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WP 2: Preliminary Quantitative National Report (Croatia)

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

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1 Introduction: Migration, migrants and migration related 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/interdiciplinary programmes for migrant target groups be integrated into local communities?

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.

The deliverables from the preliminary study will be:

- **National reports on migration and migration issues (10) –** prepared by each partner until 31st of January 2017, reports will cover the results from desk researches made by partners and conducted interviews in local / national communities. Each national report should cover 40-50 pages in total, following the structure presented in this template.

National reports will be summarized into:

- **RC Preliminary Research Report (1) –** will be structured by P1 (Kibla, SI) and published as PDF document on project webpage. It will represent the starting point and the base for **RC Overall Research Report** on immigrants in local communities, prepared at later stage by FOPSIM, MT**.**

Next steps in WP2 after RC Preliminary Quantitative Research Report:

- **on-going quantitative survey on interdisciplinary topics and cultural projects on migration by all partners** – online survey prepared by P1 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

- **5 Qualitative Research Reports from 3 partners, namely:**
    1. 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.
    2. 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.
    3. Study of migration and border policy in Malta by FOPSIM
    4. Study about employment of disadvantaged groups on Malta by FOPSIM

5. Research on transitory migration by MMSU Rijeka

- **1 Overall Research Report on immigrants in local communities** by all partners – will be based on 600 interviews done in Preliminary Research Phase (60 each partner) and implemented with up-to-date information on migration topics in partner countries connected with interdisciplinary, cultural and educational projects identified in on-going RC survey - wrap-up will be done by FOPSIM and presented as main delivery of WP2: RC Overall Research Report Publication.

3 Results of the desk research

3.1 Integration / Migration / Refugee / Detention Centers in Croatia

Please describe the available centers dealing with migration issues in your country in a text. Write 2-3 pages. Please describe differences between urban and rural areas and the kind of support which is offered there etc.

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 neighboring 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).

(please cite as: Croatian Bureau of Statistics (2016) *MIGRATION OF POPULATION OF REPUBLIC OF CROATIA, 2015.* year: LIII. Zagreb, 22 July, 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 favorable 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 Southeast 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 intercultural 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."

(please cite as: Huddleston, Thomas; Bilgili, Özge; Joki, Anne-Linde and Vankova, Zvezda (2015). Migrant Integration Policy Index 2015. Barcelona/ Brussels: CIDOB and MPG. Country Report: Croatia).

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.

INTEGRATION OF MIGRANTS AND DEVELOPMENT OF INTEGRATION POLICIES IN CROATIA

The greatest contribution to the development of integration policies in Croatia came from the harmonization of Croatian laws with the acquis 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 favorable, 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 unfavorably positioned Member States of the EU. The situation is similarly unfavorable 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 labor-capable migrants should be included in the labor 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."

(please cite as: Institute for Migration and Ethnic Studies, 2016, *Integration of Migrants in the European Union with reference to Croatia: Position Paper of the Institute for Migration and Ethnic Studies*, IMIN, Zagreb: February 2016, p10-11, http://www.imin.hr/c/document_library/get_file?uuid=23cb77ac-e5d4-4f1e-8fce-b2e040512833&groupId=10156).

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 abovementioned 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

Then insert a list of centers / institutions / organizations (please specify the main aim of center – integration, detention, inclusion…).

Numbe	Center / Institution / Organization	Aim	Place (city)	Contact
1	Ministry of Interior (Department for Administrative affairs, foreigners and citizenship)	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-2224/2224
5	Ministry of Science, Education and Sport	Devising education policy and services for foreigners	Zagreb	https://mzo.hr/hr/brzi-linkovi/kontakti-2
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 groups)	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 *+others*

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

3.2 Organizations / Institutions / public bodies / NGO's dealing with migration issues and migration target group in Croatia

Please describe the available public / private institutions / organizations / societies / NGO's dealing with migrants in your country in a text. Write 2-3 pages. Please describe the main activities, approaches and practices the offer (short description only), describe briefly the target group they are dealing with etc.

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)."

(please cite as: Kuti, Simona (2014). *Integration Policies: Country Report for Croatia*. Migration Policy Centre (EUI, Florence, Italy); INTERACT Research Report; Country Report; 2014/13. http://cadmus.eui.eu/bitstream/handle/1814/32655/INTERACT-RR-2014%20-%2013.pdf)

"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 unfavorable 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 cite as: Barberić, Jasna (2015). Asylum in the Republic of Croatia one year after accession to the European Union. New Issues in Refugee Research. Research paper no. 273. UNHCR, Policy Development and Evaluation Service. http://www.unhcr.org/research/working/54dca6ee9/asylum-republic-croatia-year-accession-european-union-jasna-barberi.html).

