



MIGRANT INTEGRATION

Aggregate Report

May 2011

This survey was requested by Directorate General Home Affairs and coordinated by Directorate General Communication

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

Qualitative Eurobarometer

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Conducted by TNS Qual+ at the request of
Directorate General Home Affairs

Survey co-ordinated by Directorate General
Communication

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1 EXECUTIVE SUMMARY

Legal migration and integration of third-country nationals are part of an important debate today across the European Union. Most Member States are now confronted with integration challenges. Some countries, including the new Member States, have only recently been faced with immigration. Others have dealt with immigration and integration challenges for decades but not always with satisfactory results, and they are consequently revising their policies. Reflecting the different histories, traditions and institutional arrangements, there are a wide variety of approaches being taken to find solutions to the problems which need to be tackled. The EU is developing common approaches for integration and is promoting the exchange of best practices. Financial assistance is essential in this context.

This study was commissioned by the Directorate-General for Home Affairs and coordinated by the Director-General Communication of the European Commission. The objectives of the study were to understand the perceptions of members of the general public towards non-EU migrants and to explore their views about integration. Similarly the study sought to understand the perceptions of non-EU migrants to the general public and to integration. The study examined views about the contact each group had with the other, what actions they consider led to successful integration and which did not, and their views about a range of possible strategies to improve integration.

The study employed a qualitative approach involving a number of discussion groups and individual depth interviews. Two group discussions amongst the general public, one with a younger group (aged 18 to 35 years) and the second with an older group (aged 45 to 70 years) were conducted in each Member State. Participants from these groups came from a wide range of educational backgrounds and employment status and from mainly urban locations. In 14 Member States research also was conducted with non-EU migrants. These Member States were selected on the basis of two factors: those Member States with the highest levels of non-EU migration and the feasibility of conducting the study within the available timeframe. In these 14 Member States one discussion group was conducted with first and second generation non-EU migrants who had been living in the host country for 5 years or more. In the same 14 Member States, a further 6 individual depth interviews were conducted with non-EU migrants who had been living in the Member State for less than three years. The nationalities were selected on the basis of the highest number of non-EU migrants granted residency in the host country.

The main findings are as follows:

- The general public and non-EU migrants (henceforth described simply as migrants) are most likely to come into contact with each other at work. School is the next most common place where interaction takes place, via their children. The general public feel that the main barriers to interaction are language and the lack of a desire to interact on the part of the migrants. By contrast migrants feel that a combination of cultural differences, stereotyping and a lack of understanding all limit interaction.
- It is widely accepted among the general public that migrants come to the country looking for better economic opportunities. However, there is a genuine fear or resentment among some participants that migrants are

taking employment opportunities from local people. Consequently, the general public in these countries feel frightened and threatened by migrants and there is a tendency for them to be more resistant to interaction and integration generally.

- Across all Member States participants from the general public expressed both positive and negative perceptions of migrants.
- For some general public participants there was considerable confusion and a lack of understanding about what constitutes a regular and an irregular migrant. The general public find it difficult to discriminate between regular and irregular migrants. Throughout the research they were reminded that the purpose of the study was to explore views about regular migrants – however, it is likely that some participants may not have made this distinction. Indeed, for many general public participants there is a strong association with migrants and criminal activities (such as acquiring visas illegally, evading tax, involvement in corrupt business activities and so on).
- Both the general public and migrants recognise that the media is responsible for creating and reinforcing negative stereotypes of migrants.
- There are mixed opinions about the impact of migrants on the economy among the general public. While many see that there is a role for migrants in the economy, primarily doing the jobs that local people do not want to do, many also feel that there is no need for them because there are not enough jobs available for local people. Whereas, most migrants feel that they are not taking jobs from local people because they are doing jobs that local people are not interested in because of the poor salary and / or the poor working conditions.
- The sectors in which migrants are envisaged working in are perceived similarly by both the general public and migrants themselves. Both mainly envisage migrants working in healthcare, and caring for the elderly. In addition, many expect to see them working in construction and domestic cleaning as they do currently.
- The general public believe migrants contribute to society mainly through paying taxes. Whereas, migrants feel they contribute in many ways: through paying taxes / social security, by consuming / spending in the local country and by occupying the jobs that local people do not want to do.
- There is agreement among the general public and migrants that non-EU migrants can contribute positively to the national culture, both socially in terms of values by stimulating an appreciation for family and more openness among people, and culturally in terms of cuisine and art.
- The general public feel that for their country to operate harmoniously, migrants need to be integrated into society. Opinion is divided as to whether migrants are currently welcomed into the country. Among the general public, the main obstacles to integration are the same as the main barriers to interaction: language and a perceived lack of willingness on the part of migrants to integrate, which displays itself as migrants living and socialising separately.
- Migrants also feel that integration is important as part of creating a new life for themselves in the new country they have moved to. Similarly

amongst migrants, opinions were divided as to whether they feel they are welcomed into society or not. The main barriers to integration from the perspective of migrants are language, cultural and religious differences and the negative attitude of the general public towards them. Migrants also noted that the segregation of migrants into 'ghettos' and the unwilling attitude to integrate among some migrants also has a detrimental effect on integration. These differences in views did not appear to be directly related to the length of time migrants had lived in the country, nor to their age or education level.

- A list of factors that facilitate integration was presented to participants. Among the general public, on average, the top four most important factors that facilitate integration are:
 1. Can speak the language
 2. Have a job
 3. Respect local cultures
 4. Enjoy legal status
- While among migrants the same factors were identified. However, 'Legal status' was seen as more important. The factors in order of priority are as follows:
 1. Can speak the language
 2. Enjoy legal status
 3. Have a job
 4. Respect local cultures
- Given that language and employment are foremost in the minds of both the general public and migrants, it is not surprising that these two attributes feature highly in importance in integration. Among migrants legal status is considered important in terms of providing equality, providing freedom from exploitation and allowing access to the same rights as local people. It is also seen as providing security and peace of mind, allowing migrants to plan for the future.
- The general public identified many actions that they could do themselves to improve integration within their neighbourhood and their community. Participants from most Member States identified the need for a change in the attitude of the general public as the cornerstone to improving integration. In addition there were many relatively small gestures (smiling, saying hello, talking, inviting to everyday activities etc.) that they believed could make migrants feel more welcome and included in society. At work the general public recognised that they could be more sociable and helpful.
- We asked migrants how they felt they could improve integration in their neighbourhood and community and they identified changing their own attitude as being something they could do, amongst a variety of other actions. At work, they felt that learning the language better and being more sociable would help to improve integration. However, there was a perception among many migrants that the responsibility for improving integration lies more with the general public than with themselves.
- Overall, the general public are negative about the impact that government has had on migrant integration. Criticism centres on migrants not being adequately supported on their arrival, that there are too many migrants being allowed into the country and that the social system is being abused in one way or another. Spontaneous suggestions for improvement mirrored the criticism to some extent, focusing on policy to control

migrant numbers, encouraging communication exchange to foster good relations and better support for migrants to help them become established more quickly in the local community

- Migrants on the other hand mainly criticised the bureaucracy and inequality associated with government procedures and processes that they have to deal with. Spontaneous improvements focused on improving this bureaucratic process and also improving the sharing of cultures and information sources available to migrants.
- We asked participants to indicate which of four criteria are most important in deciding who should be eligible to stay in the country. Both the general public and migrants agree that being able to speak or wanting to learn the local language and having a job or job offer are the most important criteria, which aligns with the criteria that are also considered most important for integration. Notably, both audiences feel that being able to speak the language was not essential as long as the applicant had the desire to want to learn it. Migrants also feel that having family in the country should play a role, whereas the general public are less agreed on this criterion. Several additional criteria were suggested for inclusion by both audiences: notably, a clean criminal record was mentioned by both.
- Interestingly, both the general public and migrants feel that citizenship is not necessary for successful integration. Despite the fact that migrants are of the view that having 'legal status' is important in successful integration they did not feel that it was necessary to have citizenship; for most migrants, the benefits gained through citizenship are not outweighed by the costs of relinquishing their own citizenship.
- When asked to consider (from a provided list) the most important factors that governments should consider in granting citizenship, both the general public and migrants agreed that they are:
 - Having lived legally for at least five years in the country
 - Being able to speak the national language/s
 - Committing formally to respect the national cultural values and laws
- When asked about what works best to improve integration both the general public and migrants feel that having an understanding of the local language is the most helpful. However, they differ in terms of what they believe undermines integration the most. Among the general public the perception is that it is the segregation and specifically the formation of 'ghettos' which is most detrimental, while migrants consider that negative attitudes of local people towards them is the main issue.
- Four possible strategies to encouraging integration were explored in detail. These included ways of improving integration in private companies, in the public sector, at school and more generally by improving public understanding.
 - Both the general public and migrants suggested most often that the government could provide financial incentives to companies to encourage migrant recruitment. However, actively encouraging private companies to recruit and integrate people from outside the EU was a contentious issue, particularly among the general public who viewed it as positive discrimination.

- Both the general public and migrants felt that in order to improve integration in the public sector the government should ensure equality in terms of access and recruitment. The general public are resistant to allowing equal access to jobs in the public sector as they are of the view that to occupy these positions, individuals need extensive knowledge of the local language and culture, which they doubted migrants either had or could realistically achieve.
- The general public and migrants differed slightly on how they believe integration could be improved at school. The general public are of the view that extracurricular activities promoting cultural exchange and social interaction between children should be promoted to enhance integration. Whereas, migrants feel that language skills are most important followed by opportunities to exchange cultures. Both the general public and migrants discussed the benefits of both formal and informal cultural activities to enhance integration within schools.
- Improving public understanding of the migrant situation is largely believed to be a media issue. Both the general public and migrants feel that negative migrant stereotypes are a result, at least in part, of negative press coverage. Nevertheless, they see the potential to reverse the trend and create a more positive view of migrants and their contribution to society through a more accurate, unbiased and realistic portrayal of migrants.

2 OBJECTIVES AND METHODOLOGY

2.1 Background and objectives

Legal migration and integration of third-country nationals are part of an important debate today across the European Union. Most Member States are now confronted with integration challenges.

Some countries, including the new Member States, have only recently been faced with immigration. Others have dealt with immigration and integration challenges for decades but not always with satisfactory results, and they are consequently revising their policies.

Reflecting the different histories, traditions and institutional arrangements, there are a wide variety of approaches being taken to find solutions to the problems which need to be tackled. The EU is developing common approaches for integration and is promoting the exchange of best practices. Financial assistance is essential in this context.

This study will feed into the ongoing work of the Directorate-General for Home Affairs, and is linked to the preparation of the European Agenda for Integration of Third Country Nationals.

The research aims to improve understanding of:

- How nationals perceive non-EU migrants
- The extent to which nationals and non-EU migrants mix
- Their views about what they personally could do to improve integration
- Their views about what others could do to improve integration
- Their views about what government could do to improve integration
- Their views about approaches to integration that work – and those that do not

2.2 Methodology and sampling

The method used for this survey is a combination of focus groups and depth interviews.

The study includes the view of both the indigenous population (“the general public”) and non-EU migrants.

Research comprised of two focus groups each with a minimum of ten members of the general public (a younger and an older group of participants) across all Member States (Survey 1). In the 14 Member States described in the table below one additional focus group with a minimum of ten participants was conducted. This focus group was composed of both first and second generation migrants (Survey 2). In the same 14 Member States six in-depth interviews (Survey 3) were conducted with migrants who were either young and with lower levels of education or older with higher levels of education. More than 500 EU citizens and 200 migrants participated in this Eurobarometer.

SURVEY 1	SURVEY 2	SURVEY 3
All 27 Member States	<ul style="list-style-type: none"> • Austria • Belgium • Czech Republic • Denmark • Germany • Greece • Spain • France • Italy • Poland • Portugal • Sweden • The Netherlands • UK 	<ul style="list-style-type: none"> • Austria • Belgium • Czech Republic • Denmark • Germany • Greece • Spain • France • Italy • Poland • Portugal • Sweden • The Netherlands • UK

This report covers all three stages across all Member States.

SURVEY 1

Two focus group discussions each with a minimum of 10 EU citizens. Groups lasted two hours and were stratified as follows:

Discussion Groups	Demographics	Location
1	Younger (18-35) Mix of education (finished education at 16 / post 16 years) Mix of Employment status or student	Urban / semi-rural
1	Older (45 – 70) Mix of education (finished education at 16 / post 16 years) Mix of Employment status or retired	Urban / semi-rural

SURVEY 2

One focus group discussion with a minimum of 10 non-EU migrants from certain countries selected on the basis of the numbers of non-EU migrants entering.

Groups were two hours long and were stratified as follows:

Discussion Groups per Member State	Demographics	Location
1	First generation / Second generation Living in country 5 years or more Mix of education Age 18 - 50 Working Mix of nationalities	Urban

First generation migrants are those born outside the EU. Second generation migrants are those born within the EU to parents that were born outside the EU.

The nationalities of the participants were selected using statistical information provided by the Directorate-General for Home Affairs and are the nationalities that appear in the top 3 of recent arrivals (those granted a permit to stay in 2009) and from the nationalities that make up the main non-EU populations living in each country.

SURVEY 3

A total of six depth interviews with non-EU migrants living in the country less than 3 years, in certain countries selected on the basis of the numbers of non-EU migrants entering. First generation migrants are those born outside the EU.

Interviews were 60 minutes long and were stratified as follows:

Number of interviews	Demographics	Location
3	<p>Young low-level education</p> <p>Age 18-30</p> <p>Mix from the 3 highest nationalities migrating to that Member State</p> <p>First generation</p> <p>Living in country less than 3 years</p> <p>Completed+ education at 16 years or less</p> <p>Mix of working / not working</p>	Urban
3	<p>Older higher-level education</p> <p>Age 25-45</p> <p>Mix from the 3 highest nationalities migrating to that Member State</p> <p>First generation</p> <p>Living in country less than 3 years</p> <p>Completed education post-16 years</p> <p>Mix of working / not working</p>	Urban

Note

In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS

BE	Belgium
CZ	Czech Republic
BG	Bulgaria
DK	Denmark
DE	Germany
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus
LT	Lithuania
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	The United Kingdom

Migrant nationalities

The nationalities of the migrant participants were selected using statistical information provided by the Directorate-General for Home Affairs¹ and are the nationalities that appear at the top of recent arrivals (those granted a permit to stay in 2009) and from the nationalities that make up the main non-EU populations living in each country (all nationalities granted a permit).

In most Member States a minimum of top three nationalities were selected for both first and second generation migrants – in some Member States the nationalities were the same but in others the migration pattern was different amongst new arrivals and older more established migrants.

