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NEW TIMES

NEW European citizens! Tools for the Inclusion of Migrants in European Society

Agreement No. 2020-1-LT01-KA204-077886

## Overall report of National reports on Focus groups with migrants/refugees and professionals working with migrants/refugees

*The European Commission's support for the production of this work does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission and National Agency cannot be held responsible for any use which may be made of the information contained therein.*



## NEW TIMES Project Profile

Grant Agreement No.: 2020-1-LT01-KA204-077886

<b>Acronym:</b>	NEW TIMES
<b>Title:</b>	NEW European citizens! Tools for the Inclusion of Migrants in European Society
<b>Duration of the project:</b>	01/11/2020 – 31/12/2022
<b>Approval date of the report:</b>	18/7/2022

### Partners

Logo	Name	Country
	Kvalifikaciju Ir Profesinio Mokymo Pletros Centras	Lithuania
	Consorzio Scuola Comunità Impresa	Italy
	Prometeo	Italy
	Shipcon Limassol Limited	Cyprus
	Tirantes	Netherlands
	Asociación El Olivar	Spain



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## 1. Context of NEW TIMES project

The European Union has found itself unprepared to govern the mass migration phenomenon of the last five years (2015-2020), as many of the tools to manage it are still in the hands of the national States. For their part, individual States have not shown a willingness to act together and according to common rules. The initiatives have thus fragmented.

However, the European Commission has tried to activate programs and funding for projects to support the reception and inclusion of migrants and refugees, however, little has been done compared with the phenomenon about a complete social and political inclusion that takes into account the rights / duties of citizenship within the national communities and within the common European home.

This is an important task, on which the future stability of the EU institutions and the preservation of its principles inspired by the dignity of the person will depend.

The aim of the project is to exchange good practices at transnational and European level and to outline new approaches, methods and tools for the training of migrants and refugees from third countries as future aware and responsible European citizens.

## 2. Context of the detailed investigation of the educational needs and social and civic skills of migrants and refugees

The demands for migration data arising from many institutions as the EU or the 2030 Agenda for Sustainable Development have prompted the international community to review the use of traditional sources for migration data, household surveys and administrative records. There is also increased interest in looking for alternative sources to enhance the collection and analysis of migration data. We'd like to help this process using the possibilities of this project in order to ask to migrants and refugees and professionals working with migrants and refugees their point of view and their vision about the possible useful helps for them to obtain. The received data will be essential to improve migration management and policy.

## 3. Research methodology

The successful integration of migrants and refugees from third-countries is crucial not only for migrants and refugees, but also for the well-being of our country and of the European society as a



whole. Before preparing overall report related to the project “NEW European citizens! Tools for the Inclusion of Migrants in European Society”, No. 2020-1-LT01-KA204-077886 activity called “Detailed investigation of the educational needs and social and civic skills of migrants and refugees”, each project partner conducted the surveys, then analysed the data of the surveys, after that organised 2 types of the focus groups and finally prepared the National reports.

The aim of the surveys – to know and understand the point of view of target groups which will be important for the improving migration management and policy. Partners used two types of surveys (for professionals working with migrants and refugees and for migrants and refugees) approved by partnership during virtual project partners meeting and in all interviewed 103 migrants and refugees, 52 professionals working with migrants and refugees. Some surveys were fulfilled online, some physically (see Annex1).

As mentioned above, all partners conducted two types of the focus groups. The aim of the focus groups with migrants and refugees:

- to emerge from the document collection and during the focus groups with the sector operators to present with a view to its validation;
- to give knowledge of the institutional reality of the host country and the EU institutions;
- to identified the social and civic skills, competences and knowledge deemed necessary for the preparation of the NEW TIMES curriculum.

The aim of the focus groups with professionals working with migrants and refugees:

- to gather the experiences of the protagonists regarding the tools they commonly use in the field of social inclusion and politics of migrant subjects;
- to identify and enhance existing good practices in the sector of developing the social and civic skills of migrants and refugees from third countries;
- to discuss new tools suitable for the purpose.

The duration of the focus groups were not less than 45 minutes. The focus groups conducted using specific analysis tools (questionnaires) approved by partnership during virtual project partners meeting (see Annex2).

#### 4. Analysis and interpretation of research data

As mentioned above partners interviewed 103 migrants and refugees and 52 professionals working with migrants and refugees.

103 migrants and refugees answered 12th questions. The gender of the respondents from Cyprus, Italy and the Netherlands were distributed almost equally, about 50% of respondents were men and about 50% of respondents were women. While in Lithuania and Spain more women than men participated in the focus groups.

According to the received data, the respondents from Spain, Cyprus and the Netherlands are very young, from 18 to 30 years. It is quite different in Lithuania and Italy. The respondents from Italy and Lithuania belong to the age group from 31 to 50 years.



Table 1. What is your age group?

Country	Answers
Cyprus	from 18 to 30 years
Spain	
the Netherlands	
Italy	from 31 to 50 years
Lithuania	

The majority of the respondents from Lithuania are living in Lithuania less than 1 year, the majority of the respondents from Cyprus, Spain and the Netherlands are living in mentioned countries from 1 to 5 years, the majority of the respondents from Italy are living in the country more than 5 years.

Table 2. How long are you living there?

Country	Answers
Lithuania	less than 1 year
Cyprus	from 1 to 5 years
Spain	
the Netherlands	
Italy	more than 5 years

The majority of respondents from Spain, Cyprus, Italy described themselves as they are migrants, the majority of respondents in the Netherlands claimed they are refugees. In Lithuania case the received data showed the same number of participants whose status are resettled persons and migrants.

Table 3. What is your present status in Europe?

Country	Answers
Cyprus	migrants
Spain	
Italy	
the Netherlands	refugees
Lithuania	resettled persons and migrants

Answering the question “What motivated you to come to this country?” in the majority of partner’s countries the most popular answer was “Better living conditions”. Only the majority of the respondents from Netherlands and Lithuania chosen the answer “Political reasons”.

Table 4. What motivated you to come to this country?

Country	Answers
Cyprus	better living conditions
Spain	
Italy	
the Netherlands	political reasons
Lithuania	



The majority of the respondents from all partner's countries claimed that the main needs for migrants and refugees are to learn the host country language and supporting in finding a job.

Table 5. In your opinion, what would be the main needs of migrants and refugees?

Country	Answers
Cyprus	to learn the host country language and supporting in finding a job
Spain	
Italy	
Lithuania	
the Netherlands	

The most important factor for the successful integration for Italy respondents is local community support, the second important factor - successful professional career. The last one factor is mentioned between respondents from the Lithuania and Cyprus. Financial independence is the most popular chosen factor between the respondents from Spain. The majority of the respondents from the Netherlands claimed that the most successful factor is respecting constitutional values and local rules of the host country.

Table 6. What do you think are the factors for successful integration of migrants and refugees?

Country	Answers
Cyprus	successful professional career
Lithuania	
Italy	local community support and successful professional career
Spain	financial independence
the Netherlands	respecting constitutional values and local rules of the host country

The answers for the question "In your opinion, what are the main barriers to successful integration?" are very similar in all partner's countries. The main barrier to successful integration for the respondents from Lithuania, Italy, Cyprus and the Netherlands is lack of language skills. The main barrier to successful integration for the respondents from Spain is obstacles legal status.

Table 7. In your opinion, what are the main barriers to successful integration?

Country	Answers
Cyprus	lack of language skills
Italy	
Lithuania	
the Netherlands	
Spain	obstacles legal status

The respondents from the Netherlands, Cyprus and Lithuania claimed that they are interested in training there you can learn local language. The majority of the respondents from Spain would like to have clear information about rights and duties. The respondents from Italy would like to participate in the training which help to acquire a new profession.



Table 8. What kind of training would you like to participate in?

Country	Answers
Cyprus	to learn local language
Lithuania	
the Netherlands	
Italy	to acquire a new profession
Spain	to have clear information about rights and duties

52 professionals working with migrants and refugees answered 13th questions. The gender of the respondents from Cyprus were distributed equally, 50% of respondents are men and 50% of respondents are women. While in Lithuania, Italy and the Netherlands more women than men participated in the focus groups. The majority of the respondents from Spain are men.

According to the received data, the majority of the respondents from Cyprus, the Netherlands, Spain and Italy belong to the age group from 31 to 50 years. While the majority of the respondents from Lithuania were from 51 to 65 years old.

Table 1. What is your age group?

Country	Answers
Cyprus	from 31 to 50 years
Italy	
Spain	
the Netherlands	
Lithuania	from 51 to 65 years

Answering the question “How long you work with migrants/refugees?” the majority of the professionals from Italy and Cyprus claimed they have been working with migrants and refugees for more than 5 years. The answers from the respondents from the Netherlands distributed equally, 50% of respondents have been working with migrants and refugees more than 5 years and 50% of respondents – from 1 to 5 years. The majority of the respondents from the Spain have been working with target group from 1 to 5 years. While the majority of the respondents from Lithuania have less experience working with migrants and refugees, less than 1 year.

Table 10. How long you work with migrants/refugees?

Country	Answers
Cyprus	more than 5 years
Italy	from 1 to 5 years
Spain	
the Netherlands	from 1 to 5 years, more than 5 years
Lithuania	less than 1 year



The majority of the professionals working with migrants and refugees from Cyprus, Italy, Spain and the Netherlands claimed that the organisations where they are working have more than 5 years experience with migrants and refugees. The majority of the professionals from Lithuania are working in the organisations which have experience with migrants and refugees from 1 until 5 years.

Table 2. For how long has your organization been working with migrants/refugees?

Country	Answers
Cyprus	more than 5 years
Italy	
Spain	
the Netherlands	
Lithuania	from 1 until 5 years

Answering the question “What is the most common target group you are encounter?” the professionals from Cyprus, Italy and Lithuania claimed that they are usually working with migrants. While the respondents from the Netherlands usually working with refugees. The respondents from Spain mostly are working with various target groups: migrants, refugees, illegals and etc.

Table 3. What is the most common target group you encounter?

Country	Answers
Cyprus	migrants
Italy	
Lithuania	
the Netherlands	refugees
Spain	migrants, refugees, illegals

The respondents from Cyprus, Italy, Lithuania and the Netherlands think that migrants and refugees choose their countries due to economic situation of the country in terms of migrants and refugees. While the respondents from Spain think that migrants and refugees choose their countries due to geographical proximity.

Table 4. In your opinion, why do migrants and refugees choose our country?

Country	Answers
Cyprus	due to economic situation of the country in terms of migrants and refugees
Italy	
Lithuania	
the Netherlands	
Spain	due to geographical proximity

The majority of the respondents from Italy, Lithuania and the Netherlands mostly offer for migrants and refugees education and training. The respondents from Cyprus mostly offer job search assistance. While the respondents from Spain mostly offer two main activities: job search assistance and education and training.



Table 5. What are mostly the activities you offer?

Country	Answers
Italy	education and training
Lithuania	
the Netherlands	
Cyprus	job search assistance
Spain	job search assistance and education and training

The majority of the professionals from Lithuania and the Netherlands answered that the challenge that they usually face is language barrier, when it is impossible to communicate in a language you understand. The majority of the professionals working with migrants and refugees from Italy claimed that applying motivational tools, cultural differences are the challenges that they face on a daily basis. While for the majority of the respondents from Cyprus claimed it is reluctance to integrate into society, because they do not plan to stay in the country, for majority of the professionals from Spain – rejection from local community.

Table 15. What challenges do you face on a daily basis?

Country	Answers
Lithuania	language barrier, when it is impossible to communicate in a language you understand
the Netherlands	
Italy	applying motivational tools, cultural differences
Cyprus	reluctance to integrate into society, because they do not plan to stay in the country
Spain	rejection from local community

Answering the question “How do you overcome the challenges outlined above?” the majority of the respondents from Italy, Lithuania, Spain, the Netherlands mentioned the answer – developing individual consultation / training plans. While the majority of the respondents from Cyprus claimed that the best way to overcome the challenges is the activities orientated to change the public opinion towards migrants.

Table 6. How do you overcome the challenges outlined above?

Country	Answers
Italy	developing individual consultation / training plans
Lithuania	
Spain	
the Netherlands	



Cyprus	the activities orientated to change the public opinion towards migrants
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The majority of all respondents agreed that work in groups and individual consultations are proven tools to work with migrants and refugees.

Table 7. What proven tools do you use to work with migrants and refugees?

Country	Answers
Cyprus	work in groups and individual consultations
Italy	
Lithuania	
the Netherlands	
Spain	

Answering the question “What motivational measures would you recommend for migrants and refugees to increase their interest in integration?” the most popular answers from the respondents from Cyprus, Italy and the Netherlands were assistance in learning the state language and job search assistance. The majority of the respondents from Lithuania claimed that it is assistance in learning the state language. While the respondents from Spain claimed that assistance in learning the state language, job search assistance and assistance in finding housing are equally important.

Table 18. What motivational measures would you recommend for migrants and refugees to increase their interest in integration?

Country	Answers
Cyprus	assistance in learning the state language and job search assistance
Italy	
the Netherlands	
Lithuania	assistance in learning the state language
Spain	assistance in learning the state language, job search assistance and assistance in finding housing

The majority of the respondents from Lithuania and the Netherlands answered that the most important qualification requirement for the persons working with migrants and refugees is intercultural competences. The majority of the respondents from Cyprus answered that the most important qualification requirement for the persons working with migrants and refugees are intercultural competences and multilingual skills. For the respondents from Spain it is ability to handle situations, for the respondents from Italy – multilingual skills and ability to handle situations.

Table 19. What are the qualification requirements for persons working with migrants and refugees in your organization?



Country	Answers
Lithuania	intercultural competences
the Netherlands	
Italy	multilingual skills and ability to handle situations
Cyprus	intercultural competences and multilingual skills
Spain	ability to handle situations

## 5. Recommendations

1. Before starting the training process, we need to pay more attention to the reasons why migrants and refugees choose our country maybe the professionals working with migrants and refugees must have psychological knowledge too.
2. To support migrants and refugees in finding a job, learning the host country language and finding a permanent living place.
3. The integration process could start from the learning of state language because it is the biggest integration barrier for migrants and refugees.
4. A combination of learning the state language and working experience can create more speed in the learning pathway and can motivate migrants and refugees in their way to integration.
5. To organise the training of state language in a smaller group, lessons organise in an authentic environment.
6. The professionals working with migrants and refugees must improve their qualification all the time, because it is useful to both, listen to guest lecturers and share your experience.



## ANNEX 1

<https://forms.gle/PsQYb8sMRJKs6Gfr8>

### Survey for professionals working with migrants and refugees

1. Are you:

- Male
- Female
- Other

2. What is your age group?

- Under 18
- From 18 to 30 years
- From 31 to 50 years
- From 51 to 65 years
- Over 65 years

3. The country you live is:

- Italy
- Lithuania
- Cyprus
- The Netherlands
- Spain
- Other EU
- Other non EU

4. How long you work with migrants/refugees?

- Less than 1 year
- From 1 until 5 years
- More than 5 years

5. For how long has your organization been working with migrants/refugees?

- Less than 1 year
- From 1 until 5 years
- More than 5 years



6. What is the most common target group you encounter? (multiple responses are possible)

- Migrants
- Refugees
- Resettled persons from the EU
- Migrants waiting to be accepted as “refugees”
- Migrants whose demand has been rejected
- Illegal/ clandestine ones
- Minors without parents
- Other (please describe) \_\_\_\_\_

7. In your opinion, why do migrants and refugees choose our country?

- Due to the economic situation of the country in terms of migrants and refugees
- Due to implementation of national integration policies for migrant and refugee
- Due to public attitudes towards migrants and refugees
- Due to geographical proximity
- Other (please describe) \_\_\_\_\_

8. What are mostly the activities you offer? (multiple responses are possible)

- Education and training
- Job search assistance
- Legal services
- Shelter
- Other (please describe) \_\_\_\_\_

9. What challenges do you face on a daily basis? (multiple responses are possible)

- Language barrier, impossible to communicate in a language you understand
- Reluctance to integrate into society because they do not plan to stay in the country
- Applying motivational tools Cultural differences (e.g., faith, customs)
- Rejection from the local community
- Other (please describe) \_\_\_\_\_

10. How do you overcome the challenges outlined above? (multiple responses are possible)

- Developing individual consultation / training plans
- Conducting counselling / training in an environment acceptable to migrants and refugees
- Applying motivational tools
- Activities oriented to change the public opinion towards migrants
- Other (please describe) \_\_\_\_\_



11. What proven tools do you use to work with migrants and refugees? (multiple responses are possible)

- Family counselling / training
- Individual consultations / trainings
- Work in groups
- Other (please describe) \_\_\_\_\_

12. What motivational measures would you recommend for migrants and refugees to increase their interest in integration? (multiple responses are possible)

- Job search assistance
- Assistance in finding housing
- Assistance in learning the state language
- Other (please describe) \_\_\_\_\_

13. What are the qualification requirements for persons working with migrants and refugees in your organization? (multiple responses are possible)

- Multilingual skill
- Intercultural competences
- Ability to handle situations (stressful, tense, etc.)
- There are no qualification requirements
- Other (please describe) \_\_\_\_\_

14. Finally, you can use the lines below to provide further comments and suggestions:

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## ANNEX 2

<https://forms.gle/TtidpoyLhCUc4nDQ6>

### Survey for migrants and refugees

1. Are you:

- Male
- Female
- Other

2. Where are you from?

Country/Region \_\_\_\_\_

3. What is your age group?

- Under 18
- From 18 to 30 years
- From 31 to 50 years
- From 51 to 65 years
- Over 65 years

4. The country in which you currently live is:

- Italy
- Lithuania
- Cyprus
- The Netherlands
- Spain
- Other EU
- Other non EU

5. How long are you living there?

- Less than 1 year
- From 1 to 5 years
- More than 5 years

6. What is your present status in Europe?

- Migrant
- Refugee



- Resettled person
- Migrant waiting to be accepted as “refugee”
- Migrant whose demand for refugee status has been rejected
- Illegal/clandestine
- Minor without parents
- Other (please describe) \_\_\_\_\_

7. What motivated you to come to this country? (multiple responses are possible)

- Better living conditions (e.g., work, housing)
- Family reasons (some relatives were already here)
- It is the only European country where I was able to arrive
- Political reasons
- Willingness to learn about other countries

8. In your opinion, what would be the main needs of migrants and refugees? (multiple responses are possible)

- To learn the host country language
- Professional education
- Social participation (e.g. volunteering, political engagement, cultural initiatives)
- Knowledge of the legal path to regularize your own situation as European citizen
- Support in finding a job (work coaching, trainings and internships, recognition of foreign professional certificates, legal support for foreign employees)
- How to write a curriculum vitae and/or report to an employer
- Support in starting an own business (e.g. business coaching, workshops and trainings, legal support)
- Other: (please describe) \_\_\_\_\_

9. What do you think are the factors for successful integration of migrants and refugees? (multiple responses are possible)

- Building an intercultural social network
- Successful professional career
- Respecting constitutional values and local rules of the host country
- Fostering knowledge exchange about different cultures
- Local community support
- Severe sanctions against all forms of racism and xenophobia
- Financial independence
- Social participation outside the workplace
- Governmental support
- Other: (please describe) \_\_\_\_\_



10. In your opinion, what are the main barriers to successful integration? (multiple responses are possible)

- Lack of education
- Lack of language skills
- Obstacles to obtain legal status
- Cultural differences
- Inability to adapt to the local lifestyle
- Discrimination at the job market
- Racism/xenophobia
- Other: (please describe) \_\_\_\_\_

11. What kind of training would you like to participate in? (multiple responses are possible)

- To learn a local language
- To acquire a new profession
- To receive legal knowledge to obtain documents
- To receive clear information about rights and duties to become a European citizen
- To find an internship
- Other: (please describe) \_\_\_\_\_

12. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance)

Knowing the rights and duties of every European citizen. Rate: \_\_\_\_\_

Concept of institutions and relevant functions. Rate: \_\_\_\_\_

Meaning of European citizenship. Rate: \_\_\_\_\_

Information on the institutions to be contacted in the event of problems. Rate: \_\_\_\_\_

Interaction with others, listening and knowing how to express a need. Rate: \_\_\_\_\_

Basic rules of coexistence into the social group and among different ethnic groups. Rate: \_\_\_\_\_

Self-control behaviour in the face of crises, failures, frustrations. Rate: \_\_\_\_\_

Peaceful conflict resolution. Rate: \_\_\_\_\_

13. Finally, you can use the lines below to provide further comments and suggestions:

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## ANNEX 3

### Schedule of the questions

#### Questions for focus group with migrants and refugees:

1. What motivated you to come to this country?
2. In your opinion, what would be the main needs of migrants and refugees?
3. What do you think are the factors for successful integration of migrants and refugees?
4. In your opinion, what are the main barriers to successful integration?
5. What kind of training would you like to participate in?

#### Questions focus groups among sector operators:

1. In your opinion, why do migrants and refugees choose our country?
2. What challenges do you face on a daily basis?
3. How do you overcome the challenges outlined above?
4. What proven tools do you use to work with migrants and refugees?
5. What motivational measures would you recommend for migrants and refugees to increase their interest in integration?
6. What are the qualification requirements for persons working with migrants and refugees in your organization?



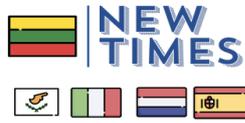
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## ANNEX 4

### **National reports of Focus Groups**



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## National report of Focus groups

CONDUCTED BY

Qualifications and Vocational Education and Training Development Centre (KPMPC)

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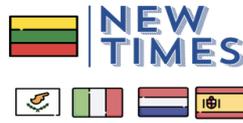


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## 1. Research methodology

Migration flows in Lithuania have increased significantly in the last six months. The successful integration of migrants and refugees from third-countries is crucial not only for migrants and refugees, but also for the well-being of our country and of the European society as a whole. Before preparing national report related to the project “NEW European citizens! Tools for the Inclusion of Migrants in European Society”, No. 2020-1-LT01-KA204-077886 activity called “Detailed investigation of the educational needs and social and civic skills of migrants and refugees”, KPMPC conducted the surveys, then analysed the data of the surveys and after that organised 2 types of the focus groups.

The aim of the surveys – to know and understand the point of view of target groups which will be important for the improving migration management and policy. KPMPC used two types of surveys (for professionals working with migrants and refugees and for migrants and refugees) approved by partnership during virtual project partners meeting and interviewed 13 migrants and refugees, 12 professionals working with migrants and refugees. All surveys were fulfilled online (see Annex1).

As mentioned above, KPMPC conducted two types of the focus groups. The aim of the focus groups with migrants and refugees:

- to emerge from the document collection and during the focus groups with the sector operators to present with a view to its validation;
- to give knowledge of the institutional reality of the host country and the EU institutions;
- to identified the social and civic skills, competences and knowledge deemed necessary for the preparation of the NEW TIMES curriculum.

Participants of the first focus group with migrants and refugees (17 participants) – refugees from Afghanistan who have legally arrived in Lithuania. The Lithuanian army assisted in arriving in Lithuania. Focus group families do not have a permanent place to live yet. They live in the dormitory of Raseiniai School of Technology and Business. Most of the men have worked as translators (cooperation with the Lithuanian army) in Afghanistan.

Participants of the second focus group with migrants and refugees (16 participants) – women from Afghan families who have legally arrived in Lithuania. The Lithuanian army assisted in arriving in Lithuania. Families do not have a permanent place to live yet. They live in the dormitory of Raseiniai School of Technology and Business. Some women are illiterate or poorly literate.

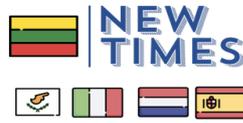
The aim of the focus groups with professionals working with migrants and refugees:

- to gather the experiences of the protagonists regarding the tools they commonly use in the field of social inclusion and politics of migrant subjects;
- to identify and enhance existing good practices in the sector of developing the social and civic skills of migrants and refugees from third countries;
- to discuss new tools suitable for the purpose.

Participants of the first focus group with professionals working with migrants and refugees (10 participants) – Lithuanian language teachers (from Lithuanian school in Belarus / now Lithuanian Language and Culture Center, LCC International University, Foreign Language Training Center, Lithuanian House General Education School), coordinator of migrant training in Rukla, Naujininkai,



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Pabradė and Medininkai centers, Red Cross specialists (Head of Raseiniai Department and volunteer) specialists who are working with migrants and refugees in the field of education.

Participants of the second focus group with professionals working with migrants and refugees (10 participants) - Lithuanian language teachers (from adult education schools and centers, general education schools, Foreign Language Teaching Center, Pabrade Refugee Center), organizers of Lithuanian language courses, social worker (Lithuanian House), who are working with legal and illegal migrants and refugees in the field of education.

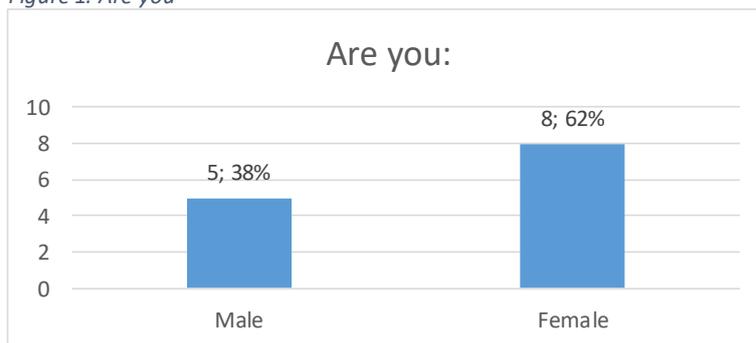
The focus groups with 33 migrants and refugees were conducted physically, the focus groups with 20 professionals working with migrants and refugees (the first group - 10, the second group - 10) - virtually. The duration of the focus groups were not less than 45 minutes. The focus groups conducted using specific analysis tools (questionnaires) approved by partnership during virtual project partners meeting (see Annex2).

## 2. Analysis and interpretation of research data

As mentioned above KPMPC interviewed 13 migrants and refugees, 12 professionals working with migrants and refugees.

13 migrants and refugees answered 12<sup>th</sup> questions. In general, more than half of respondents were female – 62%, male almost twice less – 38 %.

Figure 1. Are you

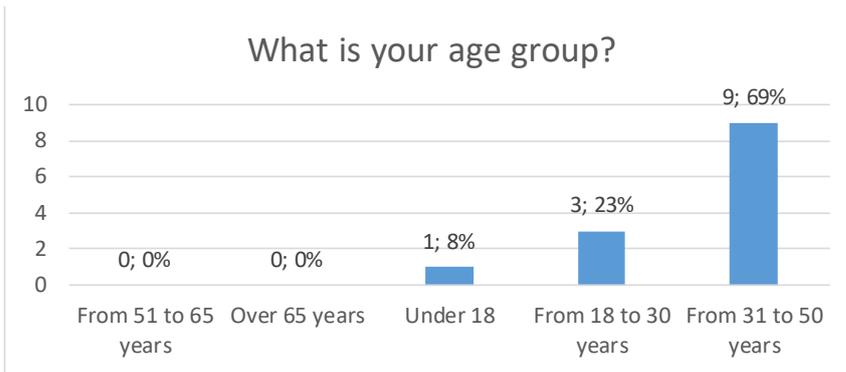
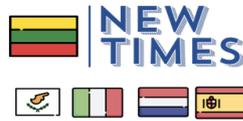


Around 69% of respondents were from 31 to 51 years old, 23% of migrants and refugees were from 18 to 30 years old and only 1 respondent was under 18 years old.

Figure 2. What is your age group?

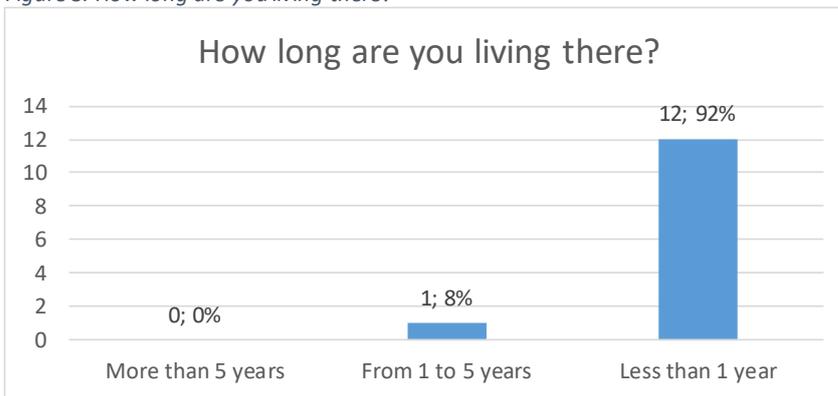


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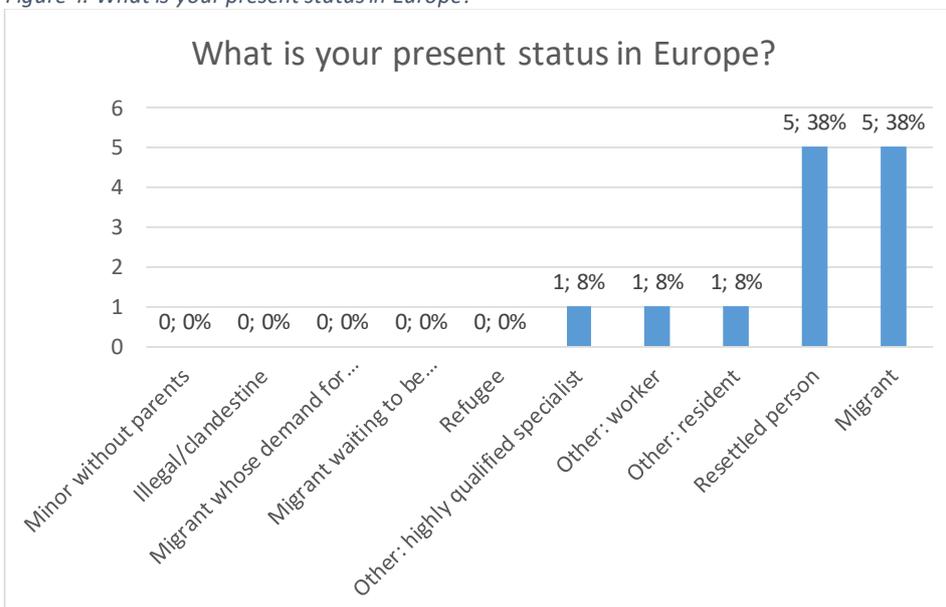
Answering the question of „How long are you living there?“, approximately 92% of respondents ticked the option called „Less than 1 year“ and only 1 respondent ticked the option called „From 1 to 5 years“.

Figure 3. How long are you living there?



Around 38% of respondents described themselves as they are migrants, the same number of respondents answered that they are resettled persons, 3 respondents in the comments wrote that they are workers, residents, highly qualified specialists.

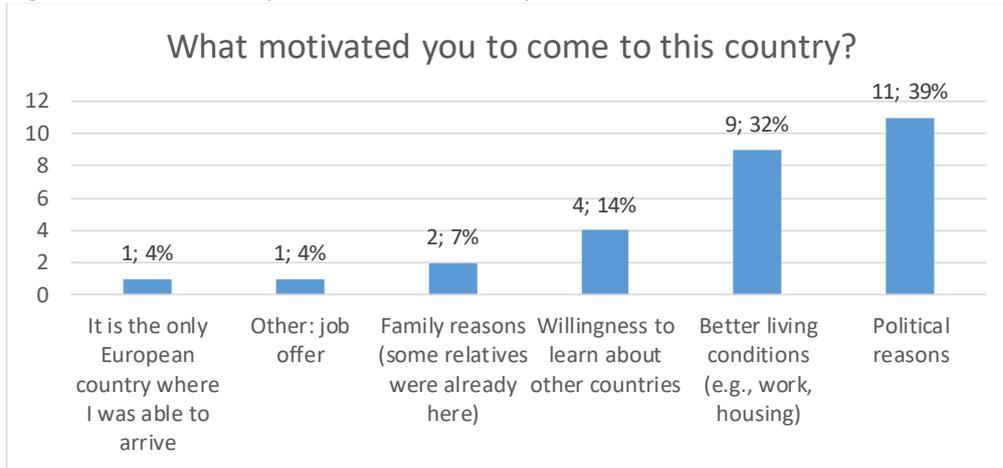
Figure 4. What is your present status in Europe?





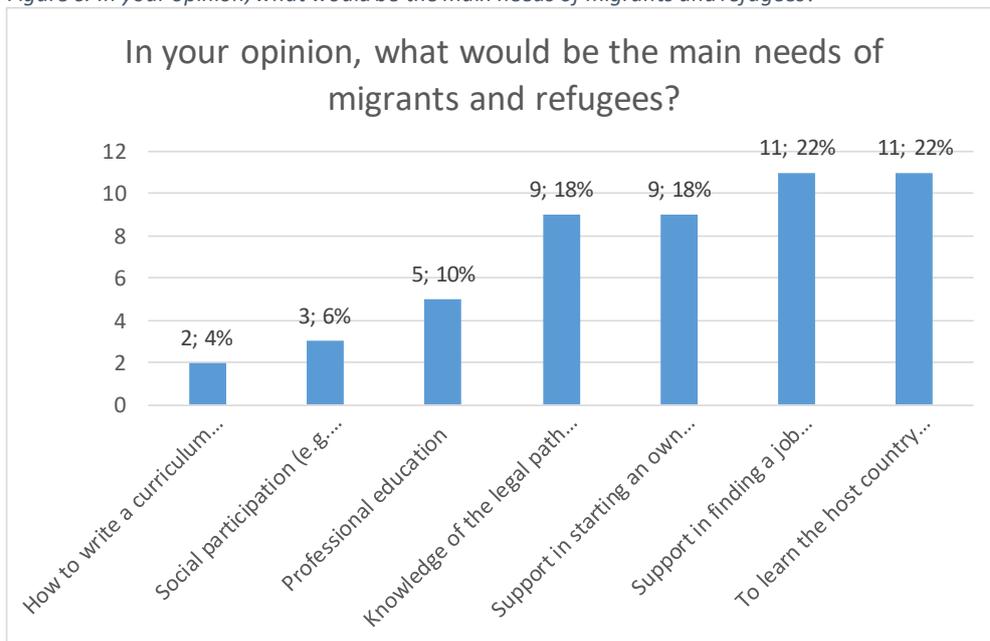
Approximately 39% of respondents have chosen our country because of the political reasons, 32% of respondents have chosen our country because of the better living conditions, 14% of respondents – because of the willingness to learn about other country, 7% of respondents – because of the family reasons, 1 respondent chosen our country because of the job offer and one more respondent chosen our country because it is the only European country where he/she was able to arrive.

Figure 5. What motivated you to come to this country?



22% of respondents claim that the main needs of migrants and refugees are support in finding a job and to learn the host country language. 18% of migrants and refugees think that the main needs are support in starting an own business and knowledge of the legal path to regularize your own situation as European citizen. Around 10% of respondents claim that the main needs are professional education, 6% of respondents – social participation and just 4% of respondents – how to write a curriculum vitae and/or report to an employer.

Figure 6. In your opinion, what would be the main needs of migrants and refugees?

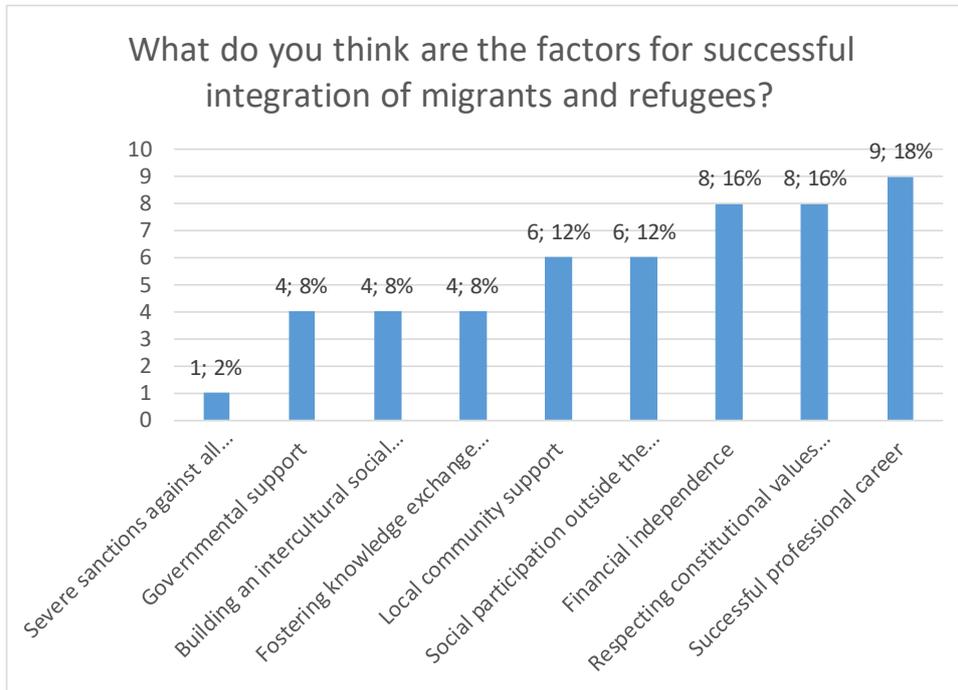


Around 18% of migrants and refugees answered that successful professional career is the most important factor for successful integration. 16% of respondents ticked the options called „Financial independence“ and „Respecting constitutional values and local rules of the host country“. 12% of



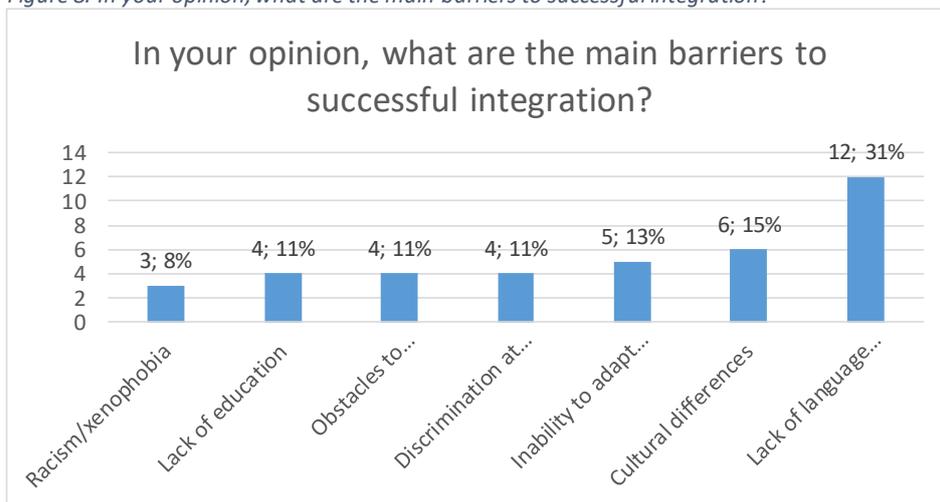
respondents have chosen „Local community support” and „Social participation outside the workplace“. 8% of migrants and refugees answered that governmental support, building an intercultural social network and fostering knowledge exchange about different cultures are the most important factor for successful integration. Just 1 respondent ticked option called „Severe sanctions against all forms of racism and xenophobia“.

Figure 7. What do you think are the factors for successful integration of migrants and refugees?



Answering the question of „In your opinion, what are the main barriers to successful integration?“ 31% of respondents ticked the option called „Lack of language skills“, 15% of respondents ticked the option called „Cultural differences“, very similar number of respondents (13% of respondents) think that it is inability to adapt to the local lifestyle. 11% of migrants and refugees answered that the main barriers to successful integration are lack of education, obstacles to obtain legal status, discrimination at the job market. 8% of respondents ticked the option called „Racism/xenophobia“.

Figure 8. In your opinion, what are the main barriers to successful integration?





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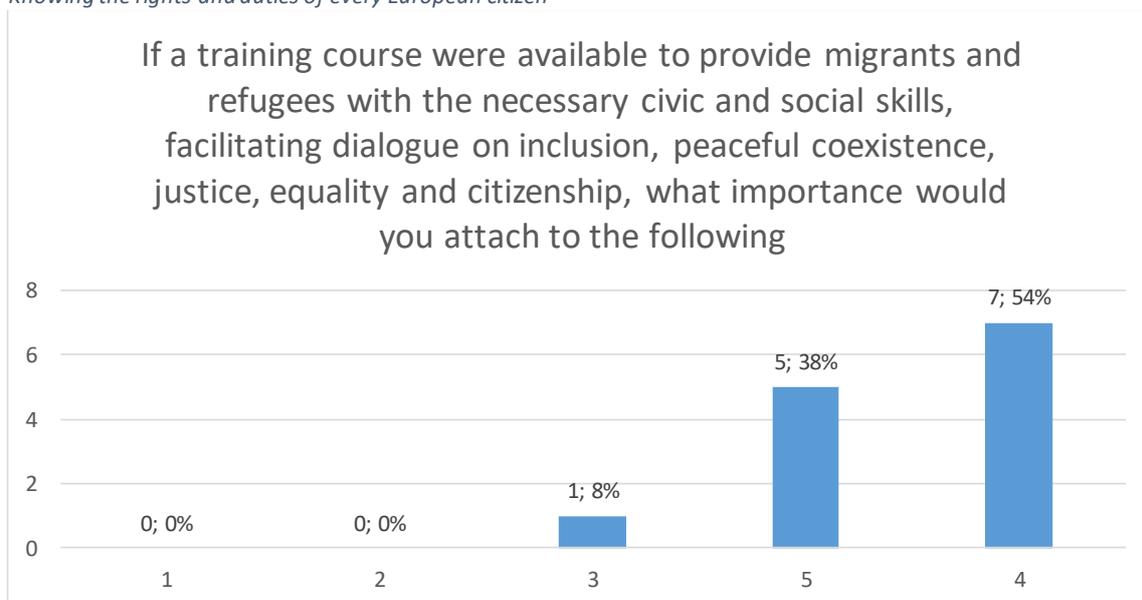
More than half of the respondents (44% of respondents) answered that they would like to learn a local language. 21% of respondents prefer to receive legal knowledge to obtain documents and to receive clear information about rights and duties to become a European citizen. 7% of migrants and refugees would like to acquire a new profession and find an internship.

Figure 9. What kind of training would you like to participate in?



38% of respondents claim that a training course about the rights and duties of every European citizen, would be very important for them.

Figure 10. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Knowing the rights and duties of every European citizen



46% of respondents answered that a training course about concept of institutions and relevant functions, would be very important for them.



