culture, because everything is the same, people the same. It's lousy.
27. Nothing
28. I don't know. I am not good at these things, ideas
29. I would suggest more shops opened 24h.
30. Reciprocal friendliness
31. Volunteering for various causes with local interest.
32. the way Maltese treat strangers sometimes is not fair.
33. nothing
34. Maltese courses for trainee can be very very good and interesting
35. concentrate on eco-business, eco-house
36. Sometimes, I feel like being exploited. That is not very inviting when living in a foreign country
37. with work and by helping people who don't have the same opportunities than me to try and reach them
38. Maybe, they can be more time -bonded (local institutions) and more cooperative
39. Green spaces
40. To not through the trash on the street, beach...
41. The public transport could be more reliable
42. Having a better thought planning

Total: 42
Skipped: 12

- **Life goals**

Please describe one or more major life goals that you wish to achieve.

Life goal	N
Quality of life	17
Business / Career	13
Family – Friends	8
Education	4
Money	4
Travel	4
Other	4
Nothing	1
IDK	4

those are the most common elements of all the answers. Some people have used more than one of these for their answers while some answered something completely different.

Explicit answers:

1. Doing something for my own business
2. To be successful in my career, and to visit every country in the world.
3. Good living
4. To have my apartment and my car and live happily till the end of my life.
5. I do not know
6. I want to achieve to see all parts of world. To have normal life. That is important to me, not like all very about having money, that's not important for me, to have good friends.
7. Health of my children.
8. To have everything I need for living.
9. To be a famous dancer and roper
10. I do not know
11. I do not know; I do not know exactly.
12. Peace
13. My bucket list
14. To have a good life, a little bit money, friends.
15. Get rich. Just to do what I want.
16. I want to do my job like CEO, to have one small house in nature, I need peace.
17. Beautiful inside not outside. Must be smart, must be a good person.
18. Home. My home.
19. to be like Stalin, to live like him
20. Nothing
21. find one tone gold
22. Financial independence.
23. To be. to have a happy family and healthy in a good country. You don't have to earn a lot, as long as you are happy and healthy. That's the most important thing.
24. To be a teacher and to have a family as I said.
25. To live.
26. To have a proper life. Live my life and nobody judge me for who I am and what I am.
27. I don't know, Everything.
28. To be happy the rest of my life
29. Finish studying; finding a perfect job and love
30. A family.
31. -Live a happy life. -Then die quickly, unexpectedly and painlessly
32. Evolving in my teaching career.
33. professional cover
34. Become bilingual in English and then get a job as a personal assistant.
35. Being a wedding planner

36. have my own successful company
37. Have a well-paying job that I love. Being with the people I love
38. I'd like to travel and visit a lot of different countries for know the different cultures. But most important role is to live a happy life
39. a house; my own business
40. See the world and have a PhD in Biostatistics
41. To buy an apartment
42. To see my grandchildren going to high-school and see them grow up so I can say I will accomplish my biggest wishes on this planet...
43. Good salary
44. Invite my family members and ensure their life
45. PhD

Total: 45
Skipped: 9

- **Life motto**

Is there anything significant you've learned in your lifetime, maybe your own moto, and would be willing to share it with the people around you?

Yes	26
No	13
Other	4
Total	43
Skipped	11

Mottos/lessons shared:

1. Be good to everybody and everybody will be good to you!
2. In life everything is possible.
3. To know and to trust people.
4. I learned something here. If you want to do something find reassure ten times and then cut. That's I learned from Maltese and to respect everything from our lands, and even money, how you spend.
5. Don't change for the people, change for yourself because they don't wanna see you equal.
6. No. I live day by day.
7. Who want to find a way, won't find an excuse.
8. Winston Churchill says: Victory is not success, it must go to front, not to back, no looking back of your life
9. Telling the truth always.
10. Be happy
11. Buy a ticket and come to Malta
12. To be able to be. People nowadays they are just not happy with what they have. Be grateful for what you have now not everything is perfect. "She is

better than me. She is having more than me..." is actually not the wealth, they are not telling what they have.

13. My life is my business.
14. Don't come to Malta.
15. Good things take time.
16. You should try to embrace everything and being positive in life.
17. Do it for yourself or not at all.
18. "serendipity rules"
19. Maintaining a spiritual side of life is essential for me.
20. Personal grow is very important
21. life is too short to live in only one country
22. It's not worthy caring too much about what other people think of you
23. I learnt that in the world there are so many people, culture, situation, life style totally different from my own so maybe sometime we should try to be more open to see what's going on close or far from us
24. I've experienced a lot of things and I think I can contribute by telling people about my experiences in order to push them and make them do things which they are afraid of. we need to take risks in our lives
25. Never forget from where you have started
26. Always be positive

Would you like to add anything you want people to hear?

Yes	7
No	34
Total	41
Skipped	13

Comments shared:

1. I would like to visit Transylvania
2. Have patience with the integration progress within a foreign country. I all gets better as time passes.
3. Malta is a mysterious and attractive country
4. Find what you love and love what you do
5. Do what you love, love what you do
6. No. Just be happy. happiness is a matter of how we see the life. no matter if you're rich or poor
7. Never give up

4.3. QUANTITATIVE RESEARCH- A STUDY OF EMPLOYMENT OF DISADVANTAGED GROUPS IN MALTA

4.3.1. A study of Employment of Disadvantaged groups in Malta

This part will define the most disadvantage groups in Maltese society, focusing on their employment issues.

Maltese society has been evolving through the last decades, thanks to an economic boom, the population has increased. Currently it is the desired destination of lots of professionals highly specialised in economic sectors such as IT (e.g. gaming).

Additionally, due to the migration fluxes in the Mediterranean area, Malta has been hosting asylum seekers and refugees. Part of them for long time needing structure help and support to integrate in the society and make a livelihood.

The following chapters will address firstly the definition of disadvantage groups identifying them in the Maltese society structure, while secondly the employment current and recent rates, finally the support in place for the unemployed population.

4.3.2. Disadvantaged groups

Definition of which are the main disadvantage groups and their geographical position in Malta.

Definition of disadvantage groups

Disadvantage groups are defined as:" Groups of persons that experience a higher risk of poverty, social exclusion, discrimination and violence than the general population, including, but not limited to, ethnic minorities, migrants, people with disabilities, isolated elderly people and children" by the European Institute for Gender Equality (EIGE) (1).

While no individuals or groups in the society is totally safe from falling into poverty, some are more at risks than others, due to various factors, here the most relevant are listed:

- socio-demographic characteristics;
- economic status and structural inequalities;
- physical and/or mental health difficulties;
- lifestyle patterns;
- social shocks[1].

[1] Social shock is mainly related to migration phenomenon, it can be experienced by people changing completely their environment and it results in disorientation, difficulties in integration perceiving the new society environment as foreign and not familiar (3).

Malta at Risk of Poverty or social Exclusion rate (AROPE) (2) stood 23.1%, (21.9% for males and 24.3% for females) while the European average measured 24,8%. In 2013 AROPE increased spiking at 24 % in Malta, similarly to other European countries, the social groups most affected are elderly, children, unemployed or living in jobless households. As previously mentioned, the groups targeted considering AROPE index, at its highest risk, are listed and defined in table 1:

Table 1 Detailed definition of disadvantage groups

Disadvantage Group	Definition
children and young people	The age range overall is 0-30, children 0-13 and young people 13-30. (2)
elderly people	Age range is 65+ (3)
unemployed	• someone aged 15 to 74 (in Italy, Spain, the United Kingdom, Iceland, Norway: 16 to 74 years); • without work during the reference week; • available to start work within the next two weeks (or has already found a job to start within the next three months); • actively having sought employment at some time during the last four weeks. The unemployment rate is the number of people unemployed as a percentage of the labour force. (4)
working poor	Individuals are at risk of in-work poverty when they work for over half of the year and when their equivalised yearly disposable income is below 60% of the national household median income level (5)

Nevertheless, in Malta, other social groups are recognised to be vulnerable, here listed and detailed in table 2:

Table 2 Vulnerable groups definition

Vulnerable Group	Definition
persons with physical and/or mental health challenges	Person suffering from any kind of mental or physical illness/disease.
persons experiencing violence and other forms of abuse	Person suffering from any action that intentionally harms or injures another person. (6)
asylum seekers and immigrants	Asylum seeker is someone whose request for sanctuary has yet to be processed. (7) Immigrant is any person who moves, usually across an

	international border, to join family members already abroad, to search for a livelihood, to escape a natural disaster, or for a range of other purposes. (8)
persons with addictive behaviour	Addictive behaviours are actions beyond conscious control that are constantly repeated by a person who is dependent on a chemical substance or activity (9)
persons who lack life skills	Person that lack the abilities for adaptive and positive behaviour that enable individuals to deal effectively with the demand and changes of everyday life. Commonly cited life skills include communication and listening skills; negotiation and refusal skills; decision-making and problem-solving skills; and coping and self-management skills, such as increased self-esteem and the ability to manage feelings and stress. (10)
persons experiencing discrimination	Person that suffers from intentional or unintentional behaviour for which there is no reasonable justification. Such behaviour adversely affects specific individuals or groups on the basis of characteristics defined by the 1992 B.C. Human Rights Act. These characteristics include age, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, and unrelated criminal convictions. (11)

Population density in Malta

Maltese population is concentrated in the southern and northern harbour, as shown in figure 1.

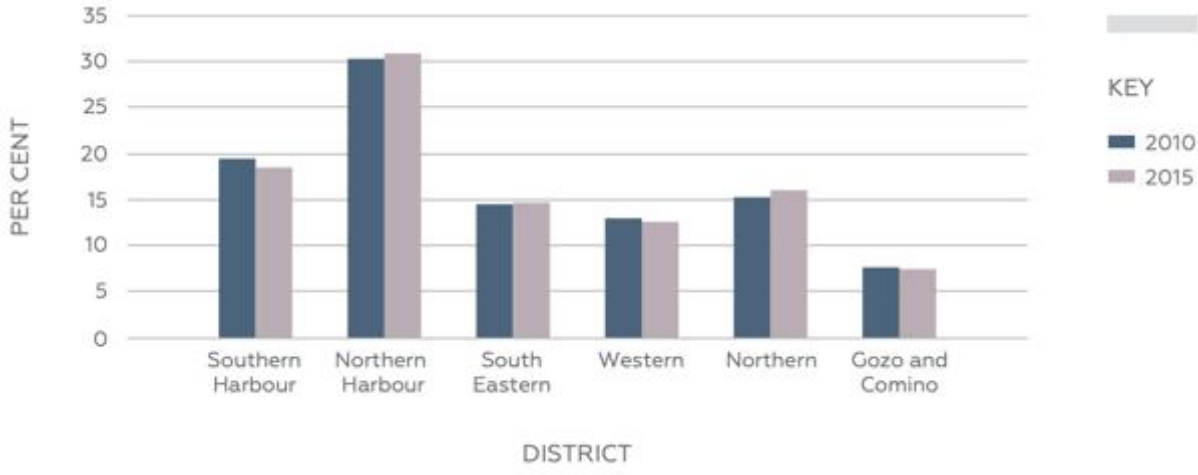


Figure 1 Malta, population density

The high population density districts are characterized by a highest chance of poverty rate due to the presence on the area of a higher number of people.

Poverty distribution in Malta

The Statistics on Income and Living Conditions survey showed that in 2017, 75 516 persons living

in private households in MALTA were at-risk-of-poverty, with 93.6 per cent residing in Malta

region and 6.4 per cent residing in the Gozo and Comino region. This translates into at-risk-of poverty rates of 16.7 and 16.4 per cent for the regions of Malta and Gozo and Comino, respectively. The highest increases in the number of persons at-risk-of-poverty in 2017 were registered in the Northern district and Southern Harbour district at 20.7 and 14.2 per cent, respectively. Meanwhile, the number of persons at-risk-of-poverty in Gozo and Comino, South Eastern and Northern Harbour districts decreased by 10.8, 9.7 and 1.9 per cent, respectively. (12)

	2012	2013	2014	2015	2016	2017
MALTA	**61 689**	**65 186**	**66 621**	**71 712**	**73 137**	**75 516**
Malta	**57 062**	**60 279**	**60 583**	**65 749**	**67 728**	**70 688**
Southern Harbour	13 730	14 326	14 630	14 852	15 888	18 139
Northern Harbour	18 248	17 927	17 651	22 428	22 934	22 506
South Eastern	7 706	7 847	9 336	9 757	11 382	10 282
Western	7 851	8 581	8 360	6 213	7 592	7 776
Northern	9 527	11 599	10 606	12 500	9 932	11 986
Gozo and Comino	**4 627**	**4 907**	**6 038**	**5 962**	**5 410**	**4 828**
Gozo and Comino	4 627	4 907	6 038	5 962	5 410	4 828
			% of total population			
MALTA	**15.1**	**15.8**	**15.8**	**16.6**	**16.5**	**16.7**
Malta	**15.1**	**15.8**	**15.5**	**16.4**	**16.4**	**16.7**
Southern Harbour	17.8	18.7	19.6	19.3	20.7	23.7
Northern Harbour	15.3	15.0	14.2	17.0	16.9	16.1
South Eastern	12.4	12.2	14.1	14.7	16.2	14.0
Western	13.9	15.3	14.7	11.0	13.3	13.4
Northern	15.1	17.5	15.5	17.6	13.6	16.1
Gozo and Comino	**15.0**	**15.8**	**20.0**	**20.0**	**18.3**	**16.4**
Gozo and Comino	15.0	15.8	20.0	20.0	18.3	16.4

Figure 2 Persons at-risk-of-poverty by region/district and year

The at-risk-of-poverty threshold is also referred to as the at-risk-of-poverty line or, simply, the poverty line. This is equivalent to 60 per cent of the median national equivalised income of persons living in private households. The at-risk-of-poverty rate refers to the share of persons with an equivalised disposable income below the at-risk-of poverty threshold.

Education level

Poverty is determined and associated with some factors, one the more relevant is education, here from figure 3 it is clear how the region defined previously as the poorest in Malta are the same in which the level of education is the lowest.

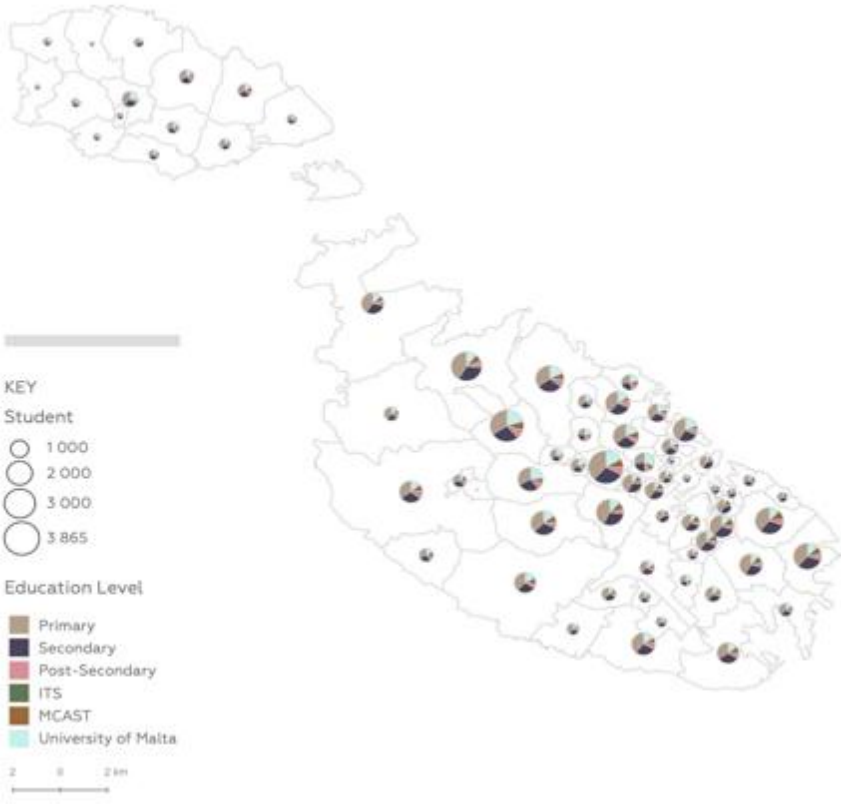


Figure 3 Education level by district

4.3.3. Employment

Here the report will focus on the current labour market situation in Malta for the disadvantage groups up mentioned in the report.

Malta employment rate

Here is an overview of the employment rate of the Maltese population during the last decade:

employment Rate in Malta decreased to 72.30 percent in the fourth quarter of 2018 from 72.80 percent in the third quarter of 2018.

Employment Rate in Malta averaged 58.45 percent from 2000 until 2018, reaching an all time high of 72.80 percent in the third quarter of 2018 and a record low of 53 percent in the first quarter of 2002. (12)

Below, in figure 4, all the data are summarized clearly:



Figure 4 Employment trend in Malta 2010-2018 (14)

It is evident how there is a slight up and down but the employment trends is positive and has being constantly growing since 2010 to 2018.

Unemployment

The unemployed population is defined as the population that is without a job, looking for it and able to work.

The unemployment rate has been diminishing since 2018, getting to 3.5 % of the population in January 2019, by genders the jobless rate was lower for women (3.4 percent vs 4.0 percent in Q4 2017) than for men (3.6 percent vs 4.0 percent).

Considering youth the rates increases, from April 2018 it has being going up down from 8 to 10.7 %. It was at 10.7 % in July and September 2018, while at the minimum, 8% in April 2018. At the latest survey, in march 2019 it was at 9.5 %. (13)

Working poor

Maltese population changed through the last decade, at the moment there is a highest percentage of migrants moving towards the island aiming at different job positions.

A large part of working poor is represented by third country nationals migrating to Malta as refugees. Furthermore, it is clear in figure 5 how since 2002, when the majority of them was employed in the construction sector, currently, the highest percentage is working in managerial, professional and scientific positions, while the lowest in manufacturing. (14)

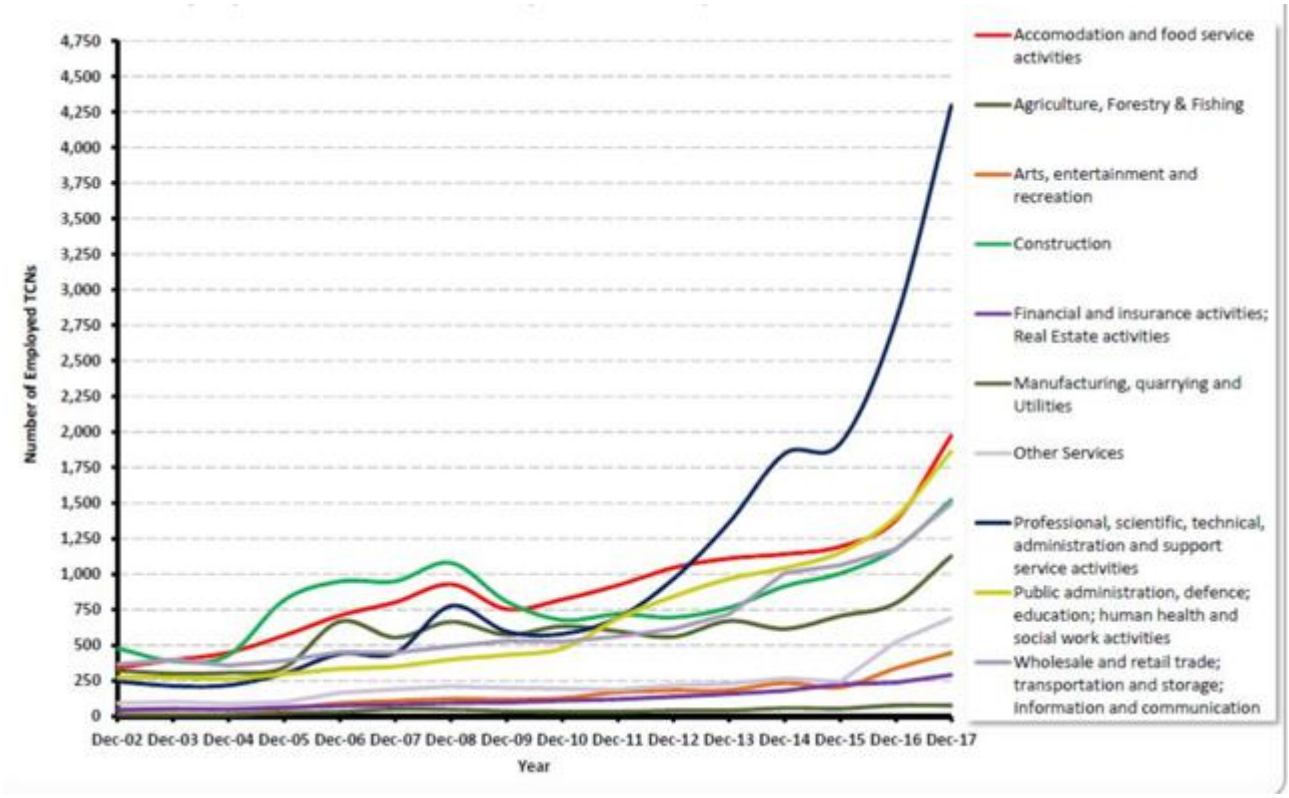


Figure 5 Employment of third country nationals by economic sector (14)

From figure 6 it is evident that a shift took place in the economic sector of interest and availability for third country nationals, while in figure 4, it is evident how the most common job designation for them is still elementary, followed close by service and sales workers.

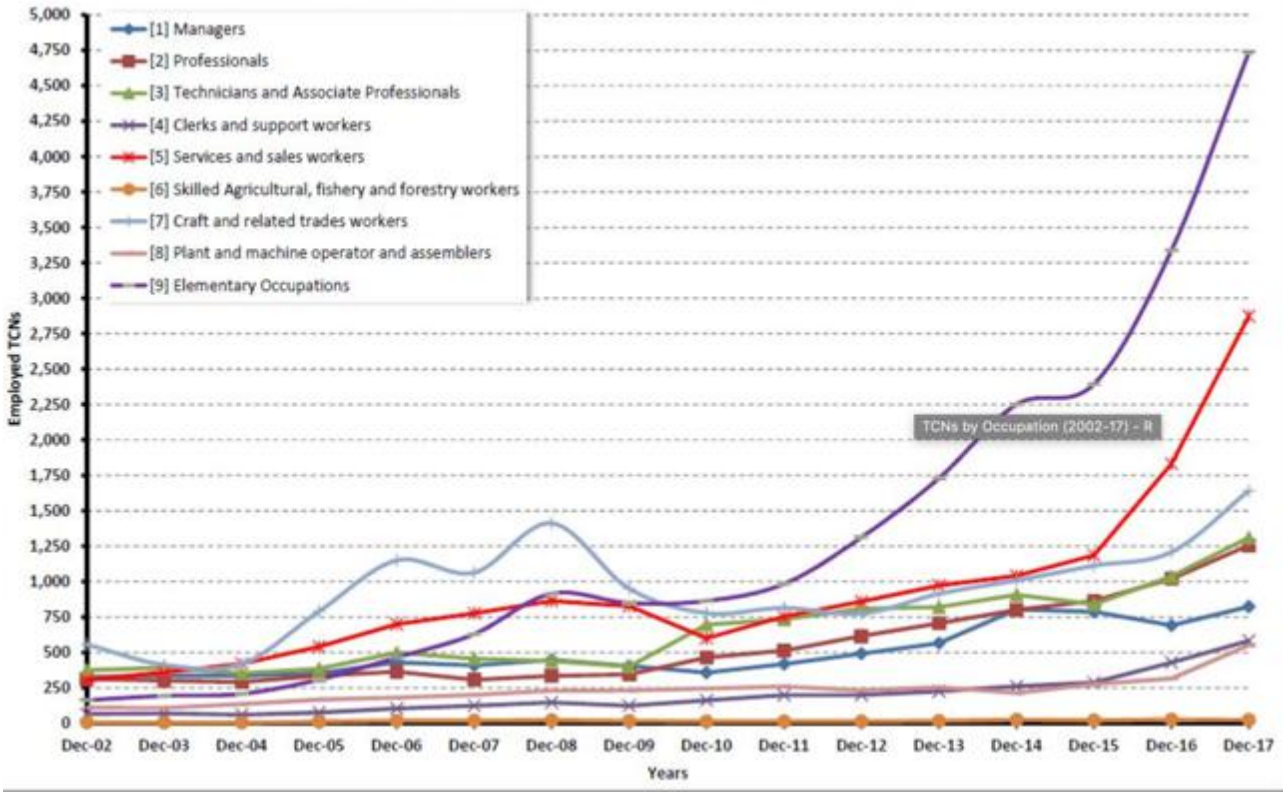


Figure 6 Major occupation group of employed third country nationals (14)

It is also relevant to see that the percentage of employed asylum seeker or beneficiary of protection has being increasing since 2002, in figure 7 there is an overview considering age cohort in the category:

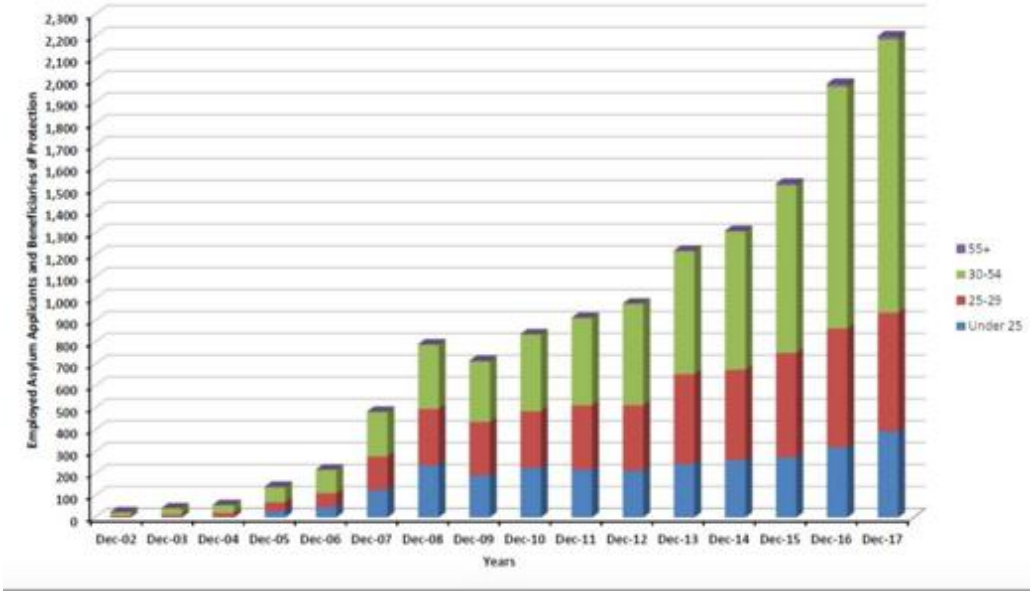


Figure 7 employed asylum applicants and beneficiaries of protection by age cohorts 2002-17 (14)

Considering a total of four categories between the third country nationals:

- asylum seekers
- temporary humanitarian protection
- subsidiary protection
- refugee

It is evident in figure 8, below, that the highest percentage employed are asylum seekers, followed by subsidiary protection, temporary humanitarian protection and refugees.

In the graphic time line it is evident how the asylum seekers population grew considerably while the refugees increasing was quite the opposite, a steady and small rise from 2002 to 2017 surveys. (14)

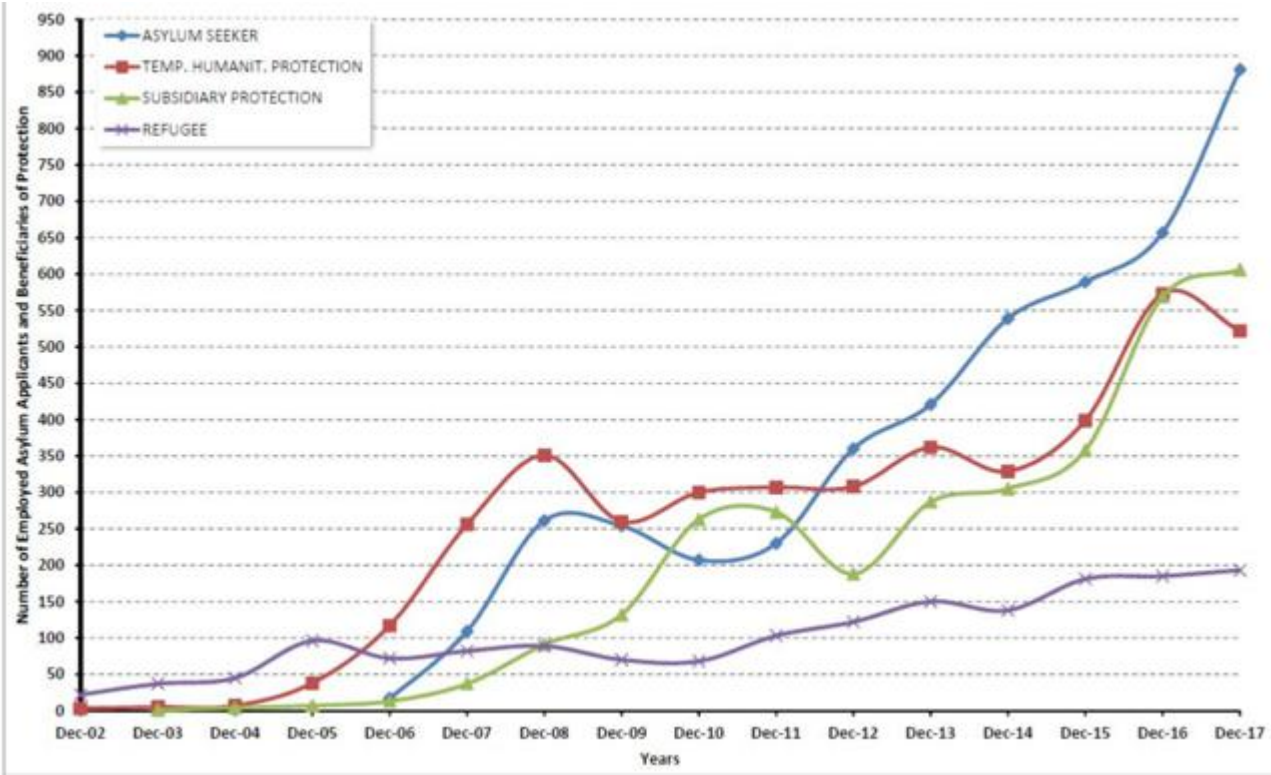


Figure 8 Employed asylum applicants and beneficiaries of protection trend 2002-17 (14)

Unemployment tools

There is a scheme to help and support unemployed people. It consists in receiving a weekly support, quantified in:

- Weekly Rate for head of household €105.93
- Weekly Rate for member of household €8.15

Such support twill be provided for a maximum period of 156 days after which the entitled person will stop befitting from it. (15)

Moreover, the government provides jobs plus, a platform through which people are able to register themselves and look for a job position. It stands for enhance accessibility to

the labour market through modernised and targeted services, whilst facilitating labour mobility and promoting investment in human capital.

It has many function in terms of support for contacts, workers and companies, e.g. to have access to the unemployment support the procedure and the documents have to be filled up online through a jobplus profile. (16)

Government Schemes for unemployment

Here are summarized all of the schemes that the Maltese government put into place to address the unemployed difficulties, focusing especially on the most vulnerable groups in the society, below in table 3:

Scheme	Aims
Access to Employment	• Enhancing opportunities to access the labour market and providing work experience to those furthest away from gainful employment; • Bridging the gap between labour market supply and demand; • Increasing social cohesion.
Average Wage Earners	• Assisting employed and self-employed persons attending one of Jobsplus courses and whose weekly wage does not exceed €300 (basic) per week.
Bridging the Gap	• Supporting the client in the transition period from unemployment to employment. It allows the employer to evaluate the performance of the client in the workplace, prior to proper engagement. The scheme targets disables and people in disadvantage situations
Childcare Subsidy	• offering an incentive for individuals with parental responsibilities to attend training courses organised by Jobsplus in order to improve their prospects of employment and integration into the labour market
Job Bridge Centre	• This offers various training opportunities to vulnerable & disadvantaged job seekers to acquire pre employment skills in order to adapt to labour market changes & requirements, enhancing their prospects for paid employment. Click here to find out more.
Mature Workers Scheme	• Employers, including self-employed individuals, who as from 2014 employ persons aged between 45 and 65, and who have been registering for work on Parts 1 and 2 of the unemployment register for the preceding six months, will have their income tax deducted pro-rata, as per the following information.
Tax Incentive Scheme	• With the Tax Incentive Scheme employers can benefit from €600 deduction from taxable income for each hands-on-training placement with a duration of 26 weeks or more. Placements must be offered to participants within the Youth Guarantee Scheme, Traineeships, Work Exposure and Work Placement Schemes.

Traineeship Scheme	• The Traineeship Scheme is intended to provide jobseekers with initial vocational training (pre-employment training) that will help individuals obtain the knowledge, skills and competence required to find and retain employment. Traineeships are based on a combination of on-the-job and off-the-job training. The programmes offered are labour market driven, whereby the job preferences of the jobseekers are matched with the requests made by employers participating in the scheme.
Work Exposure	• The Work Exposure Scheme is intended to facilitate transition into employment by providing jobseekers with initial hands on training that will help individuals obtain the knowledge, skills and competences required to find and retain employment. This scheme is designed to mirror contemporary labour market demand, whereby the job preferences of the jobseekers are matched with employers' requests.
Work Placement	The Work Placement Scheme is aimed at providing training to participants following a course offered by Jobsplus, which includes a practical component. Namely: • Vocational Education and Training Award in Child Care (0-3years) • Vocational Education and Training Award for Care Workers for Persons with Disability • Vocational Education and Training Award for Care Workers for the Elderly
Work Programme Initiative	• Assisting long-term unemployed individuals to re-enter into the labour market. The Work Programme Initiative's (WPI) main objective is that of re-integration the long-term unemployed into the labour market. This initiative consists of three phases: profiling, training and job placements. If any participant is not placed in employment for at least 6 out of 24 months from the date of the signing of the WPI contract, s/he is referred back to Jobsplus.
Youth Guarantee	The Youth Guarantee scheme (ESF.01.002 - Youth Guarantee 2.0) is an EU-funded project, developed for young people aged 15 to 25, and which consists of four education and employment related initiatives: the NEET Activation Scheme II, SEC Preventive Classes, MCAST Preventive Classes, and the ICT Summer Courses.

The schemes have a double function, they firstly aim at employing people, secondly some of them aim at providing education and formation to people working in low job position to earn ability to change their job designation. (17)

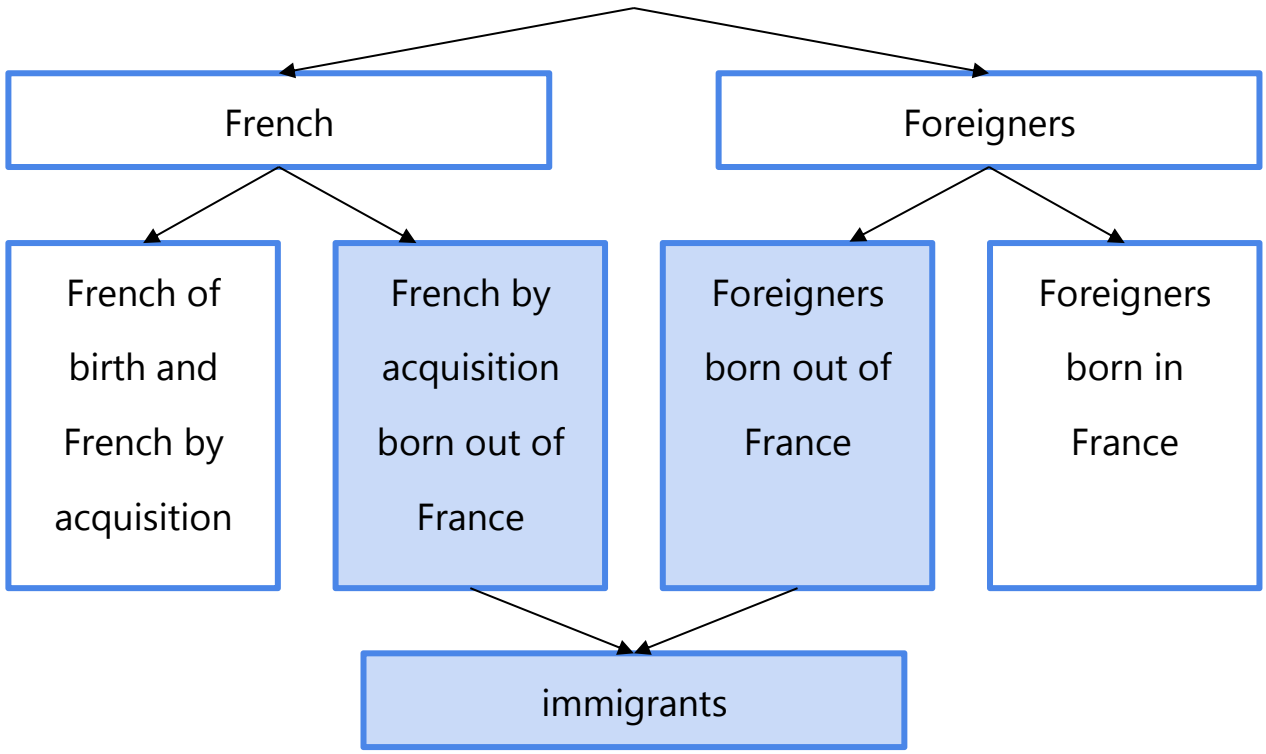
5. FRANCE

5.2. RESULTS OF THE DESK RESEARCH

5.2.1. Integration and migration issues in France

- **Statistical data challenges the myths about immigration**

Between 2006 and 2013, the net migration was almost divided by four in France, even if the share of the immigrant population is slightly higher, according to the report published by INSEE (national institute of statistics and economic studies). This photograph of France and its migratory flows goes against the fantasies of invasion so often recounted by the nationalist and identity right. Mobilities are increasingly important but relating only partly immigrants. The proportion of the immigrant population also increases, but moderately.



Picture: Population census data (2014)

If we stick to foreigners (people who reside in France and do not have French nationality), France has 500,000 more foreigners between 2006 and 2014. INSEE

notes that the number of acquisitions of French nationality was reduced over the period, "from 147,000 in 2006 to 97,000 in 2013". In total, among the population residing in France, 61.6 million people have French nationality and 4.2 million have a foreign nationality (6.4% of the population). Of these, 0.6 million were born in France and 3.6 million were born abroad.

Contrary to popular belief, the growth of the population residing in France is "essentially driven by the natural balance,". This balance amounts to + 2.2 million people over the last eight years, that is to say there were 6.5 million births for 4.3 million deaths. The net migration is lower, which stands at + 400,000 people over eight years. It contributes only up to 16% of the increase in the population. If we look in detail, we see that between the beginning of 2006 and the beginning of 2014, for 2.5 million admissions to the territory (which may be returns), there were 2.1 million out of territory.

- **Key figures for France**

First residence permits issued (Metropolis, third countries)

Reasons for admission	**2016**	**2017 (estimation)**	**Evolution 2017/2016**
Economic	22 982	27 690	+20,5%
Family	89 124	91 070	+2,2%
Students	73 644	88 095	+19,6%
Various	14 741	14 840	+0,7%
Humanitarian	29 862	40 305	+35,0%
Total	**230 353**	**262 000**	**+13,7%**

First countries of origin in 2016

First countries of origin	No.
Algeria	28 709
Morocco	27 323
China (Hong Kong included)	16 106
Tunisia	15 276
United States of America	6 849

- **Centres / institutions / organizations dealing with migrations issues**

Name	Aims	Cat. (NGO, governmental, others)	website
La Cimade	The defence of dignity and rights of refugees and migrants, regardless of their background, political opinions or beliefs.	NGO	https://www.lacimade.org/
Amnesty International	global and independent movement for human rights	NGO	https://www.amnesty.fr
ARDHIS	To recognize the rights to stay and asylum of foreign homosexuals and transsexuals	NGO	https://ardhis.org
Comede	Act in favor of the health of exiles and defend their rights.	NGO	http://www.comede.org/
Federation of Solidarity Associations with Immigrant Workers	defend equality among all and claim the right to freedom of movement and settlement	NGO	http://www.fasti.org/
Le GAS	Support to asylum seekers and political refugees	NGO	http://www.gas.asso.fr/
Gisti (Immigrant Information and Support Group)	Defending the Rights of Migrants	NGO	https://www.gisti.org
RESF (Education Network Without Borders)		NGO	http://www.educationsansfrontieres.org/
Défenseur des droits	to defend people whose rights are not respected; to allow equality for all in access to rights.	Independent state institution	https://www.defenseurdesdroits.fr
OFII (French Office for Immigration and Integration)	State operator in charge of the integration of migrants during the first 5 years of their stay in France.	Governmental organisation under the Ministry of Internal Affairs	http://www.ofii.fr/
Forum réfugiés-Cosi		NGO	http://www.forumrefugies.org/
SOS Méditérannée	European rescue association in the Mediterranean Sea	NGO	http://www.sosmediterranee.fr/
Observatory of the imprisonment of foreigners	The founding principle of the OEE is the denunciation of the trivialization of administrative detention and the penalization of illegal residence as a method of managing foreign.	NGO	http://observatoireenfermement.blogspot.com/

Observatory of the right to health of foreigners	denounce the difficulties encountered by foreigners in the areas of access to care and the right to stay for medical reasons.	NGO	http://www.odse.eu.org/

- **Typology of the different places of stay and their functions for migrants**

Device	Name	Description, concerned public	Legal frameworks (and sub-legal)	Number of places / location / main operators
Sifting centers	reception center and situation administrative review	Combined device: hosting and administrative examination. Then quick orientation to a center adapted to the administrative situation	Article L 744-3-3 CESEDA Circular of December 4, 2017 on the evolution of the hosting park	415 places: 3 centers in "Hauts de France" Generalization with 2,200 PLACES in 2018
	center of first welcome	People arriving in Paris (except Déboutées) Mandatory Administrative Review three days later at CESA (now GUDA bis)	CPA: art L 345-2 2CASF + tripartite convention Mairie de Paris, State, Emmaus	800 men and 400 women Emmaus solidarity (Paris, La Chapelle and Ivry) -
Transit hosting	Reception and orientation center	Create for the evacuation of migrants from Calais and used now for evacuations of Paris camps	L 744-3 2 ° CESEDA Operating Charter-July 2016	10,000 places outside Paris
	Emergency shelter for migrants	Specificity of the Paris Region Migrants evacuated from Paris camps and orientation via CPA	L 345-2-2 CASF Vademecum-September 2016	10 000 places EMMAUS, AURORE, France Horizon...

Reception devices for people in demand	Reception center for asylum seekers	Accommodation and support for asylum seekers during normal procedure.	L 744-3-1 CESEDA et L 348-1 of CASF	40 450 places ADOMA : 7 106 s ; COALLIA, 5 713 ; FTDA : 4 679 ; Forum réfugiés : 1288 ; CRF : 177 ; Groupe SOS : 1084, ...
	Emergency accommodation for asylum seekers	Accommodation and support for asylum seekers. Priority audience: expedited procedures	Article L 744-3 2 ° of the CESEDA Circular of 4 December 2017 t	21,000 places (of which 7,000 are stable) ADOMA, Coallia and other structures
	Temporary Reception Asylum Service	Accommodation and support for asylum seekers. Priority audience: expedited procedures	Article L 744-3 2 ° of the CESEDA Call for Projects - July 29, 2015	5776 places: ADOMA and other structures
	Provisional accommodation center	Reception and accompaniment of refugees and beneficiaries of subsidiary protection	Article 349-1 and following of the Code of Social Action and Families	2279 places COALLIA 439 ; FTDA 309DPHRS : 400; Forum réfugiés 173 ...
	Reception and accommodation program for asylum seekers	asylum seekers awaiting registration, in the course of proceedings + dublines under house arrest	L 744-3 2 ° of CESEDA Public Market of the Ministry of the Interior, Sept 2016	351 places: often located in old hotels. ADOMA single operator
Surveillance device for expulsion	"Return Preparation" Device	Surveillance and expulsion of persons under house arrest under OQTF or Dublin transfer decisions	circular of 17 July 2015	Currently 7 (557 seats): Moselle, Rhône, Paris, Seine-Saint-Denis, Bouche du Rhône. Adoma, Rose of the Winds, welcome without border 67, ADRIM. Generalization planned in each region in 2018

5.2.2.Interdisciplinary programs, cultural actions, trainings and educational services for migrants in France

- **National trend**

Theaters, orchestras, museums ... Finally supported by their financing organisations, the public institutions and associations multiply the artistic actions towards the migrants.

Collection of migrant songs organized by the Paris Chamber Orchestra (in residence at the Philharmonie); an orchestra for refugees created by Jordi Savall (supported by the Europe Creative program, which is funding 12 such projects this year as Risk Change); creation of associations such as Singa, which, among other things, raises workshops at the Théâtre de l'Odéon; mediation project for Syrian refugees with Arabic language guides set up by the Louvre Museum in Paris; creation of the "School of Acts" by the Theater of the Commune of Aubervilliers, second edition of the Welcome festival planned at the Immigration Museum ...

The Ministry of Culture intends today to join the program launched by the Ministry of Research, so that art schools host refugee researchers. In addition, it is also working on how to expand the culture pass for migrant children and is developing an on line platform for linking cultural institutions and associations.

- **Local Initiative**

QX1.org : Information sharing platform for migrants arriving in Marseille

http://qx1.org/en/les-extraits

The platform proposes to find a selection of extracts (both text and audio) taken from accounts by people who have arrived in Marseille in recent years. The extracts share their experiences, tips and advice. It also presents a selection of organisations (associations, businesses, institutions...) mentioned by the interviewees.

6. CROATIA

6.1. INTRODUCTION: MIGRATION, MIGRANTS AND MIGRATION RELETED ISSUES IN CROATIA

The current study aims to support the development of useful, practical and exemplary approaches and implementation processes towards **migration related topics** in the respective local communities across the EU. The RC project will implement a series of activities (art residencies, small and large scale exhibitions, touring residencies, lectures, symposiums, conferences, educational modules, ambassador of culture training programme, communication actions, stakeholders' involvement) related to migration topics and develop supporting materials and tools for innovative approaches towards art production and creative educational modules targeted at migrants and integration activities.

The **main research questions** of this study are:

What is migration? How is it understood? How responsive are residents of partner countries to migrants and migration related issues? How is the migration topic built (if it is) into national policies? What are the most integrated migrant's communities? How are they connected amongst themselves? What specific methods, cultural, educational and political are being used in partner countries? How can trainings/courses/interdisciplinary programmes for migrant target groups be integrated into local community.