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
<u>AT</u>	<u>Turkey</u>	<u>Serbia</u>	<u>Russian Federation</u>	<u>Bosnia & Herzegovina</u>		
<u>BE</u>	<u>Morocco</u>	<u>Turkey</u>	<u>Congo</u>			
<u>CZ</u>	<u>Ukraine</u>	<u>Russian Federation</u>	<u>Vietnam</u>			
<u>DK</u>	<u>China (incl Hong Kong)</u>	<u>US</u>	<u>Ukraine</u>	<u>Turkey</u>	<u>Iraq</u>	<u>Afghanistan</u>
<u>DE</u>	<u>Turkey</u>	<u>China (incl Hong Kong)</u>	<u>US</u>	<u>Serbia</u>	<u>Croatia</u>	
<u>EL</u>	<u>Albania</u>	<u>Egypt</u>	<u>Russian</u>	<u>Ukraine</u>	<u>Georgia</u>	
<u>ES</u>	<u>Morocco</u>	<u>Bolivia</u>	<u>Colombia</u>	<u>Ecuador</u>		
<u>FR</u>	<u>Algeria</u>	<u>Morocco</u>	<u>Turkey</u>	<u>China</u>		
<u>IT</u>	<u>China</u>	<u>Morocco</u>	<u>Albania</u>			
<u>PL</u>	<u>Ukraine</u>	<u>Russian Federation</u>	<u>Belarus</u>			
<u>PT</u>	<u>Brazil</u>	<u>Cape Verde</u>	<u>Ukraine</u>			
<u>SE</u>	<u>Thailand</u>	<u>Iraq</u>	<u>Somalia</u>			
<u>NL</u>	<u>China</u>	<u>Turkey</u>	<u>US</u>	<u>Morocco</u>		
<u>UK</u>	<u>India</u>	<u>US</u>	<u>China (incl Hong Kong)</u>			

¹ All valid permits by reason, length of validity and citizenship on 31 December 2009.

Fieldwork timing

Fieldwork for the study was conducted between 22nd March 2011 and 29th April 2011. The start and end dates for fieldwork in each country is provided below, and a further breakdown is provided in the Technical Report.

Country fieldwork start and end dates

	Country	Start of fieldwork	End of fieldwork
1	Austria	22/03/2011	08/04/2011
2	Belgium	22/03/2011	12/04/2011
3	Bulgaria	22/03/2011	07/04/2011
4	Cyprus	22/03/2011	08/04/2011
5	Czech Republic	22/03/2011	08/04/2011
6	Denmark	22/03/2011	12/04/2011
7	Estonia	22/03/2011	06/04/2011
8	Finland	22/03/2011	12/04/2011
9	France	22/03/2011	12/04/2011
10	Germany	22/03/2011	08/04/2011
11	Greece	22/03/2011	12/04/2011
12	Hungary	22/03/2011	08/04/2011
13	Ireland	22/03/2011	07/04/2011
14	Italy	22/03/2011	08/04/2011
15	Latvia	22/03/2011	07/04/2011
16	Lithuania	22/03/2011	05/04/2011
17	Luxemburg	22/03/2011	08/04/2011
18	Malta	22/03/2011	06/04/2011
19	Netherlands	22/03/2011	08/04/2011
20	Poland	22/03/2011	12/04/2011
21	Portugal	22/03/2011	12/04/2011
22	Romania	22/03/2011	29/04/2011
23	Slovakia	22/03/2011	07/04/2011
24	Slovenia	22/03/2011	08/04/2011
25	Spain	22/03/2011	06/04/2011
26	Sweden	22/03/2011	14/04/2011
27	UK	22/03/2011	05/04/2011

Recruitment and moderation challenges

Recruitment for the project presented a number of challenges. Exploring attitudes to migrant integration is a sensitive topic, and ensuring both participation of both members of the public and migrants, as well as the opportunity to speak candidly represented the largest difficulties overall.

Full details of the participants against the recruitment criteria will be provided in the Technical Report. In general it is fair to say that recruitment of both groups was well executed. In this section some of the challenges are described.

Recruitment of the general population across all the EU Member States was managed by the local institutes who drew on their experience of recruiting the general public to participate in sensitive areas. The recruitment went smoothly and the focus of the local institutes was to create the ideal balance implementing all the recruitment criteria.

In 14 EU Member States migrant populations either attended a discussion group or were interviewed individually. Recruitment of migrants proved considerably more difficult. The available time to recruit migrant participants was relatively short – in most cases two weeks. This meant that the institutes had to quickly identify where they were likely to contact potential participants. Many of the institutes had experience of conducting other studies with migrants – and this helped in identifying appropriate sources for recruitment.

The recruitment screener specified the top three nationalities to be recruited – but this information was based on statistical data about recent arrivals in 2009, and the nationalities of migrants who had been in the country for more than 5 years was not always the same. As a result the list of nationalities was discussed with the European Commission and in some cases was extended.

Language ability was a major issue. Many potential participants did not speak the local language of the country. Where they spoke English it was often possible to interview them in English. Where they did not speak the local language nor English it was not possible to recruit them.

While all migrant participants were recruited on the basis of being legal migrants, there were issues with employment status. Some of the potential participants were official unemployed but in reality some had illegal jobs – housekeeping, wall painting, plumbing, babysitting etc. This sometimes emerged after recruitment.

The recruitment criteria also specified a range of educational backgrounds should be recruited. In some cases this was particularly difficult. In some countries high educational qualifications were required to grant entry permits and as a result many of the migrants in those countries tended to be better qualified. As a result TNS Opinion needed to be flexible in the interpretation of the recruitment criteria by extending the completion of full time education criteria to 18 years.

Some second generation migrants were particularly hard to trace and a larger proportion of them refused to participate in the study, making it harder to achieve the required numbers.

Most of the interviewing took place in the capital cities in each Member State. Recruitment therefore took place in the capital. However, it often emerged that potential participants were living outside the capital and travelling in. This limited their willingness to participate in group discussion arranged to take place at a later time (when they might not be in the city).

The local institutes used fully trained and experienced moderators to conduct the group discussions with the public and migrants as well as individual depth interviews. They used their expertise to draw out the honest views of participants. The discussion guide focuses mainly on the issues of integration and how these could be improved. It was felt by the institutes that this focus enabled the discussion to be positive and solution-oriented. Some negative perceptions regarding both the general population and migrants were expressed but equally other members of the group tended to have more positive perceptions – in general it was considered that participants did speak freely and that a balance of views was achieved.

Methodological and analytical note

In the main section of the report quotations from participants are reported alongside information about the type of participant, which includes the participants' Member State, whether they are from the general population or from the migrant population, if migrant population whether first or second generation, gender and age depending on the recruitment criteria. The details provided in the report are sufficient to maintain the confidentiality of participants.

At the analysis stage we examined whether there were any systematic differences in participants' views based on geographical differences and where they are these are reported in the text. Socio-demographic differences such as age, education, first or second generation migrants and length of stay in the country was examined but no general trends were identified. The discussion guide did not specifically encourage participants to discuss differences they were aware of based on socio-demographics and this might be a valuable additional area to consider in any future qualitative research.

Migrants' participation included both discussion groups and individual depth interviews. The rationale for this methodological approach was primarily because it was expected that recruiting groups of recent arrived migrants would be problematic – and hence an individual approach was adopted. The moderators confirmed that the issues raised by migrants in both discussion groups and individual interviews were similar. The main differences reported by moderators were that individual depth interviews tended to produce slightly longer more detailed responses.

Strengths and weaknesses of the study

The main strength of the study is that it provides new information on the perceptions of both the general public and non-EU migrants on integration. The report highlights key similarities and differences of perception between some participants in the two groups. The study also provides coverage of the general public's views across all 27 Member States, and of migrants' views in 14 Member States.

The selected methodology was qualitative and the main benefit of this approach is to understand at a deeper level, something of the emotions and reasons participants give for holding the views they do. A qualitative approach is particularly valuable in understanding the ideas, concepts and sometimes misconceptions that participants hold.

Qualitative approaches however have limitations. The selection of participants who participate in group discussions is not statistically representative of the wider population. It is therefore not possible to quantify the proportions of participants who hold the views expressed by some of the participants.

Similarly it is not possible to generalise from the group discussions to the wider sub-groups, populations, or to specific Member States. It should be noted that many of the comments made by participants were spontaneous and again it is not possible to say whether differences that emerged in the group discussion would be statistically reliable. To do this would require a large scale quantitative study.

3 Perceived importance of migrants in economy

In this chapter we describe the overall perceptions and attitudes towards migration from outside the EU.

3.1 Personal experience

Participants were asked about the extent of migration in their own neighbourhood and personal experience of interactions between migrant and general public populations.

The general public and migrants are interacting with each other at work, during study (both university and school) and in the course of day to day living. The general public has mixed views about migrants, there are some positive views but there are many negative opinions, largely as a result of preconceptions as opposed to personal experience. Migrants also have a mix of experiences.

The main obstacles to integration from the general public perspective are language and a perceived lack of willingness among migrants to interact.

3.1.1 General public

EU citizens are interacting with people from outside the EU during the course of their day to day living in a wide variety of situations. In the table below spontaneous mentions of the following situations were mentioned by at least one participant from each of the countries identified below:

Situation	Mentions by country
Work	(RO, NL, SI, PT, UK, PL, LT, MT, LV, IE, IT, HU, ES, EE, DK, DE, CZ, CY, BG, FI, AT, SE)
School	(SI, PT, SK, MT, IE, IT, ES, DK, DE, CZ, CY, FI, SE, RO)
College / university	(RO, UK, MT, LV, IT, HU, DK, DE, BG, FI, SE)
Shopping	(SI, SK, PL, IE, IT, HU, ES, DK, CZ, BG, FI)
In the neighbourhood / living area	(SI, PT, PL, LT, MT, IT, EE, DK, BG, FI, AT)
Friends / family / dating/ partner / marriage	(UK, LV, SI, ES, DE, CZ, CY, BG, FI)
Restaurants / bars	(SI, UK, PL, IE, IT, HU, BG, FI)
Sport clubs / sports activities / gym	(NL, SI, UK, MT, IE, EE)
Home (e.g. with housemaids / cleaners / gardeners)	(RO, PL, IT, ES, DE, CY)
Hospital / doctors	(SK, PL, IT, FI)

While participants talked about coming into contact with non-EU migrants, the main obstacles to interacting with them are:

- Communication – it is often difficult to converse with migrants because often they do not speak the local language or an international language such as English (RO, NL, UK, IT, ES, EE, DE, CZ, LU)

“They are quite reticent if you want to talk to them. At least this is my impression. I had a situation with my car, I was driving and I parked it in front of his gate [Chinese man’s]. If this happened to me, I would have asked him nicely to move the car or something. I would have made a sign, politely. Instead, he started screaming, yelling. God knows what he was saying...” (Romania, general public, male, 18-35)

“The language, especially in the case of Chinese people. Their kids go to school and learn the language, but Chinese people who work in stores only know numbers in Spanish.” (Spain, general public, man, 18-35 years old)

- The lack of willingness among migrants to interact / integrate (NL, LT, IT, EE, DE, CZ, BG, LU) – participants explained that they felt migrants could do more to interact with local people. There is a perception that migrants tend to live very private lives and this makes it difficult to get to know them

“We shouldn’t be talking here today about whether we can integrate the Turkish people but rather about whether the Turkish people want to be integrated. And that is what they don’t want.” (Germany, general public, male, 45-70)

- Differences in culture (PL), values and religion (UK) – British participants feel that migrants from countries with similar culture, values and religion to the UK (such as Australia, America, Canada and New Zealand) are more easily integrated into society. Whereas, those from countries with a culture, value and religious system very different to Britain (such as African and Muslim countries) are more difficult to integrate and they felt more negative towards these migrants

“They know how to skim the state. They come straight into this country, off the train from Dover and the first thing they do is kick off their shoes, they know they’re going to get brand new shoes, get a house given to them” (UK, male, 45-70, international lorry driver).

“When they [Asian people] cook, I can smell the strong smell of their food” (Poland, GP, male, 45-70),

- Failing to adopt EU country rules and customs (BG)
- Negative preconceptions – the assumption that anyone who is Muslim is also a terrorist (PL)
- Mistrust in migrants’ motivations (IE) – perception among the local population is that migrants are looking to make a ‘fast buck’

Most believe that non-EU migrants come to their country for:

Looking for better economic conditions / better job conditions	PT, SK, MT, LV, IE, HU, ES, CZ, CY, BG, AT
To find work	RO, SI, PT, PL, LT, LV, IT, HU, ES, EE, DE, CZ, CY
Seek political asylum	PT, SK, MT, IE, IT, ES, DE, CZ, BG, FI, LU, AT
Education	RO, SK, LT, MT, HU, CZ, BG, FI, AT
Marry	SK, MT, LV, HU, EE, FI
En route to another country	RO, SK, PL, MT
Experience life in another country / personal growth	IE, CZ, BG
Be with family	SI, LT, BG
Migrant country has historical connections with the country	BG, SI, LV
Access a better healthcare infrastructure and social care	ES, DE

"(...) Away from political and social instability, but the majority look for better living conditions" (Portugal, general public, female, 18-35)

Reactions towards the different nationalities in each Member State vary; there are some very positive perceptions:

- Some migrants are believed to be hard working (PT, LT, LV, EU, CZ, BG)

"A few years ago I didn't know anything about the migrants as persons, but now I can say by experience, what I see in my work is that the Ukrainians are good workers and adapt very well to their tasks." (Portugal, general public, male, 45-70)

- Migrants are thought to enhance cultural diversity and bring new techniques and ways of thinking to the country (IE, DK, DE, BG) – specifically introducing new foods, sports and clothing (this perception is more common amongst younger participants)

"It is an enrichment from every point of view, whether it is cultural or linguistic. There are black sheep everywhere, of course. If I want to remain only with my own people then I shouldn't go on holiday either, or listen to foreign music." (Germany, general public, female, 45-70)

"More or less, this gives you a chance to get to know other cultures, other values and the opportunities it gives. We can learn a lot from them as they learn a lot from us." (Bulgaria, general public, male, 18-35)

- Some migrants are felt to be trying to integrate into the country (LT, BG)
"A Somalian waiter at that time had already lived here for four years, worked and studied, spoke Lithuanian perfectly, did his job very well ... Koreans are also very warm, friendly, I liked them a lot." (Lithuania, general public, female, 18-35)

- Those starting their own businesses are seen to be generating employment in the economy (EE, LU). Others welcome new businesses

opened by non-EU migrants as they are often in the catering trade and as a result a wider range of restaurants, bars and cafes are offering foreign dishes and drinks (AT)

- Some regard the introduction of new values from the migrants as positive (older DK)
- There is empathy towards those working on low wages (SL)

“The other day I saw workers in a low budget discount store and I could see that they came from work. They wanted to buy themselves lunch. They collected all the cents they had and it was enough for a loaf of bread. Then they counted again and it seemed as if they wanted to buy also cold meat, but it probably wasn’t enough. So they took only the loaf of bread and ate it on the sidewalk. That’s not a proper meal for anyone, especially not for someone who’s working. (Slovenia, general public, female 18 – 35 years)