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

Then insert a list of those 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 and assistance in the integration	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; intercultural 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 unrecognized 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; fundraising 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 coordination of stakeholders in regards to integration	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

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

Please describe if there are interdisciplinary programs, cultural events and activities, courses, seminars or training on migration or migrants inclusion in your country in a text. Write 2-3 pages. Describe differences in contents, the frame of the activities (duration etc.) and by whom these actions are used (age groups, local migrant communities, experts, etc.). Also describe if you have any information about satisfaction of migrant participants with these activities, events or evaluation results.

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 prequalification 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

If you think about the available interdisciplinary activities for migrants and covering migration topics in your country, what is missing? Where are the gaps?

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.

3.4 Information actions, cultural events or integration programs, trainings and educational services (formal and non-formal), introducing the migration issues, raising tolerance, fight xenophobia for local / national citizens in Croatia

Please describe if there are informational services, lectures, cultural events, integration programmes, courses, seminars or trainings, whether formal or non-formal, on migration issues in your country in a text. Write 2-3 pages. Describe differences in contents, the frame of the courses (duration, number of participants, participation rules etc.) and by whom these courses are used (age groups, expert public, professional workers, etc.). Also describe if you have any information about satisfaction of participants with these courses or evaluation results.

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, volunteerism 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

If you think about the available information on migration issue in your country, what is missing? Where are the gaps?

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

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

Which policy documents on migration exist in your country? Please name the document and the scope (local, regional, national) and the main contents of the document.

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, for the period of 2013 to 2015

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

4 Results of the quantitative life-stage-based interviews with migrants in local communities in Croatia

The purpose of the interviews was to deepen insights from the questionnaire survey (subjective view of active ageing, information seeking behavior, 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.

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

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%).

- **Living condition**

Additional information:

6. THE HIGHEST DEGREE OR LEVEL OF SCHOOL

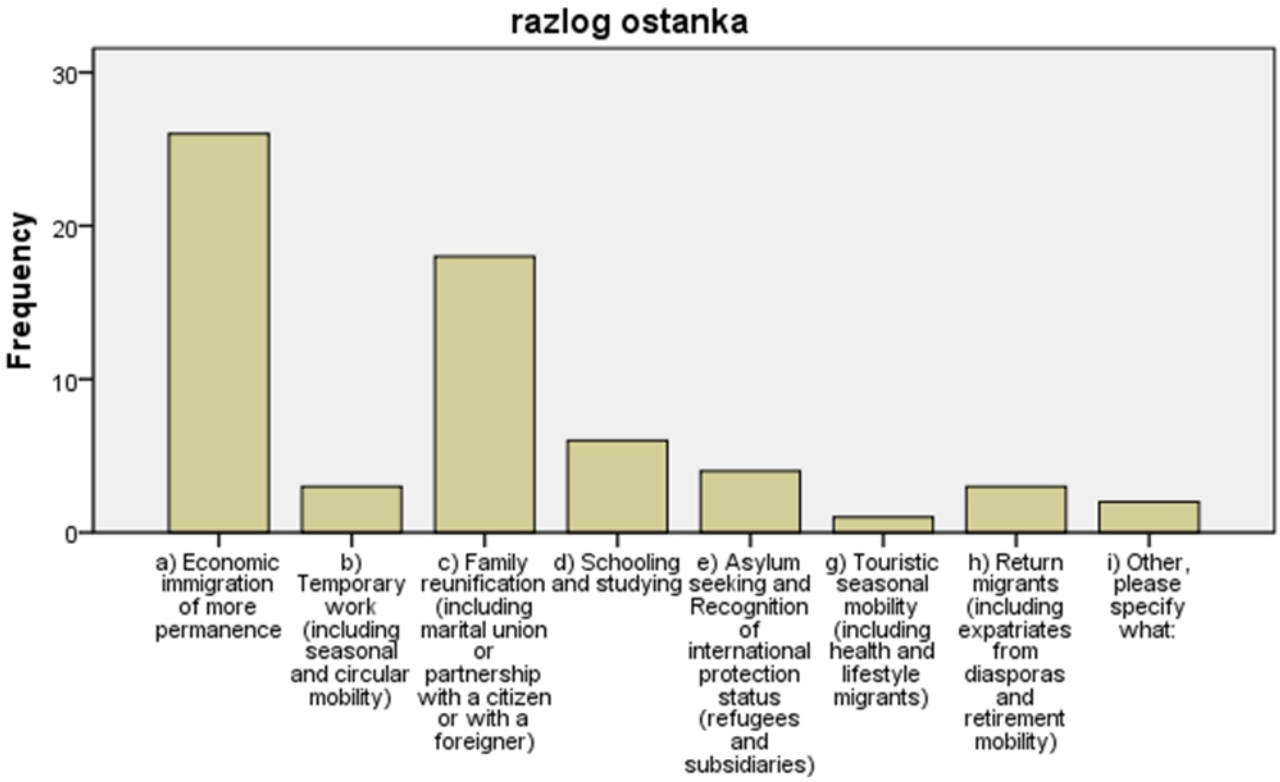
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	b) Primary school	3	4.8	4.8	4.8
	c) High school	24	38.1	38.1	42.9
	d) Faculty education (BA, MA)	30	47.6	47.6	90.5
	e) Doctorate degree (PhD)	6	9.5	9.5	100.0
	Total	63	100.0	100.0	