6.2. RESULTS OF THE DESK RESEARCH

6.2.1.Integration/ Migration/ Refugee/ Detention centers in Croatia

Most immigrants in the past 15 years came to Croatia from the countries of the former Yugoslavia. In 2013, the year when the Republic of Croatia joined the EU, almost half of all immigrants (47%) came from Bosnia and Herzegovina. Among them, more than two thirds (69%) were already Croatian citizens (most likely possessing dual citizenship). The EU citizens accounted for 26% of all immigrants in 2013, among whom mostly Germans, Slovenes, Austrians and Italians immigrated into country. However, among them, 31%

were Croatian citizens, pointing to the fact that this many of them could be considered as repatriates from abroad and/or diaspora communities. While today most immigrants, who are Croatian citizens, still come from Bosnia and Herzegovina, the share of foreign citizen immigrants rose due to the increasing numbers of EU nationals. Apart from 'ethnically motivated' migration between Croatia and the neighbouring countries, the largest inflows and outflows relate to traditional emigration territories that have sustained socio-economic and family ties with Croatia based on the guest workers model or later on, during the war in the 1990s, and its aftermath. The only previous period of contemporary Croatian history when Croatian citizens had had a chance to experience ethnic and cultural diversity was encountering students from Asian and African territories back then in 1960s and 1970s during the Non-Alignment movement, few of whom stayed to live and work in Croatia.

In the last decade around half of all immigrants to Croatia were Croatian citizens, while half of them were foreigners. In the last eight years Croatia has recorded negative net migration values, meaning that more persons left the country than immigrated into the country. For example, in 2015, the data shows that 11.706 immigrated while in the same year 29.651 emigrated from Croatia. The Ministry of Interior data for 2015 shows there were 36.892 foreigners residing in Croatia, which is less than 1% of overall population in Croatia (4.2 million people according to the last population census in 2011). There are some estimations of around 15% of population being foreign-born, which mostly relates to persons of Croatian ethnicity who were born on territory of Bosnia and Herzegovina, and then immigrated and stayed to live in Croatia, easily obtaining Croatian citizenship, as co-ethnics. In the table below you may find data on "Foreigners residing in Croatia on the date of 31st December 2015", which are derived from the Ministry of Interior data (see below the table).

Country / Area of citizenship	Temporary residence: in sum **20,429** (on the basis of):			Permanent residence	Total	%
	Family reunification	Work	Other basis*			
European Economic Area	2,890	2,064	3,516	5,126	13,596	*36.9*
(out of which) Slovenia	664	303	896	1,333	3,196	
(out of which) Germany	611	175	803	1,429	3,018	
Third Country Nationals	1,560	1,790	1,168	8,525	13,043	*35.3*
(out of which) Bosnia and Herzegovina	484	613	440	5,147	6,684	
(out of which) Serbia	100	170	115	997	1,382	
Family members of EEA citizens and Croatian citizens	7,440	-	1	2,812	10,253	*27.8*
In TOTAL	***11,890***	***3,854***	***4,685***	**16,463**	**36,892**	
%	32.2	10.5	12.7	44.6		

* including schooling and studying, scientific research visits, usage of real estate, autonomous residing, and 'other' purposes. Source: http://www.mup.hr/main.aspx?id=172024 (for the year 2016, calculation and adaptation of the authors)

According to the Croatian Bureau of Statistics (2016) "in 2015, there were 11.706 immigrants to the Republic of Croatia and 29.651 emigrants from Croatia. In 2015, there were 55.4% of Croatian citizens and 44.5% of foreigners who immigrated into Croatia. Out of the total number of immigrants, there were 32.5% of persons who arrived from Bosnia and Herzegovina, while 18.7% persons arrived from one of the EU countries" (DZS, 2016).

FROM THE MIPEX (2015): "In the last two decades, regional immigration, mainly from other former Yugoslav republics, replaced the flows of refugees and displaced persons into Croatia, following the break-up of Yugoslavia. Due to economic downturn, employment rates decreased significantly as did labour migration into shipbuilding and construction industries, which traditionally enjoy the largest number of migrant workers. Newcomers to Croatia face barely halfway favourable policies for their integration. With an overall MIPEX score of 43/100, it ranks 30th out of 38 countries, alongside other 'new' immigration countries in

South-East Europe and the Western Balkans. Croatia's policies that best promote integration are in areas of European law. Nevertheless, these legal conditions can be undermined by authorities' rather discretionary procedures, a problem across Central and Eastern Europe. Future policies and funds need to address the areas missing in its current integration strategies: work-related language courses, access to vocational training and study grants, targeted education support for children beyond language learning, health entitlements/access and a migrant health plan, discrimination against non-EU citizens and political participation (e.g. voting rights, support and consultative bodies for immigrant leaders).
Policy Recommendations in regards to integration of foreigners to Croatia could be summarized as: Increase access to vocational training for non-EU citizens, including though access to study grants for permanent residents and family migrants; Guarantee all pupils' access to inter-cultural education throughout curricula by developing a systematic national educational framework; Increase political participation of non-EU citizens by extending local voting rights to permanent residents; Guarantee equal healthcare entitlements for all categories of migrants, including undocumented migrants; For permanent residence and naturalization, make language requirements more attainable for both low- and high-educated non-native speakers."

Furthermore, being on the very edge of the Schengen system Croatia has also been known as a transit territory, a part of a migratory path known as the '(West) Balkans route', for irregular migrants and asylum seekers on their way to Western Europe. In the recent period from September 2015 to April 2016, through the Croatian part of the Balkan corridor more than 660.000 refugees and other forced migrants transited through, however, only few hundreds of them sought for the protection, while the hugest majority wanted to pass through and reach Germany, Sweden and other Western countries. Altogether, between 2004 (when the first Asylum law was enacted) and December 2016 there were cca 7.000 asylum applicants in Croatia, and only 275 of them were granted with some sort of status (full asylum or subsidiary protection). Such a low recognition rate (one of the lowest in the EU) was justified by the Government with a fact that more than 80% of the applicants leave the country before the first instance decision, pointing to the fact Croatia is still perceived as "a primarily transit country". However, it seems that Croatian integration system has been developed first and foremost aiming at the population of asylum and subsidiary protection grantees, as particular category of (forced) migrants in need, rather than to known categories of regional migrants, and/or

highly skilled labour and family migrants, already residing and working in the country.

6.2.2. Integration of migrants and development of integration polices in Croatia

The greatest contribution to the development of integration policies in Croatia came from the harmonization of Croatian laws with the acquits of the European Union during the process of Croatia's accession to the European Union. Croatia thus aligned its Act on Foreigners, Act on Asylum and Act on Citizenship with the statutory acquis of the European Union and adopted the majority of the main international treaties on human rights. The Government also adopted the strategic documents with its Migration Policy for the 2013–2015 period, in which Integration Policy represented one of the chapters as well as the Action Plan for Removal of Obstacles in Implementation of Individual Rights in the Area of Integration of Foreigners for the 2013 – 2015 period. In April 2013, it also set up the Standing Committee for the Integration of Foreigners into Croatian Society. In both the Action Plan and in the activities of the Standing Committee, the accent was placed largely on the integration of asylum seekers and foreigners under subsidiary protection as the most vulnerable group of foreigners, while there were largely no measures foreseen for members of other migrant categories that also need help in integration. Despite the development of the legal and institutional framework, integration policy in Croatia, according to the results of MIPEX (2015) research, is only half-way favourable, with an overall grade of 43/100, placing Croatia in the 30th place of 38 countries encompassed by the research. Research has shown that, although the statutory regulations in Croatia with accession to the European Union were reconciled with the legal acquis of the EU, their implementation is sometimes disrupted by the discretional power of authorized employees. For that reason, it is made difficult for immigrants to exercise certain rights such as the right to permanent residence, the right to acquire Croatian citizenship, the right to family reunion, and the like. Some of those shortcomings in integration policies in Croatia are the absence of targeted state support for immigrants aimed at making it easier for them to find employment, very few integration measures for migrant pupils in Croatian schools and the exclusion of immigrants from political life, that is, the withholding of the right to vote, even for those with the right to permanent residence. The inefficiency of integration policies is also partly the result of poor inter-sector co-operation between the competent institutions and the

local communities and civil society organizations, the academic community and, generally, professionals who are involved in integration. Although the Standing Committee can establish ad hoc working groups for solving individual problems linked with integration, and apart from experts from departmental bodies also include in such groups representatives of local and regional self-government and civil society organizations, it has not yet taken advantage of that possibility.

The refugee crisis that has engulfed numerous European countries, and has not circumvented Croatia, has prompted numerous discussions about migration, refugees,

integration and similar themes. Discussions that relate to the settlement of migrants in Croatian society usually deal with three areas – the economic situation, the demographic change and national identity. From the economic aspect, Croatian society is among the weakest in Europe, while it is extremely homogenous nationally and has an aged population. According to the share of old people (65 years and older) in the total population, Croatia is among the oldest countries in Europe, while with the size of its deficit with a share in GDP of -5.7% in 2014, it is counted as being one of the four most unfavourably positioned Member States of the EU. The situation is similarly unfavourable with its public debt, whose growth dynamic on an annual basis is among the three fastest in the EU. In regards to ethnic structure, Croatia is a nationally extremely homogenous country since, according to the last Population Census (in 2011), 90% of its population are Croatian, with a small share of members of other nations. These three foregoing facts should be taken into account in creating Croatia's new migration and integration policies. Given the economic situation in Croatia, all labour-capable migrants should be included in the labour market, taking advantage of the possibilities that stem from their human, cultural and social capital. Although immigration cannot be expected to eliminate the negative demographic trends, it could at least alleviate them. And finally, with their cultural, linguistic and socio-economic features and potential, immigrants could contribute to the enrichment of Croatian society in the socio-cultural sense and make it multi-cultural to a greater extent."

In regards to more specific questions of reception and accommodation conditions for immigrants, temporary there are three collective facilities for reception of immigrants, but notably for asylum seekers and refugees. Regular

working migrants organize their own schemes and modes of stay and work, but for refugees more collective forms of reception and accommodation are provided. One of three above mentioned centers is basically serving a function of detention and pre-deportation center for irregular migrants who are caught in 'illegal' entering into or staying within the country. This detention center is located in Ježevo, some 30 kilometers from Zagreb (the capital) with a capacity around 120 sleeping beds. Migrants have access to common areas during the day, and have a right to spend a few hours a day in the outdoors courtyard, without possibility to leave this close facility. In the last couple of years, even prior to Croatia's joining the EU there have been plans to construct and open two new detention centers, one in Tovarnik (close to the eastern border with Serbia) and other in Trilj (close to the southern border with Bosnia and Herzegovina and close to the coast).

In regards to accommodation of asylum seekers there are two facilities for that purpose. One is the Accommodation Centre for Asylum Seekers in Kutina (opened in 2006) with the capacity of 110 beds, mostly for families, or for vulnerable groups. Vulnerable groups mean adults without legal competence, minors, elderly and infirm persons, seriously ill persons, disabled persons, pregnant women, single parents with minor children, persons suffering from mental disorders and victims of trafficking in human beings, as well as victims of torture, rape or other forms of psychological, physical and sexual violence. In Zagreb there is Accommodation Centre for Asylum Seekers (opened in 2011, in Dugave, hotel Porin), with the capacity of around 600 beds, mostly for single men or single women, even though sometimes for other groups as well. Once recognized refugees (asylum grantees and persons under subsidiary protection) have a right to get a state-paid accommodation for a period of two years after being granted with status. Huge majority of them stays to live in Zagreb, even though some individuals also have stayed in Kutina, Rijeka, Pula, Split and in other urban places. There are no any particular differences in urban and rural areas and the kind of support which is offered there, since mostly they reside in more or less urban areas of towns and cities. However, there might be some differences in service and support provision, because most of the governmental bodies as well as the majority of refugee right civil society organizations are concentrated in Zagreb or other macro-regional centers.

Please check also:
http://www.cms.hr/system/publication/pdf/51/knjizica_engleski.pdf

http://www.fes-croatia.org/fileadmin/user_upload/Manjine_i_migracije.pdf
http://www.dzs.hr/Hrv_Eng/publication/2016/07-01-02_01_2016.htm

No.	Center / Institution / Organization	Aim	Place (city)	Contact
1	Ministry of Interior (Department for Administrative affairs,	Regulating stay and work of aliens – the EU and third-country nationals	Zagreb	http://stari.mup.hr/1269.aspx
2	Government Office for Human Rights and Rights of National Minorities	Trans-sectorial Governmental coordination body responsible for integration.	Zagreb	https://pravamanjina.gov.hr/kontakti-525/525
3	Ministry of Health	Devising health care policy and services for foreigners	Zagreb	https://zdravstvo.gov.hr/kontakti/1982
4	Ministry of Social Policy and Youth	Devising social care policy and services for foreigners	Zagreb	http://www.mspm.hr/kontakti
5	Ministry of Science, Education and Sport	Devising education policy and services for foreigners	Zagreb	https://mzo.hr/hr/brzi-linkovi/
6	Ministry of Labour and Pension System	Devising employment policy and services for foreigners	Zagreb	http://www.mrms.hr/kontakt/
7	Accommodation Centre for asylum seekers (mostly single men and women)	Providing accommodation and basic living standards during the asylum procedure	Zagreb	https://www.mup.hr/kontakti/
8	Accommodation Centre for asylum seekers (mostly families and vulnerable	Providing accommodation and basic living standards during the asylum procedure	Kutina	https://www.mup.hr/kontakti/
9	Reception Centre for Foreigners	Detention and pre-deportation center for irregular migrants	Ježevo	https://www.mup.hr/kontakti/
10	Centres for Social care	Providing and implementing social care and accommodation services for recognized refugees	across country	http://www.czss-zagreb.hr/kontakti

*for the full list of institutions/organizations please check: https://ec.europa.eu/migrant-integration/country/Croatia

6.2.3. Organizations/ Institutions/Public bodies/ NGO's dealing with migration issues and migration target group in Croatia

- **Engagement of Non-State Actors**

When it comes to the engagement of non-state actors, there are several relevant

actions and initiatives focusing on the integration of immigrants. However, they are implemented by non-migrant civil society organizations and primarily target asylum seekers, refugees and subsidiary protection beneficiaries. The Centre for Peace Studies (CPS) (http://www.cms.hr) is very active with respect to asylum issues in Croatia. It organizes Croatian language lessons for asylum seekers, asylum grantees and persons under subsidiary protection. Furthermore, CPS volunteers help asylum and subsidiary protection grantees with everyday contacts with state institutions and with general adaptation to their new environment. CPS also (co)organizes many events that aim to publicly address asylum issues in Croatia. In addition, since February 2013 CPS has also been offering legal advice on discrimination and/or status issues, together with the Legal Clinic (Zagreb Faculty of Law).

The Croatian Law Centre (www.hpc.hr) provides free legal aid to asylum seekers, trafficking victims and disabled persons through different projects. In the area of asylum, their activities also include advocating for higher standards of protection, monitoring the conduct of police officers who deal with irregular migrants and implementing training programmes for police officers regarding the protection of human rights of irregular migrants and access to the asylum system [...].

The Croatian Red Cross (http://www.hck.hr/en), "in cooperation with state institutions, offers assistance to refugees, asylum seekers, and other migrants in need as well as to victims of human trafficking" (http://www.hck.hr/en/category/-asylum-and-migration-65 [Accessed 23 October 2013]). Their activities include providing psychosocial assistance to asylum seekers and "assistance to persons who were granted asylum or who are under subsidiary protection during the process of their integration into society and the local community" [...]. The Croatian Red Cross regularly organizes workshops and educational and sporting activities in reception centers for asylum seekers, which include Croatian language and cultural orientation seminars. In general, the objectives of non-state actors' engagement are to provide services and various forms of assistance, primarily to asylum seekers, refugees and persons under subsidiary protection: e.g. to help with learning the language and cultural orientation, to provide assistance contacting state institutions and dealing with their bureaucracy, and to provide psychological help, legal advice etc.

Civil society organizations' initiatives and activities supplement state actors' aims relating to integration for migrants seeking (asylum) and are sometimes

implemented in partnership with state institutions: e.g. with the Ministry of the Interior or with reception centers for asylum seekers in Kutina and Zagreb in the case of educational programmes, sporting events and psychosocial support. The Action Plan specifically states that the role of civil society organizations "is particularly important in terms of providing assistance to refugees and subsidiary protection beneficiaries of different cultural and religious affiliations" (Croatia 2013: 4)."

"Although a refugee is entitled to accommodation at the expense of the state for up to two years, which is generally a satisfactory deadline for most refugees, for many of them this has proved to be insufficient because in the meantime they have neither learned the language nor found a job, and the social assistance is not sufficient to fully cover the cost of housing. Some refugees wait in the reception centres for asylum seekers for suitable accommodation to be found in state flats, even after being granted status, and this shortens the period of two years and makes integration more difficult. Since the Ministry of Social Policy and Youth assumed the commitment of providing housing units for refuges, these unfavourable situations have been decreasing. However, there are still cases where refugees stay for several months in the reception centre and wait to move into a flat; the flat is frequently not suitable for living without some adaptation, and sometimes the refugees have to wait for the flat to be equipped with a minimum of appliances or furniture. The competent ministry must establish better cooperation with the Central State Office for State Property Management, which, among other things, cedes for use real estate to state administration bodies or other budget beneficiaries upon their reasoned request.

Croatian courses used to be organized in Zagreb at the Faculty of Humanities and Social Sciences, as part of the Croaticum – Centre for Croatian as a second and foreign language, where foreigners learn Croatian. However, for over two and a half years the competent ministry has not been financing courses of Croatian for refugees. This is the greatest problem for integration, because language is also the first step in the inclusion of any foreigner into society in any situation. This is a problem that has been pointed out by the mentioned NGOs and by UNHCR, but this has not been resolved so far.

Although refugees, in conformity with the legislation in force, have equal access to the labour market as Croatian nationals, this is not the case in practice. An obstacle to employment, in addition to the lack of or insufficient knowledge of

Croatian, is also the procedure of recognizing previous qualifications. The greatest number of refugees do not possess any proof of previous qualifications, or the acquired qualifications are not compatible with those in Croatia (for example, secondary school education in some countries lasts three years, while in RC it lasts four years, and the organization of vocational education is also completely different from that in Croatia). Therefore, no level of education, not even primary education, is recorded in their workbooks, which makes it impossible for them to re-train or acquire additional training through the programmes available at the Croatian Employment Service (in addition to the insufficient knowledge of the language which would make it difficult for them to follow such programmes and to successfully complete them)."

Please check also:
https://bib.irb.hr/datoteka/550154.Challenges_of_integrating_asylum_migrants_in_Croatia.pdf
https://pravamanjina.gov.hr/UserDocsImages/arhiva/15012016/Guide%20through%20integration.pdf

- **A list of institutions**

Number	Institution	Target group	Main activities for target groups	Place (city)	Contact
1	UNHCR Croatian Office	Asylum seekers and recognized refugees, stateless persons	direct humanitarian assistance; supporting and funding NGO's working on legal, psycho-social aid	Zagreb, Kutina, and across Croatia if needed	http://www.unhcr.hr/kontakt
2	Croatian Red Cross, the Migrants Protection Office	Asylum seekers and recognized refugees	psychosocial support and humanitarian assistance, counselling and support; educational activities	Zagreb and cities across Croatia via the municipal branches of Red Cross	http://www.hck.hr/en/category/-asylum-and-migration-contact-149
3	Centre for Peace Studies	Migrants of all statuses, mostly irregular, asylum and refugees	administrative support; legal aid; inter-cultural workshops; public advocacy; education and empowering	Zagreb and cities across Croatia, via network of Coordination for Integration	http://www.cms.hr/en/kontakt

4	Jesuit Refugee Service - Croatia	Asylum seekers, asylum grantees and persons under subsidiary protection	direct humanitarian and administrative help; educational and vocational activities; IT support; psychosocial counselling; religious services	Zagreb and other cities; also through regional network in the Balkans	http://www.jrs.hr/kontakt
5	Croatian Law Centre	Asylum seekers and irregular migrants	legal aid and assistance; psychological counselling	Zagreb, Kutina	http://www.hpc.hr/page.aspx?PageID=29
6	PaRiter	Minority communities, youngsters, civil society	Raising society's awareness about human rights, civic activism, promotion of minority communities human rights, promotion of activism among citizens	Rijeka	http://www.pariter.hr/?page_id=88

7	Society for Psychological Assistance	Asylum seekers, immigrants and refugees	psychological support for children, youth and adults; individual and group psychotherapy	Zagreb, Kutina, and across Croatia if needed	http://dpp.hr/en/contact
8	Taste of Home	Immigrants, asylum seekers, refugees	supporting emancipation of refugees at the labour market – through self-employment of skilled and unrecognised workers	Zagreb, across Croatia	http://www.okus-doma.hr/en/kontakt
9	Association of Africans in Croatia	Immigrants, asylum seekers, refugees, diaspora members	assistance to migrants and refugees and volunteers; fund-raising and self-financing; cultural and educational activities	Zagreb	http://dah.hr/about-us
10	Association MI	Asylum seekers and refugees	conducting the project "Creating Welcoming Communities" for better	Split, Rijeka, Osijek	https://www.irh.hr

*for the full list of institutions/organizations please check: https://ec.europa.eu/migrant-integration/country/Croatia, https://www.irh.hr/adresar

6.2.4. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Croatia

To understand the overall legislative and institutional framework for migrants' integration in Croatia, one has to know something about the historical context and legacies of migration flows, patterns and modes of mobility within the Croatian territory, that we already outlined in the previous section(s). In general, the overall system of integration in Croatia has been developed through the national legislation (Aliens Act, Asylum Act) and short-term strategic programs such as Migration policy and Action plan for integration. However, governmental integration policies which target mostly refugees and not an overall population of immigrants, have been fiercely criticized by NGOs and CSOs who are assisting migrants and refugees. The main line of criticism is that those policies have not been properly implemented or their implementation is such a slow process that many of beneficiaries cannot enjoy their right guaranteed by the laws and regulations. One of the example is that the state has not organized continuous and systematic Croatian language courses for recognized refugees, even though a language skills are basis for any integration in local community, market and society in general. Secondly, there are no vocational trainings for refugees which would enable their pre-qualification and open them more chances to enter the labour market. Thus, integration is not seen by the state as the potential for empowerment of people in order to make them efficient and sustainable parts of society, but rather, as the social care measure of dependency and marginalization, even if it is unintentional matter. Therefore, the main struggles to assist persons under protection to integrate into Croatian society fell mostly on local centres of social care, as well as on enthusiasm of international actors such as the UNHCR and the IOM, or the national ones such as Croatian Red Cross, or NGOs, most notably those working and assisting directly to people – Jesuit refugee service, Centre for Peace Studies, Croatian Law Centre. However, there have been some of the interdisciplinary programs, cultural events and activities, courses, seminars or training on migration or migrants' inclusion in Croatia during the years. And all of the above-mentioned actors also do provide educational services (basic language learning) as well as some training in skills for the people in accommodation centres as well as for recognized refugees outside them (informatics courses, workshops for women and children, sport events, etc).

For example, the project "Supporting refugees' integration: from practice to policies", implemented by the Centre for Peace Studies aimed to increase the

quality of life of refugees by developing a model for a two-way integration process based on social and institutional preconditions for their integration in Croatian society and advocating adequate integration policies for different refugee groups. This aim tried to be achieved through cooperation with institutions, civil society organizations and citizens, and by direct work with refugees and persons with subsidiary protection in Zagreb and other towns in Croatia. The project aim had been justified by a deep understanding of refugees' integration needs and challenges in Croatia from the beginning of asylum procedure implementation. The central problem which the project tackles is a lack of social and institutional preconditions for successful integration of migrants into Croatian society whereas integration is understood as a two-way process requiring changes both in recipient society as well as adjustments of migrants on that society, its values, institutions, legal frameworks etc. This problem is caused by a lack of preventive measures and clear integration policies for their full inclusion into Croatian society. Considering that refugees and their families are not able to access sufficiently their rights to accommodation, right to work, education, social assistance and integration assistance in society, most refugees tend to stay isolated while their integration process lasts longer than necessary. The adoption of the new Migration policy, as a vital tool for an all-encompassing, quality approach to migration and active integration of foreigners and refugees in Croatian society has not yet started to be implemented.

Refugees were provided with direct social services based on their needs and got access to information and institutions in the spheres of health, social rights, human rights, education, work, children and youth animation. Also, governmental and non-governmental organizations got a partner and point where they can get information and seek help in their work with refugees. Ten NGOs showed interest and took part in work of Coordination for Refugee Integration, and relevant ministries become aware of problems that refugees are faced with, and they started to take actions and steps to solve some particular integration obstacles, more or less successfully. Refugees were provided with direct social services based on their needs and got access to information and institutions in sphere of health, social rights, human rights, education, work, children and youth animation. The awareness of the integration problems and a willingness to cooperate with NGOs were noticeable by some ministries, but not with others. Policy solutions and recommendations towards systematic approaches in improvement of the whole integration process of beneficiaries have been developed (please check: http://www.cms.hr/en/azil-i-integracijske-politike/azil)

The more recent activities in this regards include couple of long-standing projects and associations. Every year there is a manifestation taking place in the mid-June, around the International Refugee day, that includes a series of public events such as lectures, workshops, concerts, exhibitions and other cultural events, sport and leisure activities, and all other contents that try to bring together local population and refugees in Croatia. Please check more on: http://www.cms.hr/hr/azil-i-integracijske-politike/4-tjedni-izbjeglicama.

An integral part of this events are usually “Okus doma / Taste of Home” public kitchen events, where local population and refugees get to know each other’s, prepare and share meals together. Okus doma - Taste of Home is a culinary experiment gathering groups of refugees presenting specific cooking and gastronomic skills. It aims to create conditions for their economic emancipation as a part of their social inclusion and integration in Croatia. The Croatian authorities have seriously neglected the creation of integration policies, especially those embracing work and education opportunities. This made the refugees dependent on state services even after two initial integration years. Only 7.5% of those granted protection are non-state dependent through temporary and rarely steady jobs. Employability and social inclusion of refugees is a process at high risk due to several factors: inequality in Croatian society, lack of language skills, and the inability to show and express the knowledge and skills they have in the context of a rather narrowed labor market. Many of the refugees have excellent cooking skills, having previous experiences of being professional chefs of restaurants or professional cooks. The goal is to push the economic emancipation of the refugees and other migrants by using their knowledge, skills and earlier experience, while raising awareness on the potentials of their integration.

The initiative is based on support, solidarity and knowledge exchange. It gathers people of different origin who organize cooking workshops, public show-kitchen activities. Public recognition and quality of offer resulted in initiating a social cooking cooperative specialized in catering and the opening of a restaurant is planned. The whole project also aims to raise awareness of the Croatian public to refugees' needs and to fight prejudice thanks to the social hospitality of the culinary and cultural exchange. The main result of the project is the creation of a social cooperative which was registered in February 2014 with 4 employed cooks, 3 technical staff and a coordinator. In the March 2015, a cookbook "Taste of Home" was published and presented to stakeholders in the area of integration of refugees, as well as to the broader public. For further dissemination of the project

results, a documentary movie was produced in March 2015 and a media campaign "Taste of Home" was launched, in cooperation with media company Fade-In (please check: http://www.okus-doma.hr/en).

Centre for Peace Studies and Taste of home organized the first conference on migrant entrepreneurship in Zagreb, in April 2017. Please check: http://www.cms.hr/en/azil-i-integracijske-politike/prva-konferencija-o-socijalnom-poduzetnistvu-za-migrante.

It is worth to mention that first immigrant run organization in Croatia called "Association of Africans in Croatia" (DAH) has been working actively to promote an African culture and statuses and rights of immigrants of African origin residing in Croatia. We do not have particular information about satisfaction of migrant participants with these activities, events or evaluation results. DAH has school and youth programs in order to promote youth volunteering in refugee camps in Croatia. Also DAH is organizing regularly all kinds of educational programs and workshops for youth through several Erasmus+ programs.

Two recent interesting initiatives comes from Zagreb and Rijeka. In Zagreb, some civil stakeholders are trying to establish "Intercultural social Centres" as places of intercultural inclusion/exchange where all members of society will have the possibility to express themselves and support the activities aiming at empowering refugee/migrant/diaspora groups through mutual socio-cultural activities (performances, poetry, music events, refugee cooking – "taste of home", sport activities with refugees, etc.) as a tool of awareness raising and voice of refugees/migrants. This place could serve as intercultural platform promoting alternatives and positive actions through non-formal education for citizens, activists, experts and teachers, together with migrants and refugees. Please check more on: http://konferencija.zagrebotvorenigrad.hr/en/open-city-towards-the-intercultural-community-center/

In Rijeka, through the project "Port of diversity – Rijeka 2020", and in the connection with migrations it is worth mentioning the program line "Kitchen – Center for Creative migrations". The Kitchen program line figures as a place of dialogue between those who travelled to us and those who travelled away. Food is an essential cultural instrument, the beginning of sharing. In this context, Kitchen becomes an open workshop in exchange of ideas, habits, and prejudices. "An

informal pulse that merges and gathers. A workplace: a studio for developing art, a centre for research, a gallery for exhibitions, in the borderlands between city history and contemporary reality. As a platform for encountering migration experiences from other parts of Europe".

Within the Kitchen program line in 2016 a group of students from Department of cultural studies in Rijeka developed and realized the manifestation "Bacchanalia: Grandma is not from here". The goal of the manifestation was to bring closer minority communities' culture to wider public, especially younger people. Various minority communities were involved for participation in the manifestation program: communities of Italians, Serbians, Roma people, Slovaks, Slovenians, Russians, Ukrainians, Hungarians, etc. Through food degustation, music and dance, the focus is on joining of different cultures, conversation, exchange of experiences, etc.

- **Critical review**

A more fundamental capacity building of local social service providers (local NGOs) for work with asylum seekers and refugees is needed. It should include planning, funding and implementation of joint programs in regards to several areas: language learning, education on all levels and funding for pupils and students, vocational and prequalification programs, recognition of foreign diplomas and equalization with Croatian standards. What is needed is more of direct service provision to beneficiaries (asylum seekers and asylum grantees) through activities of info-integration point and personal assistance, provision of information services, free legal assistance and free Croatian language courses, educational activities for children and adults, integration workshops that introduce Croatian culture to refugees. This should especially apply to other towns and centers outside of Zagreb, with creating network of social service providers (horizontal networking), as well as with policy makers and official authorities (vertical networking). Croatia also needs to envisage mechanisms of monitoring implementation and proposing improvements in legislation and policy development related to integration policies for all categories of migrants. What is needed is a stronger collaboration with economic and entrepreneurial sector as well as with academic structures in order to gain the maximum of migrants' market and education involvement. Cooperation with cultural institutions should foster the intercultural communication and interaction of migrants with local citizens, artists and experts.

6.2.5. Information actions, Cultural events or Integrational programs, trainings and educational services, introducing the migration issues, raising tolerance, fight xenophobia for local/ national citizens in Croatia

Many of the things being said in the previous question also apply here. Nevertheless, there are no specific integration programs, courses, seminars or trainings, whether formal or non-formal, on migration issues in Croatia, besides two worth mentioned. For the last 15 years Centre for Peace Studies has been conducting one-year non-formal interdisciplinary education program relying on a number of social sciences and humanities, as well as the experience of lecturers and participants. It seeks to understand the cause of conflict, develop approaches to prevent and stop violence, war and serious human rights violations and build sustainable peace and fair societies strong enough to resist violence, inequality and injustice. Within the program there are two subjects (Post-colonialism and Migration, Emancipation of cultural pluralism in the age of refugeeness), that try to think about migration and refugee issues, and link a theoretical knowledge with a grass-roots activism, voluntarism and migrants' rights advocacy. But also going beyond that this program serves as a platform for combating racism, xenophobia, ethnic exclusivism and all sorts of discrimination that immigrants in Croatia could experience.

It is important to work on raising awareness of the issues and different aspects of post-migration processes by informing and sensibilizing the public and civil servants on the presence and the rights of various categories of foreigners in Croatia. The Anti-Discrimination Act regulates the issues of sanctioning these negative trends in Croatian society. However, preventive and proactive activities must also be carried out to create a real legal and social framework of intercultural dialogue and integration of foreigners into Croatian society. There were some attempts from the side of the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia, and the Ministry of Culture and the Agency for Electronic Media in this regards, but they are largely insufficient. Therefore, a lot of non-formal activities is carried on by the civil, humanitarian, charity and faith-based organizations including Croatian Red Cross, Jesuit Refugee Service, UNHCR, Centre for Peace Studies, and others.

- **Critical review**

Official figures regarding recent international migration flows and stocks are not plausible to the highest extent. Croatia does not have a Population register, while stock data regarding citizens and foreigners is only available in 10-year population censuses. Recent censuses (in 1991, 2001 and 2011) make reliable comparisons of migration data difficult, since different methodologies and classifications were used each time for persons absent at the time of the census. The latest census of 2011 was conducted and data were processed in line with a new methodology based on the UN Recommendations on Statistics of International Migration and further harmonized with the EU's regulation on common statistics. Nevertheless, there is a need to further develop population and migration statistics.

Surveys on internal and international migration of Croatian population are carried out by the Croatian Bureau of Statistics on the basis of data collected by the Department for Administrative Affairs of the Ministry of the Interior (MOI). However, there have been some obstacles and methodological biases, which should be noted. Before the implementation of the Aliens Act, which entered into force on 1 January 2012, registration of temporary and permanent residence was mandatory only upon entering the country, while the same was optional in case of leaving the country. The size of emigration has thus probably been underestimated. In addition, the monitoring of immigration is insufficient. Figures regarding 'real immigrants' are probably overestimated due to the fact that many Bosnian Croats, who obtained Croatian citizenship, only formally register their residence in Croatia, but do not actually live there.

(Please cite as: Kranjec, Julija i Župarić-Iljić, Drago (2014). Croatia - Diversity of Migration Trends and Policies. In: Felicita Medved (ed.) *Proliferation of Migration Transition: Selected EU New Member States*. Brussels: European Liberal Forum: 152-188.

Please also see:

http://www.dzs.hr/Hrv_Eng/publication/2016/07-01-02_01_2016.htm

6.2.6. National and local policy documents supporting/ dealing with migration issues in Croatia

As part of its preparation for EU accession, Croatia harmonized its Aliens' Act and Asylum Act with the EU acquis in 2013, and started a significant policy and administrative reform. The Croatian government adopted a strategic document, establishing the migration policy priorities of the Republic of Croatia for 2013 – 2015, as well as the "Action Plan on

the removal of obstacles to the exercise of particular rights in the area of the integration of foreigners 2013-2015". Integration of Third-country Nationals in Croatia is trans-sectorial. The objectives of integration are to be realized through initiatives and measures within several areas and by different Government ministries and agencies. The Government Office for Human Rights and Rights of National Minorities is the coordination body responsible for integration.

Migracijska politika Republike Hrvatske za razdoblje 2013-2015 / Migration Policy of the Republic of Croatia for the period 2013-2015

Akcijski plan za uklanjanje prepreka u ostvarivanju pojedinih prava u području integracije stranaca za razdoblje od 2013. do 2015. godine / Action Plan for the removal of obstacles to the exercise of particular rights in the area of integration of foreigners in the Croatian society,

Zakon o strancima (Narodne Novine 130/2011 i 74/2013) / Aliens Act, Official Gazette (130/2011 and 74/2013)

Zakon o međunarodnoj i privremenoj zaštiti (Narodne novine 70/2015) / Act on International and Temporary Protection (Official Gazette 70/2015)

Vodič kroz integraciju: Osnovne informacije za integraciju stranaca u hrvatsko društvo / Guide through Integration: Basic Information for the Integration of Aliens into Croatian Society

6.4. RESULTS OF THE QUANTITATIVE LIFE STAGE BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMUNITIES IN CROATIA

The purpose of the interviews was to deepen insights from the questionnaire survey (subjective view of active ageing, information seeking behaviour, literacy and digital literacy, and acceptance/rejection of a course on active ageing) and to screen older adults who could act as peer trainers later on.

6.4.1. Who was interviewed?

No.	Date	Place	Duration in minutes	Female/ Male	Age	Position towards migration
1	3 Feb 2017	Rijeka	65 min.	M	64	Labour
2	3 Feb 2017	Rijeka	156 min.	M	65	Labour
3	4 Feb 2017	Rijeka	66:44 min.	M	62	Labour
4	4 Feb 2017	Rijeka	75:23 min.	F	32	Labour
5	5 Feb 2017	Rijeka	75:23 min.	M	29	Labour

6	5 Feb 2017	Rijeka	75:23 min.	F	33	Labour
7	6 Feb 2017	Rijeka	54 min.	M	51	Labour
8	6 Feb 2017	Rijeka	43:35 min.	M	65	Labour
9	7 Feb 2017	Rijeka	146 min.	M	38	Labour
10	7 Feb 2017	Rijeka	146 min.	M	31	Labour
11	8 Feb 2017	Rijeka	146 min.	M	38	Labour
12	8 Feb 2017	Rijeka	146 min.	M	58	Labour
13	9 Feb 2017	Rijeka	146 min.	M	46	Labour
14	9 Feb 2017	Rijeka	146 min.	M	32	Labour
15	10 Feb 2017	Rijeka	146 min.	M	43	Labour
16	10 Feb 2017	Rijeka	146 min.	M	39	Labour
17	11 Feb 2017	Rijeka	146 min.	M	56	Labour
18	11 Feb 2017	Rijeka	146 min.	M	39	Labour
19	12 Feb 2017	Rijeka	35:24 min.	M	50	Labour
20	12 Feb 2017	Rijeka	31:42 min.	M	76	Labour
21	13 Feb 2017	Rijeka	61:36 min.	F	44	Labour
22	13 Feb 2017	Rijeka	45:48 min.	M	49	Labour
23	14 Feb 2017	Rijeka	50:37 min.	M	49	Labour
24	14 Feb 2017	Rijeka	134 min.	M	54	Labour
25	15 Feb 2017	Rijeka	134. min.	M	48	Labour
26	15 Feb 2017	Rijeka	134 min.	M	56	Labour
27	16 Feb 2017	Rijeka	134. min.	M	49	Labour
28	16 Feb 2017	Rijeka	69 min.	F	51	Family
29	17 Feb 2017	Rijeka	56 min.	F	24	Family
30	17 Feb 2017	Rijeka	36 min.	F	31	Family
31	18 Feb 2017	Rijeka	62 min.	M	47	Family
32	18 Feb 2017	Rijeka	76 min.	M	44	Family
33	19 Feb 2017	Rijeka	55:51 min.	M	50	Family
34	19 Feb 2017	Rijeka	68:30 min.	F	40	Family
35	20 Feb 2017	Rijeka	50:56 min.	F	71	Family
36	20 Feb 2017	Rijeka	25:22 min.	F	69	Family
37	21 Feb 2017	Rijeka	35:05 min.	F	56	Family
38	21 Feb 2017	Rijeka	57:55 min.	F	34	Family
39	22 Feb 2017	Rijeka	58:47 min.	M	44	Family
40	22 Feb 2017	Rijeka	39:03 min.	F	60	Family
41	23 Feb 2017	Rijeka	38:09 min.	F	63	Family
42	23 Feb 2017	Rijeka	21:56 min.	F	60	Family
43	24 Feb 2017	Rijeka	34:10 min.	F	62	Family
44	25 Feb 2017	Rijeka	68 min.	M	47	Family
45	25 Feb 2017	Rijeka	24:24 min.	F	31	Family
46	26 Feb 2017	Rijeka	45:44 min.	M	50	Family
47	26 Feb 2017	Rijeka	64 min.	F	31	Family
48	27 Feb 2017	Rijeka	76 min.	M	50	Family
49	27 Feb 2017	Rijeka	74 min.	M	67	Schooling/studying
50	28 Feb 2017	Rijeka	53 min.	M	46	Schooling/studying
51	28 Feb 2017	Rijeka	55 min.	M	63	Schooling/studying
52	1 Mar 2017	Rijeka	68:22 min.	M	35	Schooling/studying
53	1 Mar 2017	Rijeka	76 min.	M	38	Schooling/studying
54	2 Mar 2017	Rijeka	63 min.	F	34	Schooling/studying
55	2 Mar 2017	Rijeka	95 min.	M	/	Asylum/refugees
56	3 Mar 2017	Rijeka	95 min.	F	41	Asylum/refugees

57	3 Mar 2017	Rijeka	43:06 min.	F	/	Asylum/refugees
58	4 Mar 2017	Rijeka	43:23 min.	F	51	Asylum/refugees
59	4 Mar 2017	Rijeka	55 min.	M	30	Asylum/refugees
60	5 Mar 2017	Rijeka	73:16 min.	F	34	Return/diaspora/lifestyle
61	6 Mar 2017	Rijeka	49:20 min.	F	51	Return/diaspora/lifestyle
62	6 Mar 2017	Rijeka	43 min.	M	31	Return/diaspora/lifestyle
63	7 Mar 2017	Opatija	57 min.	F	32	Return/diaspora/lifestyle

6.4.2. Who participated in the interviews phase?

- **Age**: Ranging from 24 years old (born in 1993), to 76 years old (born in 1941). Due to age cohorts the research sample was skewed to the end of elder population. There were 6.3% respondents of 21-30 years old cohort; 28.6% of 31-40 age; 44.4% of 41-60 age; and 20.6% of 61 years old and older. Average age of respondents was 56 years old (standard arithmetical mean).

- **Nationality**: Under the category of nationality 56 respondents declared to belong to 22 different nationalities (cumulatively), while 7 respondents did not declare openly their nationality, thus, treating this as missing values in statistical analysis. Out of all eleven participants (20%) were of Ukrainian nationality which was the most prevailing cohort. Five respondents were Slovenians, Croats and Serbs counted for four participants each; three of Italian, Russian, UK, 'Bosniak' (Bošnjak) nationality; two of Albanian, Slovak, USA, Romanian, Syrian, and "Yugoslav" nationality. On lastly, 'Bosnian' (Bosanac), Hungarian, Roma, German, Mexican, Spanish, 'Muslim' and South Korean nationality, were represented by one respondent each. However, researcher who conducted the interviews have some serious doubts that at list five to ten respondents use the ethno-mimicry or anonymity wanting to either skip this question or provided the false information. However, all accounts were taken for granted. It is important to be noted that some of them reported and emphasized they have been living in Croatia that long, they have obtained Croatian citizenship. In the case of dual citizenship, they were asked for stating the primary one.

- **Mother tongue**: In total, 63 respondents of 22 nationalities share 18 different languages as their mother tongue. Ukrainian is the mother tongue for ten of them, Croatian for eight of them; Albanian for six of them; Bosnian and English for five of them respectively; Slovenian, Italian and Russian for four of respondents respectively; Serbian and 'Serbo-Croatian' for three of them respectively; Slovak, Romanian and Arabic for two of them respectively; and for each one of respondents Hungarian, 'Bosnian-Croatian-Serbian (BHS)', German, Spanish and Korean is the mother tongue.

- **Working status**: More than half of respondents were actively employed at the time of conducting research (57%), while 11% were unemployed and only two respondents were in school (studying). Eight respondents were either self-employed or free-lance, and eight of them reported to be retired.

- **Gender**: There were 39 male respondents (62%), and 24 females (38%).

- **Level of school**

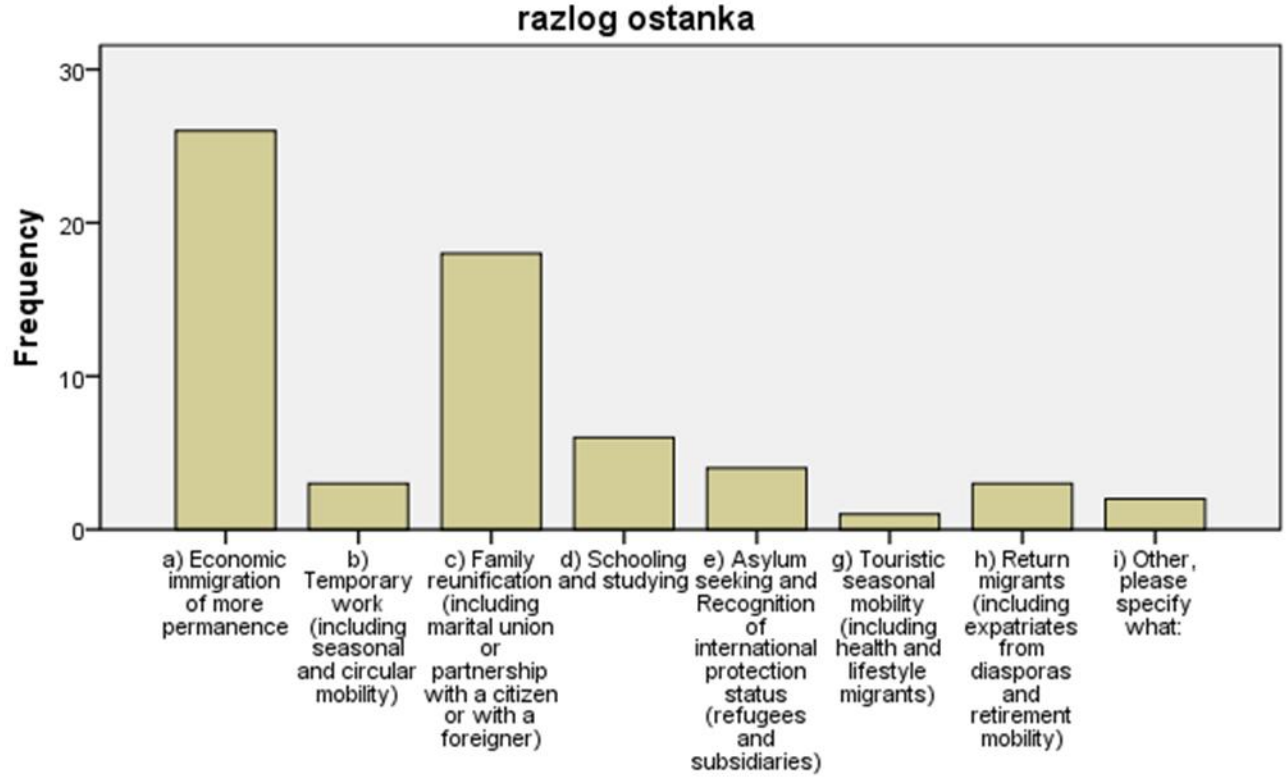
Level of School		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	b) Primary school	3	4.8	4.8	4.8
	c) High school	24	38.1	38.1	42.9
	d) Faculty education (BA, MA)	30	47.6	47.6	90.5
	e) Doctorate degree (PhD)	6	9.5	9.5	100.0
	Total	63	100.0	100.0	

- **Residental status**

Residential status		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	b) Temporary resident	20	31.7	31.7	31.7
	c) Permanent resident	5	7.9	7.9	39.7
	d) Citizen (including double citizenship)	35	55.6	55.6	95.2
	e) Other, please specify:	3	4.8	4.8	100.0
	Total	63	100.0	100.0	

- **Primary reason of stayin in Croatia**

Reason of staying		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	a) Economic immigration of more permanence	26	41.3	41.3	41.3
	b) Temporary work (including seasonal and circular mobility)	3	4.8	4.8	46.0
	c) Family reunification (including marital union or partnership with a citizen or with a foreigner)	18	28.6	28.6	74.6
	d) Schooling and studying	6	9.5	9.5	84.1
	e) Asylum seeking and Recognition of international protection status (refugees and subsidiaries)	4	6.3	6.3	90.5
	g) Touristic seasonal mobility (including health and lifestyle migrants)	1	1.6	1.6	92.1
	h) Return migrants (including expatriates from diasporas and retirement mobility)	3	4.8	4.8	96.8
	i) Other, please specify what:	2	3.2	3.2	100.0
	Total	63	100.0	100.0	



6.4.3. Quantitative questionnaire (Integrational part)

- **Willingness to integrate**

On a scale from 1 to 5 (1 being the least, 5 being the most accurate for you), how would you assess your willingness to integrate into the society of your host country?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I am rather not willing to integrate	3	4.8	4.8	4.8
	I don't know, I cannot assess	4	6.3	6.3	11.1
	I'm quite willing to integrate	20	31.7	31.7	42.9
	I am most certainly willing to integrate	36	57.1	57.1	100.0
	Total	63	100.0	100.0	

Average score (general grade): 4.41

- **Engagement of host country**

On a scale from 1 to 5, how would you assess engagement of your host country in your integration into its' society (quality of language courses, social activities, hospitality of people, etc.)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Utterly insufficient	4	6.3	6.3	6.3
	Insufficient	17	27.0	27.0	33.3
	I don't know, I cannot assess	17	27.0	27.0	60.3
	Sufficient	16	25.4	25.4	85.7
	Exceptionally sufficient	9	14.3	14.3	100.0
	Total	63	100.0	100.0	

Average score (general grade): 3.14

- **Factors that contribute to acceptance**

Which factors in your opinion contribute the most to your acceptance of a foreign culture and willingness for your integration into that culture?