- As neighbours migrants are seen to be sociable and polite (PT)

While conversely others have equally negative perceptions about non-EU migrants, they are of the view that migrants:

- Will take the jobs of local people (SK, PL, MT, IE, IT, ES, CY)

“People are afraid that migrants will take their jobs, because there are not many job opportunities for Slovaks.” (Slovakia, general public, more participants, 45-70)

“If there were work for everyone it would be perhaps easier to welcome them and to feel better disposed towards them, but the way things are it is difficult” (Italy, general public, female, 45-70)

“My problem lies not with the foreign people, who if you think about it came to Cyprus to work, earn some money and create a better life for themselves. I am not racist against them. I have started to become racist though against employers who prefer to employ them with ‘starvation’ salaries, salaries way below minimum. That is where the problems start.” (Cyprus, general public, male, 18-35)

- Conduct business illegally and evade tax (RO, PT, PL, ES, CZ, BG) – there is a perception that many migrants conduct business / work illegally and do not pay tax. For some there is a belief that the Chinese are tax exempt, which is annoying (ES)

“I live in Colentina [Bucharest residential area] and I’ve been to a Turkish coffee shop there. They do all sorts of dirty business and tax evasion. In the evening all sorts of gangsters come there. They go hand in hand with the police as well.” (Romania, general public, male, 45-70)

“I know a Ukrainian woman who had to pay a lot of money to the mafia to get a visa.” (Czech Republic, general public, female, 18–35)

- Are associated with crime and as a consequence there is a reluctance to encourage migrants into the country (SK, MT, ES, DE)

“Not welcome ... but it is their fault ... in the past migrants spread criminality and now people link every migrant with a possible danger.” (Slovakia, general public, male, 45-70)

“There is a fear of gangs. Your mind is not at rest as it would be if you had Maltese neighbours” (Malta, general public, male, 18-35)

- Have a tendency to be arrogant (MT, IE, CZ, BG)
- Are a drain on the social systems of the country (social and healthcare) (IE) or that they come to the country to exploit them (ES, DE, CY)

“I’ve a friend who works in the welfare department and I often ask him and Nigerians and the like. What are they like to deal with? And I won’t tell you what he called them, but he said that they’re extremely arrogant and extremely hard to deal with and they know how to turn every screw to get the most out of the system.” (Ireland, general public, male, 40-70)

“They can enjoy greater facilities, they have access to everything, everything is more convenient for them, free healthcare system, government aids, subsidized housing, schools, day care centres, things are a lot easier for them.” (Spain, general public, man, 18-35 years old)

- Have created ghettos owned by migrants and this does not stimulate integration (ES, DE, FI)
 - In some areas participants have heard of migrant children extorting money out of local children before allowing them to play sport in some public parks / recreational areas (ES)

“It would be better if the immigrants from outside the EU would live here and there in various neighbourhoods, not so that everybody packs in the same area.” (Finland, general public, male, 18-35)

- Are associated with religious memberships (such as Islam) and consequently they are associated with religious preconceptions (LV, DE, BG)

“In my opinion, they are a little aggressive.” (Latvia, general public, male, 45-70)

- Treat women badly / are oppressive towards women (LT, MT, DE) – particularly related to Turkish men

“Turks view women outside the work place as a sex object, they do not respect women at all, her opinion does not count, although as workers Turks are responsible and honest.” (Lithuania, general public, male, 18-35)

“Being a woman, it’s scarier to walk alone at night” (Malta, general public, female, 18-35)

- Have no respect for regulations and rules of the country (MT, ES)

“If they’re in our country, at least they should respect us and our rules. I heard a lot of stories about rapes by foreign people” (Malta, general public, female, 18-35)

- Disregard working regulations and exploit employees (RO)

"I used to work for a Turk in Militari [residential area of Bucharest] at a food factory. I stayed there for two weeks only. I had to lift very heavy bags, much heavier than normal. I couldn't do it anymore. They exploit us for very little money..." (Romania, general public, male, 18-35)

- Do sub-standard work (LT)

"When one shopping centre was being built in Vilnius, Turks were brought in, everything was done incorrectly, they got paid, but the Lithuanians had to redo everything for free, many firms went bankrupt... The same thing happened in Klaipeda with cutting up old ships, Asians were working and got higher salaries, but Lithuanians, with smaller salaries, had to redo everything." (Lithuania, general public, male, 18-35).

Overall it is believed that the media conveys an overly negative view of migrants in society:

- The media is believed to portray migrants in a biased way, adopting a scare mongering approach, by emphasising the negative interactions (crime clashes with locals etc.) of migrants (PT, LT, MT, LV, IT, ES, DK, DE, CY, BG, FI older, AT). This is only one side of the coin and the media rarely publicise the other.

"It makes us to think, why don't they show the positive part of migration? Or the migrants only do bad things... of course not." (Portugal, general public, female 45-70)

"Muslims in particular are portrayed as dangerous, stupid. I think that these negative values are attributed to them mainly because of their religion. Same holds true about the media portrayal of Muslim women: powerless, vulnerable, voiceless and badly treated – It sells papers obviously." (Denmark, general public, female 18-35)

- The media appears to be reinforcing negative stereotypes, which is not helpful in the process of integration / education about migrants (SK, HU, ES).
- Others were of the view that the media communicates stories about both extremes, from either the very positive migrant successes to the very negative that reinforce stereotypes (PL, EL, EE, FI younger).

"A Russian who solved eight maths paradoxes (...) something no one could solve up to now" (Poland, GP, male, 18-35)

- Notably, some felt that the portrayal of migrants in the media is unsatisfactory because it shows them as criminals on the one hand and victims on the other (BG)
- Only in a few cases was it felt that the media is hesitant to express an opinion either way and as a result it seems to be neutral stating only the facts. However, this is seen as discriminatory against local news which does not receive the same unbiased treatment (IE)

- Some participants feel it is the responsibility of readers to question the media as no media presents a balanced view of any situation and it is up to the reader to use their own judgement (LU)

“The things that are broadcast have to be looked at critically. Our society consumes and doesn't call things into question, a major failing.” (Luxembourg, general public, male, 45-70)

Some participants were of the opinion that more migrants should be encouraged into their country (RO, LV). There is a perception that migrants are required in some countries to fill the jobs of those who are leaving and going abroad.

“It is important somehow, to fill the jobs of people who left to work abroad. There is no one left to do the hard, brute work. And even in other areas, like doctors, they are all going abroad. Other doctors from other countries will come to work here and that is good.” (Romania, general public, male, 45-70)

Participants also felt that migration should be encouraged because they have a declining birth rate and so they are of the opinion that they need more qualified young people, regardless of where they come from (DK).

“With the declining birth rate we face in Denmark, we need young people from outside of Denmark's borders, whether or not they are born within of the EU doesn't make any difference to me.” (Denmark, general public, male, 45-70)

3.1.2 Non-EU Migrants

Non-EU migrants feel they interact with local people every day as they go about their daily activities, when they are doing the following:

- Work (NL, PT, UK, PL, IT, ES, DK, DE, CZ, AT, SE)
- School
 - Children attend local school (PT, IT, ES, DK, DE, AT)
- University (UK, PL, ES, DK)
- Neighbourhood / Living area (PT, DK, DE, CZ, AT, SE)
- Friends / family / dating / partner (PL, ES, DK, DE, CZ, AT)
- Socialising (NL, PT, PL, DE)
- Shopping (NL, AT)
- Sport (ES, DK)
- On public transport (NL)
- On the Internet via chat rooms (PT)
- Volunteering and NGO activities (ES)
- Improve quality of life (social security, healthcare, education etc.) (ES)
- More politically stable country with respect for people's rights (ES)
- Personal growth (ES)

“I grew up here and at school I had mostly German friends. I have hardly any Turkish friends and those that I have are all very open-minded. I also speak German much better than Turkish.” (Germany, Non-EU migrant group, second generation, Turkis)

However, some migrants admitted that they tend to spend time with other migrants from their own culture (UK, IT, CZ).

"We work a lot, even though I took an Italian language course I prefer speaking Chinese and hanging out with Chinese people, we understand each other better" (Italy, Non-EU migrant IDI, 28, low level education, Chinese)

Nevertheless, some have tried hard to integrate:

"I found it very difficult at first, at the school, to talk with other mothers, but I didn't give up and I now have some Italian friends too" (Italy, Non-EU migrant group, first generation, Albanian)

But some have found it difficult to make friends in their new country:

"It's more difficult to make friends with Spaniards. They need to trust you, they need to get to know you better". (Spain, Non EU migrant, first generation, Peruvian)

Whilst many have experienced positive interactions with local people there are clearly many obstacles to interacting with local people:

- Stereotyping – participants talked about local people saying things to them based on inaccurate stereotypes (NL)
- Cultural differences in social interactions in the local country (NL) – culturally people behave differently in the way in which they interact with one another and if not understood it is open to misinterpretation, which can lead to one or both parties being offended

"The Dutch neighbours have a fence in their garden. You can call it privacy, but I feel this really strongly as a social distance - in Turkey these fences are non-existent." (The Netherlands, Turkish, ID interviews, first generation)

- Lack of understanding of migrants' religion (NL) – particularly in relation to Islam and the habits and customs of Muslims

"And then they ask: why do you wear a headscarf? It is so hot! Each summer they ask it again." (The Netherlands, Moroccan, focus group, second generation)

- Lack of empathy for migrants (NL) – migrants feel there is a lack of understanding among local people about what it is really like to be a migrant from outside the EU. While some feel they cannot expect understanding from nationals, others would like some empathy (NL)
- Historical issues of animosity (PL) – for example, migrants have experienced negative reactions from local people if they are from a country that fought with their country in the past

"There are reservations (...) they say: <<you, Russians, fought there [with us]" (Poland, IDI, Russian male, high level education, 30)

The migrants expressed that they had moved to the EU for:

- Work (PL, ES)
- Financial reasons (PL, ES)

- Study / education (PL, DK)
- Personal development opportunities unavailable in their country of origin (PL)
- Political asylum (PL)
- Family (PL)

It is believed by some that the portrayal of migrants through the media is inaccurate. They feel that they are portrayed unrealistically and untruthfully through the media, sometimes building on negative stereotypes, which creates distrust and perpetuates a lack of understanding in the community (NL, PT, PL, IT, EL, DK, DE, CZ).

"If a Surinamer has committed a crime, it is always portrayed as criminals settling accounts with each other. And when a Moroccan has done something criminal, it is revenge." (The Netherlands, Moroccan, focus groups, second generation)

"When the media talked about that bank that was robbed by Brazilians, people in the building where I live started to talk badly about Brazilians. Of course it was bad what they did, but the media emphasised so much, that people think that all Brazilians are like those ones." (Portugal, Non-EU migrant group, Brazilian)

Some felt that although the image portrayed by the media is negative and untrue they were not concerned because they believe that local people would recognise the allegations as being untrue (AT).

"I know that negative stories are much more interesting for the media. Therefore they sometimes publish negative stories about migrants. This kind of image building is related to the quality of the respective media. But I'm convinced that most of the people know which kind of media they can trust or not!" (Austria, Non-EU Migrant IDI, 30, higher level education, Bosnian)

Some felt that there were cases and channels where the media is accurately depicting migrants (PT, PL). Participants in Portugal commented that there is a channel programme (RTP2) that presents the way migrant communities live accurately.

3.2 Impact on economy

Participants were asked about the importance of non-EU migrants and their impact on the labour market and economy.

Overall both the general public and migrants seem to agree that migrants occupy positions that local people do not want either because the conditions or pay are unacceptable. However, particularly since the financial crisis the general public feels that a balance needs to be struck to ensure that migrants do not take the jobs of local people; there are some who clearly feel threatened by migrant employment.

The general public does not seem to appreciate the full benefit of migrants on the economy; the impact of the criminal element seems to have tarnished their perceptions.

3.2.1 General public

Views are mixed about the potential introduction of migrants both between and within Member States. For some general public participants there was considerable confusion and a lack of understanding about what constitutes a regular and an irregular migrant. The general public find it difficult to discriminate between regular and irregular migrants.

Some citizens do not see the need for the introduction of migrants into their country (BG, CZ, EE, HU, LV, LT, MT, NL, PL, SI, UK). They feel that:

- There is no need:
 - Because unemployment is relatively high (BG, PL, UK)

“How many Bulgarian children have higher education and they could not find an adequate job.” (Bulgaria, general public, male, 45-70)

“You do get a lot of [UK Nationals] people who are looking for jobs and have got the skills, but they’ll go with someone who’s a little bit cheaper” (UK, general public, female, 18-35).
 - Since the financial crisis local people want the jobs that were previously occupied by migrants (ES)
 - Local people should be filling the jobs that migrants are doing (LV)
 - There are sufficient local people available to do the work (MT)

“I believe there are enough Maltese workers to do the jobs” (Malta, general public, male, 18-35) “The man power in Malta should be used- if we have the necessary people to do the job, why should Maltese citizens have to compete with foreigners?” (Malta, general public, female, 45-70)
- Migrants are taking jobs away from local people (CZ, LT, NL)

“If Lithuanians all had jobs, let them come here and work, but since we do not have enough work and they get paid less, that means they steal our work places and naturally, we get upset.” (Lithuania, general public, male, 18-35).
- There is concern that skilled people (such as doctors) are leaving the country (EE, LV). Some felt that policy should be directed at reducing emigration rather than increasing immigration (LT)

“Lithuanians are a cheap labour force in Britain and France, but for us – people from Asia and Africa. The winners here are only those at the top of the pyramid (Great Britain, Germany and France). So the national policy should be rethought.” (Lithuania, general public, male, 45-70).
- Migrants are setting up in competition to nationals (CZ)
- The country will lose its identity (EE)

“There are so few Estonians and we are already having a hard time retaining our identity. I personally find it surprising that we still exist. And

as far as I know, integration has brought no benefits anywhere. Those from foreign countries will never start promoting or developing our culture, each one of them comes with their own culture and this will make our retaining of the identity even more difficult.” (Estonia, general public, female, 18-35)

- The quality of migrants’ skills is poor (SI)

“The physicians who come to us from former Yugoslavia are not as good as our ones. Not that they would not have good physicians; the problem is that not their best, but their worst come to us. (Slovenia, general public, female, 45 – 35)

However, many participants can see a role for the introduction of migrants into their respective countries (FI, LU, CY, CZ, DE, DK, EL, IE, IT, LV, LT, NL, PT, RO, SI, SK, BE, AT, FR). The underlying motivations for the introduction of migrants are:

- Lack of motivation among local people to carry out ‘odd jobs’, casual, manual or unskilled work that migrants would be prepared to do (FI, CY, CZ, DE, EL, IE, LV, NL, PL, PT, SI, BE, AT, FR)

“It is quite important since there are not enough Finnish people willing to work in low-wage jobs. So the people coming outside EU are going to fill that gap.” (Finland, general public, male, 18-35)

“A lot of people in Austria would be able to do these kinds of jobs; but since they are badly paid only a few are willing to work in these sectors! Non-EU migrants do not have as many options as Austrian people, due to their lack of language skills they sometimes have no other choice than to work in these areas!” (Austria, general public, 18-35, male)

- To replace those who have emigrated:
 - With skilled and knowledgeable people (LU, EE, PL, SK)

“Educated ones would be better, as educated Poles left for the West. Now we need those educated ones.” (Poland, GP, female, 18-35)

- To replace skilled and unskilled who have emigrated (RO)

“It is important in a way, because we have a lot of emigrants. We need to fill the jobs that were left behind somehow.” [Romania, general public, female, 18-35]

- Economic growth (DK, LT)
 - Pay taxes (HU, LT, SK)
 - Create jobs (HU, LT, SK)
 - Bring capital into the country (HU)
 - Generate competition / provide new services (LT)
- Lack of manpower in specific labour markets – the introduction of migrants enables positions to be filled that would otherwise be vacant (DK, SI, SE)
- Migrants bring new perspectives (DK, LT, SK)

- Recognition that the country population is ageing and that the proportion of young people is disproportionate, therefore the introduction of migrants is seen as a solution to address the balance and to support the ageing population (FI, DK)
- Allows the country to compete globally (DK)

Although recognising a role for migrants, the Irish felt uncomfortable in identifying a need for anyone on the basis of their nationality and felt that it should not be the basis for recruitment.

