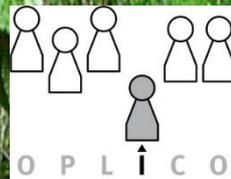




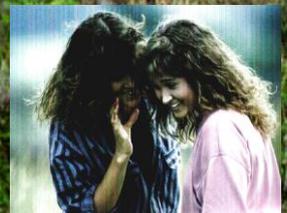
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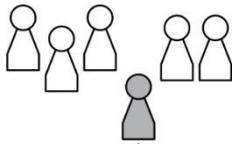


European Study on Migrants / Refugees / social risk group

Erasmus+ project "Open and Liberal Communities: Challenges and Opportunities for Adult Education" (OPLICO)

No. 2017-1-LT01-KA204-035211





O P L I C O

Erasmus+ project “Open and Liberal Communities: Challenges and Opportunities for Adult Education” (OPLICO) No. 2017-1-LT01-KA204-035211

Telšių Švietimo Centras (Lithuania)



Société Culturelle Franco-Allemande Auvillar (France)



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INTRODUCTION

The OPLICO (Open and Liberal Communities: Challenges and Opportunities for Adult Education) is a European project under the Erasmus + program, conducted in partnership by Contempla Trilhos (Portugal), Berufskolleg Tecklenburger Land (Germany), Société Culturelle Franco-Allemande Auvillar (France), Telsiu Svietimo Centras (Lithuania) and Stord Vidaregåande Skule (Norway). Telsiu Svietimo Centras is the coordinator of the project. The purpose of this project is to encourage local communities to open up, free and tolerate people from social risk groups as well as migrants and facilitate their social inclusion in local communities. This will be achieved through educational activities based on best practice experiences and project-driven methods of the various European partners.

One of the project's products is research related to migration issues. This work has a double objective. On the one hand, through a questionnaire applied to migrants / refugees (in France, in questionnaires were applied because this partner is not directly involved with any migrant / refugee community), to identify what supports migrants and refugees support for them and how difficult it is for them to integrate into the host country, as well as the level of satisfaction with the services provided by the centers or with life in the migrant / refugee communities. On the other hand, through a questionnaire applied to technicians and volunteers who work in local centers of migrants / refugees, identify the support they seek most in these support centers, their level of satisfaction with this work and what difficulties they feel in order to do it. This will also identify possible tensions or conflicts between migrants / refugees and the technicians and volunteers working with them to help take steps to overcome them.

In addition, it is also intended to provide elements that can be provided to policy-makers so that they can take more informed measures to facilitate the social inclusion of migrants in the host communities, as well as to increase tolerance and openness of the population for their reception. Finally, it is also intended to understand the best and worst practices in each of these communities or support centers to serve as an example for application or correction in other countries.

Current migrations, as in the past, are caused by wars, human rights violations, violence, insecurity, discrimination, xenophobia, religious persecution, natural catastrophes, demographics, economic inequality between countries or regions, unemployment, etc. search for better living conditions.

Migrants are people who move from their place of birth or habitual residence to another location, region or country. This study is concerned only with international migration, that is, the movement of migrants between countries, beyond their borders.

In this investigation there was a concern to hear the main agents directly involved in this process: the migrants / refugees and the technicians and volunteers who work with them. This has sought to overcome one of the problems identified by the King Baudouin Foundation and the Migration Policy Group: the fact that a large part of national and EU surveys hear only one side of the process, that of the population in general, which only reflects the people's perspective on what "immigrants should and should not do and what the government does or should do with immigrants." For this foundation, "these opinion data have little use for assessing the impacts of integration policies and for improving integration results." In this way, very focused questions were asked to know their expectations, expectations, attitudes and satisfaction with their experiences in the process of reception and integration in each of the countries involved.

This paper is organized as follows:

In the first part, a general framework of migration issues is made. Some concepts are being studied and the general situation in the EU and in the five countries of the partnership, supported by some tables and graphs obtained by Professor Rui Brites from the European survey "European Social Survey". We thank him for the help.

In a second part, we present the methodology used to construct the questionnaires, their application and data processing.

We then present the results of the data analysis of the questionnaires, ending with the conclusions of the study and even some proposals that we thought pertinent to leave for a future project.

I **FRAMEWORK**

Despite a lot of experience that some of the elements involved in the project already had on the issue of migration / refugees, it was important to do some research to better understand what was (and is) being done in this area. The King Baudouin Foundation study and the Migration Policy Group, which addressed the same problem (sought to test whether integration policies meet the expectations and needs of immigrants in Europe), was a very interesting reference so it was also the source for some of the questions that integrated the questionnaires.

The *European Social Survey (ESS)* is also a valuable source of information which, when properly worked out, allows us to know a lot about the perception of the world around us, and in particular very important aspects for this study, namely the general situation in the European Union than people think about migrants / refugees.

Next, some tables and graphs commented on where this same thought in the EU and in the five countries of the partnership will be presented.

A. European Survey "European Social Survey" (ESS)

The ESS measures different variables in different European countries - satisfaction with institutions, openness to immigrants, feeling of happiness, etc., through a survey applied to 44,387 people over 15 in 2016.

Some data were extracted to help frame the study of the OPLICO project.

1.1 Political system. The influence of people on government action (%)

	The political system allows people to have a say on what the government does				
	Anything	Very little	A little	Much	Very much
Norway	4.7	23.5	44.9	23.5	3.4
Germany	12.7	34.4	37.6	14.2	1.1
France	35.9	37.7	22.4	3.6	.3
Lithuania	43.4	35.7	18.2	2.3	.3
Portugal	33.4	36.9	23.8	5.2	.7
Total	25.4	34.0	29.8	9.8	1.1

From the above, it can be seen that, in most of these countries, people think that they can not influence what the government does, and that is where Lithuania is most affected ($43.4 + 37.7 = 71.1\%$). On the other hand, Norway is where most people believe they have something to say about what the government does ($23.5 + 3.4 = 26.9\%$).

1.2 Degree of satisfaction with life in general (averages)

	Satisfaction with life in general
Noruega	7.9
Alemanha	7.6
França	6.7
Lituânia	6.1
Portugal	6.4
Total	7.0

We can say that people are generally satisfied with life, whereas those in Norway are the ones that are on average more satisfied (7,9) and those in Lithuania are the ones with the least degree of satisfaction (6.1).