Openness and hospitality of people

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not so important	3	4.8	4.8	4.8
	Pretty much important	28	44.4	44.4	49.2
	Very important	32	50.8	50.8	100.0
	Total	63	100.0	100.0	

Average score (general grade): 4.41

Employment/job opportunities

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Not so important	2	3.2	3.2	3.2
	I don't know, I cannot assess	1	1.6	1.6	4.8
	Pretty much important	11	17.5	17.5	22.2
	Very important	49	77.8	77.8	100.0
	Total	63	100.0	100.0	

Average score (general grade): 4.70

Time I'm willing to spend more permanently in this country

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not so important	7	11.1	11.1	11.1
	I don't know, I cannot assess	5	7.9	7.9	19.0
	Pretty much important	30	47.6	47.6	66.7
	Very important	21	33.3	33.3	100.0
	Total	63	100.0	100.0	

Average score (general grade): 4.03

Presence of minor/major religious groups I can affiliate with

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least important	21	33.3	33.9	33.9
	Not so important	17	27.0	27.4	61.3
	I don't know, I cannot assess	4	6.3	6.5	67.7
	Pretty much important	13	20.6	21.0	88.7
	Very important	7	11.1	11.3	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Average score (general grade): 2.48

High living standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least important	1	1.6	1.6	1.6
	Not so important	10	15.9	15.9	17.5
	I don't know, I cannot assess	11	17.5	17.5	34.9
	Pretty much important	27	42.9	42.9	77.8
	Very important	14	22.2	22.2	100.0
	Total	63	100.0	100.0	

Average score (general grade): 3.68

Readiness of host country to provide quality language courses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least important	5	7.9	7.9	7.9
	Not so important	6	9.5	9.5	17.5
	I don't know, I cannot assess	5	7.9	7.9	25.4
	Pretty much important	20	31.7	31.7	57.1
	Very important	27	42.9	42.9	100.0
	Total	63	100.0	100.0	

Average score (general grade): 3.92

Other (option 1):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't know, I cannot assess	2	3.2	6.7	6.7
	Pretty much important	7	11.1	23.3	30.0

	Very important	21	33.3	70.0	100.0
	Total	30	47.6	100.0	
Missing	System	33	52.4		
Total		63	100.0		

Average score (general grade): 3.92 (RELATIVE RATIO cca 1.87)

RELATES TO: accessibility/simplification of administration/bureaucracy (12/30), schooling opportunities, social and welfare system, legal equality, vocational trainings, medical support, etc.

- **Frequency of attending social events**

Choosing a value from 1 to 5, assess the frequency of attending social events

Frequency of attending social events		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hardly ever (once a year)	3	4.8	4.8	4.8
	I attend here and there, a few times per year	27	42.9	43.5	48.4
	I visit quite a few socials events on monthly basis	23	36.5	37.1	85.5
	I actively follow social activities and visit plenty of events on weekly basis	9	14.3	14.5	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Average score (general grade): 3.61

- **Frequency of socializing with foreign language groups**

Socializing with foreign language groups		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	5	7.9	8.1	8.1
	Very Infrequently (once or twice a year)	10	15.9	16.1	24.2
	I socialize here and there, a few times per year	12	19.0	19.4	43.5
	I socialize quite a lot (once a month)	13	20.6	21.0	64.5
	I actively socialize on a regular basis (once a week or more)	22	34.9	35.5	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Average score (general grade): 3.60

- **Expectations and goals**

Choose the value from 1 to 5 to assess how much your expectations and goals have been satisfied since your arrival in the host country.

Expectations and goals realized		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Have not been realized	2	3.2	3.2	3.2
	Have been realized only slightly	9	14.3	14.5	17.7
	I don't know, I cannot assess	7	11.1	11.3	29.0
	Many expectations and goals have been realized to huge extent	29	46.0	46.8	75.8
	I have achieved all of them	15	23.8	24.2	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Average score (general grade): 3.74

6.4.4. Qualitative questionnaire (In-depth interview)

- **Expectations regarding quality of life**

What were your expectations regarding the quality of life and the way of living in Rijeka/Croatia and what do happiness and quality of life mean to you?

Expectations/goals	No of replies
- financial security / living standard / job security	26
- quality leisure time	11
- good cultural offer	9
- good health condition / good health care	8
- to have the question of housing taken care of	6
- self-realization	5
- good relationships with people / opportunities to meet people	5
- possibility of promotion at work	3

- to be able to school kids	3
- to feel secure	3
- the quality of life is not related to the place I live in / the happiness is inside us	3
	3
- to contribute to the community / to be an active member of society	2
- to have enough time for yourself	2
- good food	2
- decent life	2
- the vicinity of sea	2
- to be able to do what you love	1
- good traffic accessibility within the city (parking, public transportation)	1
- to feel accepted in society	1
- to live peacefully	1
- to be anonymous	1
- financial aids / privileges (for migrants)	1
- to feel loved	1
- clean streets	1
- the good city atmosphere ('city vibe')	1
- the possibility for social networking	1
- good climate	1
- social care	1
- to have a garden	1
- to watch a good game, be able to buy something for kids, buy a book, travel	1
- to feel as a citizen	1
- to be satisfied	1
- social environment	1
- to have a family	1
- to have/eat healthy products	
- that other people do not feel afraid and that I don't feel paralysed because of their fears	1
	1
- that the ambient I live is in harmony with the universe and that is not toxic	1
- that the city is multicultural and cosmopolitan	1
- food variety / different cousins	1
- to live in a society that is not complicated	1
- clean air and water	1
- government that is not complicated	1
- to have parks and nature within the city	1
- happiness depends on karma	1
- freedom of speech and freedom of movement	1
- small pleasures in life	1
- I live happily because the state is taking care of war veterans	1
- my father wanted that his children live and work here	1

Were your expectations fulfilled?

Replies	No of replies
- partly	23
- I don't know/ unanswered	26
- yes	8
- no	6

- **Positive impressions**

What do you like about Rijeka?

Replies	No of replies
- (nearness of) sea	17
- people (friendly, creative, open-minded, kind, helpful, cool, positive, carefree smiling, intelligent, have many interests, more civilized, eager to discuss…)	15
- the vicinity of other localities (Opatija, Kastav, mountains, islands, neighbouring countries…) / the geographical position of Rijeka	13
- openness of Rijeka	13
- I feel accepted / I feel that Rijeka accepts new people	11
- city view / appearance of the city	8
- climate	6
- nature / landscape	6
- walking in the center / center (Old town, Korzo)	5
- multiculturalism	5
- tolerance	5
- feeling of freedom / liberalness	5
- not too small, not too big	5
- architecture	4
- cultural events	4
- good communication with people	3
- Rijeka's alternative (music) scene	3
- industrial heritage	3
- I like everything	2
- light traffic	

- not much	2
- it's not a touristic city	2
- food	2
- people are not too nosy	2
- good energy / feeling of Rijeka	2
- winter in Rijeka	2
- I feel like at home	2
- you have everything you need in Rijeka	2
- everything is within walking distance	2
- better access to education	2
- the urban spirit of the city	1
- Rijeka's 'craziness'	1
- the feeling that Rijeka is more progressive than the rest of Croatia	1
- (SKC gallery)	1
- Rijeka's anarchism	1
- Rijeka's individualism	1
- that my family is here	1
- nearness of snowy areas	1
- security (no crime)	1
- social life	1
- I'm fond of Rijeka	1
- because it's a port	1
- that it's a city of workers	1
- that it's an intellectual city	1
- carnival	1
- theatre	1
- it's possible to do things fast, without waiting, both personal and business-related	1
- I can buy something to eat during night	1
- beautiful concerts in winter	1
- Art cinema	1
- it's a democratic city	1
	1

- pizza-burek (sarcastic?)	1
- good water	1
- food market	1
- it's a special and different city	1
- clean air	1
- I was able to open a new firm here	1
- girls here	1
- it's clean	1
- Pehlin's Brazil (international local football league)	1

- **Negative impressions**

What you do not like about Rijeka?

Replies	**No of replies**
- stagnation / Rijeka is not developing (culturally, industrially, politically touristically, infrastructurally)	13
- slow bureaucracy / administration	7
- weather (rain, bora)	6
- less and less cultural events / poor cultural offer	5
- too small (everyone knows everyone, bumping into exes, nothing is going on, not enough budgets for anyone, not enough programs/activities…)	5
- I like everything about Rijeka (for now)	5
- central bus station	4
- unused factory buildings / not well used infrastructure	4
- not enough job possibilities	4
- poor transport links	4
- lack of foreign cuisines / restaurants	4
- there are no enough trash cans / it's dirty	3
- traffic jam	3
- night life	3
- high cost of living	3
- impoverishment	3
- it's a dead city during the night	2
	2

- disinterested people / apathetic city	2
- that Rijeka is not anymore industrial city	2
- nepotism	2
- discrimination (of LGBT community, Serbs, Roma people)	2
- people (not interesting, rude, a bit cold)	2
- the urban landscape (with historical sites) is not well planned and preserved	2
- not enough parking space	2
- boring summers	2
- limited resources / budgets	2
- health care	2
- city government (doesn't care about the realization of some projects)	1
- that there is no rootedness of Rijeka	1
- skepticism and fearfulness of people when confronted with a new idea	1
- self-hate	1
- verbal, psychological and physical violence	1
- the system does not allow me to express my creative possibilities	1
- lack of infrastructure for cultural events	1
- the hills	1
- the same mayor is in power for too long	1
- there are no enough social events for seniors	1
- gay marriage referendum	1
- I don't like anything but sea	1
- it's hard to find something I don't like	1
- not enough programs / infrastructure for children	1
- I like the city but I don't like the national context in which it is placed	1
- taxi service	1
- unfavourable economic climate	1
- Rijeka is not rock city anymore	1
- Rijeka welcomes you, but it doesn't give you anything	1
- there is nothing special about Rijeka	1
- things are not organized efficiently	1
- poor information services	1

- public transport organization	1
- I can't remember anything I didn't like	1
- expensive restaurants	1
- the city is closed for people who are coming	1
- some important people left Rijeka / people are leaving Rijeka	1
- there is no intersectoral cooperation	1
- no audience development	1
- there is no criticism and socially engaged culture	1
- there are not many choices / activities	1

- **Cultural differences**

What are the cultural differences between your homeland and Rijeka/Croatia?

Replies / positive differences	**No of replies**

Replies / negative differences	**No of replies**
- people's character and mentality (less polite, distant, reserved, give up too easily and don't stand for their rights, falsely polite, more negative and depressed, don't respect personal space, nosy)	11
- poor health care	3
- children socialize less and in a less spontaneous way here	2
- my hometown/country developed faster / is more developed	2
- it is more corrupted and non-transparent	1
- the sense of pride, personal identity and identity of collective do not exist	1
- it's a more individualistic society	1
- it's less lively	1
- less cultural and ethnic diversity	1
- worse work ethic	1
- families stay together until children are 30, 40 years old	1
- less cultural events	1
- worse taxy service	1

- nothing is open during night	1
- worse political situation	1
- there is no good city cultural politics	1
- institutions do not cooperate	

Neutral replies	**No of replies**
- there are no big differences	10
- different mentality (not specified in which way)	4
- language	3
- there are big differences	2
- different clothing (and hairstyles)	2
- people do less sport	1
- people are more religious	1
- It was more carefree and relaxed in my homeland	1
- people are more carefree here	1
- different way of socializing	1
- my homeland is a historical country	1
- nightlife (people drink more alcohol)	1
- different raising of children	1

- **Personal freedom**

What does personal freedom mean to you?

Replies	**No of replies**
- an indefinite answer / I don't know	11
- to be able to freely express myself	7
- to be able to be myself	6
- to not feel restricted (in any way)	5
- personal freedom is within us / it doesn't depend on the city I live in	4
- to be able to do what I love and live from that	3
- freedom of movement / to be able to move around without feeling fear or	

discomfort / to have open borders	3
- to be able to say something in my mother tongue without being looked in a strange way or locked	2
- it is a part of happiness	1
- it is an untouchable virtue	1
- to be able to realize human potentials and not to be obstructed in doing so, to have a support and to be able to see the results	1
- personal freedom depends on existential conditions	1
- to be able to do things that I want and to have conditions for that	1
- to have the same rights as Croatian people	1
- to have access to education	1
- freedom of sexual identity and religion	1
- the less you expect from life and society, the more free you are	1
- the less you are dependent on TV news, phone, 'social innovations', the more free you are	1
- I'm more worried about losing my real freedom because of the possible wars	1
- to have support	1
- to feel relaxed	1
- to be able to have my own opinion	1
- freedom of speech	1
- not to have any restrictions because of who I am	1
- to be satisfied with what I do	1
- to be able to move and live quality life, the way I want to live without compromising someone else's freedom	1
- it depends on your way of thinking (that you can change) and on the environment	1

Does Rijeka provide conditions for the realization of personal freedom?

Replies	**No of replies**
- it does	17
- unanswered	17
- personal freedom does not depend on the place of living	3
- it does not	3
- it does, but personal freedom can be / is limited by financial situation	2
- I feel free in Rijeka, but it may be so because I'm a cautious person and I know what am allowed to do	1
- it is even too free, people lack empathy	1
- I don't know	1
- mostly yes	1
- only partly	1
- Rijeka can provide conditions for the realization of personal freedom, but the micro-communities (families) are becoming more and more closed	1
- it's quite ok, but it can always get better	

- **Feeling of acceptance**

Do you feel accepted and respected in Rijeka/Croatia?

Positive replies	**No of replies**
- I feel accepted/respected	13
- I never had any kind of problem / unpleasant experience	8
- I feel completely accepted	3
- I feel very accepted	1
- I think I was accepted because at the time there were other refugees in the classroom and it was normal	1
- I feel accepted because here nobody cares about your name and surname	1
- I never had any kind of problem – when you do nice gestures to people, it comes back to you. I didn't have any problems with getting the papers and citizenship. I had some problems with police and superiors because I'm a stubborn man.	1
- I don't feel equality in the city. As soon as you tell your surname and nationality you are separated, half-dead. My son has a diploma from brickwork, but he's working on concrete mixer. We had problems with getting citizenship. I got my permanent residence after 10 years. Once they accused my child of stealing in the supermarket because he had hands in pockets. If I can't breathe and live here normally, then I want to leave. We can't go to the football games, because the football fans want to beat us.	1

- People abroad don't have that black or white approach, but everybody is at the same level. It is very black and white here: you come somewhere, knock at the door, and you're always the last one, even when you're the first one. I protest because I don't have some rights that should be guaranteed by law. They look at us differently, they have a wrong picture of us, you're not feeling free.	1

Ambivalent replies	**No of replies**
- I felt accepted. Unfortunately, the state didn't provide any kind of language course.	1
- I feel accepted as a person, but not so much when it comes to job.	1
- I didn't have many unpleasant experiences, but people would sometimes say stuff like 'your father is Shqiptar'.	
- I feel reasonably accepted, I don't have many friends, I have the bureaucracy battles, I can't give blood in Croatia, but I'm pretty comfortable here.	1
- I never had a particular unpleasant experience, but there are some prejudice about my nation.	1
- I never had any kind of unpleasant experience, except that I witnessed some street fights.	
- I feel accepted to a large degree. I need to self-censor myself sometimes.	
- I never felt any kind of aversion because I knew I had to behave appropriately in new culture/community.	1
- I had a negative experience only at police when they said me that the Bosnian nationality does not exist.	1
- I had some problems with bureaucracy and getting into the health insurance system	1
- I had many unpleasant experiences: one lasted for 10 years and it was related to citizenship, I had constant problems with police and court, but I didn't have any problems with people.	1
- I had some minor problems, for example, once a teacher asked me how many times we stick our nose into the ground and once a neighbor told me to go back from where I came from.	1
- I had problems with bureaucracy and with the varieties of dialects.	
- yes and no: I am respected by my colleagues and friends, but I can't get promotion.	
- I didn't have any negative experience, because I'm kind of exotic. But the bureaucracy is slow, people in public institutions do not speak English and as a foreigner (and I feel like a foreigner) I don't have some rights that should be provided by the European Union.	1 1
- I didn't have any kind of unpleasant experience because I'm not born in Rijeka on the contrary, but I had some problems with getting a temporary residence and once I got a paper that stated I owe money to the Republic of Croatia because of the health insurance, although I didn't owe any money.	1
- I had an unpleasant experience during the referendum about the definition of marriage and during anti-Cyrillic protests in Croatia: people used to stop me in street and tell me that they shed blood for Croatia. It ruined my quality of living. There is a lot of openness and acceptance in Rijeka, but it is fascinating that the feminist culture is not developing in Rijeka.	1

- I had some problems at the university because I was a foreign student: it seemed like the whole institution is suspicious and I had to prove all the time that I don't have any kind of evil intentions. The institutions (university and police) are distrustful, inert and inhospitable. - I didn't have unpleasant experiences because of my identity, except when a few boys in kindergarten asked my why my son speaks Serbian. I became aware of the difference. - There is still a light, latent xenophobia, but nobody ever said something directly to me. - I wouldn't say I had negative experience, but I had different experiences, people are curious and they're looking because there are no many Asians here. The Korean embassy is warning us all the time (on activities, news) but I didn't get any kind of guide or help. - I feel accepted in Rijeka because most people speak English. - I feel accepted, but I had some bureaucracy problems.	1 1

- **Life goals**

What are you life goals / your future plans?

Replies	**No of replies**
- I'm planning to stay in Rijeka	15
- I'm not sure if I'm going to stay in Rijeka	7
- I would like to have a job, get promoted, get some kind of recognition, work in my field, contribute to something…	5
- I'm planning to stay in Rijeka for now	4
- I would like to have a (happy) family	4
- I would like good life for my (grand)children (independence, education, happiness regular salaries…)	3
- I would like to contribute to Rijeka / make things work here	3
- I want to finish writing my book(s)	2
- I'm moving abroad / to Germany	2
- I would like that our families get the opportunity to come and visit us / move here with us	2
- I would just like that my children stay here, I don't have other goals	1
- I'm moving to Germany because of the financial situation, but I hope I will come back	1
- I'm moving to Vienna and I will try to do something I always wanted to do – to study and work abroad	1
- I'm staying in Rijeka until 2021	1

- I will stay in Rijeka for some longer period of time but not forever	1
- I'm planning to stay in Rijeka for the rest of my life	1
- I personally wouldn't like to stay in Rijeka	1
- I'm not staying in Rijeka	1
- I'm probably staying in Rijeka	1
- I would like to stay, but I would never get an ideal job here	1
- I have business related plans	1
- I would like to open a gallery	1
- to improve cultural infrastructure (material and immaterial)	1
- to reduce the risk of de-identification or loss of the social fabric	1
- I would like to see some kind of a peaceful movement in Balkans or at least in ex-Yugoslav republics	1
- it's not about the destination, but the journey	1
- to fulfill my ambitions and get some kind of recognition	1
- I don't have any special goals, I want to be in good health, to give something more to the city, live and enjoy life	1
- I'm very humble, I don't have any special goals and wishes	1
- I fulfilled most of my goals (education, job, family and friends), I want that such condition develops more, and that we are all healthy and alive, and that we live in some normal political system that won't become extreme.	1
- I would like to get old in Rijeka, get promoted at work, buy an apartment	1
- I would like that there is a better connection between Rijeka and some other cities	1
- I would like to survive and be treated with respect, which is rare.	1
- I would like to work less for more money (to have a more responsible position)	1
- I want to live peacefully, to be able to socialize and to be part of something if I want and the opposite if I don't want	1
- I want to learn	1
- I want to have as less as possible goals and wishes	1
- different projects, different contacts	1
- I would like to write my final thesis	1
- to live until I'm 120 years old and to be functional, healthy, active	1
- I would like to teach	1
- I would like to start my own food business and to live somewhere where animals are free	1

- to live as long as I can in Rijeka	1
- to live well day by day and, at the moment, to make the exhibition	1
- I would like to realize my project that is directly connected with Rijeka's culture	1
- I would like to continue with activist work	1
- I would like to finish my master studies and stay in the academic world or in the field of academic translation	1
- I don't have any plans	1
- I will try to stay in Rijeka	1
- I'm going to search for a place with better conditions for my family	1
- I'll try to move from Rijeka as soon as possible	
- I plan to stay in Rijeka until the end of my life	

- **Life in RIjeka**

What did you learn about life in Rijeka? Would you recommend Rijeka for living to somebody else?

Positive replies	**No of replies**
- I would recommend it	2
- I would recommend Rijeka to anyone, especially to the people who are changing the place of living. They should approach it with positive thoughts and without fear. People should be able to forgive: forgiveness is love, love is forgiveness	1
- Come to Rijeka, come to see the market and the city, go to see the old paper factory Hartera. I wish you luck and success. Find a job, or studies or life partner….	1
- Of course I would recommend it!	1
- I wouldn't recommend anything in particular, because you would be delighted by the city itself	1
- I would advise them to come, because they will be satisfied	1
- I would recommend it, it is great here. You should listen to people and be patient with bureaucracy.	1
- I would recommend it, it is great here, if you want to work you can succeed in Rijeka	1
- I would recommend it. It's relaxed and less stressful than in Italy.	1
- I would recommend it: life is easier, you can come to an agreement about everything, the standard is not high, but people are normal	1
- I would recommend to that person to sleep over the night and to come without any	

sub-questions and fears. Everything he can dream of is possible to happen here	1
- I would recommend it to anyone, Rijeka is a wonderful city and everyone who came in Rijeka became fond of it. Buy yourself an apartment here and enjoy	1
- I would say that it is important where you are going to live and how you will survive	
- I would say that Rijeka is the best place to live in Croatia for foreigners	1
- I would recommend it in most cases, although I would warn them about administration	1
- I would recommend to stay open, to be patient, not to take anything personally	1

Negative replies	**No of replies**
- I would recommend to them to move abroad	1
- I wouldn't recommend Rijeka, but I think it's a better option than many other places	1
- I wouldn't recommend it. It's only good for living, not for working.	1
- I wouldn't recommend it	1

Ambivalent / neutral replies	**No of replies**
- you should first find a job	6
- Yes and no. I would recommend to young people to go somewhere further, to Italy or Ljubljana.	1
- If you are safe in yourself, you should come to Rijeka, but you can't expect something from the city, you need to be able to offer something first. I would recommend Rijeka to the people in service sector. You should just follow your heart and if you think you should come, then come.	
- I would warn them about the cultural differences because people in Rijeka are a bit reserved and it's easy to bump into the people who are not benevolent. People in Bosnia are gullible and it can easily happen that you feel betrayed and hurt.	1
- My first question would be 'why in Rijeka, why not in Opatija or the surroundings' Rijeka is so condensed. I would say that you have to have a real reason why to come in Rijeka, like a job or some social group or some sort of class (yoga, tai chi…) that you're going to be a part of.	1
- It depends on why would the person like to move to Rijeka: if you want to move in order to feel more comfortable then yes, but if you're looking for job then I wouldn't recommend it. The city is acceptable enough and beautiful enough to live here nicely.	1
- I would recommend to them to come, but not to expect that somebody would adapt to them, they have to adapt to the city (neighbours, mentality, habits…).	

- I would recommend to them to come, but they first need to see the city.	1
- I would recommend to them not to compare Rijeka to some other place, to learn the language, to get acquainted with the bureaucracy procedures.	
- It depends on where they come from. I recommend it to people from Serbia because the standard is higher here, although I like when people are a little bit more passionate.	1
- You should have some kind of knowledge, education or profession, it is then easier to integrate into society. If you respect the laws and the ambient in which you live, you shouldn't have any problems.	1 1
- A man always has a choice.	
- All of your choices are personal choices at the end.	1
- You have to learn the language and accept the bureaucracy and it's really hard to do a business or work here, but it's an easy place to live, there's no big problems, hygiene is great and it's very safe.	1
- I would say to him that if you are a good, honest and hardworking person, you won't have any problems.	
- Don't believe everything they promise you, they are smooth-spoken, but if you don't have some kind of strong confirmation or contract, don't come.	1 1
- For me it's easier here than in Germany, maybe because of people and sea, although Croatia won't offer you the same things as Germany or Sweden.	1
- It is important to be aware of your personal expectations.	1
- I would say that there are pluses and minuses.	1

- **Contribution to society**

How can you help building better community or how can you contribute to society?

Replies	**No of replies**
- I don't know / unanswered	15
- I'm active in the minority community (Italian, Slovakian, Slovenian, Bosnian)	4
- I'm contributing with the knowledge of my mother tongue (teaching, translation)	3
- I share my knowledge and my experience with other people	3
- I'm trying to contribute through my job (anthropology, architecture)	2
- the recycling system should be improved	2
- I don't know, it's difficult / tricky to answer that question	2
- I'm not in position to make some bigger decisions / changes	2
- I do a lot of humanitarian work / I volunteer	2

- I would like to do something for children in children's hospital Kantrida. We donated 8 televisions to the hospital and some to the various families. We plan to donate some money to the psychiatric hospital in Rab.	5
- I established a group of young artists who organize workshops for children but I didn't get any kind of financial support. We also had a project "The Ghost of Rječina" and we adorned the walking trail near river Rječina with artworks.	4
- there should be better financial support for artists	3
- we should support each other, especially intellectuals because they failed	3
- I can change myself and make myself better and it will reflect on the society	3
- I'm always trying to be useful in society	2
- help children and poor people	2
- I'm in a committee for gender equality and I fight for the rights of Roma people	1
- I'm trying to organize cultural exchanges, I create good relationships with other people I attend protests, I'm trying to help	1
- I'm trying to be a cultural bridge between Rijeka/Croatia and Italy	1
- I'm writing sci-fi stories	1
- I'm working in a community of Italians	1
- I'm planning exchanges between communities	1
- I'm showing that I care about community in my hometown by going there four times a year and helping whomever I can.	1
- I worked in an NGO and the aim was to restore social life in Opatija for local residents.	1
- I'm going to try to raise people's interest in culture and motivate them to visit museums more often.	1
- I tried to help immigrants in Rijeka	1
- I'm making suggestions to many different political authorities within Croatia	1
- I support everything that makes Rijeka Rijeka	1
- to provide better housing for workers that come in Rijeka	1
- we should invest more in children (schools, parks…)	1
- I would make a gym in Srdoči with access for disabled people	1
- we should volunteer more (with pensioners and poor people)	1
- we should invest more in ecological agriculture and food	1
- there should be more workshops	1
- there should be more foreign cuisine restaurants	1

6.4.5. Most interesting quotations from interviews

B01: No one is bothered with who you are, what you are, neither do you yourself pay attention to it.

B02: Because the Rijeka is the port city, somehow everyone thought they are welcome here that you will find a job in the city, that you will be accepted. A great number of our relatives, who were not connected to Rijeka, came here for this particular reason. We thought if it didn't work, we'll go somewhere else, we are close to the borders, Italy and Germany, we'll go there.

B02: I don't like the stagnation that is going on for the last 10 years. Rijeka doesn't progress in any sense (...), everyone can feel the disinterest in people, like everyone are in some kind of a limbo in which they feel comfortable, like there is no big problems they should be interested about (...), like some lethargy that lasts for years. Nothing is happening, nothing succeeds, cultural events are becoming increasingly rare. Simply, there is no bigger shift anywhere.

B04: What I like the most here is the geographical location, I think it contributes to the openness of Rijeka.

B05: People here don't vote for nationalists.

B06: What I like about Rijeka is this anarchism and individualism.

B06: Nobody asks you anything and nobody cares about your own business. It actually isn't

freedom, it is a lack of empathy, it's a bad thing.

B06: Oh, people in Croatia, they are so friendly, they say 'Hello' every morning when you are in the
elevator.

B16: When I seriously started to deal with my life, when I got married, got a baby, when you give
the child to Kindergarten, when you start to look for a job, move from the ghetto (...), then you see

it doesn't work, that you have to crush, not even the barriers, but walls, huge walls. Especially if
you need an apartment, and the landlords don't want to accept you in. (…) To live as a subtenant
and as a Roma, and with a children, no way. I couldn't find an suitable apartment. In this kind of
circumstances people fall into despair.

B16: Islamic center that City Mayor is using to promote the city as multicultural one… If I were on
his place, I would be ashamed to even mention it, because the Islamic center was built for 30 years
from 1984.

B16: There is always the question: 'What is your nationality?' When you fill out the questionnaire, it
doesn't mean anything to you, because it is somehow normal to write that you are Croatian. We
have a problem because, besides the identification number, denomination, we have to write down
even our nationality. It bothers us all, this is the fact.

D05: Institutions prevent the arrival of anyone.

D06: Every three months I have to go to police to prove that I am some kind of human. Visiting
police all the time, it's humiliating.

D07: Everybody is welcome if you come and spend money and do something for the city but what
the city offers? I don't know.

D09: You won't take foreigner's blood? I'm trying to be useful here by giving blood and I can't.

D14: It was funny when you call me about the migrations subject. (…) I completely forgot that I am
the immigrant.

D15: If you want to live in Croatia, here is the most favourable climate for foreigners.

D19: Actually Rijeka lives on old glory, and in the meantime, really, nothing important hasn't been
done what would continue and justify that the city maintain to call itself a queen of alternatives,
even of the left political scene.

6.4.6. Conclusions from the interviews

At the meeting point of fresh and sea water, where mountain peaks and Mediterranean islands come together, on the northern coast of a protected bay, where the river Rječina flows towards the Adriatic sea and forms a delta, lies the city of Rijeka, whose geographic position – near the capital of Zagreb, Slovenia, and Italy – many respondents deem as a great advantage. When asked about their perception of the identity and image of Rijeka, the most common associations are: the sea, an advantageous location, the harbour, industry, the mentality of the locals (perceived as open-minded, tolerant and liberal, but also inert and not very entrepreneurial), multicultural, alternative (in ways of culture, especially music and ideologies).

After Word War II, intense industrialization and the development of the harbor made Rijeka into a city of immigration, especially during the 1950s and 1960s. Rijeka had the population of 68,780 in 1948 which led to that number being doubled to 132,222 in 1971. According to the 1961 census, Rijeka was a true city of immigration with more than two thirds of the population arriving from different regions, from within Croatia as well as from abroad. As in the long history of change in Rijeka, reasons for this acceptance of immigrants can be found in these circumstances as well. As it happens, a great majority of respondents state they feel accepted and respected in Rijeka and have never experienced any unpleasantness (only member of the Romani people states he has experienced discrimination in Rijeka). Even though most respondents deem the inhabitants of Rijeka to be open-minded, especially in comparison with other regions of Croatia (all except Istria), a difference in perception can be seen depending on the immigrants' origins. Those arriving from developed, Western countries agree that Rijeka is "more humane, and not so driven by profit" while its people are open but also more passive and not prone to fighting for the betterment of their own quality of life, in seeking their rights, in participating in public activities and seemingly suffer from a "collective lack of self-esteem". Those immigrating from Eastern countries (especially from ex-Yugoslavia countries), perceive citizens of Rijeka to be more private, distant and come to a conclusion that their tolerant attitude towards the "different" stems from their own maxim "live and let live" and not necessarily from actually being actively accepting. Cultural differences are perceived similar: those immigrated from the West notice the slowness, the ease of life and even provincialism, as well as relying upon support from family and friends while those from the East see Rijeka as a "civilized", organized environment where they learned to behave and work, which is especially related to migrant workers who came to Rijeka during the Yugoslavian era.

Interviewees evaluate the quality of life as satisfactory, linking it to the geographic position and the diversity of its surroundings (they all state the sea is an important aspect of their lives, it gives them a sense of freedom, of being connected to the world, it calms them, even stating they would miss it the most were they to relocate), the agreeable climate, the quality food and the size of the city ("a city made for man", though a minority states it is provincial). According to the 2011 census, Rijeka has 128,624 inhabitants which means it has more than 15,419 inhabitants less than in the previous decades. Within the last quarter of a century, it is estimated that 25,000 jobs were lost, caused mostly by the failure of a once strong industry. Lack of employment and self-realization support systems is something inhibiting the respondents from realizing their personal goals, though this was stated for the entirety of the country, not just for Rijeka. When it comes to their status as foreigners in Rijeka, they state there are no integration policies (refugees do not have the opportunity to take free Croatian language lessons and this is seen as a severe obstacle to integration). There are no social inclusion programmes for immigrants and it's up to them to somehow get along. Most of them complain about the unnecessarily complicated, inflexible and slow bureaucracy as well as nepotism which is, again, perceived as another national problem. Personal freedom and happiness is not usually linked to their living place, but with their own (metaphysical) sense of freedom (which they hold in high regards, as far as values go) and happiness (which they also link to health, family and their own sense of optimism). But when asked to make a connection between freedom and happiness and living in Rijeka, they state they feel free to be who they are, while happiness (and freedom, in part) is related also to their socio-economic situation, i.e. if they have no job or their wages are low (which is often the case in Rijeka), preconditions for happiness are scarce.

Furthermore, if they were to recommend someone to relocate and live in Rijeka, they would call it a pleasant place to live if one has a job.

Considering Rijeka as a multicultural city, a status Rijeka is proud of, the respondents are divided. A part of them believe Rijeka is a city of diversity which they see in the co-habitation of different cultures, religions, preferences and lifestyles as well as in the very architecture of the city. Others deem this to be an empty saying for there are too few inhabitants of different heritage for the city to be multicultural (according to the census, 83% citizens are Croats and 72% are Catholics in Rijeka)

7. SERBIA

7.1. SERBIA AND MIGRANTS

The theme of migration and migrants in Serbia is very complex because migrations have often occurred on this territory throughout its history.

Ever since the Second World War until today migrations have been happening continuously and with increased waves at certain periods. A larger wave took place shortly after the Second World War within the newly established state, the Federative Republic of Yugoslavia. People left the poor, mountainous parts of the country /Bosnia and Hercegovina and Montenegro/ and came to the plains with fertile soil /Vojvodina/ where they could achieve better conditions for the lives of their families.

One of the major migration waves on the territory of Serbia took place in the 1990s during the civil war, which resulted in the disintegration of the common homeland of Yugoslavia and the formation of smaller states based on national and religious identity. A large number of migrants arrived from Croatia and Bosnia and Herzegovina. They came in large groups and settled in various towns of Serbia, and the largest number settled in Vojvodina /northern Serbian region/.

All of them are ethnic Serbs who fled their homes in order to save lives and bare existence and, all this due to war destruction and persecution by the newly established authorities in the new states.

Today they are equal righted citizens of Serbia who are, with more or less success, integrated in the new community, who are economically independent and many of whom are members of the structures of the government. They also have their own associations and organisations that deal with their common problems and the specificities of their origin. Through these associations they preserve their traditions and ethno culture of the geographic region they originate from.

The new large wave of migration has occurred recently with migrants from Iraq, Afghanistan, Syria and Iran, for whom Serbia represents a part of the journey towards Western Europe and not their ultimate destination.

With its position on the Balkan Peninsula, Serbia represents a territory that connects the west and east, north and south of Europe, and the shortest route from the Middle

East to Western Europe leads through it. Not all migrants could continue their journey to the desired destination, and a certain number remained in Serbia. In 2017, there are 7,500 refugees in Serbia. "This year we have a completely different scenario, because the refugee route is officially closed. Migrants do not pass through, but remain in Serbia. The plan therefore foresees how to meet the needs of refugees in Serbia in these, new circumstances," said Francesca Bonelli of the UNHCR.
Serbia also has a different migrant problem, which is migration in the opposite direction, i.e. the migration of Serbian citizens to other regions and countries, most often Western Europe, UK / UK /, USA, Canada, etc. The great outflow of the citizens of Serbia in recent history occurred in the nineties of the last century and it continues to this day to a bigger or lesser extent.

The reasons for the departure were initially predominantly the fear of war and persecution based on national and religious diversity, then there were political and economic reasons, and today they are predominantly poor living and working conditions, corruption of society and disruption of the system of values, mobbing against an individual and certain professions, and also mobbing and the dysfunctional application of human rights over marginalized groups.

7.1.1. Camps for migrants

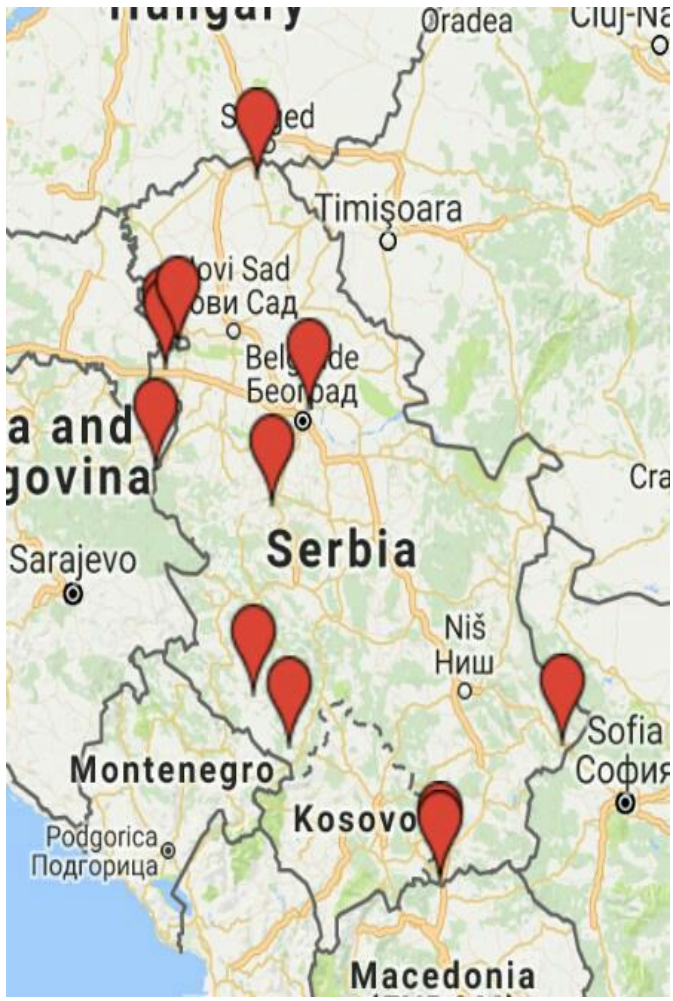
The latest migrant crisis in Serbia due to the arrival of the refugees from the Middle East has imposed the need for establishing refugee camps, i.e. shelters where it would be able to provide assistance to migrants, provide the necessary advice and a place of residence.

Hence, today, in Serbia, there are several refugee camps. Some represent the haven for the accommodation and stay of migrants, and some are places where migrants can receive certain advice and may be provided with the necessary legal or medical assistance. Also, there are refugee camps founded by the Danish government on several locations in Serbia.

List of campsites for migrants:

Number	Town	Institution
1	Šid	Reception - transit centre for migrants, Train Station
2	Preševo	Temporary centre for registration and reception of migrants

3	Dimitrovgrad	Transition-registration centre for migrants
4	Šid	Reception - transit centre for migrants“Adaševci”
5	Šid – border crossing Sot	Reception - transit centre for migrants “Principovac”
6	Kanjiža	Shelter/reception centre
7	Miratovac	Shelter/reception centre
8	Banja Koviljača	Asylum Centre
9	Bogovađa	Asylum Centre
10	Sjenica	Asylum Centre
11	Tutin	Asylum Centre
12	Beograd	Asylum Centre “Krnjača”



7.1.2. Care for children migrants

On the territory of the Republic of Serbia, there currently are two shelters for placing children, i.e. unaccompanied foreign minors – the Institute for education of children and youth Belgrade and the Institute for the education of children and youth Niš. A minor foreign person without the guardianship of a parent or guardian is a child under the age of 18 who is outside his or her country of origin due to seeking asylum, due to fear of persecution or lack of protection due to violation of human rights, armed conflict or unrest in the country of origin or is a victim of trafficking or sexual or other exploitation, as well as due to the escape from poverty in the country of origin.

The practice of determining the age of asylum seekers and other migrants is based on the statements of the persons themselves unless they do have identification documents with them. Since the absence of documents is the most common occurrence, the state organs and institutions, including the centres for placement of the under age foreign citizens give faith to the statements of the unaccompanied minors themselves. All unaccompanied foreign minors that are placed in one of the two above-mentioned shelters. The competent local social welfare centre appoints a temporary guardian from the institution of acceptance to all unaccompanied minors who are accommodated in one of these two shelters. The appointed interim guardian is responsible for his/her protégé (unaccompanied minor) and every time the minor leaves the shelter, he/she must be accompanied by his/her temporary guardian. One person may be appointed as a temporary guardian for several unaccompanied minors.

During their stay in shelters, children are provided with accommodation, regular meals and snacks, as well as free health care. The Centre for Protection and Assistance to Asylum Seekers (APC / CZA) provides free legal representation throughout the asylum seeking procedure and psychosocial protection and is regularly present at the shelter, and also in the Centres for Asylum where children are accommodated until they are reunited with their families by a special engagement of the CZA.

7.1.3. Activities

- **Legal assistance to asylum seekers / persons who received protection –** implies representation at all stages of the asylum procedure, before all other institutions and bodies, in all other administrative and judicial procedures (administrative, mis-demeanour, constitutional, criminal, etc.) and assistance in resolving all current, everyday problems asylum seekers are encountered by. Legal assistance includes the legal representation of persons who were granted asylum (refugee status or subsidiary protection) in all types of procedures from registration to obtaining documents, of health care, social protection, rights to work, etc.

- **Psychological assistance to asylum seekers / persons who received protection** - providing individual and group psychological counselling with the goal of empowering and overcoming existing problems, preventing and eliminating psychological difficulties.
- **Pedagogical support for asylum seekers / persons who received protection** - is provided through individual and group pedagogical interviews and assistance in order to identify problems and find possible ways to overcome them. Special attention is paid to individual and specific characteristics of asylum seekers and their specific and vulnerable position in Serbia.
- **Workshops with asylum seekers / persons who received protection** - realization of empowering, creative, cultural and health workshops with asylum seekers in all asylum centres and elsewhere, with a special focus on women, children and young people as particularly vulnerable groups of asylum seekers.
- **Activities in local communities** (Bogovađa and Lajkovac, Banja Koviljača and Loznica, Sjenica, Tutin, Belgrade, Krnjača, Subotica and elsewhere) - through joint workshops of local children and asylum children, lectures, workshops in local schools, asylum seekers' exhibitions, concerts, street events and fairs, football matches between local citizens and asylum seekers, youth camps, promotion of the traditions of the countries of origin of asylum seekers (traditional cuisine, henna drawing, making kites, African hairstyles, etc.) with the aim of establishing inter cultural dialogue, interaction and building trust and understanding in the local environment.

- **Collection, preparation and publication of Asylum Stories** - authentic asylum seekers' stories gathered through the fieldwork of APC / CZA with these people about the reasons for leaving the countries of origin, their journey and expectations for the future are being prepared and published in special APC / CZA editions of Asylum Stories.

- **Assistance to asylum seekers during medical examinations** - assisting the asylum seekers when going to hospitals and providing health care, providing translation assistance to hospitals, assisting in legal and administrative matters for hospital administrations.
- **Activities in Subotica and other towns at the border with Hungary** are done in the form of regular visits to informal settlements of refugees and migrants, providing information on their rights and obligations in Serbia, monitoring developments in the border zone and also include distributing humanitarian aid.
- **Trainings for representatives of local and state institutions, civil society, activists, translators** - in the field of asylum and human rights, COI research, providing psychosocial assistance and legal assistance to asylum seekers and migrants, inter cultural and other contexts of migration, integration, work with vulnerable groups, all with the aim of raising the capacity of relevant actors in the asylum system and improving asylum protection and the asylum system.

- **Regional cooperation, exchange of experience and good practice** - through joint projects and activities with regional sister organizations, with the aim of learning about problems in other asylum systems, exchange of experience and practice, joint advocacy, in order to learn from other people's examples and experiences how to respond to new challenges through regional initiatives.
- **APC / CZA local and international student practices** - practices of local and foreign students of law, political science, sociology, social work and psychology, organized through fieldwork and office work in APC/CZA with the aim of transferring knowledge, expertise, experiences and spirit of APC/CZA to the youth professionals who will be active in the asylum system and work with migrants/asylum seekers/refugees in Serbia or abroad.

- **Advocacy and public campaigns** - in order to raise the awareness of the professional and general public about the asylee profile, their protection and needs, to prevent prejudice and xenophobia and work hard to strengthen the asylum system in Serbia.
- **Inclusion of children of asylum seekers in education** - through legal assistance, realization of preparatory workshops, language workshops for children and capacity building of relevant local and central actors who are in charge of education of children of asylum seekers.

- **Work with juvenile/minor asylum seekers and asylum-seekers without parents:**
  - workshops with minors promoting creative expression, interaction with children from local communities, with the goal of preparing them to participate in structured group activities, develop tolerance and raise children's self-esteem and knowledge.
  - work with unaccompanied minors accommodated in the Shelter for Children Foreigners at the Institute for the Education of Children and Youth and in Asylum Camps by providing comprehensive legal and psychosocial assistance, representing them in asylum procedure and in the best interest of children.
- **Distribution of the humanitarian aid for asylum seekers and refugees** in Belgrade and other places where they are located in Serbia through the fieldwork of the APC / CZA teams that directly and daily distribute hygiene products, baby and child care, water, food, tents, sleeping bags , raincoats and every other type of humanitarian aid.