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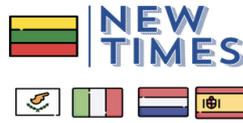
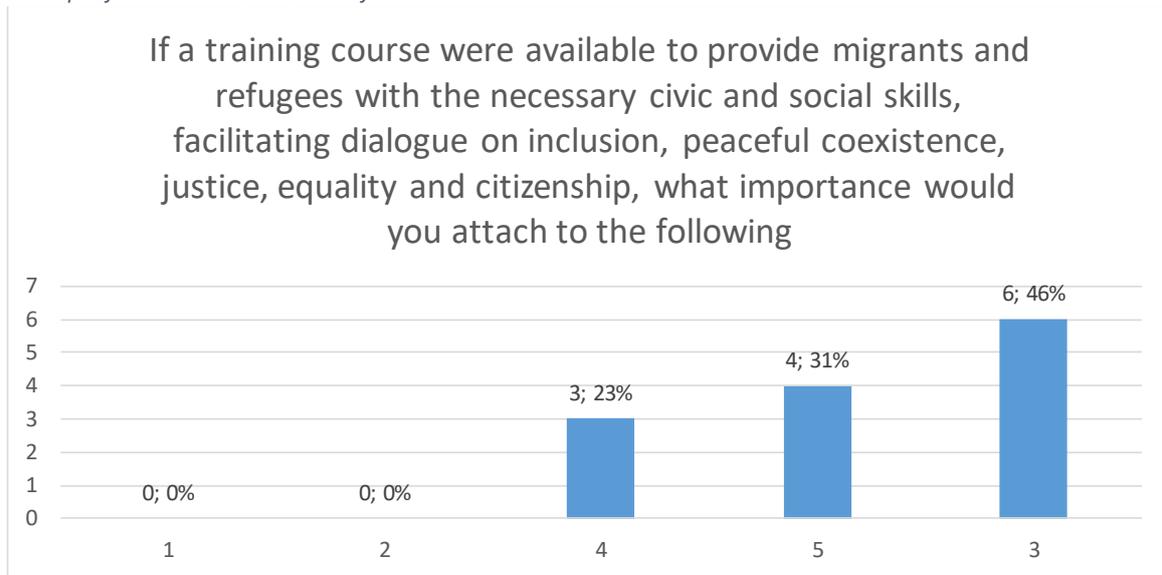
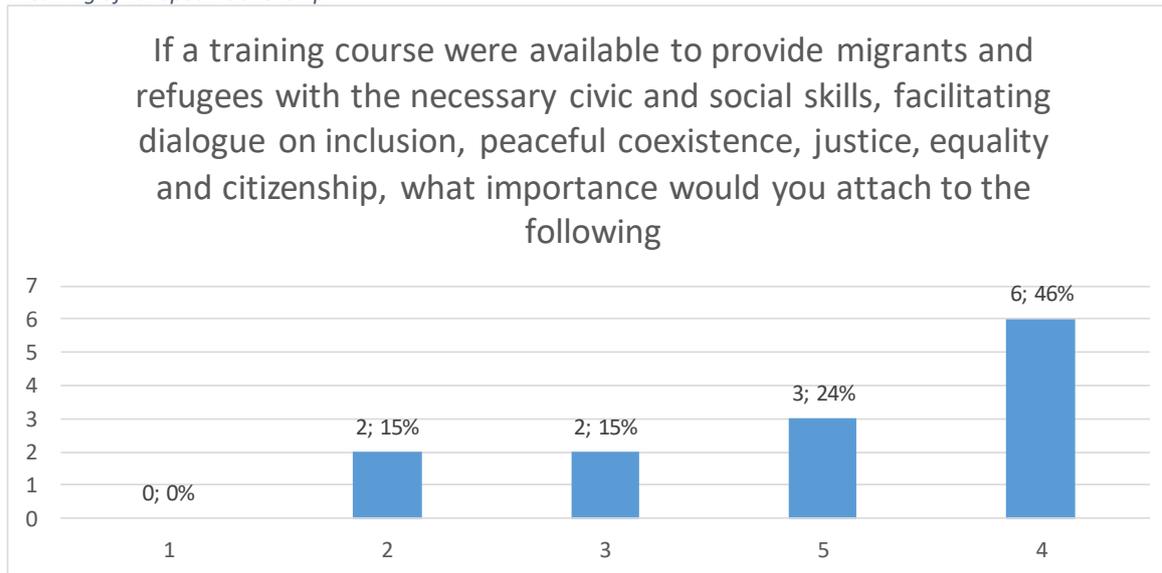


Figure 11. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Concept of institutions and relevant functions



46% of respondents claim that a training course about the meaning of European citizenship, would be very important for them.

Figure 12. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Meaning of European citizenship

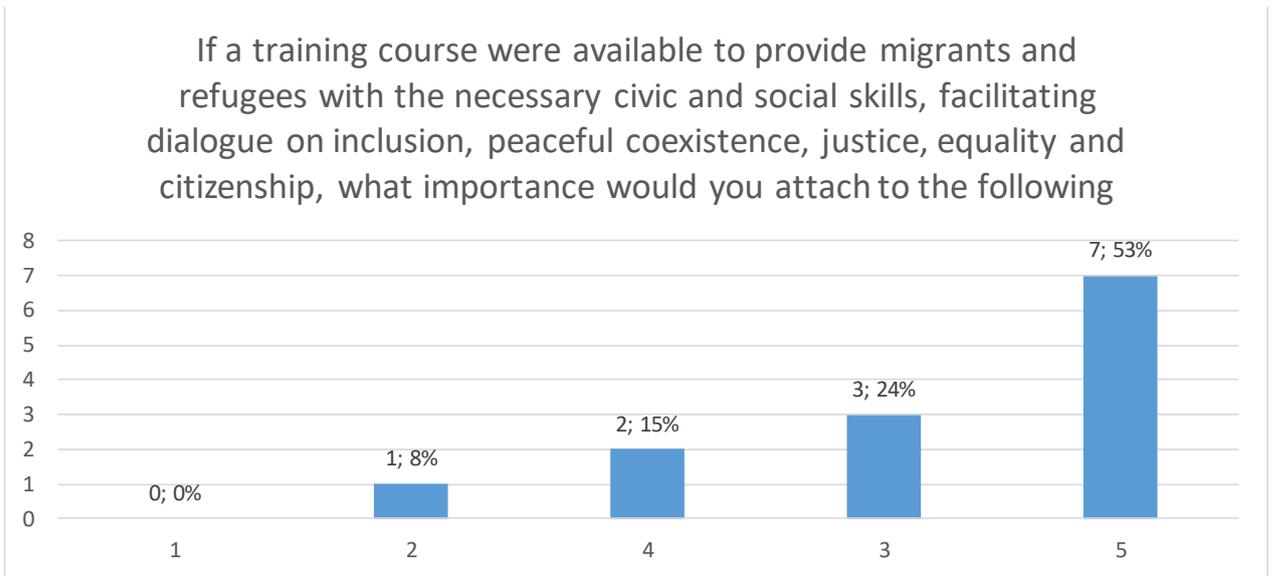


53% of migrants and refugees answered that a training course about information on the institutions to be contacted in the event of problems, would be very important for them.

Figure 13. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Information on the institutions to be contacted in the event of problems

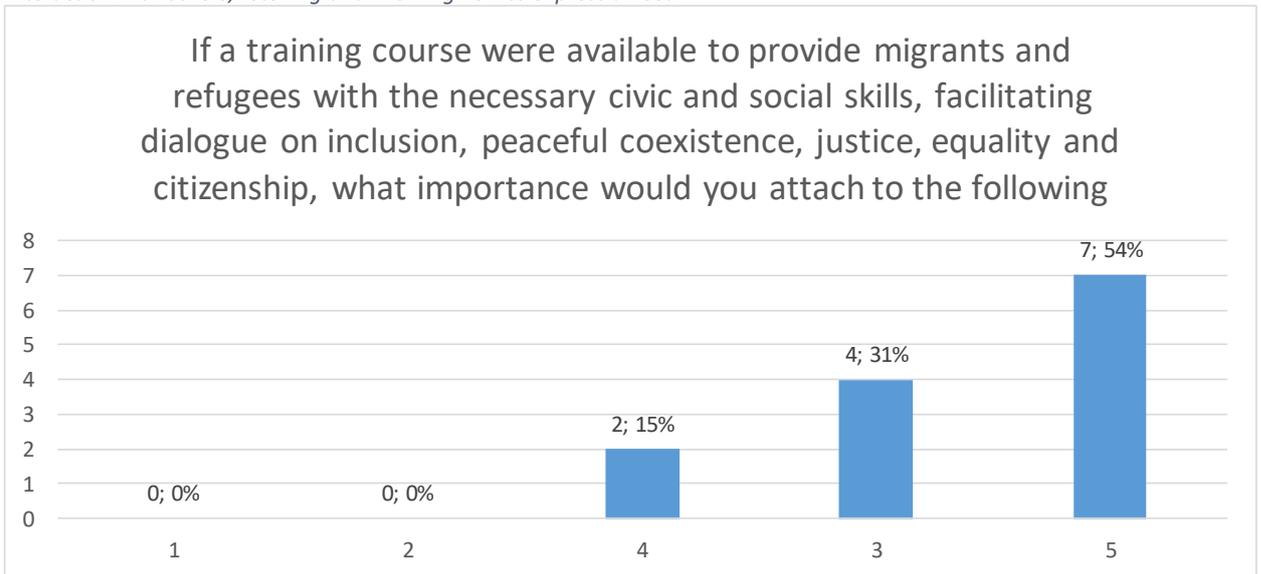


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54% of respondents answered that a training course about interaction with others, listening and knowing how to express a need, would be very important for them.

Figure 14. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Interaction with others, listening and knowing how to express a need

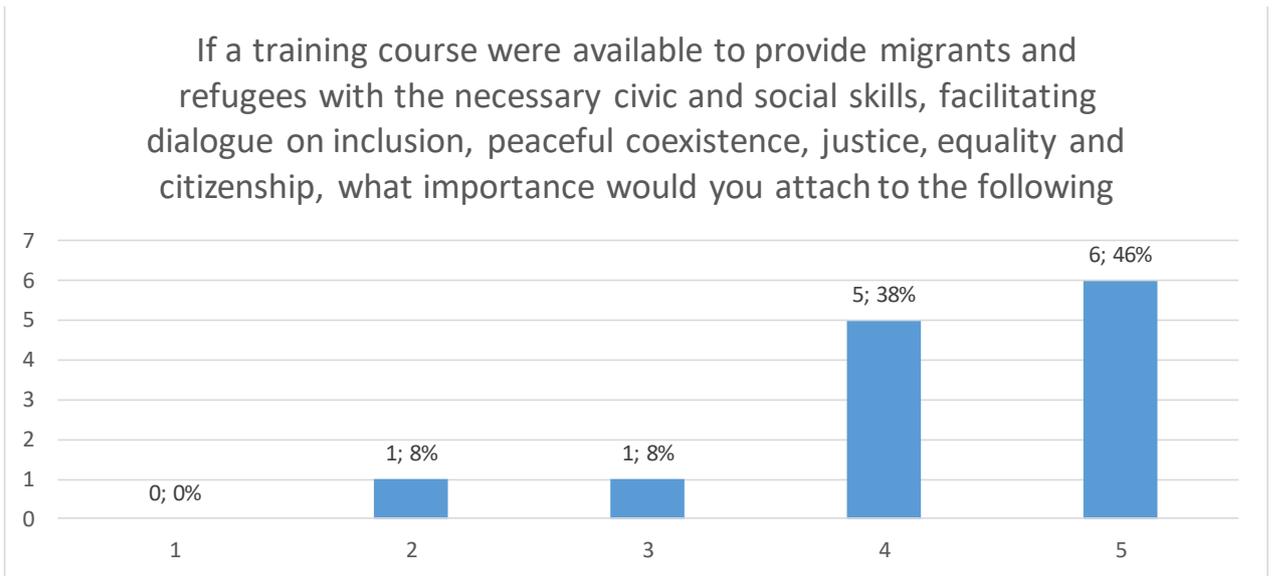
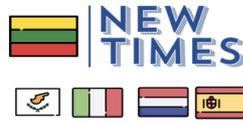


46% of migrants and refugees answered that a training course about basic rules of coexistence into the social group and among different ethnic groups, would be very important for them.

Figure 15. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Basic rules of coexistence into the social group and among different ethnic groups

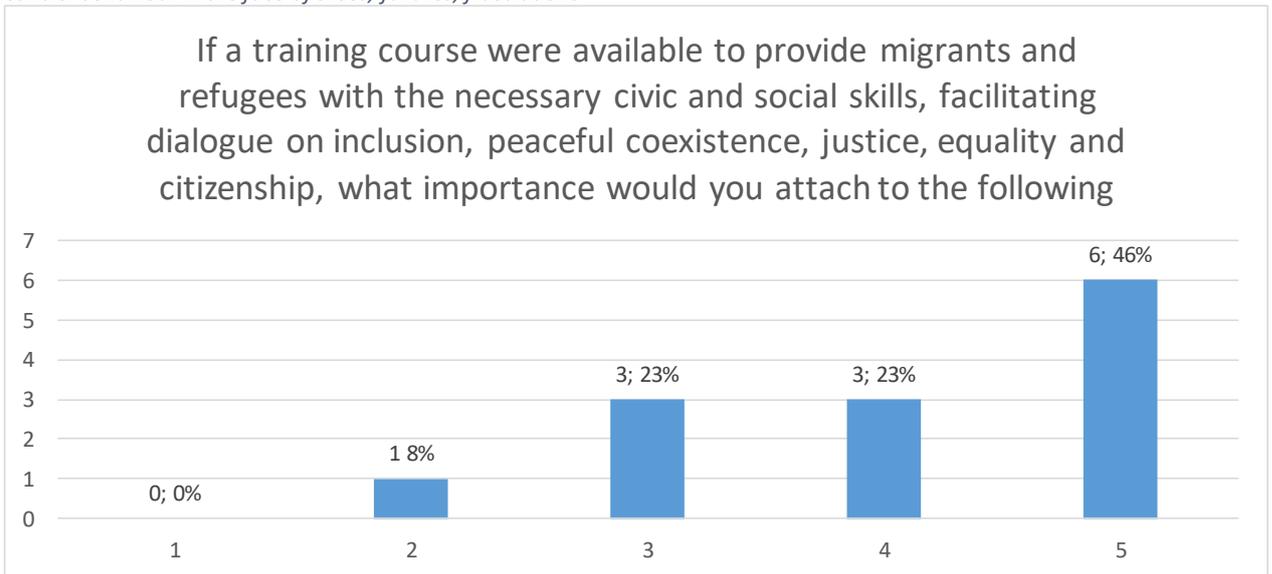


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46% of respondents claim that a training course about Self-control behaviour in the face of crises, failures, frustrations, would be very important for them.

Figure 16. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Self-control behaviour in the face of crises, failures, frustrations

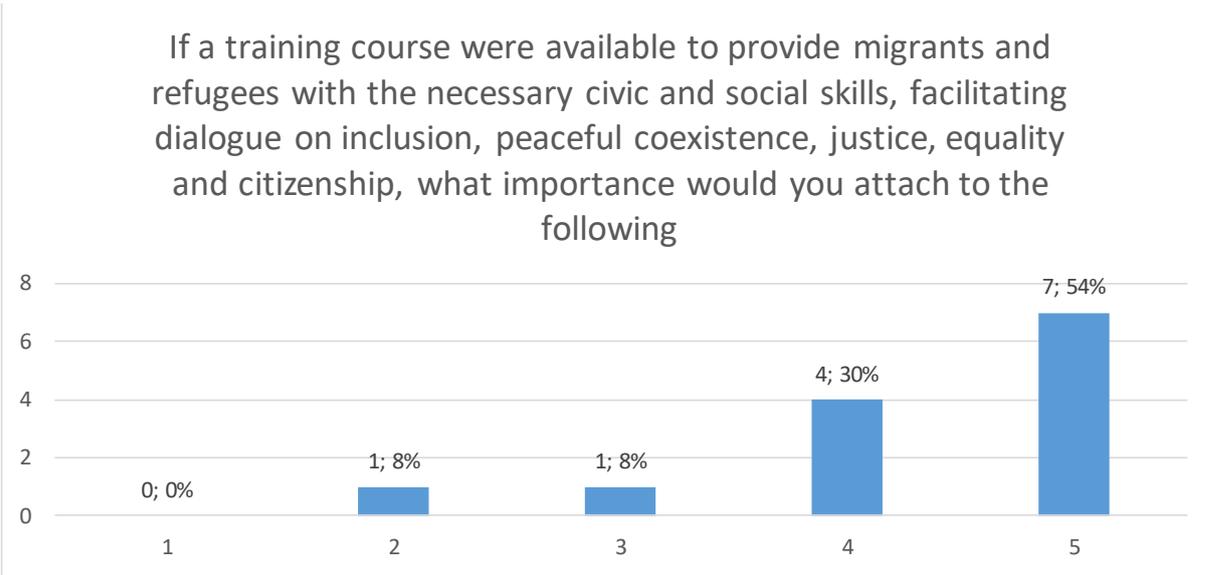


54% of migrants and refugees answered that a training course about Peaceful conflict resolution, would be very important for them.

Figure 17. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: Peaceful conflict resolution

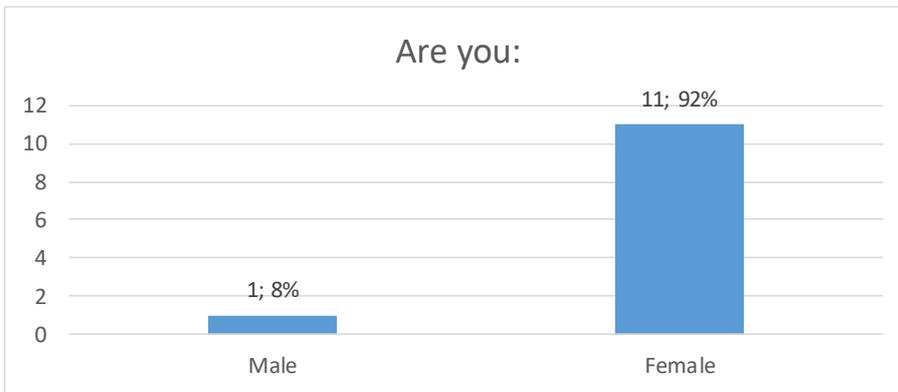


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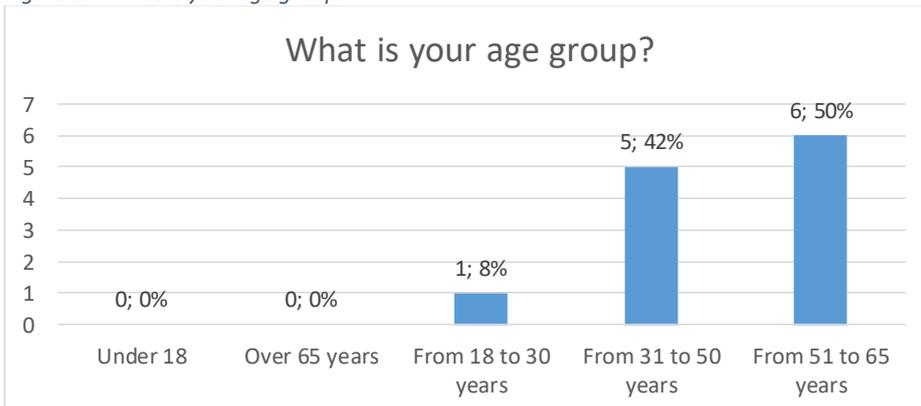
12 *professionals working with migrants and refugees* answered 12<sup>th</sup> questions. In general, almost all of the respondents were female – 92%, only 1 respondent was man.

Figure 18. Are you



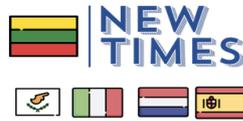
Around 50% of respondents were from 51 to 65 years old, 42% of professionals working with migrants and refugees were from 31 to 50 years old and only 1 respondent was from 18 to 30 years old.

Figure 19. What is your age group?



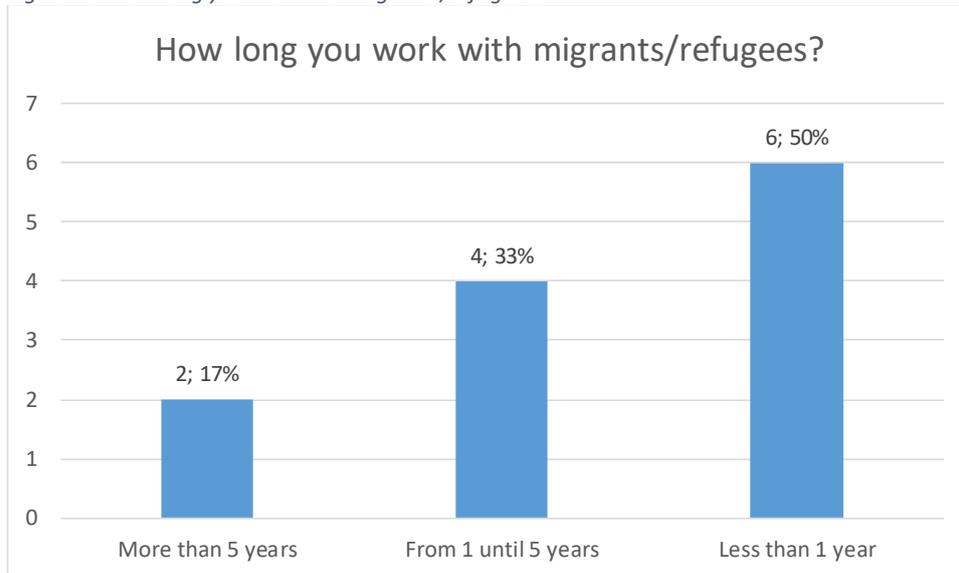


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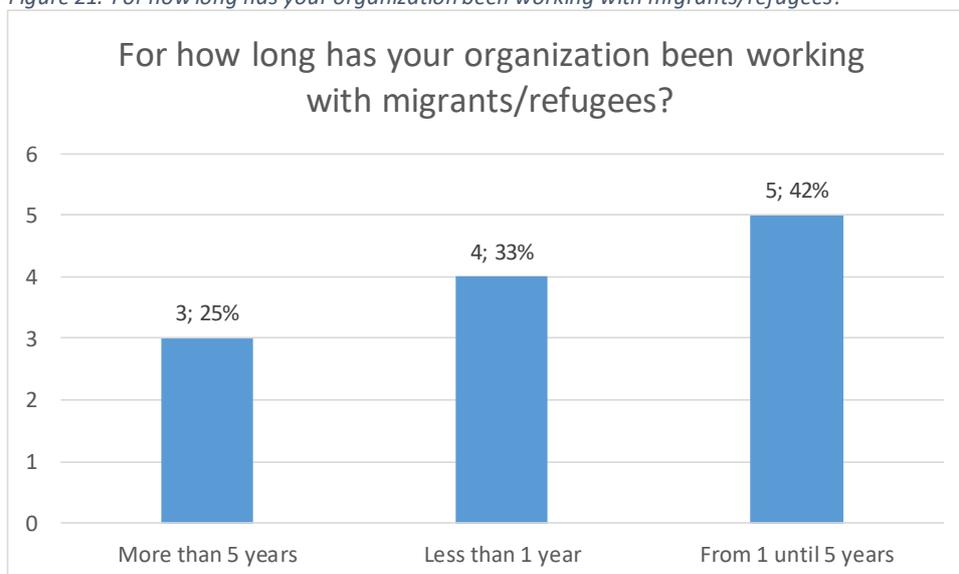
Answering the question of „How long you work with migrants/refugees?“, half of respondents (50% of respondents) ticked the option called „Less than 1 year“, 33% of professionals working with migrants and refugees ticked the option „From 1 until 5 years old“ and 17% of respondents ticked the option called „More than 5 years“.

Figure 20. How long you work with migrants/refugees?



Answering the question of „For how long has your organization been working with migrants/refugees?“ 42% of respondents ticked the option called „From 1 until 5 years“, 33% of professionals working with migrants and refugees ticked the option „Less than 1 year“ and 25% of respondents ticked the option called „More than 5 years“.

Figure 21. For how long has your organization been working with migrants/refugees?

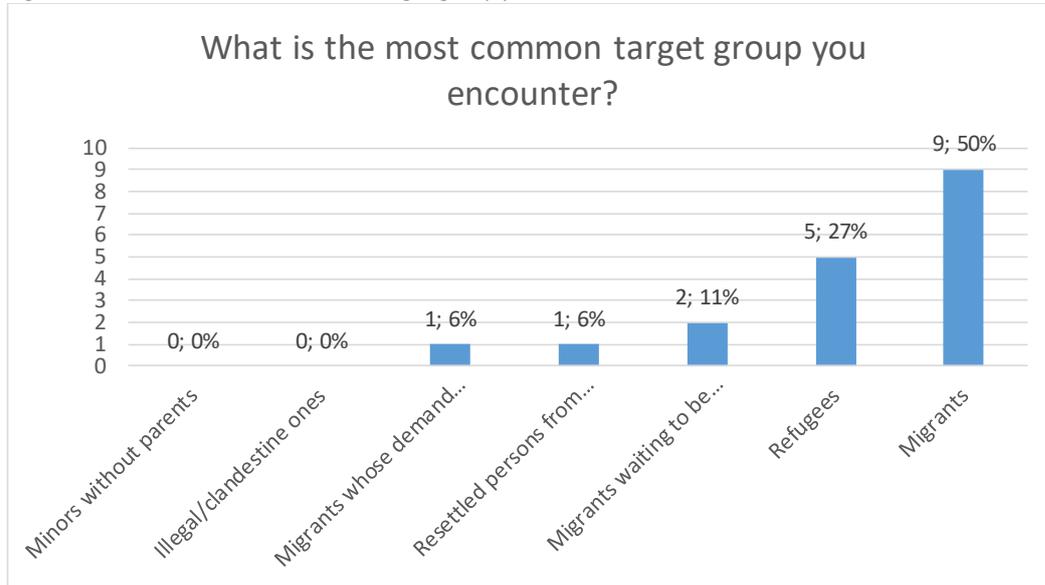


According to the received data half of professionals working with migrants and refugees (50% of respondents) answered that the most common target group that they encounter are migrants, 27% of respondents answered that in their practise the most common target group that they encounter are refugees, for the 11% of respondents the most common target group that they encounter are



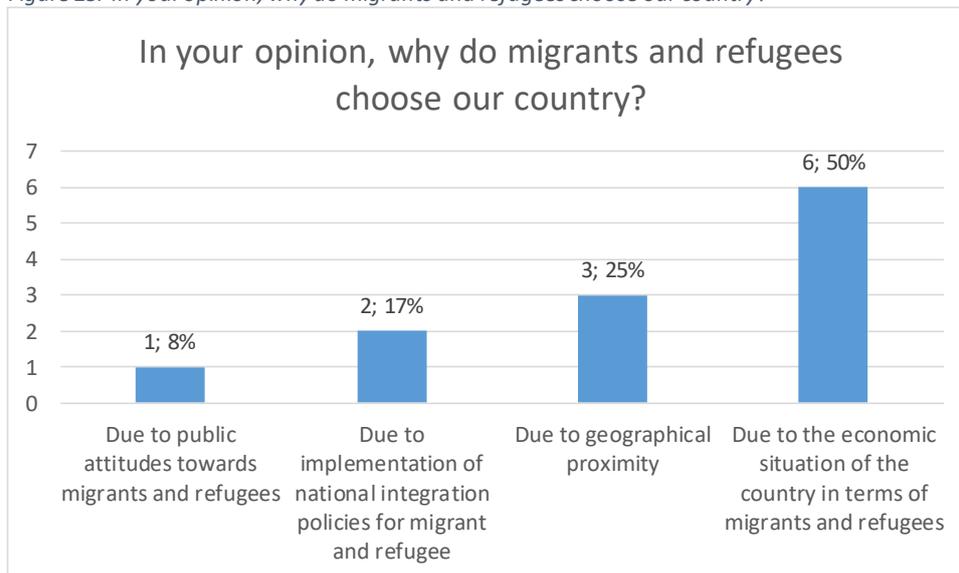
migrants waiting to be accepted as „refugees“, 6% of professionals working with migrants and refugees answered that this is - migrants whose demand has been rejected and resettled persons from the EU.

Figure 22. What is the most common target group you encounter?



Half of professionals working with migrants and refugees (50% of respondents) claim that migrants and refugees choose our country due to the economic situation of the country in terms of migrants and refugees. 25% of respondents answered that migrants and refugees choose Lithuania because of the geographical proximity. 17% of professionals working with migrants and refugees claim that target group choose Lithuania due to implementation of national integration policies for migrant and refugee. Just 1 respondent have chosen option „Due to public attitudes towards migrants and refugees“.

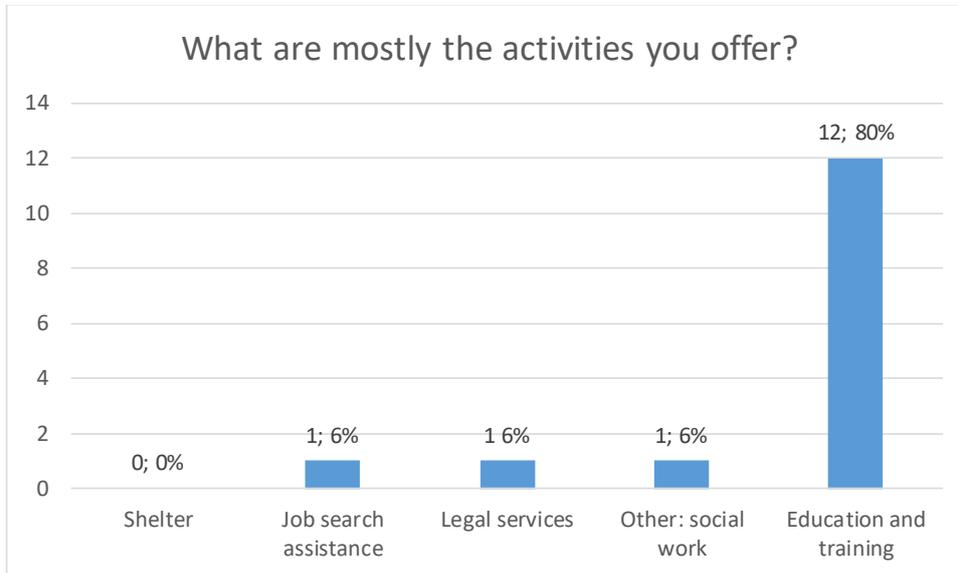
Figure 23. In your opinion, why do migrants and refugees choose our country?





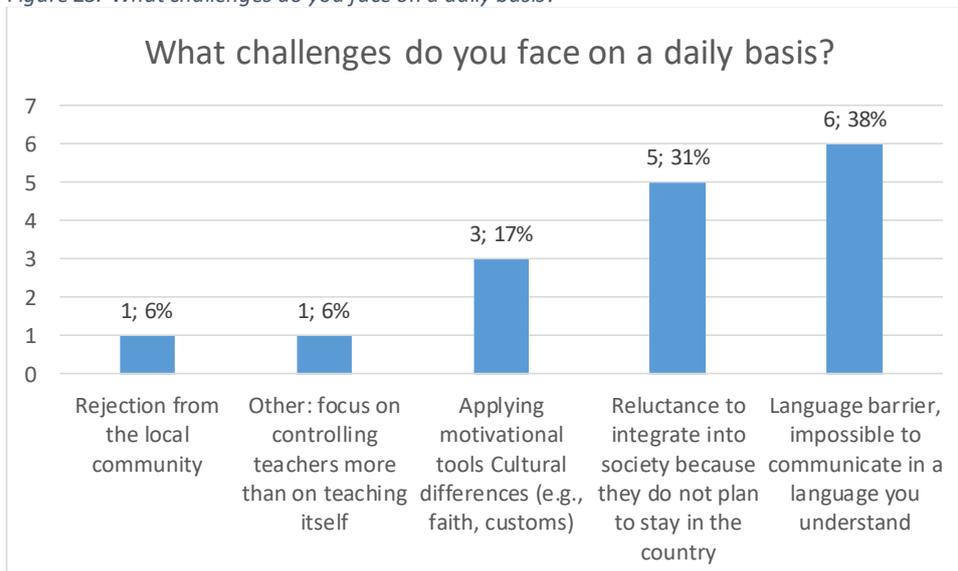
Answering the question of „What are mostly the activities you offer?“ 80% of respondents answered that the activities that they mostly offer are education and training activities, 6% of professionals working with migrants and refugees answered that they mostly offer legal services, job search assistance and social work services.

Figure 24. What are mostly the activities you offer?



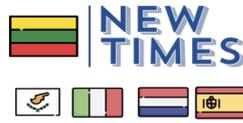
38% of professionals working with migrants and refugees answered that the most common challenge is language barrier, impossible to communicate in a language you understand. 31% of respondents claim that reluctance to integrate into society because they do not plan to stay in the country is the most common challenge that they face. Around 6% of respondents answered that on a daily basis they face challenges like rejection from the local community, then migrants and refugees focus on controlling teachers more than on teaching itself.

Figure 25. What challenges do you face on a daily basis?



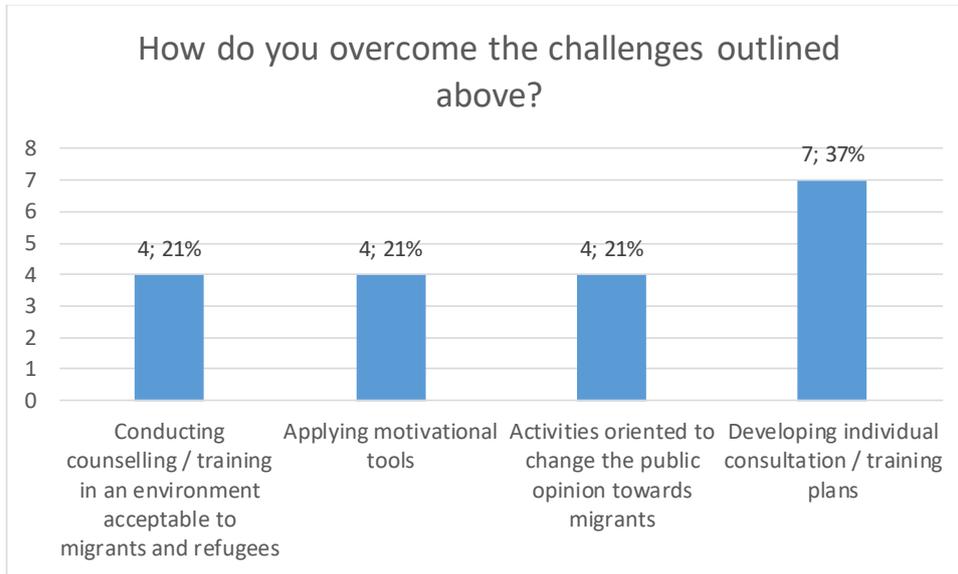


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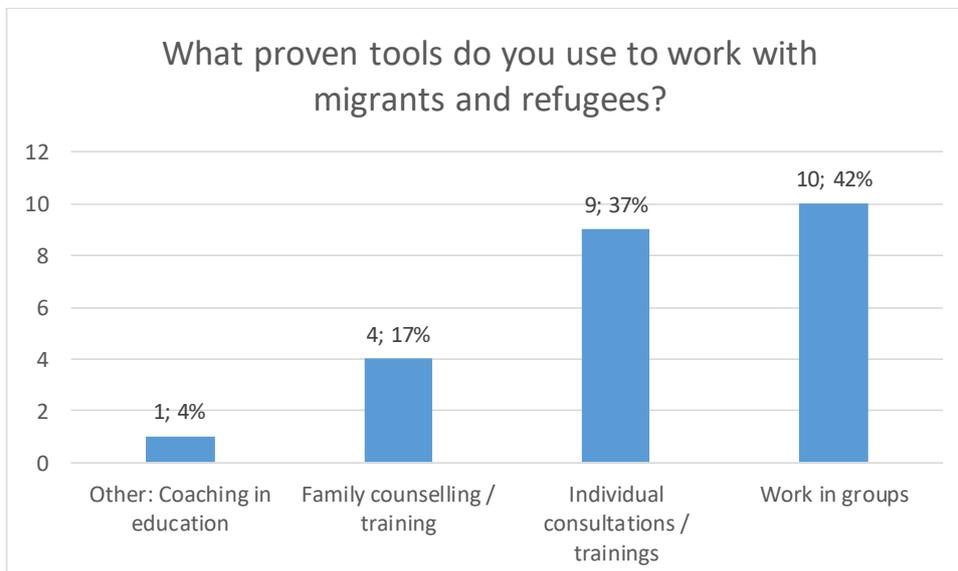
Around 37% of respondents overcome the challenges by developing individual consultation / training plans. 21% of respondents answered that they organise activities oriented to change the public opinion towards migrants, conduct counselling / training in an environment acceptable to migrants and refugees, apply motivational tools and in this way overcome the challenges.

Figure 26. How do you overcome the challenges outlined above?



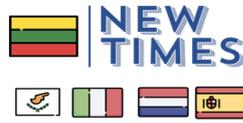
Approximately 42% of respondents answered that they use work in groups, 37% of professionals working with migrants and refugees use individual consultations / trainings, 17% of respondents use family counselling / training and just 1 respondent mentioned that the proven tool to use is coaching in education.

Figure 27. What proven tools do you use to work with migrants and refugees?



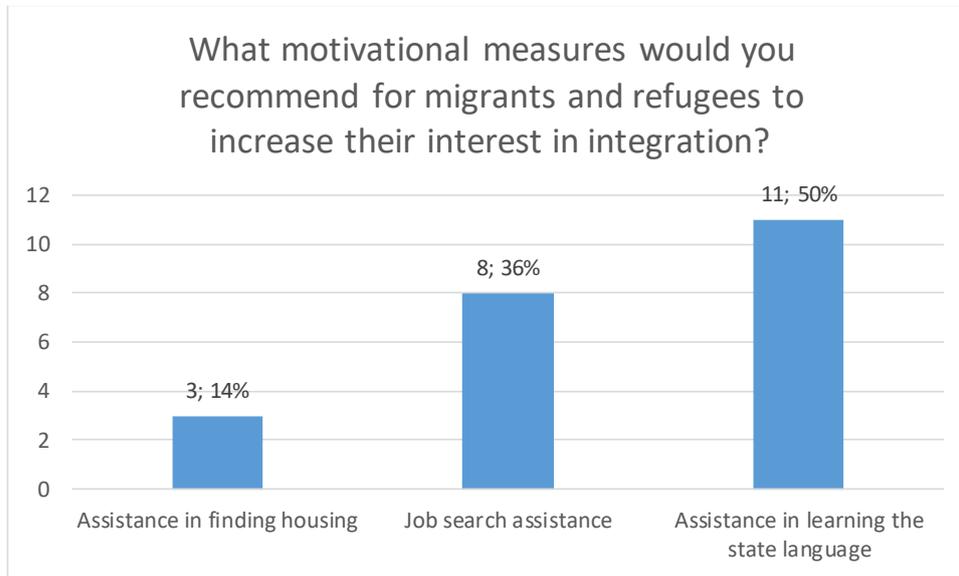


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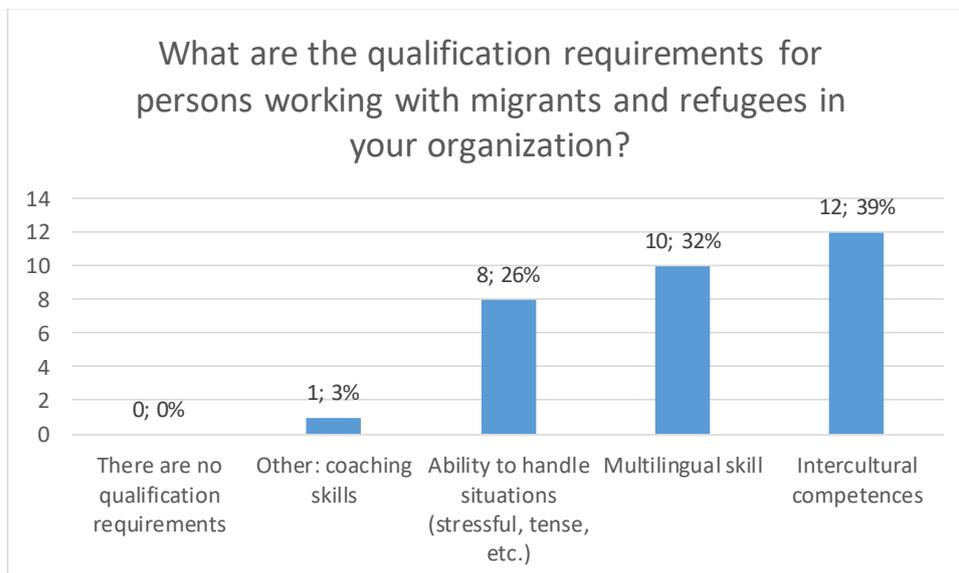
Half of professionals working with migrants and refugees (50% of respondents) claim that assistance in learning the state language would help increase the interest of migrants and refugees to integrate to the society. 36% of respondents answered that job search assistance would help increase the interest of migrants and refugees to integrate. 14% of respondents claim that assistance in finding housing would be a good motivational measure for migrants and refugees.

Figure 28. What motivational measures would you recommend for migrants and refugees to increase their interest in integration?



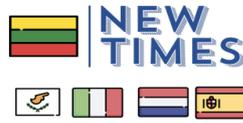
Answering the question of „What are the qualification requirements for persons working with migrants and refugees in your organisation?“ 39% of respondents answered – intercultural competences, 32% of professionals working with migrants and refugees answered that multilingual skill is very important, 26% of respondents claim that ability to handle situations is the requirement in their organisation and 1 respondent mentioned - coaching skills.

Figure 29. What are the qualification requirements for persons working with migrants and refugees in your organization?





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Comment from the survey: *Integrating migrants and refugees should be work from both sides. Accepting countries should provide tools for better integration and at the same time migrants and refugees should show desire to integrate. More interaction between local people and migrants would help to open minds and hearts of everybody participating in this process.*

**Focus groups.** During focus groups **migrants and refugees** answered 6 questions.

Regarding the first question „What motivated you to come to this country?“ migrants and refugees answered because of the political reasons they did not choose the country, but fled from the threat to their lives and received safe asylum in Lithuania, for which they are very grateful to the Lithuanian state and Lithuanian army.

Answering the second question „In your opinion, what would be the main needs of migrants and refugees?“ respondents identified the main needs:

- to have a permanent living place;
- psychological help is needed for men, women and children;
- financial support;
- a place for the education of children must be near the place of residence;
- basic information, documents should be easily reached in English;
- the information about employment and study opportunities should be easily reached;
- to learn the state language;
- to understand the legal system of the state.
- it would be very helpful to have a list of contacts with people who could provide the necessary advice in English, e.g. education, employment, rent, legal, psychological assistance and other aspects.