“It’s not a matter of race or nationality. If you have anybody who is suitably qualified there’s a need for them. What does race have to do with it?” (Ireland, general public, male, 40-70)

Participants were asked which areas (health, social care, IT, agriculture, tourism, and services) they see non-EU migrants working in; a summary of the views of the 27 Member States is shown in the table below:

Area / sector	Member State
Health (medical / care of the elderly etc.)	FI, LU, DE, DK, EL, ES, IT, LV, PL, RO, SI, BE, AT, SE, FR
Services	FI, CZ, DE, ES, MT, RO, SI, BE, AT
Agriculture	FI, CY, DE, EL, IT, RO, SI
IT	FI, LU, CZ, DK, ES, AT
Social care	FI, EL, LV, AT
Tourism	FI, EL, RO, AT
Other:	
Construction / road building	CZ, ES, IT, LV, MT, PL, PT, RO, SI, BE, FR
Cleaning / housekeeping	CY, CZ, EL, ES, IT, PL, PT, SI, BE, SE
Catering	LU, ES, MT
Manual work	MT, PT, SI
Entrepreneurs	EE, LV
Financial / banking	LU
Athletes	SI
Transport	BE
Factories	SE

The sectors migrants are envisaged working in are both skilled and unskilled. Citizens perceive a role for professional, qualified migrants to fill positions for which the skills are absent in their country and for unskilled migrants to do work that citizens in their country do not want to do.

“I think that a lot of people from outside the EU fill jobs that would otherwise be vacant – I especially think of cleaning jobs at hospitals, schools and nursing homes, which not many Danes are willing to take.” (Denmark, general public, female, 40-70)

“The migrants fill in the jobs which Maltese people are too lazy to do” (Malta, general public, female, 18-35)

“We need workmanship for the big construction, it’s the kind of work that the Portuguese refuse.” (Portugal, general public, male 45-70)

Some felt that IT is a particularly suitable area as the language and terminology are universal and English is the universal IT language rather than the local language which makes it easier to become an operational member of the team as they do not have to learn the local language immediately (FI).

Notably, participants from Luxembourg who had identified enrichment as a motivation for the introduction of migrants selected sectors requiring high qualifications in which they felt their country lacked those particular skills (LU).

Some participants expressed that they often see migrants in healthcare but they felt that this may not be a suitable sector because of the need to learn the local language in order to communicate effectively. The same is the case in all public facing sectors (e.g. restaurant and bar work etc.).

“There may be a lot of misunderstandings between the patients and health care providers when there are foreigners working in the healthcare sector” (Malta, general public, female, 18-35)

“I met a foreign waitress at a restaurant...she did not understand what we were saying and got the wrong order” (Malta, general public, male, 45-70)

Latvians and Estonians would like to see entrepreneurs and investment coming to their country to bring ideas, innovation and to stimulate employment for local people.

“We need entrepreneurs, those who would come from somewhere else with their ideas. Those who would simply come and implement their ideas here because they see the market for it here. They might have an idea or a product which they would like to sell and it has sold well somewhere else, but it is not yet available in Estonia – those are the kind of people who should come here. They would become entrepreneurs, offer jobs and Estonian people could work there, for instance.” (Estonia, general public, male, 18-35)

“I think that well-off people would be necessary in Latvia who can come with their capital and develop some industry as we have nothing at present. How can anything grow, how can the Treasury be filled if there are no production units?” (Latvia, general public, female, 45-70)

Some felt that the migrant situation is self-perpetuating because migrants are being paid below the minimum wage and that a local could not accept such a wage because they could not live on it (IT, PT). Others expressed that they feel migrants are being exploited (SI, FR). While the older French participants are concerned that the low wages of migrants are driving down salaries of local people too. Some felt that the government should address this inequality (PT).

“They live in very bad conditions, 20 to a room, so they accept any kind of pay ... but we cannot, can we ... with the rent we have to pay, our kids, the schools?” (Italy, general public, male, 45-70) “There is a great deal of exploitation, they are paid very low wages ... whereas we would not accept 5 Euros an hour” (Italy, general public, female, 45-70)

“I agree that they contribute to the economy, but there is something that is not fair for the Portuguese, is the fact that they accept any type of payment for any type of work, even if they are qualified, the companies are taking profit from it. If they can pay 500 for a qualified migrant, why pay 800 to a qualified Portuguese?” (Portugal, general public, male, 18-35)

“If there hadn't been migrants to accept these jobs, the French wouldn't agree to work for such a low wage” (France, general public, male, 40-70)

Views are mixed both between and within Member States as to whether citizens feel that migrants are coming to contribute to society or to be a drain on it. Contributions are believed to come from:

- Those migrants who work legally are adding value to the country and contributing to society because they pay taxes (FI, LU, BG, CY, DE, DK, EE, EL, LV, LT, PL, PT, RO)
- Day to day living in society and consuming goods (PT)

“They are important to the economy, they shop, they pay taxes, and they contribute to the money circulation.” (General public, female, 45-70)

- Those who stay for a long time in the country and so pay taxes for longer (MT)
- Students who pay for their education (MT)
- Offering more attractive services (RO)
- Creating jobs (RO)

“They came here, they opened some stores and because of that they pay taxes and we gain something from them. For example, my sister works in a store and the owners are Chinese. They are ok. I've been at their wedding and we had a lot of fun.” (Romania, general public, female, 18-35)

Whereas, those who are seen as being a drain / not beneficial to society are:

- Those who are unemployed and taking advantage of the social security system (FI, LU, BG, DE, MT, UK)
- Non-EU migrants who work illegally (CY, CZ, DK, EL, MT, PL)

“As a total I believe that they drain on the economy since most of the foreigners work illegally, they receive money which in actuality they do not spend locally but rather send it to their families in their countries...; a very small percentage of them will actually help in the growth of the economy” (Cyprus, general public, male, 18-35)

“I often hear that a lot of the small takeaway places and kebab joints teeming with non-EU migrants pay their cousins and friends money under the table instead of actually employing them– that doesn't do much good for the National economy.” (Denmark, general public, male, 18-35)

- Those who open new businesses (particularly catering businesses) and only employ family members (LV, HU)
- Those who evade tax (HU, RO)
- Those associated with crime (HU)

- Those who stay for a short time and move on or send their money home (IT)

“Many of them don’t want to stay permanently in Italy, they stay here for a while and then move on, they earn their money and then leave” (Italy, general public, male, 45-70)

- Some migrants are seen as unfair competition to local entrepreneurs (CZ)
- The impact of migrants’ low rates of pay is twofold:
 - As a consequence migrants are paying less in tax than an equivalent local worker would (MT)
 - It is felt that migrants are taking jobs on lower rates of pay from locals which it is believed affects the economy as a whole as it motivates locals to search for jobs abroad (RO)

In some countries it is felt that migrants are taking jobs from local people and as a result local people feel unable to find work (CZ, ES, HU, RO). This is particularly the case in recent years since the financial crisis and as unemployment has increased (ES, PT).

“But nowadays we have huge unemployment, so the Portuguese should be the first to get jobs.”(Portugal, general public, female, 45-70)

In some countries where migrants are employed in highly qualified jobs they are seen as a threat to local people (DE).

“My husband works in the IT industry. It is a lot more difficult for him to get promoted in his job because there are Indian colleagues who have more expertise and better training.” (Germany, general public, female, 45-70)

There was a fear that migrants could take jobs from local citizens and some participants felt that in order to ensure there is adequate employment for local people the number of migrants should be restricted (LU).

“It’s important all the same not to take in too many outsiders because jobs also have to be available for Luxembourg citizens who have acquired qualifications, especially low-skilled jobs.” (Luxembourg, general public, male, 18-35)

Conversely, there is a perception in some countries that non-EU migrants are not taking jobs from locals because they are doing jobs that local people do not want to do anyway (FI, CY, DE, EE, MT, AT).

“Do they really take those kinds of jobs which also Finns were interested in.” (Finland, general public, male, 45-70)

However, in Cyprus some also suggested that the long-term unemployed may actually be willing to do the jobs taken by migrants and so it could be that the migrants are taking work from local people.

3.2.2 Non-EU Migrants

Migrants believe that they are doing jobs that local people are not interested in doing because of the low wages and/or difficult conditions (CZ, DE, IT, PT, BE, SE, FR).

They believe that they are contributing to the economy by:

- Working for lower salaries than local people (DE, ES, PL, UK, AT, SE)
 - “I’ve heard of companies, looking especially for workers from Non-EU countries. Austrian people would not apply for these badly paid jobs!” (Austria, Non-EU group, second generation, female)*
- Paying taxes / social security fees (DE, EL, ES, IT, PT, FR)
 - “I work and I pay the taxes, I am the same as all the others” (Italy, Non-EU migrant IDI, 28, low level education, Moroccan)*
- Spending money while living and working in the country / consuming (CZ, DE, ES, PT, FR)
 - “Even though for the moment I am unemployed, I’m still making purchases, so I am not exploiting the country” (Italy, Non-EU migrant IDI, 29, low level education, Albanian)*
- Filling otherwise vacant positions (DK, EL, NL, PL, BE, AT)
 - “With the ageing of the population, and the Belgian trend of having less children... The contribution of immigration is that it will save the labour force” (Belgium, Non-EU migrant group, first generation, Congo)*
- Bringing knowledge, new perspectives, connections and inspiration which fuels innovation (DK, NL, SE)
 - Developing business links between their home country and the local market (BE)
- Starting new businesses / creating jobs (DE, PT, BE)
- Being entrepreneurs, not reliant on others / helping the economy (IT, PT)
 - “We run restaurants or shops, it is rare for us to rely on others” (Italy, Non-EU migrant IDI, 28, low level education, Chinese)*
- Providing a strong work ethic (UK) / working long hours, regardless of weekends, holidays, their health conditions and legal rules (e. g. working at night, dangerous conditions in the workplace) (CZ)
- Allowing for the expansion of companies staff because they work at a lower salary (ES)
- Facilitating greater profits because they are paid low salaries (ES)
- Paying for their education (PL)
- Providing different skills and experience (UK)

- Satisfying a need in the market place by selling products that were not available before they came (CZ)

“The Vietnamese started to import previously unavailable goods and products that the Czechs wanted in the 1990s.” (Czech Republic, Non-EU migrant group, second generation, Vietnamese)

- Encouraging tourism from their home countries (UK)

The sectors in which migrants believe they are working are:

Area / sector	Member State
Health (medical / care of the elderly etc.)	DE, DK, EL, ES, IT, NL, PL, BE, AT, SE
Services	CZ, DE, DK, ES, NL, PT
IT	DK, ES, NL, BE
Agriculture	EL, IT, NL, BE
Social care	EL, NL, BE
Tourism	EL, AT
Other:	
Construction	CZ, ES, IT, PL, PT, BE, AT, FR
Cleaning / housekeeping	DK, EL, ES, IT, PL, PT, SE
Catering	ES, PL, PT, FR
Transport	BE, FR
Financial / banking	CZ
Shift work / work in warehouses	PT

Some participants reported paying a third party an initial payment and then up to half their salary on an on-going basis for their visa and on an on-going basis for their work permit, visa and for finding them the job (CZ).

“I work as a cleaning woman for a mafia boss. I have no official work agreement. The company pays the mafia organization, which then pays me.” (Czech Republic, Non-EU migrant IDI, 25, low level education)

Migrants feel they are not taking work from local people as they are occupying less skilled positions that local people do not want to do and thus not taking positions from local people (DE, EL, PT, IT, BE).

“I am a bus driver, it requires a lot of shifts, working on the weekends and holidays and the Portuguese don't like that, there are more and more migrants with such jobs.” (Portugal, Non-EU migrant group, Ukrainian)

In addition, some are of the opinion that when they apply for a job local people take precedence over migrants and so it is not possible for them to take a job from a local person (BE).

Some migrants in highly skilled positions explained that they are not taking positions from local people as they believe they are better qualified and more competent and the local people are simply not able to do these jobs (DE). Nevertheless, they have experienced resentment and envy from locals when in these roles.

There are conflicting opinions regarding the need for skilled people, some feel that there is a demand for skilled people but that skilled migrants end up in unskilled jobs because they are unable to get their qualifications recognised (DK, BE). While others expressed that the demand for skilled labour fluctuates depending on the labour market demand (BE).

“You see so many that cannot find a job here that matches their educational level. They end up taking jobs as cleaners, kiosk workers and so on, even when they have Ph.D.s.” (Denmark, Non-EU migrant group, male, second generation, Pakistani)

Some migrants felt there appears to have been a shift in migrant policy since the financial crisis and that now it is much harder to find employment (DK).

“Oh, absolutely, before [the financial crisis] it was all “welcome, we need you, please come and work” and then all of a sudden you’re not wanted anymore. Now it’s “please leave again immediately” even when you’ve been here for 15-20 years and have learned Danish and everything.” (Denmark, Non-EU migrant group, male, first generation, Bosnia)

3.3 Impact on culture

Participants were asked about the contribution of non-EU migrants to the national culture.

Overall, both the general public and the non-EU migrants appear to agree that the migrants can contribute positively to the local culture. There is a small contingent of the general public who feel threatened and resistant to the influence of the migrant population on the local culture.