7.1.4. Organizatios, centers, associations and foundations for helping migrants

There are organizations, centres, associations and foundations in Serbia that have been established for the purpose of helping migrants. They help in solving legal and status problems of migrants, provide medical and psychological assistance, also have educational mission, provide escort assistance, and translators and provide the necessary financial resources for the needs of refugees.

List of centres and associations for assistance to migrants:

No	Centre/Institution/ Organisation	Goal	Place(town)	Contact
1	Serbian Refugee Council (SSI)	Finding sustainable solutions for refugees, displaced persons and other people affected by migration	Beograd, Novi Sad, Niš	office@ssi.org.yu nshc@eunet.yu centar@protecta.org.yu
2	Danish Refugee Council (DRC)	Work on integration and improvement of the living conditions of refugees, internally displaced persons and socially vulnerable populations	Beograd, Kragujevac, Kraljevo, Subotica, Niš, Preševo, Dimitrovgrad	www.drc.org.rs
3	Nexus	Protection and improvement of mental health of refugees as well as linking with relevant institutions	Vranje	nexusvranje@gmail.com
4	Educational – Humanitarian	Education on	Prokuplje	ehopk@ptt.yu

	Organisation (EHO)	basic democratic, ethnic and moral values and providing assistance to vulnerable persons		
5	Movement for Peace, Disarmament and Freedom	Free legal aid to refugees and displaced persons	Beograd, Niš	belgrade@mpdl.org nis@mpdl.org
6	United Nations High Commissioner for Refugees (UNHCR)	Assistance in the care of refugees, displaced persons and asylum seekers in Serbia	Beograd Kraljevo	srbbe@unhcr.org srbkr@unhcr.org
7	Italian Consortium for Solidarity (ICS)	Educational and recreational program for refugee and displaced children in Serbia	Niš	www.icsserbia.org
8	Commissariat for Refugees			
9	Praxis	Aim to help refugees and displaced persons to achieve lasting solution, return or	Kraljevo	kvoffice@praxis.org.yu

		integration.		

Danish Refugee Council (DRC) has been present and active in Serbia for 24 years. This council is a humanitarian, non-governmental and non-profit organization founded in 1956, operating in more than 30 countries around the world.

The Danish Refugee Council mission has been active in Serbia since 1993, carrying out numerous activities related to the integration and improvement of the living conditions of refugees, internally displaced persons and socially vulnerable domicile populations.

DRC supports a wide range of durable solutions - local integration and return/reintegration through the following sectors:

- Housing solutions and small-scale infrastructure
- Social and economic re/integration (income activities, return packages, social and medical assistance)
- Technical assistance to central and local institutions / capacity building of NGOs and social mobilization
- Legal expertise – access to rights, personal documents, property rights and anti-discrimination
- Protection and representation of persons in need, provision of accommodation and distribution of non-food products

- **Donors**

- Delegation of the European Union to the Republic of Serbia
- UNHCR Serbia
- ECHO
- UNICEF
- UNFPA
- US Bureau of Population, Refugees and Migration
- Danish Embassy
- Ministry of Foreign Affairs of the Kingdom of Norway
- UNHCR Kosovo
- DFID/Start Network

7.1.5. Legislation

There is an asylum law in Serbia that was enacted in 2007 ("Official Gazette of the Republic of Serbia", No. 109/2007).

This law prescribes the principles, conditions and procedure for obtaining and terminating asylum, as well as the position, rights and obligations of asylum seekers and persons granted asylum in the Republic of Serbia.

The provisions of this law shall be interpreted in compliance with the Geneva Convention, Protocol and generally accepted rules of international law.

This law regulates the asylum seekers rights to stay in the Republic of Serbia, the rights to accommodation and basic living conditions, the right to health care, the right to primary and secondary education and the right to social care, it regulates the rights of refugees as equal to the rights of the citizens of the Republic of Serbia and permanently resident foreigners and the right of refugees to accommodation and integration.
The "Basic Principles" of this Law regulate the basic and important issues of asylum seekers. As an example and confirmation, we quote a part of this law that deals with basic principles.

Basic principals:

- **Prohibition of expulsion or return**

No person shall be expelled or returned against his/her will to a territory where his life or freedom would be endangered by his/her race, sex, language, religion, nationality, membership of a particular social group or political views.

The provision of paragraph 1 of this Article shall not apply to a person reasonably considered to present a threat to the security of the country or to the person by a final verdict convicted of a serious criminal offence which is why he/she presents a threat to the public order

Notwithstanding the provisions of paragraph 2 of this Article, no person shall be expelled or against his/her will returned to the territory where there is a risk of being subjected to torture, inhuman or degrading treatment or punishment.

- **Principle of non-discrimination**

In the process of granting asylum in the Republic of Serbia, any discrimination on any grounds is prohibited, in particular on grounds of race, colour, gender, nationality, social origin or similar status, birth, religion, political or other belief, property status, culture, language, age or intellectual, sensory or physical disability.

- **The principle of impunity for illegal entry or stay**

The asylum seeker shall not be punished for unlawful entry or stay in the Republic of Serbia, provided that without delay he/she submits a request for asylum and provides a valid explanation for his/her illegal entry or stay.

- **The principle of family unity**

The competent authorities will undertake all available measures to maintain the unity of the family during the asylum procedure and after obtaining the right to asylum.

Persons granted asylum are entitled to family reunification, in accordance with the provisions of this law.

- **The principle of information and legal assistance**

A foreigner who has expressed the intention to seek asylum in the Republic of Serbia has the right to be informed about his/her rights and obligations during the entire asylum procedure.

A person seeking asylum may use free legal aid and representation by UNHCR and non-governmental organizations whose goals and actions are aimed at providing legal assistance to refugees.

- **The principle of free translation**

A person seeking asylum who does not understand the official language of the proceedings, shall be provided free translation services into the language of the country of origin or to the language he/she understands.

The asylum seeker may engage an interpreter of his/her choice and at his/her own expense.

The obligation to provide the free translation service referred to in paragraph 1 of this Article shall also include the use of the gestural language and the availability of material in the Braille letter and other accessible formats.

- **The principle of free access to UNHCR**

The asylum seeker has the right to contact UNHCR officials at all stages of the asylum procedure.

- **The principle of personal delivery**

All written documents are submitted to a person seeking asylum or his/her legal representative. Written documents are deemed to be delivered when they are received by any of the said persons.

- **The principle of gender equality**

A person seeking asylum will be provided to be heard by a person of the same sex, that is, a translator or interpreter of the same sex, unless this is possible or is inconsistent with the disadvantage of the authority conducting the asylum procedure.

The principle referred to in paragraph 1 of this Article shall always apply in the course of searches, physical examinations and other actions in the process involving physical contact with the person seeking asylum.

- **Principle of care for people with special needs**

In the asylum procedure, the specific situation of persons with special needs seeking asylum will be taken into account, such as minors, persons completely or partially deprived of their legal capacity, children separated from parents or guardians, disabled persons, elderly persons, pregnant women, single parents with minor children and persons who

have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence.

- **Principle of representation of unaccompanied minors and incapacitated persons**

Unaccompanied minors, as well as the incapacitated persons who do not have a legal representative, the guardianship authority shall, before applying for asylum, appoint a guardian in compliance with the law.

The guardian shall be present at the hearing of the unaccompanied minor, i.e., the incapacitated person referred to in paragraph 1 of this Article.

- **Principle of immediacy**

Any foreigner who has submitted an application for asylum has the right to be heard verbally and directly by authorized officers of the competent organizational unit of the Ministry of Internal Affairs, on all the facts relevant to the recognition of the right to shelter or assignment of subsidiary protection.

- **The principle of confidentiality**

The data on asylum seekers obtained in the course of the asylum procedure, constitute an official secret and may only be available to persons authorized by law.

The data referred to in paragraph 1 of this Article shall not be disclosed to the country of origin of the asylum seeker, unless it is to be returned to the country of origin after the completion of the procedure and the rejection of the application for asylum. In this case, the following data can be given:

The data referred to in paragraph 1 of this Article shall not be disclosed to the country of origin of the asylum seeker, unless the asylum seeker must be returned to the country of origin after the completion of the procedure and the rejection of the asylum application. In this case, the following data can be given:

1) Identification data;

2) data on family members;

3) data on documents issued by the country of origin;

4) address of residence;

5) fingerprints and

6) photos.

7.2. RESEARCH AND METHODS

In our research on migrants, we used an interview method involving 50 interviewees. Most of them wanted to remain anonymous, and no one wanted to be filmed by video cameras or audio methods. This was a big problem for us so we had to be satisfied with the interviews with the interviewees, as well as with them completing our previously prepared questionnaire.

The interviews lasted 20-30 minutes and were conducted in Novi Sad and Belgrade during April, May and June 2017.

7.3. RESEARCH RESULTS

7.3.1. Who was interviewed?

No.	Date	Place	Duration in minutes	Female/ Male	Age	Position towards migration
1	11/04/17	Novi Sad	20-30 min	Female	30	Permanent resident
2	11/04/17	Novi Sad	20-30 min	Male	35	Citizen
3	11/04/17	Novi Sad	20-30 min	Male	45	Temporary resident
4	11/04/17	Novi Sad	20-30 min	Male	35	Economic migrant
5	11/04/17	Novi Sad	20-30 min	Female	32	Permanent resident
6	28/04/17	Belgrade	20-30 min	Female	55	Permanent resident
7	28/04/17	Belgrade	20-30 min	Female	42	Economic migrant
8	28/04/17	Belgrade	20-30 min	Male	32	Person without status
9	28/04/17	Belgrade	20-30	Male	49	Citizen

			min			
1	28/0	Belg	20-3	Female	3	Temp
0	4/17	rade	0		4	orary
			min			reside
						nt
1	28/0	Belg	20-3	Female	3	Temp
1	4/17	rade	0		7	orary
			min			reside
						nt
1	28/0	Belg	20-3	Male	3	Asylu
2	4/17	rade	0		3	m
			min			holder
1	28/0	Belg	20-3	Female	4	Econo
3	4/17	rade	0		0	mic
			min			migra
						nt
1	28/0	Belg	20-3	Female	3	Temp
4	4/17	rade	0		7	orary
			min			reside
						nt
1	28/0	Belg	20-3	Male	5	Citize
5	4/17	rade	0		0	n
			min			
1	28/0	Belg	20-3	Male	3	Asylu
6	4/17	rade	0		2	m
			min			seeker
1	28/0	Belg	20-3	Female	4	Temp
7	4/17	rade	0		2	orary
			min			reside
						nt
1	28/0	Belg	20-3	Male	5	Citize
8	4/17	rade	0		5	n
			min			
1	28/0	Belg	20-3	Female	3	Econo
9	4/17	rade	0		1	mic
			min			migra
						nt
2	18/0	Belg	20-3	Male	3	Asylu
0	5/17	rade	0		3	m
			min			seeker
2	18/0	Belg	20-3	Female	3	Econo
1	5/17	rade	0		7	mic
			min			reside
						nt
2	18/0	Belg	20-3	Female	3	Perma
2	5/17	rade	0		8	nent
			min			reside
						nt
2	18/0	Belg	20-3	Female	4	Citize
3	5/17	rade	0		1	n
			min			
2	18/0	Belg	20-3	Male	3	Econo

4	5/17	rade	0 min		6	mic migrant
25	18/05/17	Belgrade	20-30 min	Male	56	Permanent resident
26	18/05/17	Belgrade	20-30 min	Male	30	Economic migrant
27	18/05/17	Belgrade	20-30 min	Male	38	Asylum seeker
28	18/05/17	Belgrade	20-30 min	Female	32	Asylum seeker
29	18/05/17	Belgrade	20-30 min	Female	33	Temporary resident
30	18/05/17	Belgrade	20-30 min	Male	42	Asylum holder
31	18/05/17	Belgrade	20-30 min	Male	30	Asylum seeker
32	18/05/17	Belgrade	20-30 min	Female	35	Economic migrant
33	18/05/17	Belgrade	20-30 min	Male	38	Permanent resident
34	18/05/17	Belgrade	20-30 min	Female	55	Permanent resident
35	18/05/17	Belgrade	20-30 min	Female	52	Temporary resident
36	25/05/17	Novi Sad	20-30 min	Male	48	Asylum holder
37	25/05/17	Novi Sad	20-30 min	Male	35	Temporary resident
38	25/05/17	Novi Sad	20-30	Female	45	Permanent

			min			resident
3	25/05/17	Novi Sad	20-30 min	Male	70	Citizen
4	25/05/17	Novi Sad	20-25 min	Male	65	Citizen
4	25/05/17	Novi Sad	20-25 min	Male	33	Temporary resident
4	25/05/17	Novi Sad	20-25 min	Male	39	Asylum seeker
4	25/05/17	Novi Sad	20-25 min	Male	42	Asylum holder
4	06/06/17	Novi Sad	20-25 min	Female	37	Economic migrant
4	06/06/17	Novi Sad	20-25 min	Male	44	Permanent resident
4	06/06/17	Novi Sad	20-25 min	Female	37	Permanent resident
4	06/06/17	Novi Sad	20-25 min	Male	50	Citizen
4	06/06/17	Novi Sad	20-25 min	Male	34	Asylum seeker
4	06/06/17	Novi Sad	20-25 min	Female	49	Asylum holder
5	06/06/17	Novi Sad	20-25 min	Male	36	Economic migrant

7.3.2. Who participated in the interviews phase?

- **Age**

30 – 40 yrs: 29

40 – 50 yrs: 13

50 – 60 yrs: 6

Over 60 yrs: 2

- **Nationality**

Iranian: 4

Afghan: 3

Syrian: 4

Iraqi: 2

Bosnia: 8

Croatia: 9

Brazilian 4

Russian: 7

Chinese: 9

7.3.3. Quantitative questionnaire (Integrational part)

- **Willingness to integrate**

On a scale from 1 to 5 (1 being the least, 5 being the most accurate for you), how would you assess your willingness to integrate into the society of your host country?

	1 - Not willing to integrate	2 - I don't have notable motivation for integration	3 - I am willing to integrate on one hand, but on the other, not so much	4 - I'm quite willing to integrate	5 - I am most certainly willing to integrate
Level of my readiness for integration into society and social	/	/	7	10	33

	1 - Not willing to integrate	2 - I don't have notable motivation for integration	3 - I am willing to integrate on one hand, but on the other, not so much	4 - I'm quite willing to integrate	5 - I am most certainly willing to integrate
circumstances of my host country					

- **Engagement of host country in integration**

On a scale from 1 to 5, how would you assess engagement of your host country in your integration into its society (quality of language courses, social activities, hospitality of people, etc.)?

	1 - Utterly insufficient.	2 - Insufficient.	3 - Not sufficient, not insufficient.	4 - Sufficient	5 - Exceptionally sufficient
I evaluate engagement and involvement of my host country in my integration into its' society as:	/	7	9	26	8
Other					

- **Factors that contribute to acceptance**

Which factors in your opinion contribute the most to your acceptance of a foreign culture and willingness for your integration into that culture?

	1 - Least important	2 - Not so important	3 - Neither important, neither nor unimportant.	4 - Pretty important /	5 - Very important.

	1 - Least important	2 - Not so important	3 - Neither important, neither nor unimportant.	4 - Pretty important /	5 - Very important.
Openness and hospitality of people		2	7	17	24
Employment			3	21	26
Time I'm willing to spend in this country, for my stay here is only temporary		3	9	18	20
Presence of minor/major religious groups I can affiliate with or condemn	10	13	11	9	7
High living standards and general atmosphere among people		1	12	17	20
Readiness of host country for quality language courses		2	6	27	15
Other: Provide safety					2
Other: To be with family					3
Other ability of the country to provide asylum					1
Other: In general decent living conditions and sufficient welfare provision					1
Other: Education provided				1	2
Other: Organized tours around the city or courses to teach the history and culture/ inform about the location				1	1
Other: be in good terms with the locals of the host country				1	
Other: where someone things it's ideal to raise children					2
Other: food and weather conditions					2
Other: climate					1
Other: have an asylum system					1

- **Frequency of attending social events**

Choosing a value from 1 to 5, assess the frequency of attending social events

	1 - I never attend them.	2 - Hardly ever	3 - I attend here and there, a few time per year.	4 - I visit quite a few social events.	5 - I actively follow social activities and visit plenty of events.
The frequency of attendance of social and other events:	3	11	12	16	11

- **Expectations and goals**

Choose the value from 1 to 5 to assess how much your expectations and goals have been satisfied since your arrival in the host country. Choose the value if your stay

here has been too short to offer an adequate answer…

	1 - Have not been realized.	2 - Have been realized only slightly.	3 - I've learned the language basics.	4 - Many expectations and goals have been realized.	5 - I have achieved all of them.	0 - Unable to answer
My expectations and goals have been realized:	4	7	10	17	10	2

7.3.4. Qualitative questionnaire (In-depth interview)

- **Expectations and goals**

What are/were your expectations and goals you've set for yourself to accomplish in the host country?

Expectations/goals	No of replies
Find job/keep working	33
Find a way to study in a University/ to continue studies	4
Seeking a better future/ quality of life/ financial comfort in a peaceful country	13
Just be reunited with the rest of the relocated family members	
Make family/have kids	
To be safe/ survive/ find peace	
Learn the language and try to fit in the local society/ make friends	
I only want education for children/ grandchildren	
Be relocated	
Manage to raise some money	
Get asylum	
Help in any way possible other family members that are still in the country of origin	
Finish my studies in another European country	
To travel around Greece	
Find lost family members	
My expectations are about the country in which I want to settle in, not my host country	

Make friends	
To get the refugee card	
To make a career as a singer	
Get away from religious fanatics	
Raise my children with dignity	
Travel around the world	
Being able to practice my religion	
To learn English and more about the European culture	
No expectations	

Were these expectations and goals fulfilled (answer only if your stay here has been long enough for your goals to set in)?

Expectations/Goals Fulfilled	**No of replies**
No	0
Yes	33
Partly Yes	17
Their stay has not been long enough	0

- **Positive and negative impressions**

Is there anything you like or dislike about your host country? Please, state some examples of both.

Positive replies/Reasons	**No of replies**
Serbian people (hospitality, kindness, openness, warmth, solidarity etc.)	43
Weather	21
Landscapes	23
I don't dislike anything	0
Serbian food	15
Archaeological sites/culture	9
Liberty	5

Constitution/system of government	3
Very low market prices	10
I like everything about Serbian	5
To associate with the locals	7
The place I leave in	1
Serbian employers	1
Serbian schools/ teachers	2
Opportunities	1
Living conditions	2
Religion	3
Many options on how to spend my free time	1

Negative replies/Reasons	**No of replies**
Racist groups attacking refugees/ the camp or racism in general	1
Greek government (greedy, corrupted, unwilling to make things better, don't care about refugees, dysfunctional etc.)	9
Delays in the relocation program/in the refugee cards issue	0
Economic crisis	15
Working conditions and opportunities/ bad salaries	8
Lack of organization regarding the relocation/immigration program and asylum system or in general in every public service	0
Dangerous places	1
Bureaucracy	5
The filthy location of Eleonas refugee camp/ other camps	2
Quality of public services and social goods	2
Weather	2
Lack of education for the refugees' children	1
Criminality	1
Unemployment	2
Serbian food	3
	2

Locals' curiosity	1
I like nothing	4
Serbian hospitals	2
Transportation	

- **Cultural differences**

How would you specify the cultural differences between your culture and general culture or mentality of the host country (differences in what you do in your free time, food, mentality, openness and kindness of people, national character, social life, etc.)

Cultural Differences	No of replies
Different food	17
Serbia is a more liberal country/ people here are more open-minded	13
Mentality	5
No differences	11
Serbia is a safer place	18
Serbians are kinder/ more generous than compatriots	5
Religion/ religious everyday life/ traditions	4
Serbian difference in women's rights	6
Greece offers more options in entertainment and of better quality and more free time	5
Weather	4
Artistic production	3

- **Feeling of acceptance and respect**

Do you feel accepted and respected in your host country? Please, explain why.

Positive replies/Reasons	No of replies
Serbian people are very kind to the refugees and helpful	32
Mostly yes, except some racist minorities	3
No explanation	5
Because no one ever was irritated by our cultural differences	5
Yes, because I have many friends	5

Negative replies/Reasons	No of replies
Because of not being treated as equals to the locals/ being underpaid/ being insulted because of origin	3
Because of the living conditions in the camp	2
Because of not having a place of worship for their religion	2
Because I don't wish to stay here	1

Neutral replies/Reasons	No of replies
It depends on the people. By some yes, by some not	3
So and so	2

- **Contribution to host country**

What do you think you could contribute to your host country to help us all build a constructive, functional and friendly community? It could be anything, an action, an idea

Replies	No of replies
I don't know	11
There should be events organized, that specifically aim towards bringing together locals and foreigners/ informing about different cultures/ teaching about equality	9
It is up to government to reach out for the refugees and use their talents to benefit the community	5
Refugees don't have the motivation to participate more actively in the local community	

They want to find/already have a job/make business and contribute to the economic growth of the country (by paying taxis etc.)	4
I don't know, but I am willing to help in any way I can	8
I don't want to	7
Nothing	1
	1

7.3.5. Interest in interdisciplinary topics and cultural projects / events

- **The role of technology**

Description of the trip from the technological perspective

Which technologies/means of transportation did you use for entering Greece? Or which technologies your parents used for entering Greece (in case of second generation refugees/migrants)?

Walking	3
Car	9
Train/Bus	9
Boat	0
Smugglers' boat	0
Truck crypt	11
Other: Plane	18
Other: ferryboat	0

Which technologies did you confront?

Fences	9
Thermal cameras	0
Mines' field	0
Police	15
Other: Cameras/media	5
Other: Custom officers	1
Other: non-profit organizations	1

Other: the army	3
Other: customs control	16

Which technologies/ means of transportation did you use for travelling in Serbia? Or which technologies your parents used for travelling in Serbia (in case of second generation refugees/migrants)?

Walking	3
Car	9
Train/Bus	33
Truck crypt	3
Other: Haven't reach yet the final destination	2

Did you use cell phones/internet during your travel to and inside Serbia? How did these technologies help you?

Yes: 43 persons
No: 7 persons

Please describe briefly:

For keeping contact with family members that have been relocated in another country of the EU/that had already been living in Greece/ that are still in homeland/ that are still travelling: 29 persons

I use it to communicate with my friends in Serbia: 8 persons

Navigation/route information: 7 persons

For translation: 5 persons

Personal research: 1 persons

- **Technical/scientific knowledge/skills**

Please, state your maximum acquired education?

		Have you got your degree in your country or in Serbia?	
	No of Participants	Country of origin	Serbia
Primary school	16		
High school	19		
Faculty education (BA)	11	6	5
Faculty education (MA)	2	1	1

Doctor of science (Ph.D.)	1		1
Never gone to school	1		

Do you have any special technical knowledge/skills?

Yes: 30 persons

No: 20 persons

Please describe briefly: Computing (8 persons), Visual Arts (2 persons), Engineering (2 person), Dancer (4 person), Cooking (5 persons), Farming (3 persons), Driver (3 persons), Photographer (1 person), Hairdresser (2 persons)

Do the technical knowledge/skills you have helped you in the integration process in Serbia? Do they help you in any aspect of your life in Serbia?

Yes: 21 persons

No: 9

Please describe briefly:

Was/will be able to find a job: 18 persons

Computing skills help communication: 3 persons

Do you use computer and internet in your everyday life? Does the use of computer/internet help your integration in the local society?

Yes: 43 persons

No: 7 persons

Please describe briefly:

Keep contact with family members that have been relocated in another country of the EU or generally living elsewhere: 29 persons

Navigation: 7 persons

Translation: 5 persons

Socialize/find out about social events/ interact via social media etc. /communicate with locals: 2 persons

Do you have any personal experience on disabled people crossing the borders or people who got disabled during their effort to cross the borders?

No: 50 persons

7.3.6. Conclusions from the interviews

We conducted interviews with very different groups of migrants. One group consists of those who came in the nineties of the last century from Bosnia and Croatia. They did not have the language barrier therefore it was easier for them to be integrated into the local community. Today, they are all employed, financially independent and have obtained the citizenship of the Republic of Serbia.

The second group consists of the migrants who came to Serbia from China and Russia due to economic reasons seeking better job opportunities. Their integration into the new society is still ongoing.

We also talked with migrants from Brazil who mostly came to Serbia for education, and in the meantime, founded families and remained in Serbia.

We were very delicate in conducting the interviews with the latest refugees from the Middle East the most of whom still live in shelters. Their original desire to settle in one of the countries of Western Europe was not realized and, due to the new policy of the European Union, they were stopped in Serbia. The sooner they decide to accept this as their final destination, the sooner they will begin their integration into a new society. Naturally, there are many objective problems here. Although many refugees in Serbia have formally announced their intention to seek asylum in Serbia, almost no one has been able to file a formal asylum application. Therefore, the vast majority of migrants and refugees reside in Serbia without a regulated legal status.
Given that the refugees who currently live in Serbia are uncertain when and whether they will be able to continue their journey to the country in which they wish to seek asylum, it is necessary to provide them with access to the asylum procedure if, during their stay in Serbia, they, nevertheless, decide to demand international protection here. It is necessary to strategically resolve the position of foreigners who cannot be expelled or returned from Serbia and who did not ask for asylum, as well as to find solutions to their social and economic rights. Every person who has expressed the intention to seek asylum in Serbia must have access to an individual, fair and efficient asylum procedure.

Serbia should develop a strategy wider than just resolving the state of emergency and the current work on the adoption of new asylum laws and laws on foreigners is a good opportunity for this.

Because of the different composition of the interviewed migrants, all the offered questions and the suggested answers in the questionnaire did not always quite suit us, so we had to omit or reduce some of them.

8. HUNGARY

8.1. INTRODUCTION

8.1.1. Migration, migrants and migration related issues in Hungary

The current study aims to support the development of useful, practical and exemplary approaches and implementation processes towards **migration related topics** in the respective local communities across the EU. The Risk Change project will implement a series of activities (art residencies, small and large scale exhibitions, touring residencies, lectures, symposiums, conferences, educational modules, ambassador of culture training programme, communication actions, stakeholders involvement) related to migration topics and develop supporting materials and tools for innovative approaches towards art production and creative educational modules targeted at migrants and integration activities.

The main research questions of the overarching project are:

What is migration? How is it understood? How responsive are residents of partner countries to migrants and migration related issues? How is the migration topic built (if it is) into national policies? What are the most integrated migrant's communities? How are they connected amongst themselves? What specific methods, cultural, educational and political are being used in partner countries? How can trainings/courses/interdisciplinary programmes for migrant target groups be integrated into local communities?

In order to contribute to this multi-annual, multi-member Risk Change project, we are hereby presenting the national report on the integration experiences of migrants and their institutional-political context in Hungary.

The report draws on various sources (see chapter 3 on data & methodology) and covers organisational, political, legal, and civil society/NGO aspects of migration issues & migrants as a target group in Hungary (part I). We present the rich and multifaceted experience of immigrants themselves (part II) within this context. Hungary has proven (once again) to be a fascinatingly controversial case country to study - but while some of its politics may be lacking a positive attitude towards immigrants and immigrant integration, it was certainly the enthusiasm, positive outlook, and energy of the migrants themselves that has set the tone for us while compiling the report.[2]

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[2]For the completion of this report, we first and foremost want to express our gratitude to the many people who willingly shared their integration experiences in Hungary with us as the two interviewers. We also want to thank the two project managers Tünde Szabolcs and Barnabás Bencsik for giving us the opportunity to work on this report and who supported us throughout.

8.2. RESEARCH DESIGN BRIEFLY EXPLAINED

This report builds on two main stages of research with a different scope and intensity, namely:

- **Desk Research** – a keyword led search through internet, databases of journals, books, book sections and grey literature (project reports, policy documents) on migration and migration policy in Hungary as well as services, connected with migrants and migrations with practice examples of educational and cultural integration opportunities in the country.
- **Life-stage-based Interviews (2 x 30 = 60)** – this instrument has been used to deepen the results of the desk research and to conduct life-stage-based interviews about the migration topics and related issues with members of target groups in Hungarian immigrant communities. The interviews followed an interview guide and are therefore semi-structured.

We are giving further comments and qualifications on the data in the different parts. Noteworthy at this moment is the input given by the Risk Change project lead consortium, providing a structure for both the interviews and the report, and the non-representativeness of the sample of interviewees that we assembled via snowball sampling, making it a non-representative sample of the overall immigrant population in Hungary.

8.3. MIGRATION IN HUNGARY

Ever since the emergence of the Hungarian nation state in the 20th century, Hungary has been a homogeneous country with only small percentages of nationalities and ethnic minorities in the population[3]. According to the 2011 census, there are 13 national and ethnic minorities residing in Hungary, the largest one being the Roma population, making up about 5-6% of the entire Hungarian population.

The refugee crisis, involving many thousands of people of different religion and culture arriving to the country of less than 10 million people, was thus a shock, even if there have been several waves of refugees seeking refuge here in previous decades. Escaping the Greek civil war (1946-1949), around 7 thousand Greek refugees found shelter in Hungary in 1947 and 1948. Many of them returned to Greece after the consolidation in their home country. Those who remained were concentrated in industrial towns, some quarters of the city of Budapest (districts IX, X) and the small village of Belioannisz, built in 1950 specifically to house Greek families. In the 2011 census a little less than 4000 people responded by

[3] Two major purges in recent history led to this ethnic homogeneity: the Shoa on the formerly large Jewish population in Hungary during and the expulsion of Germans after WWII.

saying Greek to the question about ethnicity (Source: Múlt-kor, 2015).

It was not until the 1980s that Hungary received refugees in large numbers again: predominantly ethnic Hungarians from the neighbouring Romania arrived in Hungary, escaping Ceausescu's anti-Hungarian/Romanization policies. In 1989, the number of registered refugees from Romania was 14,000. Then 1991, with the outbreak of the war in the Balkans, refugees from the Balkans as a result of the war in the Balkans, some 48,000 refugees came mainly from Croatia and Vojvodina in Serbia, a large part of the latter refugees were ethnic Hungarians. Many of them returned home or moved to the West. In 1992 another 16 000 people found refuge in Hungary, almost half them being Muslims from Bosnia. In the decade between 1988 and 1999, as many as 155,005 refugees came to Hungary, the majority coming from the former Yugoslavia. (Source: http://www.sulinet.hu/oroksegtar/data/kulhoni_magyarsag/2010/srb/feszekhagyo_vajdasagiak/pages/010_jugoszlaviabol_magyarorszagra.htm)

The proportion of foreign nationals living in the country remains small in international or European comparison even if it showed moderate increase, from 0.9% to 1.4%, in the decade between 2 censuses in 2001 and 2011. The source of migration has traditionally been the neighbouring countries, especially the territories with a large proportion of ethnic Hungarian population, such as Transylvania or Vojvodina, then Germany and China with the opening up of the borders in the wake of the change of the regime in 1989. In 2011, 41% of foreign nationals came from third countries, many of them outside Europe (Gödri, 2017). The number of foreign nationals (by country) registered in Hungary is shown in Figure 1.

Table 1 - Number of Foreign Nationals in Hungary, 2017 (by continent and country of origin)

Continent, country	**Number**
Europe	**99194**
Romania	24040
Serbia	2312
Ukraine	5774
Germany	18627
Poland	2061
Italy	4903
Slovakia	9519
Croatia	1064
Austria	4021
Asia	**39937**
China	19111
America	**5397**

United States	3198
Africa	**5985**
Australia	**619**
TOTAL	**151132**

(Source: Hungarian Central Statistical Office)

8.3.1. Migrants in Hungary

Foreigners residing in Hungary are concentrated mostly in the Central Hungarian region and more specifically in the capital, Budapest: 41% of active age foreign nationals lived in Budapest at the time of the 2011 census (compared with the respective proportion of 17.5% of the Hungarian population), of which third country nationals numbered the most. (Gödri, 2017)

When looking at their labour market integration, Gödri (Gödri, 2017) found that the level of education is generally higher among foreigners than in the general population. The proportion of people with tertiary educational level was 26.9% compared with 19.5% in the general population, while the proportion of people with a minimum of elementary education is slightly smaller (18.9% compared with 19.9% in the population of the host country). This is paralleled with a higher employment rate among the active age (15-64 years of age) immigrants compared with the entire Hungarian population: 62.4% versus 57%, while the unemployment rate is lower: 6.5% in the former group versus 12.7% in the latter.

There are differences, however, when looking at this group by countries of origin. For instance, brain waste, is presumably a problem in the case of those with tertiary level education among third country nationals, given that 25% of them are over-qualified for the job that they perform. There are differences with respect of gender as well: immigrant women's employment rates are lower than that of immigrant men in active age and lag slightly behind the employment rates of Hungarian women in the age group of 20-64: it is 68.75% in the case of immigration women and 76.1% in the case of the total female population (Gödri, 2017). This, however, does not go together with higher, statistically reported unemployment rates among them, which suggests that many of the immigrant women may not even have entered the labour market (which may be due to more traditional gender roles and patterns or greater difficulties in entering the labour market in the first place). The main factors influencing labour market integration in Hungary are the following: country of origin, social-demographic background, the amount of time spent in Hungary, linguistic and cultural background, knowledge of Hungarian, the acquisition of Hungarian citizenship (Gödri, 2017).

The labour market integration of immigrants may show a relatively positive picture but as it has been pointed out, there are differences based on various features. We do not have information about the level of integration of migrants in different respects, such as cultural or social background, but the social context and attitudes toward foreigners in a given country is one, migrants' active citizenship another.

8.3.2. Level of xenophobia in Hungary

Following the change of the regime in 1989/90, the level of xenophobia, defined as the two extreme points of social distance and operationalized using the Bogardus scale (Sík-Simonovits, 2016), has been increasing and fluctuating, but lately has remained constant; From 15% in 1992 it increased to 40% in 1995, then it fluctuated between 19-43% between 1996 and 2001, and showed relative stability between 2002 and 2011 at 25-30% (Bernát, 2011). The data show that the Hungarian society was the most tolerant in the beginning of the 1990s, followed by a sudden shift toward xenophobia in the late 1990s, then a moderate consolidation or the tendency to become latent, with a gradual but small decrease in the 2000s.

Over the years the majority of the respondents have been "deliberators", i.e. those whose answer to the question "Do you think all/some/no refugees should be accepted?" was "Some refugees should be accepted, others not". Their proportion was lowest in 2001 but even then, their proportion was 53%. Differences can be noted with regard to rejection of various nationalities within this group of "deliberators": the level of rejection is greatest towards Arabic people (80%), followed by the Chinese (75%), the Russians (72%), the Romanians (71%) and the Pirezians (63%), a fictional minority group invented by TÁRKI research group, to test whether xenophobia is directed toward a concrete object or is part of a more general exclusionist attitude. Respondents seem consistently to reject this fictional group (Bernát, 2011), almost to the same degree as really existing ones, which indicates that xenophobia is not directed towards particular groups but encompasses "all things foreign" (including imagined things foreign) and the fear/dislike of them.

In the beginning of 2016 the share of those rejecting the idea of accepting any refugee increased to 53%, the group of "deliberators" shrunk to 46%, while the "xenophile" group almost disappeared and represented only 1% of the population (Sík-Simonovits-Szeitl, 2016).

A considerable change came with the refugee crisis in 2015 and with the preceding anti-immigration government propaganda. The chapter below describes the main features and repercussions of the crisis.

8.3.3. The "refugee crisis" in Hungary and the government propaganda

In 2015, Hungary saw the influx of an unprecedented number of refugees in transit to Western Europe: approximately 390 thousand migrants arrived in the country in that year alone. 177 thousand of them were registered as asylum seekers (Simonovits-Bernát, 2016). Prior to that, starting from early spring 2015 the government conducted an anti-immigration billboard campaign, warning the migrants in Hungarian that "If you come to Hungary, you cannot take the jobs of the Hungarians" or "If you come to Hungary, you must respect our culture". The billboard campaign being in Hungarian was clearly directed at local citizens, or more precisely voters, and also had the effect that by the time refugees arrived at the borders xenophobic sentiments had already been stirred up.



"If you come to Hungary, you cannot take the jobs of the Hungarians"

Source: BBJ

The billboard campaign was followed by another one in the spring of 2017. This campaign suggested that the EU, referred to simply as Brussels in the campaign, was trying to forcefully settle hundreds of thousands of migrants in Hungary (which was a clear distortion of the quota system), therefore Brussels needed to be stopped. Once again, the public spaces all over Hungary were covered with the blue and white posters - this time with the slogan "Let's stop Brussels!". According to the investigative journalism portal, atlatszo.hu, the government spent as much as 4.2 billion HUF (approx. 13.5 million EUR) on the campaign that included, in addition to the billboards, TV and radio commercials, as well as advertisements in newspapers (atlatszo.hu).



"Let's stop Brussels!" - the government campaign, financed from public money, covering the underground in Budapest. Source: 24.hu

Since then, xenophobic messages, fear mongering and the demonising of migrants (now used as a derogatory term) as well as the organisations and civic groups supporting them, have been on the agenda. With the upcoming national elections for the April 2018, the issue of migration is expected to be high on the campaign agenda. This is indicated by yet another "national consultation" on what the government calls the "Soros-plan" and which implies that George Soros is putting pressure on the EC to re-settle millions of migrants in Europe and is paying money to NGOs to facilitate that. (Source: https://english.atlatszo.hu/2017/09/28/hungarian-government-spent-e23-million-on-anti-soros-and-anti-eu-campaign/) The allegations are based on some sentences taken out of context from George Soros's books and interviews.

Having a quick glance at the numbers: the number of people applying for asylum status in Hungary was 177,135 in the year 2015, of which only 146 were granted. This makes the positive decision rate (on asylum applications) one of the lowest in all of the European Union (0.0008%). In addition, 356 cases received protection statuses. The respective figures for 2016 are 154 cases of asylum granted and 271 cases of protection status granted, out of 29,432 asylum requests received. Total numbers are lower in absolute terms for 2017: 2,725 requests were received until the end of September out of which 75 were approved, and 730 received protection status (Source: KSH, 2017).

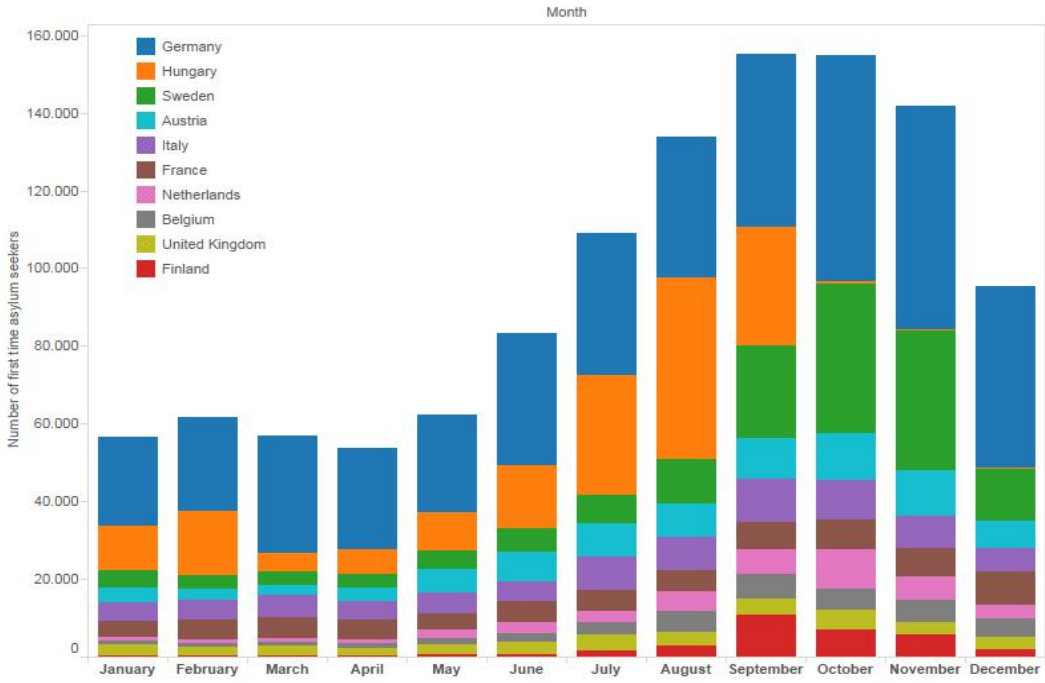


Figure - Reception of Asylum Applications in Hungary (Top Ten out of the EU28, in the year 2015) (Source: https://commons.wikimedia.org/wiki/File:Top_recipients_of_asylum_applications_in_the_EU-28_(2015).png).

Asylum seekers are kept in detention centres. Those granted the asylum can stay in open refugee camps for a month and after that, they receive no support whatsoever from the state for settling down and integration, the argument being that those who were granted asylum have the same rights as Hungarian citizens. It is only few NGOs which are not labelled as "foreign agents" or "Soros agents" that provide assistance and integration programmes.

In the meantime, we saw evidence of the "success" of the government's fear-mongering propaganda: recently an NGO organised a short holiday for some refugees with their children (all of whom had received refugee status and were thus staying in Hungary legally) in Őcsény, a small village in Southern Hungary. When the villagers found out that a local guest house was going to host them, a village meeting was held ending in a major fiasco, the threatening of the guest house owner, and the subsequent cancellation of the holiday and the resignation of the local mayor. The Prime Minister's reaction: "It is right that [those against migrants having a holiday in village] expressed their opinions loud and clear!" (Source: https://www.reuters.com/article/us-europe-migrants-hungary-village/hungarian-villagers-in-backlash-against-holiday-for-migrants-idUSKBN1CB1Q8).

Below, we present a table of the events leading up to, during, and in the direct aftermath of the so-called refugee crisis of 2015.

Table 2: Milestones in migration flow in Hungary, 2015–2016

	Milestones in migration flow in Hungary, 2015–2016
11 January 2015	The first relevant official statement related to immigration into Hungary: Prime Minister Orban's speech in Paris after the commemoration ceremony of the victims of the Charlie Hebdo terror attack: economic migration is bad, Hungary will therefore not provide asylum for economic migrants.
April 2015	Preparations begin for the so-called "national consultation" on immigration initiated by the government (mailing a questionnaire to all Hungarian adults to survey their opinion on immigration). Increasing number of anti-immigration communiques by politicians in the government.
May 2015	"National consultation" on immigration.
June 2015	Government sponsored anti-immigration billboard campaign nation-wide; a counter campaign is organised by a fringe political party with pro-immigration messages.
25–30 June 2015	The formation of the new voluntary grassroots organizations.
13 July 2015	The Hungarian government starts building a fence along the Hungarian–Serbian border.
5–8 August 2015	The opening of transit zones at the railway stations in Budapest with the volunteers and grassroots providing street social work and aid for asylum seekers.
8 August 2015	71 dead migrants are found in a van in Austria close to the Hungarian border, obviously en route from Hungary.
25–29 August 2015	Negotiations are underway about a central transit zone in Verseny Street, Budapest, controlled by the Municipality of Budapest.
end of August – early September 2015	Increasing tensions at the Budapest railway stations, where thousands of asylum seekers are waiting for the opportunity to travel on to Germany. Tensions are increased by the hectic reactions of the Hungarian authorities and the state railway company (at one point no asylum seekers are allowed to get on the trains leaving for Germany, including those with valid tickets; later it is again possible to get on the trains for a few hours, but then all international trains leaving for Germany are cancelled for a few days; on 3 September a train leaves Budapest Keleti railway station with asylum seekers who were informed that they are heading for Germany; the train, however, is stopped at the Bicske reception camp (Hungary), with asylum seekers feeling cheated and trapped.
3–6 September 2015	Right after the train incident at Bicske on 3 September, asylum seekers at Budapest Keleti railway station set out to walk to Austria on the M1 motorway. In response to the government provides buses for the asylum seekers to transport them directly to the Austrian border from the

	motorway as well as Keleti station. A statement is made by the head of the Catholic Church in Hungary, Cardinal Peter Erdős, justifying the limited involvement of the church in the crisis, in stark contrast to statement made by the Pope.
8 September 2015	Petra László, a camerawoman at a right-wing Hungarian TV channel, trips refugees running from the police in Röszke (Serbian border).
15–16 September 2015	"The clashes of Röszke" takes place between police and asylum seekers after the physical and legal closure of the Hungarian–Serbian border. The migration flow heads towards the Hungarian–Croatian border.
17 September 2015	The Hungarian–Serbian border is closed down.
21–23 September 2015	Repercussions of a speech delivered by Prime Minister Orbán, saying "the government has given financial support to the NGOs"; the volunteers and grassroots protest as they have in fact not received any state funds; the Prime Minister meant only those established charity organizations that were commissioned by the government with the aid activities at the Croatian and Austrian borders after 15 September.
16 October 2015	The fence along the Hungarian–Croatian border is completed, the border is closed: the end of mass inflow of asylum seekers and migrants into Hungary.
4 November 2015	FIDESZ starts collecting signatures in order to launch a referendum against the EU's migrant quota.
12 January 2016	The Hungarian government proposes an amendment of the Fundamental Law of Hungary regarding special rules and measures applicable in case of terror threats; On 5 March 2016 the government withdraws the proposal as it is unable to garner the two-thirds support in the parliament required for the amendment.
24 February 2016	Prime Minister Viktor Orbán announces that the government will initiate a referendum against the EU's migrant quota.
10 March 2016	The government declares a state of "migration crisis" alleging that the large number of migrants stuck in Greece make the situation unpredictable.

(Source: Simonovits-Bernát (eds): The Social Aspects of the Migration Crisis in Hungary)

8.3.4. Contextualization of the Hungarian response to the "refugee crisis"

Important characteristics of the domestic context within which the so-called refugee crisis of 2015 unfolded are the homogenous population, the strong populism of the government, and the latent nationalism and the slow but steady dismantling of democratic and human rights safeguards.[4]

A number of reinforcing factors, both domestic, European and international ones, further help to understand the specifics of the Hungarian discourse and the actions and activities taken by both Hungarian government and civil society in reaction the inflow/transit of asylum seekers.

Among these additional factors are, on the national level, the strong media concentration and the soft censorship, the precarious social situation of many Hungarians, the strong position of the church and a Christian-national identity, and the relative high degree of oppression of independent NGOs (and particularly the independently funded ones). On a more EUropean level, these included the geopolitical position of Hungary itself, a distinct regional identity in the group of the four Visegrad (V4) countries, and European and international demands/obligations.

- **Precarity**

On the one hand, the average income is rather low in Hungary; precisely there is an average household net-adjusted disposable income per capita of USD 16,821 a year, roughly half of the OECD average of USD 30,563 a year.[5] In addition, the average household net financial wealth per capita is estimated at USD 23,289, much lower than the OECD average of USD 90,570.[6] Their overall rating of their life satisfaction is equally well below OECD average with a 5.3 grade (on a 1-10 scale) on average, compared to the OECD average of 6.5.[7] There is 0.0% of average wage increase since 2005 and the wealth is distributed quite unevenly. Further darkening this picture, the tax and duty burden is particularly strong for the lower income levels due to lack of tax exemptions and allowances.