9. 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	

10. PRIMARY REASON OF STAYING IN CROATIA

		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	



4.3 Quantitative questionnaire (Integrational part)

1. 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

2. 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

3. 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.

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

14. 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

5. Od 1 do 5 ocenite pogostost vašega druženja s tujejezičnimi skupinami (skupinami, ki ne izhajajo iz enakega jez. in kult. okolja kot vi)

15. FREQUENCY OF YOUR 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

6. 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.

16. 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

4.4 Qualitative questionnaire (In-depth interview)

1. a) 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
- to contribute to the community / to be an active member of society	3
- 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	2
- 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	1
- that other people do not feel afraid and that I don’t feel paralyzed because of their fears	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 1

1. b) Were your expectations fulfilled?

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

2. 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, neighboring 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	2
- 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	1
- 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
- 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

3. 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
- nightlife	3
- high cost of living	3
- impoverishment	3
- it's a dead city during the night	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)	2
- 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

- unfavorable 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
	1

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

Replies / positive differences	**No of replies**
- people's character and mentality (more relaxed, approachable, open, warm, helpful, they think less about profit, more humane, open-minded, less snobbish, more civilized)	14
- more relaxed and less stressful (generally, at work)	2
- more developed culture	2
- more open and nicer city	2
- better health care (universal health care, longer maternity leave)	1
- communication is less fake	1
- more liberal city	1
- different education system – Croatia has greater choice because public schools are not either Catholic or Protestant	1
- better food	1
- people know each other (neighbors e.g.)	1
- sitting in cafes	1
- better living standard	1
- less bureaucracy	1
- better work ethic	1
- better infrastructure for independent culture	1

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	
- 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	1

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
	1

5. a) 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

b) 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 I 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	1

6. 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'.	1
- 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.	1
- I feel accepted to a large degree. I need to self-censor myself sometimes.	1
- 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.	1
- yes and no: I am respected by my colleagues and friends, but I can't get promotion.	1
- 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
- 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.	1
- 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.	1
- There is still a light, latent xenophobia, but nobody ever said something directly to me.	1
- 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.	1
- I feel accepted in Rijeka because most people speak English.	1
- I feel accepted, but I had some bureaucracy problems.	1

7. 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	1

the city, live and enjoy life	
- I'm very humble, I don't have any special goals and wishes	
- I fulfilled most of my goals (education, job, family and friends), I want that such	1
condition develops more, and that we are all healthy and alive, and that we live in some	1
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.	
- 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	1
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	
- I would like to teach	1
- I would like to start my own food business and to live somewhere where animals are	1
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	
- 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	1
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	1
- I plan to stay in Rijeka until the end of my life	1

8. 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.	
- 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 1
- I would say that it is important where you are going to live and how you will survive	1
- 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.	1
- 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 (neighbors, mentality, habits…).	1
- 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.	1

- 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
- A man always has a choice.	1
- 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.	1
- 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
- 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

9. 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

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 succeds, 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 favorable 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.

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 harbor, 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).

5 Conclusions for [country]

Write your own country-specific conclusions for Preliminary Quantitative Research.

6 Literature list (inlc. web links)

(app. 10 references)
Please insert app. 10 sources on migration from your country in your language or in English. Partners can choose the scope of the research by selecting the target groups they are most familiar of, for example P1 will make a research from ex-Yugoslavia migrations after Balkan wars to 2016 with closing of the Balkan-route that served around 1 million refugees during the last migration wave in 2015. Other partners have already identified their migration-related target groups and will assess the desk research accordingly.

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