1.3 Degree of satisfaction with the Health Services, nowadays? (averages)

	Satisfaction with Health Services
Norway	7.1
Germany	6.2
France	6.4
Lithuania	4.9
Portugal	5.2
Total	6.0

In relation to health services, the same countries have the highest and the least degree of satisfaction: Norway (7.1) and Lithuania (4.9).

1.4 Degree of happiness you feel (scale from 0 to 10).

	Degree of Happiness
Norway	8.1
Germany	7.8
France	7.4
Lithuania	6.4
Portugal	7.4
Total	7.4

The same is true of the degree of happiness: Norway (8.1) and Lithuania (6.4)

1.5 Degree of connection to the country in which they live (0 means nothing affectively linked and 10 means very affectively connected)

	Affective bonding to the country
Norway	8.3
Germany	7.5
France	8.1
Lithuania	7.7
Portugal	8.5
Total	7.9

Regarding the degree of connection to the country where they live, the country averages varied a lot, and in Portugal it was where people showed an average degree of connection to the country (8.5) and in Germany it was where this linkage was the weakest (7.5), but it was still high.

1.6 Degree of attachment to Europe (0 means nothing attached to (a) affectively and 10 means very attached (a) affectively)

	Affective attachment to Europe
Norway	6.4
Germany	6.2
France	5.9
Lithuania	5.3
Portugal	5.9
Total	5.9

As far as its connection to Europe was concerned, it was in Norway where people showed a greater degree of connection (6.4) and in Lithuania they showed less connection.

In all countries people have shown a degree of connection to Europe that is less than the degree of connection to their country.

1.7 Nationality of respondents

In the response to this survey, the nationalities with the highest number of respondents in each of the countries were, respectively (in percent):

- In Norway: Germany (14), Denmark (16.3), Poland (27.9) and Sweden (30.2)
- In Germany: Poland (6.2), Syrian Arab Republic (9.9) and Turkey (19.7)
- In France: Algeria (12.9) and Portugal (19.7), Russian Federation (20) and Ukraine (20)
- In Lithuania: Belarus (39.9), Kazakhstan (20.2),
- In Portugal: Angola (10.5), Brazil (59.6)

It is noted that in countries such as Germany there is a wide variety of nationalities, while in other countries, as in Portugal, most respondents were from only two countries.

1.8 How long have you come to live in the country?

		Norway	Germany	France	Lithuania	Portugal	Total
What year you first came to live in country	2011	3	9	4	0	2	17
	2012	0	6	3	0	1	11
	2013	0	8	4	0	0	12
	2014	3	15	0	0	2	20
	2015	0	22	2	0	2	26
	2016	0	2	3	0	2	6

In the last five years (from 2011 to 2016) Germany was the country with the highest number of immigrants (62%), followed by France with 16, Portugal with 9, Norway with 6 and Lithuania with 0.

1.9 Comprehension in assessing applications for refugee status

	The government should be sympathetic in assessing applications for refugee status				
	Strongly agree	Agrees	Do not agree or disagree	Disagrees	Totally disagrees
Norway	12.0	43.5	24.5	15.9	4.0
Germany	6.1	21.1	23.8	36.5	12.4
France	23.9	30.4	18.7	14.6	12.4
Lithuania	4.2	30.5	36.0	23.0	6.3
Portugal	14.2	58.4	17.4	8.0	2.0
Total	11.5	33.4	24.5	22.1	8.5

Portugal is the country where people most agree that the country should be comprehensive in assessing refugee status (72.6%) and Germany the country where there are fewer people agreeing (27.2%).

1.10 Relation between the application for refugee status and persecution in their countries.

	Most people who apply for refugee status are not actually persecuted in their countries				
	Strongly agree	Agrees	Do not agree or disagree	Disagrees	Totally disagrees
Norway	3.0	12.8	31.4	41.7	11.1
Germany	5.1	29.1	31.4	29.2	5.2
France	6.6	20.8	30.7	25.4	16.5
Lithuania	12.7	39.5	33.6	11.1	3.1
Portugal	3.8	34.4	31.9	27.3	2.7
Total	6.4	27.5	31.8	26.5	7.8

The country where people most believe that those who apply for refugee status are not really persecuted in their countries is Lithuania (52.2%). The least people to believe in this is Norway (15.8%).

1.11 Relation between refugee status and the right to have immediate family members come

	Refugees whose applications were authorized should be entitled to have their immediate family members come				
	Strongly agree	Agrees	Do not agree or disagree	Disagrees	Totally disagrees
Norway	8.0	52.7	22.6	13.7	3.0
Germany	8.9	51.3	15.1	19.5	5.2
France	16.0	36.2	17.1	15.0	15.7
Lithuania	5.5	43.1	33.2	12.9	5.3
Portugal	7.0	62.2	14.9	13.1	2.8
Total	9.3	48.1	20.4	15.4	6.8

The country where people most agree that refugees whose applications were authorized should have the right to have their close relatives come in is France (52.2%) and the country where this happens least is in Lithuania (48.6%).

1.12 When should immigrants have the same rights to social services and support as citizens already living there

	Thinking of the people who come from other countries to live in the country, from what height do you think they should have the same rights in terms of services and social support as the citizens who already live				
	From the moment they arrive	After having lived in the country for a year, whether they worked or not	Only after having worked and paid taxes for at least one year, at least	After becoming citizens of the country	They should never have the same rights
Norway	12.4	14.7	37.2	34.0	1.7
Germany	11.8	13.8	49.4	23.0	2.0
France	11.5	11.0	50.4	20.2	7.0

Lithuania	6.7	6.8	43.6	26.7	16.1
Portugal	19.9	5.7	52.0	18.0	4.4
Total	11.9	10.9	46.8	24.2	6.2

In all countries, the highest percentage of people consider that people coming from other countries should only have the same rights, in terms of social services and support, as citizens already living there, once work and pay taxes for at least a year.

1.13 Sex

	Sex	
	Man	Woman
Norway	53.8	46.2
Germany	53.0	47.0
France	48.7	51.3
Lithuania	43.2	56.8
Portugal	42.6	57.4
Total	48.8	51.2

The distribution of the respondents by sex was as shown in the table above. The greatest discrepancy was found in Portugal, with 42.6% of males and 57.4% of females.