Most recognize a plethora of social and physical contributions to be gained from non-EU migrants. There is a striking similarity in the opinions of the general public and the migrants as to what those contributions are.

3.3.1 General public

“The culture in Austria benefits from the various influences from other countries. Culture, music and certain aspects of everyday life benefit from these changes. This is definitely a gain to the Austrian society!” (Austria, general public, 18-35, male)

Most feel that non-EU migrants add positively to the culture of the local country in a variety of ways:

- Socially in terms of:
 - Appreciation of family / family values (FI, CZ, HU, NL, UK)
“Take Indian families, they’re really close forever and a lot of English don’t do that” (UK, female, 18-35, nursery worker)
 - Sharing / hospitality / warmth (FR, HU, NL, SI)

- Broader, multicultural outlook (IE, MT, SK) – which broadens the outlook of the general public
- Diligence / positive work ethic (CZ, HU)
- Solidarity / sense of community (FR, FI)
“They show real solidarity, if you are attacked everyone walks past as if nothing was happening, they show solidarity, whether they are from the Maghreb or Asia” (France, general public, female, 18-35)
- Importance of education (CZ)
- An appreciation of the comparative luxury of the local country because of the contrast it represents compared to the migrants country of origin (DE)
- Ability to rejoice & celebrate (SI)
“It is nice when they invite you to their celebrations when they make a party right in front of the apartment block, and everyone is welcome.” (Slovenia, general public, female, 18 – 35)
- Tolerance (SK) – as a consequence of being exposed to different cultures
“By being different they teach us tolerance. By getting to know them, our fear diminishes.” (Slovakia, general public, female, 45-70)

Tangibly in terms of:

- Food / cooking (FR, LU, FI, CY, CZ, DE, DK, EE, ES, HU, IT, LT, NL, PL, PT, RO, SI, UK, BE, AT)
“Well, cuisine certainly represents something that is different and that is also great to learn about, especially for us food-loving Italians” (Italy, general public, female, 18-35)
- Artistically (FR, LU, FI, CZ, ES, HU, NL, PT, RO, UK, AT) – music, theatre, dance etc.
“With the women’s associations in my neighbourhood, there have been exchanges of cooking traditions, and theatre with the young girls, there was a coming together, it was great” (France, general public, female, 40-70)
- History / interesting stories / cultural backgrounds (PL, PT, UK, SE)
- Sport (LU, UK) – e.g. Thai boxing
- Clothing / fashion (DK, RO)
- Business / trade ideas (PL, SE)
- Traditions and holidays (PT, SE)
- Language (HU) – enables local people to learn the language of migrants
- Architecture (RO)
“In architecture... Some built their houses like in their own countries. If we go to Snagov [rich village near Bucharest, home of many Romanian

businessmen, politicians, TV and showbiz stars], we can see many Arab-style villas. You can see it's not Romanian just by looking at the fences." (Romania, general public, male, 45-70)

- Convenience stores with longer opening hours than traditional stores (UK)
- Improves the country's visibility (SK) – as a consequence of giving citizenship to migrant sportsmen
"For instance Kuzminovova, the Olympic winner." (Slovakia, general public, male, 45-70)

Conversely there were some negative views about the impact of migrants on local culture. Some feel that the non-EU migrants are a threat to the local culture and they will dilute / undermine it (FR, EL, HU, IE).

Others feel that the local culture is already being lost because of the influence of external cultures (CY).

"...we are losing parts of our culture, our traditions, everything" (Cyprus, general public, male, 18-35)

While others were of the opinion that non-EU migrants are imposing their culture onto local people and they simply do not like it (MT).

Relatively few specifically negative influences on the local culture were cited. The concerns mentioned are:

- Crime / breaking of the law (CZ)
- Alcoholism (CZ)
- Unacceptable rituals (LT)

"They bring their own habits, could bring the positive, but also the negative. The blacks have ties with narcotics, always smoking grass, they have some strange rituals overall, some kind of voodoo." (Lithuania, general public, male, 18-35).

- The impact of the Muslim religion(SK):
 - Fear that mosques will replace churches
 - Because of the disrespectful way in which men treat women
- Forcing the migrant culture on local people (SI)

"They are forcing their folk music on you, which it turns out in the end that even their contemporaries in Serbia or Bosnia do not listen to. It is a subculture they created here." (Slovenia, general public, male, 18 – 35)

Equally, there are some who are indifferent about the cultural impact of migrants on the national culture (older DE, LV). Latvian participants felt that migrant communities had formed within the country and so the migrants had cut themselves off from the country and so they do not impact culturally on it.

"They have their own culture societies which have multiplied so much...they function in their own environment!" (Latvia, general public, male, 45-70)

3.3.2 Non-EU Migrants

Most of the non-EU migrants feel that they bring many positive values that they can contribute to the local country culture. Specifically, they were of the opinion that they contribute socially in terms of:

- Openness, sociability and sincerity (CZ, DK, PT, BE)

“I really think we can inspire the Danes to be more open, inspire them to interact in a more open way with foreigners, open to making new friends instead of just sticking with the friends from kindergarten and never wanting new ones even after they have become adults.” (Denmark, Non-EU migrant IDI, 29, high level education, Turkish)

- Importance of family / family values (CZ, ES, BE) – respect, care of elderly
- Hospitality (CZ, DE)
- How to enjoy life / happiness (DE, PT)
- Relationship skills (IT)
- Diligence/ positive work ethic (CZ)
- Importance of education (CZ)
- Self-confidence, ambition, individuality (CZ)
- How to be relaxed (DE)
- Tolerance (DE)

“German colleagues are often so inflexible, they insist on their principles and are not really prepared to compromise. But if we find a compromise, the problem is quickly solved.” (Germany, Non-EU migrant group, first generation, Chinese)

- A fresh perspective (DK)

From a more tangible perspective, the values they feel they contribute are:

- Food / cooking (CZ, DE, DK, ES, IT, NL, PT, BE, SE)
- Artistically (ES, NL, PT, BE, SE) – music, theatre, dance etc.

“Even actors or film directors from Moroccan origin. So I could see “Les Barons”, at the cinema” (Belgium, Non-EU migrant IDI, 30, low level education, Morocco)

- Traditions and holidays (CZ, PT, BE)
- Different clothing / fashion (DK, NL)

“The 8 March is very important for us Ukrainian men, we used to give flowers to women. At work I give flowers to Portuguese women and they appreciate it very much.” (Portugal, Non-EU migrant group, Ukrainian)

- Kiosks with longer opening hours than traditional stores (NL)
- Architecture – combining migrant and national styles (IT)

“I know that in Milan there are buildings that are half Arab and half Italian” (Italy, Non-EU migrant group, first generation, Moroccan)

- Trade and imports (SE)
- Religion (ES) – although migrants note that this is received with mixed responses by local people, particularly as the non-EU migrants’ experience is that the general public tend to have a distorted view of the Muslim world

Some non-EU migrants commented that their contribution to the culture of the country is simply to its tradition of multiculturalism (FR).

“France is secular and multicultural, if everyone was French it couldn’t be like that” (Non-EU migrant, second generation, Algerian parents)

A few migrants are hesitant to share their culture with the national country. They respect the national culture and do not want to influence it with their own (EL).

“The Greeks have so much tradition and every small village and each island has its own traditions and dances. This impresses me very much and I appreciate it very much, that they keep their culture, their tradition, even if it is a small country. I love it and try to learn it and not spoil it with any foreign culture.” (Greece, Non-EU migrant group, first generation, Georgian, female)

4 Integration

In this chapter we describe attitudes towards integration, and what are the most important factors in improving integration within society.

4.1 Overall attitudes to integration

Participants were asked how non-EU migrants were welcomed into the country and also how important and difficult it was to integrate.

Everyone recognises the importance of integrating migrants into society but not all societies have been welcoming; as the general public recognise and as the migrants have experienced.

The general public believe that the main obstacles to integration is the migrants' lack of desire to integrate and the subsequent formation of 'ghettos' which is limiting integration into society. They also believe that language is a limiting factor. Whilst, among migrants the main obstacle is thought to be the language, followed by culture, the attitude of local people and migrants living in separate areas / 'ghettos'.

4.1.1 General public

There is a general consensus among participants from most Member States that it is important for migrants to integrate into society (LU, FI, BG, CY, DE, DK, EE, ES, LV, LT, MT, PL, RO, UK, BE, AT, SE).

"Integration is very important. More and more Germans are developing special antipathies towards particular nationalities (e.g. Turks) because they always only hear negative reports about them. Good reports are hardly ever heard, partly due to the media. In this way the hatred some Germans feel is reinforced. But if foreigners integrated, many Germans would be more friendly and open towards the culture and the people and not block things from the very beginning." (Germany, general public, male, 18-35)

"If you create barriers, it creates more friction, problems and gangs" (Malta, general public, male, 18-35)

"I think that, when moving in a country, we have to adapt to the culture of that country. Both sides have to help with integration. We don't have to accept everything from them" (Belgium, general public, female, 18-35)

While some recognise that integration is a two-way process, others feel that integration is the responsibility of the migrant (ES, BG, HU, NL).

While everyone recognises the importance of integration, participant opinions are mixed within and between Member States as to whether migrants are welcomed (LU, CY, DE, EE, IE, IT, PT, RO, SI) or not (FR, CY, DK, EE, EL, ES, HU, LV, PT, RO, SI, BE) into their country.

"We are welcoming people, and as we have seen here, everybody has a positive view on the migrants." (Portugal, general public, female, 45-70)

“Well, anyway they are miscalled in all kinds and as if rejected.” (Latvia, general public, female, 18-35)

“Globally I have the feeling that they’re not really welcomed and at the same time they’re too much welcomed from the organisation of the system” (Belgium, general public, male, 45-70)

Notably, some admitted that although they believe they are putting on a good front, they actually feel uneasy and are looking down on migrants who enter their country (CY).

“I believe we welcome them and treat them OK, but at the back of our head we feel differently” (Cyprus, general public, male, 45-70)

Citizens in some Member States explained that they would be selective as to who they would welcome, depending on where the person is from or their educational status (EE, RO, SI).

The following aspects were thought to constitute a poor welcome to migrants:

- Discrimination at work, in recruitment or illegal recruitment
“Migrants quickly become disillusioned, they live ten to a 10m2 room, the bosses turn up and employ them on the black by the day” (France, general public, male, 40-70)
- Poor living conditions offered to migrants
- Poor government integration policy
- Negative media discourse
- Difficult administration / bureaucracy
- The closed attitude of the general public
- Verbal abuse
- The increase of extreme right-wing parties
- The movement of locals away from areas where migrants are living (creating ‘ghettos’)

Some participants are of the view that the welcome migrants are receiving is worse than it used to be (FR, EL, ES, PT). Some reasoned that this is because the number of migrants has increased in recent years (FR), while others blamed it on increasing unemployment (ES, PT).

“I think you need to integrate in small doses, when they arrived in small waves they integrated, but now they’re arriving in numbers” (France, general public, female, 40-70)

It was felt that it is easiest for children / young people to integrate as they make friends with local children and tend to be in contact with more local people (FR, LU, CZ, MT). It was also noted that young people are more open to new ideas, they grow up in the new society and this makes integration easier among this age group (CZ). Consequently, integration tends to be harder for older and first generation migrants.

“The children go to school, there’s a mix, my daughter has friends from all over the world” (France, general public, female, 40-70)

The main obstacles to integration (mentioned in more than one Member State) are perceived to be:

- Resistance of migrants to accept the new culture / residential segregation / lack of desire to integrate (FR, LU, FI, BG, CY, CZ, DE, DK, EE, EL, ES, IE, IT, LV, LT, MT, NL, PT, RO, SI, SK, UK, BE, AT, SE)

“For the local Luxembourger community, the barrier to establishing contacts with foreigners who tend to form a group of their own is much greater than developing contacts with just one foreigner. There is a much greater resistance to be dealt with.” (Luxembourg, general public, male, 45-70)

“We want to integrate them, but they don't want to. The Turkish people want to remain among themselves. At parents' evenings the Turkish parents do not come, they do not pay any attention to their children's problems.” (Germany, general public, male, 45-70)

“If they live separate from us it is worse, like this we are not stimulated to get to know them either” (Italy, general public, female, 45-70)

“When there is a desire, they integrate quickly.” (Lithuania, general public, male, 45-70)

“It is very rare to see Chinese mixed with other nationalities; I think they are afraid to lose their culture.”(Portugal, general public, male, 18-35)
- Language – learning the local language is often difficult but it is the key to communicating with local people, mixing with society and conducting business (FR, LU, FI, CY, CZ, DE, EE, ES, IE, LV, LT, MT, PL, PT, SK, BE, AT, SE)

“The French language isn't easy with all the exceptions, the 'nous', the 'vous' etc.” (France, general public, male, 18-35)
- Religious and cultural differences (FR, CY, LV, SK, UK, FI, ES, LV, MT, BE) – in particular, non-Christian religions adapting to Christian nationalities can be difficult.

“It is difficult for Muslims to adapt. It is a completely different culture. ... for example they cover their faces.” (Slovakia, general public, female, 45-70)

“I had an occasion. I went to my friend's birthday, she had a boyfriend...probably, a Turk, well, someone, from those countries, probably, from Turkey. I kissed her on the lips, I gave a flower and a kiss on lips, and he did not understand that... the whole evening he was so peevisish.” (Latvia, general public, male, 18-35)
- Prejudices of local people / stereotypical imagery (FR, BG, CY, CZ, DE, LT, SK)

“It is very difficult for them to integrate, they have a completely different culture, Cypriots are negatively predisposed, and by receiving that how can they really integrate?” (Cyprus, general public, male, 45-70)
- Nature of local people can be difficult to deal with – reserved / closed / unsociable / intolerant / racist (EE, LV, PL, RO, SK, MT, UK)

“I think it's hard. There is this prevalent opinion regarding Estonians that we are terribly reserved. If an Estonian is a friend, he is a true friend, then he accepts you into his life and we don't have this keep-smiling culture here, but WHEN the person would let you into his life is a different matter ... we keep distance when communicating with people, so we are this cold nation, from the Nordic country.” (Estonia, general public, female, 18-35)

“I think the public are quite weary, especially in these times...the economy. People are a lot quicker to pick scapegoats for why we're not doing so well personally.” (UK, female, 18-35).