With hindsight, a diffuse *angst* of social descent or at least a very real feeling of stagnation may be of strong concerns to many in the autochthonous population. On the other hand, there is a strong record of unchecked spending of the public budget and misappropriation

[4] See: https://euobserver.com/opinion/139588.

[5] See: http://www.oecdbetterlifeindex.org/countries/hungary/.

[6] See: http://www.oecdbetterlifeindex.org/countries/hungary/.

[7] See: http://www.oecdbetterlifeindex.org/countries/hungary/.

of EU funds[8] that at least raises the question of priority-setting in public spending. The official government's position, echoing well with the resident population however was that if Hungarians have nothing themselves, they have nothing to give either.

Anti-migrant sentiment was exacerbated by drawing on the variety of negative stereotypes known from the literature, such as: immigrants as a threat to safety (particularly of women), as a threat to the social security of the autochthonous population, as a possible competition on the job market, and ultimately as a threat to the Hungarian national identity which sees itself deeply rooted in a Christian faith (purportedly threatened by the Muslim faith of the many asylum seekers).These stereotypes or negative narratives were amply repeated in government and media discourse.[9]

- **The church**

Interestingly, the pope, as the global head of the roman-catholic church, has been an outspoken proponent of showing mercy, empathy, and hospitality towards those fleeing war and persecution.[10] But while the pope encouraged his followers to provide for the people on the move, the Hungarian church decidedly opposed this call.[11] Exemplary of such inactivity is the situation of the waiting asylum seekers at Budapest central station "Keleti Palyaudvar" in the summer of 2015, where grassroots civil society organizations stepped in to provide food, water, and even medical supplies, while both professional charity organizations as well as traditional churches remained inactive (Messing & Bernath 2016).

- **EU funds**

Hungary is one of the largest net recipients of European Union funds.[12] Of specific importance, concerning people on the move is the *Asylum Migration and Integration Fund*

[8] See for example:
https://budapestbeacon.com/olaf-says-hungary-misappropriated-9-7-million-worth-of-anti-fraud-funds/,
https://budapestbeacon.com/anti-fraud-office-calls-for-hungary-to-return-eur-283-million-worth-of-eu-development-funds/, or
https://budapestbeacon.com/eu-suspends-payment-of-usd-2-6-billion-of-development-funds-to-hungary/.

[9] See for example: Messing & Bernáth 2016.

[10] See:
https://www.washingtonpost.com/world/refugees-keep-streaming-into-europe-as-crisis-continues-unabated/2015/09/06/8a330572-5345-11e5-b225-90edbd49f362_story.html?tid=a_inl&utm_term=.cbdf538fcc70.

[11] See:
https://www.washingtonpost.com/world/hungarian-bishop-says-pope-is-wrong-about-refugees/2015/09/07/fcba72e6-558a-11e5-9f54-1ea23f6e02f3_story.html?utm_term=.34d9304de35c

[12] See: https://bbj.hu/economy/hungary-to-get-huf-7080-billion-in-eu-funding-in-2014-2020_64759, or https://budapestbeacon.com/hungary-among-largest-beneficiaries-of-eu-funds/.

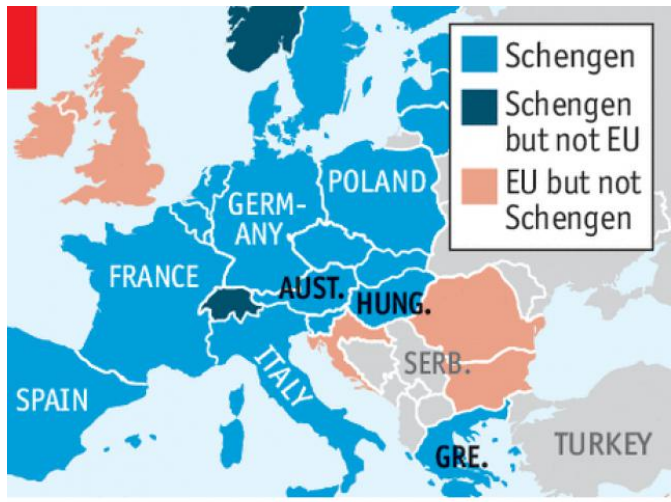
(AMIF) by the European Union, supporting the member states in their activities by sharing the burden with the Union.[13]

For the multi annual planning period 2014-2020 a sum of €23,713,477.00 has been allocated to Hungary from this funding line (as basic allocation).[14] The European Commission offered additional funding during the peak of the "refugee crisis" yet refused to pay directly for the fence erected by the Hungarian government.[15]

The controversies between the EU and Hungary concerning the handling of the "refugee crisis" have also raised critical voices asking for conditionality for the reception of EU funds.[16] Furthermore, it has been one of the major recipients of the Norwegian development grant, but a dispute over the government's crackdown on NGOs put an end to that.[17]

- **EU & international obligations**

With its accession to the European Union on May 1, 2004, Hungary became a member state of the European Union bordering numerous non-member states or non-Schengen member states on both its Eastern and Southern border. As of December 21, 2007, internal border controls with its fellow member states discontinued, completing also its accession to the Schengen area (as part of the accession to the European Union).[18]



[13] See: https://budapestbeacon.com/hungary-among-largest-beneficiaries-of-eu-funds/.

[14] See: https://ec.europa.eu/home-affairs/financing/fundings/mapping-funds/countries/hungary_en.

[15] See: https://euobserver.com/migration/138857.

[16] See for example for Austria: https://www.theguardian.com/world/2017/mar/08/austria-calls-for-less-funding-for-eu-countries-refusing-refugees.

[17] See: https://budapestbeacon.com/hungary-lose-eur-214-million-norway-grants-development-funds-govt-battle-ngos/.

[18] The delay in the full accession to the Schengen area can be explained (at least partially) by technical problems to implement the Schengen Information System II (SIS II), a prerequisite for this process.

The main idea of the creation of the Schengen area – free movement within its territory – also demands a coherent and harmonized control of the shared outer border (of the Schengen area – not to be mistaken with the outer border of the European Union because some member states have not yet met all technical requirements to be part of the Schengen area, such as Romania, Bulgaria, or Croatia, or have opted-out such as Ireland and the UK). By acceding to the European Union *and* the Schengen Area this responsibility has been placed on Hungary for both its borders to the South and the East.

Hungary, the South-Eastern Schengen outpost of the European Union

Additionally, the accession to the European Union brought for Hungary the obligation to process asylum seekers according to the Common European Asylum System (CEAS)[19]. With the CEAS certain rules, obligations or frameworks are laid out to the Member States on who is responsible for which asylum seeker (Dublin Regulation, currently Dublin IV), how to process asylum claims (Asylum Procedure Directive) or how to provide for asylum seekers (e.g. housing, in the Reception Conditions Directive) and others.

Hungary's position at the outer border of the Schengen Area and as one of the first member states of the EU means that it is particularly attractive for asylum seekers to reach when passing through the so-called Balkan Route. Because once they were within the Schengen Area, they were much more likely to be able to reach their envisage destination thanks to the abolition of border and passport checks within.[20] Equally, this meant that Hungary would be the first country to apply for refugee status within the CEAS.

As we can see from the statistics below, this was well the case during the "refugee crisis" of 2015, where Hungary received seven times more asylum applications that the EU average, or 0.26% to 1.8% respectively (and as share of the total population).

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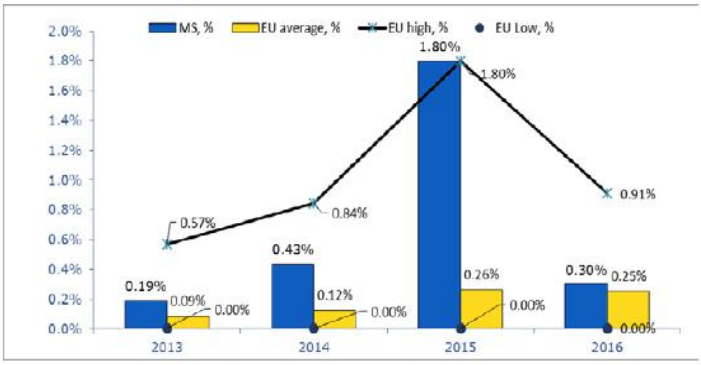
[19] See: https://ec.europa.eu/home-affairs/what-we-do/policies/asylum_en.

[20] As a consequence: During various stages of the "refugee crisis" internal border controls were reinstituted.

Statistical Annex: Migration and Asylum in Hungary (2013-2016)

1. INTERNATIONAL PROTECTION AND ASYLUM

Figure 1: Asylum applications as a share of the total population in Hungary, EU average and EU high and low (2013-2016)

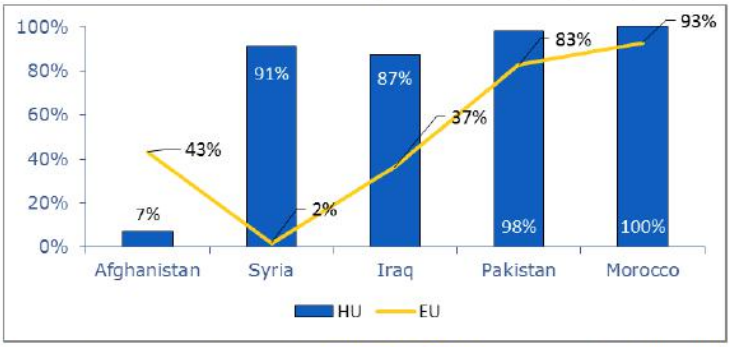


Source: Eurostat migration statistics (migr_asyappctza)[2], data extracted 03/08/2017

Hungary saw an immense rise in the number of people arriving on its territory when the people on the move (due particularly to the Syrian civil war) were no longer contained in their region but started to move moved towards Europe.[21]

Particularly concerning Syrian asylum seekers however, we see a clear contrast to EU practice, namely a strong leaning towards negatively deciding upon the application (in the first instance) while on EU average Syrian nationals enjoyed a dominantly favourable pattern of decision-making.

Figure 8: Negative decision rate for the top five nationalities of applicants at the first instance in comparison with EU for the same given nationality (2016)



Source: Eurostat migration statistics (migr_asydcfsta), data extracted 03/08/2017

These data exemplify the singular stance that Hungary is taking in many of its actions and policies concerning asylum seekers and refugees, often to the heavy detriment of the asylum seekers and refugees themselves. Another example of this would be the exceptionality of the Hungarian handling of the control of the Schengen border, which ultimately led to a lock-down of the Balkan route - and this with its own devastating

[21] For an overview over actual asylum applications, see graphic to the left (Reception of Asylum Applications in Hungary (Top Ten out of the EU28, in the year 2015).

consequence of opening of more perilous routes, e.g. the Central Mediterranean Route, and people being stuck & living-in-limbo in Serbia.

The small capacities that the country had in handling asylum seekers where soon overburdened, plus many asylum seekers refused to be registered in Hungary for fear of "getting stuck" there. For a couple of months, Hungary felt it was unable to control its border and register the arriving people as it was supposed to under EU obligations. Since, there is a dispute between the EU and Hungary on the fair sharing of the burden and the proper assumption of responsibility.

With the heavily controversial and still enduring erection of a 4m high fence along most of its border to adjacent Serbia[22], Hungary was able to curb the inflow of asylum seekers and the mass transit via its territory shifted to different routes. In consequence, thousands were stuck *en route* while others diverted to even more dangerous routes via the Mediterranean. Abuse at the Hungarian-Serbian border is ripe and a continuing point of dispute between the governments involved on the one hand, and human rights groups on the other. The sharp and continuing increase in border violence is an issue well documented for the Hungarian-Serbian border, but also pertains to other EU member states that share the responsibility of guarding the Schengen border, particularly in the Mediterranean.[23]

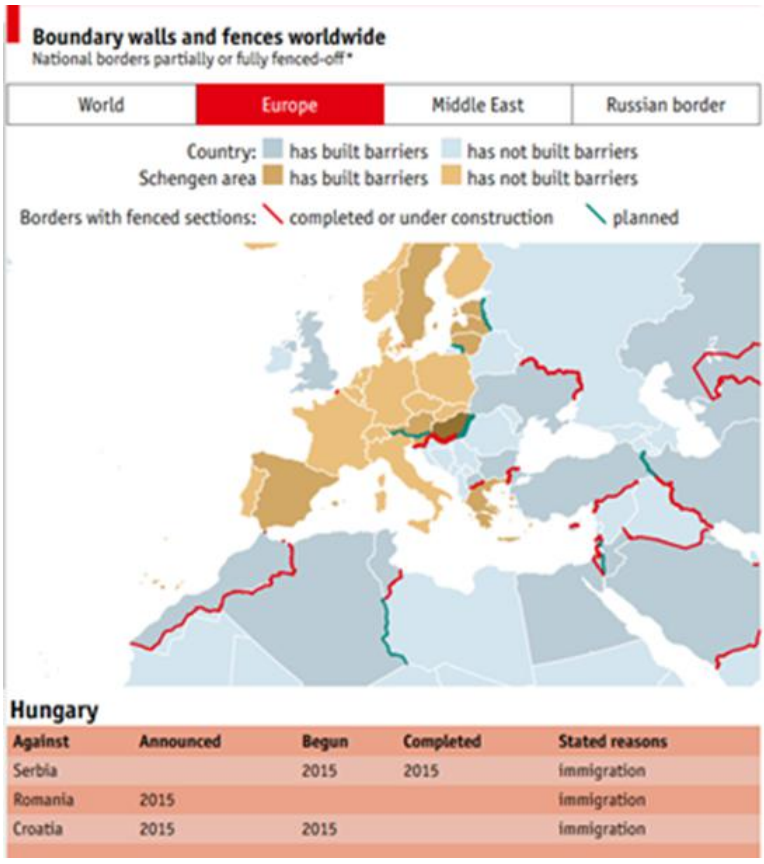


Figure - New Fences in Europe
(Source: http://infographics.economist.com/2015/fences/)

"It is not coincidental that the end of the Cold War began with the mass exodus of East Germans to the West in the summer of 1989 following the removal by Hungarians of barbed wire fences between Austria and Hungary. In effect, in 1989 Eastern Europeans rebelled, among other things,

[22] Hungary shares 175km of outer border of the European Union with its direct neighbour to the South Serbia (one of the main transit countries of the so-called Balkan Route).

[23] See for example: https://alarmphone.org/en/2017/12/13/the-long-summer-of-european-border-violence-alarm-phone-6-week-report-30-october-10-december-2017/.

against the regime of closed borders and travel controls.

It is therefore beyond ironic that the current government of Hungary, the country that started removing fences in 1989, is building a new barbed wire fence in unified Europe today." (Dragostinova 2016)

- **Controversy around the relocation quota**

Hungary is not alone in its hard-handed approach on asylum seekers. Together with three other countries of Central Europe (Ch, Sk, Pl) it forms a cohesive block called the "Visegrad Four" (V4) on many issues, including against EU positions on migrant reception.[24] For example, "Slovak leaders have indicated that Muslims would not be welcome in their country and have only reluctantly agreed to accept a limited number of Christians. In the Czech Republic, photographs of police writing numbers on refugees' arms with permanent markers have prompted comparisons to the Holocaust" (Dragostinova 2016).

Particularly the proposed relocation quota, taking into consideration different criteria such as population size, total GDP, number of previous asylum applications received and granted, and the countries unemployment rate[25] has lead to controversy between the V4 and other EU member states & the EU itself.

> "The Eastern European member states presented a nearly united front against a planned EU policy, and [...] have thus far played an instrumental role in foiling joint European action on the refugee crisis" (G. Győri, The political communication of the refugee crisis in Central and Eastern Europe, FEPS and Policy Solutions, Brussels 2016, http://www.feps-europe.eu/assets/3f672c37-1e17-4332-976b-ac395bc30ddd/political-communication-of-the-refugee-crisis-in-ceepdf.pdf, p. 63).

The ongoing dispute between Hungary and the European Union about the fair sharing of burden and responsibility, and demonstration of solidarity have also been subject of one of the Hungarian government's controversial "national consultations": heavily biased and polemic questionnaires that serve as a tool of the populist government to justify their hard

[24] See for example: http://www.iapss.org/wp/2016/11/22/the-visegrad-four-a-controversial-stand-against-migration/.

[25] To be precise, the key is based on the following elements, a) the size of the population (40%) as it reflects the capacity to absorb a certain number of refugees, b) total GDP52 (40%) as it reflects the absolute wealth of a country and is thus indicative for the capacity of an economy to absorb and integrate refugees, c) average number of spontaneous asylum applications and the number of resettled refugees per 1 million inhabitants over the period 2010-2014 (10%) as it reflects the efforts made by Member States in the recent past, and d) unemployment rate (10%) as an indicator reflecting the capacity to integrate refugees.

stances on this topic as "the voice of the people" rather than serious well-balanced referenda.[26]

Following the dispute around the handling of the "refugee crisis" – which many experts classify as a "crisis of governance" rather than an actual "crisis of mobility"[27] – Hungary has not only taken a stance against people on the move but also against the European Union itself.

Hungary continues to be under criticism by the European Union, the UNHCR, and human rights organizations for its handling of the "refugee crisis" and measures that continue until this day, such as the detention of asylum seekers or the erection of so-called transit zones (a legal vacuum which should have been impossible under the various international agreements signed by Hungary).[28] As a result, the EU has initiated infringement procedures against Hungary[29] and the European Court of Justice (ECJ) has already dismissed Hungary's arguments against the relocation quota.[30]

- **The media**

For Hungary, strong media concentration and the soft censorship applied already before the "refugee crisis" but interference to its coverage by the media has been explicitly noted by Freedom House.[31] In all four of its criteria – legal environment, political environment, economic environment, and press freedom score – Hungary's scores are decreasing and it receives an overall mark of only "partially free".[32]

While the former means that the government is generally able to get its message across, the specifics on the news coverage have been elaborated upon for example by Messing & Bernáth (2016). They find that particularly the pro-government TV channel M1 adopted the anti-refugee campaign of the Hungarian government (ibid, p. 46) and can convincingly demonstrate how the anti-refugee discourse generally prevailed in Hungary (ibid. p. 59). As

[26] See: http://www.katoikos.eu/analysis/national-democracy-vs-european-solidarity-hungarys-referendum-on-refugees.html.

[27] See for example: https://www.chathamhouse.org/publication/eu-crisis-governance-and-european-foreign-policy, or Crawley et al. (2017): Unravelling Europe's 'migration crisis'.

[28] See for example: http://www.unhcr.org/news/latest/2017/9/59b7fb324/visit-hungary-unhcr-chief-calls-end-detention-greater-solidarity-refugees.html; or http://www.bbc.com/news/world-europe-40259268.

[29] See: http://europa.eu/rapid/press-release_IP-17-5023_en.htm.

[30] See: http://edition.cnn.com/2017/09/06/europe/ecj-ruling-migrants-hungary-slovakia/index.html.

[31] See: https://freedomhouse.org/report/freedom-press/2016/hungary.

[32] See: https://freedomhouse.org/report/freedom-press/2016/hungary.

the events unfolded, journalist were attacked by the police when covering the "refugee crisis"[33] or were denied access to sites where people on the move clashed with the police (i.e. in Röszke, ibid., p. 57).

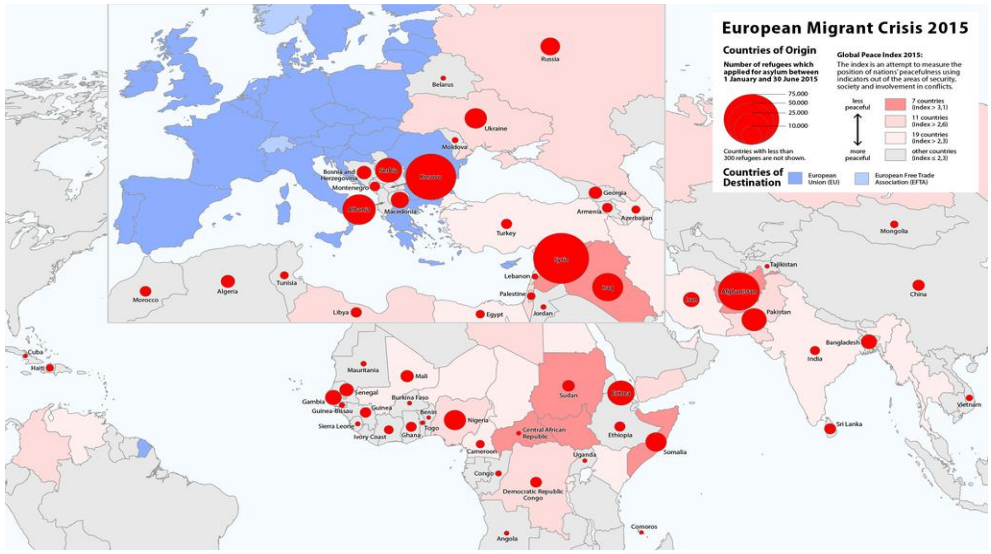


Figure 3- Countries of Origins of Asylum Seekers during the so-called refugee crisis 2015 (Source: http://origins.osu.edu/article/refugees-or-immigrants-migration-crisis-europe-historical-perspective).

8.4. (NON) INTEGRATION IN HUNGARY

In the following part, we will present information on the organizational structures that regulate the entry and immigration of foreigners to Hungary. This includes the so-called welcome and detention centres, the international and national organizations that provide assistance to immigrants, including civil society organizations and NGOs and faith-based organizations. It proceeds with an overview of interdisciplinary programmes that further immigrant integration and concludes by presenting the legal framework within which these various organizations operate.

[33] See: https://freedomhouse.org/report/freedom-press/2016/hungary.

8.4.1. Integration / Migration / Refugee / Detention Centres in Hungary

In the following, we present a list of centres and organizations that are at the forefront of assisting those upon their immediate arrival, followed by a brief description of their actions.

Table 1. State-run organizations/institutions and international organizations in aiding refugees and migrants

No.	Center / Institution / Organization	Aim	Place (city)	Contact
1	Károlyi István Children Center	Established originally to provide for children in need (disability, chronic illness, etc.) the institution maintained by the state also provides services for unaccompanied minors arriving to Hungary as refugees	Fót	2153 Fót, Vörösmarty tér 2., Tel: +36 (27) 358 022; +36 (27) 358 490, E-mail: info@kigyk.eu Web: www.kigyk.hu
2	Reception centres, Balassagyarmat Community Shelter	Providing accommodation and services for foreign nationals requesting asylum, subsidiary or temporary protection, and for those already admitted	Vámosszabadi, Bicske, Balassagyarmat	http://www.bmbah.hu/index.php?option=com_k2&view=item&layout=item&id=539&Itemid=1287&lang=en
3	Closed Asylum Reception Centres	They execute detention of foreign nationals seeking asylum so as to ensure their availability in the course of the asylum procedure; to provide accommodation and services in accordance with the relevant legislation for asylum-seekers, or those seeking subsidiary or temporary protection held in custody.	Békéscsaba, Nyírbátor, Kiskunhalas	http://www.bmbah.hu/index.php?option=com_k2&view=item&layout=item&id=539&Itemid=1287&lang=en
4	Immigration and Asylum Office and its regional directorates	Handles administrative duties related to asylum, citizenship and aliens policing issues	Budapest, Debrecen, Békéscsaba, Szeged, Győr, Bicske, Balassagyarmat	http://www.bmbah.hu/
5	International Organisation for Migration (IOM)	IOM is committed to the principle that humane and orderly migration benefits migrants and society. As the leading international organization for migration, IOM	Budapest	Budapest, Falk Miksa u. 8, 1055 Hungary Tel +36 1 472 2500 Web: www.iom.hu/

		acts with its partners in the international community to: - Assist in meeting the growing operational challenges of migration management. - Advance understanding of migration issues. - Encourage social and economic development through migration. - Uphold the human dignity and well-being of migrants.		
6	United Nations High Commission for Refugees (UNHCR) - Central Europe's regional office	The role of the Regional Representation for Central Europe is to assist, advise and advocate for governments and NGOs to support asylum-seekers, provide shelter and general support, ensure swift handling of asylum claims following international standards, and implement policies and programmes in support of refugees. The regional office also monitors the extent of statelessness throughout the region, and advocates for laws, policies and procedures to resolve individual cases of statelessness as well as reducing the possibility of it occurring in the future.	Budapest	Budapest, Felvinci út 27, 1022 Hungary Tel: +36 1 336 3060 Web: http://www.unhcr.org/ceu/
7	Legal Aid Service (Office of Justice), Ministry of the Interior	The free Legal Aid Service is operated by the Ministry of Interior and is mandated to provide free legal help to those who otherwise would not be able to afford it.[34]	Budapest, Nyíregyháza, Szeged, Debrecen, Békéscsaba	Central office: 1088 Budapest, Múzeum utca 17. Phone: (06 1) 301 3200 e-mail: info@kih.gov.hu website: www.kih.gov.hu
8	UNICEF	In addition safeguarding the rights of children, UNICEF	Budapest	Budapest, Wesselényi u. 16,

[34]According to the data of the Ministry, asylum seekers before the IAO were granted state legal aid in 114 cases, while before the courts they were represented in 73 cases. According to the Ministry's letter, in the transit zones, 1,500 asylum seekers were granted oral legal aid. Given the large number of asylum seekers arriving to Hungary in 2016, state legal aid has covered an extremely low proportion of asylum seekers (5.7%).

		Hungary is fundraising for children living in refugee camps in Hungary, collecting money and warm clothes for the winter.		1077 Hungary Tel: XX Web: http://www.unicef.hu/

Among the first organizations to receive immigrants and asylum-seekers upon their arrival in Hungary are private national and international organizations and state-run agencies.

Here, the focus is on serving the most basic needs of the immigrants, such as shelter and food, but include also a focus on legal-administrative issues and initiating the integration process. There are two organizations, which particularly support children/minors, namely Karolyi Istvan Children Center and SOS Children's Village, while most are inclusive of all people, offering a range of services.

Exemplary for such a broad range of services and activities is the UNHCR, which assists, advises and advocates for governments and NGOs to ensure asylum-seekers can gain access to EU territory, and are able to lodge an asylum application; monitor and improve living conditions of asylum-seekers in reception centres and other refugee facilities, and ensure they are treated with respect, particularly where age, gender, diversity and special needs are issues of concern; ensure that refugee determination procedures are fair and efficient, and that asylum legislation and the work of asylum authorities reflect international legal standards; put in place functioning integration and resettlement policies and programmes, and promote a social climate that welcomes refugees, and rejects xenophobia and racism.

Furthermore, its (the UNHCR's) regional office monitors the extent of statelessness throughout the region, and advocates for laws, policies and procedures to resolve individual cases of statelessness as well as reducing the possibility of it occurring in the future.

In the following sub chapter, we provide three more tables with private organizations, faith-based organizations, and NGOs & civil society organizations that provide more punctual or focused support.

8.4.2. Organizations / Institutions / NGO's dealing with migration issues and migration target group in Hungary

In the following section, we describe available private institutions, organizations and associations dealing with migrants in Hungary. We present their main activities and target groups, distinguishing between private organizations, faith-based organizations, and local civil society organizations.

Table 2. List of private organizations assisting the integration of refugees and migrants

No.	Center / Institution / Organization	Aim	Place (city)	Contact
1	Open Society Foundations Hungary	The Open Society Foundations Hungary has a threefold approach on migration in Hungary, it aims to strengthen the legitimization and base of NGOS active on the issue, it seeks to inspire a long-term vision of Hungarian politics on key issues such as migration/asylum ("Hungary 2025"), and it civil activism, social self-organizing, and community advocacy in Hungary through the empowerment of the groups of citizens. All three points are supported via grant making measures.	Budapest	Open Society Institute–Budapest Molnar utca 19. Budapest, H-1056 Hungary Phone: +36-1-882-3100 Fax: +36-1-882-3101 Web: www.opensocietyfoundations.org/grants/hungary-project
2	Friedrich-Ebert-Foundation	The Friedrich-Ebert Foundation seeks to foster a dialogue between society and politics on pressing issues, such as migration & asylum. It organized information events (e.g. with the Central European University), workshops for journalists, or seeks to offer policy advise by providing sound analyses & reports.	Budapest	Fővám tér 2, 1056 Ungarn Telefon: +36 1 461 6011 http://www.fes-budapest.org/en/
3	Demokratikus Jogok Fejleszteseert Alapitvany (Foundation for the Development of Democratic Rights)	Projects supporting the Roma community as well as migrants and refugees.	Budapest	1052 Budapest, Apáczai Csere János u. 1. IV/40 Tel: +36 14 11 04 10 or +36 41 10 411 or +36 41 10 444 Fax: 32 80 874 Web: www.demnet.org.hu Email: info@demnet.org.hu
4	SOS Children's Village	SOS Children's Village launched their refugee programme in 2015 to provide help for unaccompanied minors in the transit zones by the borders and shelter for unaccompanied minors through providing translation, psychological counselling, social work and medical care. They launched a programme to recruit foster parents for unaccompanied minors. They also run a programme to help the integration of	Budapest, Fót and transit zones by the border	Budapest, Angyal u. 1, 1094 Hungary, Tel: +36 1 301 3160 https://www.sos.hu/ https://www.sos-childrensvillages.org/where-we-help/europe/hungary

		refugee children.		
5	Central European University (CEU)	In addition to a great number ofaudience building actions through education and research related to issues of migration, as well as communication and dissemination related to the issue (e.g, exhibitions, film clubs, lectures etc.)[35], CEU organizes Weekend courses for refugees and asylum-seekers in Hungary in the framework of the CEU's Open Learning Initiative (OLIve). It includes English courses, career courses, an introduction to life and culture in Hungary, an academic course on human rights and academic tutoring to help students prepare university applications.	Budapest	Budapest, Nádor u. 9, 1051, Tel: +36 1 327 3000 www.ceu.edu, https://www.ceu.edu/refugee-response

[35]For CEU's response in 2015, see:

https://www.ceu.edu/article/2015-09-05/ceu-responds-refugee-crisis

https://www.ceu.edu/sites/default/files/attachment/basic_page/13675/rectorlettertocommunityrerefugeecrisis.pdf

https://www.ceu.edu/article/2015-12-15/ceu-launches-weekend-classes-registered-refugees

https://www.ceu.edu/article/2015-10-12/ceu-offers-jobs-refugees

https://www.ceu.edu/category/refugee-crisis-response

6	Hungarian Red Cross	The Red Cross provides humanitarian assistance and protection to people on the move, based on needs and vulnerability before all else. This includes for example distribution of hot tea, blankets and waterproof coats to those who were at the Keleti station, waiting to continue on their journey. Red Cross volunteers at the Hegyeshalom crossing on the border with Austria, provided meals and other services. In Röszke, the first stop for migrants upon entering Hungary, Red Cross volunteers had handed out hygiene kits to women and children, and providing psychosocial support to those in distress after making the arduous journey from Greece.	Budapest, Pec, Miskolc	Arany János utca 31 1051 Budapest V., Hungary Tel: (36) (1) 374-1338 Fax: (36) (1)374-1393 Telegram: RED CROSS BUDAPEST Email: intdept@redcross.hu Web:http://www.redcross.hu

Additionally, there is the Norwegian Social fund (EEA grants), which is active in the field of integration (but targeting dominantly Roma communities[36] and not immigrant communities). The strengthening of civil society and the improvement of social dialogue is another objective of this grant scheme, potentially also adding to the integrative capacities of the autochthonous population.

Table 3. Faith-based institutions aiding refugees and migrants

No.	**Center / Institution / Organization**	**Aim**	**Place (city)**	**Contact**
1.	Oltalom Charity Society, Oltalom Sport Association	Shelter for refugees, football team involving refugee men	Budapest	1086 Budapest, Dankó u. 9. http://oltalom.hu/

[36] See: https://eeagrants.org/Where-we-work/Results/Hungary.

2.	Hungarian Baptist Aid	The Hungarian Baptist Aid cooperates with the Hungarian Immigration and Asylum Office and provide children's programmes, translation and intercultural activities. They also provide accommodation for refugee families at the temporary shelter for families (Lőportár utca e.g.)	Budapest, Röszke, Tompa	Magyar Baptista Szeretetszolgálat Alapítvány, Budapest, 1391 http://www.hbaid.org/
4.	Magyar Ökumenikus Segélyszervezet / Hungarian Interchurch Aid	Hungarian Interchurch Aid is a community that provides those in need or in crisiswith efficient assistance through the power of unity. Our main objective is to facilitate the integration of families seeking a way out of poverty.		Budapest, Kossuth Lajos utca 64, 1221 https://www.segelyszervezet.hu/en
5.	Református Menekültmisszió / Refugee Mission of the Reformed Church	Housing Program: pays the rent for refugee families for 18 months and helps them to find work and navigate Hungarian bureaucracy.	Budapest	1151 Budapest, Alag u. 3. Tel: +36 12 71 04 98 or +36 12 71 04 99 Fax: +36 12 71 04 99 Web: www.rmk.hu Email: rmk@zsinatiiroda.hu

Not only refugees and migrants have been the target of the Hungarian government's communication campaign against immigration but also non-governmental organisations that have stepped up to help refugees. During the migration crisis of 2015 the governmental propaganda made a link between volunteers and human traffickers, implying that those who were helping refugees were also helping traffickers. In addition, a link was made to the Hungarian-born philanthropist, George Soros, whose local organisation provided some funds for NGOs that ran activities to alleviate the crisis. Since then Soros is attributed the so-called Soros plan (see in previous chapter) and any affiliation, real or imagined, to his private NGO (Open Society Fund for Europe) has been also labelled ("they are members of the Soros Army"). The most recent manifestation of that took place in the Southern Hungarian city of Pécs a local NGO, Emberség Erejével that

won an OSIFE grant to carry out community development programmes in the region. The local NGO had a contract for an office space that later withdrew from the contract due to the "controversy" in Hungarian public life and the media. In addition, the mayor of Pécs issued a petition addressing the citizens of Pécs and institutions, calling on them not to provide space for the Soros-funded organisation that they labelled as a "campaign centre" and attributed to them plans to influence the national elections coming up next year. The petition has subsequently been approved and backed by the municipality council of Pécs (444.hu).

Table 4. Local non-governmental organizations assisting refugees and migrants

No.	Organization	Target group	Main activities for target groups	Place (city)	Contact
1	Menedék Association for Migrants (independent NGO)	Migrants	promoting the social integration of foreign citizens migrating into Hungary:	Budapest, Bicske, Budapest, Fót, Vámosszabadi (the latter are places with refugee camps)	1081 Budapest, Népszínház street 16. III/3. +36 1 322 1502 menedek@menedek.hu http://menedek.hu
2	Hungarian Helsinki Committee	Refugees, detainees and victims of law enforcement violence	The HHC ensures access to effective, free-of-charge legal counselling and representation at all places (reception centres, community shelters, alien policing jails) where persons in need of international protection are accommodated or detained in Hungary. The organisation regularly comments on draft legislation in the field of asylum and immigration as well as analyses legal practices. To assist with casework, the HHC provides legal advice and country information (COI) to its network of lawyers. The HHC also organises trainings on domestic, European and international refugee law as well as immigration law and practice for its own	Budapest	Magyar Helsinki Bizot 1054 Buda Bajcsy-Zsilinszky út 36 Tel.: +36 1 321 4323, 4327, 321 4141, E-helsinki@helsinki.hu, http://www.helsinki.hu/

			staff and lawyers and other asylum professionals working in government agencies and courts.		
3	Artemisszió Foundation	Refugees, migrants	Organise mentoring among locals for refugees, provide training for refugees/migrants to facilitate their integration (communication, job search), organise intercultural events to bring together locals and refugees/migrants (cooking events, excursions, etv.)	Budapest	Artemisszió Alapítvány 1445 Budapest, Postafiók 355. Tel: +36 1 413 6517, +36 1 70 321 3078, +36 1 70 633 4872 Email: info@artemisszio.hu, artemisz@artemisszio.hu, http://artemisszio.blog.hu/
4	MigHelp - Migrants' Help Association of Hungary	Refugees, migrants	Mainly training (ECDL, training on web design, database management and other computer technology courses; language training, vehicle driving child care) and cultural activities	Budapest	MigHelp, Ráday u. 9. Budapest 1092, http://mighelp.hu/
5	Migrant Solidarity Group of Hungary (Migszol)	Refugees, migrants	Advocacy, campaigning against deportation and detention, awareness raising of rights of refugees and asylum seeker	Budapest	E-mail: contact@migszol.com www.migszol.com
6	Skill&Jobs&Fund	Foreign students from third countries	Information about the Hungarian labour market, Individual and group job-counselling and career advice; Advice on writing CV and cover letter; job-seeking techniques; Job hunting and Job Club; preparing for a job interview; help in keeping the job and dealing with conflicts at the workplace		munka@jovokerek.hu, mentorjovokerek.hu, http://jovokerek.hu/skillsandjobs/en
7	Szubjektív Értékek Alapítvány/ Subjective Values Foundation	Migrants	The aim is to support an ongoing dialogue between cultures, to create a sustainable society, and to promote the European ideals in Hungary.	Budapest	http://www.szubjektiv.org/
8	Mahatma Gandhi Human Rights Organization	Migrants, refugees	The vision of the founder, Mr. Gibril Deen, is to fight for the rights of migrants	Budapest	Ferenc krt. 18. Fszt. 1. Budapest, Hungary 1092

			and refugees, to combat racism and discrimination against foreigners and to encourage at all levels social inclusion in our community		http://www.gandhi.hu/
9	Ferencváros Community Foundation (FCF)	Local population in the 9th district of Budapest, including migrants living in the district	FCF, a grassroots organisation focusing on facilitating local philanthropy and raising funds for locally initiated programmes, has recently launched a project 'Our new neighbours - Colourful Ferencváros' with the aim of involving migrants connected to the 9th district and to raise awareness about the values of diversity.	District IX, Budapest	1094, Budapest, Márton utca 10. ferencvarosi.ka@gmail.com http://ferencvarosi.kozossegialapitvany.hu/
10	TASZ/Hungarian Civil Liberties Union	All human beings present on Hungarian territory	TASZ monitors the human rights and civil liberties situation of all people in Hungary, including transit migrants or foreigners, to uphold fundamental rights & principles. It provides comments and reports on the infringement of their rights, e.g. on maltreatment of journalists covering the clashes at Röszke by the police, the "totalitarian asylum law" or the treatment of asylum seekers at the Hungarian border. They provide legal advocacy, legal advise, and public education projects, including for migrants and about migration issues.	Budapest, Hungary	1136 BUDAPEST, TÁTRA UTCA 15/B. PHONE +36 1 209 0046 FAX +36 1 279 0755 EMAIL TASZ@TASZ.HU WEB https://tasz.hu/en
11	Cordélia Alapítvány/ Cordélia Foundation	Torture survivor and severely traumatized asylum seekers, refugees and their family members	The Cordelia Foundation for the Rehabilitation of Torture Victims offers complex psycho-social rehabilitation to severely traumatized asylum-seekers and refugees and their families. The professional	Budapest	H-1133, Budapest, Hungary, Kárpát u 1/B. , VI./24. Tel: +36 13 49 14 50 Fax: +36 12 39 13 32 Web: www.cordelia.hu Email: cordelia@cordelia.hu

		arriving in Hungary	staff usually treat refugee clients at the Hungarian reception centres. Specific services include: psychiatric, psychological and non-verbal therapies and social assistance; assisting torture survivor clients in the legal process with medical reports documenting the evidence of torture; offering trainings and supervision for professionals working with refugees, and organising awareness raising programme on the international day of torture victims.		
12	Háttér Társaság (Háttér Society)	LGBTQ migrants, asylum-seekers, and refugees	The legal aid service targets victims of discrimination, harassment and violence, but also provides advice on any legal matter where the sexual orientation or gender identity of the person might be significant.	Budapest	H-1132 Budapest, Csanády u. 4/B. Tel: +36 13 29 26 70 or +36 1 238 0046 Fax: +36 1 799 8418 Web: www.hatter.hu Email: hatter@hatter.hu

Activities in the rural areas are concentrated in towns where there is a refugee camp and more specifically to the territories of the refugee camps. For instance, the Hungarian Menedék Association for Migrants have programmes and social workers in Vámosszabadi reception centre and the detention centres in Győr, Kiskunhalas and Nyírbátor, as well as the Children's Centre in Fót.

Focused on immigrants in a different way are the various diaspora organizations, catering to the specific nationalities that can be found in Hungary (and concentrate on Budapest). There is for example the Russian diaspora in Hungary, counting roughly 13,000 people (according to the 2011 census) and offering a variety of cultural and other activities.[37] Many other Diasporas are organized on a more or less formal level (e.g. Chinese, Latin Americans, Italians).

[37] See: http://www.ruscenter.hu/beta/hu/cominhun.php.

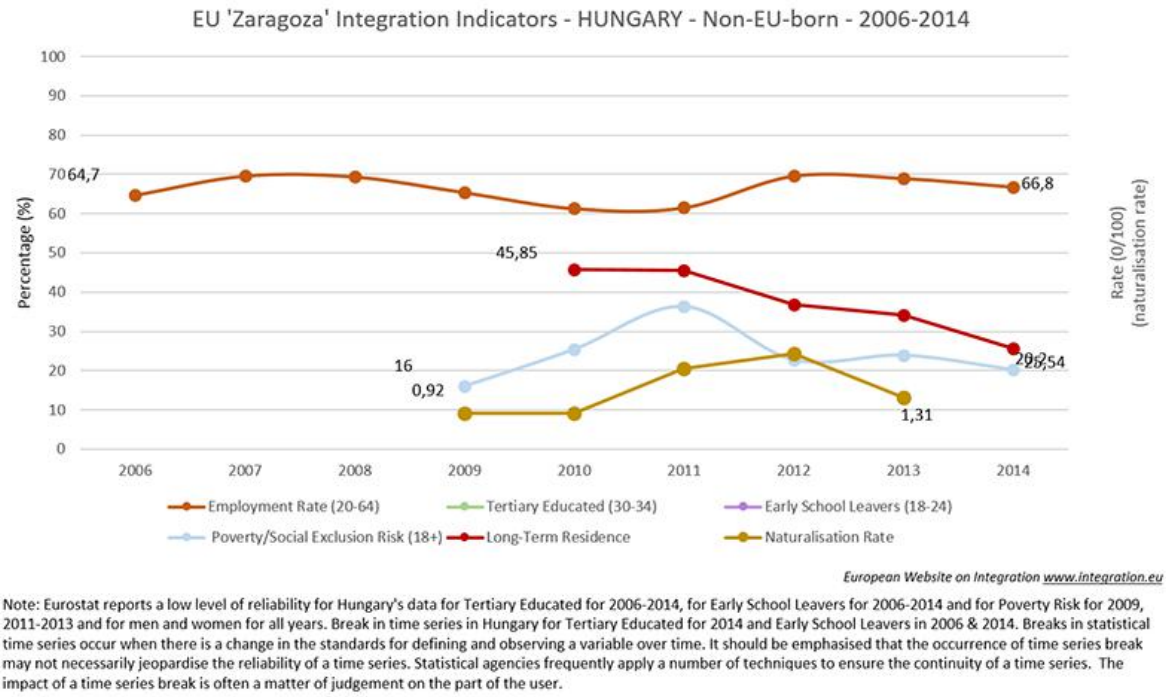
2012 the Institute for Minority Studies at the Hungarian Academy of Sciences set out to explore migrant organisations operating in Hungary. Their definition of a migrant organization was one where over half of the membership and the leadership are migrants. They focused on entities set up by third country nationals and not only formalized NGOs but also initiatives that were carried out their activities in a structured way and had great impact. They found that of the 247 registered organisations that they have identified, 146 were operating (Kováts, 2012).

Most of these organisations were organized by people from East-Asia and the Middle East (60% of the identified organisations), followed by NGOs of people of Africa and Europe. There were only few organisations with a Latin American background (4%) and ones with a Muslim background (4%) – in the latter case the basis of the organization was religion. As to the fields of activity, most organisations were active in culture, community development, education, the situation of youth and children, charity and fund raising, international cooperation. Only one organization indicated that its main activity was to address issues related to migration and none mentioned the alleviation of the problems of the represented ethnic group as its main activity. The migrant background and ethnicity constituted the context of the operation of the organization rather than the target area. This does not mean, however, that the beneficiaries of their operation did not include people from the related ethnic group, on the contrary, very often they were the main targets of the organisation's actions (Kováts, 2012).

Integration success of foreigners in Hungary

Given these manifold and multi-level efforts to facilitate integration, it is noteworthy to contrast these efforts with the actual integration of foreigners in Hungary. From an EU source, we can observe various indicators, so-called Zaragoza indicators, on the integration of non-EU born citizens in Hungary. Overall, integration indicators suggest a decline in integration success over the time period 2006-2014. Particularly the rate of long-term residence declined. So did the naturalization rate.[38] While the risk of poverty/social exclusion stabilized – after the global economic crisis around the year 2011 – at a pre-crisis level.

[38]We cannot clearly ascertain that the temporary rise in naturalisation rates in 2011 and 2012 is due to the push by the Orban government (since 2010) to naturalize ethnic Hungarians in adjacent territories due to lack of data, but have a strong hunch that this is the case.



Note: Eurostat reports a low level of reliability for Hungary's data for Tertiary Educated for 2006-2014, for Early School Leavers for 2006-2014 and for Poverty Risk for 2009, 2011-2013 and for men and women for all years. Break in time series in Hungary for Tertiary Educated for 2014 and Early School Leavers in 2006 & 2014. Breaks in statistical time series occur when there is a change in the standards for defining and observing a variable over time. It should be emphasised that the occurrence of time series break may not necessarily jeopardise the reliability of a time series. Statistical agencies frequently apply a number of techniques to ensure the continuity of a time series. The impact of a time series break is often a matter of judgement on the part of the user.

Figure 4 - Integration indicators, 2006-2014 (Source: https://ec.europa.eu/migrant-integration/librarydoc/eu-zaragoza-integration-indicators-hungary).

8.4.3. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Hungary

There are manifold activities, events and programmes that target migrants in Hungary - predominantly provided by civil society organisations. While we seem to observe a concentration of these services in the capital Budapest, this is not surprising as Budapest is the place of work/employment for many foreigners working in Hungary, it is a hub for the provision of services, and it also has larger immigrant communities that may provide a network as well as an active civil society scene doing the same.

Training Alternatives in the Hope of Marketable Knowledge and Jobs by MigHelp

MigHelp was initiated up by James Peter, a refugee from Sierra Leone who used to live in a refugee camp in Eastern Hungary, Debrecen. It was prompted by a conflict between some Muslim and Christian refugees living in the camp, police were called in, and the Mr. Peter concluded conflict resolution skills would be very much needed in the refugee community. Pursuing this idea, he later met an experienced non-violence communication expert and a series of workshops were held in both Budapest and at the Bicske refugee camp. Later this training activity expanded to include job training, language skills, and the dissemination of

information. These activities were then formalized and MigHelp was founded in September 2009 and registered as an NGO in Hungary.