Answering the third question „What do you think are the factors for successful integration of migrants and refugees?“ migrants and refugees answered that employment is a key factor of successful integration.

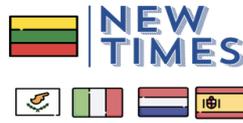
Answering the fourth question „In your opinion, what are the main barriers to successful integration?“ respondents said that the main integration barriers are:

- negative attitude towards migrants and especially refugees (migrants and refugees claim that media is not objective towards them, creates a negative attitude towards them);
- lack of permanent living place;
- language barrier;
- lack of the knowledge of the legal system of the state.

Answering the fifth question „What kind of training would you like to participate in?“ migrants and refugees said the most relevant are Lithuanian language courses. Moreover, they would like to participate in short retraining in the field of information technology, other professions, e.g.



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electrician, mechanic, nursing and so on. Relevant training for women would be related to the food production, sewing, cutting. There are those who want to continue their studies at the master level.

Answering the sixth question „What is your expectations in the Lithuanian labour market?“ migrants and refugees said that they understand that their qualifications or education may not be the same as Lithuanian standards and they have no expectations of getting a job according to their specialization. When asked what jobs they could do, participants rethink and self-assess their informal skills and work experience and think they could drive a car, work as an electrician, mechanic, cleaner or any other mechanical or manual job that does not currently require one or another qualification, proving document and good knowledge of the Lithuanian language.

*During focus groups professionals working with migrants and refugees answered 6 questions.*

Answering the first question „In your opinion, why do migrants and refugees choose our country?“ respondents mentioned that reasons why migrants and refugees choose Lithuania are:

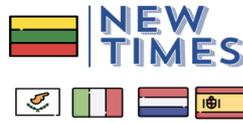
- Lithuania is one of the European countries with a good enough prosperity and a peaceful country. Some want to settle in Lithuania, while others have expectations to go to countries with higher prosperity, such as Sweden, Germany;
- study opportunities;
- participation in the labour market (economic refugees);
- families who have left Lithuania before return (children do not speak in Lithuanian);
- create families and move to Lithuania (the birthplace of one family member);
- fleeing war and / or war-affected areas;
- runaway due to political reasons.

Regarding the second question „What challenges do you face on a daily basis?“ respondents shared their experiences and mentioned that one of the most common challenges is the understanding of other cultures, methods of communication, subtleties of communication, understanding the mentality of foreigners. The teacher must have no preconceived notions about migrants, be able to accept them as they are and enter them. It is not easy to earn their trust because migrants and refugees are reluctant to let in strangers, and our staff often have a lack of intercultural communication knowledge and skills and learn from experience. Often linguistic and cultural integration must be associated with parallel and ongoing psychological support. Subject teachers have only general knowledge of psychology, and subject lessons are not always the right time to deal with one or another psychological problem. Professionals working with migrants and refugees face a lack of methodological literature and learning tools for young learners of Lithuanian as a foreign language, so teachers working with primary school students have to prepare practically all the material themselves.

Answering the third question „How do you overcome the challenges outlined above?“ respondents said they often are looking for different kind of trainings, often improve their qualifications. One of the success factors is creating a connection between the teacher and the learners. No matter what



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nationality or culture you work with, success depends on a strong emotional connection and exceptional respect for the culture of migrants and refugees. Moreover, it is important to ensure that learners achieve success in the learning process, organize the learning process so that they see that they have learned something.

Regarding the fourth question „What proven tools do you use to work with migrants and refugees?“ professionals working with migrants and refugees identified that the most proven tools are:

- an agreement with migrants and refugees to attend lessons, making it clear that learning is possible only if they attend. If lessons are not to be attended, they do not achieve the positive results;
- understanding and interest in their culture, learning experiences, their country's education system and teaching methods;
- organization of events (to organise lessons in an authentic environment);
- communicating with them, such as drinking tea during breaks (helps to establish a close relationship);
- working in smaller groups, which would allow to organise trainings in practical situations, such as taking them to the shop or bus station. Such practical trainings would not only update the language, but also speed up and facilitate the integration process. It would also help maintain discipline.

Answering the fifth question „What motivational measures would you recommend for migrants and refugees to increase their interest in integration?“ respondents identified that the most proven motivational measures are:

- money, e.g. scholarships or free training;
- „Ticket to integration“, e.g. if they learn the language, they will be able to study at university for free or get a job;
- relationships, e.g. family formation;
- result achieved. Most motivated by the perception that they understand, can answer, speak not only in the classroom, but in real situations. The only problem is that Lithuanians very quickly switch to English or Russian, because they either do not have the patience to listen to a foreigner's language, or try to help him.

Answering the sixth question „What are the qualification requirements for persons working with migrants and refugees in your organization?“ professionals working with migrants and refugees identified that there are a lot of qualification requirements for the persons working with migrants:

- first of all, you must be a Lithuanian language specialist;
- if working with adults, be familiar with andragogy;
- must have psychological knowledge;
- must be proficient in English, Russian and / or other languages in order to be able to interpret effectively in a language that learners can understand;



- competence for lifelong learning. To improve your qualification all the time, because it is useful to both listen to guest lecturers and share your experience;
- if there were a gathering of Lithuanians teaching foreigners, then teachers would have the opportunity to learn from colleagues, together to solve some specific problems.

### 3. Conclusions

1. Questionnaire for migrants and refugees was completed by 13<sup>th</sup> respondents (female – 62%, male – 38 %), who live in Lithuania less than 1 year. The age group of 69% of respondents was from 31 to 51 years old, 23% of migrants and refugees was from 18 to 30 years old and only 1 respondent was under 18 years old.
2. The most popular reasons why migrants and refugees choose Lithuania are political reasons (39% of respondents), better living conditions (32% of respondents), willingness to learn about other country (14% of respondents) and family reasons (7% of respondents). During the focus groups migrants and refugees claimed that they have chosen our country because of the political reasons.
3. The majority of respondents claim that the main needs of migrants and refugees are support in finding a job and to learn the host country language. During the focus groups we identified more needs of migrants and refugees like to have a permanent living place, to understand the legal system of the state, psychological help is needed for men, women and children, basic information, documents should be easily reached in English.
4. The main barriers to successful integration are lack of language skills (31% of respondents), cultural differences (15% of respondents), inability to adapt to the local lifestyle (13% of respondents), lack of education, obstacles to obtain legal status, discrimination at the job market (11% of respondents), Racism/xenophobia (8% of respondents). During the focus groups we identified more barriers like said that the main integration barriers are negative attitude towards migrants and especially refugees, lack of permanent living place, lack of the knowledge of the legal system of the state.
5. According to the migrants and refugees the factors for successful integration are successful professional career (18% of respondents), financial independence (16% of respondents), respecting constitutional values and local rules of the host country (16% of respondents), local community support (12% of respondents) and social participation outside the workplace (12% of respondents). During the focus groups migrants and refugees said that employment is a key factor of successful integration.
6. More than half of the respondents (44% of respondents) would like to learn a local language. 21% of respondents prefer to receive legal knowledge to obtain documents and to receive clear information about rights and duties to become a European citizen. 7% of migrants and refugees would like to acquire a new profession and find an internship. During the focus



- groups migrants and refugees said the most relevant are Lithuanian language courses. Moreover, they would like to participate in short retraining in the field of information technology, other professions, e.g. electrician, mechanic, nursing and so on. Relevant training for women would be related to the food production, sewing, cutting. There are those who want to continue their studies at the master level.
7. Questionnaire for professionals working with migrants and refugees was completed by 12<sup>th</sup> respondents (female – 92%, male - 8%). The age group of 50% of respondents was from 51 to 65 years old, 42% of professionals working with migrants and refugees was from 31 to 50 years old and only 1 respondent was from 18 to 30 years old. The half of respondents work with migrants and refugees less than 1 year, 33% of professionals working with migrants and refugees work with target group from 1 until 5 years old and 17% of respondents have experience with migrants and refugees more than 5 years. They mostly offer education and training activities.
  8. According to the received data half of professionals working with migrants and refugees (50% of respondents) answered that the most common target group that they encounter are migrants, 27% of respondents answered that in their practise the most common target group that they encounter are refugees.
  9. Half of professionals working with migrants and refugees (50% of respondents) claim that migrants and refugees choose our country due to the economic situation of the country in terms of migrants and refugees. 25% of respondents answered that migrants and refugees choose Lithuania because of the geographical proximity. 17% of professionals working with migrants and refugees claim that target group choose Lithuania due to implementation of national integration policies for migrant and refugee. Just 1 respondent have chosen option „Due to public attitudes towards migrants and refugees“. During the focus groups said more reasons why migrants and refugees choose our country - create families and move to Lithuania (the birthplace of one family member), study opportunities.
  10. According to the professionals working with migrants and refugees the most common challenges are language barrier, impossible to communicate in a language you understand (38% of respondents), reluctance to integrate into society because they do not plan to stay in the country (31% of respondents). During the focus groups professionals working with migrants and refugees shared their experiences and mentioned that one of the most common challenges is the understanding of other cultures, methods of communication, subtleties of communication, understanding the mentality of foreigners.
  11. Around 37% of respondents overcome the challenges by developing individual consultation / training plans. 21% of respondents answered that they organise activities oriented to change the public opinion towards migrants, conduct counselling / training in an environment acceptable to migrants and refugees, apply motivational tools and in this way overcome the challenges. During the focus groups professionals working with migrants and refugees said they often are looking for different kind of trainings, often improve their qualifications. One of the success factors is creating a connection between the teacher and the learners.



12. The proven tools used to work with migrants and refugees are work in groups (42% of respondents), individual consultations / trainings (37% of professionals working with migrants) and family counselling / training (17% of respondents). During the focus groups professionals working with migrants and refugees identified that the most proven tools are an agreement with migrants and refugees to attend lessons, understanding and interest in their culture, learning experiences, their country's education system and teaching methods, organization of events (to organise lessons in an authentic environment), communicating with them, such as drinking tea during breaks (helps to establish a close relationship), working in smaller groups, which would allow to organise trainings in practical situations, such as taking them to the shop or bus station. Such practical trainings would not only update the language, but also speed up and facilitate the integration process. It would also help maintain discipline.
13. Motivational measures recommended by professionals working with migrants and refugees are assistance in learning the state language (50% of respondents), job search assistance (36% of respondents), assistance in finding housing (14% of respondents). During the focus groups professionals working with migrants and refugees identified that the most proven motivational measures are money, e.g. scholarships or free training, „Ticket to integration“, e.g. if they learn the language, they will be able to study at university for free or get a job, relationships, e.g. family formation.
14. The most popular qualification requirements for persons working with migrants and refugees in your organisation are intercultural competences (39% of respondents), multilingual skill (32% of respondents) and ability to handle situations (26% of respondents). During the focus groups professionals working with migrants and refugees identified that there are a lot of qualification requirements for the persons working with migrants, first of all, you must be a Lithuanian language specialist, if working with adults, be familiar with andragogy, must have psychological knowledge, competence for lifelong learning. To improve your qualification all the time, because it is useful to both listen to guest lecturers and share your experience.

#### 4. Recommendations

1. Before starting the training process, we need to pay more attention to the reasons why migrants and refugees choose our country maybe the teacher must have psychological knowledge too.
2. To support migrants and refugees in finding a job, learning the host country language and finding a permanent living place.
3. The integration process could start from the learning of state language because it is the biggest integration barrier for migrants and refugees.
4. To organise the training of state language in a smaller group, lessons organise in an authentic environment.
5. The teachers must to improve their qualification all the time, because it is useful to both listen to guest lecturers and share your experience.

Co-funded by the  
Erasmus+ Programme  
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NEW  
TIMES



# Italian National report Focus groups with migrants, refugees and professionals



Consorzio Scuela Comunit  Impresa

*The European Commission's support for the production of this work does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission and National Agency cannot be held responsible for any use which may be made of the information contained therein.*



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## 1. Research methodology

This report focuses on the local level integration of a small group of migrants based in Rome, Milan, and some municipalities of Piedmont. It provides information on the national framework for integration in Italy. While the study assumes that local authorities are at the forefront of migrant integration – providing information and essential services, ensuring access to education and the labour market, overcoming the barriers for full inclusion in the host society, and managing conflicts – local authorities or NGOs or other private organisations provide specific services for migrants using people working with migrants and providing volunteers to help them.

This report stresses the importance of migrant integration, highlighting the key role of third sector enterprises, NGOs, business, faith-based organisations and unions. It identifies the focal points of the integrational acts and shares selected local practices to manage the short- and long-term effects of migration flows, and would like to provide an international comparative of practices implemented by other partners involved in the project “NEW European citizens! Tools for the Inclusion of Migrants in European Society”, No. 2020-1-LT01-KA204-077886, highlighting the most effective measures and lessons learned.

Prometeo and CSCI organised focus groups to collect data, comments, will and feeling of migrants themselves and professionals working to facilitate their social integration in the European Union, specifically in Italy. The idea was to report the main points related with the activities leading to a better integration, and the report is barely the results of the two kinds of interviews and surveys with this main focus.

Concerning migrants and refugees, the focus group meetings had the aim to:

- ask them the better solutions aimed at boosting the integration process looked by their point of view;
- give evidence and knowledge of the “New Times” project funded to the present partnership by the EU;
- give them knowledge about the partners ‘associations involved in the realisation of the project.

The focus groups, involving 14 migrants and refugees, were conducted in December 2021, part physically and part online. Duration was around 40-45 minutes to collect the answers to the panel of questions that the partners approved during the previous virtual meetings.



With regard to the professional figures working alongside migrants, the focus groups conducted in Italy in the same period involved a total of 12 operators, busy in the phases of initial reception, cultural and linguistic mediation, coaching and so on.

The main aims of the focus groups with professionals working with migrants and refugees were:

- define an overview of the main critical situations that arise daily in the relationship with migrants and refugees;
- identify the tools available, also according to the local regulatory framework, to address the needs of migrants and refugees, and get useful opinions on additional measures that could facilitate the process of social integration;
- Identify the appropriate profile of workers called to the tasks of reception, assistance, education and support to migrants and refugees.

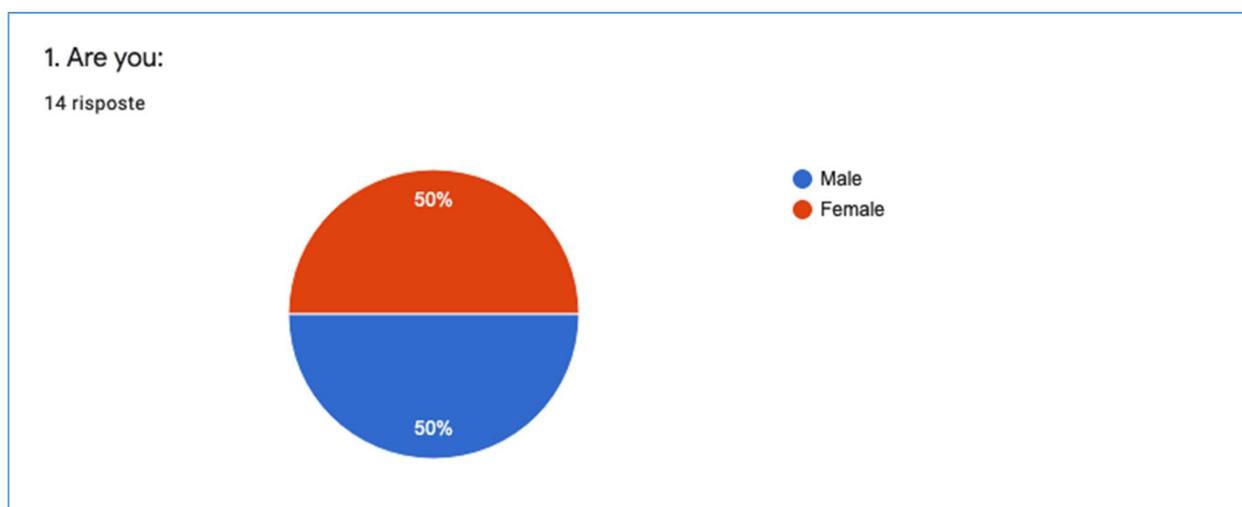


## 2. Analysis and interpretation of research data

### 2.1. Migrants and refugees

The data collected from the 14 interviews with migrants and refugees are so distributed, the personal data of the survey shows that 50% are male and so the other fifty percent are female arriving from so many countries around the world. There is not a prevalence in the interviews, and they were found in a centre helping migrants for the first aid and this is the picture:

#### Gender



Country of departure, this is really wide as we had one respondent per country to reflect the condition of Italy where it's possible to find all different nationalities arriving by all countries. So, it is possible to divide arrival by continent, where Africa is main one (8 respondents), Latina America (1), Middle East and Caucasia region (1), Asia (1 respondent), and 3 others arriving by another EU country but previously arriving from Asia.



## 2. Where are you from (Country/Region)?

14 risposte

Eritrea

Etiopia

Kenya

Niger

Somalia

Burkina

Dakar Senegal

Gambia

Pakistan

Following other countries:

Peru

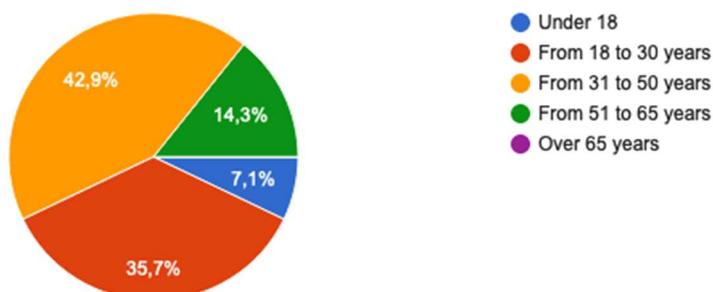
Armenia

Romania

and the **age group**, where the two main groups are in the age 18-30 and 31-50. It's possible to notice that there are no respondents in the over 65 age group.

## 3. What is your age group?

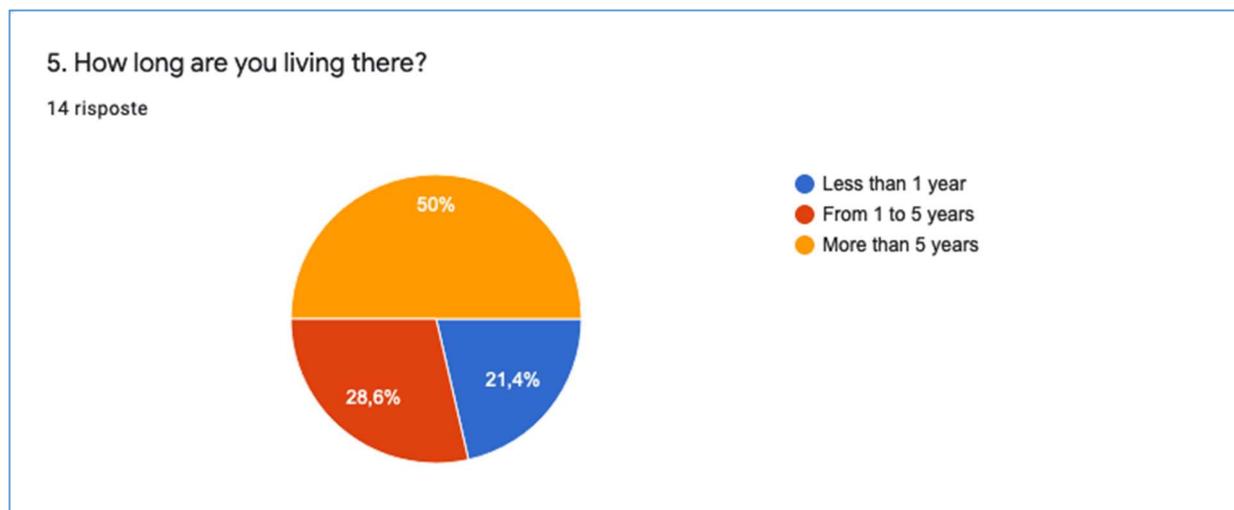
14 risposte





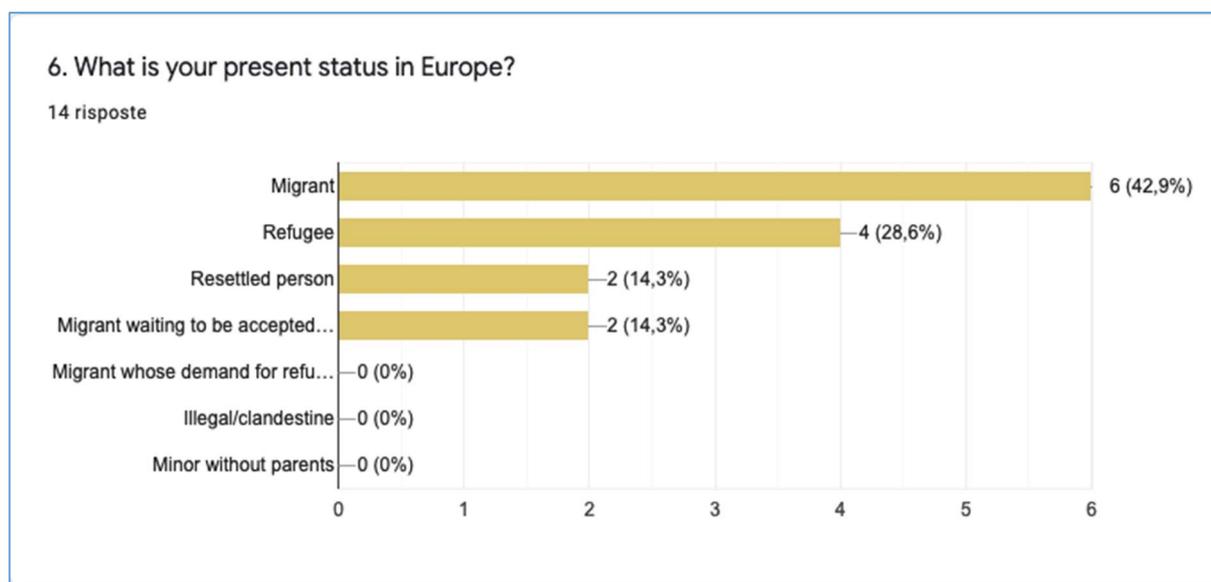
How long are you living there?

The 50% of the respondents started to live in Italy before 2016, when we had the massive arrivals of foreigners especially by boats and from the South of Italy.



But consider that migrants arriving less than 1 year ago is the 21,4% of the respondents, as a proof that a new wave of arrivals was present in Italy in last year.

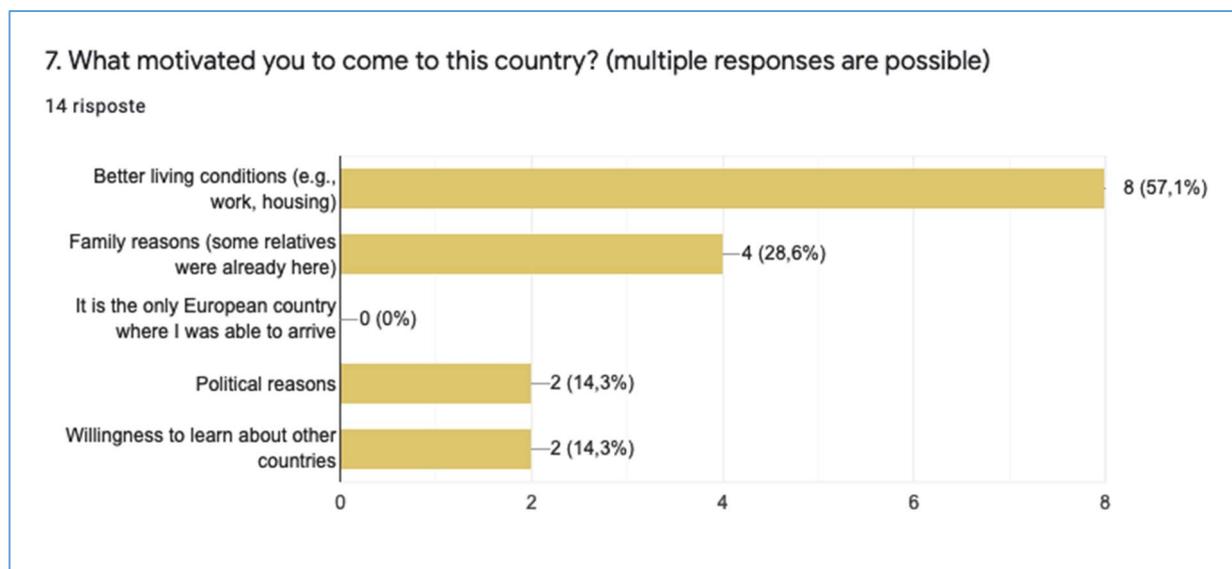
What is your present status in the host country?



So, the main answers are of feeling themselves “simply” migrants (42,9%) as the 28% of them have a clear status as refugee, accepted by the UN and recognized by Italy, only the 14% is waiting for the acceptance of their status and the same amount is for people with resettled by another country.

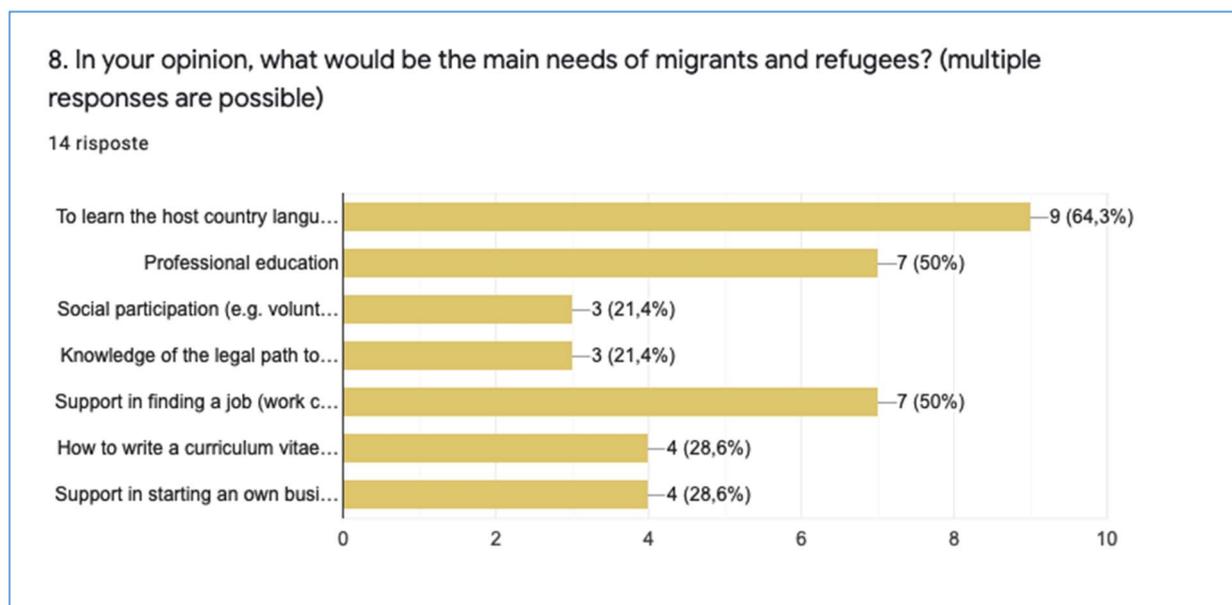


What motivated you to come to Italy?



Approximately, 57% of respondents have chosen our country because of the better living conditions and the other 28% for family reasons. In Italy following the international rules of the EU there is a legislation helping the reunification of families and some migrants at the arrival, claim for the reunification with the ladies and children mostly. Only the 14% gave as justification the political reasons, and other 14% the desire to know more about other countries.

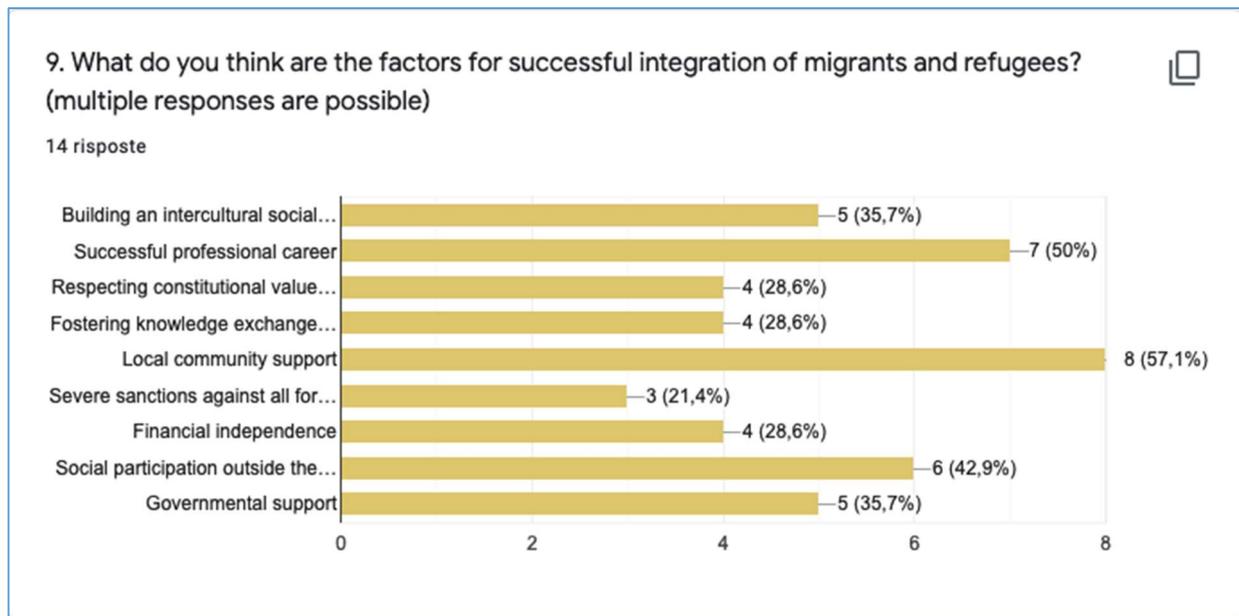
In your opinion, what would be the main needs of migrants and refugees?





Respondents here can give more than an answer so it's possible to have more than the 100% like the final results of the survey. The 2 main answers are "to learn the host country language" and at the same time "professional education" and support in finding a job". With these answers we have 23 total answers out of 33 answers (the 69,6%).

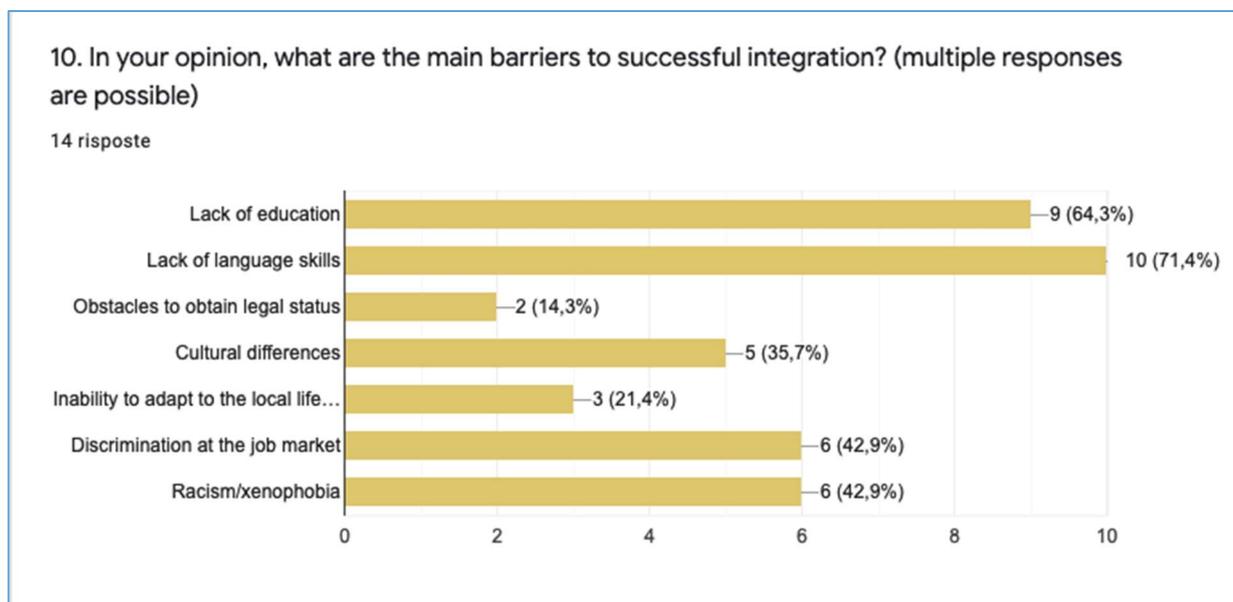
What do you think are the factors for successful integration of migrants and refugees?



Migrants and refugees answered that the local community support is the best factor of integration (57,1%) and then the successful professional career is the second most important factor for successful integration (50%) and one number of them ticked the options of Social participation outside the workplace" (42,9%). Only the 35% trust in a governmental support as a best factor for integration, and much less to give severe sanctions against all form of racism and xenophobia. It seems that integration is more fluid and realistic when comes from the bottom or from the people of the host country then from measures decided by the authorities.

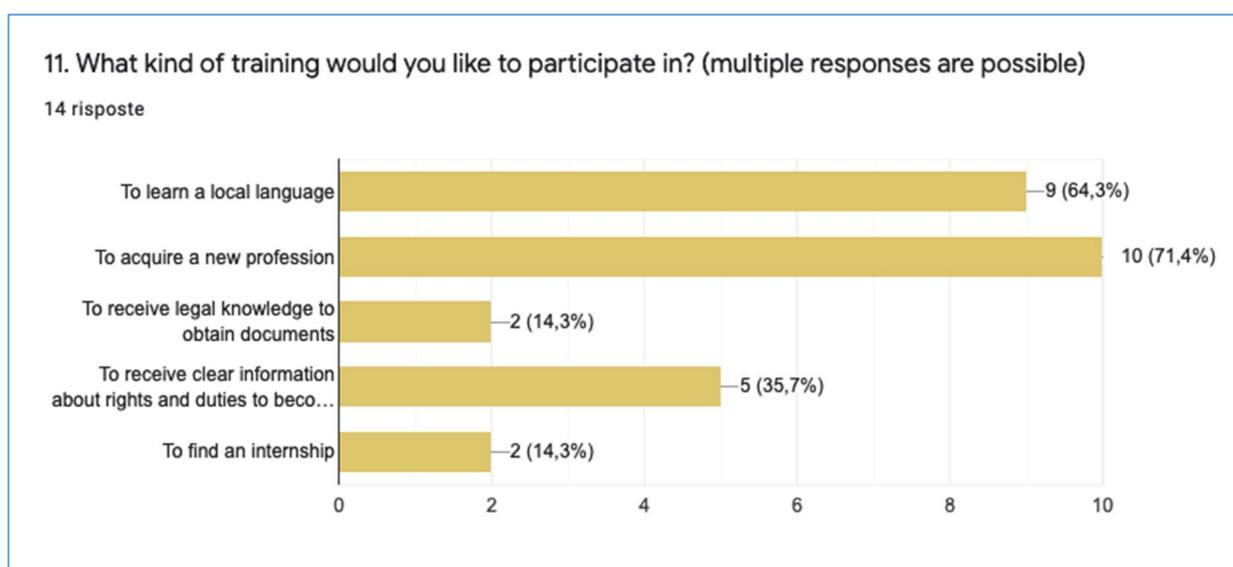


In your opinion, what are the main barriers to successful integration?



Answering the question of “In your opinion, what are the main barriers to successful integration?”, 71,4% of answers ticked the option called “Lack of language skills”, and the 64% of answer are about “the lack of education”. The second group of answers is related with the “discrimination in the job market” and “racism and xenophobia” as the main obstacles to the full integration. A special accent should be done on the fact that educational issues are more important than the problems on the workplace.

What kind of training would you like to participate in?





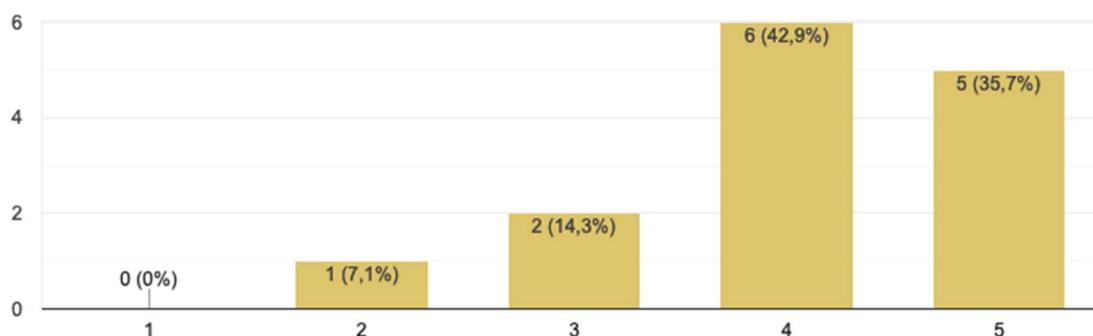
More than half of the answers (19 out of the total number of 28 answers) answered that they would like to learn a local language and acquire a new profession as the main channel to have a better inclusion. To talk the language of the host country and then to have the possibility to live autonomously. To receive a clear information about rights and duties is also important for migrants.