- Education level – the perception is that those who are more highly educated will integrate more easily (BG, ES, MT, SK, BE, AT)
- Physical features which make it apparent that an individual is not from the local country (HU, LT, MT, BE)
“Due to their colour and race they are viewed unfavourably, if it was a white immigrant no one would pay any attention to them.” (Lithuania, general public, female, 18-35).
- Local administration – can be difficult / intimidating (LU, DE, CZ, SK)
- Country / place of origin – influences languages spoken, religion, culture, traumatic events experienced and appearance, all of which will influence the ease with which a person integrates into the country (BG, IE, MT, DK)
“That’s the key to it. If you look at the regime they come from. The more brutal the regime, the more brutal, the more heartless they are with us. Those who come from the greater democracies, tend to fit into our system.” (Ireland, general public, male, 40-70)
- Reason for migration (choice or necessity, business or family) – this is likely to influence a migrant’s attitude to the country they find themselves in (DK, LV)
- Lack of information about the local country society / customs e.g. rules of the road (NL, UK)
- Employment (MT, PL)

4.1.2 Non-EU Migrants

Migrants feel that integration into the local society is an important part of their creating a life for themselves in the new country (CZ, DK, ES, IT, PL, PT, AT).

“You have to try. If you don’t want to integrate and don’t try to understand ways and habits you will be excluded from society. You have to show that you want this. If you’re indifferent then why come here in the first place?” (Denmark, Non-EU migrant group, male second generation, Pakistani)

“It’s just that through integration they no longer feel lonely, they become a part of the society. It’s the biggest problem, when someone treats another person as some sort of otherness. Then this other person will actually feel like that.” (Poland, Non-EU migrant group, second generation, Russian)

“Sometimes I get the impression that some migrants think that by integrating themselves they will do the Austrians a favour. They do not understand that they benefit the most from good integration; this will facilitate living in this new country. If I do not understand the people around me, how will I ever make friends? How can I understand their life?” (Austria, Non-EU migrant IDI, 27, higher level education, Bosnian)

Only the migrants interviewed in Belgium expressed that they do not want to be integrated any further. They reasoned that they do not want to lose their own

national identity and that they feel at ease maintaining both nationalities. However, it was noted that this could be a consequence of the fact that they have not been integrated since their arrival in Belgium.

“I don't really try to be integrated. I prefer to keep a link with my roots” (Belgium, Non-EU migrant group, first generation, Morocco)

“I feel at ease with both, Belgians and Congolese, I never had any problem, I never felt I was rejected. Maybe this is due to my personality, because I'm cheerful and friendly with everyone...” (Belgium, Non-EU migrant group, first generation, Congo)

Some migrants feel that the general public welcomes migrants into the country (FR, CZ, ES, UK), while others feel they are not welcomed (CZ, EL, PT, BE). These differences in views did not appear to be directly related to the length of time migrants had lived in the country, nor to their age or education level.

“Czechs are only people, some are good, some are not. When they do not know other nations, they feel prejudice and have negative feelings towards foreigners.” (Czech Republic, Non-EU migrant group, first generation, Ukrainian)

“First days at work were not so pleasant, they never talked with me, and look to me in a strange way.” (Portugal, Non-EU migrant group, Cape Verdean)

However, there is a perception among some that in recent years, local people are less welcoming, with the advent of the financial crisis and increasing terrorism activity (FR).

“Not good in recent years, since the crisis, terrorism, the welcome is over now” (France, Non-EU migrant, first generation, male, Algerian)

The negative experiences migrants recalled primarily related to discrimination at some level:

- **Discrimination:**
 - Negative discrimination at work (ES, BE)
 - Police being discriminatory – being singled out from a group of locals and migrants (FR, ES)
 - Professional judgment questioned / being blamed (PL, PT)
“In my work if something goes wrong, the tendency is to say, it was the Brazilian.” (Portugal, Non-EU migrant IDI, 27, low level education, Brazilian)
 - Prejudice in favour of other migrants (CZ)
 - Feelings of distrust among society (e.g. being watched closely by store security guards) (ES)
 - Negative discrimination when looking for accommodation (BE)
 - Local people being given preference in a queue (CZ)
 - The movement of locals away from areas where migrants are living (creating 'ghettos') (BE)
- **Abuse:**
 - Derogatory name calling / verbal abuse / being ignored (ES, IT, PT)
 - Money stolen by co-workers (CZ)
 -

- **Difficulties:**
 - Administration being tortuous / intimidating (FR, BE)

While the positive experiences migrants have experienced are related to acts of kindness:

- Help / care from work colleagues / friends / neighbours (FR, CZ, ES, PL, PT, BE)

“My neighbours are very friendly, they always ask if I want a TV or something they are going to put out, and for me in the beginning it was very useful, they gave me things they didn’t want and were in very good conditions.” (Portugal, Non-EU migrant group, Ukrainian)
- Being greeted by local people (ES)
- Educational establishments being helpful / offering extra services for migrants (FR)
- Having friends who are local nationals (ES)
- Family paving the way for their arrival (IT)

As the general public noticed, integration is easier for the young and it is more difficult for the older and first generation migrants who find learning the local language more difficult and usually have a stronger attachment to their country of origin (CZ, DK).

“The kids are OK, they can speak Czech, but their parents have lived here for 10 or 15 years and have no experience with the tube and trams. They arrange everything by means of their mediatory Asian companies.” (Czech Republic, Non-EU migrant IDI, 41, higher level education, Vietnamese)

For migrants the main obstacles (those mentioned in two Member States or more) to integration are:

- Learning the local language (FR, ES, IT, PL, PT, UK, BE, AT)

“The people who don’t speak [French] aren’t received the same way” (France, Non-EU migrant, second generation, Moroccan parents)

“Only the language can save you, if an Italian hears you talking well in Italian he is already well disposed towards you” (Italy, Non-EU migrant group, first generation, Albanian)
- Cultural and religious differences (ES, BE, SE, FR, IT) – although there is recognition that religion is an obstacle, some also felt that in order to facilitate integration there needs to be more places for them to worship (IT)

“I don’t think they don’t want to speak with me because I’m Turk. Belgians just don’t speak with each other. This is very different in my country” (Belgium, Non-EU migrant IDI, 18, low level education, Turkey)

“There are very few mosques for accommodating our festivities, they could provide more spaces for us to pray in ... if they give us a small place, all the people who come won’t fit in, in Viale Jenner they had to close down” (Italy, Non-EU migrant group, first generation, Moroccan)
- The attitude of the general public / not being accepted discrimination (DK, PL, PT, IT, FR)

“My experience with the Danes is a bit mixed. I had so many difficulties finding an apprenticeship for my education just because of my name. They all just said “no thanks” everywhere I went. My breaking point was this one place where they turned me down saying that they didn’t need anyone and then the very next day a friend of mine from my class who is Danish

was immediately offered an apprenticeship when showing up at that place! At that point I just gave up. And since the education requires that you have completed an apprenticeship I let go of that dream and now I work in a job where no skills are needed.” (Denmark, Non-EU migrant group, male, second generation, Pakistani)

- Migrants living in separate areas / ghettos (EL, PL, AT, FR, ES) – this makes migrants prone to criticism / aggression. Although some feel that equally there is a need amongst local people to let migrants move into other areas

“Some people are closed off, they don’t speak the language, it’s difficult, they only want to live with each other” (France, Non-EU migrant, first generation, female, Chinese)

“The obstacle lies with the Swedes, because they do not open up and let migrants in” (Sweden, Non EU migrants, female, Iraq).

While others felt that it is impossible to push force those who do not want to integrate into closer relations (PL)

“I think that it’s their right to choose. You can take a horse to water but you can’t make it drink. If they want to, they will integrate, and if not, then they won’t. It’s like believing in God, you either change your faith or not.” (Poland, Non-EU migrant IGI, 30, high level education, Ukrainian)

- Attitude / openness of the migrant to the new culture (ES, PL, AT)
“Integration means open up to a new culture and let this new aspects influence my life!” (Austria, Non-EU Migrant, second generation, female)
- Employment – it’s the first step to mixing with society (PL, BE)
- Bureaucracy to remain in the country (IT, BE)
“We changed our nationality to avoid the massive administrative harassments” (Belgium, Non-EU migrant group, first generation, Congo)
- Migrants work very long hours and so finding time to study the language or to do anything extra to integrate is difficult (CZ, ES)
- Some localities / regions are more difficult to integrate into (CZ, DK)
“I guess it really depends on Copenhagen versus the provinces. If you live in Copenhagen you will meet a lot of migrants and be more open and positive towards them compared to those regions where you hardly meet any migrants and therefore rely on the stories you hear in the media.” (Denmark, Non-EU migrant group, male, first generation, Bosnian)

4.2 Specific aspects of integration

Participants were asked how non-EU migrants were welcomed into the country and also how important and difficult it was to integrate.

Aspect	Average importance (0-10) General Public	Average importance (0-10) Non-EU migrants
Can speak the language	8.80	9.54
Have a job	8.31	8.70
Vote in elections	4.35	5.33
Bring families with them	5.52	6.67
Have good level of education	7.04	7.29
Get involved in local community	7.05	7.40
Respect local cultures	8.30	8.40
Share in local cultures	6.69	7.08
Enjoy legal status	7.25	8.71

Among the general public the importance of the different attributes in integration is as follows:

1. Can speak the language
2. Have a job
3. Respect local cultures
4. **Enjoy legal status**
5. Get involved in local community
6. Have good level of education
7. Share in local cultures
8. Bring families with them
9. Vote in elections

Among migrants the order of importance is as follows:

1. Can speak the language
2. **Enjoy legal status**
3. Have a job
4. Respect local cultures
5. Get involved in local community
6. Have good level of education
7. Share in local cultures
8. Bring families with them
9. Vote in elections

The only difference in the order of importance that the general public and migrants placed on the attributes is on 'enjoy legal status' (in red above). Migrants felt it was more important than the general public and it ranked second on average, whereas among the general public it ranked fourth, after speaking the language, having a job and respecting local cultures.

Among both the general public and migrants, speaking the language is the most important feature in integration. Voting in elections is the least important.

4.2.1 Speaking the language

Participants were asked how important it was for non-EU migrants to be able to speak the language.

Being able to speak the local language is one of the most important factors for both the general public and migrants. Both recognize that it is the key to enable migrants to communicate and function in local society.

In addition, learning the local language is an indicator to the general public of the migrants' willingness to integrate. Furthermore, it is believed that it helps migrants to find employment and to develop an understanding of the local society culture and values.

4.2.1.1 General public

Almost everyone felt that speaking the local language is imperative for the integration of migrants. It is the cornerstone to communicating with / understanding local society (at work, at school, at the shops, carrying out administrative tasks, paying bills socialising and so on), which is key to developing a new life in the local country (FR, LU, FI, BG, CY, CZ, DE, DK, EE, EL, ES, LV, LT, MT, PL, PT, RO, SK, UK, BE, AT, SE).

"To communicate/get around/understanding social security/ everything to do with administration/it's the basis/to do your shopping" (France, general public, male, 40-70)

"Otherwise he cannot participate in the cultural space and local life. They remain sitting in their own little corner, frightened. He cannot participate in local life because of the inability to speak the language and feels bad. I'd also feel bad if I was surrounded by people who speak a language I do not know. I wish I could become almost invisible or wish I could leave soon." (Estonia, general public, female, 45-70)

"It goes smoothly when shopping, getting a job, for everything." (Portugal, general public, male, 18-35)

In particular, some specified that being able to speak the local language is crucial to getting a job (EL, LT, PL, PT, RO, SK) or finding a better paid job (DE, ES).

In those countries where there is some resistance towards migrants, learning the local language is particularly important to foster better relationships between local people and migrants (CY).

"Speaking the language will bring them closer to us" (Cyprus, general public, male, 18-35)

Furthermore, participants in other Member States also recognised that, by learning the local language, migrants would be more easily accepted into local society as it demonstrates a willingness to integrate (CZ, DE, EE, SK) and respect for the local country (LT, SI). Others explained that learning the local language is an important indicator of integration because it signals the migrants' intentions to stay in the country long-term (IT).

“Without communication, you cannot become a part of the society. You are accepted better, the differences become less.” (Czech Republic, general public, female, 18–35)

“I think it also shows attitude – if he/she is learning the local language, then this person is serious, shows his/her desire to integrate and willingness to live here.” (Estonia, general public, male, 18-35)

“It is important, for them but also for us ... otherwise you remain a tourist, a guest” (Italy, general public, female, 45-70)

When migrants do not understand the local language there is the possibility of misunderstandings and conflicts with local people as they cannot understand what is being said (FI, BE). Ultimately, migrants may be isolated from local society because of their inability to speak the language (LU, FI, DE, PL).

“I know an Indian couple from the neighbourhood playground. Husband works at the university and speaks fluent Finnish and English but the wife is a housewife and doesn't speak one word of Finnish. Because of that there had been some conflicts with the Finnish families and their children.” (Finland, general public, female, 18-35)

Some pointed out that it is also impossible to understand the local culture and values until one understands the language. Therefore, it is pivotal for understanding the country as a whole (DE, DK, LT, SK).

The Danish sense of humour is very linguistically based, I think that migrants have to learn the Danish language tremendously well in order to be able to laugh at our jokes – that's why I rate the importance of language as a 10” (Denmark, general public, female, 18-35)

“Language is the foundation for everything... Only knowing the language, will you get to know the people, customs and will you be able to adapt.” (Lithuania, general public, male, 45-70).

Some Finnish participants have observed that migrants who do not understand the local language tend to become dependent on other members of the family who do understand it.

While Slovakian participants commented that the ability to speak the local language is one of the criteria for citizenship and so it is part of the foundation of integration into local society.

Interestingly, in some countries it was noted that migrants can manage without the local language if they know English or another language spoken in the country (FI, DK, MT, BE).

4.2.1.2 Non-EU Migrants

Like the general public, migrants also felt that learning the local language is crucial for integration. Being able to communicate in the local language enables people to participate in local life - go to work, shop, pay bills, socialise and so on (FR, CZ, DE, DK, EL, IT, NL, PL, PT, UK, BE, AT).

“For housing and employment”(France, Non-EU migrant, second generation, Algerian parents)

“I would be lost without language knowledge. You cannot handle anything, anywhere, without speaking the language.” (Czech Republic, Non-EU migrant IDI, 33, high level education, Ukraine)

“When I arrived I immediately felt the need to learn Danish as practically everything takes place in Danish. All my bills are in Danish, all around me talking in Danish. And Danish isn’t that easy to learn! They don’t talk like it’s written, so I felt very perplexed for a long time.” (Denmark, Non-EU migrant group, male, first generation, Chinese)

Many felt that being able to speak the local language is essential to find a good job (CZ, DE, DK) or to find a job at all (EL, BE). Only migrants from Sweden differed in their opinion, they felt that employment is more important than the local language and that they can learn the local language through the social contact they have at work (SE).

Understanding the local language also enables mutual understanding with the local people (CZ, DE, DK, BE). It is crucial to speak the local language to understanding the local culture and values (DK, NL).

They also felt that learning the language indicates a willingness to integrate (FR) and some expressed that they believed it is their ‘duty’ to learn it (FR).