One of MigHelp's first projects was to offer practical job skills trainings of the European Computer Driving Licence (ECDL) program – these accredited lessons include everything from courses in email, to courses CSS, MySQL and PHP. MigHelp is the only organization to offer an accredited European Computer Driving Licence (ECDL) program in Hungary specifically for refugees and migrants. Collaborating with McDaniel College Budapest, MigHelp has now for several years provided advanced training in web design, database management and other computer technology courses to students who complete the ECDL courses, or who are otherwise eligible. Another area addressed by MigHelp's efforts is that of **language training**. MigHelp has provided beginners classes in Hungarian, German, French, and English for migrants and refugees eager to pick up the language of Hungary and other European countries, thereby further encouraging their successful integration.

In 2016 MigHelp obtained EU funding for a new series of projects that continue computer training, language training, while also offering new classes in vehicle driving, and child day care. Courses in 2017-2018: 1) Elderly care skills course and certification; 2) Car driving course for 'B' category driver's licence; 3) Truck driving course for 'C' category driver's licence; 4) European Computer Driving Licence ECDL Course; 5) Microsoft Certified Systems Administrator (MCSA) Course; 6) Basket weaving and knitting for the new market. **Participants** to MigHelp's courses include people with refugee status, others have a residency permit, while some others have already been naturalized. There is usually a balanced gender ratio at the training sessions, except for courses on care taking, where participants are predominantly women. Mighelp is also seeking to include Hungarians into their language courses, mainly from the neighbourhood, in an attempt to reach out to the local community.

Programmes by Menedék – Hungarian Association for Migrants

Menedék has been helping the social integration of immigrants arriving to and departing from Hungary, through a set of social, educational and cultural programs built on more than 20 years of experience. The organisation developed a **complex system of services that has supported thousands of refugees and other foreigners** in finding a new home in Hungary or returning to their home country, including counselling, language lessons and various community programs in order to help them to get to know and understand the Hungarian culture and habits, to find a job and housing, and to find their way out of the administration maze. Menedék offers **migrant-specific sensitization training for professionals who are in contact with migrants during their work: teachers, social workers, healthcare workers, police officers, and armed security guards**. In addition to supporting immigrants and professionals, Menedék help the majority society become

more open and receptive to foreigners, as this is essential for the successful integration of migrants. To this end, we aim to build a bridge between the host society and the immigrants through various educational and cultural projects.

The **Menedék Film Club** every month documentaries or feature films are shown, which deal with migrant and refugee life situations and depicts characteristic cultural and social encounters. The screening is always followed by a discussion on the impressions of the audience. In addition to our above-mentioned regular programs, Menedék organises **celebrations of the major festivities of their clients** (Eid. Christmas, Nowruz, New Year's Eve).
Menedék promotes cultural diversity by publishing an international cookbook and a photo collection, selling their unique **CULT products (T-shirts, bags)**labelled by Menedék's social enterprise. The last series of products used the drawings made by migrant children (the drawings were printed on the bags, T-shirts).

Film School by Palantír Film Foundation

Film School is a project implemented by Palantír Film Foundation. In the framework of the project documentary films are shown in high schools and discussed with teachers and students. The films depict the lives of everyday people, much like the audience, the only difference being that the people in the films have to get by in a country and culture that is different from theirs. What would you do if you had to leave your country? How would you try to get by? How does the film help you to understand these situations? These are some of the questions that will be discussed with 17-19-year-old students studying in high schools in the 9th district. The refugee crisis caused a genuine culture shock among Hungarians, the issue of migration has become a common topic in everyday conversations. There is nothing in the school curricula that would help students explore different cultures. The project, launched as recently as September 2017, involves working with teachers, a short survey exploring the students' knowledge of the culture that the given film addresses, discussions.[39]

Our New Neighbours - Colourful Ferencváros" by the Ferencváros Community Foundation

The project "Our New Neighbours – Colourful Ferencváros" was launched in June 2017 by the **Ferencváros Community Foundation**, an independent, grassroot organisation operating in the 9th district of Budapest, seeking to facilitate community fund raising for locally initiated programmes. FCF had been keen to respond to the refugee crisis through its own tools and means and has been exploring the scope of action for community foundations. The goals of the project are two-fold: on the one hand, the NGO would like to

[39]For source and more info: http://palantirfilm.hu/film-school-program/ (In Hungarian).

reach out to migrants and foreigners connected in some way to the 9th district. The goal with this is to involve them, i.e. members of the community, to the activities that the NGO is carrying out and explore their ideas for activities that they would like to see implemented and which would help their integration into the local community. FCF is aiming for a truly participatory approach, which would make sure that foreigners in the district are also involved not only its activities but also in the volunteer pool and the decision making body as well (the long-term goal is to have foreigners in the board as well).On the other hand, FCF's goal is to run an awareness raising campaign in the district about the values of diversity ("Our New Neighbours - COlourful Ferencváros"). However, given that the peak of the campaign was planned to take place in May, which will coincide with the peak of the national elections, a central topic of which will very likely be the issues of migration, the NGO will have to consider carefully the implementation of this campaign.[40]

Initiating Dialogue

Most of the programmes listed above focus on migrant populations staying/residing in Hungary but NGOs do have programmes and initiatives seeking to further dialogue among local/migrant populations and addressing the issues of tolerance, inclusion and integration from the point of view of the receiving society as well.

For instance, **Artemisszió Foundation** - a key objective of which is to include facilitating dialogue and interaction between culturally, ethnically and socially diverse groups and to foster their mutual understanding - has been providing **intercultural training courses**, educational materials and methods for both professionals (e.g. teachers, those in the law enforcement and health care) and those interested. Artemisszió's **"Building Bridges"** program included training for local citizens interested in helping refugees and migrants through mentoring them. The **Mira intercultural community**, set up by Artemisszió Foundation also, seeks to provide space for intercultural encounters and dialogue, mutual learning and experiences through language classes (including Arabic and Farsi lessons by native speakers), cooking events and other events (games, creative workshops) designed for local and migrant communities alike.[41]

The **Migrant's Voice** project by Menedék Foundation is a program that increases the visibility of third-country nationals by giving them a platform in **community broadcasting and writing their own blog**. The activities included in this project will give third-country nationals a voice and many opportunities to show their identity and thus bringing them and the natives closer to each other. [42]

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[40]For more info, see: http://ferencvarosi.kozossegialapitvany.hu/.
[41]See: http://artemisszio.blog.hu/.
[42]See: IO3 - Empowerment of migrants. Collection of best practices in the field of migrants' integration, for more info: www.similarproject.eu.

We should not forget to mention here the cultural events of the Central European University, especially the Doclab Workshops of the VERZIO Film Festival organized yearly since 2015[43], or lectures about projects on communication access (smartphones, apps, wireless internet) for refugees[44]. The festival is complemented with exhibitions[45]and literary panel discussions[46].[47]

There are a number of amateur football clubs that include migrants, some of them refugees, among the members. The African Stars football team consists of players who are exclusively refugees and migrants. The team participated in several tournaments and won a number of prizes, including first place in the 2006 World Cup Against Racism tournament held every year in Italy. Inter CDF is a Budapest-based football club that brings together refugees, mainly, from Nigeria, Cameron, Iraq, Iran and Libya living in the Hungarian capital. Inter CDF was originally set up to help footballers from Africa who struggled to be accepted by clubs. The Mira! intercultural community, initiated by Artemisszió Foundation, also organizes football training for migrants and refugees residing in Hungary but also interested Hungarian citizens as well. The project **Welcome to the pitch!**Is a project supported by the European Commission to provide (football) training opportunities for for adult refugees living in Hungary. Their players are mainly from Budapest and around. The project's top priority is to help refugee football players make as many contacts in our country as possible through the the open trainings and the Fair Play Football Roadshow championships.

We clearly see from the lists of organizations working on the migration and refugee issues that there is a strong diversity in terms of focus, resources, and reach.

Two further points are notable here: the aforementioned absence of certain state or church bodies that would/could be assumed traditional facilitators of such actions, events, or programmes. Second however, we want to underline again the wide range of organizations working on these issues, implying a quite involved layer of society that actually works or volunteers in these organizations. The migrant solidarity groups that formed spontaneously during the "refugee crisis" in 2015 and included numerous people in different villages deserve a special mention here.

Also, while the (public) media can be criticised for a lack of representation (of a migrant perspective, migrants themselves, or simply a non-securitizing coverage of events), there is now emerging attention from outside the country given to a balanced, well-informed, and inclusive media coverage. For example, the U.S. Department of State will provide funding

[43]See: Face to face: Refugees in Europe (2015): http://verzio.org/en/node/547,https://www.ceu.edu/event/2015-11-17/verzio-doclab-projects-face-face-refugees-europe.
[44]See: https://spp.ceu.edu/node/1803.
[45]For an example of 2015, see:https://www.ceu.edu/event/2015-11-04/migration-europe.
[46]For example in 2017, see:https://ias.ceu.edu/node/688.
[47]For further information, see: https://www.ceu.edu/event/2015-11-10/verzio-international-human-rights-documentary-film-festival, https://www.ceu.edu/event/2016-11-08/13th-verzio-human-rights-documentary-film-festival, https://www.ceu.edu/event/2017-11-14/14th-verzio-film-festival.

for media pluralism (and thus against the implicit sway the current government has over the media) in Hungary.[48] Additionally, there are several European initiatives with the objective to promote independent and balanced media reporting in general and/or with special regard to migration topics.

And while the Hungarian Catholic Church seemed rather passive, the integrative power of local communities should not be underestimated. (And this pertains to all different faiths extant in Hungary, even though the catholic church could serve as a positive example for all of society here.)

What is missing?

While we are able to observe a lively and diverse NGO scene that really employs the range of tools and activities possible to facilitate integration and foster cross-cultural dialogue, we have a notable absence of state and church activities specifically targeting this area.

The stronger concentration of activities in the capital Budapest is mainly also due to the concentration of foreigners/immigrants there, and a variety of initiatives also covers other cities and villages. So while at first one may only notice the concentration in Budapest, it seems reasonable that most NGOs work here, and other regions and cities also seem reasonably covered.

In terms of NGO activities, there is only to say that maybe some programmes, such as the very popular "cooking together" approach on bridging cultures and putting people of different culinary and cultural backgrounds in contact with each other, could be rolled out on a larger scale. These are clearly not restricted to more affluent nations, for example there is also a successful programme like that running in Bulgaria[49], and are accessible to people with different socio-economic backgrounds. Yet, so far, only few of them exist.

The same holds for the area of sports where many different approaches and activities could be implemented – and are recommended as a viable tool for migrant/refugee integration – but where we could only identify some. A rollout on a larger scale could be realised without many resources, yet potentially reach people from different backgrounds very successfully.

With the government's current new take on NGO's that provide (particularly) for refugees, it remains to be seen whether and how NGO activities will be curtailed in the future in Hungary.

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[48] See: https://www.reuters.com/article/us-hungary-us-media/u-s-launches-media-fund-for-hungary-to-aid-press-freedom-idUSKBN1DD21C, or https://www.bloomberg.com/news/articles/2017-11-30/u-s-joins-hungarian-media-resistance-to-loosen-orban-s-sway.

[49] See: http://multikulti.bg/1768.

Critical review

As it can be seen in the previous section, there are many and a large variety of programmes and initiatives organized by non-governmental organizations to assist the integration of migrants in Hungary, ranging from "softer" programs (such as cooking events or sports), through projects seeking to advance migrants' participation in society (e.g. the Migrants' Voice community radio initiative by Menedék Association) to educational programs and training targeting the majority society and professionals (like Artemisszió or Menedék Foundation's training sessions for teachers and social workers who are in contact with migrants). For some of these actions the NGOs receive funding from the EU structural funds (through the Hungarian government's mechanisms) or international organizations. It seems as if the government was "outsourcing" the task of assisting migrants' integration to non-governmental organizations and minimizes its own efforts, which can also be noted in the level of services that the very central state organization, the Office of Immigration and Nationality, provides for the foreigners that come to Hungary. Many interviewees mentioned the lack of appropriate language skills and the limited level of helpfulness on the part of officers at the Office. Generally, Hungarian state services can be characterised by providing only a minimal level of support for migrants and refugees arriving to the country.

According to Political Capital (Political Capital, 2017) both the politics and the rhetoric of the Hungarian government can be interpreted in the context of securitization. The basis for such an approach is the premise that migrants are a threat to Europe's safety and Christian values, which should be defended from the intruders through a variety of measures: by introducing anti-migrant policies and communicating against migrants.

The fact that in June 2016 the government discontinued the so-called integration allowance, which was an allowance of 90,000HUF (approx. 280 EUR) paid monthly to those who were granted asylum, is another example of an unwelcoming approach, which implies "you will receive no help here, do not come!". The condition of the allowance was that the recipient reports monthly at the social services of the district/territory that the refugee was registered in and the amount could be used for particular purposes (primarily housing). Officers at the social services provide information and help with job search, although this is a task that they were entrusted with without any prior training or any additional capacity, which suggests low efficiency of the help provided by the state-financial social system. In fact, an officer in one of the districts in Budapest explained that the most he could do was forwarding information to his refugee-clients about the relevant programmes and actions that NGOs carry out. This can be generalized as well: the Hungarian government's limited involvement in providing for the refugees and migrants, providing relevant information is supplemented by NGOs.

The Ministry of Interior (MoI) is overall responsible for setting the policy guidelines in the areas of migration, asylum and integration within the Deputy State Secretary for EU and International Relations is the main entity in the area. The Ministry is working in close

cooperation with other relevant ministries, the executing authorities and with the relevant international organizations and NGOs.

Within the Ministry of Human Resource has the main responsibility for elaborating and representing the employment policy in the field of migration and asylum. The Ministry is also responsible for determining the detailed rules on work permits, as well as equal opportunities are under the remit of this Ministry. Visa issues belong to the Ministry of Foreign Affairs.

Implementing bodies include the Office of Immigration and Nationality (OIN) (e.g. decision-making regarding certain visas and residence permits, asylum procedures, expulsions and naturalisation), the Equal Treatment Authority, the National Employment Service, Police Headquarters and the Hungarian Central Statistical Office.

International organisations such as United Nations High Commissioner for Refugees (UNHCR) and the International Organization for Migration (IOM) are active in Hungary, and many NGOs are active in providing various services to migrants, refugees and asylum applicants (Source: European Migration Network, National Contact Point Hungary, https://ec.europa.eu/home-affairs/what-we-do/networks/european_migration_network/authorities/hungary_en, accessed: 19.11.2017).

The Hungarian new Fundamental Law states the basic rules and principles regarding the organization of asylum and migration policies in Hungary. The rights set down in the Fundamental Law, such as the right to asylum, the freedom of movement, etc.

Act I of 2007 (Free Movement Act) regulate the entry and stay of persons enjoying the right to free movement and their family members, and Act II of 2007 (Aliens Act) regulates the entry and stay of third-country nationals. The Act on Asylum, Act LXXX of 2007, sets down the basic principles and the most important guidelines to follow in the area of asylum in line with the relevant EU directives. There are several provisions on integration in various sectoral legal instruments (Source: European Migration Network, National Contact Point Hungary, https://ec.europa.eu/home-affairs/what-we-do/networks/european_migration_network/authorities/hungary_en, accessed: 19.11.2017).

List of policy documents(retrieved from the European Website on Integration - Migrant Integration Information and good practices, accessed 19.11.2017):

- A menekültek, kiegészíto védelemben részesülők és a Magyarországon jogszerűen tartózkodó harmadik országbeli állampolgárok magyarországi integrációjáról /White paper for the integration of refugees, persons under subsidiary protection and other third country nationals living in Hungary. Result of the transition facility programme – 2006
- Magyarország migrációs stratégiája /Hungary's Migration Strategy
- Interkulturális pedagógiai program / Inter cultural pedagogical programme

- Magyarország külkapcsolati stratégiája / Foreign Affairs Strategy Paper for Hungary
- 1057/2009. (IV. 24.) Korm. határozat a Magyar Köztársaságnak a szabadság, biztonság és a jog érvényesülése térségében való együttműködésére vonatkozó 2009-2014 közötti kormányzati stratégiájáról - **Please note that the EN version is an unofficial translation**
- Nők és Férfiak Társadalmi Egyenlőségét Elősegítő Nemzeti Stratégia - Irányok és Célok 2010-2021 / National strategy for promoting the social equality of men and women - lines of action and goals 2010-2021
- Foglalkoztatási Stratégia / National Employment Strategy

List of Key Legislation (retrieved from the European Website on Integration - Migrant Integration Information and good practices, accessed 19.11.2017)

- The Fundamental Law of Hungary (HU -EN)
- Act LV of 1993 on Hungarian Citizenship
- Government Decree 125/1993 (IX.22.) on the Implementation of Act LV of 1993 on Hungarian Citizenship
- Act LXXX of 2007 on Asylum
- Implementing Government Decree 301/2007 (XI. 9.) of the Act LXXX on Asylum
- Act CXC of 2011 on National Public Education
- Act CCIIV of 2005 on National Higher Education
- Act C of 2001 on the Recognition of Foreign Certifications and Degrees
- Act III of 1993 on Social Governance and Social Benefits
- Act LXXX of 1997 on the Eligibility for Social Security Benefits and Private Pensions and the Funding for These Services and its implementing Government Decree 195/1997(XI.V.)
- Act XXXI of 1997 on the Protection of Children and the Administration of Guardianship
- Act IV of 1991 on Job Assistance and Unemployment Benefits
- Governmental Decree 12/2001 (I.31.) on the State Subsidies for Housing
- Act CXXV of 2003 on Equal Treatment and Promotion of Equal Opportunities
- Act II of 2007 on the Entry and Stay of Third Country Nationals
- Government Decree 114/2007 (V. 24.) on the Implementation of Act II of 2007 on the Entry and Stay of Third-Country Nationals
- Act I of 2007 on the Entry and Stay of Persons with the Right of Free Movement and Residence
- Government Decree 113/2007 (V. 24.) on the Implementation of Act I of 2007 on the Entry and Stay of Persons with the Right of Free Movement and Residence
- Act LXXV of 2010 on Simplified Employment
- Act LXXX of 2003 on Legal Aid
- Act LXXXIV of 1998 on Family Support
- Act I of 2012 on the Labour Code
- Government Decree 445/2013 on the employment of third-country nationals in Hungary. The Decree refers to: procedures other than the single application procedure; the exemptions of such authorisation obligation; the involvement of the metropolitan and county government offices as opinion makers in single application

procedures; the notification of employment of non-EU nationals' authorisation for free employment in Hungary and salary reimbursement

A study conducted in 2012 found that migration-related policies in Hungary were primarily focusing on the circumstances of staying in Hungary and acquiring nationality but there have been little policy efforts related to integration (Bernát-Simonovits-Szalai, 2012). The integration of migrants is equally neglected in local policies, although we did find mention of the integration of migrants in the equal opportunities programme of the city of Budapest. However, neither the larger towns affected by migration (e.g. the Eastern city of Debrecen, where there used to be a refugee camp and where the local university accepts large number of foreign students, does not mention migrants/refugees in its equal opportunities programme), nor the districts in Budapest with the largest number of migrant population (8th and 10th district) have any policy documents related to the local migrant population. The researchers in the above-mentioned study heard from the local policy makers that this was because of the very small number of migrants (even the 8th and 10th district local officers said that) (Bernát, Simonovits, Szalai, 2012).

Local policies

The Act CXXV of 2003 on Equal Treatment and the Promotion of Equal Opportunities stipulates that "local authorities can adopt local equal opportunities programme, which analyses the state of disadvantageous groups living in the settlement and defines the purposes of promoting the equal opportunities of these groups." Such programmes must be reviewed every two years and must address at least three target groups (the situation of the Roma, people with disabilities and women) but other vulnerable groups may be included as well as regarded necessary.

The **Equal Opportunities programme of Budapest**, Hungary's capital, for the period of 2017-2022 includes migrants as well (defined as immigrants and refugees). The programme specifically defines areas of intervention in the social services and in culture. In the social sector it envisions increasing the number of complex services supporting refugees in finding accommodation and jobs; expanding the level of relevant knowledge of people employed by the Budapest Municipality; compiling a database of interpreters and NGOs working with migrants. In addition, the Programme proposes more events and cultural programmes to raise awareness about the cultural and religious values pertaining to migrant groups to facilitate their acceptance. What is more, the Budapest authorities would like to include in the city's image the large number of integrated immigrants and refugees living in Budapest.

What exactly will be implemented from these remains to be seen, what is interesting, however, is the sharp contrast with the government's rhetoric (Source: BUDAPEST FŐVÁROS HELYI ESÉLYEGYENLŐSÉGI PROGRAMJA (2017-2022).

8.5. RESULTS OF THE QUANTITATIVE LIFE STAGE BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMUNITIES IN HUNGARY

The purpose of the interviews was to deepen insights from the desk research and complement it with the direct integration experience of immigrants in Hungary. We were able to draw on a rich and diverse pool of participants who willingly shared their very personal stories with us. In the following, we provide an overview over the participants as well as share the main points of their answers to the questionnaire. While we share as much information as possible, we foremost treat the information we received confidential and guard the anonymity of the participants (in line with the RC ethical guidelines).

8.5.1. Who was interviewed?

Below you find a list of the 60 interviewees of Hungary:

No.	Date	Place	Duration in minutes	Female/Male	Age	Position towards migration
1	17.7.2017	Budapest	90	Male	40-60	Permanent resident
2	25.7.2017	Budapest	60	Male	40-60	Citizen
3	26.7.2017	Budapest	50	Male	40-60	Permanent resident
4	9.8.2017	Budapest	70	Male	40-60	Permanent resident
5	15.8.2017	Budapest	90	Female	20-30	Permanent resident
6	19.8.2017	Budapest	90	Male	30-40	Temporary resident
7	21.8.2017	Budapest	100	Female	20-30	Temporary resident
8	22.8.2017	Budapest	100	Male	20-30	Temporary resident/Economic migrant
9	24.8.2017	Budapest/Skype	60	Male	40-60	Temporary resident
10	28.8.2017	Budapest	90	Male	40-60	Temporary resident
11	29.8.2017	Budapest	60	Male	30-40	Temporary resident/Economic

						migrant
12	30.8.2017	Budapest	60	Male	40-60	Citizen
13	1.9.2017	Budapest	60	Female	30-40	Permanent resident/EU
14	4.9.2017	Budapest	90	Male	30-40	Permanent resident
15	5.9.2017	Budapest	90	Female	30-40	In marital union with a citizen
16	6.9.2017	Budapest	60	Male	40-60	Permanent resident/In marital union with a citizen
17	6.9.2017	Budapest	120	Male	30-40	Temporary resident
18	14.9.2017	Budapest	60	Female	20-30	Permanent resident/EU
19	15.9.2017	Budapest	90	Female	20-30	Temporary resident
20	20.9.2017	Budapest	90	Female	30-40	Temporary resident
21	1.10.2017	Budapest	90	Male	60<	In marital union with a citizen
22	17.10.2017	Budapest	90	Female	30-40	In marital union with a citizen
23	18.10.2017	Budapest	60	Female	20-30	In marital union with a citizen
24	19.10.2017	Budapest	90	Female	40-60	Citizen/In marital union with a citizen
25	19.10.2017	Budapest	90	Female	40-60	Citizen/In marital union with a citizen
26	20.10.2017	Budapest	60	Male	30-40	Temporary resident/economic migrant
27	21.10.2017	Budapest	80	Female	60<	Temporary resident
28	22.10.2017	Budapest	40	Male	40-60	Permanent resident
29	23.10.2017	Budapest	90	Male	30-40	Temporary resident
30	30.10.2017	Budapest	90	Male	30-40	Citizen
31	26.7.2017	Budapest	45 min.	Male	30-40	Economic Migrant*

32	28.8.2017	Budapest	50 min.	Female	30-40	Economic Migrant*
33	31.7.2017	Budapest	35 min	Female	20-30	Economic Migrant*
34	25.8.2017	Budapest	40 min.	Male	30-40	Refugee
35	02.8.2017	Budapest	50 min.	Male	30-40	Temporary Resident
36	30.7.2017	Budapest	30 min.	Male	40-50	Permanent Resident
37	17.8.2017	Budapest	35 min.	Female	30-40	Permanent Resident
38	22.8.2017	Budapest	60 min.	Male	40-50	In marital union with a citizen
39	16.8.2017	Budapest	30 min.	Male	40-50	Temporary Resident
40	21.8.2017	Budapest	60 min.	Female	60 +	In marital union with a citizen
41	23.8.2017	Budapest	30 min.	Female	30-40	Temporary Resident
42	11.9.2017	Budapest	45 min.	Male	60+	In marital union with a citizen
43	23.8.2017	Budapest	35 min	Female	20-30	Temporary Resident
44	08.9.2017	Budapest	35 min.	Male	20-30	Economic Migrant*
45	29.8.2017	Budapest	45 min.	Male	40-50	Economic Migrant*
46	28.8.2017	Budapest	35 min	Male	30-40	In marital union with a citizen
47	12.10.2017	Budapest	30 min.	Male	50-60	Permanent Resident
48	24.9.2017	Budapest	40 min.	Female	20-30	Economic Migrant*
49	17.10.2017	Budapest	60 min.	Male	60+	In marital union with a citizen
50	26.8.2017	Budapest	35 min.	Male	30-40	Temporary Resident
51	29.10.2017	Budapest	60 min.	Male	30-40	Permanent Resident
52	24.10.2017	Budapest	30 min.	Male	30-40	In marital union with a citizen
53	22.10.2017	Budapest	40 min.	Female	30-40	Economic Migrant*
54	12.11.2017	Budapest	45 min.	Female	30-40	Economic Migrant*
55	5.11.2017	Budapest	40 min	Female	30-40	Citizen
56	17.11.2017	Budapest	45 min.	Female	30-40	Permanent Resident
57	6.11.2017	Budapest	40 min.	Male	30-40	Temporary Resident

58	10.11.2017	Budapest	45 min.	Male	30-40	Economic Migrant*
59	12.11.2017	Budapest	50 min.	Female	30-40	Temporary Resident
60	17.11.2017	Budapest	50 min	Female	40-50	In marital union with a citizen

*Those participants marked with a * have self-identified as a different type of immigrant (temporary/permanent immigrant) than what their actual situation would actually justify. I am denoting therefore here their status as assessed by myself as the interviewer. However, it should be noted that the interviewees themselves do not perceive of themselves as economic migrants, but as temporary or permanent migrants. (And because no definition has been provided, it remains to be discussed in how far these categories are actually mutually exclusive.)

What about EU citizens?

8.5.2. Who participated in the interviews phase?

We would like to underline that the sample is in no way representative of the migrant population in Hungary. For reasons of capacity, we were only able to interview people who live in Budapest (although the large majority of the migrants living in Hungary are concentrated in Budapest). In finding our interviewees, we used the so-called snowballing method and asked interviewees to recommend others we could interview. In most cases, they recommended interviewees from their circle of friends and colleagues with similar socio-economic background and situation.

We were able to interview only one person with a refugee status. The reason for this is that refugees living in Hungary are extremely cautious of any interviews, which in the hostile, anti-immigration atmosphere is not surprising. Many of them were concerned that anything they said would jeopardize their status. In addition, as a refugee interviewed previously expressed, refugees had to re-tell their stories many times at the Immigration office and other institutions, so there was a fatigue on their part to give interviews. Also, he felt that interviewers - referring mostly to journalist - were interested to hear stories that re-affirmed their pre-conceptions about “suffering refugees” and did not hear out their experiences in their complexity. Therefore, it is hard to find refugees who would be willing to give an interview for any project.

8.5.3. Quantitative questionnaire

- **Age**

  Under 20 yrs: 0 persons

  20 – 30 yrs: 10 persons

  30 – 40 yrs: 28 persons

  40 – 60 yrs: 17 persons

  Over 60 yrs: 5 persons

- Here, we see a clear dominance of the age group 30-40, most likely due to the interviewers own age and the snowball method used to get into contact with the interviewees.

- **Nationality**

  German:

  GDR 3 persons

  GFR 1 person

  British: 3 persons

  Brazil: 1 persons

  Russian: 5 persons

  Portuguese: 2 persons

  Mexican: 1 person

  Austria: 1 person

  Serbia: 2 persons

  Italy: 1 person

  Macedonia: 2 persons

  Slovakia: 1 person

  Armenia: 1 person

  Norway: 1 person

  Finnland: 2 person

  Romanian: 3 persons

  Czech Republic: 1 person

  Syrian: 2 persons

Georgian: 1 persons

Palestine: 2 person

Turkish: 2 persons

Ukrainian: 1 person

Australia 2 person

Greece 1 person

Costa Rica 1 person

Madagascar 1 person

Lebanon 1 person

Canada 1 person

Kazakhstan 2 persons

Mongolia 1 person

Columbia 1 person

Slovenia 1 person

Pakistan 1 person

Egypt 2 persons

Morocco 1 person

Afghanistan 1 person

Netherlands 1 person

France 1 person

Kenya 1 person

Ireland 1 person

Uzbekistan 1 person

- **Working status**

Schooling: 8 persons

Unemployed: 6 persons

Employed: 29 persons

Other: 17 persons - (freelancers or self-employed, 1 person on maternity leave)

- **Gender**

Female 25 persons

Male: 35 persons

- **Level of education**

Primary School	0
High School	6
B.A./M.A.	47
PhD	7

- **Target Group**

Non Status	0
Asylum Seeker	0
Asylum Holder	1
Temporary Residence	26
Permanent Residence	14
In marital union w/citizen	13
Citizen	5
Economic Migrant	1

**There is some uncertainty about the interviewees being able to assess their own status correctly, e.g. some citizens of EU member states self-assessed as temporary residents, not permanent ones. Additionally, this list of 6 possible statuses conflates social and legal descriptions and not exclusive and equally valuable categories. The placement into one of the given options is therefore more a self-assessment of one's situation in Hungary than necessarily the correct ascription.*

Hardly any of the interviewees identified as 'economic migrant', although many of the "temporary residents" came here specifically to work at shared service centres or multinational companies. This may be because of the categorization was not consistent, i.e. "economic migrant" is a sociological category, while all others are legal ones. We may also add in relation to this that the term "economic migrant" has become a derogatory one in Hungary in the context of the government's anti-immigration campaign (note that one billboard in the early 2015 communication campaign read "If you come to Hungary, you cannot take away the jobs of the Hungarian people"). This is particularly ironic given the large number of Westerners working in multinational companies in Hungary but they are referred to as "ex pats", which carries a positive connotation here.

- **Willingness to integrate**

Not willing	0
No motivation	0
So & So	12
Quite willing	22
Most willing	26

- Unsurprisingly, the level of motivation to integrate is quite high among all interviewees. However, immigrants confess to varying levels of willingness to integrate depending on past experiences and future plans - particularly those who want to emigrate from Hungary in the near future did report lower scores in their willingness to integrate. Also, motivation seems to decrease over time, with varying degrees of actually accomplished integration.

- **Involvement of the host country in the integration process**

Utterly insufficient	2
Insufficient	15
Neither/nor	20
Sufficient	13
Exceptionally	10

- This is a very mixed picture covering the whole range of possible answers with a clear leaning towards a negative evaluation for the host country's involvement (as "insufficient"), due to several factors (language barrier, unfriendliness, and others).

Also, our interviewees differentiated in this respect between different times ("the time when

I arrived" and "what would it be like now"), as well as the willingness of different social entities ("the authorities" or the "people in the street" or "neighbours"). That is why we marked "Other" in some cases, adding an explanation about the different layers that interviewees differentiated between. An important point here is the **knowledge of the language** or the lack thereof: one interviewee from Central Asia pointed out that at the beginning of her stay in Hungary, 21 years ago, she often felt mocked, people made faces behind her back and she was helpless until she learned Hungarian and was able to react to the situation.

Another interviewee from Afghanistan came to Hungary 35 years ago on a scholarship to study at a medical university and assessed to willingness of his

adopted country to accept foreigners as good - up until 2015. Since then he has experienced more hostility, like when he spoke with his friend in Persian in a public space and people moved away from them. He thought the **turning point came with the refugee crisis** in 2015, since then he has sensed increased xenophobia both on a governmental level, as well as in everyday situations.

Some interviewees rated the involvement of the host country in their integration as "exceptionally sufficient". In two cases, this was explained by the fact that they came here on a **scholarship** (under communism) and the scholarship included various things, such as accommodation, stipend, a language course and even cultural programmes or excursions. Whereas in three other cases it was the micro-environment, more specifically the person's own family (in the case of the interviewee from Madagascar), or adopted families of the spouses (Kazakhstan and Russia) that justified this answer.

- Specifically mentioned, and beyond the provided categories of "quality of language courses, social activities, hospitality of people, etc.", were assistance by "people of Hungary", "the company", and "bureaucracy" in either a positive or negative way. The following 7 bullet points assess different sub-aspects of this general question separately.

a. Separate aspects of importance for willingness to integrate

	Least important	Not so important	Neither/nor	Pretty important	Very important
Openness & hospitality of people	0	1	7	20	31
Employment	2	3	8	15	32
Time willing to spend in the country	6	2	8	12	30
Presence of religious groups	27	7	19	4	3
High living standard & general atmosphere among people	1	11	18	21	9
Offer of quality language courses	5	7	16	13	19

From this table it becomes clear how important the factors time, job & people are for the immigrants' willingness to integrate. Religion plays a negligible role, while language course would also be quite appreciated. (But again, due to our snowballing method of collecting data, we may simply have missed those with different, and particularly disengaged or negative attitudes.)

b. Other

Beyond these six categories, interviewees also mentioned "friends" and "bureaucracy" (two mentions each) and other factors, like having a Hungarian partner/spouse and an attached family.

Someone mentioned the rule of law and the protection of property as key factors, as well as cleanliness and sports facilities (although these may be part of the 'high living standards…' category) one other person also mentioned democratic values ("I wouldn't want to live in a dictatorship") and security.

For one person the presence of religious groups was important because coming from a deeply Catholic Latin American country, she felt she would not be able to fit in in a Muslim environment. The same person mentioned diversity, explaining that it is easier to live in a foreign country that hosts and caters for a diverse group of nationalities already, which not only makes it easier to fit in but allows access to the person's culture through other people from the same country, speaking the same language, even ingredients of the person's culinary traditions.

One interviewee mentioned age as an important factor in this respect: the younger you are, the easier it is to fit in a new environment, he pointed out. The very same person also underlined cultural and religious proximity as factors that help the process of a person's integration in a different country.

One interviewee mentioned the obvious factor of liking the place (while admitting that all of the factors listed in the question may contribute to a person's liking the given location).

An interviewee from Afghanistan (who came to Hungary to study in the 1970s and stayed on since then) added after answering this question: "Whoever comes here has no other choice", referring to his own story: although he came here on a scholarship, he did not have much choice in terms of countries and scholarship opportunities. It suggests that while some of the above-mentioned factors are very important (e.g. the openness and hospitality of people, the time a person's willing to spend in the country, as well as language courses), often one just needs to adjust and get used to the new environment.

Attending events and getting involved in the work of NGOs, volunteering - these were mentioned by a student from Ukraine, and learning the language was emphasized and mentioned again on many occasions even though it featured among the choices.

One interviewee (a Dutch person working and living in Hungary but on Dutch projects) pointed out that employment is very important - but only if it is in Hungarian or with Hungarians.

- **Attendance of social events**

	Never	Hardly ever	Few times per year	Quite a few	Plenty
Frequency of attending social events	0	0	15	26	19
Frequency of foreign-language group socialization	0	0	13	19	28

Immigrant interviewees are actively socializing, predominantly with people from a different cultural-linguistic background than their own.

- **Expectations & Goals**

Have they been realized?

	Have not been realized	Have been slightly realized	I learned the language	Many have been realized	I achieved all of them	Unable to answer
Overall	0	16	10	24	7	3

- **Number of years living in Hungary**

  >30 yrs: 6 persons (2 over 35-38 years, 1 over 45 years)

  25 to 29 years: 4 persons

  20 to 25 yrs: 1 persons

  15 to 19 yrs: 1 persons

  10 to 14 yrs: 7 person

  6 to 10 yrs: 10 persons

  2 to 5 yrs: 18 persons

  Less than 2 yrs: 8 persons

  Less than 1 yr: 5 persons

From this aspect, we have a very diverse sample in terms of time already spend in Hungary, so we have different trajectories and experiences covered. This range and richness in experiences covered by our sample becomes even more apparent in the following (qualitative) part of the questionnaire description (see part 3.8 below).

8.5.4. Qualitative questionnaire (In-depth interview)

- **Expectations and goals**

What are/were your expectations and goals you have set for yourself to accomplish in Hungary?

Four themes:

- **Education**
  - immigrants wanted to get a quality degree (e.g. engineering, medical studies, social studies, etc.)

    In some cases, Hungary was not the top choice for our interviewees to study ("Hungary was never my dream country to study in", F, Ukraine; "Originally I wanted to go to East Berlin") but given the availability of a scholarship, they went with it nevertheless.

    In other cases, especially in the case of those who arrived to study in the communist era, it was the opposite: Hungarian universities had a good reputation in their countries and therefore the prospect of studying here was appreciated ("I knew Hungarian universities were good, especially in the field of social sciences, so for me it was a challenge professionally", Male, Greece).
- **Employment**
  - immigrants wanted to gain a quality employment (e.g. better paid, more challenging than at home) or gain international work experience. Just like with education, getting a job in Hungary at a multinational company is often thought of as a stepping-stone towards Western destinations. E.g. Uzbek interviewee who studied in Hungary and has worked for a multinational company for 7 years and has been learning German intensely, as he has very definite plans to move to Germany for work. He, for instance, put it very straightforwardly that his main goal coming to Hungary 10 years ago was to "set my boots in a new continent".
- **Love**
  - interviewees wanted to live with their spouses or partner. Some of the interviewees met their spouses abroad and moved to Hungary because of

that, others met them here while studying, working and ended up staying in Budapest.

- **Unplanned or "why not"?**
  - some interviewees did not plan to stay but did so eventually.

- **Were these expectations and goals fulfilled?**

Four categories emerged:

- **Yes**
  - Some peoples expectations were fulfilled, sometimes even exceeded. These are the immigrants with clear goals and/or long-time immigration experience in Hungary. Or migrants who did not come here with very clear or long-term goals but found a spouse here and ended up setting down here usually answered that not only did they fulfil their goals but also exceeded them.
- **Yes & No / Partly**
  - For most interviewees a mix of positive and negative experiences led to this mixed answer. Often this reflects diverging developments in their personal and professional lives (e.g. while their relationship with a Hungarian ended, they found a very good job or vice versa).
- **No** (Nobody in the sample answered with "no".)
- **No expectations in the first place**
  - These are the interviewees who happened to be in Hungary by chance, or those who simply did not formulate specific expectations & goals for their stay in Hungary.

- **Positive and negative impressions**

What is it that you like/dislike about Hungary?

Three main themes emerge for the positive answer:

- **Budapest**
  - This is the dominant theme in this question, covering a variety of aspects about the city of Budapest (e.g. transport, culture & events, nightlife, spas, bars, multicultural vibes, safety, architecture etc.)
- **Values**
  - This theme covers the people of Hungary and the values that they demonstrate, i.e. family-orientation and social interaction - but has only been mentioned by a few of the interviewees.
- **Order, "things work here"**

- This was pointed out mostly by our interviewees from the North Africa, Afghanistan and from Greece. ("One day I was running after a bus at night and it dawned on me that it's OK to do it here, I'm safe here", M, Afghanistan)

Five main themes emerge for the <u>negative answer</u>:

- **Hungarian mentality**
  - Many interviewees comment negatively on the behaviour of Hungarians as rude, unfriendly, "socially cold", distant, lacking humor, being withdrawn + passive, and complaining and being pessimist.
    Some interviewees felt that Hungarians tend to linger in the past and brood about past grievances. They meant it on a societal level, meaning that they were struck by how the Peace Treaty of Trianon[50] is still an issue here.
- **Political Situation**
  - Some interviewees mention the nationalistic and xenophobic discourse & actions of the government
- **Language barrier**
  - Several interviewees comment on the language barrier that strongly hinders interaction with Hungarians (but some also point out that once they have learned the language they could socialize and integrate well)
- **Food**
  - While some interviewees like the Hungarian cuisine, many comment negatively on it ("too heavy", "too much meat", "don't like the taste"). Food was an almost universal theme among interviewees and comments on it came from a large variety of people.
- **Public transport**
  - While some interviewees appreciate public transport in Budapest, others assess it as chaotic.
- **Homelessness**
  - The presence of a vast number of homeless people in the streets and the implication that they are neglected(by the state, by society and, very importantly, their families)**.** This led to pointing out cultural differences between the countries as well, as in my sample many people from Arabic countries commented that in their country this is dealt with differently and also underlined the potential role of religion in this.

[50] The Treaty of Trianon was concluded in 1920, formally ending WWI. between most of the Allies of World War I and the Kingdom of Hungary. Hungary lost over two thirds of its territory, which is a key topic in the agenda of nationalistic, extreme right wing movements and groups.

- **Cultural differences**

Please specify the cultural differences between your culture and general Hungarian culture & mentality.

Five main themes emerge here:

- **Social Interactions**
  - Most interviewees drew a comparison at the welcoming/unwelcoming attitude of Hungarians, their active/passive behaviour, their family attachment/detachment (all three in either a positive or negative way), or commented on the "Hungarian way of being depressed". One interviewee from Morocco pointed out how he tried to chat with people while waiting in the line in the shop but how he was met with by puzzled looks.
- **General Atmosphere**
  - Some interviewees also commented on the more general atmosphere as more backward looking, traditional, or generally more negative and full of complaints as in their country of origin.
- **Food**
  - Very many interviewees commented on the food (+/-).
- **Public Transport**
  - Several interviewees mentioned the public transport as being different.
- **Service provision**
  - either private (e.g. banking) or public (hospitals, bureaucracy), interviewees comment negatively on the necessity to bribe, the level of corruption, and the lack of a "service mentality"
- **Social cohesion and solidarity**
  - The sight of many homeless people in the streets of Budapest was especially striking for interviewees from Arabic countries. They explained that in their countries the homeless and the needy would be taken care of their extended families, which may derive from Islam, they pointed out. Two interviewees referred to how the elderly are treated here: one person from Kazakhstan commented on how an old person in her neighbourhood is neglected by his/her family, another from Afghanistan mentioned something similar, while pointing out that in his country the older the person is, the more respect he/she receives. The interviewee found that it was the exact opposite in Hungary.

- **What is happines**

What do you consider as happiness & what would a life of a happy person be like?

Four themes emerge around happiness:

- **Personal traits**
  - Interviewees cover a range of personal issues, such as good health, safety, freedom, being smiley, being happy with "who you are", finding strength in their faith, being engaged in some activity
- **Having a home**
  - Interviewees use different concepts of "at home" such as feeling integrated, having a close circle of friends, or having a family, and also speaking the language.
- **Having a perspective**
  - Interviewees often mention this aspect, either as a certain attitude towards life, as an economic and/or professional aspect, or as the chance to travel
- **Balancing private & professional life**
  - While some interviewees explicitly mention that they strive for a fair balance of their private and professional life, most mention those different areas of life as considering to their happiness with "weighting".

- **Personal freedom**

What do you consider as "personal freedom" and how important is it in your life?

Five themes emerge here:

- **Non-interference**
  - Dominant answer by the interviewees, that freedom is in a way a non-interference from the outside, i.e. by the government, society, the environment (e.g. the workplace/the boss, the streets), and more theoretically as a form of non-discrimination & equal treatment.
- **Choice**
  - Closely linked to the aspect of non-interference but with a focus on agency is the theme of "having a choice" - this includes, making your own decisions, the right to choose, the right to not be judged,
- **Expression**
  - Interviewees often refer to the freedom of expression, but also mention a free media, or the freedom for critical thinking.
- **Movement**
  - Being able to travel, but also to move around safely in the streets is a recurring theme among the interviewees.
- **Finances**

- Financial independence as a mean for freedom is mentioned also a few time (and mentioned only by women, as in: to be free from family constraints, being able to work, not having to conform to the conservative understanding of a woman's place being in the family, being able to spend their money freely).

- **Areas of social life**

Which areas of social life are you drawn to the most?

Four themes can be distinguished here:

- **Culture**
  - Including all sorts of venues & events (e.g. museums, concerts, cinema, etc.), this is a recurring theme among interviewees.
- **Politics**
  - Several interviewees are politically active, either by being engaged in an NGO, being activists for a certain cause, or simply by participating in demonstrations.
- **Friends**
  - This is the dominant answer: Simply spending time with friends, underlining earlier findings of the frequency of socializing of our sample. It includes everything from sharing a beer to preparing an elaborate dinner, to joint activities and even holidays.
- **Activities**
  - Somewhat overlapping with the first three themes, this point covers meeting with friends, engaging in political and cultural activities, but also practising one's faith, or practising sports. And while some interviewees focus on the area/content, others focus more on the interactive part.
- **Activities and hobbies**

Which are your favorite activities & hobbies?

Two separate categories evolved here:

- **Individual activities**
  - Interviewees like reading and cooking, visiting or practising the arts, but also individual sports, like swimming and dancing or running.
- **Team activities**
  - Interviewees mention outdoor activities a lot, e.g. hiking with a friend, doing a bike tour, etc. But after Q16, the focus seemed to be more on individual activities in the answers to Q17.

- **Feeling of acceptance**

Do you feel accepted & respected in Hungary?

Most interviewees distinguish between a closer circle where they feel accepted and respected, and experiences with strangers/on the streets which they rate far less positively. There has been no or very little outright hostility but several participants report a feeling of unease or having been met with ignorance at best. Some interviewees recounted incidents of discrimination, which they attributed to being foreigners. In the case of a Kenyan interviewee, a student at a university, opening a bank account took many weeks and repeated visits to the bank, as he was told each time some documents were missing or he was just kept waiting. His fellow students with white skin did not have such problems.

Several interviewees mention how they attribute their feeling of being respected & accepted to their language skills, their non-foreign complexion, and/or their social status (e.g. dentist or university professor).

- **Contribution to community**

What do you think you could contribute to a constructive, functional and friendly community?

Three themes emerge here

- **Social Engagement**
  - Several interviewees are (or want to be) socially engaged helping disadvantaged groups in their community or simply playing an active role in their community.
- **Integrative Attitude**
  - Many interviewees mention their positive attitude, open-mindedness, and general friendliness as a contributing factor.
- **Concrete Project Ideas**
  - A few interviewees actually mention specific ideas, such as organizing multicultural events & activities, bridging barriers by giving language instructions, and installing a participatory budget. One interviewee from Egypt mentioned his idea to do something for the homeless in Budapest.
- **Work**
  - Most interviewees referred to the work that they already do as something that adds to the common good.