1.14 Current legal status

	marital status					
	Legally married	In a legally registered civil union	Living with my partner - not legally recognised	Living with my partner - legally recognised	Legally separated	Legally divorced/civil union dissolved
Norway	68.2	.7	30.6	.0	.1	.5
Germany	82.1	.6	17.1	.0	.0	.2
France	74.2	7.3	18.3	.0	.0	.2
Lithuania	87.7	.0	12.2	.0	.0	.1
Portugal	85.1	.0	3.4	11.3	.0	.1
Total	79.8	1.8	16.7	1.4	.0	.2

Most respondents were married, with Norway being the lowest (68.2) and Lithuanian (87.7) the highest.

1.15 Situation in the last 7 days.

	Main activity last 7 days								
	Paid work	Educational	Unemployed, looking for job	Unemployed, not looking for job	Permanently sick or disabled	Retired	Community or military service	Housework, looking after children, others	Other
Norway	52.2	14.5	3.9	.8	5.2	16.5	.0	6.6	.3
Germany	52.0	8.2	.7	.8	4.7	15.2	.0	16.7	1.8
France	35.7	20.5	6.5	3.3	4.7	16.7	9.3	3.3	.0
Lithuania	58.9	4.3	7.9	2.0	1.5	20.5	.0	4.9	.0
Portugal	39.9	4.3	6.0	.3	7.4	19.9	.0	20.1	2.1
Total	49.9	9.5	3.2	1.0	5.0	16.8	.5	13.0	1.2

In the last 7 days prior to the survey, most respondents were either paid work or retired.

1.16 Training to increase knowledge and skills at work.

	Improve knowledge/skills: course/lecture/conference, last 12 months	
	Yes	No
Norway	49.8	50.2
Germany	41.1	58.9
France	28.9	71.1
Lithuania	16.3	83.7
Portugal	30.7	69.3
Total	33.3	66.7

In the last year prior to the survey, most respondents did not attend any course or attended any conference to increase their knowledge and competence for work, most noticeably in Lithuania (83.7%) and less in Norway (50.2%).

II METHODOLOGY

Prior to the construction of the questionnaires, the partners had a working meeting in Lithuania and another in Germany.

From 4 to 7 October 2017 they met in Telsiai, Lithuania, where they had the opportunity to present, in particular, their activities related to migrants / refugees. They visited a center where a community of immigrants lives, where they had the opportunity to know how they organize themselves, how they occupy their time, their difficulties and their wishes and the support they receive.

From March 14 to 18, 2018, they met in Ibbenburen, Germany, to learn how some German institutions deal with the problem of migrants and refugees.

They visited the German Chamber of Commerce and Industry where they were introduced to the system they are applying to refugees.

In the German school, Berufskolleg Tecklenburger Land, they study more than 2.000 students, being that there are two specific groups of migrants and refugees. They gave a presentation of their country of origin and, while having coffee and cakes with the visitors, shared their adventures until arriving at the center of support that support them.

The OPLICO group also visited the administration of Steinfurt County, where they presented what they do in the immigrant integration centers: promoting equality in access to education, coordinating activities and offers by different partners, and developing and executing courses, seminars and workshops. They have 53 centers in Steinfurt County whose main operational objectives are integration through education, establishing partnerships in various areas, raising awareness of the importance of all stakeholders and creating transparency between existing supply and demand.

After these visits, the partners defined the objectives of the study and started to construct the questionnaires. To that end, Contempla Trilhos was responsible for the coordination of the research, producing a first draft of the questionnaires sent to the partners, which subsequently made their contributions, namely in the definition of their indicators. It should be noted that several indicators were adopted from the study belonging to the King Baudouin Foundation and the Migration Policy Group.

Then he went to field work. The questionnaires were applied by each of the project partners in their respective countries, in the centers they work with (Portugal - Contempla Trilhos, Germany - Berufskolleg Tecklenburger Land, Lithuania - Telsiu Svietimo Centras and Norway - Stord Vidaregåande Skule).

The research process then entered a phase where it was important to determine what methodology to use so that the analysis model and all the theoretical data that were previously referenced were faced with the reality itself.

This phase of the investigation, called the phase of observation, determines: *what should be observed, who should be observed and how it should be observed*; that is, to gather the data that are useful for the verification of the hypotheses and that are determined by the indicators of the variables, to place the field of empirical analysis in the geographic, temporal and social space and finally to choose the instruments of observation and data collection itself. (Raymon Quivy, 1992).

Linking these methodological aspects to this research, we can point out that *what is observed* are the questionnaire's own indicators: gender, age, level of education, situation in the country, etc.

Regarding *who to observe*, a convenience sample of migrants / refugees and technicians and volunteers who were in the host centers and local communities was selected during the period of application of the questionnaires that ran from April to June 2018 .

Some questionnaires were sent by e-mail to migrants / refugees who had already left these centers / communities, as their views would also be useful for this study. Although AmiGrante does not have a reception center, it was also considered useful to inquire of some of the migrants who came there to ask for support because they could answer all questions that were not related to the centers or communities. Same for the volunteers who work there.

Although there were several situations in which the questionnaires were completed without due follow-up, few were those that had to be eliminated because they contained too many inaccuracies.

As *we observe*, we relied on some informal conversations with various sample elements that allowed us to compare similarities, differences and degrees of consistency among the various indicators selected. In these conversations we tried to use the general tone of the conversation, free and open, having the concern of perceiving the way of thinking and expressing themselves of the interlocutors.

After the application of the questionnaires, each partner inserted them into databases previously prepared in Excel. These were sent to Contempla Trilhos which exported them to two SPSS databases, a specific statistical program, which was used to analyze the data with the support of a specialist in this area, Dr. António Cardoso.

III RESULTS OF THE DATA ANALYSIS

B. Analysis of Migrant Questionnaires

3.1 Social characterization

114 of the questionnaires applied to migrants were validated, 22 (19%) from Portugal, 50 (44%) from Germany, 10 (9%) from Lithuania and 32 (28%) from Norway.

Of these, 36.6% are women and 61.4% are men. In Portugal and Norway there is a gender-balanced distribution, but in Germany 64% of the respondents are men and in Lithuania this discrepancy rises to 90% of men.