“It isn’t easy to integrate if you don’t speak the language, I’ve known Turks who’ve been in the country for years and who don’t speak [it], especially women. The language first, it’s the sign of a lack of willingness to integrate” (France, Non-EU migrant IDI, 39, high level education, Turkish)

As the general public commented, some of the migrants have found that English is an acceptable alternative to the local language in some countries (DK). In other countries migrants are coping reasonably well using English rather than the local language, as the number of local people speaking English has increased (NL).

“I’ve been living here for two years. I know that not everybody is as good at English as the Amsterdam people are.” (The Netherlands, American, ID interview, first generation)

4.2.2 Having a job

Participants were asked how important it was for non-EU migrants to have a job.

Both the general public and migrants recognized the importance of a job in providing financial stability, increasing interaction with local people (stimulating cultural and communication exchange to enhance integration) and improving the general public’s perception of migrants by eliminating the need for them to claim social security benefits.

Both audiences also identified that a job would fulfill self-esteem needs. Only the migrants identified that being able to send money back to their country of origin is an additional role of being employed.

4.2.2.1 General public

Participants in some Member States commented that they believe employment is the main reason for migrants coming to their country (BG, CZ, ES).

The general public feel it is important that migrants have a job because it:

- Encourages socialisation and communication with local people, which is important in the integration process (FR, LU, FI, DE, DK, HU, IE, LT, MT, PL, RO, BE).
“It’s having a social life, you work and you have a wage in return and a social life, the unemployed feel excluded” (France, general public, female, 40-70)
- Enables migrants to obtain a decent standard of living / support themselves and their families / financial stability (FR, FI, BG, CY, DE, EL, ES, LV, LT, PL, RO).
- Eliminates the need for migrants to take claim social security benefits and so increases acceptance among local people (LU, BG, CZ, DE, IE, LT, MT, SI, SK, UK, BE)
“If they’ve got a job, you go into work and think ‘fair play, you’re trying, you’re working with us’ and you’ll get on with them a lot better” (UK, general public, male, 18-35, floor layer).
- Prevents migrants from turning to crime (CY, IT, LT, MT, PT, SK)
“The big problem with regard to immigration, besides the fact that there are so many of them, is that there is not enough work for everyone, so living here in a certain way they have to survive and so they fall in with gangs and become delinquents” (Italy, general public, male, 45-70)
- Builds self-esteem / self-worth as it provides recognition and value in the community (FI, ES, IE, BE, AT)
“It is a very important factor for self-esteem. Everybody longs for being valued and feeling to be accepted and respected. It is an unbelievably powerful basic human need.” (Finland, general public, female, 18-35)
- Makes them valuable in society / needed (DK, EE, EL)
“If you work somewhere, it means you are a valued person with necessary skills because you were employed for a reason. I’m sure this helps to blend better.” (Estonia, general public, male, 18-35)
- Indicates that the migrant is prepared to contribute to local society – paying taxes and social security (EE, EL, PT)
- Increases their knowledge of the local culture, customs and traditions (BG, CZ, LT, PL)
- Improves perceptions of local people about migrants – hard working etc. (CZ, LT, AT)
“This is a very important aspect regarding the prejudices of the local population. If you are in employment people will always approach you in a more positive way!” (Austria, general public, 18-35, male)
- Makes migrants feel useful, self-sufficient and productive (MT, PT)
- Creates a sense of belonging (IT, MT)

4.2.2.2 Non-EU Migrants

Some migrants also commented that employment was the main reason for moving to a particular country (CZ, ES).

Migrants feel that having a job is important because it:

- Enables them to have a decent standard of living / financial independence (FR, DE, EL, ES, PT, UK, BE, CZ)
“When you have money, life is beautiful. You have something upon which you can build your future.” (Czech Republic, Non-EU migrant group, first generation, Vietnamese)
- Increases socialisation and communication with local people (FR, DE, DK, NL, PL, BE, SE)
- Increases their knowledge of the local culture, customs and systems (FR, CZ, DK, PL)
“If you work, you know more people, you have more experience, you get to know the country and the system better” (France, Non-EU migrant IDI, 23, high level education, Chinese)
- Makes migrants feel useful and part of local society / contributors to society (IT, NL, PT, BE)
- Obviates the need for social security benefits and so improves the perceptions of local people (FR, DE, UK, BE)
“So we don’t ask for any social aid, which is badly received by the Belgians who speak about profiteers” (Belgium, Non-EU migrant group, first generation, Congo)
- Enhances self-esteem – able to take part in the local social life as a consequence of being financially better off → feel respected and accepted within the community (DE, PT, BE)
- Allows them to send money home / abroad (EL, ES, IT)
- Is a condition of permits / visas (IT, NL)
“I am unemployed, in a short while my permit expires, so if I don’t find anything I will have to go back to Albania” (Italy, Non-EU migrant IDI, 36, low level education, Albanian)

4.2.3 Vote in local/ regional/ national elections

Participants were asked how important it was for non-EU migrants to vote in elections.

Overall, voting rights are not seen as important for integration. Voting rights are perceived to be part of attaining citizenship. There is some concern and fear among the general public that migrants will ‘take over’ if they are all given voting rights.

Many migrants are not interested in politics, are skeptical and/or feel do not have sufficient knowledge to vote. Voting rights are more important for those migrants who have been in the country for longer, even if they are not citizens. However, being able to express an opinion about the local community is important.

4.2.3.1 General public

Opinions varied on the importance of voting rights in integration and even on whether migrants should have the right to vote at all.

For participants in many Member States, voting is not seen as useful or necessary to integration (CZ, FR, FI, DE, DK, LT, PT, SK). It is felt that migrants do not have an understanding of the language and/or the laws and systems they would be voting about (CZ, FR, LT, PL, PT, RO, SK). In addition, there is a belief that some migrants do not have an interest in politics and so the vote is not of importance to them (DE, LT). While others feel that they are likely to return to their country of origin at some stage and so they see no point in giving them the vote in the local country (PT).

“The foreigners do not have our knowledge of the politics nor enough information of the overall context. Besides, many do not understand the Czech language.” (General public, male, 45–70)

“They come here, they speak French badly, so why ask them to vote for laws that they don’t know?” (France, general public, male, 40-70)

“I don’t think it helps integration. A lot of them will go back sooner or later. ” (Portugal, general public, female, 18-35)

Furthermore, the Romanian participants were against giving migrants the vote as they are worried that migrants will be easily bribed.

Some participants in some Member States feel that migrants should not have the right to vote at all (older BG, CY, ES, MT, BE). They feel that migrants:

- Could not have a view on local politics (BG)
- Are too far removed from ‘local’ life to be part of its governance (BG)
- Are visitors to the country and should abide by the local laws rather than being involved in creating them (CY)
- Threaten the interests of local people (ES)

Similarly, some are fearful of giving migrants the vote, they expressed that:

- Migrants should not have the right to be elected / take over government (CY, BE)
“There is no need for aliens to take part in the governance of our country.” (Bulgaria, general public, male, 45-70)
“There is no need for them to vote in elections, Citizens have the right and obligation to vote but migrants are obliged to abide by the laws, rules and regulations that apply in the country they live in” (Cyprus, general public, male, 18-35)
- The migrant vote could outweigh the local vote (DE)
- Migrant votes could be making decisions on issues because local people are reluctant to vote (HU)

- Migrants would vote at random because they do not have the appropriate expertise and knowledge (IT)
"I myself struggle to understand; how are they going to manage! They would vote randomly, but it is a big burden, too big" (Italy, general public, male, 45-70)

Some participants in some Member States do believe that there is a role for giving migrants voting rights:

- It is seen as a sign of equality and inclusiveness as it indicates that the migrant is the same as everyone else in the country (FI, BG, ES, AT).
"It means that you can have the same, you are equal with the original population." (Finland, general public, female, 45-70)
- Others feel that as part of the democratic process it is important that migrants should be able to vote as they are part of society and they are paying taxes (IE)
- It is the maximum expression of integration (IT)
"If they have duties they will also have to have rights as well, it seems fair to me" (Italy, general public, male, 18-35)
- It creates a sense of belonging / connection with the local community (MT, PT, AT)
- Viewing policies and integration policy particularly with a fresh perspective and from their own experience raising problems and making suggestions on how to make it easier (LT)
"If their community would be large enough, they would want to have their own representatives, have an influence; this would be good for economics as well." (Lithuania, general public, male, 45-70).
- The opportunity to bring new blood into the political system and encourage local politicians to take a fresh look at policy and migrants (LT)

Some participants felt that in a democratic society migrants should be given the choice of whether they want to vote or not (BE). They felt that it would be a positive way for migrants to demonstrate their active interest in the host country (LU, DK, ES) which is part of the integration process.

"A person who lives in a country, even if it is not his country of origin, should participate in elections." (Luxembourg, general public, male, 45-70)

"I assess it to be the most important aspect – a 10 – above all others! We are part of a democratic society, and by showing your support to democracy, you show that you support and care for the Danish values!" (Denmark, general public, male, 18-35)

However, Slovakian participants also point out that whilst giving migrants the vote is the legally equitable thing to do it does not mean that they will necessarily be truly accepted in society.

Other participants were of the opinion that voting in elections is something that should be granted later (FI, FR, RO, AT). Some specified that they should be able to vote once they have become local citizens (HU). Others explained that it should be granted only to those who plan on making the country their home (UK).

Being able to vote was seen as a more important (and potentially motivational) for migrants who have been in the country for a longer period of time (FI, LV). Some participants suggested that those migrants who have been in the country for a shorter amount of time could be given permission to vote in municipality elections as these will directly influence their lives (LV).

“It is not among the first issues but it can motivate people to familiarize themselves with our culture and how we take care of things here.” (Finland, general public, female, 18-35)

The Maltese, who are reluctant to give migrants the vote at all, are of the opinion that voting should be restricted to local elections only. While the Greeks suggested that ‘transient migrants’ should not be allowed to vote as they believe that they would not be concerned about a government that they would probably never experience.

In Ireland (younger participants) and Poland, participants could not understand why it would be at all important for migrant integration to be able to vote, as they are of the opinion that the local population do not attach much significance to elections.

“A large part of the society is not involved in the elections, so it is not a priority for foreigners.” (Poland, general public, female, 18-35)

4.2.3.2 Non-EU Migrants

Among migrants, the impact of voting rights is apparent as the length of time in the country increases.

Some feel that voting is not important because they are not of that nationality / they have not obtained citizenship (FR). Others feel that voting is not important or relevant to them because they have only been in the country for a short time (DE, EL).

Many migrants do not want (IT, PL) / feel able to vote in elections (CZ, DE, EL) because:

- They are not interested in politics (DE, IT, PL)
“Back home in the Ukraine, I didn’t vote often, maybe twice. I just didn’t feel like it. Later when I did vote, it turned out that it was good for nothing. My single voice is so insignificant that it means nothing. It’s the same here. I have many friends from Poland, who do not vote either.” (Poland, Non-EU migrant IDI, 30, high level education, Ukrainian)
- They are sceptical of the political system (CZ, DE, SE) – some related to their country of origin
“Political parties here are populist ones, they will never advocate for minorities.” (Czech Republic, Non-EU migrant group, second generation, Vietnamese)
- Their understanding of the language is limited (CZ, DE)
- They do not have sufficient information and knowledge about the political systems / traditions (CZ, DE)

- There is no local party representing their needs as migrants (CZ)
- They do not yet feel that they belong so closely to society that they want to participate in elections (DE)
- They do not know the dynamics and needs of the country (EL)

Some pointed out that it is not appropriate to vote until migrants have been in the local country for a few years as only then will they have sufficient knowledge of the political system (NL). Although some participants added that following national politics in the media helps them to understand local society better (NL) and thus integrate.

Some migrants are torn because whilst they admitted that they do not necessarily know the local systems they feel it is important to give their opinion (FR).

The right to vote is expected once migrants are integrated rather than it being part of the integration process (DK).

Migrants feel that voting rights should be given to those who adopt citizenship or intend to live in the country for the foreseeable future (FR, EL).

“I don’t have the nationality, I can’t vote, if I expect something of the State the least I can do is respect it, I would vote if I became French” (France, Non-EU migrant IDI, 28, high level education, Algerian)

Being able to vote makes migrants feel that they are a citizen and that they belong in the country (FR, NL). Some commented that this accelerates their integration in society (NL).

“Being able to vote was one of my objectives, especially to be integrated, taking part in the Republic in a positive way” (France, Non-EU migrant, first generation, female, Moroccan)

Those who have been residents for many years but have not taken local nationality, feel that being able to vote is an important part of integration in the country that they are living and working in (DE, PL).

“We are supposed to master the German language, to work and pay taxes, but not to vote. I would like to be able to decide whether a right-wing party should come into power or a left-wing one.” (Germany, Non-EU migrant group, first generation, Turkish)

The right to vote is important among migrants because:

- They are part of the community and want to express their opinion on issues / political decisions which affect them (ES, IT, BE, AT)
- They may want to have some influence on the issues (PL, BE)
- Social integration can only be complete with political integration (ES)
- It allows them to participate fully in the social life as they discuss current affairs and political candidates (PL)
- They should have the right to vote because they are working, paying taxes and contributing to the economy (PT)
“If we are integrated, we work we pay taxes, we also should vote.” (Portugal, Non-EU migrant group, Ukrainian)
- In a democracy individuals should have the option to vote or not (BE)

4.2.4 Bringing families to the country

Participants were asked how important it was for non-EU migrants to bring their family with them.

Both the general public and migrants could see the pros and cons of migrants bringing their families with them. Both accepted that the family is important in providing emotional support but that there is a danger that the migrant is less likely to mix with local people when their family is there, simply because they would not need to. However, if children are part of the family unit this was identified as a potential benefit to integration as it could increase interaction with local people.

Both the general public and migrants questioned the definition of family and almost everyone agreed it should only include the spouse and children and not extended family.