Some other answers were given following a scale between one to five and these are the main results:

If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: **Knowing the rights and duties of every European citizen**

12.1. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Knowing the rights and duties of every European citizen:

14 risposte

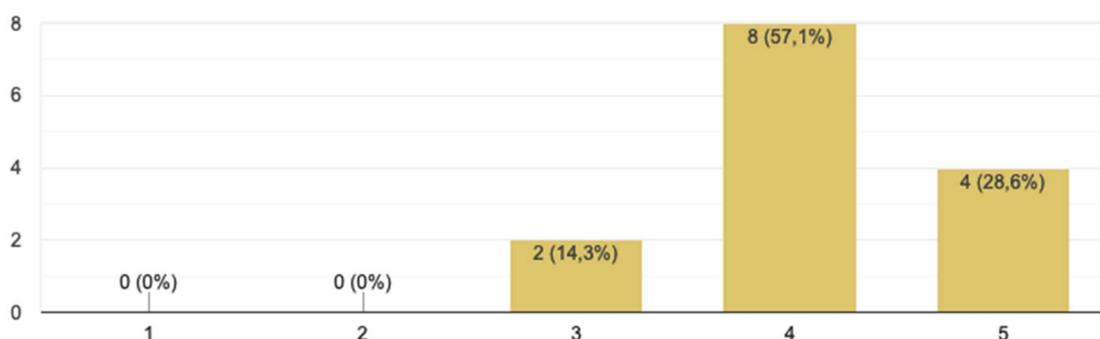




If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: **Concept of institutions and relevant functions**

12.2. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Concept of institutions and relevant functions:

14 risposte

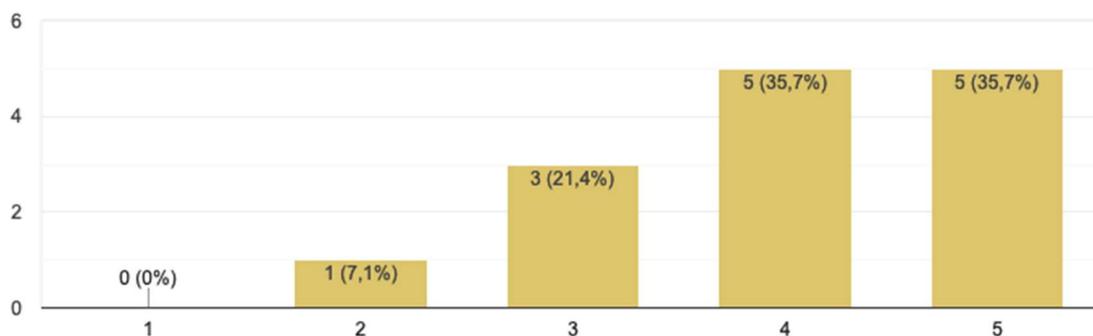




If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues: **Meaning of European citizenship**

12.3. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Meaning of European citizenship:

14 risposte

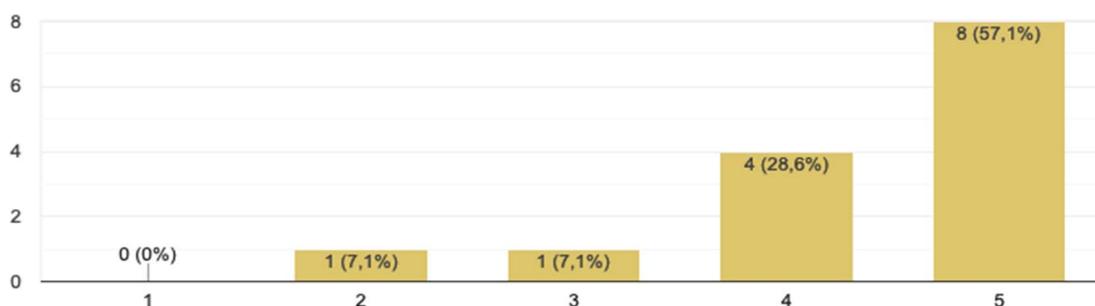




If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? **Information on the institutions to be contacted in the event of problems**

12.4. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Information on the institutions to be contacted in the event of problems:

14 risposte

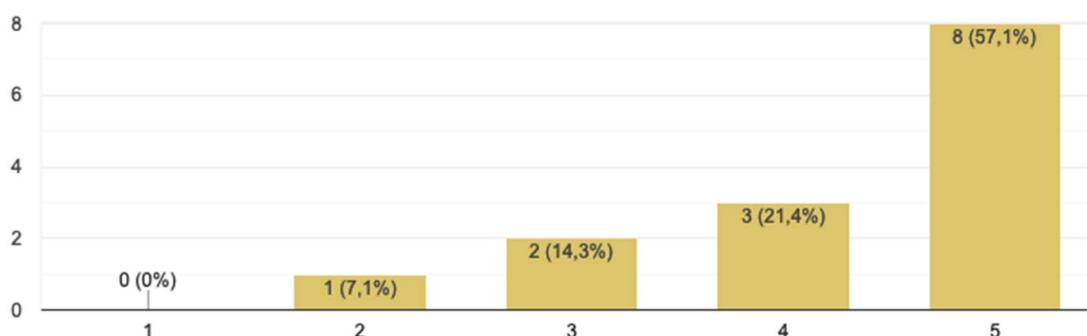




If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? **Interaction with others, listening and knowing how to express a need.**

12.5. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Interaction with others, listening and knowing how to express a need:

14 risposte

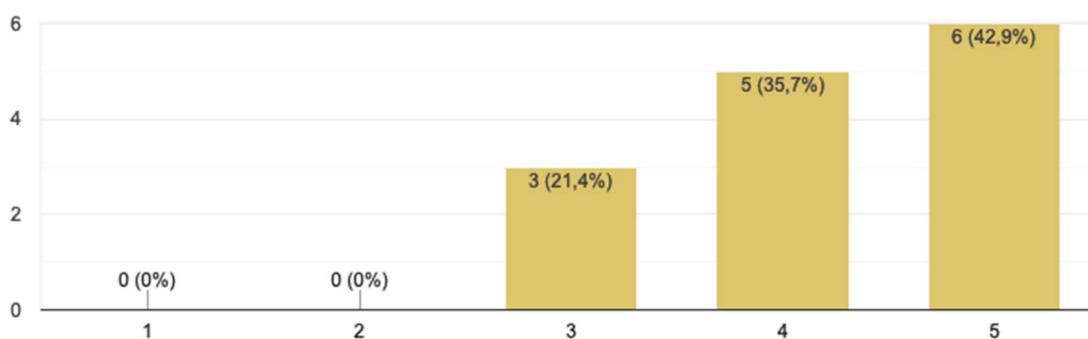




If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? **Basic rules of coexistence into the social group and among different ethnic groups**

12.5. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Basic rules of coexistence into the social group and among different ethnic groups:

14 risposte

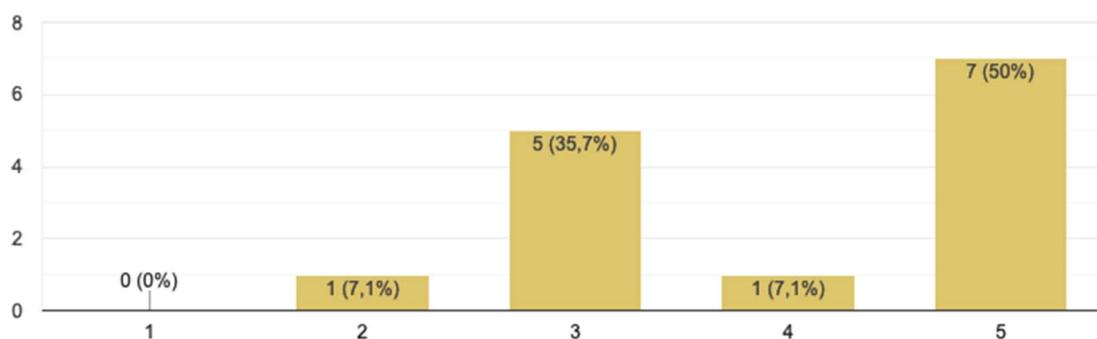




If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues: **Self-control behaviour in the face of crisis, failures, frustrations**

12.6. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Self-control behaviour in the face of crises, failures, frustrations:

14 risposte

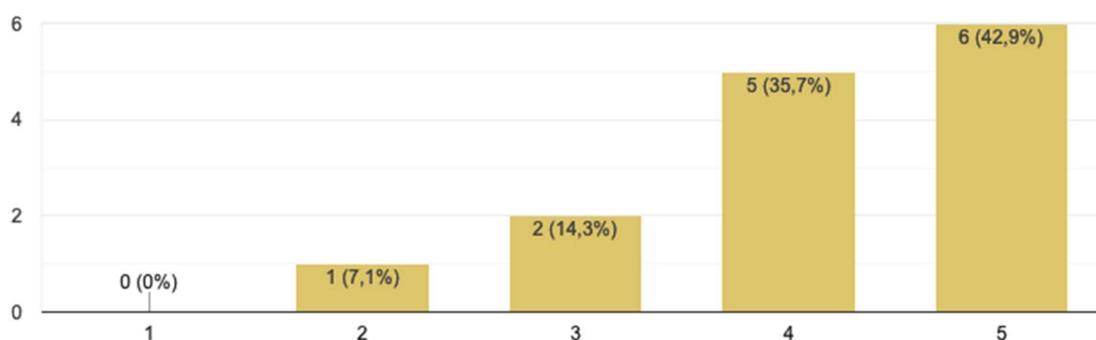




If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following: **Peaceful conflict resolution**

12.7. If a training course were available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful coexistence, justice, equality and citizenship, what importance would you attach to the following issues? (Please, rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance) Peaceful conflict resolution:

14 risposte

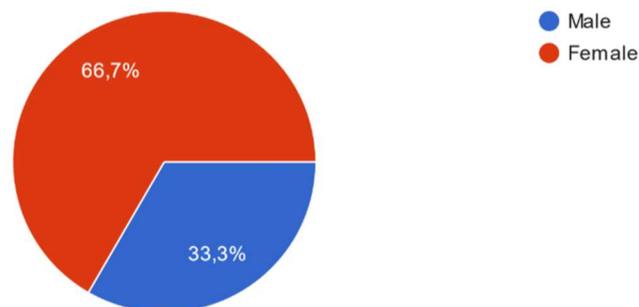


## 2.2. Professionals working with migrants and refugees

A quite large majority of the respondents were female – 67%. This presumably reflects a greater sensitivity on the part of women towards social causes and the needs of those who find themselves in difficult circumstances, while at the same time highlighting aspects of the gender gap that they would like to see overcome.

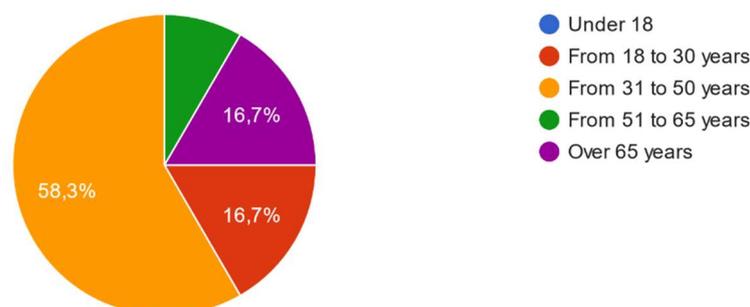
### Gender

1. Are you:  
12 risposte



From an anagraphical point of view, the age distribution of the operators does not present elements of particular attention. The only interesting element concerns the presence of a fairly consistent proportion (around 17%) of individuals over 65 years of age, a sign of the presence and important role of volunteer work.

2. What is your age group?  
12 risposte

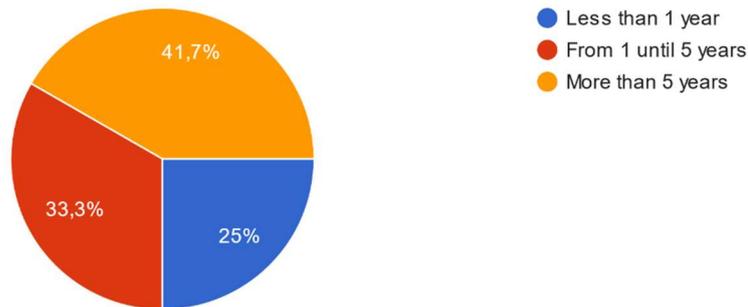




Analysis of the statistical data also reveals a preponderance of operators with more than 5 years of experience, essentially consistent with the age distribution.

#### 4. How long you work with migrants/refugees?

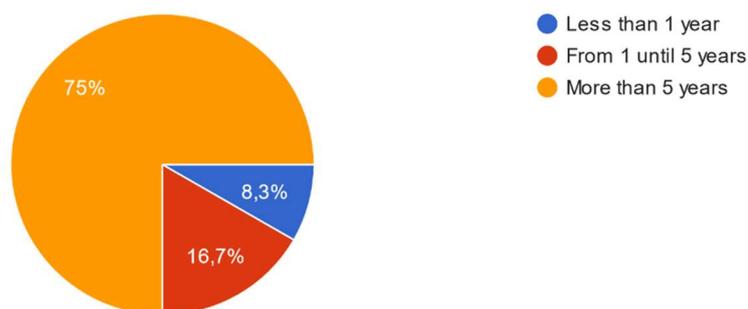
12 risposte



Regardless of the length of service of individual operators, it is the longevity of the organizations to which they report that signifies the consolidated experience that is made available to migrants and refugees. Three out of four have in fact been active for more than 5 years.

#### 5. For how long has your organization been working with migrants/refugees?

12 risposte

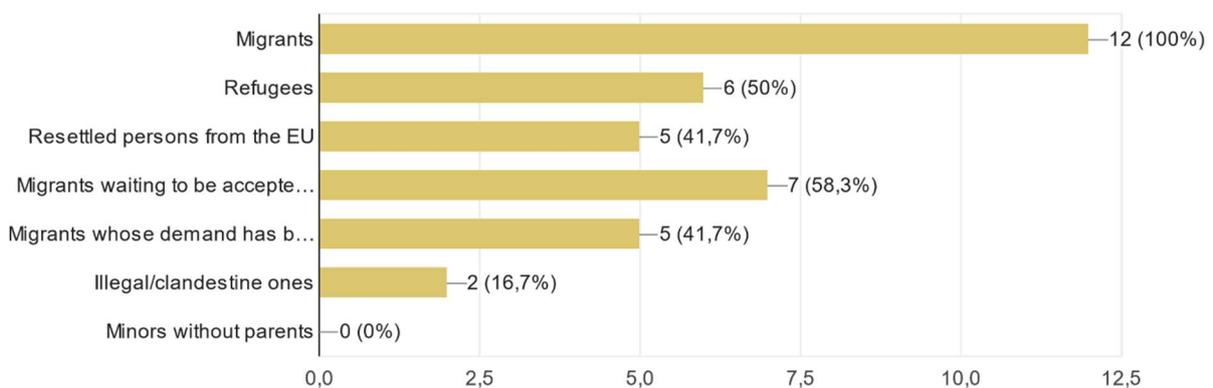




Going into the specifics of the activity carried out, the first question posed to the professionals we interviewed concerned the target groups they usually encounter during their work. It was possible to provide more than one answer, and the fact that emerges clearly from the following graph is the constant presence of migrants, a large part of whom (about 42%) have already seen their application rejected and are therefore in a condition of substantial illegality and would not have the right to remain on Italian territory.

6. What is the most common target group you encounter? (multiple responses are possible)

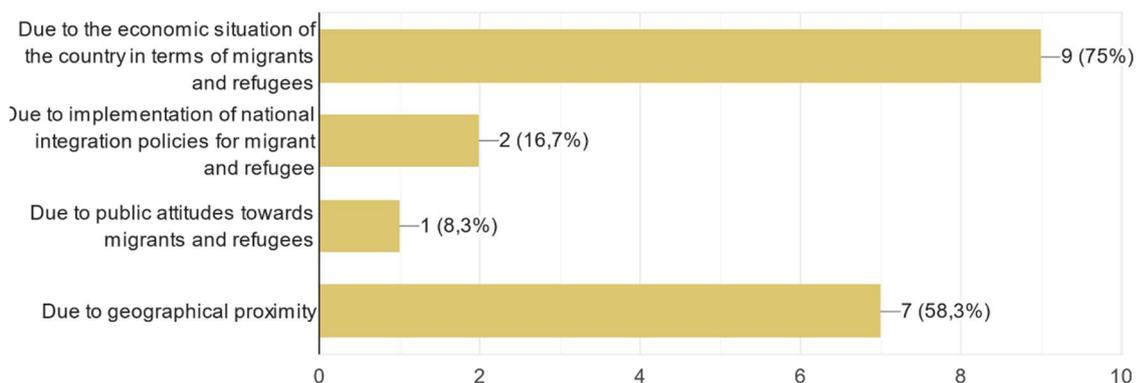
12 risposte



The next question concerns the reasons that led a migrant to reach Italy and choose this country as a gateway to the rights and social conventions in force in the European Union. From the answers obtained, the economic motivation clearly emerges, reflecting the image of Italy as a country where there is widespread well-being in which to participate. But equally important is the motivation, which combines with the previous one, linked to the geographical position in the Mediterranean, which makes Italy an easier destination to reach than others.

7. In your opinion, why do migrants and refugees choose our country?

12 risposte

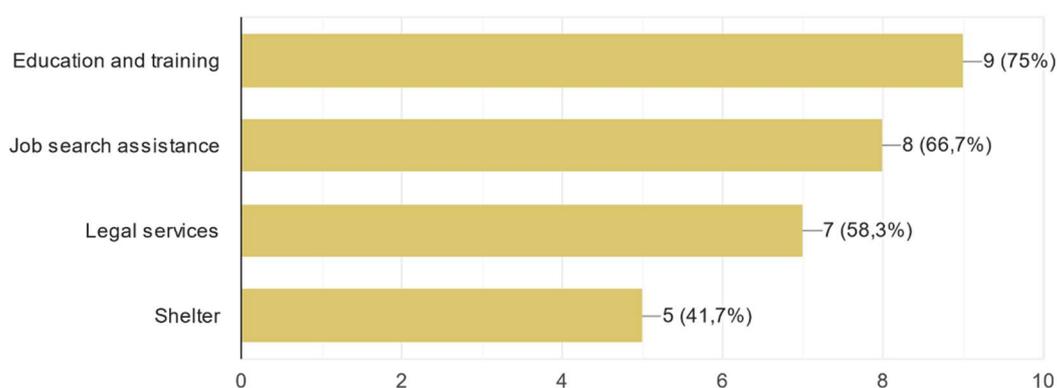




When asked about the kind of service they are able to offer to migrants and the problems they most often face, the professionals interviewed highlighted first of all the activities related to education and training, which correspond to the language barrier that makes dialogue and the possibility to get in tune with the local population particularly difficult. This also leads to a further challenge that professionals have to face in almost all cases, namely, the lack of motivation and mistrust towards an objectively difficult integration process. The self-ghettoization of migrants and the tendency to create closed and poorly integrated communities are known to be some of the most dangerous barriers on the path to social inclusion, and therefore require great commitment from all those who work alongside migrants and refugees.

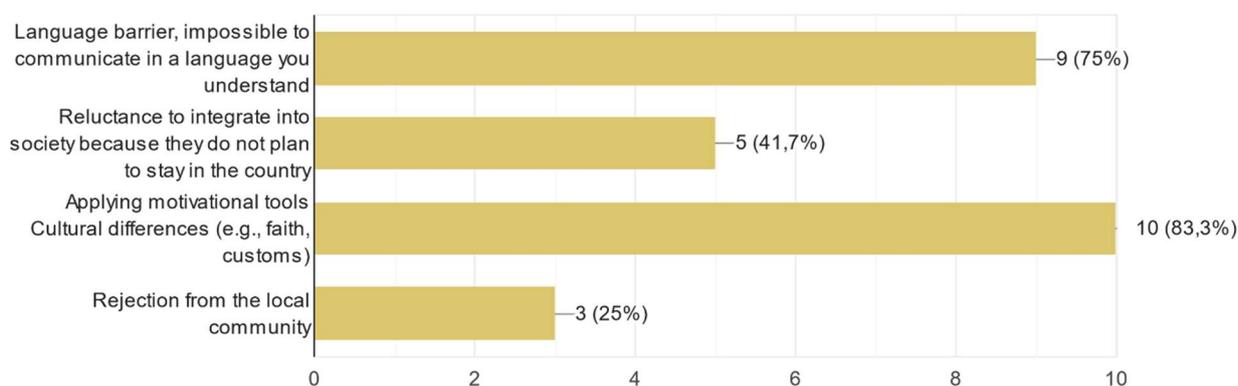
8. What are mostly the activities you offer? (multiple responses are possible)

12 risposte



9. What challenges do you face on a daily basis? (multiple responses are possible)

12 risposte

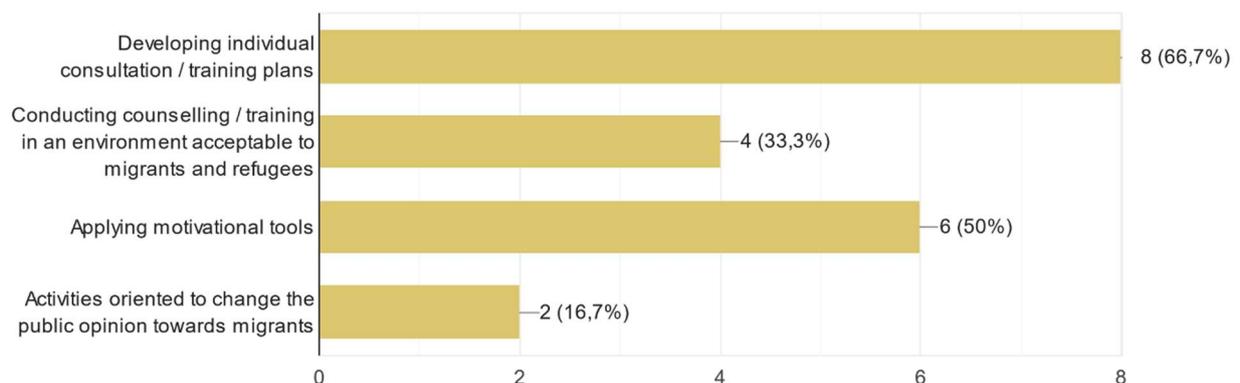




Faced with the criticalities posed in daily life by a multitude of migrants from many different areas that can be classified as countries plagued by wars, deprivation, religious persecution and other serious problems, it is interesting to see how professionals manage the situation, and what tools they use to try to remedy and facilitate the process of inclusion in the European world. In this sense, the individualized approach - made of listening and motivation to be instilled by creating trust and a sense of belonging, turns out to be the one adopted in most situations. However, group activity is also a widespread tool, precisely because of the principle "unity is strength", and the motivation is therefore also given to the migrants feeling that they are not alone but that they are part of a collective effort towards the principles of European citizenship, which must necessarily be seen as a value to which to strive, in the interest both of migrants themselves and of the European communities called to the effort of reception.

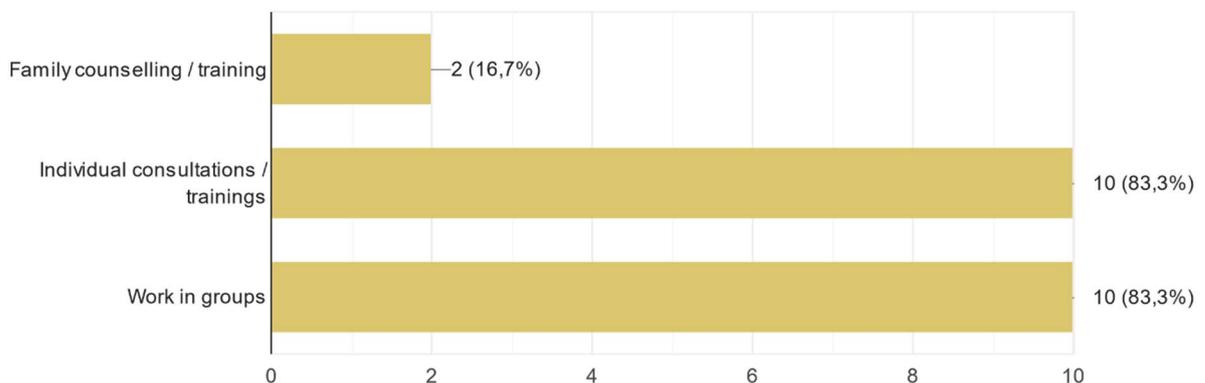
10. How do you overcome the challenges outlined above? (multiple responses are possible)

12 risposte



11. What proven tools do you use to work with migrants and refugees? (multiple responses are possible)

12 risposte

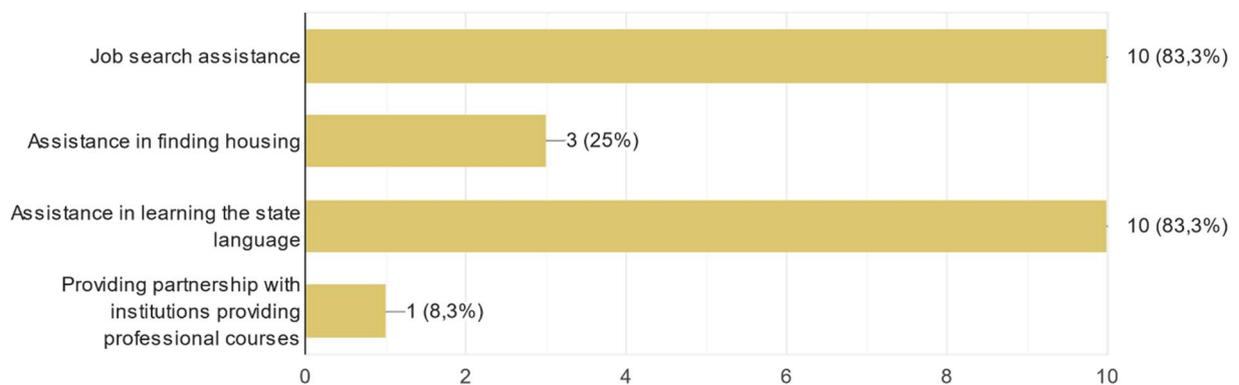




Thanks to the previous questions, we have therefore seen how important it is for a professional operator to be able to rely on the motivational aspect. But, in concrete terms, what are the impulses that work towards migrants? Once again, the preponderance of two factors emerges strongly: to facilitate social inclusion through the learning of the local language, and to provide help in finding a job that can make the migrant economically self-sufficient, without forgetting that for a migrant who reaches Europe there is almost always a family left behind in the country of origin and to help with remittances.

12. What motivational measures would you recommend for migrants and refugees to increase their interest in integration? (multiple responses are possible)

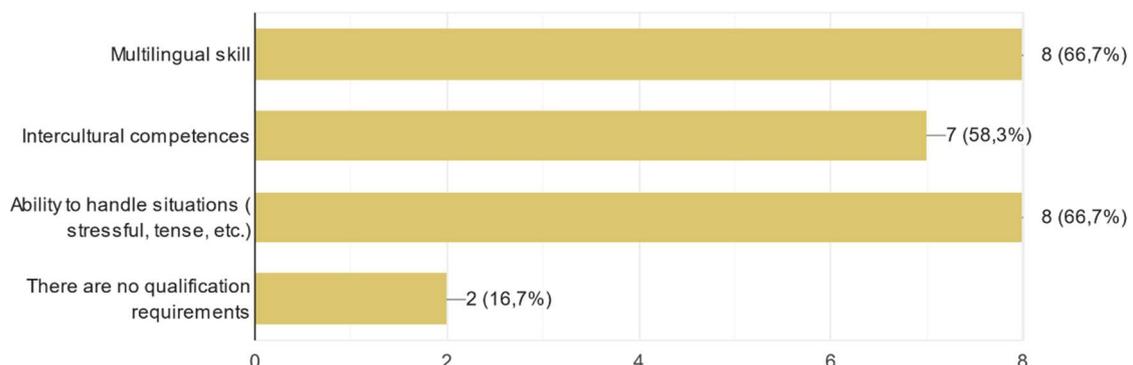
12 risposte



To conclude, we asked professionals working with migrants and refugees what are the most important skills required for the effective performance of their work. There are three pillars of the work that the majority of respondents have identified: the ability to speak and understand multiple languages, an awareness of the importance of an open and multicultural approach, and problem solving in the face of situations of stress and emotional tension.

13. What are the qualification requirements for persons working with migrants and refugees in your organization? (multiple responses are possible)

12 risposte





### 3. Conclusions

Research conducted on the double track - separate but concurrent, of migrants and professional workers who stand by them, has made it possible to highlight a series of elements of primary importance in relation to the management of issues related to social inclusion and the creation of a true spirit of European citizenship in those who come from other worlds, other cultures.

First of all, the value of the work of the Third Sector organizations, in which serious and trained professionals work, in most cases with many years of experience on the shoulders and with a role quite often voluntary having reached retirement age. Theirs one is a valuable role, that expresses an uncommon sensitivity and that the public sector should financially support in an organic and structured way, considering this activity as a real investment in the society of the future, which will still be multi-ethnic. The responses provided by migrants and refugees reflect very clearly how fundamental the help that third sector organizations can provide them, and this should be an important warning for all policy makers.

As proof of all this, an interesting aspect is the substantial coincidence of feelings related to the priorities to be addressed that we have found both in migrants and in those who work to facilitate their inclusion: all, indistinctly, they feel that learning the language of the place is of primary importance, even before the search for a job to live.

The problems of xenophobia and racism do not seem to be the focus of attention. Despite everything, migrants, who almost always come from contexts of war and deep social disintegration, perceive Italy as a country that is not particularly discriminatory and therefore not very hostile to the idea of their integration. But the theme of peaceful coexistence is however strongly felt by migrants: in a scale from 1 to 5, where 5 represents the top level of sharing, the topic "Basic rules of coexistence into the social group and among different ethnic groups" would be strongly appreciated or at least judged positively (marked with 5 or 4) as the topic of an eventual training course by the 76% of migrants. "Interaction with others, listening and knowing how to express a need", "Knowing the rights and duties of every European citizen", and "Information on the institutions to be contacted in the event of problems" provide as well topics for training courses that migrants and refugees would consider as important. This is very interesting for the organizations working with them, because it may give an appropriate orientation to the activities they try to organize.

In general, all the answers given to the questionnaires by both migrants and operators seem to suggest that the process of social integration in Italy is on the right track, and the motivational tools adopted by professionals are effective.



## 4. Recommendations

The only serious recommendation that the outcome of the survey conducted with migrants and professionals strongly suggests is the massive investment of public resources in favour of organizations that are able to deliver the most requested services in a streamlined and effective urgent for the integration process: teach the local language and accompany migrants and refugees in the difficult task of finding employment.

From this point of view, the teaching drawn also from the experiences of other countries is to avoid the excessive fragmentation of the different coaching, mentoring, education and training services in charge of the organizations that follow migrants, moving instead the attention towards the solutions of the type "one stop shop". This would help to facilitate the task of the beneficiaries, establishing relationships of trust with a single entity able to meet all the primary needs, giving the feeling of being more easily able to achieve the goal of social and work inclusion.

On the part of the professional operators, who have the pulse of the situation, there is also a strong indication towards the adoption of considerable efforts to overcome the cultural barriers, often linked also to the religious sphere, with motivational tools able to exert a strong power of attraction towards adherence to the values and founding principles of European citizenship. This appears to be an aspect of certain importance, which every host country should do precisely to avoid dangerous phenomena of incommunicability, ghettoization in the urban suburbs and real hostility, that in a recent past have generated very serious episodes of terrorism, unfortunately not yet eradicated and always lurking.



## 5. Annexes

### 5.1 Key data on migrant presence and integration in Rome<sup>1</sup>

In 2017 non-EU residents in Rome metropolitan area represented 9.3% of total non-EU residents in Italy while in the city of Rome foreign residents represents 13% of total population, concentrated in certain districts. Initially migration to Italy consisted of low-skilled migrants and is more recently characterised by family reunification and a growing number of native-born offspring of immigrants.

### 5.2 Comune di Roma Capitale (City of Rome)

Unless otherwise specified, the following data have been provided by the Statistic Unit of the City of Rome in March 2017 (Ragioneria Generale - I Direzione "Sistemi informativi di pianificazione e controllo finanziario" - U.O. Statistica).

- Roma Capitale - Comune di Roma: composed of 15 districts (Municipi)
- Total city population: 2 864 731 (2016)
- 377 217 foreign residents in the City of Rome as of January 2017 (Roma Capitale, 2017)
- Foreign residents represent 13.1% of the total residents in Rome
- 70% of the foreign-born population living in the Roma Metropolitan area are registered in the City of Rome (Comune di Roma)
- Number of unaccompanied minors 340 in 2016 in Metropolitan City of Rome
- The most important countries of origin: Romania, Philippines, Bangladesh, China.
- Educational Attainment (Primary; Secondary; High School, University) – % for foreign residents; % for all resident population
  - Primary: 34.9% of migrant population; 10.9% of all resident population achieved primary level;
  - Secondary: 20.3% of migrant population, 10.8% of all resident population achieved secondary education;
  - High School: 26.3% of migrant population; 8.5% of all resident population achieved high school level.
  - University: 18.7% of migrant population

<sup>1</sup> OECD, Working together for Local Integration of Migrants and Refugees in Rome, OECD, 2019



### 5.3 The City of Rome

In 2016 44.3% of foreigners resident in the City of Rome came from Europe the second biggest community of foreign residents originated from Asia (33.3%), followed by Africa (12.0%) and the Americas (10.3%) (Roma Capitale, 2017).

In fact, the top five nationalities of foreign residents in Rome are from a European or Asian country, with 24% of foreigners coming from Romania, followed by three Asian countries, respectively Philippines (11%), Bangladesh (8%) and China (5%). The fifth is Ukraine representing 4% of foreigners.

Foreign distribution across Municipal districts in Rome is diversified. In Municipio (district) I, foreigners represent 24% of the total population whereas in Municipio IX they account for 8.2% (Metropolitan City of Rome, 2016).

### 5.4 Migration Legal Framework

In the past the Government regulated migratory flows mainly through the annual flows decree 'Decreto Flussi'. It checked annually the labour need of the territory, and it established the number of foreigners who could enter the country for work reasons. The Government has often – though not always – been able to manage the flows in advance, and regularisation programmes (Sanatorie) have allowed irregular migrants present in Italy to obtain residence permits. Eight regularisation programmes took place between 1980 and 2012 and a new one was announced for 2018<sup>2</sup>. In 2002, the largest regularisation programme saw around 700 000 applications received, a large share of applications was for domestic work and caregiving, reflecting both the change in the labour market for immigrants and the more favourable eligibility criteria (OECD, 2014). Since 2002, the Bossi-Fini law distinguishes between "clandestine" migrants, that is to say foreigners entering Italy without a regular visa and "irregular" migrants, foreigners who no longer meet residence requirements (permit). According to current legislation, clandestine immigrants are punishable by a fine or detention or by expulsion.

Since 2012<sup>3</sup> the Integration Agreement came into action and made learning Italian a requirement for obtaining a residence permit exceeding one year for

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<sup>2</sup> <https://www.diritto.it/la-regolarizzazione-degli-stranieri-italia/>.

<sup>3</sup> Decreto ministeriale del 4/6/2010, Decreto del Presidente della Repubblica 14 settembre 2011, n. 179



non-EU citizens (excluding international protection applicants, or migrants citing family reasons).

The condition for obtaining Italian citizenship through naturalisation is ongoing, documented residence in Italy for ten years and it depends on the decision of the public administration. The foreigner who is born in Italy, and who resides there for 18 years without any interruption, in order to acquire Italian citizenship, has to declare the willingness to acquire it before his or her 19th birthday. In 2017, a proposal based on the 'Ius soli' principle was discussed in the Parliament to reduce the delay for acquiring citizenship for children of regular migrants born in Italy. The law would give access to citizenship after 16 years of residence for individuals who have done their schooling in Italy. The law has been discussed several times since 1992 and was again rejected in December 2017. Family reunification is granted to all migrants who have a regular permit for work (for at least one year), asylum, subsidiary protection, study, religion, family, long-term stay, or pending naturalisation. There are two requisites to fulfil: having a minimum income, and an adequate accommodation. Beneficiaries of refugee or subsidiary protection status do not have to fulfil such criteria

### 5.5 National legislative framework for Migration and Asylum

2008: L.125/2008 and L.94/2009, Maroni security package. Introduction of the Integration Agreement. Signed between the migrant and the Italian State it foresees bilateral engagements and it establishes the condition for renovating the residence permit.

2001 – 2014: Series of decrees aimed at modifying existing normative to include in the Italian regulative system some important European dispositions (e.g. 2009/50/CE and 2009/52/CE)

2017: DL. 13/2017, Minniti decree on international protection and contrast to illegal immigration. It introduces measures for speeding up the administrative and jurisdictional procedures in terms of international protection and it introduces measures to ease the operation of identification of extra-EU migrants and to fight illegal immigration. Law proposal 'Ius Soli': the Italian Parliament rejected a law proposal, which would have allowed children born in Italy to non-Italians who have long-term residency permits, or who arrive before their 12th



birthdays and spend at least five years in formal education, to obtain a passport.

2018: D.L 113/2018 art. 1 the "Security decree" (Decreto sicurezza) introduced several changes to the asylum legislative framework, among others it revoked the possibility to issue temporary permits (two years) based on humanitarian reasons.



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## National report of Focus groups

CONDUCTED BY  
Asociación El Olivar



*The European Commission's support for the production of this work does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission and National Agency cannot be held responsible for any use which may be made of the information contained therein.*

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## 1. Research methodology

Due to its proximity to Africa and its historical bounds with South and Central America, Spain is a natural door for migration to Europe. As we mentioned in the report on Good practices that we prepared for the project during the spring 2021, according to the Instituto Nacional de Estadística of Spain, in the first half of 2020 the population in Spain stands at 47.351.567 inhabitants. The migrant population stands at 5.326.089 inhabitants, 12% of the population. If we break the data, 2.547.906 are women, 2.660.468 men and 9283 unaccompanied minors. At the end of 2019, the number of immigrants residing irregularly in Spain was between 390,000 and 470,000 people. This range entails between 11% and 13% of non-EU immigrants and around 0.8% of the total population residing in Spain.

The methodology followed for the research is been a mixture of online polls and interviews, plus two focus groups with migrants and tutors.

The first step was to send the poll online but we saw that the language and the format was a problem for the migrants. Neither English is their native language nor are they familiar with the survey tool. We got 6 online surveys answered by tutors, but in general, language was also a barrier for them. Then we decided to make the survey throughout individual interviews and conduct two focus groups, one with migrants and one with tutors.

Finally, we obtained 16 surveys from migrants and 10 from tutors.

The focus groups were conducted according the Guidelines approved by the project. The aim of the focus groups was:

- Obtain direct information from tutors and migrants
- Contrast the information given in both groups
- Foster the debate on integration

We made two focus group with migrants. The first one was done with 8 people from different countries (Morocco, Guinea Conakry, Ecuador, Honduras), gender (6 males, 2 women), age (from 19 to 42) and migration path (refugee, illegal, legal) in order to enrich the information obtained. The second one was done with 6 people from Morocco and Iran. Two females and 4 men.

We have done two focus groups with tutors. The first one gathered five people from different organizations focus on migration. The second one gathered 4 tutors from El Olivar.

The questions raised during the focus group were:

### Questions for focus group with migrants and refugees:

1. What motivated you to come to this country?
2. In your opinion, what would be the main needs of migrants and refugees?
3. What do you think are the factors for successful integration of migrants and refugees?
4. In your opinion, what are the main barriers to successful integration?
5. What kind of training would you like to participate in?

**Questions focus groups among sector operators:**

1. In your opinion, why do migrants and refugees choose our country?
2. What challenges do you face on a daily basis?
3. How do you overcome the challenges outlined above?
4. What proven tools do you use to work with migrants and refugees?
5. What motivational measures would you recommend for migrants and refugees to increase their interest in integration?
6. What are the qualification requirements for persons working with migrants and refugees in your organization?

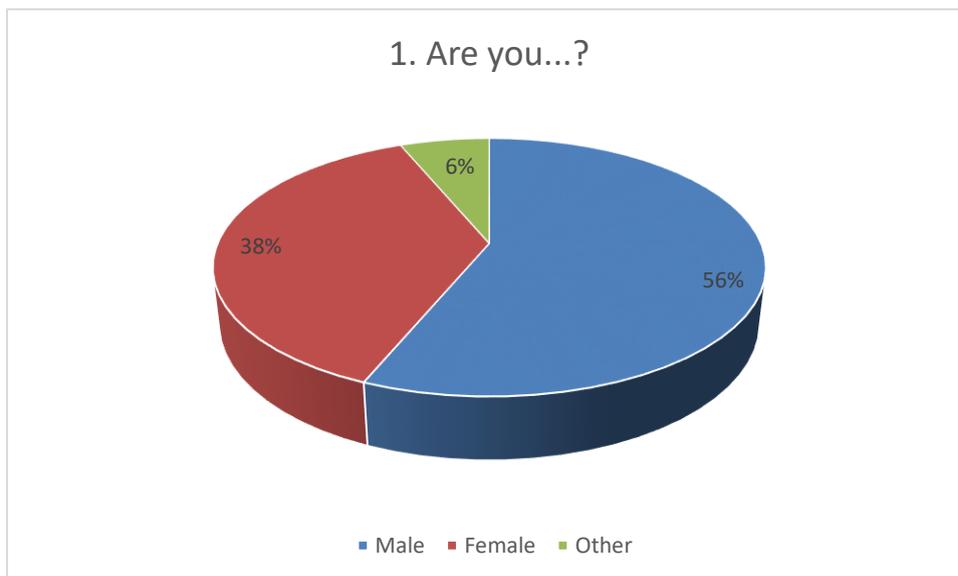
The focus groups were conducted by a facilitator from Asociación El Olivar. They lasted more than 60 minutes with a fluent dynamic of free participation. The goal was fostering the debate, sharing opinions and discussing different perspective of the topics.

## 2. Analysis and interpretation of research data

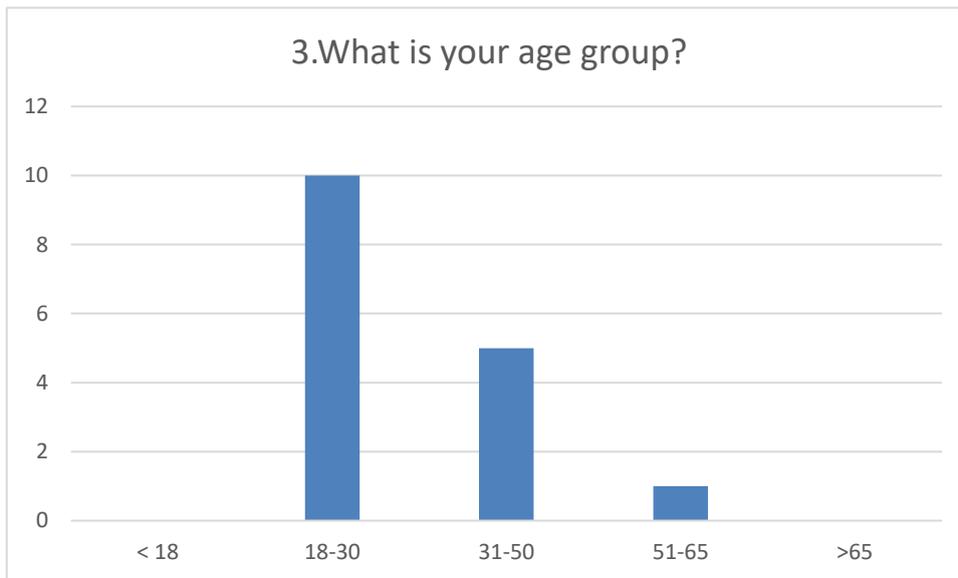
As mentioned above Asociación el Olivar interviewed 16 migrants and refugees, and 10 professionals working with migrants and refugees.

### 2.1 Survey for migrants and refugees.

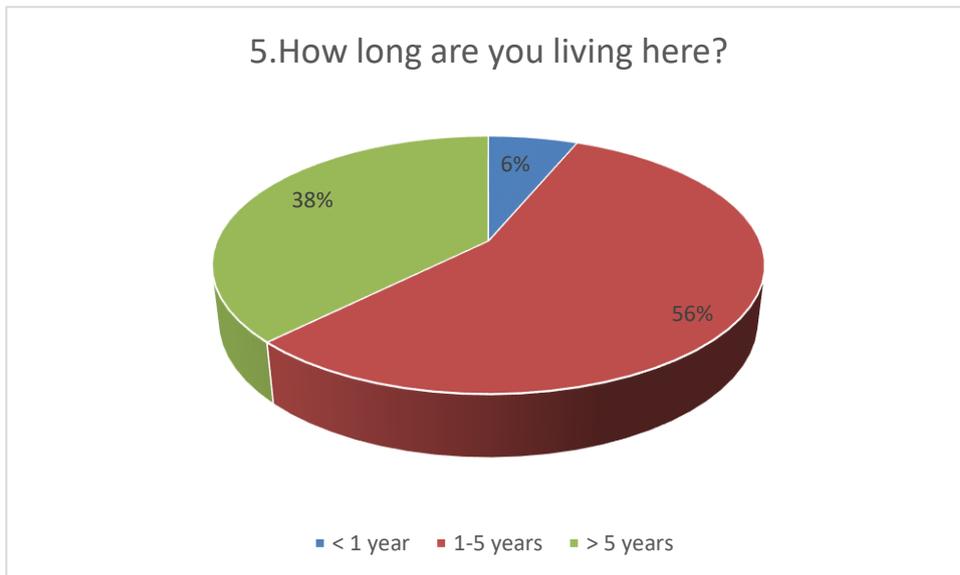
The gender was male, 56% and female, 38%. It was one transgender person.



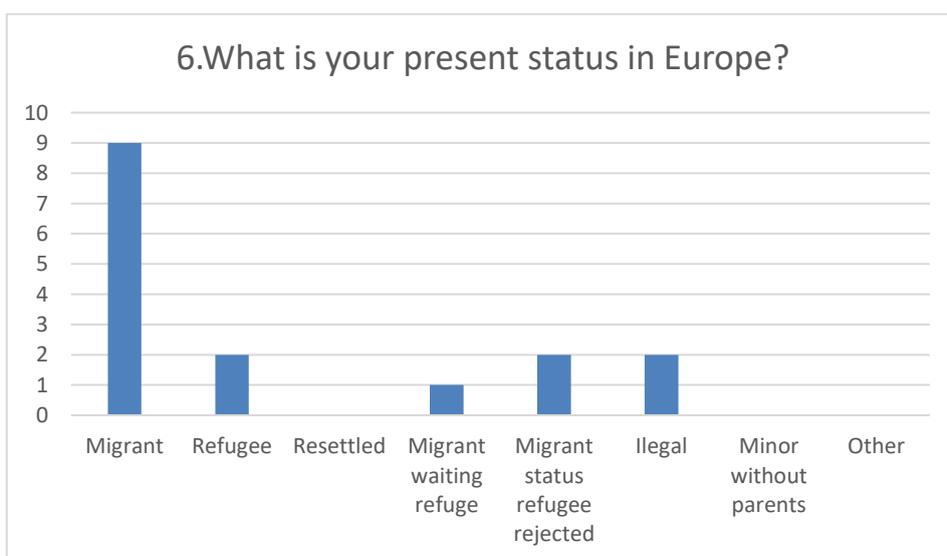
Most of the respondents are very young, from 18 to 31 years, followed by the group between 31 to 50 years. There is only one person older than 51. Nowadays, the new migrants, in general from Morocco or Sub Saharan Africa are very young in contrast to the population that came to Spain at the beginning of the 21<sup>st</sup> century, most of them from South America.