- **Life goals**

Please describe one or more major life goals.

Unequivocally, the two major life goals are **having a family** (i.e. partner/marriage, and children) and **having a job** (interesting, well-paid, career, own business, self-fullfillment) or other work-related achievement ("write the history of Modern Greece"), but a very few interviewees also mention how they want to contribute to a higher cause (e.g. by philanthropic engagement) and more generally making an impact on their environment. Those who already have a family wanted to provide for their children, live in peace.

Some interviewees had more abstract goals: to grow, experience and learn as much as possible of life.

- **Life motto**

Is there anything significant, maybe a motto, you have learned during your lifetime and which you would be willing to share?

Mottos and learnings are manifold. Broadly, they can be clustered into two different categories:

- **Enjoyment**
  - Many interviewees referred to how life taught them to make the most of every day, to enjoy life/being alive, to be grateful for the people in their lives.
- **Endurance**
  - Often rooted in similar life experiences, many interviewees also raised the issue of being persistent (in work, in following one's dreams) and keeping a broader picture in mind, i.e. being prepared for the best but also the worse to happen (e.g. illness, death of a close friend or a family member) and to keep the bigger picture (i.e. there cannot be just happiness, there also needs to be hard work, saving money, providing for the family and retirement), and recurringly to be grateful & accepting overall.
- **Be open!**
  - Some interviewees may have been motivated to mention this because of the topic of the interview.

Would you like to add anything?

Only few interviewees took advantage of this "free pass" question, mainly to comment on how their migration experience has shaped their personal development, a few expressed concern over conceptual clarity in the questionnaire (e.g. lack of definition for integration,

culture, etc.), and one person specifically mentioned how much it meant to him/her to gain Hungarian citizenship.

Interest in interdisciplinary topics and cultural projects / events

Most of our interviewees were interested in the RC project and its activities. Several people indicated their willingness to participate (their personal emails have been forwarded to the project leader HU). A considerable percentage of interviewees expressed interested to stay informed about the project, and several also expressed interest in becoming a cultural ambassador to the project. Many showed interest but cited different reasons (lack of time, unwillingness of public exposure) to further participate in the project. Among our interviewees, we interviewed two contemporary dancers and one arts manager, themselves immigrants, who may be interested to contribute to the project through their professional background.

Most interesting quotations from interviews

Insert at least 10 interesting quotes to be included into RC Newsletter and RC Communication Actions.

The quotes below give an impression of the range and depth of (non-)integration experiences of immigrants in Hungary and their encounters with Hungarians and non-Hungarians in the country.

"I will feel like a tourist until I learn to speak the language.", male, Uzbek, 10 years in Hungary, plans to move to Germany

"I didn't choose Budapest, Budapest grabbed me by the ankle.", female, Australia, 4 years in Budapest (off and on)

"I don't feel like a foreigner", female, Mongolia, 25 years in Hungary, married to a Hungarian, already a citizen

"What happened to the wise people I met on my arrival to Hungary?", male, Madagascar, 16 years in Hungary, already a citizen, commenting on the xenophobic atmosphere in the country.

"I'm a Muslim, I live with a Christian guy and a Jewish guy. It is amazing, I cannot believe it! It's the three religions that make the most wars between them - I live with them in the same flat! And we have a good time. Believe me, we really have a good time. There is no racism!", male, Morocco, 6 months in Hungary

"The threshold to 'get in' is very high in Hungary. I thought people would be warmer or more receptive, I was terribly wrong" (Male, Macedonia, 12 years on Hungary).

"I don't have that much daily contact with Hungarians. And I don't like to have to bribe doctors for getting an examination" (female, Georgia, 5 years in Hungary).

"I guess the main thing that strikes me, Hungary is much less diverse than [my home country]. So the cultural identity & tradition is much more solid or concentrated. … I am living very much in an ex-pat bubble where the atmosphere is much different than from what I experience on encounters with Hungarians" (female, Australia, 2 years in Hungary).

"At the beginning, I fell in love with Budapest. (…). Living here, as a student was simply amazing, there were only a few foreign students from other communist countries. Only later on I married, found a job, had a family…." (male, Romania, 45 years in Hungary).

"I achieved this goal: I am successful as an artist and I am raising my child in a safe environment and give [the child] a perspective for his/her own life. I have a stable relationship (I was not hunting for it, but I am very happy and feel very fulfilled for it). I have a fulfilled life!" (female, Brazil, 10 years in Hungary).

Conclusions from the interviews

The interviews were the second part in the collection of information on the integration of migrants in Hungary, and they gave an impressive example of the variety of motivations (to migrate), experiences, efforts, and achievements that migrants accomplish.

We were able to include a broad diversity of participants in terms of different nationalities (European & Non-European), with a slight male dominance, and the migrants being dominantly in the age group 30-40years-old. Most of the interviewees in our sample self-identified as temporary or permanent residents, and confessed to a high degree of willingness to integrate.

Their integration experiences however are mixed, with positive and negative experiences of both the political-administrative frame and the direct interaction with Hungarians themselves. Additionally, the language barrier seems to be a very relevant factor in the integration experience of immigrants.

Throughout the description of the questionnaire, we tried to group answers according to an overarching theme (please see each question for details). Thus, we were able to point at the different themes of relevance to the immigrants and could also assess their overall relevance to the sample group.

With little surprise, those issues most relevant to the immigrants can also safely be assumed to be the most relevant to Hungarians themselves: finding a job, finding a partner, building a family and provide for that family may all very well be themes that are of equal importance to the autochthonous population. What the immigrants can offer however is a fresh perspective on Hungary – its beauties, its characteristics, its challenges – that native people may take little time to reflect upon. Moreover, immigrants are able to contrast their experiences of living in Hungary with their experience of living in other/their home country both enriching and diversifying how they think about and what they can contribute to Hungary.

Our interviewees were aware of how the migration experience also widened their own horizon and how they themselves have also benefited by seeking new opportunities.

Interestingly (but not necessarily surprisingly), for many immigrants Hungary does usually not present a destination migrants would choose for themselves. Rather, they see it is more like a springboard or a stepping-stone – both into Europe and job market-wise – and intend to be moving on somewhere else. Several of our interviewees confessed to these plans, yet some also revealed that they had harboured these thoughts but thanks to finding 'their place' in Hungary they continue to stay in the country.

There is a certain typology to the different people interviewed that we would like present here. :

1. **students** - difference between students studying at CEU/Erasmus and those who came here on a state-funded scholarship scheme (e.g. the latter usually come here with Stipendium Hungaricum, the amount of which is rather small but most of all they usually do not receive as much support with their orientation as the former groups, although it mostly depends on the HEI). Diverse countries (Ukraine, Kenya, Romania, etc). They usually regard their stay in Hungary as a springboard or a transitional phase: most of them would like to either move on and continue their studies or start working in some other country, or return to their home country. Therefore their willingness to integrate varies.

   Two interviewees came from GDR with a state exchange programme and are both extremely well integrated. Both said, they received quite a lot of support, not necessarily financial though.

2. **Economic migrants: employees of multinational companies**, shared service centres the companies usually do not provide any extra help for these employees' integration other than arranging their residency permits and providing Hungarian language courses. So it's really up to the person to find way to engage in the host society. Often it is not very easy, given that they work in an international environment and they often hang out with their foreign colleagues.

3. **Long-time residents / "Migrants of the heart" -** those who arrived before or around the change of the regime, either to study (as a result of bilateral agreements among between their country and Hungary) or to work (e.g. Mongolian seamstress), or to. They speak the language well, tend to have Hungarian spouses and family - in fact almost all of them stayed in Hungary because they met someone and got married. One of them said she didn't really feel like a foreigner here, as she's spent more time here now than in her country of origin

   Their initial motivations may have been to work (e.g. Mongolian seamstress who came to Hungary as part of a bilateral agreement between Mongolia and Hungary allowing a one-year work opportunity for Mongolians) or to study (e.g. interviewees from Palestine, Afghanistan, Greece came here on scholarship, met their spouses here, established their families and stayed here). Two people came here to join their would-be husbands (one person from Kazakhstan, the other person from Costa Rica)

4. **Freelancers, artists / "intellectual migrants" -** US/Canada, Finland, Australia, UK, France. They tend to be highly qualified people, some of them into the arts. For them coming to Hungary was a choice they made and they can make the choice of moving to another country whenever they feel like.

8.6. CONCLUSION FOR HUNGARY

With the two different parts of the data collection, the desk research and the interview collection, we were able to grasp both the political and institutional context of and actual experiences of immigrants in integrating in Hungary with an overall positive result.

The specific challenges and actions of the Hungarian government in recent years echoed with migrant experiences (who commented on the less welcoming or even xenophobic attitudes encountered in the streets as well as the inconsistent support received from official sides). These mixed experiences and the inactivity by the Hungarian government and the main churches during the so-called refugee crisis are contrasted with the many private, church-based, NGOs and civil society organizations and initiatives (and the many Hungarians engaged in them).

It is quite clear that the number of refugees who entered and/or transited Hungary in 2015 and afterwards has impacted on the wider policies and attitudes towards foreigners more generally. But while the fence to the Serbian border continues to exist, and the anti-immigrant and anti-muslim rhetoric of the government persists, so do pro-migrant and pro-integration efforts.

With the upcoming national election on April 8, 2018, migration continues to be a dominant domestic issue. Beyond domestic affairs, also European debates and controversies continue to exist, e.g. on border control, the relocation quota, or the fight about competencies between the EU and national governments.

UPDATE, 2018 JANUARY: In January 2018 the Hungarian government introduced a package of draft laws under the title "Stop Soros", allegedly to stop "illegal migration". Although the draft law does not mention the Hungarian-born billionaire-philanthropist, previous government propaganda has been successful in making the name Soros synonymous with migration, suggesting that Mr. Soros has a plan to bring hundreds of thousands of migrants to Europe and is financing civil society organisations to implement this plan even through helping illegal migration (see previous page X on the national consultation on the Soros plan). Based on the overt conspiracy theory the government is now proposing to step up against these NGOs by obliging them to notify the court about foreign funding received or used to support unlawful entry, relocation and residence to Hungary and submit reports on how such funding was spent. When asked how it is expected of organisations to admit to unlawful activity, Antal Rogán, Minister of the Prime Minister's Cabinet Office said in an interview that "Hungarian authorities will make suggestions for the Hungarian Prosecutors' Office about the organisations that fail to do such self-assessment and whose role in the promotion of (illegal) migration is to be investigated. Mr. Rogán thus is clearly saying that the government will order investigation against NGOs that they accuse of having a role in promoting illegal migration.

This is reminiscent of the events of 2013-2014, which signaled the beginning of the government's offensive again civil society. Back then many NGOs, including human rights and watchdog organisations, which received funding through the EEA Norway Grants, were pointed fingers at and accused of representing foreign interests, including those of George Soros, because they were also grants recipients of Mr. Soros' Open Society Foundations. An investigation began against these organisations prior to the 2014 elections, with the government-friendly media constantly reporting on alleged irregularities, only to find no irregularities eventually – but that was only revealed after the elections and only by news portals critical of the government. Nevertheless, the constant flow of accusations and allusions did the work and contributed to the stigmatization of NGOs, especially those critical of government policies, and civil society in general as well. Now, with the issue of migration also attached, there are national security claims included also. The government has once again found scapegoats and with the intensification of the political campaign in

the run-up the national elections in April 2018, NGOs, especially those whose work is related in some way to the issue of migration (even those helping the integration of migrants and refugees), can only expect further stigmatization and harassment, as well as undermining of their work.

One example of this is the undermining of the work of Menedék Association for Migrants (see above a description of their related activities). Menedék has received funding from the Asylum, Migration and Integration Fund of the Ministry of the Interior. The media began publishing articles about double communication of the government. It was pointed out that, while the government has been loudly advocating against the acceptance of any refugees whatsoever, it has not only given asylum to some 1300 refugees (which number has been clearly indicated on the website of the Immigration Office all along) but it has also supported programmes that seeks to support the integration of refugees. After this was widely publicized in the media, the Ministry has immediately cancelled the new round of calls for proposals and also reduced the number of people to 1 who can enter the transit zone along Hungary's border to apply for asylum *(source: http://168ora.hu/itthon/napi-egy-fore-csokkenti-a-kormany-a-tranzitzonaba-belepo-menekultek-szamat-144283)*.

In addition, another draft law in the Stop Soros package stipulates that "organisations supporting illegal migration" would have to pay a so-called **'migration financing duty'** of 25% of the foreign funding annually. "This significantly threatens CSOs' ability to receive funding from abroad and also reducing funding that they may be able to use to implement activities or provide services." Last but not least, the third draft law proposes "to **restrain persons from the border zone or in justified cases the entire territory of Hungary** for activities that aid illegal entry or stay of third country citizens, or giving financial or in-kind support for such activities". This will disconnect citizens from supporting CSOs (e.g., through volunteering, or individual donations) out of fear of being sanctioned. *(Source: http://ecnl.org/stop-soros-assessment/)*

The latest developments indicate even direr times for refugees and migrants living in Hungary, as the few remaining programmes launched to assist them are now entirely undermined; and also for civil society organisations, as they have clearly been singled out as threats.

9. GREECE

9.1. INTRODUCTION: MIGRATION, MIGRANTS AND MIGRATION RELATED ISSUES IN GREECE

The current study aims to support the development of useful, practical and exemplary approaches and implementation processes towards **migration related topics** in the respective local communities across the EU. The RC project will implement a series of activities (art residencies, small and large scale exhibitions, touring residencies, lectures, symposiums, conferences, educational modules, ambassador of culture training programme, communication actions, stakeholders involvement) related to migration topics and develop supporting materials and tools for innovative approaches towards art production and creative educational modules targeted at migrants and integration activities.

The **main research questions** of this study are:

What is migration? How is it understood? How responsive are residents of partner countries to migrants and migration related issues? How is the migration topic built (if it is) into national policies? What are the most integrated migrant's communities? How are they connected amongst themselves? What specific methods, cultural, educational and political are being used in partner countries? How can trainings/courses/interdisciplinary programmes for migrant target groups be integrated into local communities?

9.2. RESEARCH METHODOLOGY BRIEFLY EXPLAINED

The study uses two main instruments with a different scope and intensity, namely:

- **Desk Research (10)** – a keyword led search through internet, databases of journals, books, book sections and grey literature (project reports, policy documents) on migration and migration and policy in Europe as well as services, connected with migrants and migrations with practice examples of educational and cultural integration opportunities in the partner countries.
- **Life-stage-based Interviews (60 x 10 = 600)** – this instrument will be used to deepen the results of the desk research and to conduct life-stage-based interviews about the migration topics and related issues with members of target groups in local / national communities. The interviews will follow an interview guide and therefore be semi-structured.

9.3. RESULTS OF THE DESK RESEARCH

9.3.1. Integration/ Migration/ Refugee/ Detention centers in Greece

Since 2000detention centers have been in operation in several Greek islands of the north-east Aegean Sea and in Thrace (Greece-Turkey borders/Evros river). The registration of the refugees was performed by the police and the coast-guard in their respective premises. Depending on the nationality of the refugees, they have stayed on the islands for quite long –even longer than 18 months. There were also two detention centers in the mainland, the Amygdaleza one (located in Attica, close to Athens) and one in Korinthos (located in the northern Peloponnese).

During 2015, refugees' flows arriving on Aegean Sea islands were increased (more than 850,000 people made it to the Aegean islands and from there to the mainland [UNHCR, 2015]. In response, refugee camps, official or unofficial, were set up or the ones existed were enlarged in several East Aegean Sea islands, namely in Lesvos, Chios, Samos, Kos and Leros.

In December 2015, following the closure of the borders by several European countries Greece, following EU directions, there was activity that resulted in the building of hotspots on the islands. According to the hotspots' founding regulation, refugees would stay there for 72 hours in order to have their asylum requests processed. Following that, they would be released and permitted to travel to Athens.

Following the EU-Turkey statement of the 20th of March 2016, hotspots were actually turned into detention centers, where refugees are detained for an unspecified period. Furthermore, the conditions have been generally rather bad, as the infrastructures were deficient and the centers overcrowded.

Today, several migration-related infrastructures are in operation all over Greece. There are hotspots, pre removal centers and camps on the islands and the mainland. In several towns and cities there are apartments rented by UNHCR and NGOs, in which vulnerable persons are hosted (e.g. single parent families, people with serious health and/or psychological problems, etc.). For the full list please refer to the Summary Statement of Refugee Flows at 18.7.2017 [KEPOM, 2017]. In addition to these, several facilities that host refugees run by grassroots organisations are located in Athens and Thessaloniki. They are mainly in operation by political or grassroots organizations, which are trying to provide a solution to the big problem of accommodation, while, at the same time, they are also trying to show that there are other ways to deal with refugees apart from putting them in camps and detention centers.

Moreover, there are 54 infrastructures/facilities for hosting unaccompanied minors all over Greece; for more information please refer to the UNHCR report "Update State: Unaccompanied minors in Greece" [UNHCR, 2017].

The hotspots in operation on the islands are closed centres (except the Vial Hotspot on Chios island), where the registration, the screening and the examination of the asylum applications at first and second level are taking place. In 2017, pre-removal centers started

operation on the islands, namely in Lesvos and Kos. Two more are planned to be built on Samos and Chios. Pre-removal centers are detention centers for people who are in the process of deportation -- those with asylum application rejections, people who are characterised as illegal, but even ones, frequently, who are waiting for the asylum application decisions. Apart from the pre-removal centers on the islands, there are two more in operation in the mainland (Amygdaleza and Korinthos).

The camps all over Greece, including the ones on the islands, are open structures for refugees waiting for relocations, family reunifications or the decision on their asylum applications.

The services provided in these infastructures are accommodation, nutrition and basic medical services. In some cases, depending on the grassroots support and the NGOs active in the infrastructures, legal support and creative activities for children are also provided.

In Greece, there are two categories of refugees: the ones who arrived before the 20th of March 2016 and they didn't manage to travel to to Europe before European countries closed their borders. They are to be found mainly in camps or other settlements in the mainland and they are either waiting the decisions to the asylum applications or to get to EU through relocation and family reunification processes. The second category consists of migrants who entered Greek islands after the implementation of the EU-Turkey deal of the 20th of March 2016. They are not allowed to leave the islands and in several cases (e.g. in Moria Hotspot in Lesvos, in the Pre removal center in Kos, etc.) are imprisoned in the camps. Most of the migrants on the islands are waiting for the second decision on their asylum application, as well as the decision of the Council of State on whether Turkey is a "third safe country" in order to be deported. Once they get a positive reply to their asylum application, they're allowed to leave the islands. This process, however, takes a long time.

In the table below an indicative list of grassroots', NGOs', UNHCR's and municipal accommodation facilities is presented. For the state infrastructures, please refer to the Summary Statement of Refugee Flows [KEPOM, 2017].

Then insert a list of centers / institutions / organizations (please specify the main aim of center – integration, detention, inclusion…).

Number	Center / Institution / Organization	Aim	Place (city)	Contact
1	Lesvos PIKPA	Accommodation and support to the most vulnerable refugees	Lesvos	info@lesvossolidarity.org
2	Leros PIKPA	Accommodation and support	Leros	lerossn@gmail.com
3	City Plaza Refugee Accommodation Center	Accommodation and support	Athens	solidarity2refugees@gmail.com
4	Housing squat for immigrants Orfanotrofio	Accommodation and support	Thessaloniki	salonikasolihouse@espiv.net
5	"House of ARSIS"	Shetler for the	Thessalon	infoxenonas@arsis.gr

		temporary stay of minors	iki	
6	Temporary shelter for vulnerable people	Accommodation to women, children and patients requiring urgent medical treatment in the mainland	Samos	info@msf.gr
7	Kara Tepe Refugee Camp	Accommodation	Lesvos	dimos@mytilene.gr
8	Souda Camp	Accommodation	Chios	monometohiki@gmail.com
9				
10				

9.3.2. Organizations/ Institutions/ Public bodies/ NGO's dealing with migration issues and migration target group in Greece

In Greece several political organisations, grassroots and NGOs (national and international) were active since the '90s in supporting refugee rights, in helping with their education and in providing to refugees legal and health support. Since 2015, once the refugee flows were increased, several international NGOs became active all over Greece, especially on the North-East Aegean islands, Athens and Thessaloniki.

Several supporting services were also provided by the state (mainly in children education). Many are offered in a fragmented manner and are inadequate, as the majority of them were offered under the framework of EU funded projects that were abandoned once EU funding was discontinued. In general, the Greek state has not elaborated a coherent and systematic integration policy [Tziantzi A, 2014].

"Immigrants' Integration Boards" were foreseen in the latest law, of relevance to local authorities (municipalities and peripheries). Yet, in the majority of the municipalities these boards were never established [National Centre for Social Research, 2012].

On the grounds of the situation outlined above, it is civil society movements and NGOs who cover the gap. Concerning education, there several grassroots groups that provide language lessons to migrants and refugees adults. The main concept is to include migrants and refugees, regardless of their legal status, the country of origin, their religion or their gender. These initiatives are located in big cities, especially in Athens and Thessaloniki.

There are also several groups and NGOs that provide legal support (regarding asylum application, legalization procedures, labour rights, etc.).

Concerning health issues, especially after 2010 and the financial crisis, several social solidarity clinics and pharmacies were organised all over Greece. They were designed so as to address the needs of people who cannot get a proper medical treatment because of financial difficulties or lack of social security, regardless if they are indigenous or migrants/refugees. In 2015, a new law foresaw that everyone should have access to primary health care, regardless of his/her financial status or nationality.

In addition to this, there are grassroot groups/organizations that are active so as to guarantee the rights of the refugee and migrant children who were born in Greece. According to the legal framework, children that were born in Greece by parents who did not have the Greek nationality could not be registered in the population register (the "right of blood" approach). Children would be legal until the age of 18 if their parents had legal documents. Upon completing the 18th year of their life, they have to get a job in order to get legal documents themselves [Generation 2.0 RED, 2017]. The same applies to children who came to Greece with their parents in a very early age. In 2015 a new law gave the opportunity to several categories of migrant and refugee children to be registered. There are, however, still issues to be addressed, as there are still children who are excluded [Lazarou E., 2015].

In the last two years, due to the increase of migrant flows, several NGOs and grassroot organizations became active on the islands and in camps in the mainland, providing creative activities for children. They either do this inside the camps or in spaces they rent.

Then insert a list of those institutions:

Number	**Institution**	**Target group**	**Main activities for target groups**	**Place (city)**	**Contact**
1	Social Solidarity Clinic of Thessaloniki	Greeks and foreigner	Primary health care	Thessaloniki	http://www.kiathess.gr/en/contact
2	Metropolitan Community Clinic at Helliniko	Uninsured, unemployed and needy patients	Free primary medical care and medication	Athens	http://www.mkiellinikou.org/en/contact/
3	"Piso Thrania" An Initiative for Education Without Discriminations	Adult immigrants and refugees	Free greek language courses	Athens	https://www.facebook.com/pisothrania/
4	Kyriakatiko Scholeio Metanaston	Migrants and refugees workers	Free greek language courses	Athens	kyriakatiko@yahoo.gr
5	Traveling light - Legal Team for the Protection of Refugees' and Immigrants' Rights	Refugees and Immigrants	Free legal consulting	Thessaloniki	legalteamthess@gmail.com
6	One Happy Family social	Refugees	Work with the people not for them. Spot their	Lesvos	info@ohf-lesvos.org

	center of Lesvos		professions, skills and talents and endorse the refugees to practice them regularly for the benefit of their own community		
7	Network of Social Support for Refugees and Immigrants	Refugees and Immigrants	Support on social, legal and labor issues	Athens	diktio@diktio.org
8	Norwegian Refugee Council	Refugees	Support the authorities in the management and upgrade of two refugee camps	Chios	https://www.nrc.no/contact-us/
9	Refugee Education Chios	Refugees	Two non-formal schools and a youth centre providing non formal education	Chios	beavolunteer@baas-schweiz.ch
10	ATHENA Centre for Refugee Women	Women refugee population of Chios	Language courses; development of skills and pick up new hobbies with crafts, yoga and meditation	Chios	https://actionfromswitzerland.ch/protection/the-athena-centre-for-women/

9.3.3. Interdisciplinary programs, cultural actions, trainings and educational services for migrants in Greece

Concerning the education of refugees' children, 25 Reception Structures for Refugees' Education are in operation in the mainland; although less than 2000 children follow these classes. These mainly addressed to roma and expatriate Greeks [Kontodima V., 2017]. It is important to mention that for the refugees' children arrived since 2015 it is foreseen to attend school classes after the completion of the daily program and the closure of the school; even though, there were major reactions against the presence of refugees in the schools. Furthermore, refugee' children on the islands are usually excluded from access to schools because the Ministry of Migration assumes that their presence on the islands is temporary. The fact is that, there are people stuck on the islands for more than a year, waiting for the decision on the asylum applications. Finally, an unidentified number of children, mainly accommodated in apartments or squats, are attending school, along with the rest of the children. In this case, however, they are not benefiting from integration classes, which simply don't exist.

In several cities, there are also spots, like haunts etc., run by pro-refugee political organizations, where refugees and migrants can get support, attend Greek lessons, socialize, organize their gatherings and participate in discussions and other political and cultural events. In addition to this there are several migrant communities that are active, mainly in Athens and Thessaloniki. They provide help to the newcomers on legal and everyday life issues.

Below, you may find indicative cases of haunts, websites and activities for the support of refugees and migrants:

- Piso Thrania is a group formed in 1999 in the framework of the Network for Social Support of Refugees and Migrants. Its members are mainly educators. Their main belief is that racism can be defeated step by step through every day work and common activities and claims. They organise everyday language lessons in Steki Metanaston (Migrants' Haunt), as well as other political and cultural events and activities (e.g. cooking in a social kitchen, concerts, film projections, etc.) (https://www.facebook.com/pisothrania/)
- Kyriakatiko Scholeio Metanaston is an initiative of Greeks volunteers and migrants, which provides free Greek language courses to migrant and refugee workers. Those who sustain it consider language to be very important for the everyday life of migrants and for being able to claim their rights. In addition, a lawyer group provides support to migrants and refugees. Classes take place on weekends in the center of Athens. (https://www.ksm.gr/)
- Studyingreece was founded in 2015. It is a portal that offers information to foreigners who want to study in Greece. This NGO's goal is to give non-native, including refugees and migrants, all the useful information and to further facilitate them in their efforts to register in Greek schools and universities and further pursue their education. (http://www.studyingreece.edu.gr/)
- Online Greek Language Courses are provided by the Hellenic Culture Centre, along with special preparation courses for the Certificate of Attainment in Greek in all levels. Courses are held through the electronic on-line educational platform Moodle and the educational platform GLOSSA, where all relevant learning materials are uploaded (texts, exercises and activities for all language skills, library) as well as through synchronous Skype meetings. No special knowledge on technology is required, however one introductory session is offered for free, in order for the students to familiarize themselves with the use of the platform and Skype. (http://www.hcc.edu.gr/en/student-2/new-online-greek-courses)
- The Intercultural Mediators Platform enables third-country migrants and stakeholders to seek for an intercultural mediator in the area, language or service they are interested in. The Platform is the first Register in Greece that lists intercultural mediators operating in the country, making their services publicly accessible. In the platform, valid information about intercultural mediation and services that facilitate the access of the third countries' nationals to public services and public goods is provided. The Intercultural Mediators Platform operates as official information and networking website, and was co-financed by the Ministry of Interior and the European Fund for the Integration of third country nationals in Greece. (http://www.intermediation.gr/?q=en)

- The Multicultural choir of the Greek National Opera has started its recruitment and rehearsals since December 2016. Its members are of various origins such as Iran, Slovakia, New Guinea, Syria, Cyprus, UK and more. This GNO's social project aims at offering a space for creativity, expression and social networking between its members, combining traditional songs from all countries of origin of its participants with the classical choir repertory. (http://www.nationalopera.gr/en/education/adults/cross-cutlural-choir/)

Critical review

Although there are several mainly civil society organizations that work on migration issues and organize interdisciplinary activities for migrants, the gap in the state policies is considerable. Projects implemented are fragmented and in several cases of a short duration, without a continuity. There are a few state provisions for integration actions. These are not included in a general planning for the facilitation of the migrants to be part of the society.

It is indicative that in Athens, where a considerable proportion of refugees and migrants are Muslims, there is not an official mosque. It is only in 2016 that the government started the process of building a mosque. There were -and still are- considerable reactions to it.

The lack of an integrated policy and planning for promoting migrant integration puts major obstacles in their everyday life and difficulties in their coexistence with the local populations.

9.3.4. Information actions, cultural events or integrational programs, trainings and educational services, introducing the migration issues, raising tolerance, fight xenophobia for local/national citizens in Greece

Several NGOs, grassroots and political organisations run educational and cultural programs and activities that aim at helping migrants/refugees to be better integrated in the local societies, as well as local societies to get to know the culture of the new comer and accept them. Yet these projects and activities are fragmented and in several cases they have small duration. The ones run by NGOs are mostly funded by EU or private funds and, in most of the cases, the interventions stop after the end of the projects.

Several grassroots and political organisations organise annual anti racist festivals in different towns and cities all over Greece. These festivals host political and social discussions, events, music concerts and serve food from different countries. Migrant and refugee communities take part in the preparation and the running of the festivals. Migrants

and refugees, along with locals, have the opportunity to discuss and exchange views and ideas; locals have the chance to get to know refugee and migrant cultures.

Furthermore, in the haunts run by grassroot organizations migrants, refugees and locals have the opportunity to work together and exchange experiences, views and ideas, as well as to organize events (social kitchen, movies' projections, etc.).

Concerning the state interventions in the high schools, the ministry of education has given the opportunity to teachers to run thematic projects during the school. In this framework, there were teachers who chose to run multicultural projects, working on the acceptance of the difference and the better knowing of other cultures. Unfortunately, these projects were discontinued. There are several teachers who try to continue such programs on the grounds of their personal interests—their programs are not integrated in the school curriculum.

Furthermore, there are 13 multicultural schools operating in Greece. The ministry has promised to improve their institutional framework. Until now, the school population of these schools consists mostly of expatriate and roma children. The vice-secretary of the ministry has informed that the ministry works on changing this situation. [Alfa Vita, 2016; Huffingtonpost, 2016].

There are also schools-twining projects, although these refer only to schools of the EU countries.

In the list below you may find indicative events, projects and organizations promoting multicultural societies and attempting to build ties amongst refugees/migrants and locals.

- Studio 14: Walk in the refugee neighborhoods of Piraeus - "Their Mediterranean", organized by Studio 14 research program around the refugee settlement of Drapetsona (Piraeus). During the walk participants learned about and discussed the urban development of Piraeus, starting with the implications of arrival of refugees from Minor Asia (Turkey) in 1922 and tracing evolution of settlement from the first makeshift huts to the contemporary implemented state-driven urban renewal. (http://www.documenta14.de/en/notes-and-works/16271/studio-14)
- passTRESpass was an interactive, roving, movement installation that addressed migration, home and borders. In the framework of the project, immigrant and local artist communities in Athens were working together to produce a performance. The multi-media performance addressed issues of immigration that are often overlooked in society, both tangible and abstract. (https://www.facebook.com/passTRESpass/)
- "Diasporas" was an art project attempting to represent and reconstruct the diachronic migrational and diasporic stories of Thessaloniki and to capture the heterogeneity of contemporary social realities, as they are morphed through the experience of human mobility and its collective remembrance. It consisted of an art exhibition, presentations and workshops. People from diverse cultural backgrounds and different fields were involved in an effort to raise questions about borders and examine related current issues through the lens of migration and the condition of being a refugee, as well as through notions such as nomadism, wandering and nostalgia. (https://diasporasplace.com/)

- Amaka (non-profit organization) aims at the organization and operation of art workshops that target, primarily, young people living urban lives, immigrants, non-privileged social groups and all who feel the need to express themselves through art. The main form of expression is the use of different forms of visual and representative arts, mainly teater, photography and video. Their goal is to lift social exclusion and isolation and to cultivate social skills and knowledge in an open environment of creative learning, acceptance and cooperation (http://www.amaka.gr/).
- The Intercultural Centre for the Promotion of Refugee Integration "PYXIS" was formed by the Greek Council for Refugees (GRC). GRC's approach to integration is guided by the principle of multiculturalism. This approach advocates the maintenance of a balance between the development of activities aimed at facilitating refugees to integrate to the local cultural context and their simultaneous encouragement to highlight their own culture and share it with the Greek society, by respectively developing the principles of mutual respect and diversity understanding. (http://gcr.gr/index.php/en/about-gcr/structure/compass)

Critical review

If you think about the available information on migration issue in your country, what is missing? Where are the gaps?

Since the early 1990s, which is when Greece started to receive the first refugees and migrants, there have been major debates on the refugees/migrants' integration. Greek governments have constantly neglected important integration issues and they made very small interventions, in many cases under the pressure of EU legislation.

In the schools, there are projects implemented by teachers, although they are not integrated in a wider programme that is in direct relation to the everyday school programme.

NGOs, political organizations and grassroots run projects and events, mainly in the big cities, e.g. Athens and Thessaloniki. All these activities are very important, although they cannot match the institutional gap and reach the majority of the society.

Concerning the available information on migration issue in Greece today, there seems to be an over abundance of information, especially during the last two years, following the increase of the refugee flows. There is a lot of misinformation, spread throughout mass and social media. The majority of mainstream media very often express xenophobic and racist opinions.

The problematic EU and Greek government policy on refugee-related issues has ushered in the spread of xenophobia and racism in the local societies especially, after the 20th of March 2016 EU-Turkey Deal [Panagiotakis Al., 2016].

To this end, an integrated policy on refugees/migrants integration must be elaborated by the Greek state, in coordination and collaboration with grassroot organizations, NGOs, etc.

9.3.5. National and local policy documents supporting/ deaking with migration issues in Greece

Part of the information presented here is retrieved from the EU-Migrant Integration Information portal.

- Law 4375/2016: «On the organization and operation of the Asylum Service, the Appeals Authority, the Reception and Identification Service, the establishment of the General Secretariat for Reception, the transposition into Greek legislation of the provisions of Directive 2013/32/EC "on common procedures for granting and withdrawing the status of international protection (recast) (L 180/29.6.2013), provisions on the employment of beneficiaries of international protection and other provisions». The law foresees the organization and the operation of hotspots on the islands and of the Greek Asylum services.
- March 2016: Creation of a management coordination centre for the refugees issue with the involvement of the Ministries of Interior, Health, Maritime Affairs and Defence and the cooperation of the Church and the army. The decision for the center was an attempt at better coordination of the relevant ministries.
- In January 2016: A committee with the participation of the Ministry of Migration Affairs and the Central Union of Municipalities of Greece is set up. The aim of the committee is the better coordination of municipalities -especially the ones on the north-east Aegean islands- with the ministries involved in the refugee issue.
- Law 4332/2015: Citizenship law. Amendment of the provisions of the Greek Citizenship Code in adaptation to the European Parliament and Council Directives 2011/98 / EU and 2014/36 / EU.
- Joint Ministerial Decision (JMD) 43574/2013 on granting residence permits to third country nationals who are caregivers of physically disabled and paraplegic Greek citizens or Greek citizens with mental or intellectual disability of at least 80%.
- Some articles of this law are no longer valid according to the plenary Decision of the Council of State (Decision No. 460/2013- 11.02.2013. These articles concern the naturalization procedure, as well as the right to elect and be elected at local elections
- Law 4151/2013 for the setting up of a Ministry of Interior Committee for the preparation of Code for Migration and Social Cohesion which has been submitted to be voted at the Hellenic Parliament.
- Law 4147/2013 article 11, amending the procedure for the issuance of residence permits to third country nationals in a uniform format, as a stand-alone document.
- Law 4146/2013 article 36 on granting residence permits to third country nationals who own or intend to purchase real estate property in Greece and article 6, on granting residence permits to third country nationals who are legal representatives of strategic investment entities in Greece and to third country nationals whose

presence in the country is necessary for the smooth operation of the said strategic investment.

- Law 4139/2013 "On substance abuse and other provisions», article 94, amending the provisions on permits on humanitarian grounds of article 44, par.1 of L. 3386.
- Law 4115/2013 article 31 on the proficiency in Greek and basic Greek history and culture for the EU long-term residence permit.
- Joint Ministerial Decision 30037/8.10.2012 "Determination of the procedure and conditions of affiliation to the provision of Law 3386/05 of third country nationals as professional athletes or remunerated athletes who are signing cooperation contract or employment contract with Athletic S.A. (Athletic Société Anonyme)"
- Presidential Decree 132/2012 "Organizing departments of response to the racist violence"
- Law 4091/2012 Ratification of the Youth Mobility Agreement between Greece and Canada.
- Law 4071/2012 Part Two, Integrating Directive 2009/50 on the conditions of entry and residence of third countries nationals with the purpose of highly qualified employment and other provisions
- Law 4052/2012 transposing Directive 2009/52/EC "providing for minimum standards on sanctions and measures against employers of illegally staying third-country nationals", article 79.
- Law 4018/2011 "Re-organisation of the permit system regarding the stay of aliens in the country under conditions of increased security..."
- Law 3996/2011 "Reforming the Labour Inspectorate, social security arrangements and other provisions" (article 76)
- Law 3907/2011 G.G. A-7/26.01.2011 Establishment of Asylum Service and Service of first reception, adaptation of Greek legislation with the provisions of Directive 2008/115/EC "concerning common rules and procedures in Member States for the returning of illegally staying third-country nationals" and other provisions.
- Presidential Decree 11/2010 – Formation of Directorate General of Immigration Policy at the Ministry of Interior, renamed by the Presidential Decree 96/2010 as General Secretariat of Population and Social Cohesion
- Law 3875/2010, Ratification and application of the UN Convention Against Transnational Organized Crime, its Three Protocols and Relative Provisions, Article Fourth, Amendments on Law 3386/10 expanding its application area.
- Law 3863/2010 "New Social Security System and related provisions, arrangements regarding employment relations" (articles 20-21, 24)
- Law 3852/2010 "New Architecture of Local Government and Decentralized Administration – Kallikratis Programme", (Article 78)
- Law 3838/2010 «Current provisions for Greek citizenship and political participation of repatriated Greeks and lawfully resident immigrants and other adjustments».

- Law 3801/2009, Chapter 4, Articles 43-44, on facilitating the access of residence permit holders to the labour market and other provisions on residence permit issues.
- Presidential Decree 101/2008 Transposing Directive 2004/114/EC on the conditions of admission of third-country nationals for the purposes of studies, pupil exchange, unremunerated training or voluntary service
- Presidential Decree 128/2008 Transposing Directive 2005/71/EC on a specific procedure for admitting third-country nationals for the purposes of scientific research.
- Law 3731/2008, Chapter 4, Articles 37-40, Provisions on specific issues of imiigration policy (such as residence permit for minors born in Greece).
- Presidential Decree 106/2007 on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States.
- Law no. 3536/07 "Specific rules of migration policy and other issues falling under the competence of the Ministry of Interior, Public Administration & Decentralization"
- Presidential Decree no 150/2006 on Long Term Residents
- Presidential Decree 131/2006 - Harmonization of the Hellenic Legislation with the Directive 2003/86/EC regarding the right of family reunion
- Law no. 3386/05 "Entry, residence and social integration of third country nationals in the Hellenic territory"

9.4. RESULTS OF THE QUANTITATIVE LIFE-STAGE-BASED INTERVIEWS WITH MIGRANTS IN LOCAL COMMUNITIES IN GREECE

The purpose of the interviews was to deepen insights from the questionnaire survey (subjective view of active ageing, information seeking behaviour, literacy and digital literacy, and acceptance/rejection of a course on active ageing) and to screen older adults who could act as peer trainers later on.

9.4.1. Who was interviewed?

Insert results:

No	Date	Place	Duration in minutes	Female/ Male	Age	Position towards migration
1	15/5/17	Athens	20-25 m	Female	30-40	Asylum seeker
2	15/5/17	Athens	20-25 m	Male	20-30	Economic migrant
3	15/5/17	Athens	20-25 m	Male	30-40	Temporary resident

4	15/5/17	Athens	20-25 m	Male	20-30	Temporary resident
5	15/5/17	Athens	20-25 m	Female	20-30	Asylum holder
6	15/5/17	Athens	20-25 m	Male	40-60	Citizen
7	15/5/17	Athens	20-25 m	Female	40-60	Permanent resident
8	15/5/17	Athens	20-25 m	Male	20-30	Temporary resident
9	15/5/17	Athens	20-25 m	Male	<20	Asylum seeker
10	15/5/17	Athens	20-25 m	Male	20-30	Asylum seeker
11	15/5/17	Athens	20-25 m	Female	40-60	Economic migrant
12	15/5/17	Athens	20-25 m	Male	40-60	Citizen
13	15/5/17	Athens	20-25 m	Female	40-60	Permanent Resident
14	15/5/17	Athens	20-25 m	Female	60<	Temporary resident
15	15/5/17	Athens	20-25 m	Female	40-60	Economic migrant
16	15/5/17	Athens	20-25 m	Female	40-60	Economic migrant
17	15/5/17	Athens	20-25 m	Male	<20	Asylum holder
18	15/5/17	Athens	20-25 m	Male	20-30	Asylum seeker
19	15/5/17	Athens	20-25 m	Male	40-60	Economic migrant
20	15/5/17	Athens	20-25 m	Male	40-60	Economic migrant
21	15/5/17	Athens	20-25 m	Male	30-40	Asylum holder
22	15/5/17	Athens	20-25 m	Female	40-60	In marital union with a citizen
23	15/5/17	Athens	20-25 m	Female	20-30	Permanent resident
24	15/5/17	Athens	20-25 m	Female	20-30	Economic migrant
25	15/5/17	Athens	20-25 m	Female	40-60	Permanent resident
26	15/5/17	Athens	20-25 m	Female	20-30	Permanent resident
27	15/5/17	Athens	20-25 m	Male	20-30	Asylum seeker
28	15/5/17	Athens	20-25 m	Male	40-60	Permanent resident
29	15/5/17	Athens	20-25 m	Male	20-30	Person without status
30	15/5/17	Athens	20-25 m	Male	20-30	Permanent resident
31	15/5/17	Athens	20-25 m	Female	20-30	Economic migrant
32	15/5/17	Athens	20-25 m	Female	40-60	Economic migrant
33	15/5/17	Athens	20-25 m	Male	40-60	Permanent Resident
34	15/5/17	Athens	20-25 m	Male	<20	Asylum holder
35	15/5/17	Athens	20-25 m	Male	<20	Asylum seeker
36	15/5/17	Athens	20-25 m	Male	20-30	Temporary resident
37	15/5/17	Athens	20-25 m	Male	<20	Asylum seeker
38	15/5/17	Athens	20-25 m	Male	<20	Asylum seeker
39	15/5/17	Athens	20-25 m	Male	<20	Permanent resident

40	15/5/17	Athens	20-25 m	Female	20-30	Citizen
41	15/5/17	Athens	20-25 m	Male	40-60	Economic migrant
42	15/5/17	Athens	20-25 m	Male	40-60	Economic migrant
43	15/5/17	Athens	20-25 m	Male	40-60	Economic migrant
44	15/5/17	Athens	20-25 m	Male	20-30	Economic migrant
45	15/5/17	Athens	20-25 m	Female	20-30	Permanent resident
46	15/5/17	Athens	20-25 m	Female	40-60	Citizen
47	11/6/17	Eleonas Refugee Camp Athens	20-25 m	Male	27	Asylum holder
48	11/6/17	Eleonas Refugee Camp Athens	20-25 m	Male	30	Asylum seeker
49	11/6/17	Eleonas Refugee Camp Athens	20-25 m	Male	16	Asylum holder
50	11/6/17	Eleonas Refugee Camp Athens	20-25 m	Male	51	Temporary resident
51	11/6/17	Eleonas Refugee Camp Athens	20-25 m	Female	33	Temporary resident
52	18/6/17	Eleonas Refugee Camp Athens	15m	Male	19	Temporary resident
53	18/6/17	Eleonas Refugee Camp Athens	15m	Male	24	Temporary resident
54	18/6/17	Eleonas Refugee Camp Athens	15m	Female	26	Temporary resident
55	18/6/17	Eleonas Refugee Camp Athens	15m	Female	58	Temporary resident
56	18/6/17	Eleonas Refugee Camp Athens	15m	Female	27	Permanent resident
57	18/6/17	Eleonas Refugee	15m	Female	36	Temporary resident

		Camp				
58	25/6/17	Eleonas Refugee Camp Athens	30m	Female	18	Temporary resident
59	25/6/17	Eleonas Refugee Camp Athens	30m	Female	45	Temporary resident
60	25/6/17	Eleonas Refugee Camp	30m	Female	39	Temporary resident
61	25/6/17	Eleonas Refugee Camp Athens	15m	Male	25	Temporary resident
62	9/7/17	Eleonas Refugee Camp Athens	20-25m	Male	17	Temporary resident
63	9/7/17	Eleonas Refugee Camp Athens	20-25m	Female	16	Temporary resident
64	9/7/17	Eleonas Refugee Camp Athens	20-25m	Male	26	Temporary resident
65	16/7/17	Eleonas Refugee Camp	20-25m	Female	60	Temporary resident
66	16/7/17	Eleonas Refugee Camp Athens	20-25m	Male	32	Asylum holder
67	16/7/17	Eleonas Refugee Camp Athens	20-25m	Female	28	Asylum holder
68	23/7/17	Eleonas Refugee Camp	20-25m	Female	55	Temporary resident
69	23/7/17	Eleonas Refugee Camp Athens	20-25m	Male	33	Asylum seeker
70	30/7/17	Eleonas Refugee Camp Athens	20-25m	Male	41	Temporary resident
71	3/8/17	Eleonas Refugee Camp Athens	20-25m	Female	<20	Temporary Resident

72	3/8/17	Eleonas Refugee Camp Athens	20-25m	Female	60<	Asylum seeker
73	6/8/17	Eleonas Refugee Camp Athens	20-25m	Female	20-30	Temporary Resident
74	6/8/17	Eleonas Refugee Camp Athens	20-25m	Female	40-60	Asylum seeker
75	6/8/17	Eleonas Refugee Camp Athens	20-25m	Female	30-40	Temporary Resident
76	6/8/17	Eleonas Refugee Camp Athens	20-25m	Female	30-40	Temporary Resident
77	23/8/17	Eleonas Refugee Camp Athens	20-25m	Female	20-30	Temporary Resident
78	23/8/17	Eleonas Ref. Camp Athens	20-25m	Female	<20	Temporary Resident

9.4.2. Who participated in the interviews phase?

- **Age**

  Under 20 yrs: 14 persons

  20 – 30 yrs: 27 persons

  30 – 40 yrs: 11 persons

  40 – 60 yrs: 24 person

  Over 60 yrs: 3 persons

- **Nationality**

  Syrian: 20 persons

  Afghan: 20 persons

  Albanian: 16 persons

  Iranian: 2 persons

  Romanian: 2 persons

  Georgian: 2 persons

  Turkish: 2 persons

Nigerian: 1 person

Colombian: 1 person

Russian: 1 person

Spanish: 1 person

Ukrainian: 1 person

Cameroonian: 1 person

English: 1 person

Belarusian: 1 person

Iraqi: 1 person

Eritrean: 1 person

Pakistan: 1 person

Bulgarian: 1 person

Tanzanian: 1 person

- **Mother tongue**

Arabic: 20 persons

Pashto/Dari: 20 persons

Albanian: 16 persons

Persian: 2 persons

Romanian: 2 persons

Georgian: 2 persons

Turkish: 2 persons

English: 2 persons

Spanish: 2 persons

Russian: 1 person

Ukrainian: 1 person

French: 1 person

Belarusian: 1 person

Kurdish: 1 person

Tigrinya: 1 person

Urdu: 1 person

Bulgarian: 1 person

Swahili: 1 person

- **Working status**

  Schooling: 10 persons

  Unemployed: 38 persons

  Employed: 29 persons

  Other: 2 persons

- **Gender**

  Male: 41 persons

  Female: 38 persons

- **Living condition - How long have you been in Greece?**

  30 yrs: 1 person

  20 to 25 yrs: 13 persons

  15 to 19 yrs: 7 persons

  10 to 14 yrs: 1 person

  6 to 10 yrs: 3 persons

  2 to 5 yrs: 3 persons

  Less than 2 yrs: 39 persons

  Less than 1 yr: 10 persons

9.4.3. Quantitative questionnaire (Integrational part)

- **Willingness to integrate**

On a scale from 1 to 5 (1 being the least, 5 being the most accurate for you), how would you assess your willingness to integrate into the society of your host country?