With regard to education, with the exception of Germany, the highest percentage covers those with higher education (Portugal 31.8%, Lithuania 40% and Norway 59.4%). In Germany, the highest percentage covers those with basic education. In second place are the respondents with higher education (24%). In the other countries the second highest percentage covers those surveyed with: secondary education in Portugal (27.3%), primary education in Lithuania (30%) and vocational secondary education in Norway (26.1%).

The highest respondent age group in Lithuania is aged between 46 and 55 (40%). In the remaining countries, this age range is between 26 and 35 years old: Portugal 50%, Germany 38% and Norway 40.6%

3.2 Situation analysis

The type of residence that allows respondents to be living in each of these countries is (with the highest percentage): in Portugal and Lithuania it is the work / employment, respectively, 34.6% and 40%. In Lithuania, permanent residence also covers 40% of respondents. Permanent residence is also the reason invoked by 25% of Norway's respondents. In Germany, the asylum application (28%) and the refugee situation (26%) stand out.

Most respondents do not have nationality of the country where they are living: Portugal 81.8%, Germany 84%, Lithuania 100% and Norway 75%.

The most evident nationalities were: in Portugal the Brazilian (36%) and the Pakistani (23%); in Germany it was the Arab (40%) followed by the Russian (14%); In Lithuania it was Germanic (30%) followed by Belarusian (20%) and in Norway it was Arab (22%), and secondly, with 6%, various nationalities.

3.3 Situational satisfaction analysis.

A. When asked about their level of satisfaction (on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied) for indicators related to their current life, level of education, employment, housing, family life, health services and their social life, the indicators that, in each country, obtained the best and worst means of satisfaction were, respectively: Portugal (+ current life 3.90% and education level 3.85% (+ 4.18% and social life 3.76%, - current employment 3%), Lithuania (+ housing 4.30% and family life 4.29%; - health services 3.56%) and Norway (+ education level 3.94% and accommodation 4.13%, - employment 2.58%).

9. How are you satisfied with each of the following items on a scale of 1 to 5 (1 means you are very dissatisfied and 5 means you are very satisfied)?	Portugal	Alemanha	Lituânia	Noruega
a) Your life these days	3,90	3,60	3,70	3,84
b) Your present level of education	3,85	3,36	3,90	3,94
c) Your present job	3,56	3,00	3,89	2,58
d) Your accommodation	3,43	3,46	4,30	4,13
e) Your family life	3,55	3,14	4,29	3,88
f) Availability of health services	3,15	4,18	3,56	3,88
g) Your social life	3,75	3,76	3,90	3,75

3.4 Satisfaction with life in a migrant / refugee center

To measure these indicators a scale of 1 to 5 was constructed in which 1 means very dissatisfied, 2 - dissatisfied, 3 - indifferent, 4 - satisfied and 5 - very satisfied.

This means that when the percentages are greater than 50% then the respondents will, on average, be satisfied or very satisfied with each of the evaluated aspects of the center.

4.a Portugal

In Portugal 66.6% are satisfied or very satisfied with the life in the community with regard to sanitary facilities, 50% are satisfied or very satisfied with the accommodation, idem with regard to common living conditions, 66.6% are satisfied or very satisfied with relations with other migrants / refugees, 83.4% are satisfied or very satisfied with their relations with Community technicians, 83.3% compared to the center's volunteers, 50% when they need any other service of the center, 66.7% with other technicians outside the center, 50% in the tasks involved in the center, 40% in the presence of translators, 50% in the center's learning conditions, 60% in support of vocational integration and 60% are satisfied or very satisfied with their expectations regarding the center.

4.b Germany

In Germany, 64.2% are satisfied or very satisfied with the life in the community with regard to sanitary facilities, 70.6% are satisfied or very satisfied with the accommodation, 54.6% with regard to common living conditions, 60, 0% are satisfied or very satisfied with their relations with other migrants / refugees, 37.5% are satisfied or very satisfied with their relations with Community technicians, 81.3% compared to the volunteers at the center, 23.1% % when they need any other service of the center, 73.3% with other technicians outside the center, 87.5% in the tasks involved in the center, 87.5% when there are translators, 75.1% in the learning conditions of the center, 75% support vocational integration and 62.5% are satisfied or very satisfied with their expectations regarding the center.

4.c Lithuania

All responses were given in the "not applicable" option.

4.e Norway

In Norway, 32.1 per cent are satisfied or very satisfied with community life in terms of sanitary facilities, 35.5 per cent are satisfied or very satisfied with accommodation, 32.3 per cent with regard to common living conditions, 19, 4% are satisfied or very satisfied with their relations with other migrants / refugees, 16.2% are satisfied or very satisfied with their relations with Community technicians, 22.6% compared to the center's volunteers, 20% when 13.8% with other technicians outside the center, 19.4% in the center's activities, 13.7% when there are translators, 30% in the center's learning conditions, 26, 7% support vocational integration and 20.6% are satisfied or very satisfied with their expectations regarding the center.

4. f Summary table (values in %)

16. What is your level of satisfaction of living in an immigrant/refugee community with the following aspects (totally dissatisfied - totally satisfied)?	Portugal	Alemanha	Lituânia	Noruega
a) Sanitary facilities	66,6	64,2		32,1
b) Accommodation	50	70,6		35,5
c) Common facilities (<i>living, eating, etc.</i>)	50	54,6		32,3
d) Relations with the other immigrants/refugees	66,6	60,0		19,4
e) Relations with the host center technicians	83,4	37,5		16,2
f) Relations with the volunteers of the host center	83,3	81,3		22,6
g) The support offered by the center when we need any other services	50	23,1		20
h) The support offered by the other technicians for whom we are referred to	66,7	73,3		13,8
j) Involvement in the tasks of the center	50	87,5		19,4

l) Existence of translators to communicate in this country	40	87,5		13,7
m) Conditions for learning the host country language	50	75,1		30
n) Support for vocational integration	60	75		26,7
o) The host center is in accordance with my expectations	60	62,5		20,6

This comparative picture highlights some aspects that are worth studying; the level of overall satisfaction of respondents in Norway is well below that of other countries. Would the objective conditions in this center be much lower than in other countries or would the expectations of the respondents be very high and, as the reality they found, was not so good, they ended up feeling frustrated expectations and, ended up evaluating the center negatively. After all, when they present an average of 20.6% on the indicator "The host center is in accordance with my expectations", this clearly means that the center is far below your expectations, which could negatively influence your satisfaction with all other indicators.