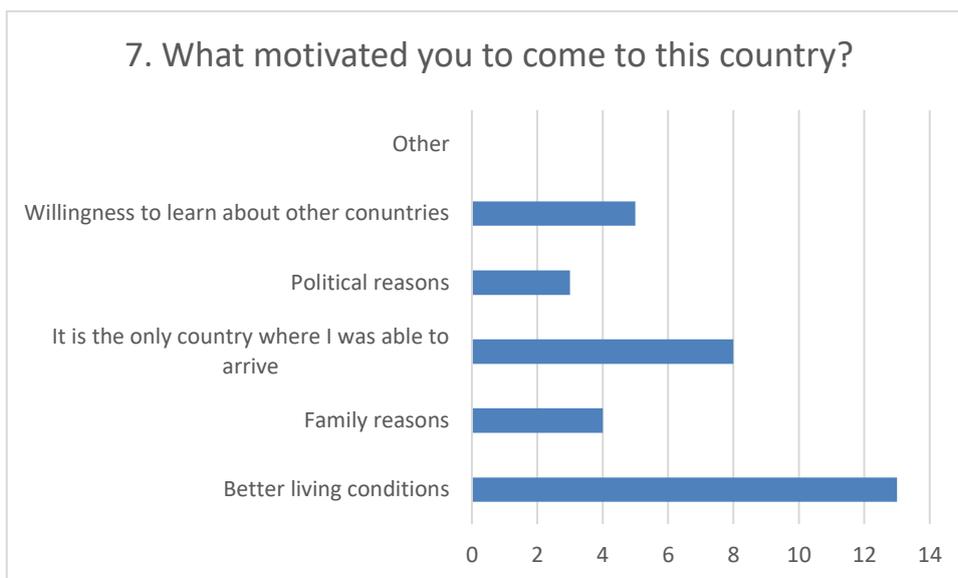
Answering the question of „How long are you living there?“, approximately 56% of respondents ticked the option from 1 to 5 years, other 6 answered more than 5 years. Only one respondent ticked the option called less than 1 year



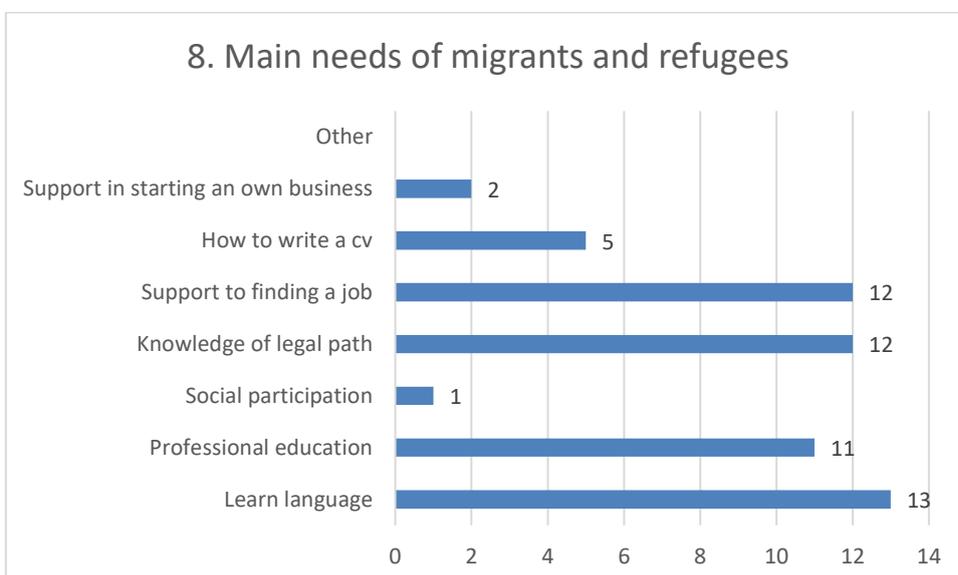
To the question about status, the most of them considered themselves as migrants. There were two refugees, two illegal, two persons waiting for the status of refugee and 2 person who their refugee demand has been rejected. This former 2 persons are currently waiting for the final resolution of their demand.



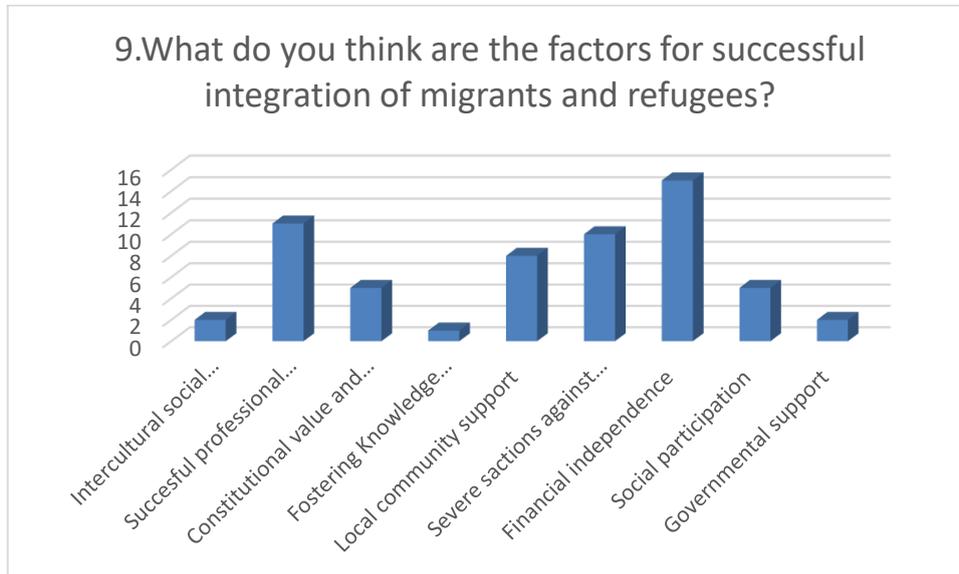
Almost the 100€ of the respondent ticked the option “Better living conditions” when they were asked about the motivation for coming to Spain. We have to highlight that the option “It is the only country where I was able to arrive” has been also very popular. Due to the proximity to Africa, Spain is a natural path for the migration from Africa. On the other hand, due to its bounds with Latin America is also a door for migrants from Ecuador, Honduras, Venezuela, Bolivia...



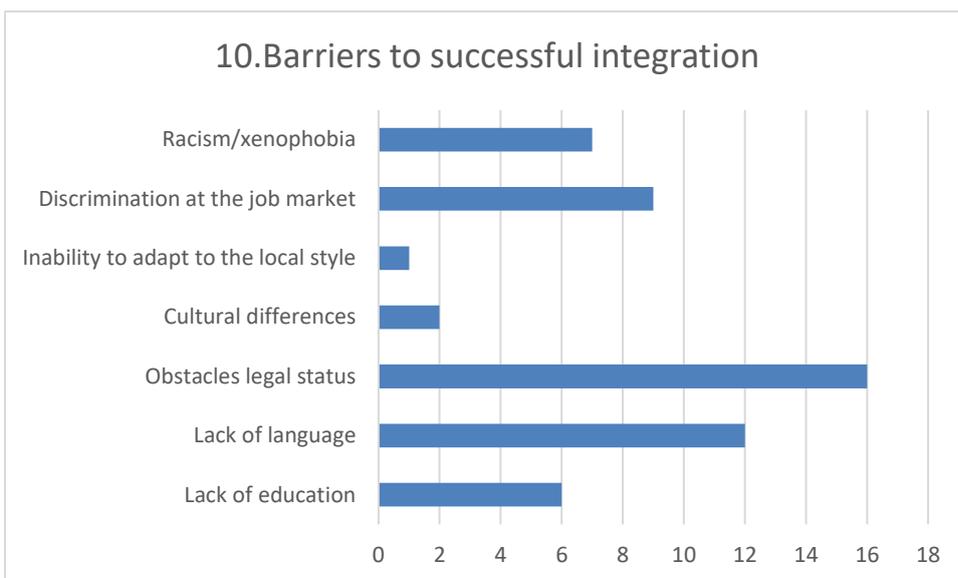
The most of respondents claim that the main needs for migrants and refugees are support in finding a job, knowledge of the legal path and to learn the host country language. Social participation was highlighted for only one of respondents.



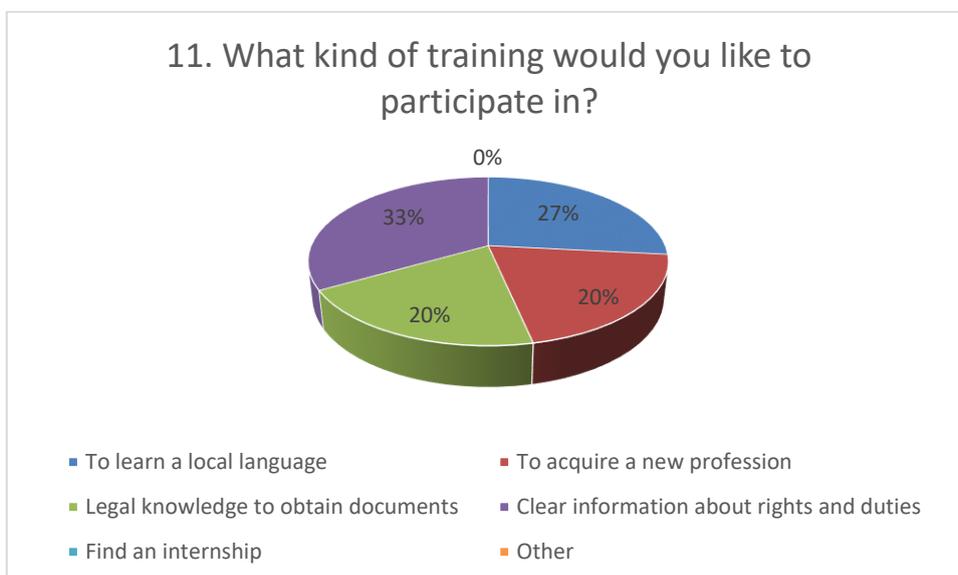
Around 90% of migrants and refugees answered that financial independence is the most important factor for successful integration. It was followed by successful professional career and severe sanctions against racism. They considered local community support as crucial, however not always leads to integration.



Answering the question of „In your opinion, what are the main barriers to successful integration?, the 100% of the respondents considered the obstacles to obtain legal status as the main barrier. It was followed by lack of language and discrimination at the job market. Only one person ticked inability to adapt to the local style

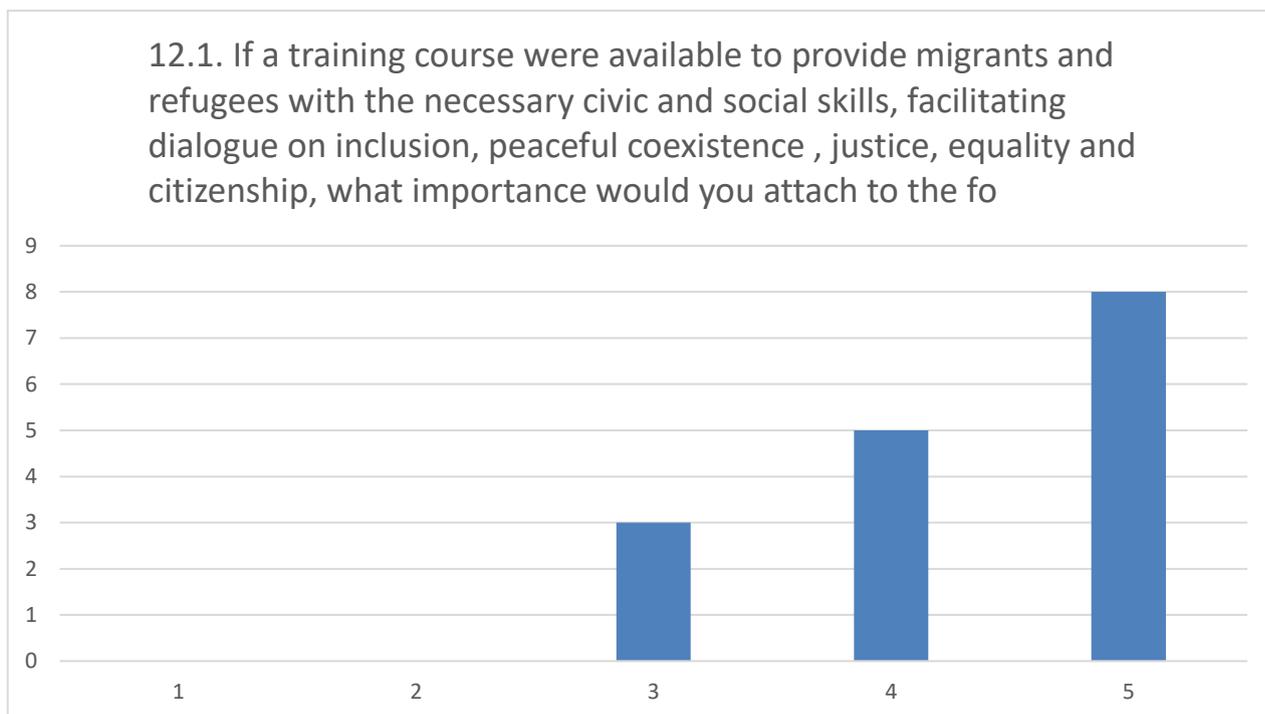


More than 30% of the respondents answered that they would like to have clear information about rights and duties. 20% of respondents prefer to receive legal knowledge to obtain documents. 27% of migrants and refugees would like to learn a local language. None of them wants to find an internship.

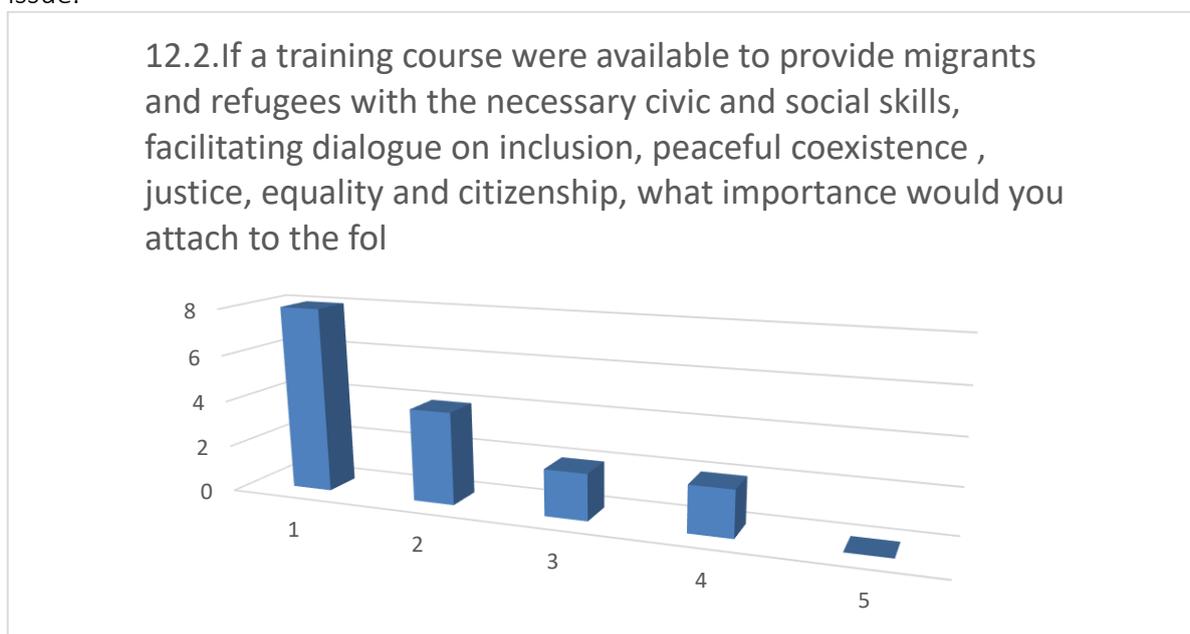


Regarding the training courses, the following questions are going to evaluate the importance of learning different topics:

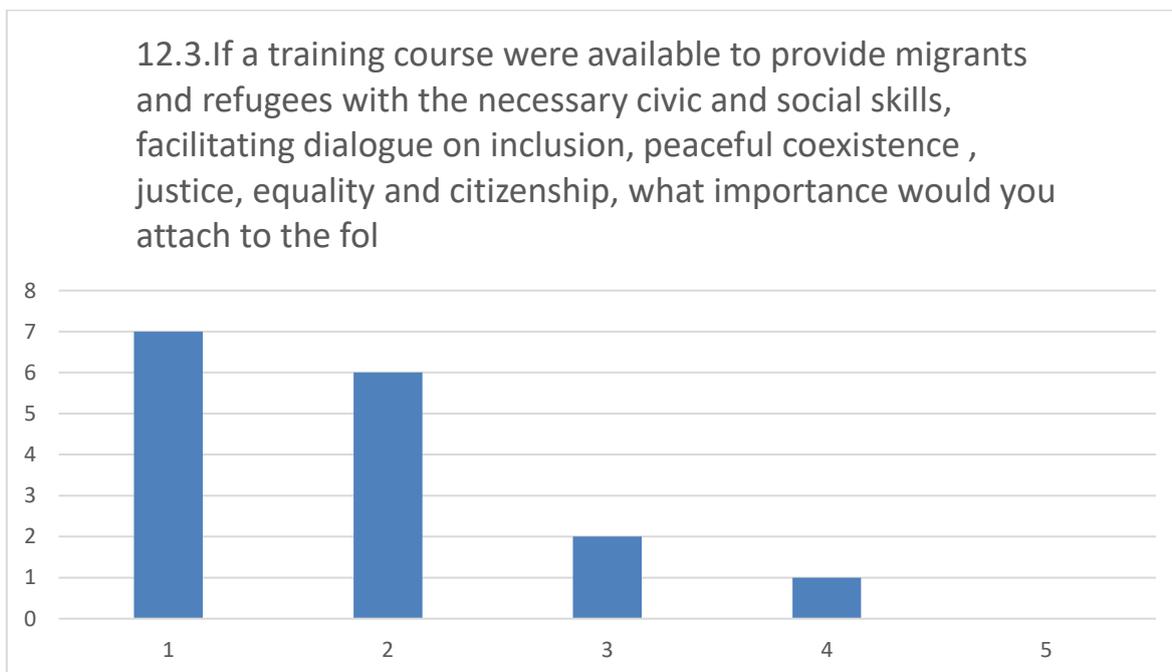
12.1 Knowing the rights and duties of every European citizen. This topic was considered important (4) or very important (5) for more that the 75% of the respondents.



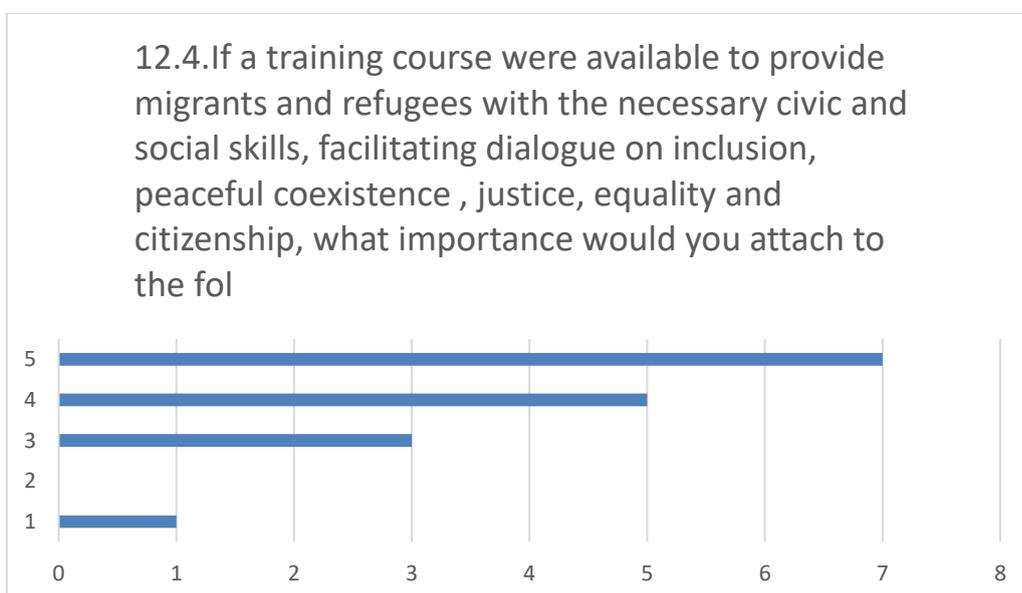
12.2 Concept of institutions and relevant functions. Around 50% of the respondents don't consider important to know the institutions and their function. Only one person ticked as a very interesting issue.



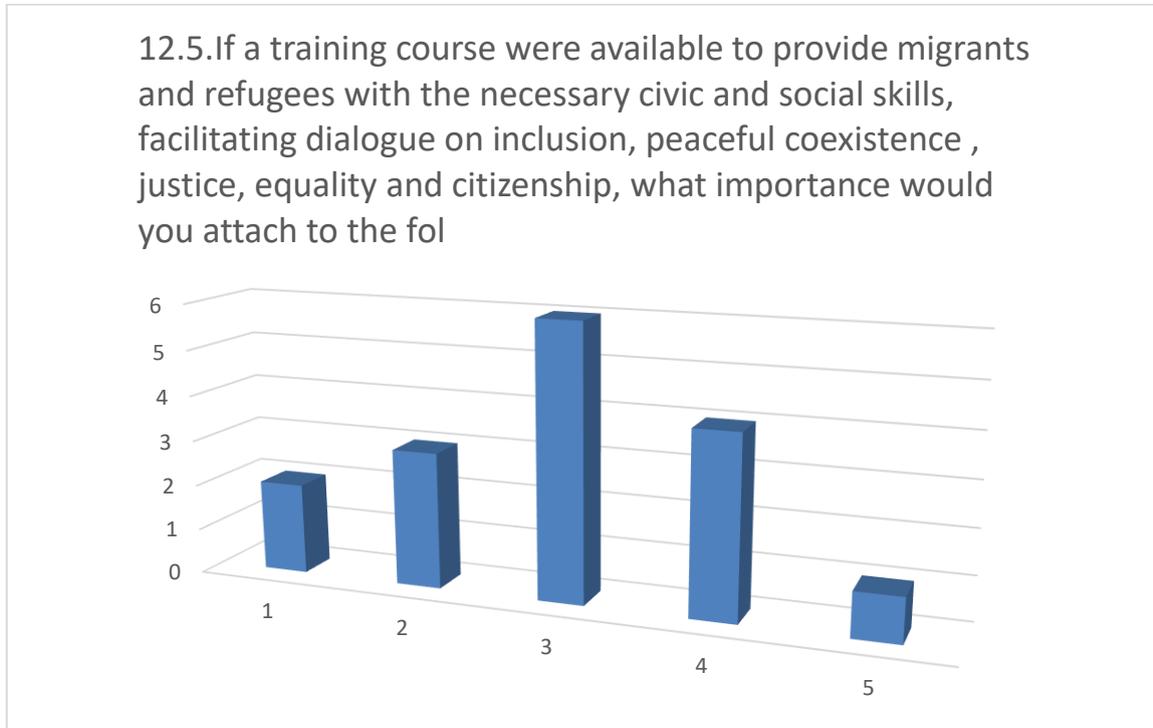
12.3. Meaning of European citizenship. 13 out of 16 of the respondents considered not important to learn about the meaning of European citizenship



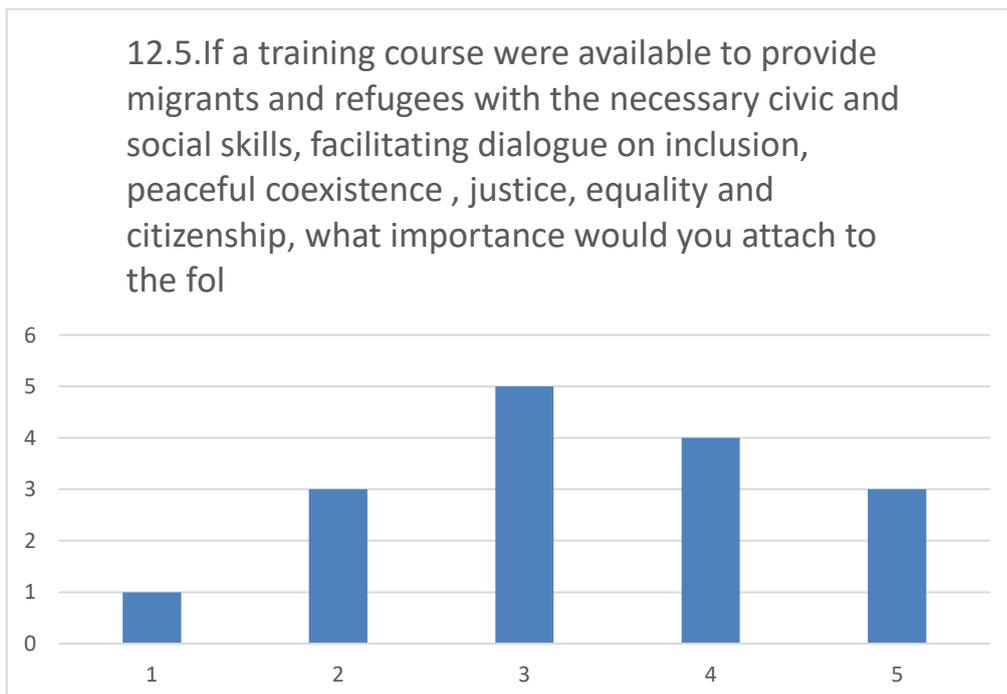
12.4. Information on the institutions to be contacted in the event of problems. 15 out of 16 respondents believed that it is important or very important to know the institutions that can be contacted in case of problems.



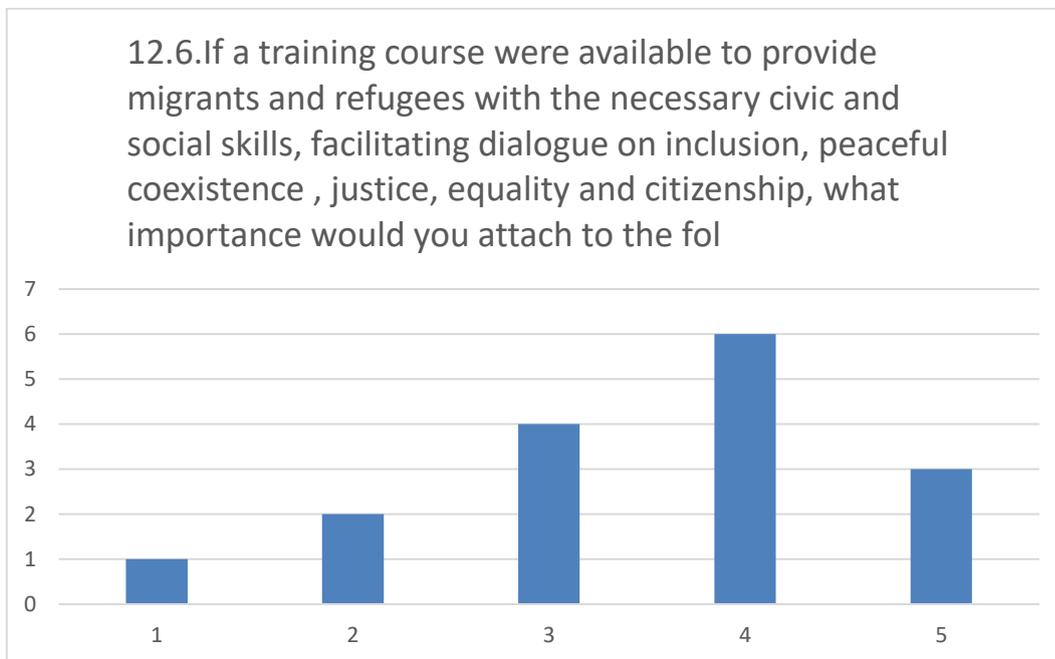
12.5. Interaction with others, listening and knowing how to express a need. The responses to this question were determined by past experiences of the respondents. 10 of them, considered interaction as valuable and one of them crucial.



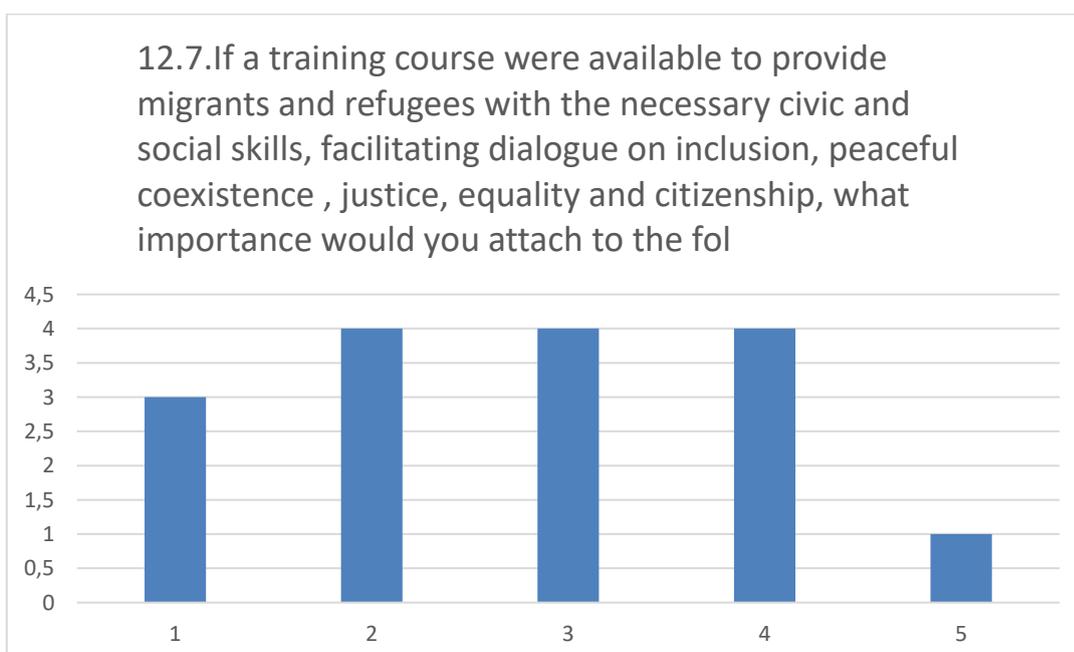
12.5. Basic rules of coexistence. 12 out of 16 of the respondents consider coexistence as an important tool for integration.



12.6 Self-control behaviour in the face of crises, failures, frustrations. 13 out of 16 respondents consider important to learn about self-control. For the most of the respondents, the process of integration has been very hard. The knowledge on self-control behaviour could be very interesting.



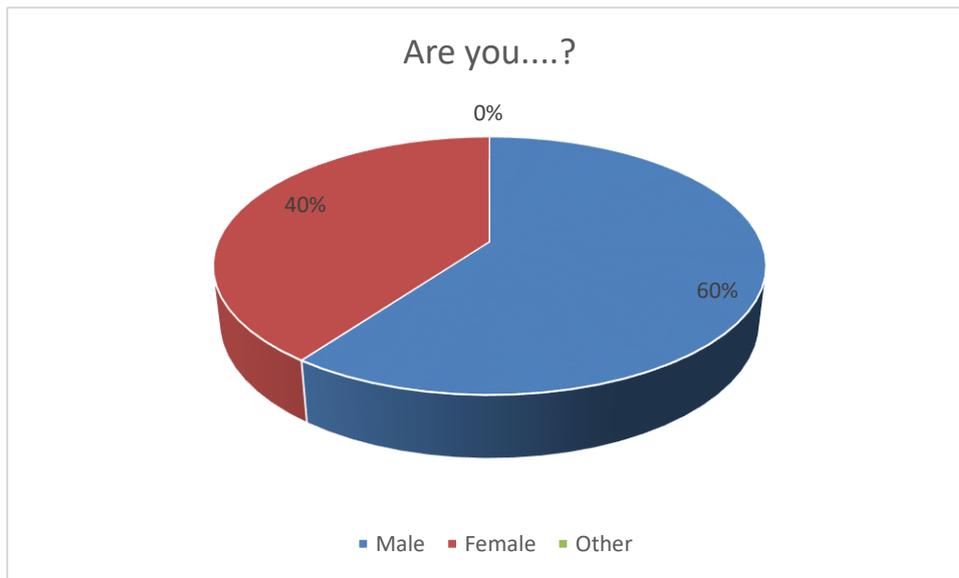
12.7 . Conflict resolution. The opinions are divided. From 3 respondents to whom resolution training has no interest, to 12 who ticked options 2, 3 and 4.



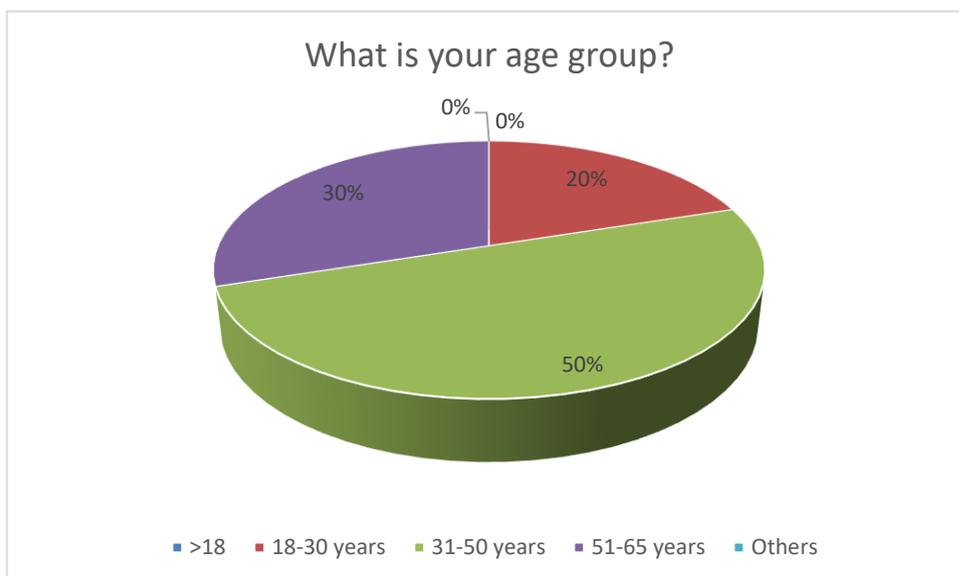
## 2.2 Survey for tutors

10 professionals working with migrants and refugees answered 12<sup>th</sup> questions.

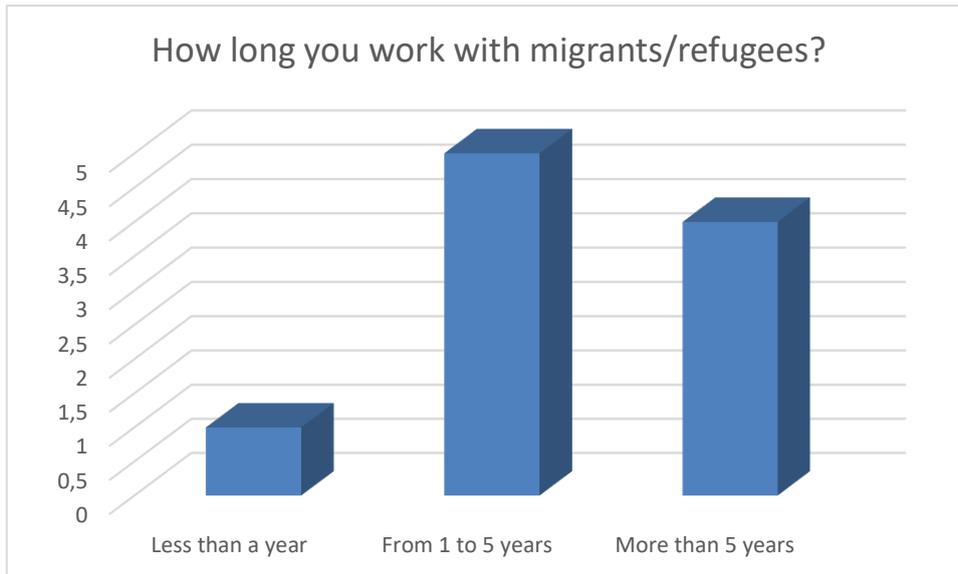
1. Gender. 6 out of ten of the respondents are male and 4 female.



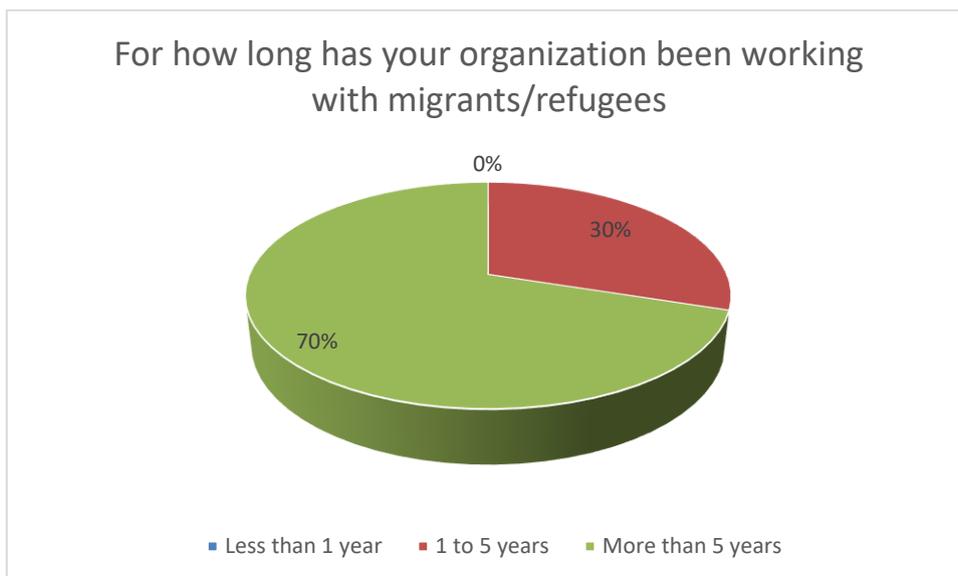
2. Age. All the respondents are between 18 to 65 years old.



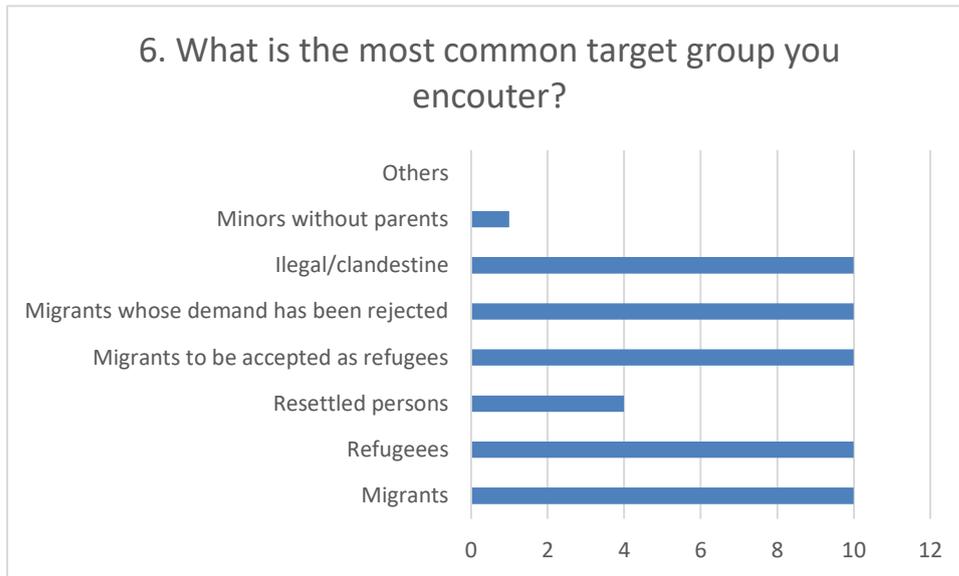
3. For how long have you been working with migrants. 50% of the respondents have been working with migrant from 1 to 5 years



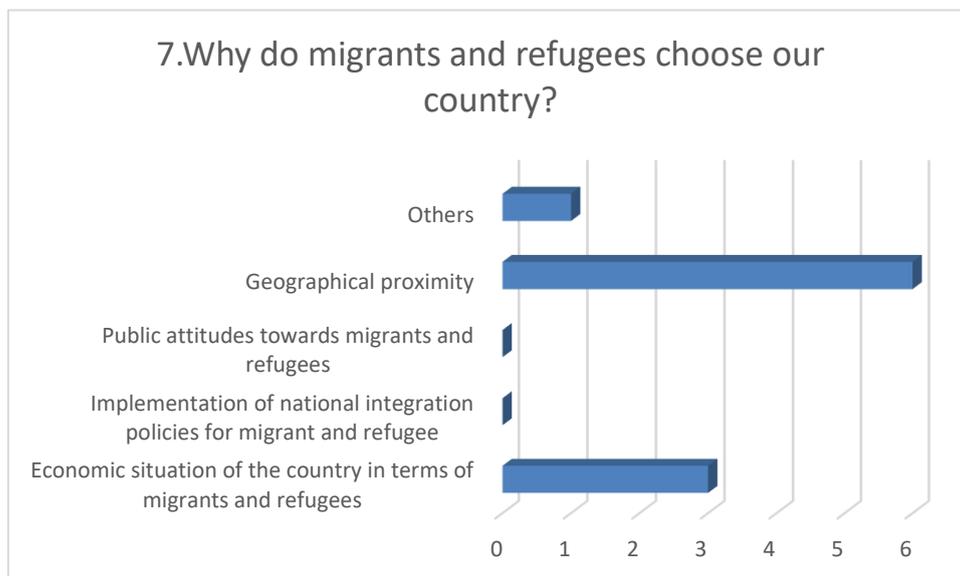
4. For how long your organization has been working for migrants. The 70% of the organizations have been working with migrants for more than 5 years.