	1 - Not willing to integrate	2 - I don't have notable motivation for integration	3 - I am willing to integrate on one hand, but on the other, not so much	4 - I'm quite willing to integrate	5 - I am most certainly willing to integrate
Level of my readiness for integration into society and social circumstances of my host country	23	3	11	13	27

- **Engagement of host country**

On a scale from 1 to 5, how would you assess engagement of your host country in your integration into its' society (quality of language courses, social activities, hospitality of people, etc.)?

	1 - Utterly insufficient.	2 - Insufficient.	3 - Not sufficient, not insufficient.	4 - Sufficient	5 - Exceptionally sufficient
I evaluate engagement and involvement of my host country in my integration into its' society as:	14	9	24	18	10
Other					

- **Factors that contribute to acceptance of a foreign**

Which factors in your opinion contribute the most to your acceptance of a foreign culture and willingness for your integration into that culture?

	1 - Least important	2 - Not so important	3 - Neither important, neither nor unimportant.	4 - Pretty important /	5 - Very important.
Openness and hospitality of people	2	4	12	27	31
Employment		1	7	31	36
Time I'm willing to spend in this country, for my stay here is only temporary	9	7	20	18	21
Presence of minor/major religious groups I can affiliate with or condemn	17	28	17	6	8
High living standards and general atmosphere among people	2	10	15	26	23
Readiness of host country for quality language courses	5	5	23	25	18
Other: Provide safety					2
Other: To be with family					3
Other ability of the country to provide asylum					1
Other: In general decent living conditions and sufficient welfare provision					1
Other: Education provided				1	2
Other: Organized tours around the city or courses to teach the history and culture/ inform about the location				1	1
Other: be in good terms with the locals of the host country				1	
Other: where someone things it's ideal to raise children					2
Other: food and weather conditions					2
Other: climate					1
Other: have an asylum system					1

- **Frequency of attending social events**

Choosing a value from 1 to 5, assess the frequency of attending social events. / Od 1 do 5 ocenite pogostostvašega obiskovanja družbenih dogodkov

	1 - I never attend them.	2 - Hardly ever	3 - I attend here and there, a few time per year.	4 - I visit quite a few social events.	5 - I actively follow social activities and visit plenty of events.
The frequency of attendance of	14	14	9	19	22

	1 - I never attend them.	2 - Hardly ever	3 - I attend here and there, a few time per year.	4 - I visit quite a few social events.	5 - I actively follow social activities and visit plenty of events.
social and other events:					

- **Exprectations and goals**

Choose the value from 1 to 5 to assess how much your expectations and goals have been satisfied since your arrival in the host country. Choose the value 0 if your stay here has been too short to offer an adequate answer..

	1 - Have not been realized.	2 - Have been realized only slightly.	3 - I've learned the language basics.	4 - Many expectations and goals have been realized.	5 - I have achieved all of them.	0 - Unable to answer
My expectations and goals have been realized:	26	10	12	20	7	3

9.4.4. Qualitative Questionnaire (in depth interview)

- **Expectations and goals**

What are/were your expectations and goals you've set for yourself to accomplish in the host country?

Expectations/goals	No of replies
Find job/keep working	29
Find a way to study in a University/ to continue studies	22
Seeking a better future/ quality of life/ financial comfort in a peaceful country	22
Just be reunited with the rest of the relocated family members	8
Make family/have kids	7
To be safe/ survive/ find peace	7
Learn the language and try to fit in the local society/ make friends	6
I only want education for children/ grandchildren	6
Be relocated	4
Manage to raise some money	3
Get asylum	2
Help in any way possible other family members that are still in the country of origin	
Finish my studies in another European country	2
To travel around Greece	2
Find lost family members	2

My expectations are about the country in which I want to settle in, not my host country	2
	2
Make friends	1
To get the refugee card	1
To make a career as a singer	1
Get away from religious fanatics	1
Raise my children with dignity	1
Travel around the world	1
Being able to practice my religion	1
To learn English and more about the European culture	1
No expectations	1

Were these expectations and goals fulfilled (answer only if your stay here has been long enough for your goals to set in)?

Expectations/Goals Fulfilled	No of replies
No	35
Yes	20
Partly Yes	15
Their stay has not been long enough	6

- **Positive and negative impressions**

Is there anything you like or dislike about your host country? Please, state some examples of both.

Positive replies/Reasons	No of replies
Greek people (hospitality, kindness, openness, warmth, solidarity etc.)	37
Weather	22
Landscapes	18
I don't dislike anything	10
Greek food	9
Archaeological sites/culture	7
Liberty	4
Constitution/system of government	2
Very low market prices	2
I like everything about Greece	2
To associate with the locals	2
The place I leave in	1
Greek employers	1
Greek schools/ teachers	1
Great subway system	1
Opportunities	1
Living conditions	1

Religion	1
Many options on how to spend my free time	1

Negative replies/Reasons	No of replies
Racist groups attacking refugees/ the camp or racism in general	13
Greek government (greedy, corrupted, unwilling to make things better, don't care about refugees, dysfunctional etc.)	14
Delays in the relocation program/in the refugee cards issue	7
Economic crisis	7
Working conditions and opportunities/ bad salaries	6
Lack of organization regarding the relocation/immigration program and asylum system or in general in every public service	5
Pure immigration system	5
Dangerous places/streets in Athens center or around the camp	4
Bureaucracy	4
The filthy location of Eleonas refugee camp/ other camps	4
Quality of public services and social goods	3
Weather	3
Lack of education for the refugees' children	2
Criminality	2
Unemployment	2
Greek food	2
Locals' curiosity	2
I like nothing	2
The image of Greek Universities	1
Pollution/ dumped rubbish all over	1
Christian extremists	1
The water of Eleonas refugee camp tastes funny	1
Small and crowded accommodation	1
Greek hospitals	1
It is difficult for a refugee to be in a serious relationship with a local	1
Transportation	1
Latest labour laws	1
Bad motorists	1
Drug addicts/ massive drug use	1
Greek teachers/ courses	1
Police	1
Inequality	1

- **Cultural differences**

How would you specify the cultural differences between your culture and general culture or mentality of the host country (differences in what you do in your free time, food, mentality, openness and kindness of people, national character, social life, etc.)

Cultural Differences	No of replies
Different food	20
Greece is a more liberal country/ people here are more open-minded	15
Mentality	12
No differences	11
Greece is a safer place	11
Greeks are kinder/ more generous than compatriots	6
Religion/ religious everyday life/ traditions	5
Great difference in women's rights	5
Greece offers more options in entertainment and of better quality and more free time	5
Compatriots are more open/friendly than Greeks and less suspicious	4
Greeks are more willing to help than compatriots	3
Weather	3
Greece is more technologically and scientifically advanced than the country of origin/ common technological devices are not found in every household	3
The constitution	2
Greeks are more respectful towards immigrants than compatriots	2
Compatriots are more strict people than Greeks	2
Different drinking habits	2
Different clothing (modest, colorful etc.)	2
Public displays of affection/ different relationship goals	2
Worst social life than in homeland	2
They admitted of being different, but no clarifications were made	2
Greek has a better transportation system than the country of origin	1
Greece has better living standards	1
Compatriots are more united than Greeks	1
Greek women don’t have their family as their top priority	1
In the country of origin different religions are being accepted, whereas in Greece not	1
Greece has a more free market	1
Homeland has no social life	1
In the country of origin we use bikes more than cars	1
Greeks are more curious of someone else’s business	1
Artistic production	1

- **Feeling of acceptance**

Do you feel accepted and respected in your host country? Please, explain why.

Positive replies/Reasons	No of replies
Greek people are very kind to the refugees and helpful	27
Accepted and respected by most Greek people, but not by Greek government	12
Mostly yes, except some racist minorities	11
No explanation	4
Because no one ever was irritated by our cultural differences	2
Because the locals have treated me as equal	2
Mostly yes, although it is difficult to make friends and find a job	2
Yes, even by police/military/authorities	1
Yes, because I have many friends	1
Mostly yes, inside the camp, since we have not been able to get in touch with the local community yet	1

Negative replies/Reasons	No of replies
Because of not being treated as equals to the locals/ being underpaid/ being insulted because of origin	5
Because of the living conditions in the camp	4
Because of racism	2
Because of not having a place of worship for their religion	1
Not as much as I want	1
Because I don't wish to stay here	1

Neutral replies/Reasons	No of replies
It depends on the people. By some yes, by some not	1
So and so	1

- **Contribution to community**

What do you think you could contribute to your host country to help us all build a constructive, functional and friendly community? It could be anything, an action, an idea

Replies	No of replies
I don't know	17
Offered to do/ already doing volunteer work	11
Refugees need to ensure first some basic benefits/rights (eg. Education), and then consider their contribution in society	7

There should be events organized, that specifically aim towards bringing together locals and foreigners/ informing about different cultures/ teaching about equality	
It is up to government to reach out for the refugees and use their talents to benefit the community	6
Refugees don't have the motivation to participate more actively in the local community	4
They want to find/already have a job/make business and contribute to the economic growth of the country (by paying taxis etc.)	3
Emphasized that something needs to be done about bureaucracy, education and hospitals	3
Because of high unemployment, nothing can be done	3
Share their traditions through business activity	2
Give back in society through social professions, which I wish to study	2
We should all be more accepting of different people/cultures	2
I don't know, but I am willing to help in any way I can	2
There should be an education system that disciplines the children	2
We should all learn to be more giving, if we want to have such a society	1
They contribute through various social and cultural activities	1
Suggested to make sure that at least the immigrants' children will get the appropriate education to learn the benefits of the European System	1
Social events that sensitize on important matters such as environment, disabled people etc.	1
Wish to start a non-government organization in order to eliminate racism especially among Greeks and Albanians	1
If we all improve our working consciousness, we will be able to improve the economy and therefore build a more functional community	1
I didn't had the chance yet to get in touch with the local community	1
The residential permit should be given more easily	1
"I would like to find a way to change politics here in Greece"	1
Church stands in the way of Greeks and Albanians being friends	1
Wished we could do something to eliminate xenophobia	1
We believe that we can help other people to adapt, since we understand how it is like to be a foreigner in a strange country	1
The government needs to stop having customer relationships with certain groups of citizens	1
More funds should be available for education purpose	1
I don't want to	
Nothing	

Would you like to add anything - anything at all? / Želite še kaj dodati - karkoli?

Replies	No of replies
Had nothing to add	43
Blessings/ Thanks/love/respect to Greece for helping us refugees	11
The refugees who live in camps here in Greece should have a more frequent medical attendance than they already have and they should be visited more often by the organizations and be asked what they need	2
The relocation program should be quicker especially for the family members that have already been separated	1
Since refugees have to share accommodation either they are related or not	

authorities should be more careful who stays with whom	1
Most of the refugees don't wish to stay in Greece, so there should also be provided	
English language courses	1
The refugee camp at Eleonas should be better organized and with better hygiene	
"I long to see my son again"	1
Plead for help, for their children to integrate into our society	1
Our kids cannot go to school or kindergarten	1
Greek people should open their eyes to what is happening to the refugees	1
The government should care more for the refugees and help them be relocated faster	1
Bitterness about having to abandon their homeland and wishing they can return some day	1
"I felt like technology intervenes in social and personal life, but it has made achievements. In relation to other countries Greece in lagging behind in technology past. For this is responsible the government and the state organization"	1
I liked the interview	1
Expressed their disappointment for not being able to visit more locations yet	1
Hoped for their answers to be helpful/useful	1
"Although at first I had come just to work here for a few years and make some money, I no more wish to return to my homeland"	1
Recounted a story from their journey	1
Expressed their gratitude for having the chance to get to know another culture and way of living than their homeland's	1
Wished for the stereotype of all refugees being bad and thieves to vanish	1
"To leave your country is very painful, but to return back is a dream"	1
"Peace, love and equality towards all people. We have nothing to argue over, we are all the same"	1
"Please do not forget about us"	1
Although they stated they wish to relocate, they also noted that they are going to miss Greece and all the friends that they made here	
Hope all their goals will come true	

9.3.6. Interest in interdisciplinary topics and cultural projects/ events

- **The role of technology**
- **Description of the trip from the technological perspective**

Which technologies/means of transportation did you use for entering Greece? Or which technologies your parents used for entering Greece (in case of second generation refugees/migrants)?

Walking	20
Car	7
Train/Bus	15
Boat	16
Smugglers' boat	33

Truck crypt	3
Other: Plane	4
Other: ferryboat	1

Which technologies did you confront?

Fences	11
Thermal cameras	4
Mines' field	2
Police	38
Coast Guard	26
Frontex/NATO	4
Other: Non	11
Other: Cameras/media	3
Other: Custom officers	1
Other: nonprofit organizations	1
Other: the army	5
Other: the Albanian army	1
Other: customs control	1

When you began your trip, were you aware about EU monitoring and registration process, data bases etc. (e.g. EURODAC, EUROSUR, etc.)?

Yes: 20 persons
No: 55 persons
Please describe briefly:

We were informed by other family members/friends who came in Greece beforehand: 8 persons

We were told a few things by smugglers: 1 person

I just brought everything I could with me: 1 person

My husband was a state employee and aware of these procedures: 1 person

Which technologies/ means of transportation did you use for travelling in Greece? Or which technologies your parents used for travelling in Greece (in case of second generation refugees/migrants)?

Walking	7
Car	7
Train/Bus	55
Boat	12
Truck crypt	1
Other: Plane	4

Other: Haven't reach yet the final destination	1
Other: ship	1

Did you use cell phones/internet during your travel to and inside Greece? How did these technologies help you?

Yes: 53 persons
No: 23 persons

Please describe briefly:

For keeping contact with family members that have been relocated in another country of the EU/that had already been living in Greece/ that are still in homeland/ that are still travelling: 29 persons

I use it to communicate with my friends in Greece: 3 persons

Navigation/route information: 30 persons

For translation: 11 persons

News (about the country of origin and announcements on what the EU and Greek government make about the refugees): 2 persons

Personal research: 3 persons

Used it while being on smugglers boat to call the Coast Guard: 1 person

Didn't help: 1 person

Captured the journey on video to remember and to show it to authorities: 1 person

- **Technical/scientific knowledge/skills**

Please, state your maximum acquired education?

Do you have any special technical knowledge/skills?

Yes: 35 persons

No: 41 persons

Please describe briefly: Appliance repairs (3 persons), Computing (4 persons), Car mechanic (2 persons), Engineering (1 person), Plumbing (1 person), Radio technical engineer (1 person), singer (2 persons), Mason (1 person), Locksmith (1 person), Coding course and robotics (1 person), Hairstylist (2 persons), Painting (2 persons), Builder (1 person), Poultry farming (1 person), Cooking (3 persons), Baking (1 person), Making bread (1 person), First Aid and other basic medical knowledge (1 person), Household (2 persons), Knitting/ sewing (3 persons), Farming (1 person), Carpenter (2 persons), Cellphone usage (1 person), English teacher (not mother tongue) (1 person)

Do the technical knowledge/skills you have helped you in the integration process in Greece? Do they help you in any aspect of your life in Greece?

Yes: 22 persons

No: 54 persons

Please describe briefly:

Just in the camp, because refugees have to do anything on their own/in their everyday life: 7 persons

Was/will be able to find a job: 11 persons

It helps me to pay back people from which I received help: 1 person

Computing skills help communication: 2 persons

Computing skills help find information of how to deal with numerous issues: 1 person

I was more self-sufficient: 1 person

Do you use computer and internet in your everyday life? Does the use of computer/internet help your integration in the local society?

Yes: 54 persons

No: 23 persons

Please describe briefly:

Keep contact with family members that have been relocated in another country of the EU or generally living elsewhere: 12 persons

Navigation: 16 persons

Translation: 11 persons

Socialize/find out about social events/ interact via social media etc./communicate with locals: 26 persons

Updates on developments and news: 11 persons

Searching for job: 1 person

Improve language skills via on-line courses: 3 persons

Learn more about the history of the countries they had to pass through: 1 person

Personal research: 2 persons

Just for relaxation and entertainment: 1 person

I don't think it can help/it didn't help: 3 persons

Helped to adapt to the new environment: 2 persons

It helped them understand the laws of Greece: 1 person

In daily life in general: 1 person

Do you have any personal experience on disabled people crossing the borders or people who got disabled during their effort to cross the borders?

Yes: 13 persons
No: 64 persons
Please describe briefly:
Refugees were harmed by the Turkish military/injured while crossing borders: 4 persons
The one being interviewed is a disabled person: 1 person
My husband died, I was shot and another relative lost his arm: 1 person
My daughter lost her legs during our travel because of cold: 1 person
I saw a woman on wheelchair on the smugglers' boat: 1 person
I saw a couple of blind and a couple of armless people: 1 person
I saw an Albanian soldier breaking a three-year-old girl's arm and then killing her with his gun: 1 person
I helped a mother with an injured arm to cross the borders: 1 person
I had a friend who was disabled and died trying to cross the boarders: 1 person

9.4.6. Most interesting quotations from interviews

Insert at least 10 interesting quotes to be included into RC Newsletter and RC Communication Actions.

QA7: "Living in a camp for refugees means that we have to do almost everything on our own, so every kind of skill is useful."

QB14: "I understand that because of lack of space many different families have to stay at the same accommodation, but I also believe that the authorities should be more careful about who stays with whom, especially when there are kids involved."

QB13: "I cannot contribute anything. I'm sick. I should have a 24-hour medical follow-up, but there is hardly ever a doctor in the camp, and the military men guarding the camp leave at 8:00 pm."

QB13: "Us refugees living in camps, we don't have the motivation to participate more actively in the local community."

QB13: "First we need to ensure some basic rights, such as education, and then we can talk about our contribution in return"

QB8: "My expectations are about the country I want to settle in, that is Germany and not Greece. I believe in general that the work, the meeting with the local community and the necessary social welfare are the basis for the smooth integration of immigrants."

QB12: […] We should help the incoming migrants without threatening the people that already live here in Europe. Many Europeans see the foreigners as people seeking the benefits and social care of EU countries, not actually fond of the European values. Mostly immigrants from Muslim countries have a different view regarding family, women or violence. Europe's values have to do with freedom of speech and choice (for what wife/husband I may choose or what religion). Most of the immigrants today come from countries where democracy has never even existed. That is mirrored in their attitude. So I'd suggest we make sure that at least their children get the appropriate education to learn the benefits of the European system and prevent them from becoming extremist Muslims."

QA9: "When I crossed the boarders the only choice was «or you cross the borders or you die»"

QB11: "Everyday life in my country is not as different as people tend to think. Of course religion is different and the constitution, but everyday life is quite similar."

QB14: "I would like to thank the Greeks for doing everything they can for as, although our ancestors fought against yours. This is an example of how much our societies have progressed, and how far behind we have left this historic period."

10. LATVIA

Our initial and proposed research was culture and ecological migration as artistic result. We have made a video (Skype) interviews with 20 people and asked them to answer to quantitative questionnaires who left Latvia last 20 years - as in Latvia emigration is still key political issue.

As migration is not happening to Latvia (we used to have 3 migrants in the migration center, but they left to Germany). As research scope we selected the location where the interviewed people are based now, why they moved there etc.

Link to the video: website: https://vimeo.com/249111820

Also one of our activities - qualitative research part was made in Riga -it was workshop and exhibition where one of the artists visualizing migration data. This artwork called "Borderlines I, II" by Liga Velina consists of two data visualizations representing opposed local and global population data. Basing on theory that modern visual culture has tendency to visualize existence, artist through visual artistic expressions and hyperbolized probabilities reflects human as a fragment of big data and explores how geographical defined boundaries changes if we change the rules. Artist predicts when our countries map would disappear if everyone who migrates to another country or dies would take a little part of map with him. Opposed global data shows how the world grows in high speed while our country slowly disappears.

Our research was made using artistic approach and look to migration process as initially this theme was defined that each partner can approach differently.

11. GERMANY

At the beginning of their work they did an intensive research on existing apps in the context of the objectives of the Risk Change app (state of the art analysis). They presented this analysis to the consortium. The main difference to existing apps is that the Risk Change app allows everybody to upload content. It is not curated. The second main difference is, that it addresses a wide range of stakeholders and for example not only gallerists.

takomat designed and developed the Risk Change App (https://riskchange.app). The Risk Change App shows activities of people in a digital and augmented reality way. It is a platform to share those activities.
The research on existing apps also brings us to the specific features of the RC app, considering the speed of evolving technologies, the partnership has identified. The following features make RC mobile app innovative and usable for a wide audience (as artist, curators, gallerists, exhibition directors, event manager, scientists). The main features are creation of photos and videos to show art pieces by using the camera, intuitive hands-on CMS to publish art content for everyone (everyone can register and create without having a specific company account, which is one achieved objective of this project), in addition we created a windows desktop app, so that windows use can easily integrate with drag and drop content, state of the art statistic in the form of a gamified scoreboard, content is created in an open source manner available for everyone, deep linking (e.g. "Integration & Arts" workshop: https://riskchange.app/share/?g=41f08541-193a-438f-b95e-7f48438a0b2c) to share in a state of the art manner content with other social media tools, augmented reality (AR) to see your art piece in the environment (see tutorial https://vimeo.com/445539994#t=15s) where you are, social actions are location profiled, social actions like exhibitions have a time frame attribute and therefore an "active" green flag, context based own search engine and last but not least QR code can be used to give more information about an art piece in the app as a text and deeper content guide to an exhibition (see example on https://vimeo.com/453582167).

takomat presented the Risk Change App in a public street and galleries session on the 23rd of May 2019 in Berlin. The following results were recorded. The 9 gallerists responded very favourably to the app and were looking forward to see the finalized app. They saw the app as a useful vehicle where they could place their exhibitions and promote artists' work. The street user tests also responded favourably to the app,

particularly the user interface, and provided valuable feedback to the developer for further adjustments. The integrated galleries can be viewed via the following link https://vimeo.com/445539994. The second user tests and public study of the art mobile app in the context of exhibitions was conducted in Copenhagen at the Ecsite conference from 6-8 June 2019 (see: https://www.ecsite.eu/activities-and-services/ecsite-events/conferences/2019-ecsite-conference).
The following observations were recorded: the Risk Change App is the first location-based app with an open content creation feature that is independent of specific exhibitions and/or galleries. Hence the app has the potential to be a hub and center artwork app. In Amsterdam, Basel and Zurich the work was to show gallerists and artists the Risk Change work and the app, and to asked them for feedback about the app's functionality and usability. The feedback was integrated in further versions of the app. The opportunity was also taken to look for museum art content to integrate into the app (such as Kunstmuseum Basel: https://riskchange.app/share/?s=3398b606-1fc3-4290-a72b-70b0178d3e1b).
By visiting a lot of galleries and exhibitions in different location we integrated several exhibitions about the topic migration such as the exhibition "Voyage" at MuCEM in Marseille, see https://riskchange.app/share/?g=011e3698-5e07-468e-97bb-75b7c7c1c518.
Exhibitions on migration are on the program of a lot of museums as we experienced.

Mobile application is a tool that is evolving constantly, through usage and feedback of users. There is a constant research going on by app developers - how to make the app more practical, easy-to-use, containing crucial informations etc. As the Risk Change App contains a lot of project results in an easy accessible way, it is a perfect project documentation tool for everyone interested in the results of the project.

12. ENGLAND

The Mighty Creatives informed us on 6th of October 2017 about intention to end their involvement with Risk Change project on 8th of January 2018, due to not being able to secure enough match funding. However, they did a great job when setting the foundations of our research and offering a different perspective on the topics we wanted to research. Also they were able to conduct 45 life- stage- besed interviewes, the results of which are presented at the bottom of this chapter.

12.1. STATEMENT OF ETHICAL PRACTICE

We strongly believe that ethical issues arise as an everyday part of participatory research work with vulnerable groups. If these issues are not given due consideration, prior to as well as during a project, there is the potential for the project to do more harm than good. Therefore we provide you with ethical code that should be examined in all the partner countries before and during the research. The purpose of providing Ethical code is to:

- highlight the full range of potential issues that might arise in the project;
- make others, particularly funders, facilitators and partner organisations, aware of the typical ethical issues that arise;
- demonstrate the standards that we regard as responsible practice;
- create a framework for discussing and agreeing procedures for managing ethical issues.

We believe that being open and alert to these issues and allowing time for discussion and refection is the best starting point for good practice. This document outlines five broad core principles of good practice which will span work. It then sets out seven further areas of concern, detailing related guiding standards of practice that we will use.

- **Terminology**

We are committed to working with groups who are excluded from mainstream provision, policies and opportunities. We use the terms vulnerable and marginalised as a planning concept rather than as a means to engage participants. We acknowledge that these terms are politically charged, and that it's important to understand the wider causes of vulnerability as well as the individual symptoms. Equally important, we recognise that no group is homogeneous in its needs.

- **Representation**

We will aim to allow project participants to define and represent themselves and to frame the issues that affect them. We will acknowledge and support individual voices and recognise that a person's situation will affect the nature of their participation.

- **Flexibility**

We will work flexibly and adapt project design and methodology as required in order to suit the needs of participants and the project context. The guiding ethos of our work is to use arts and culture to build skills and confidence, and to act as a platform for participants to represent themselves and document their views and ideas to others.

- **Labelling**

We recognise that participation in projects can have contradictory effects. Like most social interventions, this project uses social categories of need to define the groups we work with. This helps us to identify and reach communities and to adapt our methodology appropriately. However, for the participant this can bring an unwanted social label. We will aim to support groups to challenge traditional/negative representations and put forward alternatives.

- **The project process**

The research process centres around the involvement of participants in cultural activity – but it is also more than that. It involves learning to express opinions, to interpret and discuss cultural form, to work as part of a group, to listen to others, to develop ideas and a voice, to edit, to identify and define audience and message. All these elements are an equally important part of the process and the route to self-expression and advocacy.

12.1.1. Core principles

- **CHOICE**

We will always provide participants with clear choices about the content of their work including the right to withdraw from part or all of project activities, at all times.

- **CREATIVITY**

We believe that creativity is the lifeblood of participatory research projects. The creative space needs to be protected and respected for projects to flourish.

- **PARTNERSHIP**

We will always work in partnership with a local organisation that is engaged in long-term development work with the participant group; that understands its needs; can provide ongoing support to participants throughout the project; and that is committed to the participatory process.

- **SUSTAINABILITY**

We aim to build projects that are sustainable and have long- term impact beyond our direct involvement. This is achieved by for example training and building the capacity of locally based staff and facilitators, building localised project networks and supporters, ensuring equipment continues to be available, and building sustainability measures into project design and activities.

- **CULTURAL SENSITIVITY**

We aim to ensure that all the project is culturally sensitive and appropriate. We aim to work with and train local cultural facilitators where possible; use locally-relevant datas; use culturally sensitive codes of behaviour and language in research activities; and be sensitive to local customs around for example, data collection and content.

12.1.2. Key areas of Ethical concern

- **Protection**

The protection of participants' best interests is of paramount importance throughout all phases of the project.

- **Risk**

Participation in a project can entail a level of risk for participants. The risk varies depending on individuals and circumstances, and can be emotional, psychological, political, economic, cultural, social or physical. We aim to provide a research space which is sensitive to these factors, and which can be enjoyed as a safe space by participant.

- **Ground rules**

All our research activities will begin by setting project ground rules. These rules reflect expectations and standards from all sides around behaviour and participation. This process involves RiskChange, the partner, facilitators, support workers and participant.

- **Choices**

Our research activities, based on consultation with the partner organisation and project participant, are likely to follow broad themes. The themes act as a framework for participant to explore ideas and develop a personal creative voice. In the case of advocacy-based projects, the themes are often issue-based. We will support participant to express their feelings, ideas, opinions and experiences in relation to these issues. No participant will ever experience pressure to produce particular content or reveal material that they would prefer to remain private and no participant will ever be required or obliged to create work based on events in their lives. Choices over content will be regularly reviewed and discussed.

- **Caution**

When working with individuals who have experienced trauma or mental illness, caution is exercised to ensure participant are emotionally protected, particularly if they are producing research data based on personal experiences. There should be a trained support worker available at all times, to provide participant with professional guidance if needed.

- **Confidentiality**

All projects should be undertaken in the spirit of confidentiality with the understanding that anything discussed in the workshop is private to the group. It should be noted that in practice it is not realistic to guarantee confidentiality to participant.

- **Anonymity**

Some participant want their identity in the project to remain anonymous. We will offer participant a range of options to protect their identities. However, it isn't possible to guarantee anonymity as other participant can disclose participant identities.

- **Child protection**

Full child protection policies and procedures will be followed at all times. All facilitators on the project will have received a full CRB check (in the UK), and training in protection procedures.

12.1.3. Well being

The promotion of participants' well-being is the principal concern of all projects.

- **Managing expectations**

It is important that a project doesn't unrealistically raise participants' expectations. From the outset participant need to know the timetable, the end point, and what the project is likely to mean for them in concrete terms. They should never to be led to believe that their circumstances will be dramatically or immediately changed by being involved.

- **Closure**

It is important to provide a sense of closure to a project. Group bonds can become strong and the sense of group identity important. Projects should provide activities that are specifically geared towards preparing participant for the end of the project.

- **Exit strategies.**

There will be planned exit strategies for all participant who are interested in continuing their involvement, and opportunities for them to participate in any appropriate/ available support networks.

- **Equal Opportunities**

Projects can contribute to uneven access to resources at a community level. This can create tensions, when some people have access to project benefits and others don't. While such problems can't necessarily be avoided, it is important that they are not over-looked.

12.1.4. Control and decision making

Participatory research projects are a meeting point for multiple agendas including those of participant, facilitators, funders and partner organisations. It is important that key project decisions are discussed, that decision-making is transparent, and that the interests of participant are prioritised at all times.

- **Information**

participant should be provided with clear and regular information about the project, its purpose, key activities and about data use. Any pre-agreed objectives should be communicated simply and clearly to participant from the outset.

- **Ownership**

Many projects culminate in a public or targeted exhibition of participants' work. This is an exciting time in a project, when participant feel a sense of pride and validation. But it can also bring tensions and pressure. There are natural anxieties about public exposure; detailed decisions around editing and data use; protection considerations; and wider issues about communications and public messages. It is important that participant remain informed, engaged in the decision making process, and retain a sense of ownership over their work.

- **Informed consent**

participant are required to give their informed consent around data use. We will view consent as a process rather than a one-of decision or paper exercise and acknowledge that a notion of 'informed' consent is complex. One-to-one sessions with participant are a key part of this process.

- **Copyright**

Copyright is owned exclusively by the participant. All our project participant are asked to sign a consent agreement, which states in simple language the different options for consent around data use. participant will be given guidance in their choices by the partner organisation, and where appropriate by an external party with relevant expertise, to ensure that due consideration is given to protection issues. Consent is also sought from parents / guardians for participant under the age of 18. There will be cases in which individuals are not able to give appropriately informed consent. In these cases their data will not be shown publicly. participant have the right to withdraw their usage permissions and their data from our archive at any point.

- **Income**

Clear guidelines for income generated through the sales of participant's datas and the procedure for remittance of income must be established at the onset of a project.

12.1.5. Public exposure

Projects which have a public element to them bring rewards as well as risks. It is the responsibility of our partners to put participants' well-being and safety first.

- **Protection**

It is vital that participant are given an understanding of the public environment in which their work will be displayed, as well as the potential consequences and impact – positive and negative – of their work being seen in public. All participant need to be provided with clear choices about whether and how their work is seen in public. There are cases where public exposure can jeopardise a person's safety, well-being, or entitlement to privacy. We will offer participant a range of options and methods of protection. We always work closely with the partner organisation in advising participant in their decisions.

- **Media**

A project with a public dimension often attracts media attention. The media may have its own agenda and ideas about how to represent a project and the participant. Engaging with the media requires a very careful and sensitive approach. It is important to allow time to discuss media work with participant, and to explore the risks and benefits. participant should never experience pressure to do media work or interviews. A participant who is interviewed by the press needs to always be appropriately prepared and supported.

- **Support**

Public exposure can be a thrilling experience for participant. Once it is all over, there can be a sense of disappointment and frustration if nothing material has changed. It is important that the participant are well supported thorough the process.

12.1.6. Facilitation

A facilitator is many things: educator, motivator, negotiator, guide, artist, role mode and mentor. They are often the lynchpin of a project, acting as the interface between the project management and the participant.

- **Professional**

A facilitator is skilled in the methodologies of participatory cultural practice, and may have limited knowledge of the issues that affect the participant. A good facilitator will be open, flexible and supportive towards participant, and will always maintain clear professional boundaries. A facilitator should be aware of their professional limits and not adopt the role of a therapist or social worker to participant.

- **Skills.**

The participatory process requires constant nurturing and support from facilitators. As far as possible, RiskChange will use at least two facilitators per workshop – one of who may be

from the partner organisation – so that they can provide support to each other and to the group. We will always employs a lead facilitator with proven experience of using participatory cultural practice with vulnerable groups.

- **Training**

A professional facilitator will be unbiased in their relationships with the group, sensitive to group dynamics, and aware of his/her own feelings towards the group. We are committed to supporting facilitators throughout the project. We provide pre- project training, which includes techniques for responsible, self-aware practice. We also provide ongoing opportunities for facilitators to reflect on their practice, and discuss any emotional or personal issues arising out of the project.

- **Professional Research Conduct**

All researchers will protect the integrity and reputation of the research by ensuring they conduct their research to the highest standards. Researchers must therefore not bring research into disrepute by, for example:

- Falsifying research evidence or findings;
- Sensationalizing' findings in a manner that sacrifices intellectual capital for maximum public exposure;
- Distorting findings by selectively publishing some aspects and not others;
- Criticizing other researchers in a defamatory or unprofessional manner;
- Exploiting the conditions of work and roles of contract research staff;
- Undertaking work for which they are perceived to have a conflict of interest or where self-interest or commercial gain might be perceived to compromise the objectivity of the research;
- Undertaking work for which they are not competent;
- Using work carried out with co-researchers as the basis of individual outputs without the agreement of the co-researchers concerned;
- Using research for fraudulent or illegal purposes.

12.1.7. Project partners

A strong, open partnership between RiskChange and its partner organisation is the foundation for a successful project. RiskChange works with partners that are committed to the participatory ethos and process and that can provide support to project participant throughout the project and beyond.

- **Support**

Participation needs support from not just from facilitators but from a project worker who knows the group and whom the group can trust. The partner organisation should

designate a member of staff as responsible for the project and there should be a support worker available for workshops and meetings with participant.

- **participant**

Facilitators treat participant first and foremost as creative individuals. Facilitators do not generally need to know personal details about participant, but it is useful if they have a broad understanding of the group's needs. The project partner should provide Risk Change with background information about the group before the project begins.

- **Follow up**

Participation in a project can give rise to a range of new feelings and aspirations. The partner organisation will often lead on planning for any follow-up support needed as a result of participation during the project, including identifying potential suitable support networks.

12.2. RESULTS OF THE QUALITATIVE RESEARCH BASED ON LIFE-STAGE-BASED INTERVIEWS

12.2.1. Who was interviewed?

	Where do you come from?	**Where do you live?**	**Age**
1		Manchester	
2		Leicester	
3		Leicester	
4		Leicester	
5		Pertsmouth	
6		Menchester	
7	Spain	Salford	28
8		Birningham	
9		Leicester	
10		Manchester	
11		Manchester	
12		Brighton	
13		Leicester	
14	Slovenia	Leicester	24
15		Manchester	
16		Leicester	
17		Leicester	
18		London-Ipswich	
19		London	
20		New Castle	
21		Manchester	
22		Manchester	
23		Nottingham	
24		Manchester	
25		London	

26		Manchester	
27	Zimbabwe	London	
28	Zimbabwe	Leicester	
29		Leicester	
30	Dubai	London	
31	Vietnam	London	
32	Spain	Manchester	26
33		Boston, Lincolnshire	
34		London	
35		Leicester	
36	Syria	Manchester	
37	Jamaica	Manchester	
38	Australia	London	
39	Ireland	Sheffield	
40	France	London	
41		Pertsmouth	
42		London	
43	Zimbabwe	Leicester	
44	Iran	Leicester	
45	China	London	

- **Reasons to come to UK**

What was the reason for your journey to UK?

Reason	No
Escape from War/conflict/trauma, bad situation, had to leave, political reasons	11
Education/ Study	10
Job opportunity/ Finding a job	6
Learn English	2
Fell in love	1

From the table above we can see, that almost 1/3 of interviewed participants migrated to UK becouse that dad to leave, ether becouse of war or conflict or becouse a bad (political) situation ad home. The second third of participants migrated becouse of study and later on decided to stay. Some of the participants migrated to find a job or better life (6) and some to learn to or improve their English language.

- **Difficulties along the way**

Did you face any difficulties along the way? If yes, what kind of difficulties?

Yes/ No	Difficulties	No.
No		12
Yes	Money	4
Yes	Difficulties with paperwork or	3

	questioning at the airport	
Yes, many	Don’t want to talk/think about	2
Yes	Work a way out of factory	1
Yes	Traveling with a child	1
Yes	Never feeling safe	1
Yes	Travel with secrecy with little brother	
Yes	Hunger and thirst in camps, on the boat for weeks, boat sickness	1
Yes	Different culture, different world (walking on motorways)	1
Yes	Robbery, beaten	1
Yes	VISA, accommodation	1
Yes	Finding home, job, education for children	1
Yes	Settle- find home, many cultural differences	1
Yes	Finding friends	1
Yes	Traveling as a woman alone	1
Yes	Racism	1
Yes	Harassment, abuse, hiding	1
Yes	Getting lost	1
Yes	Struggle to be accepted by the peers	1
Yes	Finding affordable and nice place to live	1
Yes	Danger hiding	1
Yes	Everything was difficult	1
Yes	Smuggling	1

We can see from the table above that most of the interviewed participants faced difficulties along the way and there was 1/3 of people, who did not encounter any major problems. The difficulties participants had vary a lot, some of them struggle with the money (4) and some with paper work/ birocracy at the airport or answering tons of questions at the arrival. We can also see there were participants which couldn’t even think or talk about the topi cof difficulties, since it was traumatic a lot. Variety of difficulties include traveling with sacracy, hunger, thirst, robbery, difficulties within settling, racism, harassment, abuse, getting lost, not knowing the culture, etc.

13. CONCLUSION, STUDY LIMITATIONS, ADVANTAGES AND SUGGESTIONS FOR FURTHER WORK

Overall Risk Change research report consists the results of research conducted in 10 different countries and includes national reports on migration and migration issues prepared by each partner country separately. Therefore in making overall conclusions we have to be very careful. Ethical issues arise as an everyday part of participatory research work with vulnerable groups, and since that is the population we were working on, any wrong assumptions or conclusions could be dangerous and may lead to difficulties for the participants of the research as well as for migrants in general. In that case there is a potential for the project to do more harm than good, although we were during the research aware of the typical ethical uses that could arise as well as we created a framework for discussing and agreeing on procedures for managing ethical issues. The nature of our research- working with more than 10 different countries with different social, cultural, economical backgrounds- also restricts any generalisation on European popularity.

Generalisation or conclusion for all the countries involved would be wrong and inappropriate due to various social, cultural and economical differences between the countries. We aim to ensure that the project is culturally sensitive and appropriate. Although we worked with local cultural facilitators where possible, we used locally-relevant datas; culturally sensitive codes of behaviour and language in research activities we can not exclude the potential so called disturbing factors that may effect our findings or results in general. Therefore the group conclusion of the results of all cooperating countries is not made. However you can find the results of the researches separately at the bottom of each chapter wrapped up just for the country the research was conducted.

13.1. STUDY LIMITATIONS

During the analysis of the results and their interpretation, we discovered some limitations/ shortcomings of the study. Despite the effort the comparative analysis between countries is as mentioned above impossible. The latter is due to some limitations of the given research as well as limitations researches of similar constructs in general:

- **Interpretation of interpretations**: In a given document we are summarizing the results of researches done by various authors. This means we fully interacted in each phase of the research only in the part of research conducted in Slovenia. We are gathering the interpretations of various researchers with having no or limited access to raw data. The nature of researching complex constructs in general always have a subjective variable and its very difficult if not nearly

impossible to gather 100% objective results (due to the researchers or rather human subjective nature while interpreting), therefore the data obtained is already biased. Any conclusions or assumptions of the results researchers gathered in other countries would be insufficient and incorrect.

- **Different data gathering procedures**: As data was collected by each country individually, the control over data collection and circumstances in which it occurred was obviously not possible. Some of the researches turned to various institutions from where they found it easier to access to researched population, some of researchers searched for participants on-line, some through connections and acquaintances etc. Different data gathering procedures could be attributed to the fact that the population we were researching is difficult to access (vulnerable population). Besides different strategies of data gathering another limitation as a consequence goes to insufficient or impossible control over the disturbing factors that may effect the results and a subject of investigation.
- **Vulnerable population**: The subject of research was a population difficult to access: due to many factors, either due to unregistered stay, fear of publications, unregulated circumstances, illegal arrivals, etc. For example the problem described by our partners from Serbia who conducted 50 live-stage-based interviewes was as reported: »*Most of participants wanted to remain anonymous, and no one wanted to be filmed by video cameras or audio methods. This was a big problem for us so we had to be satisfied with the interviews only.*« Although it was not the subject of this research, but it would be interesting to look at the characteristics of the participants who were willing to fully participate in our research. Are they perhaps the ones who have been in the host country for a long time and feel more confident?
- **The representativeness of the sample**: Due to the previously mentioned limitations of difficult accessibility of researched population, arise problems with (un) representativeness of the sample or the surveyed population (small sample, difficulties to access the vulnerable population, data collecting centered at one city and not the whole country etc).
- **Differences between countries**: Even with the possibility of access to raw data from all countries, there is a great limitation becouse of many differences between countries and in some places also within countries, in the wider social, economical, cultural, historical etc. context. Since these factors cannot be controlled, many of the conclusions could be wrong and as mentioned they prevent the qualitative overall conclusions.
- **Danger of wrong conclusions**: Because this is an important topic and becouse working with vulnerable groups, any conclusion can be especially dangerous. This is an important topic that needs to be tackled with seriousness and the

right amount of professionalism. Since the researchers are not experts and not skilled in research, at the same time the interpretations of the results were done with many different countries and with different researchers, any conclusions would be wrong or incorrect. In addition, the analysis is very demanding, it contains many variables and disturbing factors, and at the same time there is a linguistic, spatial and cultural barrier between the countries (different socio-economic structure, different conceptions of key concepts, different attitudes, cultural background, different strategies, how to deal with problems, etc.)

13.2. ADVANTAGES OF THE STUDY

Despite many limitations we were facing in our study we believe the contribution that the study and the project brought is very satisfactory. Our study aimed to create, connect and promote contemporary EU interdisciplinary art related to social studies and migration and our work in those fields definitely gain positive results as well as in the community of the host countries as in the population that was a subject of research and helped building connectivity between new coming migrants and settled inhabitants of multicultural EU communities.

- **A series of activities related to migrants or migration**: During the current study we developed useful approaches and implementation processes towards migration related topics in the respective local communities across the EU. We implemented a series of activities (art residencies, exhibitions, touring residencies, lectures, symposiums, conferences, educational modules, communication actions etc.) related to migration topics, focusing on developing supporting tools for innovative approaches and educational modules targeted at migrants and integration activities, which helped rising the consciousness towards the topic of migration.
- **Confronting intolerance**: We ware able to confront the intolerance, stereotypes, prejudices and social fear with implementation of new skills, providing knowledge and experiences through RC educational activities and audience development methods by active involvement of target groups and civil society.
- **New knowledge and expertise** in the field of migration for partners and associated partners, and capacity building by reaching target groups in communities with strong dissemination of project activities. That include the Involvement of new audiences with special emphasis on multicultural communities and migration centers as well as new opportunities for cultural workers.

- **Opened the topic:** Various activities related to migrants and migration helped to open the topic about the migration issues. We aimed to re-invent contemporary myths and artificially/politically constructed mass media public opinions by new forms and identities in a creative manner to engineer the future in local, regional and national multicultural communities. We opened the topic about issues related to refugee centres, migrant associations, asylum houses, detention centres, xenophobia etc. by communicating with activated migrants who contribute to the project.
- **Rising awareness of the issues and difficulties:** We helped to learn something about the problems migrants face (e.g. finding a job) which could potentially facilitate the quality of options for improvement. Its very important to debate on these topics in current times in local multicultural communities as well as find new and creative possibilities to properly face those difficulties.
- **Reports on migration issues:** During the study many public reports with emphasis on the migrant issues were published and were available to broad public of general population, which also helped to raise the awareness of the migrant issues as mentioned above.

13.3. GUIDELINES AND SUGGESTIONS FOR FURTHER WORK

Suggestions for further work are certainly related to limitations we encountered in the present study. Future researchers should devote more time and effort finding a representative sample and try to overcome the problems that result in unrepresentativenes which all of the countries of the present study faced (hard-to-reach vulnerable population). A high level of professional competence is needed with the researched population as well as with working with different countries and cultural backgrounds. It might make sense to connect research knowledge with other professionals (culturulogists, social workers, etc.) to find common suggestions and options. It would also make sense to investigate cultural differences between the countries participating in the survey. In that case keep in mind that such a demanding analysis requires professional education and many years of experience in researching similar constructs to provide quality and useful results that could be generalised.