Only after the visit to this center (which means to know the centers of these three countries in question), can it be better understood if this difference in satisfaction of the respondents will have to do with the actual conditions of the various centers or if it will have more to do with the expectations of each respondent or how each evaluates their satisfaction.

Another relevant aspect is the difference of satisfaction that the respondents in Germany present with respect to the following two indicators: "Relations with the host center technicians" (37.5%) and "Relations with the volunteers of the host center" (81.3 %). That is, they show a great level of satisfaction in their relations with the volunteers, but little satisfaction in their relations with the technicians of the center. It will be interesting to see to what this difference of evaluation is due. They also indicate little satisfaction with their support of the center when they need other services. In Norway respondents also show little satisfaction in these two indicators.

Both in Portugal and Norway, the indicator in which the respondents showed less satisfaction was in the existence of translators to communicate.

3.5 Satisfaction with life in a local community

To measure these indicators a scale of 1 to 5 was constructed in which 1 means very dissatisfied, 2 - dissatisfied, 3 - indifferent, 4 - satisfied and 5 - very satisfied.

This means that when the values are greater than 2.5 then the respondents will, on average, be satisfied or very satisfied with each of the evaluated aspects of the center.

The higher the value, the greater the satisfaction expressed by the respondents.

17. What is your level of satisfaction of living in local community with the following aspects (<i>totally dissatisfied - totally satisfied</i>)?	Portugal	Alemanha	Lituânia	Noruega
a) Relations with local communities' members	3,55	4,02	4,22	3,90
b) Local community offers support when I need	3,82	3,48	3,67	3,66
c) Involvement in the activities of the local community	2,82	4,14	2,67	3,48
d) Informing about community events	3,09	3,42	3,14	3,53
e) Opportunities for your self-expression (<i>of <u>your personality, emotions, or ideas, especially through art, music or acting</u></i>)	3,27	4,38	3,00	3,55
f) Existence of translators to communicate	2,40	4,36	3,00	3,14
h) The local community is in accordance with my expectations	3,45	3,48	3,22	3,48

With regard to community life, respondents rated all indicators positively.

The level of satisfaction of Norwegian respondents in these indicators, in particular an average of 3.48 in terms of their expectations with the local community, contrasts sharply with the averages obtained in the previous table on *Satisfaction with life in a migrant / refugee center*. If satisfaction levels in the local community already have high levels of satisfaction, it is important to understand why satisfaction levels are low in the previous situation in order to change the conditions that can improve levels of satisfaction.

In Portugal and Norway it remains the existence of translators (or lack thereof) as the indicator where the level of satisfaction is the lowest.

In Lithuania, given that respondents have a high level of satisfaction with Relations with local communities' members (4,22), it would be worthwhile to involve migrants / refugees more in local activities where they have the lowest level of satisfaction (2.67).

In Germany respondents have good levels of satisfaction in all indicators, even the one with the lowest level of satisfaction "Informing about community events" has a very positive value (3.42) and can be easily improved by increasing the dissemination of events community.

3.6 Problems Occurrence (measures in%)

The figures presented in the following table represent the percentage of respondents who, in each country, indicated each of the indicators (had problems).

13. From the following list, do you have had any of these problems or difficulties finding jobs in [country]? Please choose all those applicable	Portugal	Alemanha	Lituânia	Noruega
a) Employers in [country] often do not accept my qualifications and experience.	9,5	48,8	11,1	12,5
b) I have difficulties with [country] language [<i>Skip if your native language is country language</i>]	28,6	32,6	11,1	28,1
c) Employers in [country] offer me only temporary or short-term job contracts	19	26,2	0	3,1
d) Employers in [country] offer me a job but without a legal job contract	33,3	0	0	0
e) Personal or financial constraints (<i>time, costs, family, other responsibilities</i>)	4,8	2,1	0	3,1
f) Discrimination	9,5	24,4	11,1	0
g) Sometimes I had no or a limited permission to work.	14,3	62,2	0	3,1
h) I have never looked for a job in [country].	14,3	9,3	33,3	6,3
i) I had no problems finding a legal job.	23,8	21,4	44,4	34,3
j) (Other) What? _____	9,5	0	0	3,1

Language was one of the problems most identified by the respondents in Portugal and Norway, which is consistent with the level of satisfaction with the existence of translators (or lack thereof) in these countries.

In Germany, the most identified problems are related to employment, either with the permission to work, or with the acceptance of qualifications and experience. The work that has been developed by the Berufskolleg Tecklenburger Land can help reduce this problem. One positive finding is that in the other three countries, a good proportion of the respondents had no problem finding legal employment.

It may be pertinent to see why 33.3% of respondents in Lithuania have never sought employment in Lithuania.

3.7 Other Characteristics

In the following three tables, for each indicator there are two lines: the first corresponds to the number of respondents who chose that option and the second line corresponds to the percentage of respondents who chose that option (in each country). In the "Total" column the first line corresponds to the total of the respondents who indicated this option of the four countries and the second line corresponds to the percentage of these respondents in relation to the total of the respondents (114). The two most highlighted options in each country are highlighted.

3. 7.1 What type of residence permit do you have now in [country]?

		Country				Total
		Portugal	Germany	Lithuania	Norway	
What type of residence permit do you have now in [country]?	Work/entrepreneur	8	0	4	3	15
		36,4%	0,0%	40,0%	9,4%	13,2%
	Other legal residence status (e.g. health)	1	0	1	1	3
		4,5%	0,0%	10,0%	3,1%	2,6%
	In legalization process residence	3	0	0	0	3
		13,6%	0,0%	0,0%	0,0%	2,6%
	Study	1	0	0	0	1
		4,5%	0,0%	0,0%	0,0%	0,9%
	Family reunification	2	0	1	6	9
		9,1%	0,0%	10,0%	18,8%	7,9%
	Permit for relatives of an EU/EEA national	0	4	0	3	7
		0,0%	8,0%	0,0%	9,4%	6,1%
	Permanent resident	4	12	4	8	28
		18,2%	24,0%	40,0%	25,0%	24,6%
	EC long-term resident	2	7	0	2	11
		9,1%	14,0%	0,0%	6,2%	9,6%
	Asylum-seeker	0	14	0	3	17
		0,0%	28,0%	0,0%	9,4%	14,9%
	Refugee	0	13	0	5	18
		0,0%	26,0%	0,0%	15,6%	15,8%
Total	22	50	10	32	114	
	100,0%	100,0%	100,0%	100,0%	100,0%	

Most respondents in Germany have the residence permit in the country associated with their Refugee or Asylum-seeker situation, while in other countries it is more associated with Work / entrepreneur or Permanent resident status.