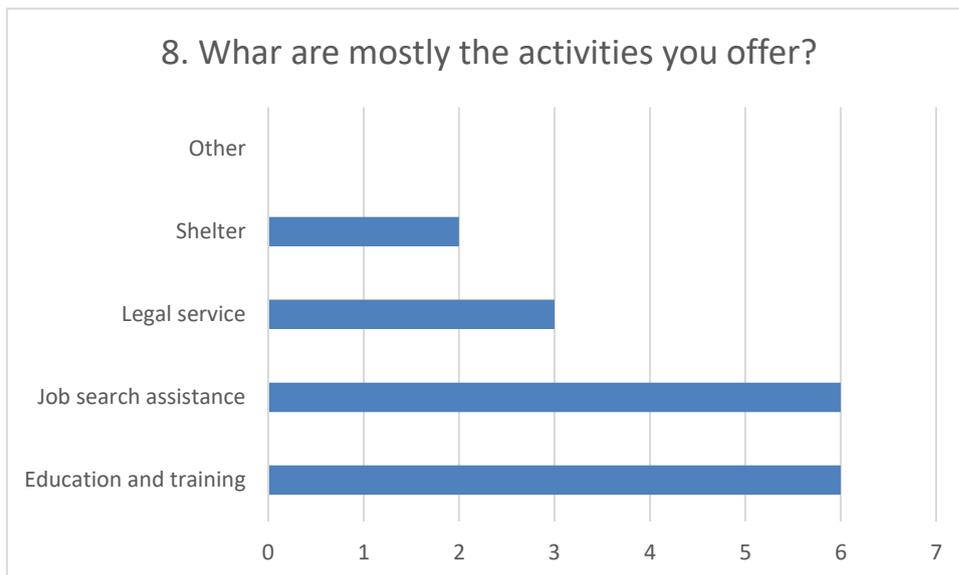
6. Most target group. Only one of the respondents works with minors without parents because according to the Spanish legislation they must be allocated in public institutions. The most of them work with all of the others target groups, therefore they attend and support all kind of migrants (refugees, illegal...)



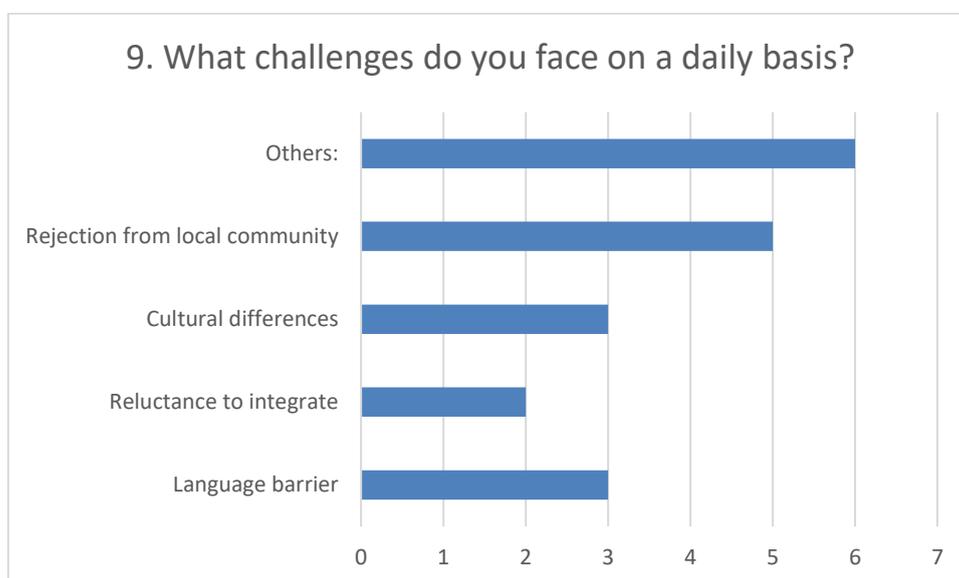
7. Reasons to choose our country. As we said before, Spain is a natural and historical door for migrants coming from Africa and Latin America, respectively



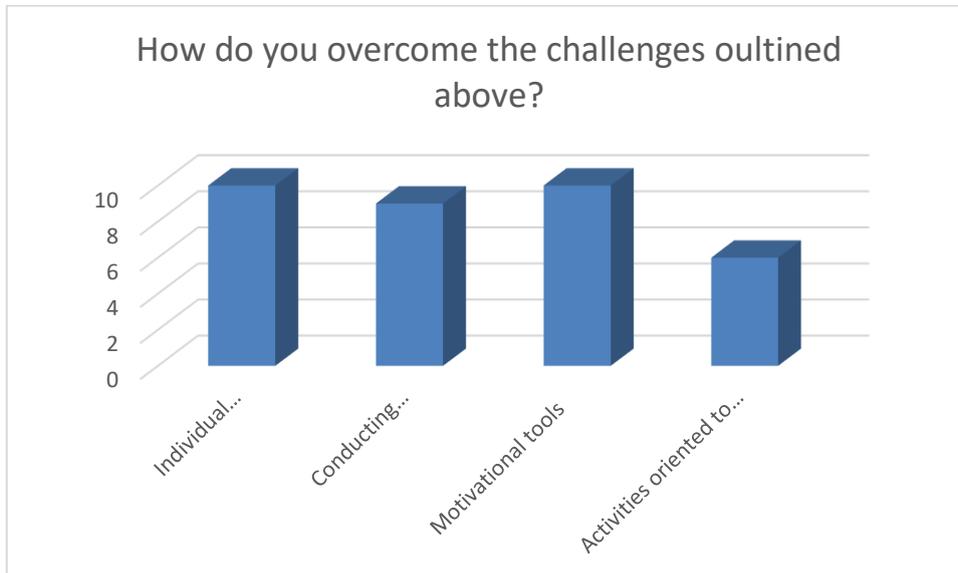
8. Activities you offer. The majority of the respondents work on education and job assistance. 3 of them work on legal service and 2 on shelter.



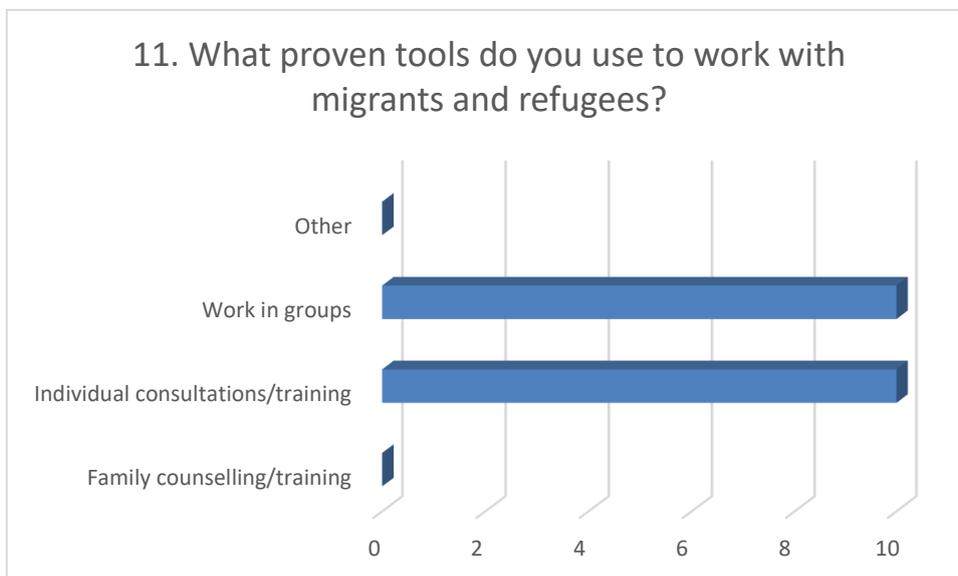
9. Challenges. The most of the respondents chose “others” as one of the options. For them, to support migrants during the process to obtain legal status is the most difficult task. They must help them to find a place to stay and the means to survive during at least 2 or 3 years, until they obtain the legal status.



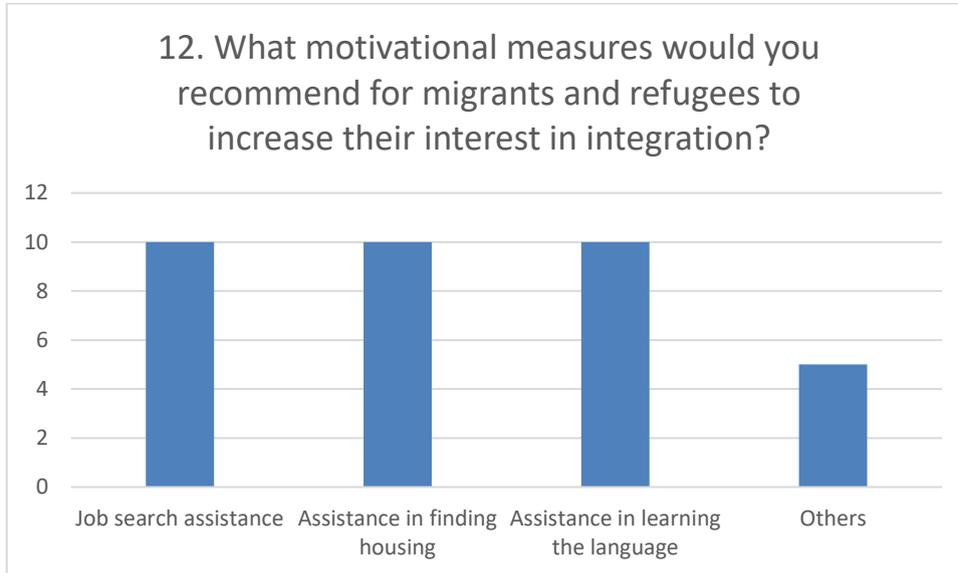
10. How overcome the challenges. All of the respondents ticked on individual consultations, conducting counselling and motivational tools



11. Tools used to work with migrants. All of the respondents use “work on groups” and “individual consultations” tools.



12. Motivational measures. This question has also raised consensus. All of them has ticked as responses “job search assistance”, “assistance in finding” and “assistance in learning”



13. Qualifications requirements for working with migrants. “Ability to handle situations” and “Intercultural competences” are the most ticked.



### 2.3 Focus group

The focus groups were conducted in a very dynamic way trying to foster the dialogue among the different participants and ensuring the participation of all the member. We followed the script but at the same time, especially with migrants, the dialogue open to a new questions or different perspectives of the problem.

1. What motivated you to come to this country?

In general, the motivation were very similar to the obtained with the surveys. Geographical situation or historical boundaries. Many of the refugees would prefer to live in another European countries but they are not taking any actions to get it. According to the tutors, the majority of them stay in Spain because it is the first country where they arrive, especially the ones who entered as minors in Spain. Once they become adult they stay because even if their network is very fragile is the only one they have.

2. In your opinion, what would be the main needs of migrants and refugees?

Tutors and migrants shared the same opinion. Documents and work permit are the turning point for getting the integration.

3. What do you think are the factors for successful integration of migrants and refugees?

The answer to this point was different between tutors and migrants. For migrants, especially young people, the success is not only to get a job, for them successful integration is to have things that the local young people have. Go to the gym, have a car, trips, clothes... They do not feel they have a different culture, they share the same values but they are not "allowed" to get the same things.

For tutors, a successful integration is to have papers, job and be able of living by your own. They do not question the idea of keeping culture traditions, they think that the society must be open to integrate new cultures and the diversity.

4. In your opinion, what are the main barriers to successful integration?

The answer was very similar to question 2. The difficulties to obtain the documents and the job permit are the main barriers to integrate. As soon as they have permit and find a job, they can start a life in Spain

5. What kind of training would you like to participate in?

At the beginning, the majority of migrants, especially young people, are a little bit tired of training. If they already have a job, they do not want to attend more training. After a little bit of discussion,

they considered the possibility to attend to courses related with labour rights or related to their jobs.

For tutors, training in language and rights were very important. They considered that a training about legal documents, labour rights and specific professional skills are very demanded. Peer learning is also very well received. They share and learn from the other experience.

### 3. Conclusions

1. The survey is small but representative of the migrants integration issues
2. Legal documents and language are the turning point for migrants integration.
3. Latin America migrants integrate quicker than migrants from Sub Saharan Africa or Morocco.
4. A strong foreign community eases the arrival but not necessarily the integration.
5. Migrants find racist attitudes but this is not their bigger problem for integration.
6. Tutors and migrants share common visions towards migrants integration.
7. Migrants are more interested in training courses focused on practical skills.
8. Cultural shock is very uncommon and never a problem for integration.
9. Tutors like the job they do. There is a tendency to keep working on migration.
10. The goal for migrants is to find a job. Tutors help them during the process.
11. Psychological support is very important but frequently ignored by migrants and tutors.
12. The migrants stay in Spain because is the country they arrive to, for historical or geographical reasons.
13. The level of formal education is low

#### 4. Recommendations

1. Tutors and migrants have to work together to design the path for integration.
2. Wellbeing and mental health should be a priority for the organizations that work with migrants.
3. It is necessary to clarify and simplify the process to obtain legal documents.
4. Formal education must be adapted to the necessities of non Spanish speakers migrants.
5. Continuing education is a need for tutors.
6. Society must be open to diversity, therefore, organizations must increase their advocacy and dissemination activities.



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## National report of Focus groups

CONDUCTED BY  
TIRANTES NETHERLANDS



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## 1. Research methodology

This report focuses on the local level integration of a small group of migrants based in 's-Hertogenbosch and region.

Integration of migrants and refugees is not only the responsibility of government (national, regional, Local), all stakeholders in the city are of big importance for successful integration, namely companies, volunteers, volunteer-organizations, public services, museums, sports clubs, education.

Local government has a leading role, but can't do the work on their own. The unemployment rate in our country is about 3%. An extra opportunity for migrants and refugees to give integration an extra impulse by finding a job after investing in basic education to participate in society.

The actual situation of refugees from Ukraine entering the Netherlands will have a big impact on the issue of NEW TIMES project.

TIRANTES organized, in cooperation with municipality of 's-Hertogenbosch and the local school for adult education Koning Willem 1 College, focus groups to collect data, comments, from 30 migrants and refugees and 6 professionals. The idea was to get more insight to realize better integration.

The report shows the results based on the giving answers by on the one hand migrants and refugees and on the other hand the professionals.

Concerning migrants and refugees, the focus group meetings had the aim to:

- ask them better solutions to integrate in society;
- explanation of the "New Times" project funded to the present partnership by the EU; what countries, what organizations, what good practices.

In March 2022 the questionnaires have been filled in. 30 migrants and refugees gave their answers. Sometimes the teacher had to explain in a clearer way what was asked. Teachers didn't influence the content of the giving answers. The questionnaires have been translated in Dutch language. Some of the migrants and refugees could fill in the English version.

6 professionals filled in the questionnaires. They all are teachers working with migrants and refugees.

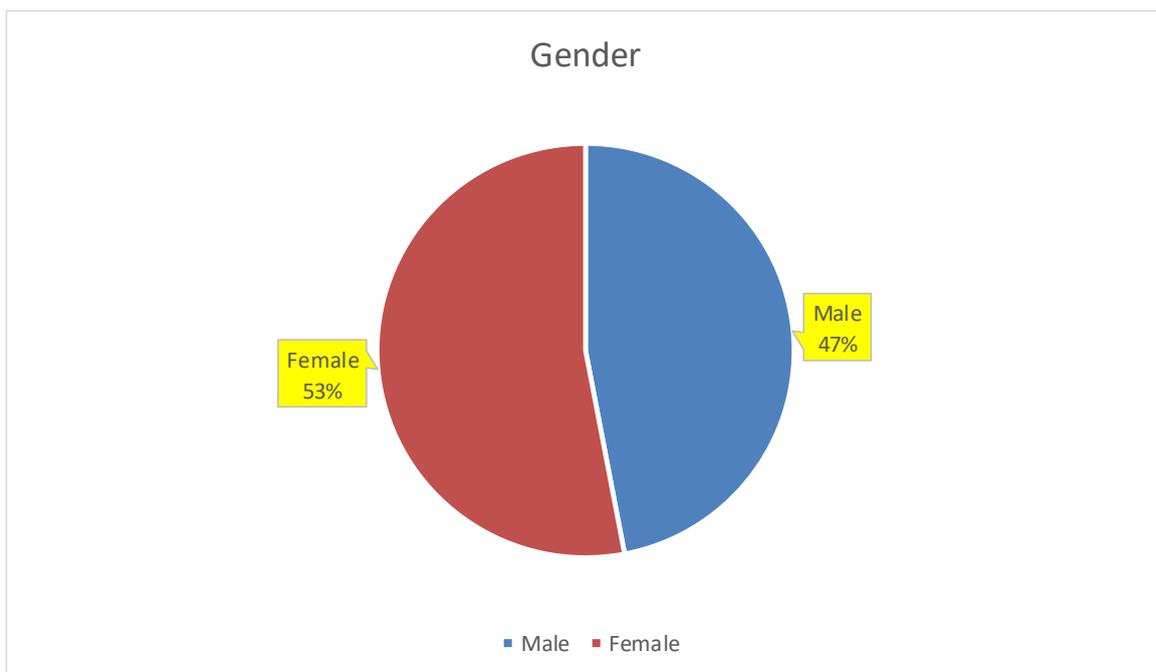
The professionals identified the tools available and reflected on daily experience in the process of social integration of migrants and refugees and pointed out the appropriate profile of workers (reception, assistance, education and support to migrants and refugees).

## 2. Analysis and interpretation of research data for migrants and refugees

### Survey for migrants and refugees, 30 respondents.

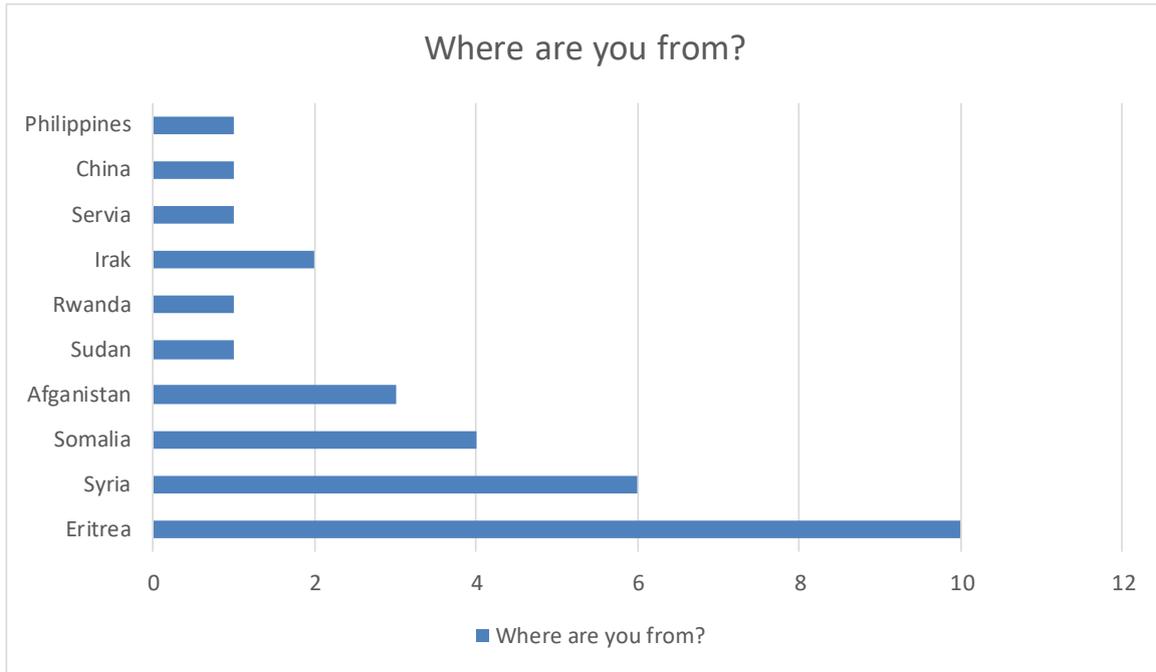
#### 2.1 Are you male, female or other?

The gender was: male 14 (47%) and female 16 (53%).



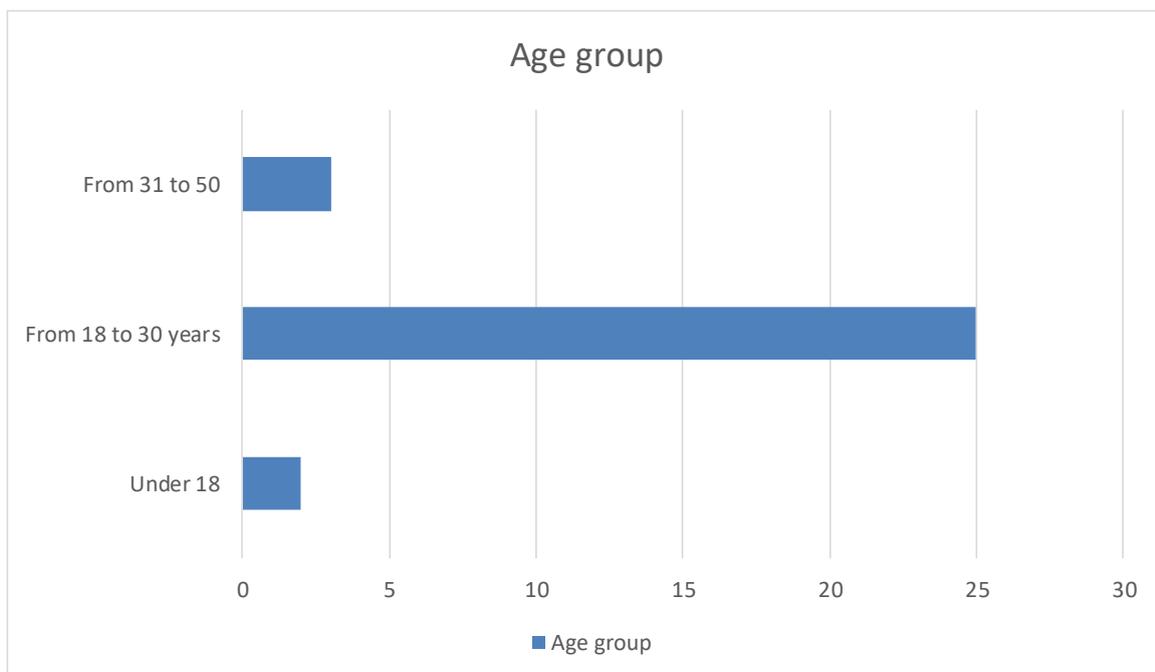
#### 2.2 Where are you from?

The biggest groups of migrants and refugees are from Eritrea and Syria and Somalia. As you see 10 different nationalities out of 30 migrants and refugees.



### 2.3 What is your age group?

Most of the respondents are very young, from 18 to 31 years, a small number of persons were under 18 and between 31 and 50 years.



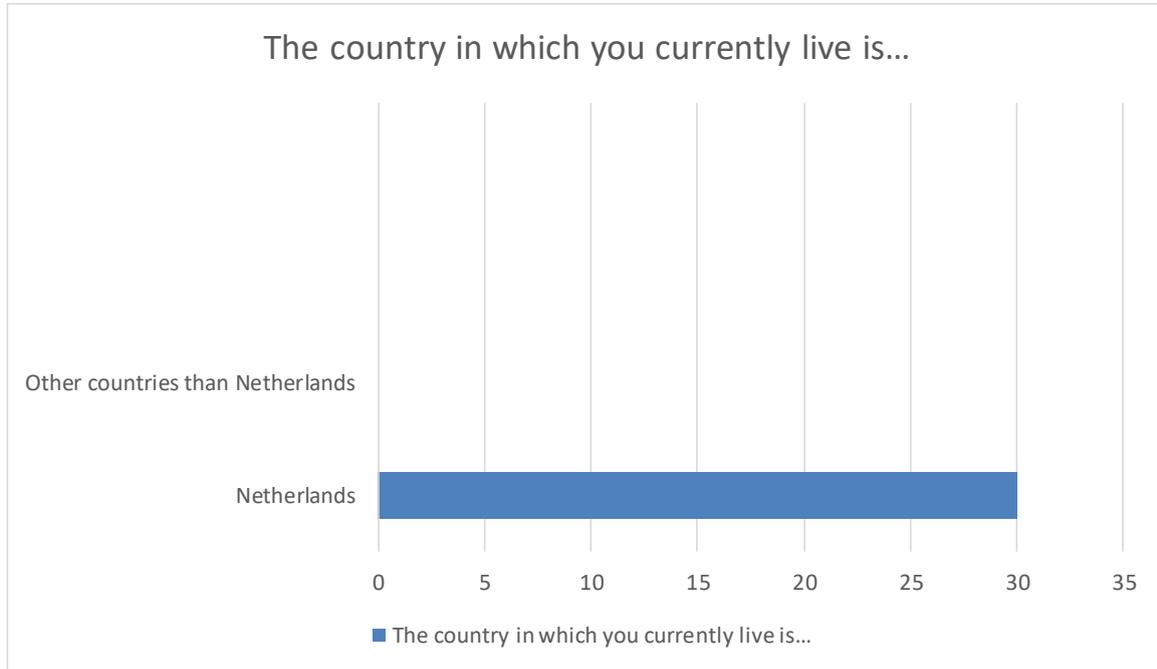


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2.4 The country in which you currently live is:

It is obvious, all migrants and refugees currently live in the Netherlands.



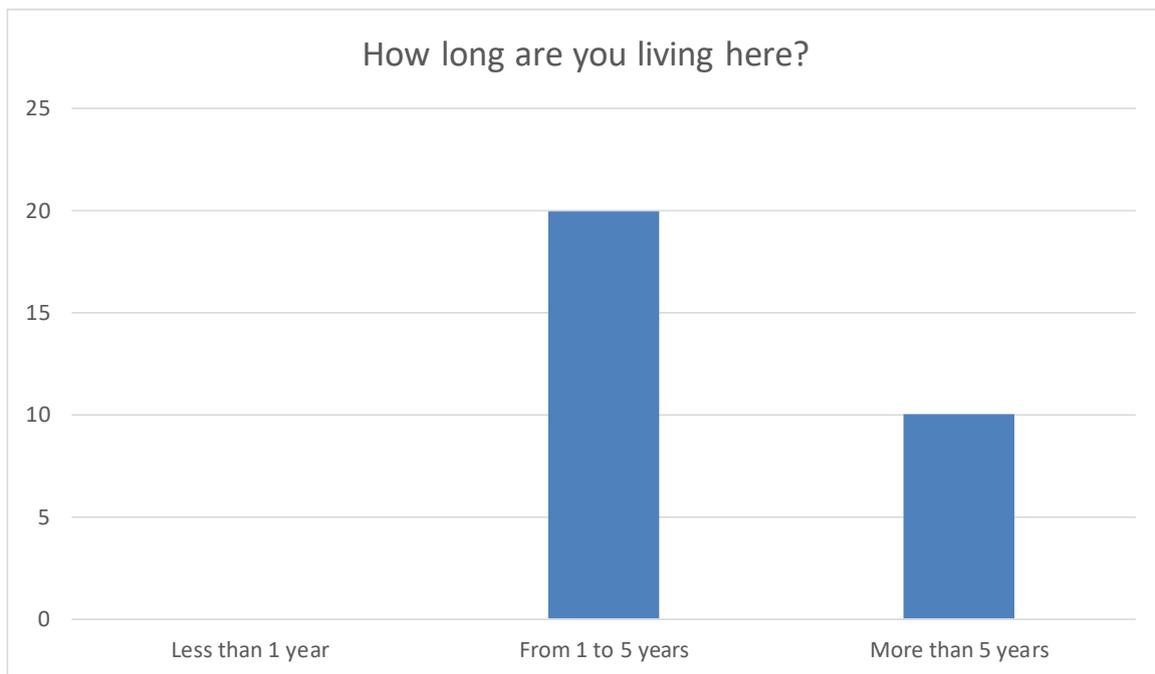


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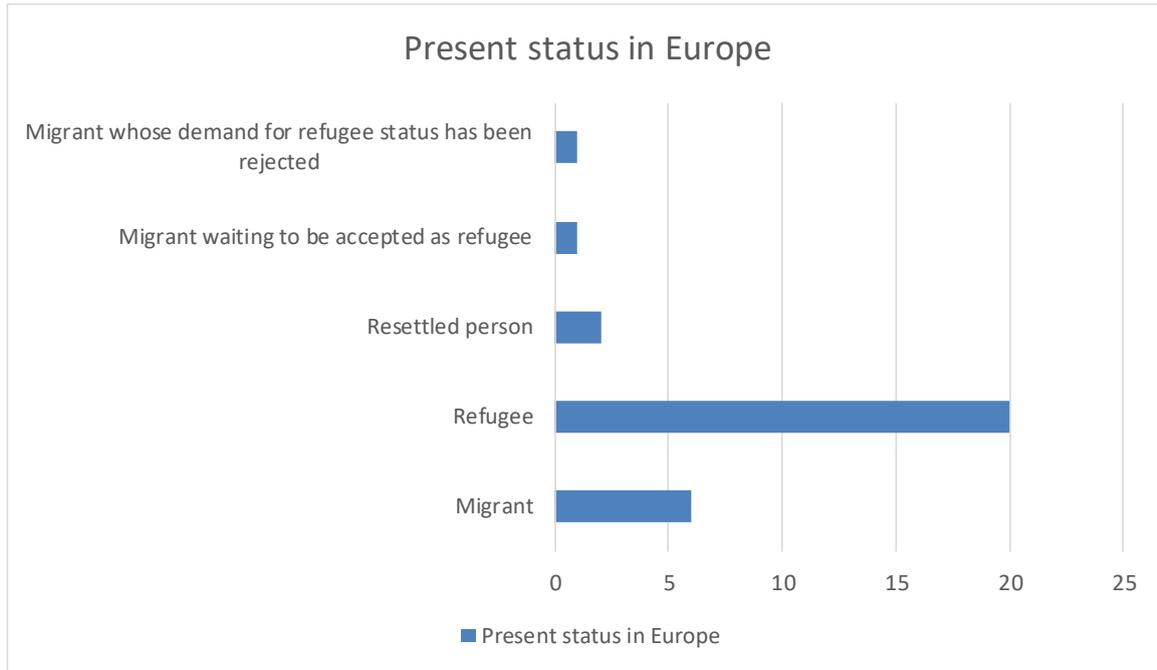
## 2.5 How long are you living there?

Answering the question of „How long are you living there?“, approximately 33% of respondents ticked the option more than 5 years, 67% are in the Netherlands from 1 to 5 year. No one ticked the option less than 1 year.



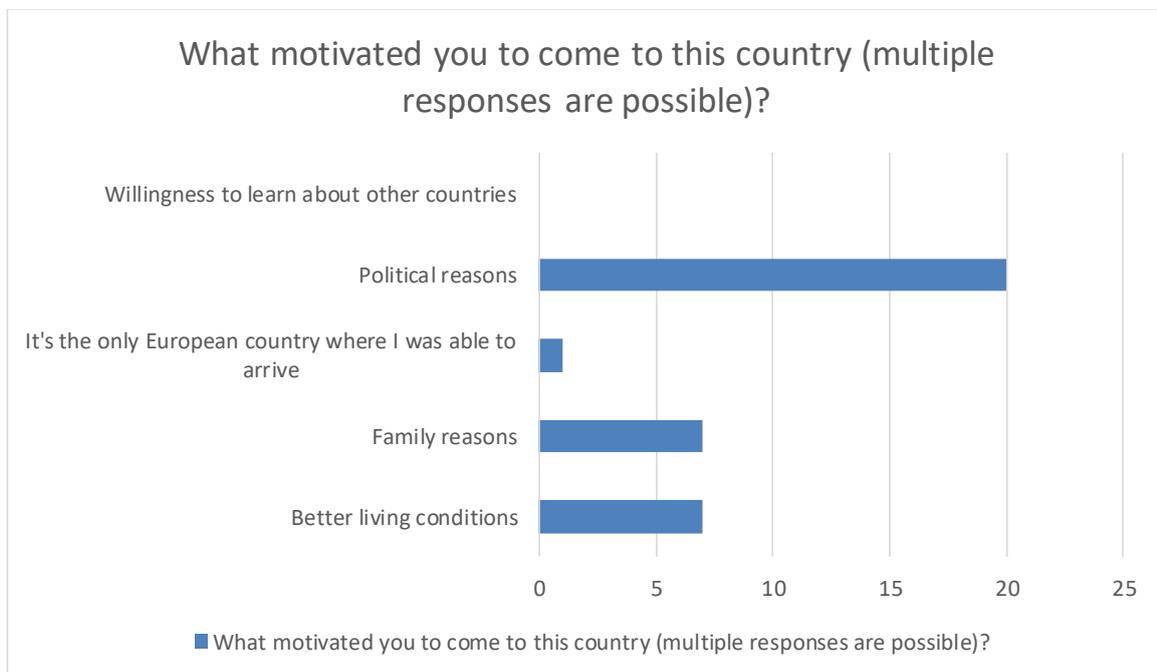
## 2.6 What is your present status in Europe?

To the question about status, 20 of them (67%) considered themselves as refugees. There were 6 migrants (20%), 2 resettled persons, 1 person is waiting for the status of refugee and 1 person whose demand for refugee status has been rejected.



## 2.7 What motivated you to come to this country?

The most important reason to come to the Netherlands was because of political reasons. Some of the migrants and refugees also filled in that they were motivated to come to the Netherlands because of family reasons and better living conditions.



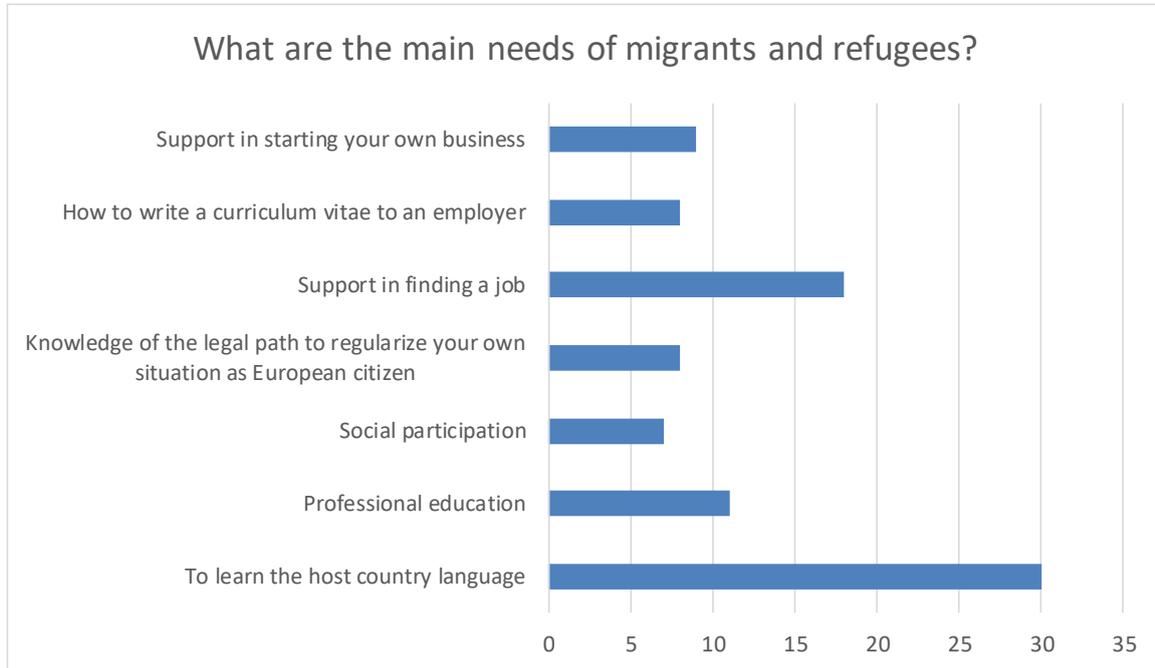


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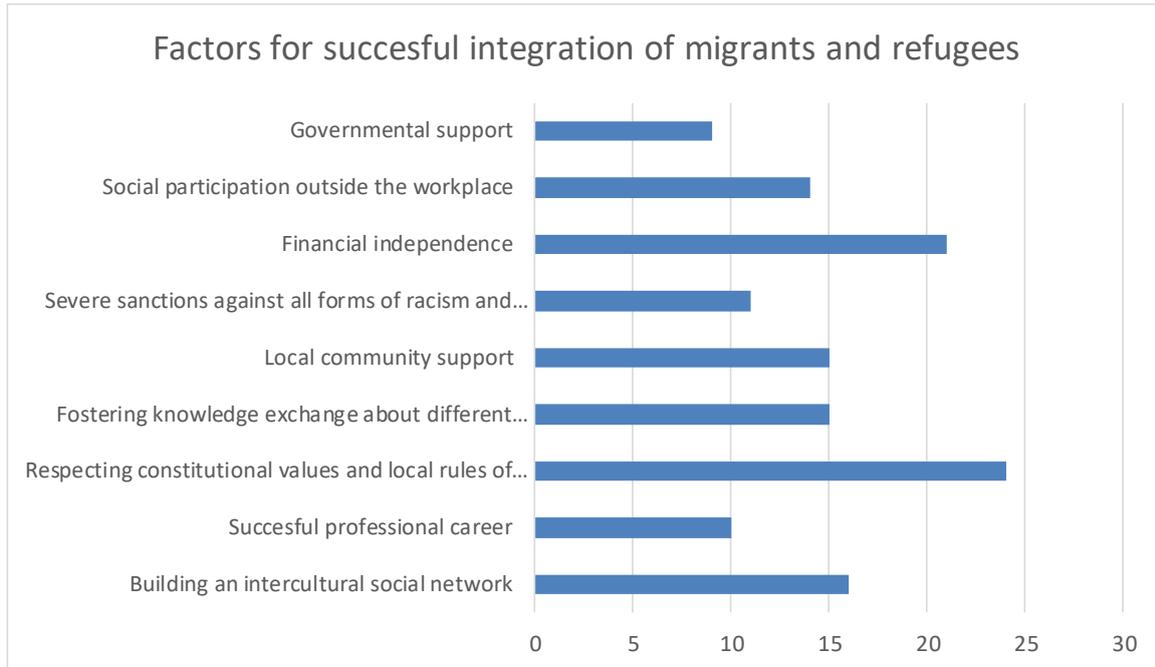
## 2.8 What would be the main needs of migrants and refugees?

The main needs of migrants and refugees is to learn the host country language. Also a rather big group needs support in finding a job. You can determine that all items score. There is a broad range of needs based on the filled in questionnaires.



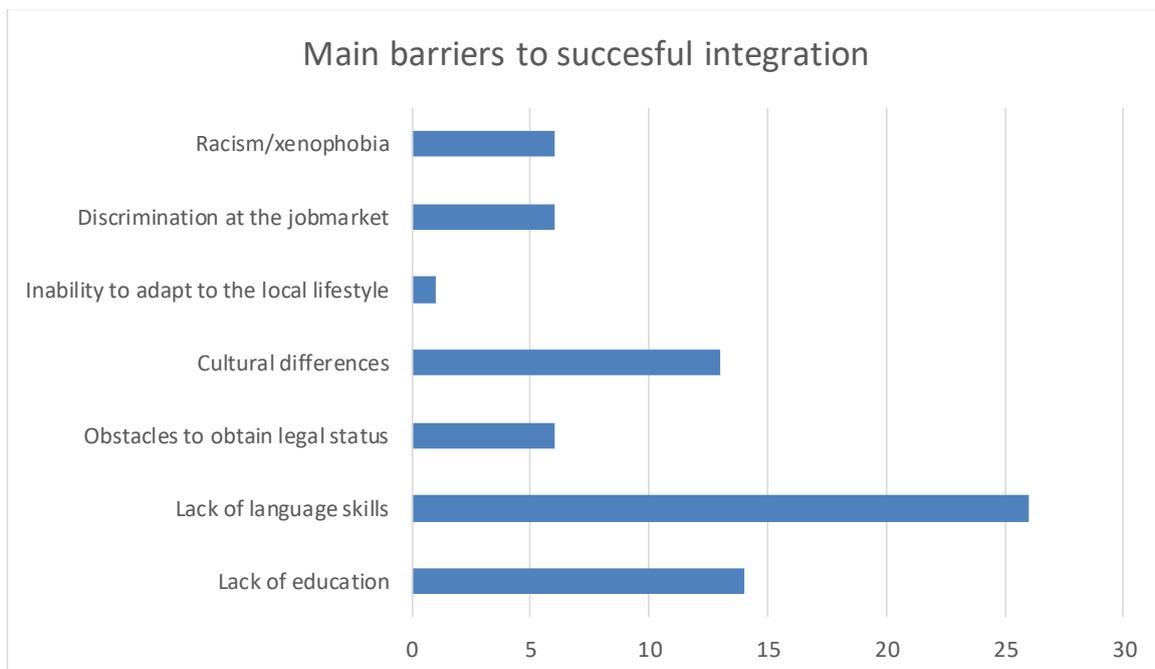
## 2.9 What are the factors for successful integration of migrants and refugees?

Out of the filled in questionnaires you can say that there is a broad range of factors for successful integration. High score is respecting constitutional values and local rules of the host country. Also financial independence and building an intercultural social network have been scored as an important factor. One again, typical are the various factors which seem to be important for successful integration.



## 2.10 What are the main barriers to successful integration?

The main barriers are lack of language skills, lack of education and cultural differences. Other items scored a little bit lower, but you can say that many barriers play a role. This score gives a lot of input for new policy!





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## 2.11 What kind of training would you like to participate in?

Most of the respondents would like to focus (more) on learning the local language, to acquire a new profession and to find an internship. This kind of desires of the migrants and refugees have to be discussed during new policymaking for migrants and refugees in the field of education and job market.

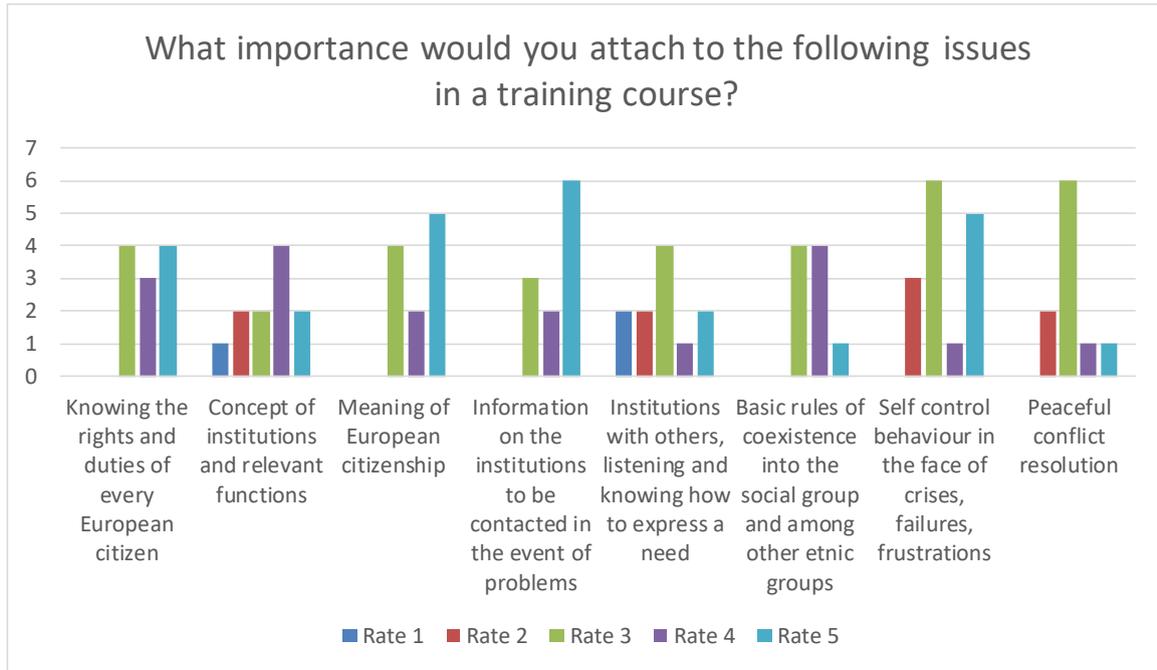


2.12 If a training course was available to provide migrants and refugees with the necessary civic and social skills, facilitating dialogue on inclusion, peaceful existence, justice, equality and citizenship, what importance would you attach to the following issues? (please rate with a vote from 1 to 5, where 1 corresponds to no importance and 5 corresponds to maximum importance)

High scores of importance are: Information on the institutions to be contacted in the event of problems, meaning of European citizenship and self-control behavior in the face of crises, failures and frustrations, and knowing the rights and duties of every European citizen.