This factor, coupled with some news of migrant / refugee confrontations with German natives and the police (problems related to clashes with the police were also reported by more than one respondent in the answers to open-ended questions) might explain a little why the Germans (from the ESS survey) are the least likely to agree with the statement

"The government should be sympathetic in assessing applications for refugee status" (27.2%), while, for example, 72.6% the Portuguese, agree with this statement.

3. 7.2 current marital status

		Country				Total
		Portugal	Germany	Lithuania	Norway	
current marital status?	Legally married or in a civil union	10	15	4	15	44
		45,5%	30,0%	40,0%	46,9%	38,6%
	Legally separated / divorced / widowed	0	14	0	3	17
		0,0%	28,0%	0,0%	9,4%	14,9%
	Living with my partner (cohabiting)	2	15	0	3	20
		9,1%	30,0%	0,0%	9,4%	17,5%
	Civil partner died	0	1	0	0	1
		0,0%	2,0%	0,0%	0,0%	0,9%
	other - (Alone)	9	4	6	9	28
		40,9%	8,0%	60,0%	28,1%	24,6%
	(Don't Know)	0	1	0	2	3
		0,0%	2,0%	0,0%	6,2%	2,6%
	Total	22	50	10	32	114
		100,0%	100,0%	100,0%	100,0%	100,0%

In Portugal, Lithuania and Norway most respondents are either legally married or in a civil union or are Alone. In Germany they are Legally separated / divorced / widowed or Living with my partner (cohabiting). This difference may be explained by the culture / religion of their countries of origin.

3. 7.3 Where live

		Country				Total
		Portugal	Germany	Lithuania	Norway	
You live?	(Other)	8	0	0	0	8
		36,4%	0,0%	0,0%	0,0%	7,0%
	in a local community	10	35	10	28	83
		45,5%	70,0%	100,0%	87,5%	72,8%
	in an immigrant/refugee community	2	15	0	1	18
		9,1%	30,0%	0,0%	3,1%	15,8%
	(Refused)	2	0	0	0	2
		9,1%	0,0%	0,0%	0,0%	1,8%
	(Don't Know)	0	0	0	3	3
		0,0%	0,0%	0,0%	9,4%	2,6%
	Total	22	50	10	32	114
		100,0%	100,0%	100,0%	100,0%	100,0%

3.8 Open questions

The responses given by the respondents are transcribed below. They will be grouped by problematic so as to be easier to perceive the most common aspects.

3.8.1 (q 18) Describe any problematic issues you feel in the community where you live:

a) Portugal

- Here, I think my life will be better if I also start working with my husband but as I told if it's very difficult to do work according to my choices of houses it's very difficult.
- Lack of fair remuneration work
- Prejudice against Brazilian women
- I feel that there is a great blow with France in the bad sense, sometimes that Portugal does not affirm itself (its personality) because it is a less developed country
- People work outside and are little included in the community where I live in Lisbon.

b) Germany

- i miss my friends
- I miss my family
- It is hard to live without family
- sometime I feel alone
- I would like to participate more in cultural events
- sometimes I feel not accepted
- sometimes I feel not accepted
- don't feel home
- not much contact to German people;
- I want to have more German friends
- I don't understand the mentality y of people
- I don't understand the mentality of people
- gentrification; sometimes I see discrimination
- do not feel integrated
- conflicts with the police
- conflicts with neighbours
- conflict with the neighbours
- flats are too expensive in the city centre
- flats are too expensive in the city centre
- flats are too expensive in the city centre
- flats are too expensive in the city centre
- flats are too expensive in the city centre
- flats are too expensive in the city centre
- flats are too expensive in the city centre
- free time
- I don't know how to spend free time
- small city
- not enough transport

These responses indicate a certain lack of family and friends, which should be increased by some difficulty in integrating, or even relating, with the German people. The difference of mentalities may justify this situation a little.

There are several reports of conflicts with the police. It will be important to see if this is due solely to the difficulty of integration, or whether it is related to the difficulty of finding a job and the lack of income that could lead to crime. Sometimes the lack

of leisure time, mentioned here by some, may also lead them to engage in less desirable activities leading to conflicts with the police

The existence of several respondents to indicate "flats are too expensive in the city center" could be an indicator of the desire to move to the center of the city, or the result of having few transports.

Lithuania

- Lithuanians are not open enough for foreigners; I just see people who are healthy (no disabled people)
- Office staff do not speak English
- Lack of information in institutions; low service culture; garbage problem; lack of activities for young people
- Community should have an instant budget

Norway

- We can be more cultural
- Its too small, everyone know each other. Too little of social activities
- Nothing so far, everything is good
- Aside from language barrier, i didn't like the weather
- Very locally
- The Norwegians avoid to speak in English. When I say "I'm learning Norwegian" they don't want to speak English, they think I should learn their language really first.
- If you are not from here, it is difficult to fit in
- I don't have problems
- I'm having difficulty in getting a job, though I have a good education and working experience. There not much job opportunities offered for foreigners like us.
- I have difficulty getting a job / praksis as a doctor
- All well
- It is difficult to find work after school
- Everything is ok I am just waiting for my wife so that my if is better. Now I just sit at home and have contact with my family
- It is hard to find friendship
- Lack go openness, people are less social than my home country

The most identified problems are related to language and the difficulty of getting a job.

3.8.2 (q19) What are your suggestions for improving your well-being in the community where you live?