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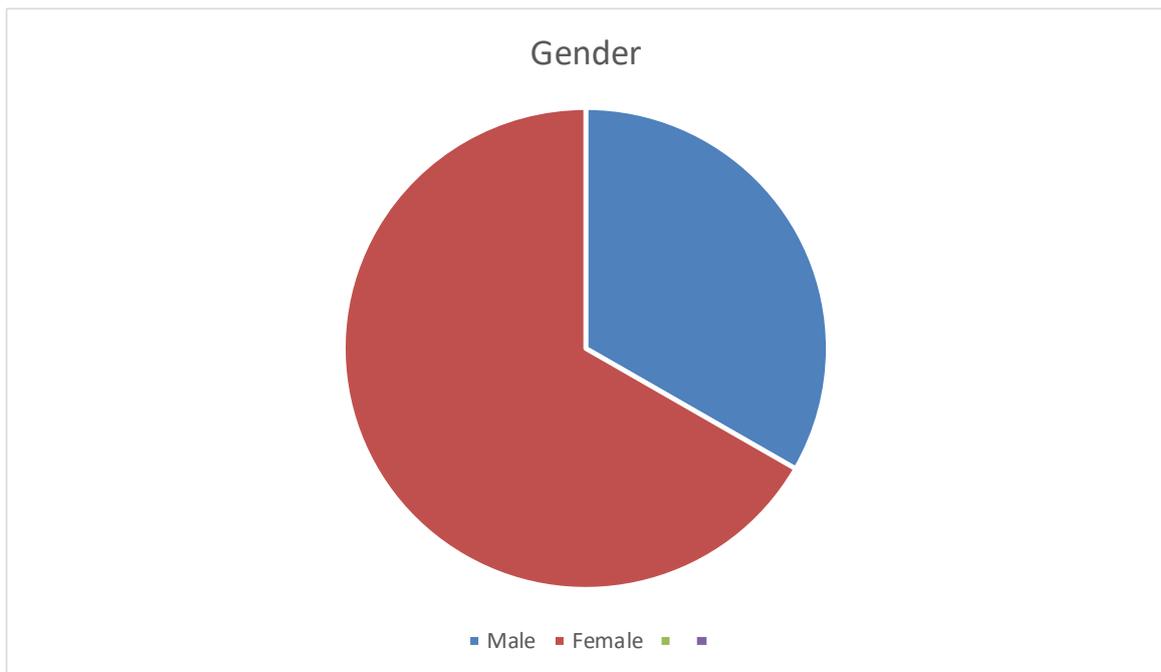


### 3. Analysis and interpretation of research data for professionals

6 professionals working with migrants and refugees answered 14 questions.

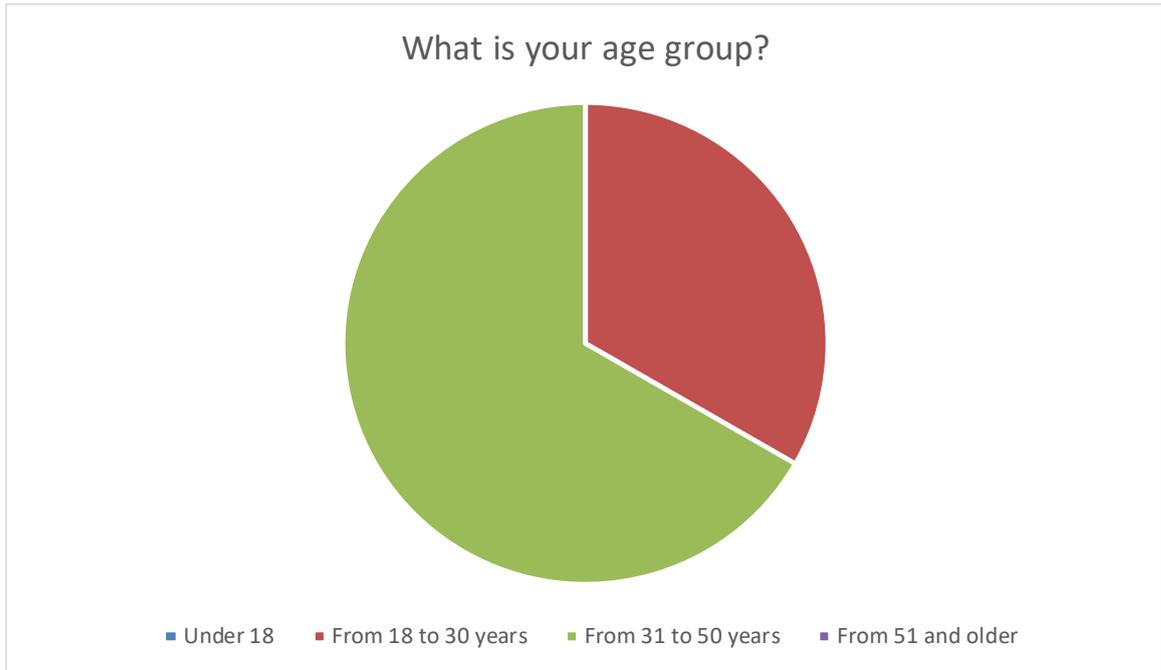
#### 3.1 Gender

4 professionals are female, 2 are male.

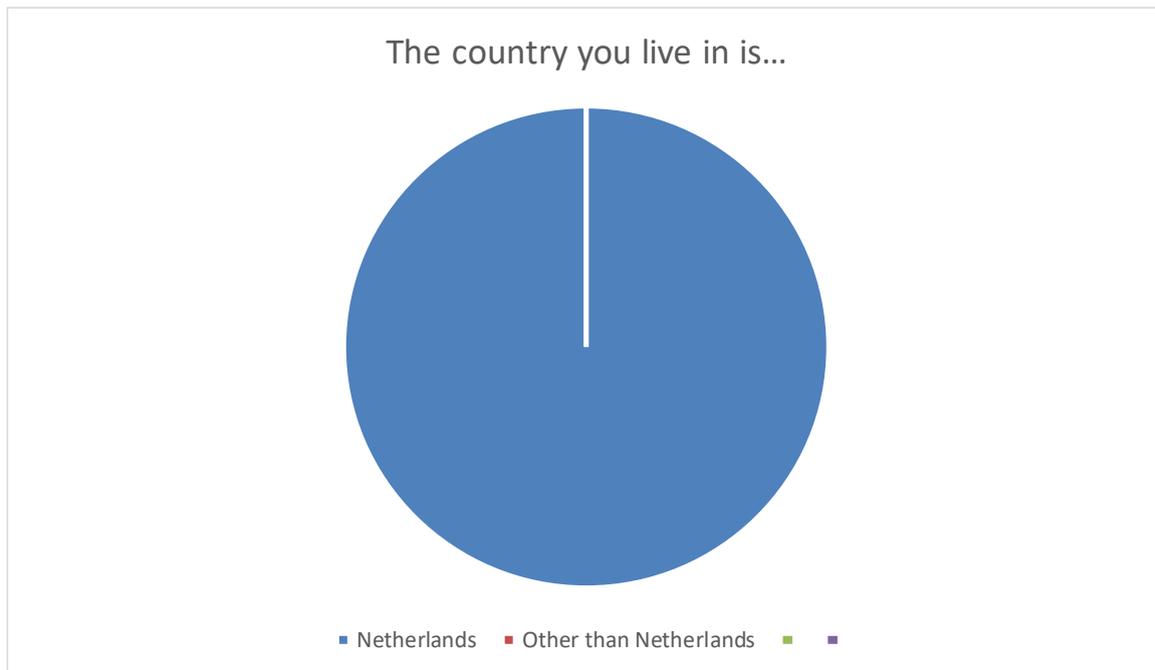


#### 3.2 What is your age group?

2 professionals belong to the age group from 18 to 30 years, 4 professionals belong to the age group from 31 to 50 years.

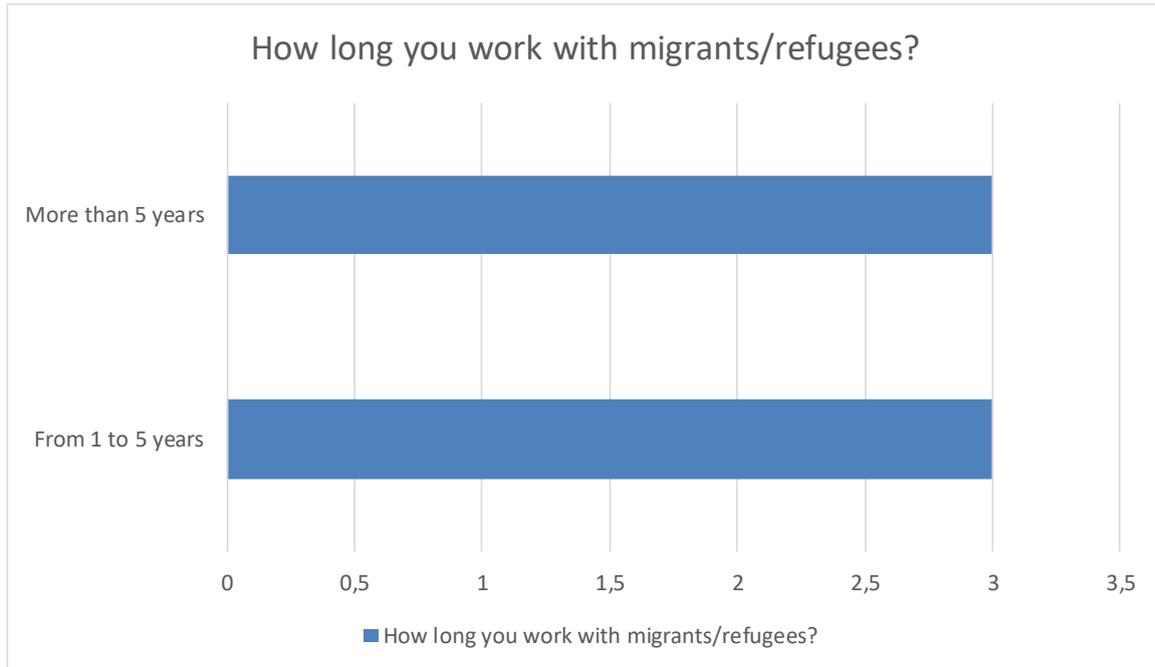


### 3.3 The country you live in is....

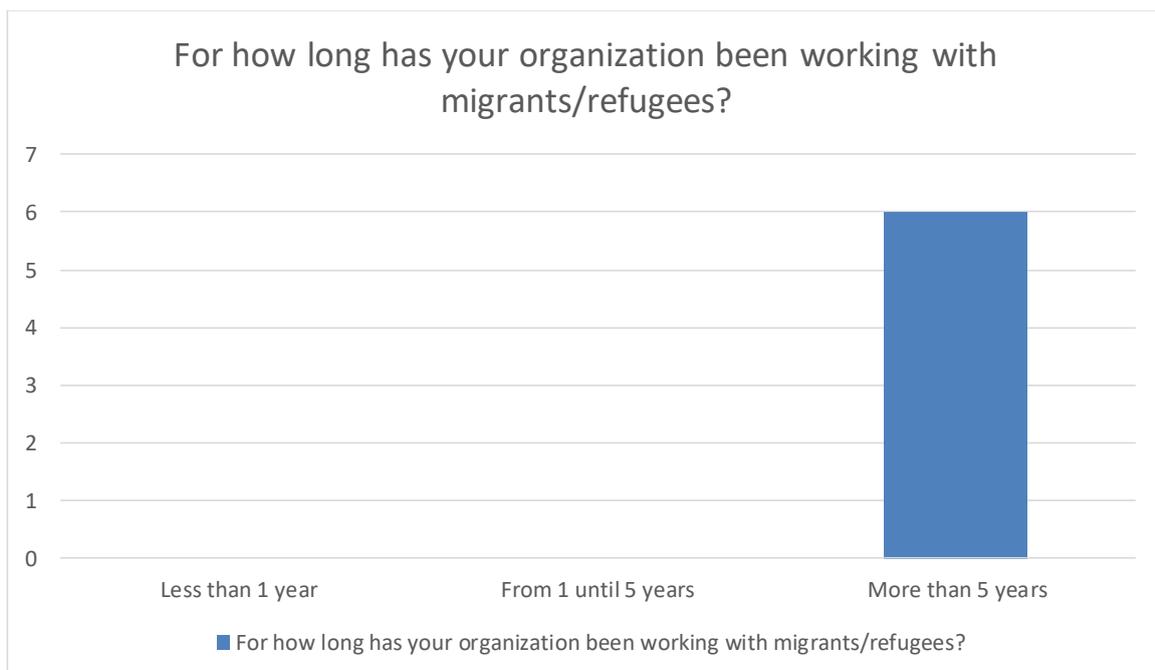


### 3.4 How long you work with migrants/refugees?

3 respondents have been working with migrants and refugees from 1 to 5 years, the other 3 already work more than 5 years with migrants and refugees.

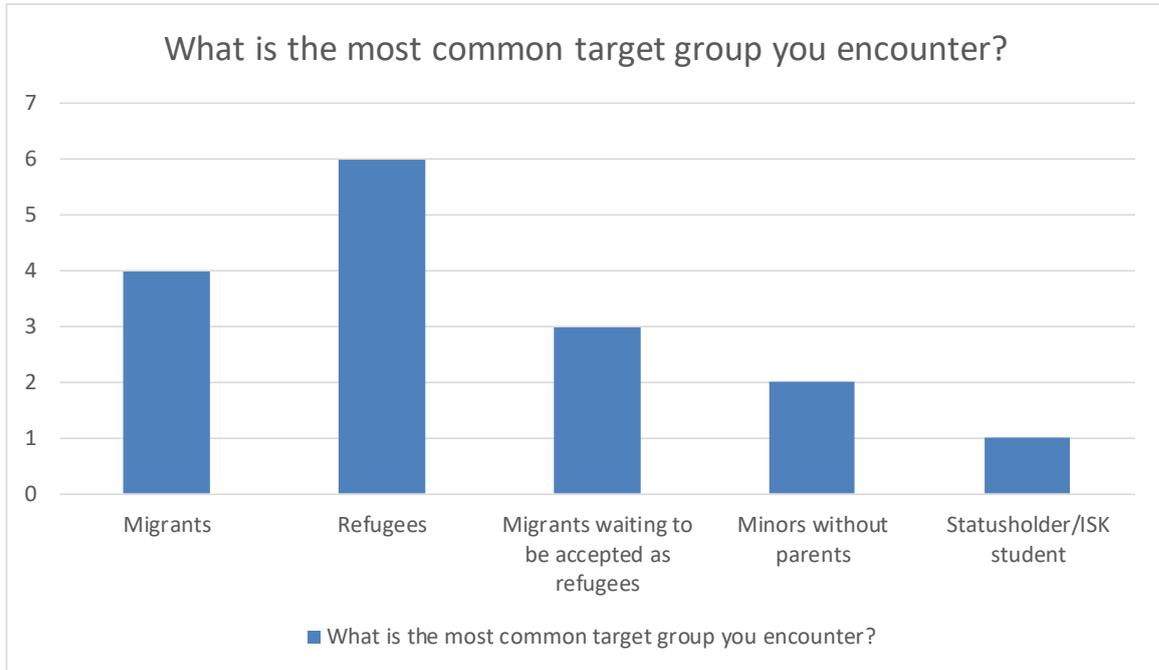


3.5 For how long has your organization been working with migrants?  
All respondents answered that the organization they work for already work more than 5 years with migrants.



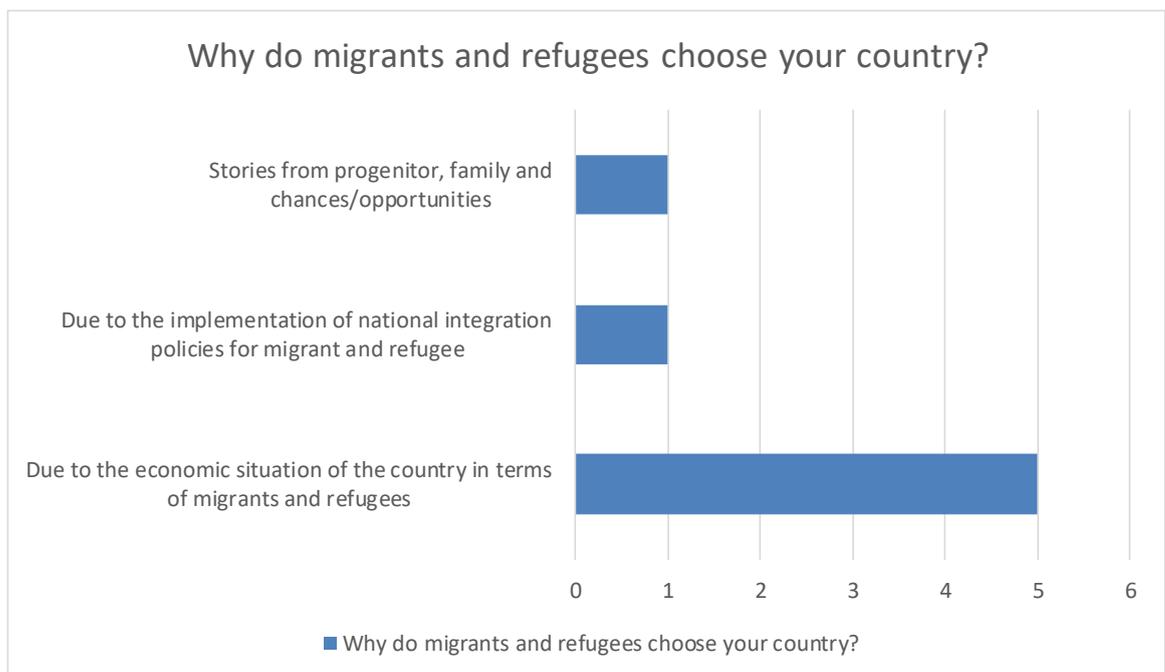
### 3.6 What is the most common target group you encounter?

The professionals meet most of the time refugees and migrants.



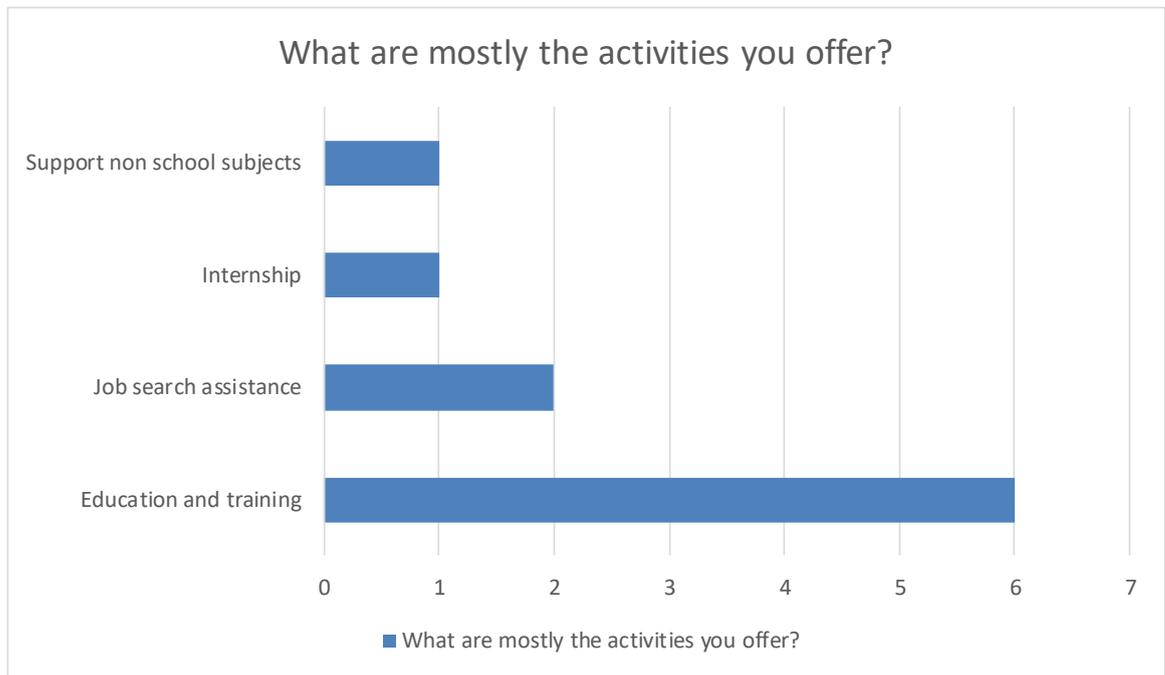
### 3.7 In your opinion, why do migrants and refugees our country?

The economic situation of the country seems to be of big importance to choose for this country.



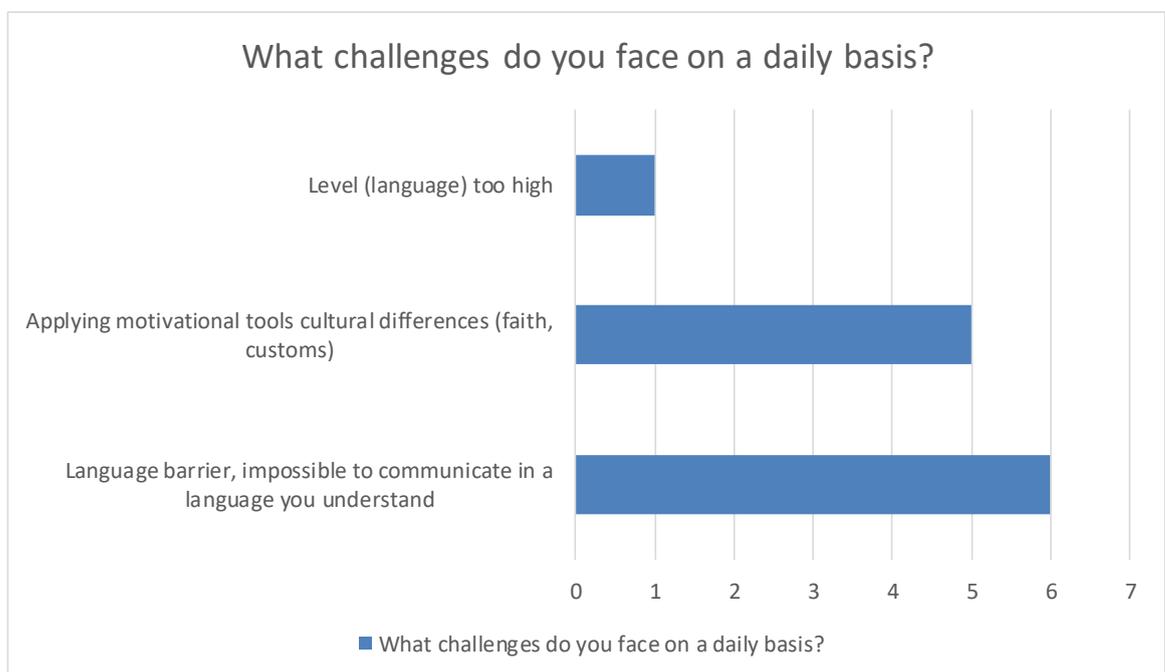
### 3.8 What are mostly the activities you offer?

All respondents offer education and training and sometimes other activities.



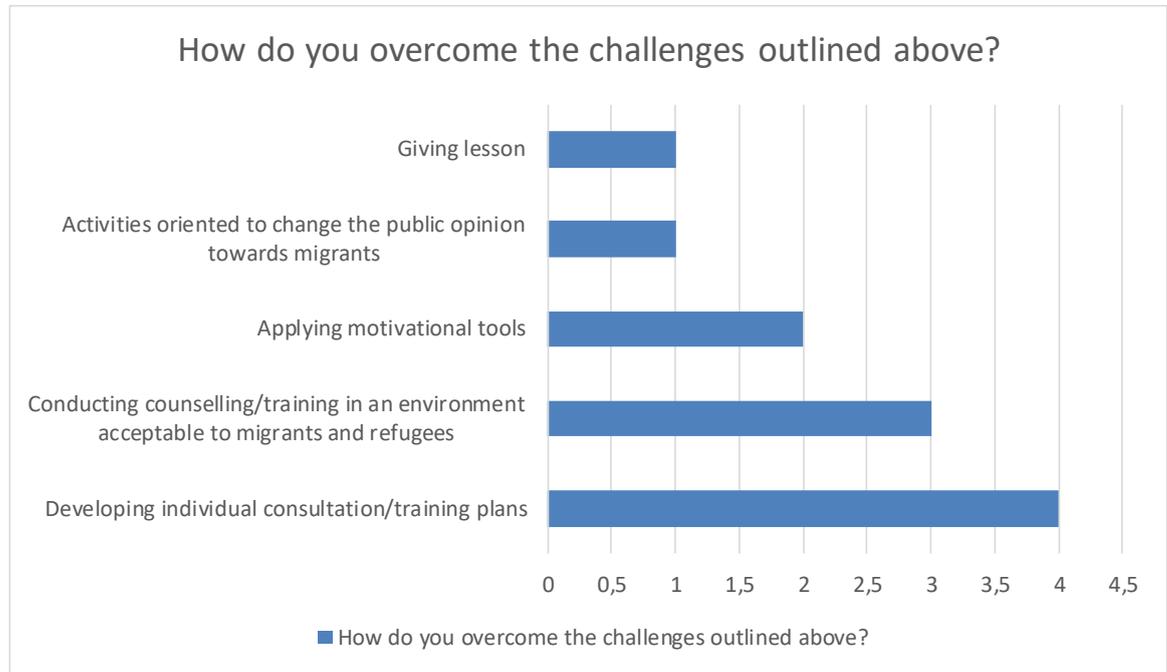
### 3.9 What challenges do you face on a daily basis?

The professionals encounter many problems because of language barrier, also it is not easy to apply motivational tools cultural differences.



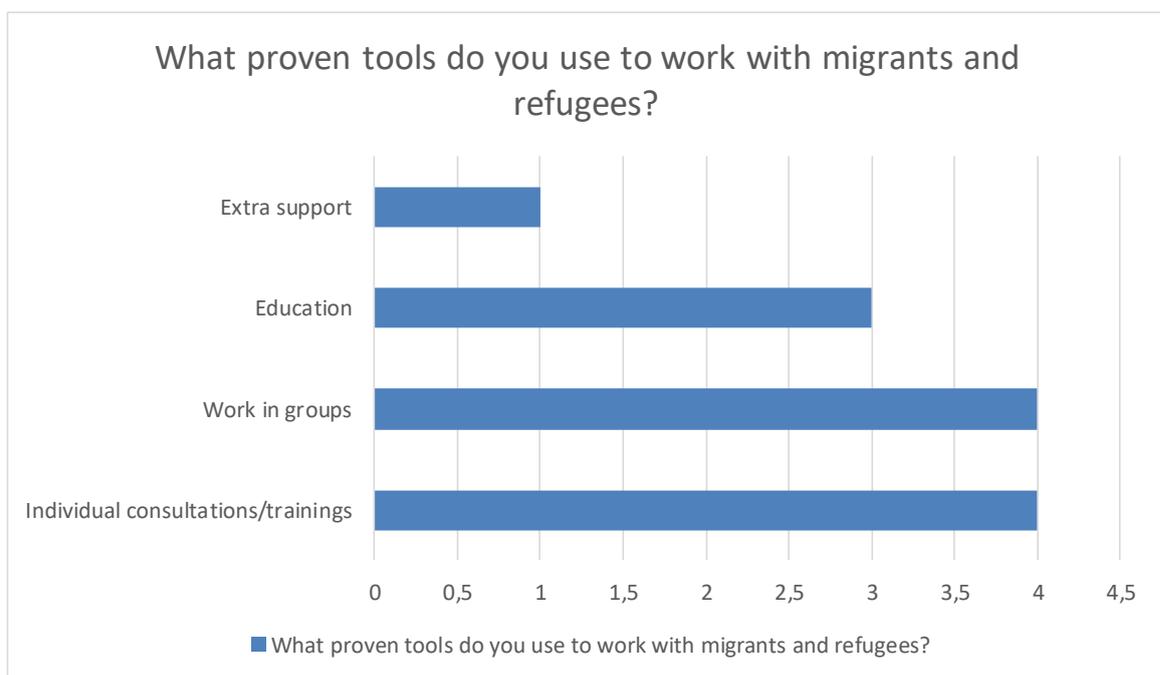
### 3.10 How do you overcome the challenges outlined above?

The professionals overcome the challenges by developing individual consultation/training plans. They also conduct counselling/training in an environment acceptable to migrants and refugees.



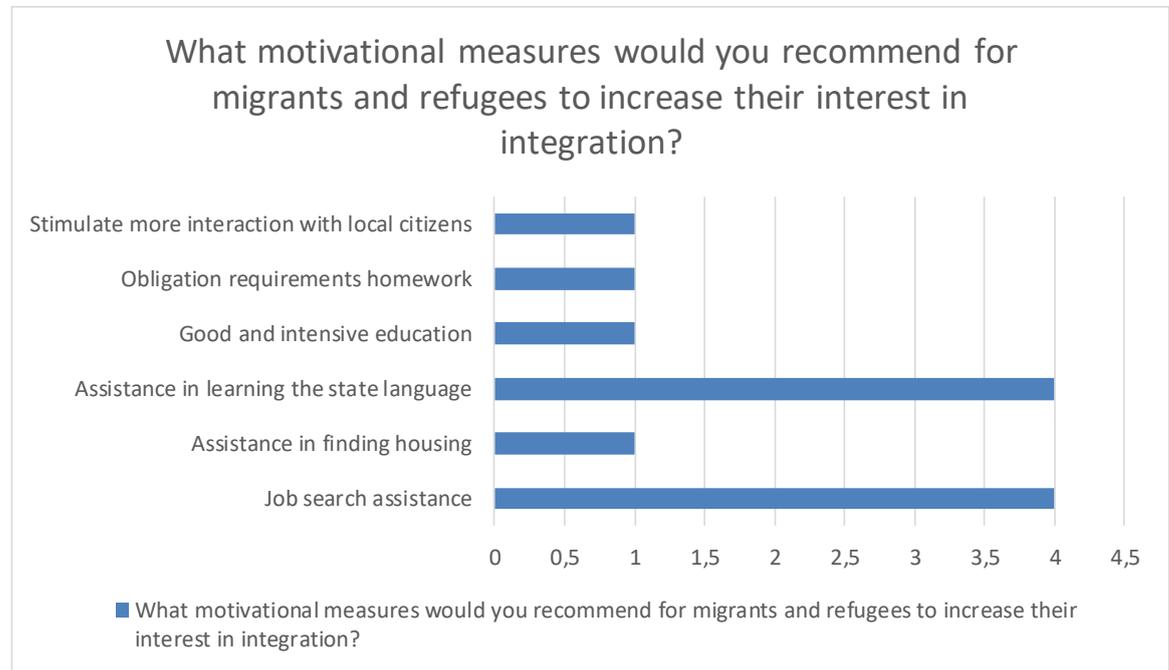
### 3.11 What proven tools do you use to work with migrants and refugees?

To deliver quality in working with migrants and refugees individual consultations/trainings and working in groups have proven to be successful.



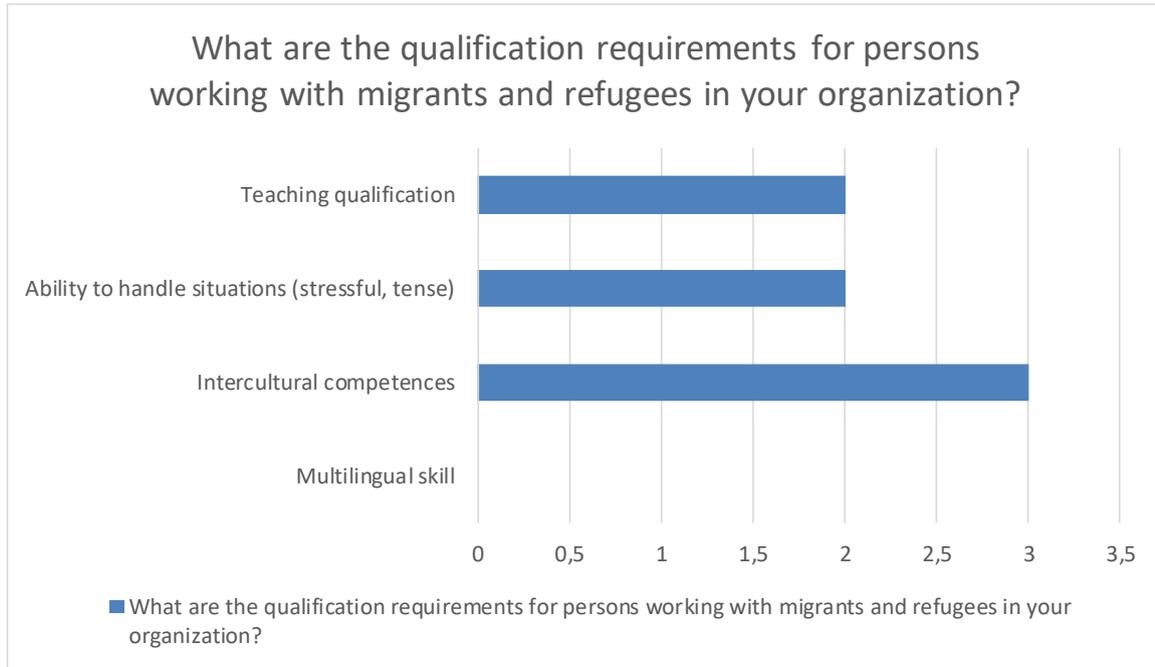
3.12 What motivational measures would you recommend for migrants and refugees to increase their interest in integration?

Clear recommendation from professionals is assistance in learning the state language and in job search assistance.



3.13 What are the qualification requirements for persons working with migrants and refugees in your organization?

None of the respondents ticked multilingual skill. Two persons added teaching qualification. Intercultural competences are of big importance.



### 3.14 Further comments and suggestions:

Respondents added the following:

- more intensive pre training focused on language skills before students make the next step to VET education;
- more combination of learning and working.



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## 4. Conclusions

### Based on the questionnaires filled in by 30 migrants and refugees:

- By far the migrants and refugees belong to the age group from 18 to 30 years. Integration has to focus primarily on this age group.
- Most of the migrants and refugees left their country because of political reasons.
- The main needs of migrants and refugees is to learn the host country language, they also ask for support in finding a job.
- Migrants and refugees have the opinion that respecting constitutional values and local rules are important factors for successful integration. Also financial independence and building an intercultural social network are of big importance.
- The main barriers to successful integration are a lack of language skills, lack of education and cultural differences.
- Migrants and refugees would like to participate (more) in a training to learn the local language, to acquire a new profession and to find an internship.
- In a training course the focus has to be more on information on the institutions to be contacted in the event of problems, meaning of European citizenship and self-control behavior in the face of crises, failures and frustrations and knowing the rights and duties of every European citizen.

### Based on the questionnaires filled in by 6 professionals:

- The group of professionals have long working experience in working with migrants and refugees, also the school they work for has long experience with this target group.
- The professionals have the opinion that migrants and refugees choose the Netherlands due to the economic situation.
- The professionals offer education and training, sometimes they offer job search assistance.
- The professionals encounter many problems because of a language barrier.
- The professionals develop individual consultation/training plans and they conduct counselling/training in an environment acceptable to migrants and refugees.
- Used tools are working in groups and individual consultation/trainings.
- Used motivational measures to increase the interest in integration of migrants and refugees are job search assistance and assistance in learning the state language.



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## 5. Recommendations

1. Key aspect is good level of Dutch language, this is important to integrate in society, more specific to make the transfer from general education to vocational educational training. Probably we have to increase the number of language hours at general education, so that the step to VET becomes more successful.
2. A combination of learning the Dutch language and working/work experience can create more speed in the learning pathway and can motivate migrants and refugees in their way to integration.
3. Successful integration can be realized by a holistic approach. Introduce migrants and refugees in different spheres: sports clubs, the churches, the museums, the city council, the public buildings (hospitals, libraries, employment service) and the schools.
4. The profile of the teacher has to be subject of review. A combination of Dutch language, career guidance and guider of the learning process seems to be necessary because of the multi-dimensional questions of the migrants and refugees.
5. The unemployment rate in the Netherlands is very low. Companies are willing to fill in their vacancies with new employees on a lower level. Here are opportunities for new cooperation models between schools and companies. Offering language on the work floor can be of added value.
6. The municipality has to take a leading and pro active role to make the integration programs to a success. Being more visible in the network.
7. The public employment service has to improve the connection between migrants and refugees, this means a more intensive cooperation with the local government as they are the one in charge.
8. Life long learning for migrants and refugees, but also for teachers/other professionals.



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## NEW TIMES

NEW European citizens! Tools for the Inclusion of Migrants in European Society

*Agreement nr. 2020-1-LT01-KA204-077886*

# National report on Focus Groups

ShipCon Limassol Ltd

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## 1. National context & Research Methodology

In 2018, Cyprus, with a 70% increase in political asylum applications compared to 2017, ranked first among the European countries for the highest number of applicants per capita. There were 7,761 new applications for international protection, most of them from Syria, India, Bangladesh and Pakistan. These numbers almost doubled in 2019, with 13,259 applications for political asylum (of which 2,870 were from unaccompanied minors).

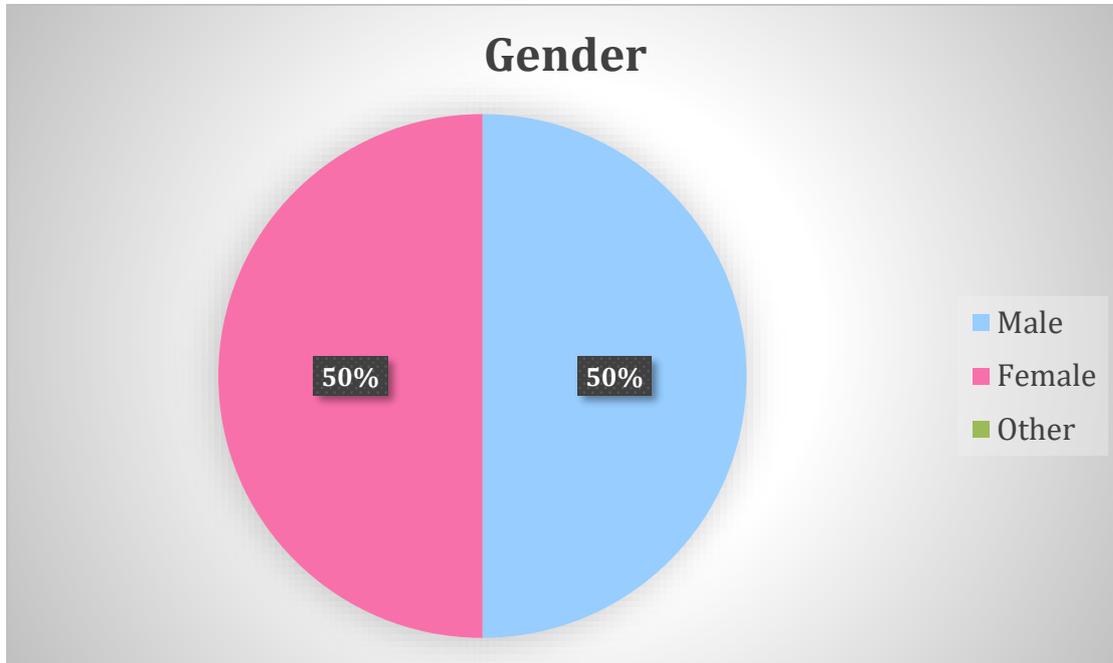
The aim of the surveys – to know and understand the point of view of target groups which will be important for the improving migration management and policy – is common for all countries participating in the project and the same goes for Cyprus.

We had two types of questionnaires: one targeting migrants & refugees and the other targeting professionals working with migrants & refugees. All in all, ShipCon managed to collect 10 questionnaires from migrants & refugees and 4 questionnaires from professionals working with them.