Portugal

- Wheel, mostly we have less opportunities for work and study and if we don't have this kind of opportunities make our life's better and on this situation I think try to provide and arrange and try to help on this area
- Creation of new employment opportunities aimed at migrants
- Integration activities between natives and foreigners, without discrimination
- Back Portuguese
- Chance to Integrate in these society to give chance to improve language and understanding of the culture Pakistan

Germany

- I don't know where to meet German people
- I should go out more often
- I'd like to live in my own flat
- I wish that qualifications would be accepted
- flats should be less expensive for old people and families with children
- cheap flats and good contact to the neighbours
- more contact to local people
- more contact to local people
- more contact to local people
- want to know if I can stay
- I need to know, if I can stay
- cheap flats and good contact to the neighbours
- would be happy if I could choose the city I live in
- would be happy if I could choose the city I live in
- would be happy if I could choose the city I live in want to be understood

The desire to have greater contact with the local people, to live in their own apartment and even to choose the city where they live, is perceived.

Lithuania

- For small cities like Telsiai, there should be more opportunities to be in contact with foreigners, to feel more comfortable and accepted as a foreigner.
- Civil servants who have contact with foreigners should learn English.

Norway

- I can set up events and concerts for people
- I have none
- Integration with the local community
- If you can remove winter season then i will be glad
- Enjoy more social activities
- For me it is everything ok. I need to be patient and put a smile on my face. It is a beautiful country, and of course I need to speak
- Norwegian, if want to live here
- I need to learn the language, if I don't I will not fit in.
- Make public sauna!
- More art activities
- Commune should help or at least give chance to foreigners to set a job regardless of their language knowledge as long as they can communicate in English
- Maybe a customized program for healthcare personnel
- Respect for each other
- I think my community is very good and everything is better than in Syria
- More program and meets between the refugees and people from the community
- More social gatherings

There is a desire for more interaction with the local community, but they feel the need to learn the Norwegian language in order to communicate better

C. Analysis of the questionnaires applied to the collaborators of the communities / associations of support to the migrants / refugees

3.9 Characterization

Of the total number of questionnaires applied to community workers and volunteers and to migrant / refugee support associations, 98 were considered valid, of which 16 were applied in **Portugal** (81.3% female), 50 in **Germany** (50% female), 20 in **Lithuania** (95% female) and 12 in **Norway** (83.3% female). It was verified that 68.4% of the respondents are female.

Most respondents have the nationality of the country where they work (from 83.3% in Norway to 94% in Germany). Interestingly, with the exception of Portugal, most of them had already been migrant / refugee: Portugal 6.3%, Germany 80%, Lithuania 95% and Norway 58.3%.

3.10 type of relationship with refugees

When questioned about their relationship with migrants / refugees in Portugal and Germany, about half of these employees were volunteers or occasional helpers. Although in Lithuania they also indicated many occasional helpers, 68.4% replied that co-workers / co-workers were migrant / refugees. In Norway 66.7% indicated that migrants / refugees lived in their community.

When questioned about whether they worked in a migrant / refugee community, 80% of the Portuguese said yes, 26.8% of Germans and 63.6% of Norwegians also said yes. In Lithuania, everyone said no.

3.11 Most required types of help

These respondents reported that $\frac{3}{4}$ of the migrants / refugees in **Portugal** sought help to obtain a residence permit, bequeath their situation in **Portugal** or find work. In **Germany**, about $\frac{3}{4}$ of migrants / refugees sought help to find work, interpret or translate employment contracts, help with health or housing services, learn about the possibilities migrants / refugees have in the country, obtain informal learning or power participate in local activities. In **Norway**, about $\frac{3}{4}$ of migrants / refugees sought help to learn about the possibilities migrants / refugees have in the country, to obtain informal learning or to be able to participate in local activities. Still half of them sought help from the health services. In **Lithuania** the requests for aid were very diverse, with no emphasis on any of them.

3.12 Type of attitude of migrants / refugees

The following table attempts to assess the perceptions of community workers and support associations regarding the type of attitude that migrants / refugees have when taking advantage of their services.

This rating is measured on a scale of 1 to 5 where 1 means they almost never have that attitude and 5 means they almost always have that attitude.

Report - Type of attitude do show when they ask for help						
País		They are polite and humble	They are rude	They are demanding, as if they only have rights	They appreciate all the help they get	They don't dare to ask for help
Portugal	Mean	3,93	<u>1,57</u>	2,87	4,07	2,07
Germany	Mean	4,15	2,28	<u>2,08</u>	3,13	3,03
Lithuania	Mean	3,50	<u>3,00</u>	3,50	4,50	<u>3,00</u>
Norway	Mean	3,25	<u>1,17</u>	1,42	2,92	2,08
Total	Mean	3,93	1,96	2,17	3,32	2,65

Although in **Portugal** the association and the reception center where the questionnaires were applied are private (non-governmental) institutions, staff members feel that more than half of the migrants / refugees are demanding, as if they only have rights. (2.87). Even so, they consider that most of them appreciate all the help received (4.07). In **Germany**, they consider that most of them are educated and humble. In **Lithuania**, although the workers find the migrants / refugees rude (3.25) and demanding (3.50), they also find them educated and humble (3.25) (some contradiction) and appreciate all the help given (4.50). In **Norway**, education and humility (3.25), which is in accordance with the lowest means of attitudes of rudeness (1.17) and demand (1.42), was the most outstanding attitude.

3.13 Employees' ability to act

In **Germany**, most of the employees felt that they were able to help migrants / refugees most of the time (85%), followed by the **Portuguese** (53.3%). In **Lithuania** less than half the time they have been able to help them (although there have been few respondents to this question) and in **Norway** they have been able to help them well over half the time.

País * Are you usually able to fulfill their help requests						
		Are you usually able to fulfill their help requests				Total
		0	Rarely	half of times	Most of times	
País	Portugal		0	7	8	15
			0,0%	46,7%	53,3%	100,0%
	Germany		1	5	34	40
			2,5%	12,5%	85,0%	100,0%
	Lithuania		2	2	1	5

			40,0%	40,0%	20,0%	100,0%
	Norway		0	6	5	12
			0,0%	50,0%	41,7%	100,0%
Total			3	20	48	72
			4,2%	27,8%	66,7%	100,0%

In general, when employees find it difficult to respond to requests from migrants / refugees, they explain why they have not been able to do so, contact other institutions to assist them or send them there. However, when they do not find solutions, they prefer to be realistic and explain to them why it is not possible, not giving them false hopes.

As for the ability to communicate with migrants / refugees, employees from Portugal and Norway felt the most they could communicate at any time (81.3% and 90.9% respectively).