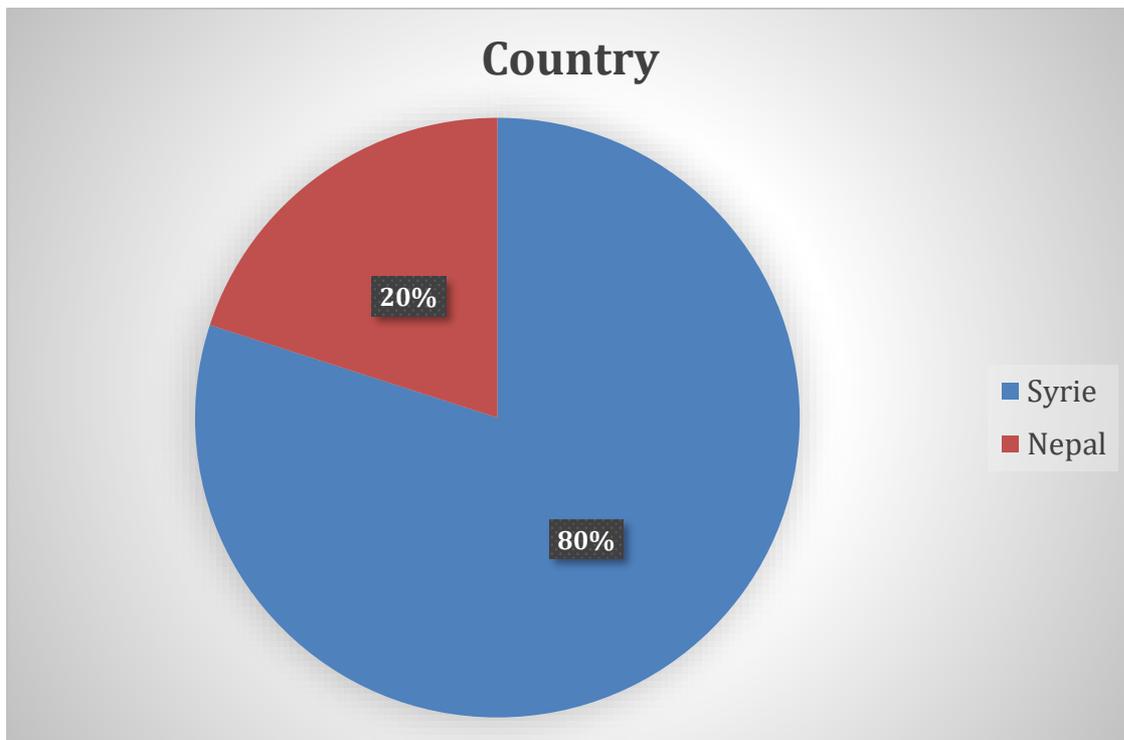
The vast majority of the migrants/refugees who participated in the study are from Syria (8 out of 10) and the rest are from Nepal. On the other hand, the 4 professionals participating in the study are Cypriots, educators & professionals, who are working with migrants & refugees. Both studies have been conducted physically.

## 2. Survey of migrants and refugees – Results

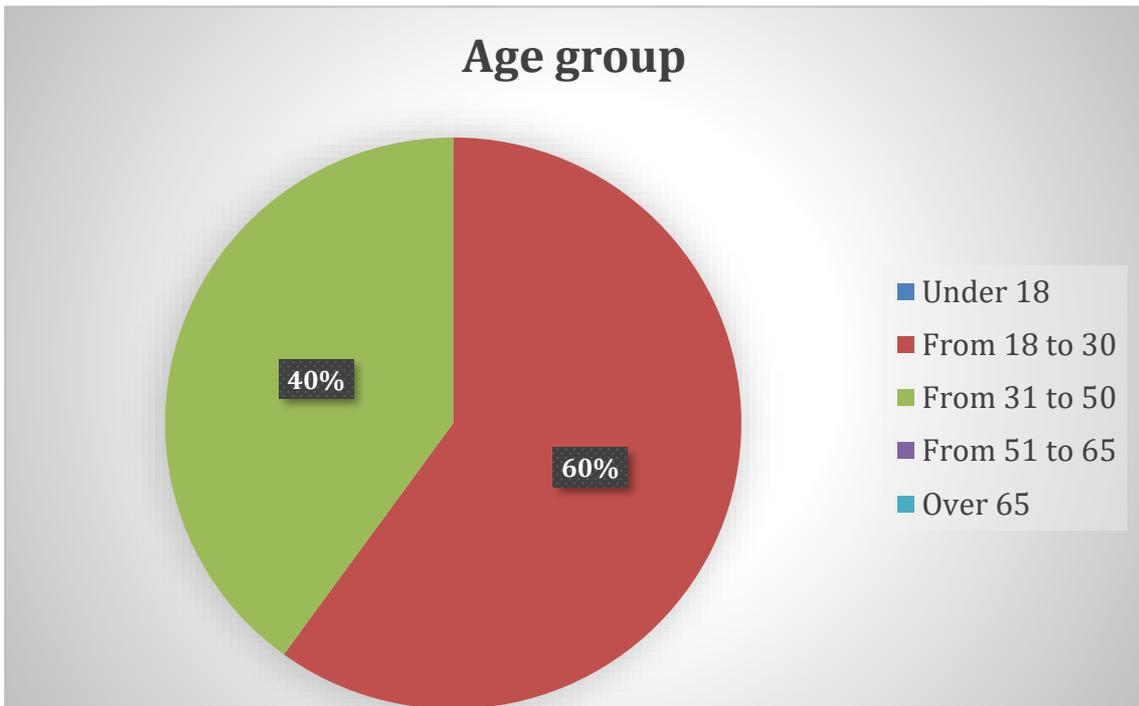
**Total: 10 individuals**



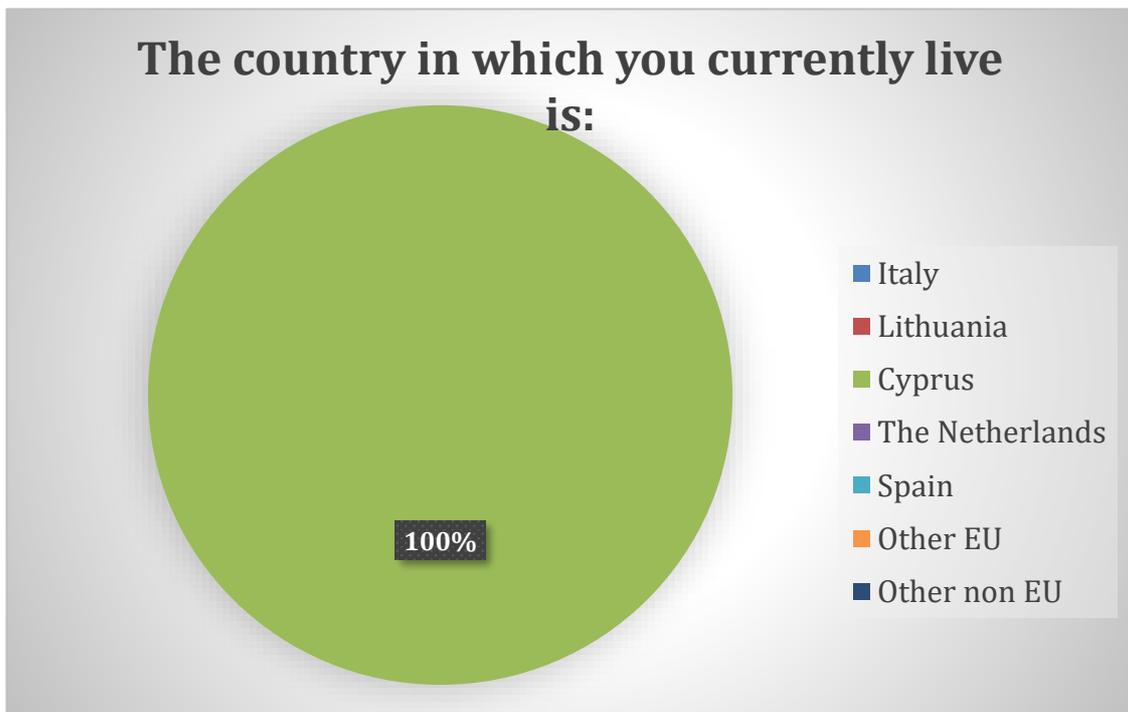
There were equal number of males & females participating in the questionnaire. Of whom 5 were males and 5 were females.



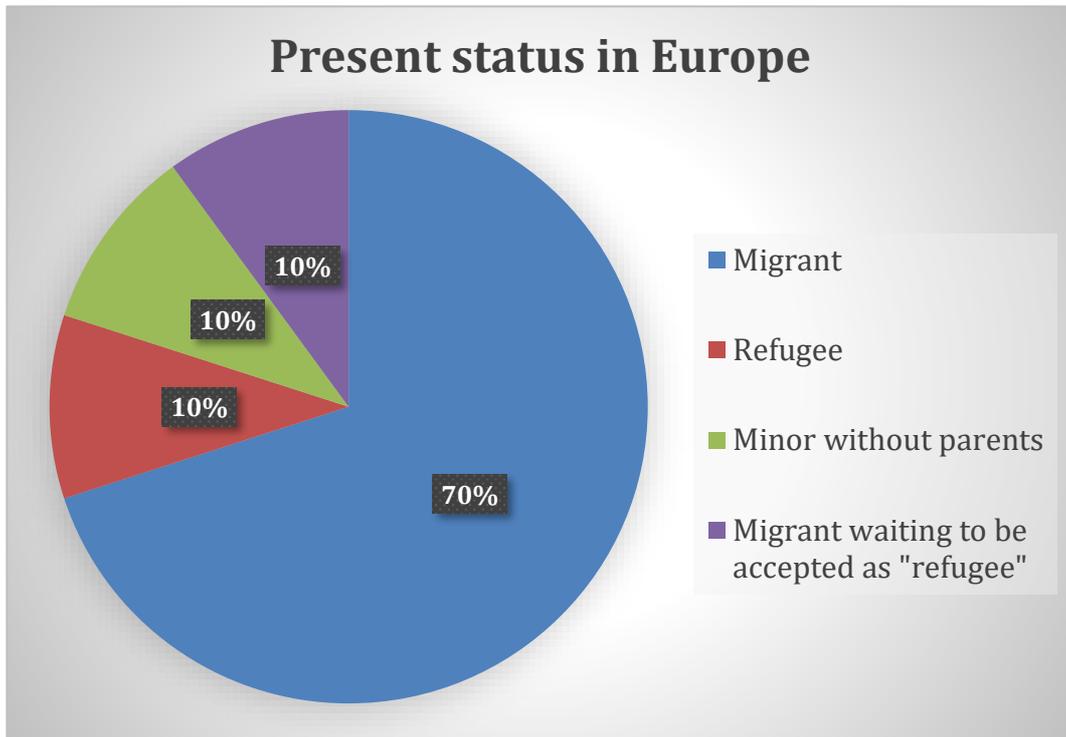
The **80%** (8 people) are **from Syria** and other **20%** (2 people) are **from Nepal**.



The most people (**60%**) are in the age category **from 18 to 30 years old**. The remaining **40%** are from **31 to 50 age group**

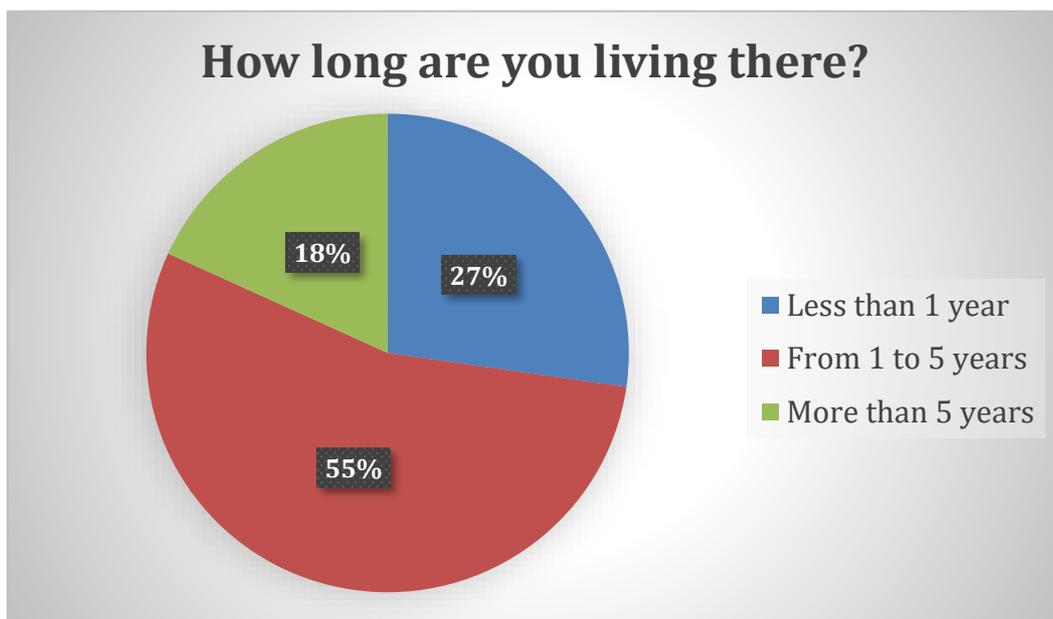


**Everybody** lives currently **in Cyprus**



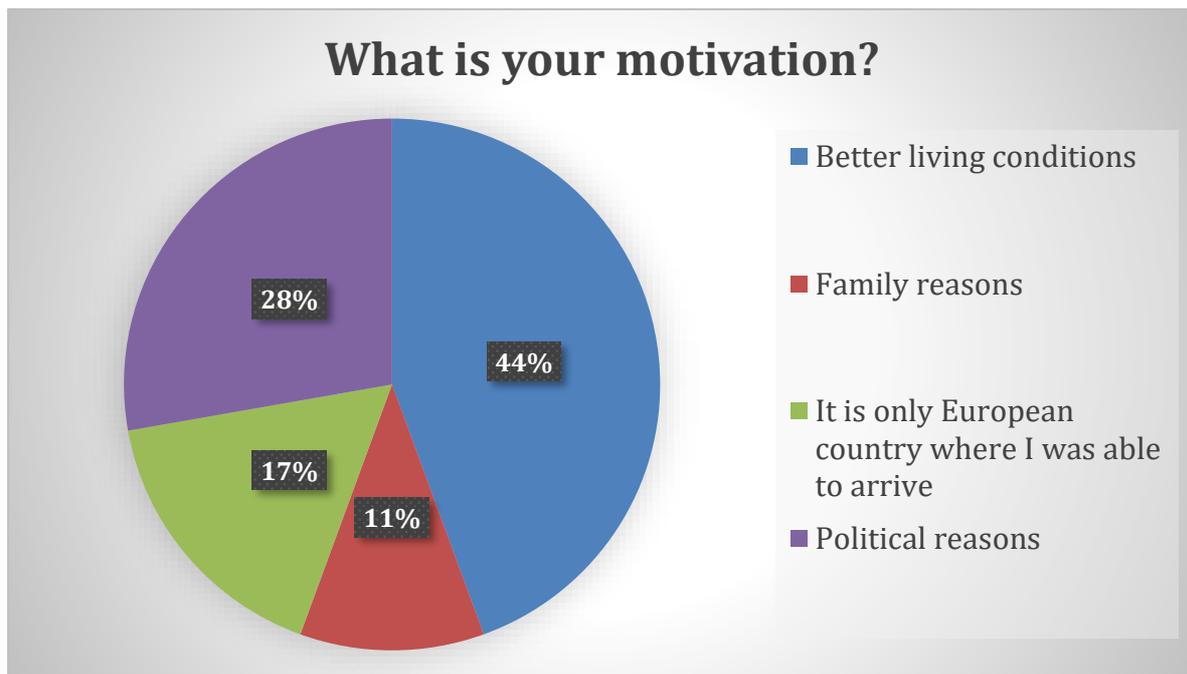
Most of people (**7 people**) are migrants,

**1** person is **Refugee**, **1** person is **minor without parents**, **1** person is **migrant waiting to be accepted as refugee**



Bigger half (**55%**) are living here **from 1 to 5 years**.

Another **27%** are living **less than 1 year**, **18%** **more than 5 years**.



The **44%** expect **better living conditions**, almost one third (**28%**) is their **motivaion political reasons**,

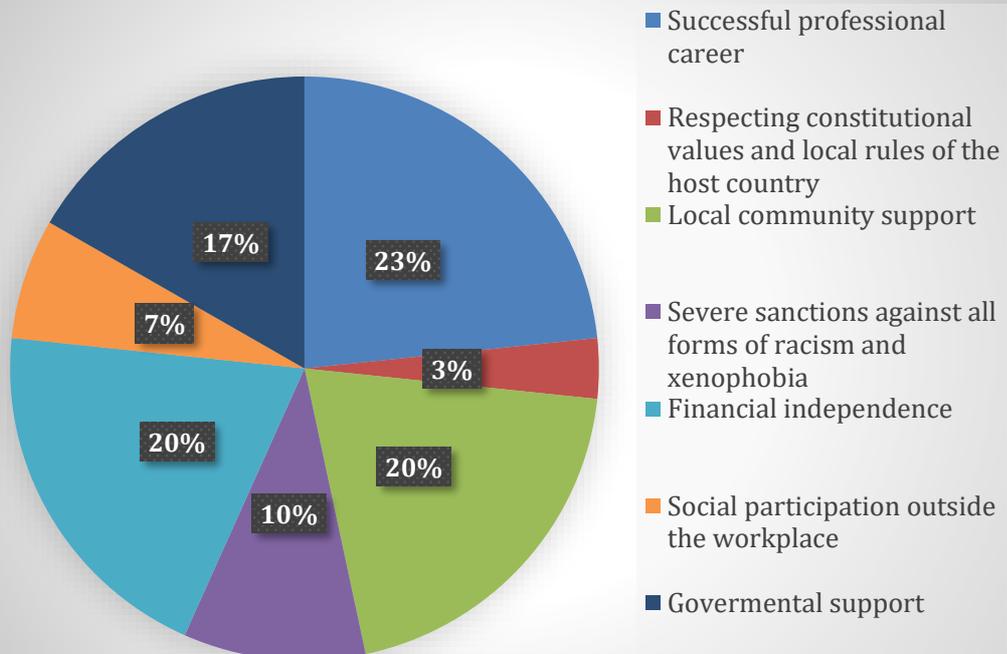
**11%** are in Cyprus because of **family reasons**, **17%** people are here **because it is only European country where they were able to arrive**

## What would be the main needs of migrants and refugees? (opinion)

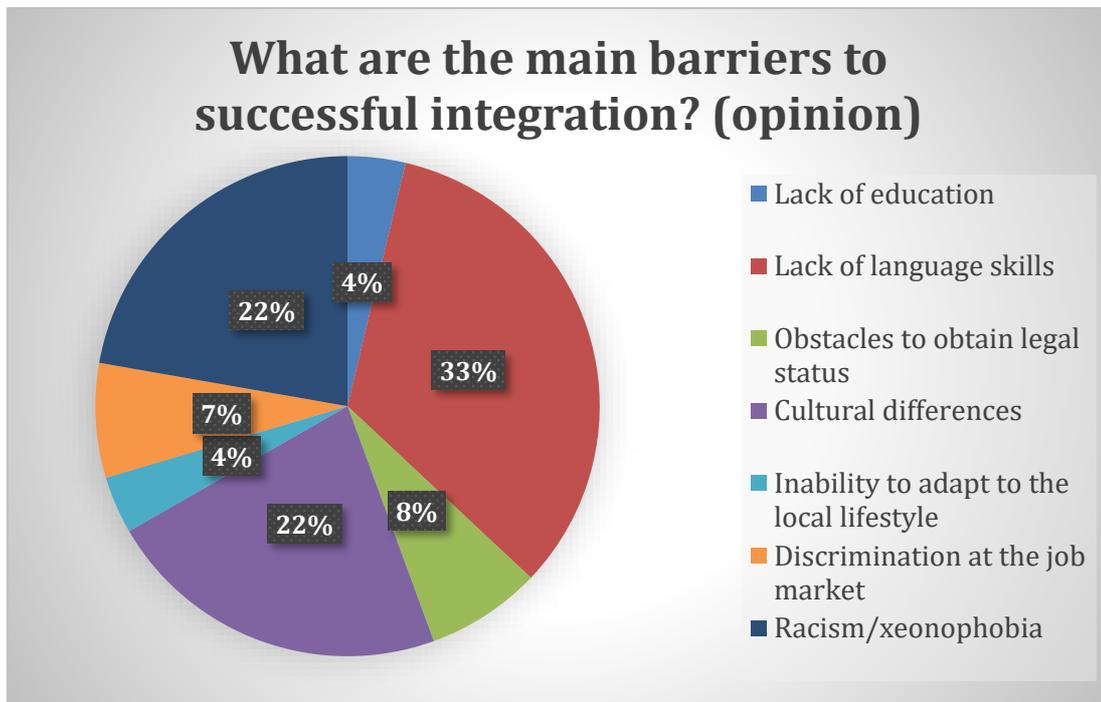


In their opinion it is the most important **to support in finding a job** and **professional education**

## Factors for successful integration



The most people voted for **successful professional career**, the next is **local community support** and **financial independence**, which are the factors for successful integration.



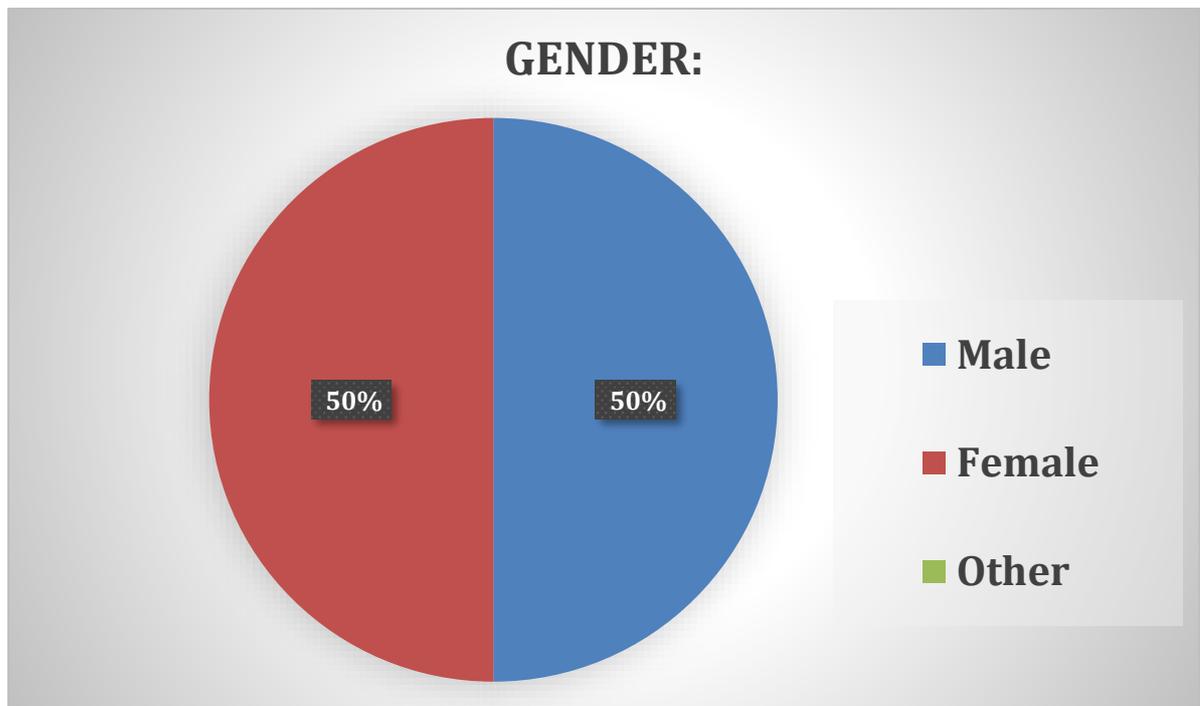
In their opinion, the main barriers to successful integration are **lack of language skills**, **racism/xenophobia** and **cultural differences**.



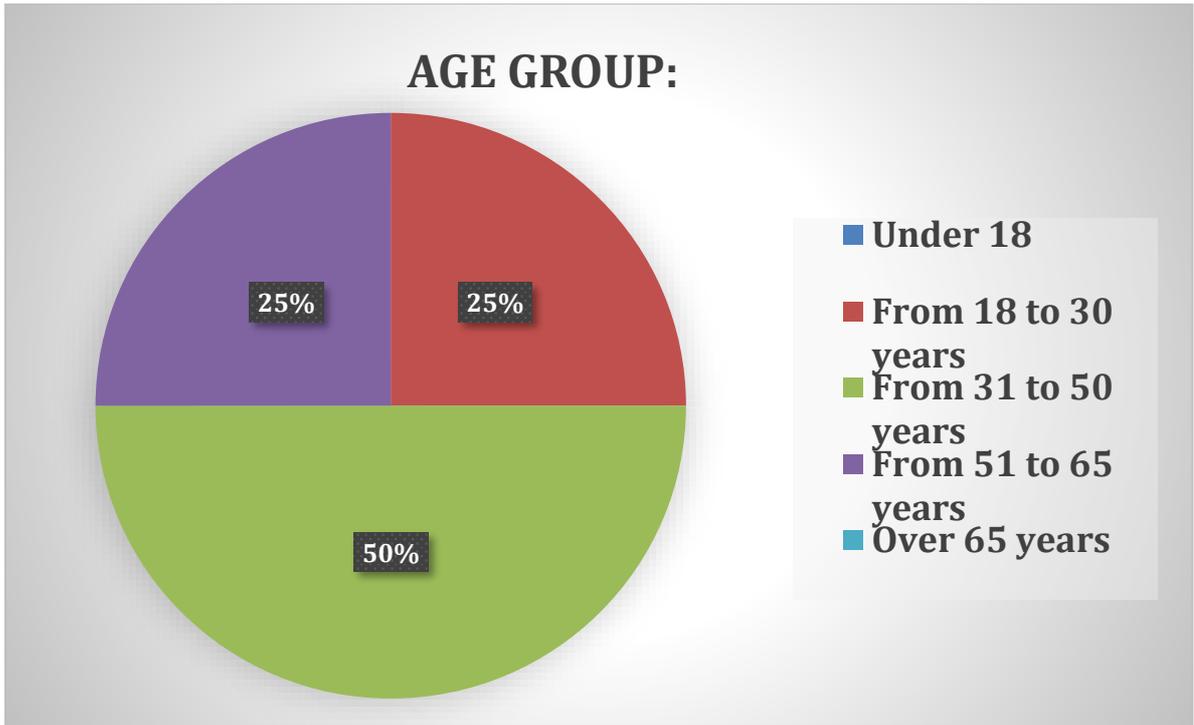
The most people **(35%)** choose **to learn a local language**, **(25%)** **to acquire a new profession**, **(20%)** for **to receive legal knowledge to obtain documents** and **to receive clear information about rights and duties to become a European citizen**

### 3. Survey of Professionals working with migrants and refugees - Results

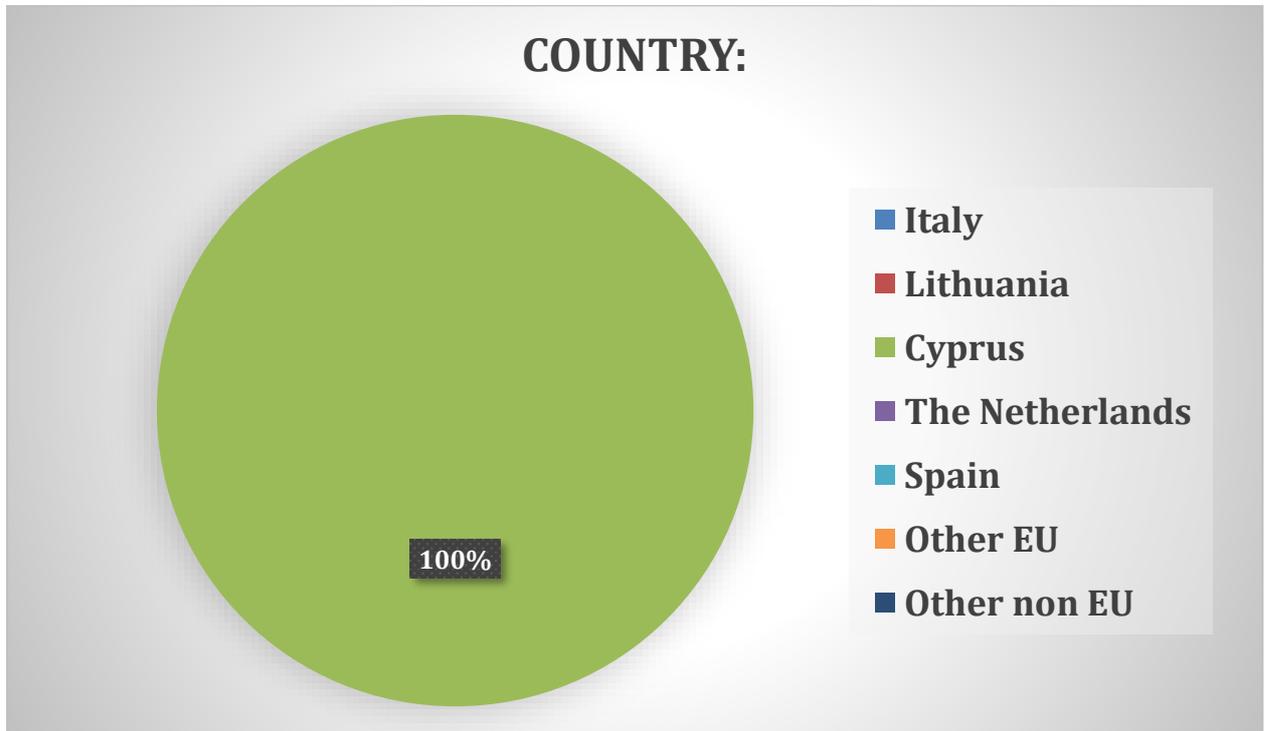
**Total: 4 individuals**



Out of 4 people are **2 men** and **2 women**.

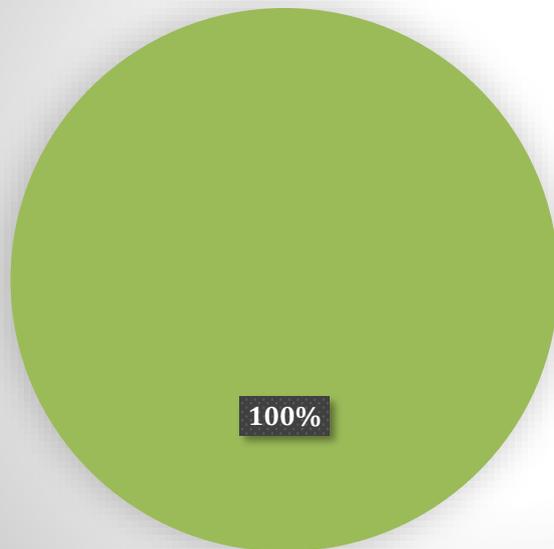


**Most people (50 %) are in age group from 31 to 50 years.**



**All of the respondents are from Cyprus.**

## HOW LONG DO YOU WORK WITH MIGRANTS/REFUGEES?

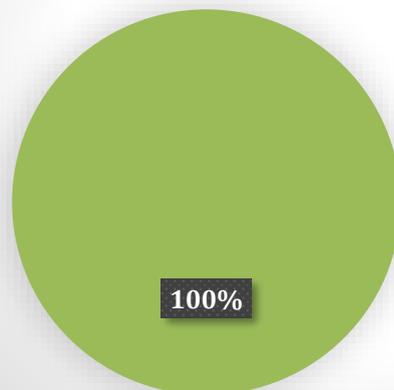


■ Less than 1 year

■ From 1 until 5 years

All 4 people works with migrants/refugees more than 5 years.

## FOR HOW LONG HAS YOUR ORGANIZATION BEEN WORKING WITH MIGRANTS/REFUGEES?

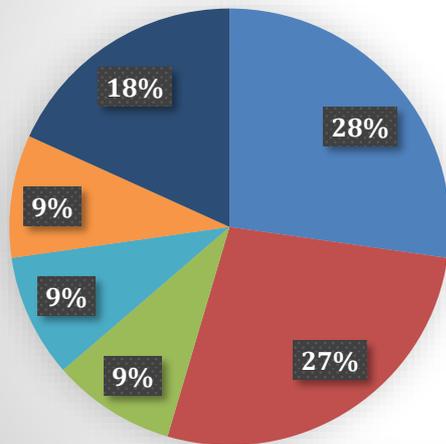


■ Less than 1 year

■ From 1 until 5 years

All of people said, that their organization has been working with migrants more than 5 years.

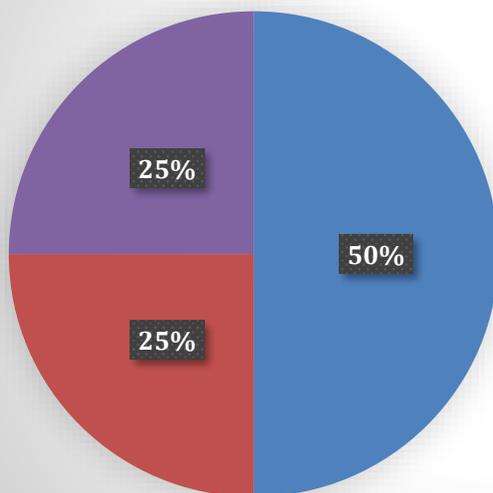
## WHAT IS THE MOST COMMON TARGET GROUP YOU ENCOUNTER?



- Migrants
- Refugees
- Resettled persons from the EU
- Migrants waiting to be accepted as "refugees"
- Migrants whose demand has been rejected
- Illegal/clandestine ones
- Minors without parents

28% of people said, that they encounter the migrants, then they also encounter the refugees and minors without parents

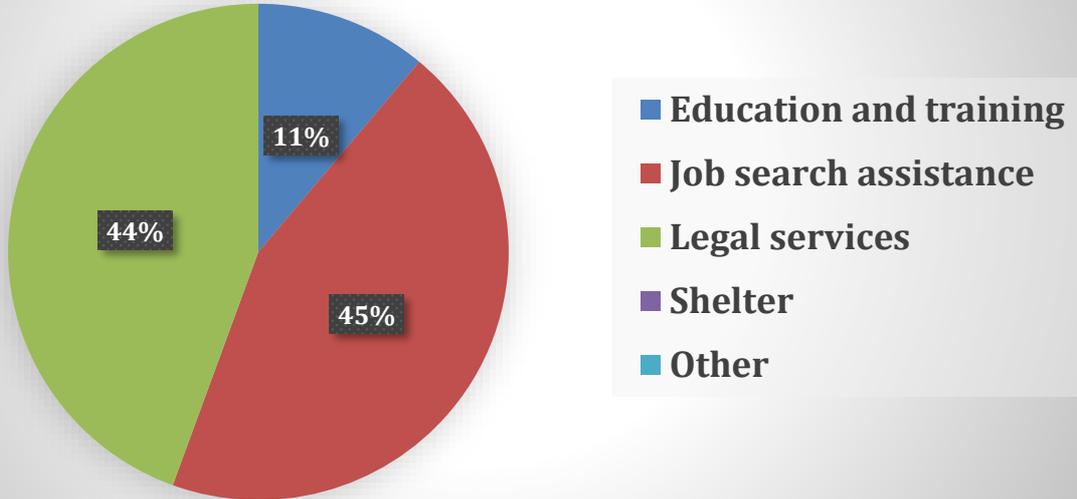
## IN YOUR OPINION, WHY DO MIGRANTS AND REFUGEES CHOOSE OUR COUNTRY?



- Due to the economic situation of the country in terms of migrants and refugees
- Due to implementation of national integration policies for migrant and refugee
- Due to public attitudes towards migrants and refugees
- Due to geographical proximity
- Other

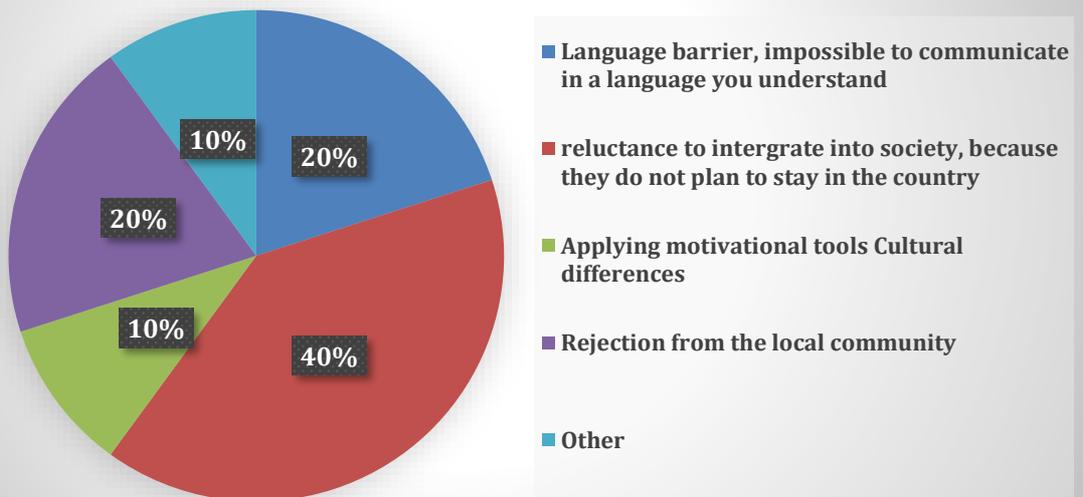
50% think, that migrants and refugees choose Cyprus, because of economic situation. Other thinks that migrants and refugees choose Cyprus due to implementation of national integration policies for migrants and refugees and one more thinks that due to geographical proximity

## WHAT ARE MOSTLY THE ACTIVITIES YOU OFFER?



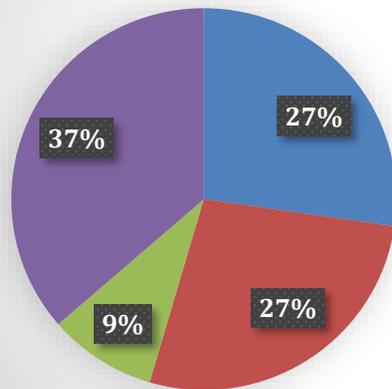
For the most part (45%), they offer job search assistance. Also they offer Legal services and education and training

## WHAT CHALLENGES DO YOU FACE ON A DAILY BASIS?



22% of respondents said, that every day they have to face on language barrier. The next 45 % said, that they face on reluctance to intergrate into society, because migrants/refugees do not plan to stay in Cyprus.

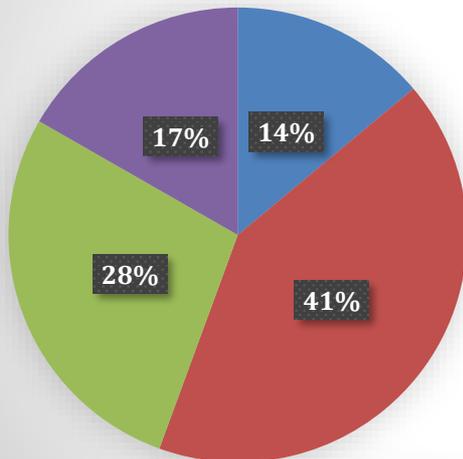
## HOW DO YOU OVERCOME THE CHALLENGES OUTLINED ABOVE?



- Developing individual consultation/training plans
- Conducting counselling/training in an environment acceptable to migrants and refugees
- Applying motivational tools
- Activities oriented to change the public opinion towards migrants

The challenges outlined above, you can overcome by activities oriented to change the public opinion towards migrants or developing individual consultation, 64 % of respondents said

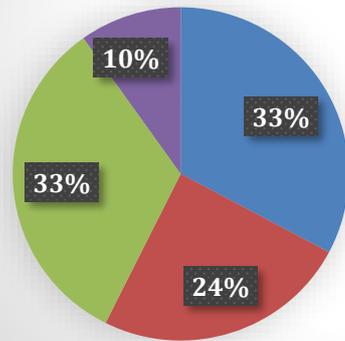
## WHAT PROVEN TOOLS DO YOU USE TO WORK WITH MIGRANTS AND REFUGEES?



- Family counselling/training
- Individual consultations/trainings
- Work in groups
- Other

The best way to work with migrants and refugees is individual consultation according the respondents.

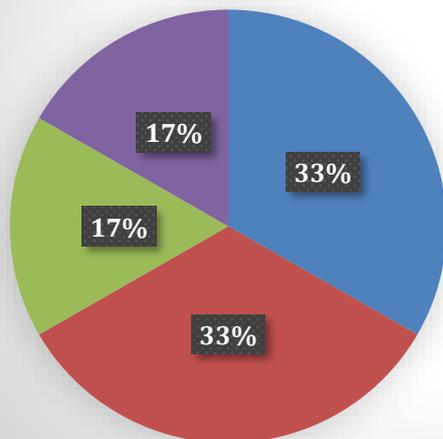
## WHAT MOTIVATIONAL MEASURES WOULD YOU RECOMMEND FOR MIGRANTS AND REFUGEES TO INCREASE THEIR INTEREST IN INTERGRATION?



- Job search assistance
- Assistance in finding housing
- Assistance in learning the state language
- Other

33% would recommend job search assistance and assistance in learning the state language to migrants/refugees.

## WHAT ARE THE QUALIFICATION REQUIREMENTS FOR PEOPLE WORKING WITH MIGRANTS AND REFUGEES IN YOUR ORGANIZATION?



- Multilingual skills
- Intercultural competences
- Ability to handle situations
- There are no qualification requirements
- Other

33% believe that Intercultural competences & multilingual skills are the most important qualifications for people working with migrants & refugees

## 4. Conclusion

- There were equal number of males & females participating in the questionnaire. Of whom 5 were males and 5 were females.
- The most respondents (60%) are in the age category from 18 to 30 years old. The remaining 40% are from 31 to 50 age group
- Most of respondents (7 people) are migrants, 1 person is Refugee, 1 person is minor without parents, 1 person is migrant waiting to be accepted as refugee
- Bigger half (55%) are living here from 1 to 5 years. Another 27% are living less than 1 year, 18% more than 5 years.
- The 44% respondents came to Cyprus expecting better living conditions, almost one third (28%) came because of political reasons, 11% are in Cyprus because of family reasons, 17% people are here because it is only European country where they were able to arrive
- In respondents opinion most important thing when they arrive to country is help to support in finding a job and professional education
- The most people voted for successful professional career, the next is local community support and financial independence, which is the factors for successful integration.
- In their opinion, the main barriers to successful integration in the country are lack of language skills, racism/xenophobia and cultural differences.
- The most people (35%) choose to learn a local language, (25%) to acquire a new profession, (20%) for to receive legal knowledge to obtain documents and to receive clear information about rights and duties to become a European citizen.
- From Survey of Professionals working with migrants and refugees participated 4 people out of whom were 2 men and 2 women.
- All 4 people work with migrants/refugees more than 5 years.
- 28% of people said, that they encounter the migrants, then they also encounter the refugees and minors without parents
- 50% of respondents think, that migrants and refugees choose Cyprus, because of economic situation. Other one thinks that migrants and refugees choose Cyprus due to implementation of national integration policies for migrants and refugees and one more thinks that due to geographical proximity
- Most of them (45%), they offer job search assistance. Also they offer Legal services and education and training
- 22% of respondents said, that every day they have to face on language barrier. The next 45% said, that they face on reluctance to integrate into society, because migrants/refugees do not plan to stay in Cyprus.
- The challenges outlined above, you can overcome by activities oriented to change the public opinion towards migrants or developing individual consultation, 64% of respondents said

- The best way to work with migrants and refugees is individual consultation according to the respondents.
- 33% would recommend job search assistance and assistance in learning the state language to migrants/refugees.
- 33% believe that Intercultural competences & multilingual skills are the most important qualifications for people working with migrants & refugees