País * Are you able to communicate with the migrants/refugees?					
		Are you able to communicate with the migrants/refugees?			Total
		Rarely	half of times	Most of times	
País	Portugal		2	13	16
			12,5%	81,3%	100,0%
	Germany		28	22	50
			56,0%	44,0%	100,0%
	Lithuania		4	10	19
			21,1%	52,6%	100,0%
	Norway		1	10	11
			9,1%	90,9%	100,0%
Total			35	55	96
			36,5%	57,3%	100,0%

When employees have difficulty communicating through the same language to migrants / refugees, they usually use gestures and images, Google Translate, or someone else who can translate.

3.14 Problems in the community

a) As for the problems most identified by migrants in **Portugal** in the migrants / refugees who use them are the following:

- lack of solidarity
- Difficulties of communication
- Difficulties in getting a job

- Difficulties to obtain a residence visa and to obtain legalization, in particular because they do not fit the logic of immigration policies
- Low self-esteem, depressions
- Difficulties in access to health care, education and transport

b) In **Germany**, the employees identified the following problems:

- people now get tired of helping.
- not enough language courses
- contact between migrants and not migrants is not so close
- not so much contact to migrants
- I think everything is ok; sometimes local people are closed to migrants
- not enough jobs, qualifications are not accepted
- it's hard to get in contact with the Germans; often migrants are in their own group
- I see many people (migrants) doing nothing;
- language problems;
- costs for renting a flat are high;
- flats are too expensive.
- could be more integration

In **Lithuania**, employees do not experience major problems in communicating or feeling problems in the community. Even so, there are those who feel that there is a lack of tolerance towards migrants and that many people in the village do not feel like part of the community and probably do not want to. They consider the community peaceful.

In **Norway**, the following problems were identified:

- I wish the local could be more open and get to know our refugees.
- It is sometimes difficult for them to get a job, and it is also difficult to get in touch with Norwegians and get a chance to practice the language.
- I have adjusted to the community - no difficulties.
- It is hard for them to get a job and support themselves.
- It is hard to get practice for our students in companies.
- Difficult work situation for immigrants.
- Challenging to find work for some, especially those with little education.
- Cultural differences leading to conflicts.
- To get in contact with others in the community. To get jobs - very few who welcome refugees to social arenas. This goes both ways.
- Norway is expensive, climate dark, wet and cold. Women with young children isolated at home. Need someone to accompany. Miss their families back home.

3.15 Suggestions to solve these problems

In **Portugal**, to solve the difficulties encountered, employees usually use the people or

services that best help them solve the problems identified. As there are many support institutions, they can usually find someone to help them solve migrant / refugee problems. Nonetheless, they feel that there should be better partnerships with companies and public institutions to provide more effective support and monitoring, especially with regard to legalization and employment.

Employees in **Germany** offer supervision and networking, plus apartments, meetings and venues, plus opportunities for migrants / refugees to learn German and work. They also understand that they should try to get in touch with local people by using local opportunities: sports clubs, holidays, etc.

To address this problem, employees in **Lithuania** propose that the community try, step by step, to integrate as much as possible members into local activities and actions. They consider it important to have more contact and communication.

The community should try, step by step, to integrate members as much as possible into local activities / actions.

In **Norway**, staff members said that migrants / refugees need information and knowledge. There is a need to facilitate access to all activities in the communities, namely through transportation between the places where they live and where the activities take place. They also propose the organization of meeting places between foreigners and Norwegians to talk, eat, study and live together. For this you may need financial support and a leader to coordinate.

It will also be necessary to establish a relationship with companies to make migrants / refugees known to facilitate their employment.

3.16 How do you feel in the community where you live

In **Portugal**, employees feel good in their community because the relationship with people is usually excellent, because the community is open to people and do their job with a sense of duty and mission.

They believe that work should be done more relentlessly because some migrants / refugees leave the community a short time ago. Even so, and with few resources, it is tried to guide the life course of the same so that they achieve, at least, a minimum level of integration that allows them to live in the country. Some also feel that companies welcome them because they constitute cheap labor.

In **Germany** employees also feel good about life in the community because they like what they do and what they do there. They consider it a good area with many cultural possibilities where people feel free and safe. For some it is as if it were your hometown.

In **Lithuania** the employees feel good, safe and calm.

In **Norway**, employees feel that the community is a good place to live, as it is generally

a hospitable and friendly place where people tend to have a positive attitude towards immigrants. It is an inclusive community, good for families, where people are open and caring for refugees, and there are many opportunities for those who have a good attitude towards work. Even so, it is sometimes difficult to reach everyone.

As there have been tensions in the community due to Government policies, people are divided over migrants.

CONCLUSIONS

In order to ascertain whether there was good communication (in the sense of the message being passed correctly) between migrants / refugees and volunteers and workers at migrant / refugee shelters and local communities, questionnaires (those applied to migrants / refugees and volunteers and migrant / refugee shelter workers and local communities, for example: "*Describe any problem you feel in the community where you live?*" / "*Describe any problems you have in your community?*")

Questions were also put on the question of whether volunteers and workers at migrant / refugee centers and local communities correctly identified the needs of migrants / refugees, such as: "*What is the help most migrants / refugees need?*"

Cross-checking between the responses of one and the other shows that, in general, the problems and needs reported by migrants / refugees have been identified by the volunteers and workers of the centers and communities, which diagnosis of each situation and take the most appropriate measures to solve the problems.

It was also found that in more than half of the situations, the migrants / refugees' requests for help were met. Where this was not possible there was a concern to refer them to the appropriate places or explained the reasons why their requests could not be met.

Most aid applications relate to employment or residence permits. In the case of Germany, the status of Asylum-seeker and Refugee was very much required.

Despite appealing to the centers, the attitude of migrants / refugees is very different, ranging from very "polite and humble" to those who are "rude" and "demanding only to have rights", sometimes causes moments of tension between the two parties. It would be important to note whether those who revealed these latter types of attitude are also those who complained of conflicts with the police or expressed a desire to have their own apartment.

One of the most mentioned problems was the difficulty of communication because of language. This problem is reflected in the difficulty of finding employment, establishing social relations with the local community and the inhabitants of the country, attending courses and, finally, the integration of migrants / refugees in the host countries.