4.2.4.1 General public

Some feel that migrants bringing their families with them could be counter-productive to integration because of:

- Migrants spend more time at home with their families / own nationality instead of mixing with local people (FR, CZ, DE, DK, EE, HU, MT, PL, SI, AT)
“That makes the gap bigger, you spend more time with people from your own country” (France, general public, male, 18-35)
“When I’m moving to another country all by myself, I need to interact more with people from my surrounding area!” (Austria, general public, 45-70, male)
- Potential additional cost in social benefits for the local country with additional family members (FR, CZ, UK)
- May lead to the creation of ghettos (DE, EE)
- Potential burden for migrants / makes working and integration more difficult as need to take care of their families as well (ES, RO)
- In order to overcome the burden of having the family to look after on arrival, some participants from some Member State proposed that migrants should establish themselves first, by obtaining employment and somewhere to live, and only then should their family arrive (CY, RO).
- Fear of religious fundamentalism if large numbers of family are brought into the country (SI)
- Potential additional competition for employment as a result of migrants partners (UK)
- The need to integrate more individuals (ES)

Conversely, others feel that migrants should be allowed to bring their families with them because:

- Creates a more homely, secure, happy environment (emotional stability) – migrants are likely to feel better and more self-confident which is better for integration (FI, CZ, EE, ES, IE, LT, NL, PL, PT, SI, AT)
“If you are a single person it is not so important that you get your elderly parents with you. But if you have a consort and kids, then it is important.” (Finland, general public, male, 18-35)
- The presence of children will increase social contact with local people through contact at nursery / kindergarten / schools which will improve integration (CZ, DK, ES, HU, IE, LT)
- Without their family the migrant may feel homesick and less able to focus on integration in the new country as their thoughts are of their home country – more motivated to interact with others and build a new life in the local country if their family are there too (DE, DK, AT, LV)
 - It is easier for those who come alone to return to their country of origin than those who come with their families (AT)
- It is good for the economy as money is then not sent out of the country but spent within it instead (CY, DK, IE)
“I believe they should be allowed to bring their families to Cyprus, simply because in doing so, migrants would not send most of their money to their family in their country. If the family is here the money will be dispensed locally, which will be good for the economy” (Cyprus, general public, male, 18-35)
- By being with their families they are more likely to be law abiding as they will feel more responsible (CY, EL, IT)
- It indicates an intention to live permanently in the country and thus a serious intention to integrate (EL, SI)
- Migrants will have fewer concerns if their families are with them which will make integration easier (LU)

Participants in a couple of Member States simply felt that families should not be split and so migrant families should be allowed to stay together (BG, SE).

Others were averse to migrants’ families coming with them because:

- They are concerned that migrants will dominate in local society (CY, LT, MT)
- They would rather that migrants do not stay and they believe that if their families do not come with them they are less likely to stay (LT)
“If they come by themselves, they will leave shortly after.” (Lithuania, general public, male, 45-70).

There was some discussion about the definition of family (IE, BE, SE). Those who discussed it feel that it should only include the person’s wife or husband and children and not extended family such as brothers, sisters, parents, cousins as the benefit was thought to be with immediate family, whereas additional family could represent a significant cost to the state. It was also thought that if the extended family was introduced migrants would be less likely to integrate with the local society (IE).

4.2.4.2 Non-EU Migrants

Migrants can see both positive and negative aspects to bringing their families with them.

“Family provides my home country for me! But having my family to support me might also deprive me from integrating!” (Austria, Non-EU group IDI, 27, higher level education, Bosnian)

The positive aspects are:

- The provision of reassurance / comfort / potential barrier against isolation – emotional support / self-confidence (FR, CZ, DE, EL, ES, IT, NL, PL, PT, BE, AT, SE)
“This is crucial for us. We need someone close to talk to, a shoulder to cry on. My family helps me more than the Czechs. We eastern nations stick together.” (Czech Republic, Non-EU migrant IDI, 33, high level education, Ukraine)
- The presence of family leads to more contact with other families and nationals (nurseries, schools, etc.) and thus, to better integration (CZ, DK, PL)
- ‘Humane’ if the migrants spouse and children can accompany the migrant (DE) – otherwise the migrant would be divided between the two countries and would be unable to focus on integration (DK)
- More motivated to interact with society because the whole family is affected by the move to the new country (DK)
- More motivated generally (ES)
- Step towards establishing in the country long-term (ES)

Some migrants commented that the presence of family is helpful only if migrants are forced to enrol their children in local schools and encourage newly-arrived family members to learn the language and integrate as soon as possible (NL).

The negative aspects of bringing families to the local country are:

- Migrants are less likely to leave the house and interact with local people if family are there, as there would be no need to (DK, NL, PL, AT)
- The responsibility is a burden which increases the difficulty of integration (FR, ES, BE)
“It’s the least important thing for me, they don’t speak French and if I had to look after the family it would be difficult, it’s harder to integrate with the whole family” (France, Non-EU migrant IDI, 23, high level education, Chinese)
- Older people are less adaptable, less flexible, particularly in terms of learning the language / adapting to a new culture (FR, ES)
- When family is present one is bound to some extent and there is less freedom than if alone (DK)
- Local values not appropriate / too liberal for their family (ES)

- Potential additional cost in social benefits on the local country (UK)
- Potential additional competition for employment as a result of migrants partners (UK)
 - Some migrants are of the view that there are too many migrants already and so families should be discouraged because of the strain it puts on the employment market (NL)

“I do not believe that family reunification is a good idea. The Netherlands is already really full. If they all move to the Netherlands, we have no work anymore.” (The Netherlands, Moroccan, first generation)

Like the general public, some questioned the definition of family. They feel that migrants should be able to bring their spouse and children with them but that ‘family’ should not extend beyond that (NL, SE). However some of the participants from Sweden, of Somali descent, feel that more remote families should also be included in the definition of family.

4.2.5 Have a good level of education

Participants were asked how important it was for non-EU migrants to have a good level of education.

A good education per se is clearly recognised by the general public and migrants as being useful in smoothing the integration process. However, those without a good education can also integrate successfully with the correct attitude.

4.2.5.1 General public

It is widely recognised that a good level of education can assist in the integration process because:

- It facilitates finding employment / finding better employment / provides more career options and learning the other skills key to integration such as communication (CZ, HU, IE, LV, FR, LU, FI, BG, LT, MT, PL, RO, SK, ES).

“I ranked education with a 9 since, if it is really a person with good education he/she can achieve a lot, and can compete in labour market with... everything he can... and thus he has these opportunities, and...By observing what’s going on in job selection and in other places.” (Latvia, general public, male, 18-35)

“Learning language and such is much easier if you have a good educational background.” (Finland, general public, male, 45-70)

“The higher their education, the quicker they will integrate; the easier they learn the local language, the easier they will communicate.” (Bulgaria, general public, female, 45-70)

“The foreigners who work as doctors are usually friendly and responsible. They take their work more seriously than some Czechs.” (Czech Republic, general public, female, 18–35)
- Being well educated is associated with having good manners which helps with integration (MT, SK, FR)

- Local people value well-educated migrants more highly / respect them and as a consequence help them more with their integration (CZ, PT).
- Educated people have greater foresight / understanding of the situation around them and so are more tolerant (DE, SK).
- Educated people are more likely to have an interest in / more respect for local culture (LT, BE)
- Improves perceptions of local people / encourages local people to talk to migrants if they are well-educated (DK)
- It is easier for migrants to be acknowledged / respected if qualified (DK)
- Local people can learn from well educated people (RO)
- Well educated people are curious for knowledge by nature and this thirst for knowledge (language, culture etc.) which makes integration easier (AT)
- Are at less risk of turning to crime than those with lower education levels (HU)

Some participants from some Member States discussed that they would prefer to have educated people in their country and expressed that the country needs / would benefit more from more highly educated migrants rather than those from poorly educated backgrounds (BG, IE, RO).

However, it is also recognised that whilst education plays a role in integration it cannot be assumed that an educated person will integrate successfully.

"It is a sort of positive bias that a doctor integrates easier thanks to education ... but it is not always true." (Slovakia, general public, female, 18-35)

Participants in several Member States are of the view that integration can be successful with relatively low levels of education (PT, SI, UK, AT, FR, CY, IE, DK, LU, FI).

"You don't have to be top of the class to integrate" (France, general public, male, 40-70)

"Why? Not all Cypriots have a good level of education" (Cyprus, general public, male, 45-70)

"Educational level does not affect directly how well you are going to integrate into society." (Finland, general public, male, 18-35)

There is a perception that the attitude of migrants to integration is more important than their education level per se. If they are prepared to do their best and have an attitude of being hardworking and willing to learn by interacting with their superiors and workmates they are likely to integrate (FI, LT, SI, UK, AT).

"When a person does not have a university degree, they could still be a good person and bring more benefit to the society than a person with two degrees." (Lithuania, general public, female, 18-35) "If a person is

determined to achieve something, they could get an education here, then the integration will be easy too.” (Lithuania, general public, female, 45-70).

The level of education required largely depends on the part of society that the migrant wants to work in / is needed to work in, e.g. the cleaning industry or the public health sector (DK, NL). Having the suitable level of qualifications for the country needs is felt to be more appropriate (rather than a high level of qualifications per se) as it will increase their chances of finding a job and thereby accelerate integration (NL).

Participants in Denmark explained that in fact being highly qualified can be a hindrance to getting a job as an individual will be perceived as over-qualified for the low skilled jobs that locals do not want.

4.2.5.2 Non-EU Migrants

Many feel that a good education improves integration because:

- More qualified migrants have better opportunities to find work / access better paid jobs / greater range of opportunities (FR, CZ, ES, BE)
“It’s more difficult for people without qualifications, or who went to a school that was no good” (France, Non-EU migrant IDI, 25, high level education, Chinese)
- Well qualified migrants tend to be more open-minded / more understanding of people and situations and so more tolerant (DE, DK, PT)
“If I now only attend the secondary school and my parents work on the assembly line at BMW, then I can assume that discussions at home are on a simple level and with a rather blinkered view of things. If, by contrast, I go the grammar school, then perhaps I watch the TV news and inform myself about what is going on in the world and do not read the tabloid press which only dumbs people down. Then I have a completely different approach to the Germans.” (Germany, Non-EU migrant group, first generation, American)
“People are smarter when they are educated. You are more open to new learnings, new ideas and meeting new people. Integration into the society will therefore be much easier, as you already have the right mindset” (Denmark, Non-EU migrant IDI, male, American, low level education)
- Educated people can communicate with people at different social levels (ES, BE)
- Qualifications are acknowledged / respected by local society (PT, DK)
“Higher education means more respect, and when respected, better integrated.” (Portugal, Non-EU migrant group, Ukrainian)
- Well qualified migrants are likely to have a better knowledge of English, which they believe is associated with being more likely to find a better job and a higher social position (CZ)
- Well qualified migrants are able to attain a better social position (CZ)
- There is the potential to undermine local prejudices by introducing well qualified migrants into society (DE)

- Well educated people are more interested in participating in civic society (NL)
- Well qualified individuals can contribute more to the community (NL)
- Good education is associated with good manners and extensive knowledge (PL)
- Migrants might be able to gain independence from mediatory organisations which are taking currently part of their salaries if they are well-qualified (CZ)

Conversely, there are also migrants who feel the academic success is not necessarily the recipe for integration success.

“We aren’t all Einstein, you can integrate without being a genius” (France, Non-EU migrant, first generation, male, Algerian)

They reasoned that:

- An individual’s attitude / work ethic is not determined by their education level (PL, UK)
- Being well qualified does not guarantee employment / does not guarantee high level employment – those who are well qualified may be perceived as over-qualified for the low skilled jobs that the locals do not want (DK)
- Those with a low level education are less of a threat to the local people as you are not competing for the highly sought after jobs, consequently those less well educated are more likely to be accepted (DK)
- A lower education background does not prevent them from finding work due to the variety of offers and requirements (ES)
- The jobs available are manual, low skilled and so highly educated people are not required (EL)

4.2.6 Get involved in the local community

Participants were asked how important it was for non-EU migrants to get involved in the local community.

There seems to be some dissonance in the views of the general public and the migrants over getting involved in the local community.

The general public appears to be able to express the benefits and what it would mean for migrants to be involved in the local community much better than the migrants are able to. Whilst the migrants seem to be aware of the potential benefits, they are less aware of the activities that could be involved and raised several obstacles to getting involved.

4.2.6.1 General public

Although some participants in some Member States did not necessarily rate local community involvement very highly, it is clear from the discussions that it was seen as having an important role in successful integration (LU, BG, CZ, DE, DK, EE, HU, LV, LT, MT, NL, PT, RO, AT). In order for the migrants to belong to the

society they need to get to know the customs and practices of it and in order to do that they need to interact with them and the people within it.

“They have to mark their presence.” (Luxembourg, general public, male, 45-70)

“They have to mix with people in Bulgaria.” (Bulgaria, general public, female, 45-70)

Whilst not important for everyone it was seen as a useful way to integrate by others (FI, IE). And others simply thought it would be a bonus if migrants got involved (FR).

Getting involved in the local community was understood to mean that migrants should participate in the life and activities of local nationals who live in the same area as the migrant (FI). This serves as a useful way of meeting local people and making friends with them.

The type of events the general public suggested that migrants could get involved in included:

- Sport:
 - Sports events / sport and leisure teams / gyms (HU, IE)
 - Sports and playing games in the neighbourhood (CZ)
 - Being involved in children’s sports clubs (DE)
- Getting involved in local associations / community groups (FR, IE)
- Shopping in local shops (IE, PT)
- Religious services (Catholic – IE) (HU, IE)
- Being involved in local celebratory days (FR)
 - “Neighbours’ Day” (France, general public, male, 18-35)*
- Taking children to a local nursery (CZ)
- Going to the local pub for a beer (CZ)
- Get-togethers (HU)
- Work events (HU)
- Going to the Cinema / cafes (PT)
- Getting to know the locals (PT)
 - “To be integrated the migrant has to do the same things we do in daily life, go out of the apartment, go to the cinema, go shopping, etc.” (Portugal, general public, male, 45-70)*

Getting involved is seen as enabling migrants to:

- Socialise / establish relationships and networks within the neighbourhood (DK, ES, CZ, LV, LT, MT, PL, AT)
- Improving local relations (DK, ES, LT, MT):
 - Create a positive atmosphere / enhance relationships in the neighbourhood (DK, ES, MT)
 - Breakdown prejudice (DK, LT, PL)
 - Build respect (DK, LT)
 - “You must join in, express your opinion, introduce yourself; when they feel safer themselves, we also feel better then.” (Lithuania, general public, female, 45-70)*
- Learn about local cultures and traditions / become part of society (DK, LT, AT)
- Share ideas / cultures (DK, MT)
- Prevent isolation (ES)
- Increase sense of belonging (MT)

- Learn the local language more easily (AT)

Dutch participants feel that local authorities could encourage participation in the local community. However, they are also of the view that as the main benefit is to the migrants, in learning and experiencing the local culture, there should be a natural desire to participate from the migrants.

Belgian participants could see the potential benefits to integration but doubted that migrants would actually get involved. They believe that migrants prefer to stay within their own communities and so they could not imagine migrants being involved in the local community.

For some, when migrants get involved in the local community they believe that this action in itself is indicative of the individual integrating into society (EE, RO, SK, BE).

“If they are communicating with others, it means that they are blending in – if they participate in local events, go to local village parties or whatever, then they are already communicating and are also showing that they are enjoying their life here. It’s not like they are staying at home, watching TV programs in another language or whatever – they are communicating. I think this is important.” (Estonia, general public, male, 18-35)

Some could not relate to the concept of local community. They felt that the concept no longer exists and as such there is nothing for migrants to take part in (IT). In addition, in some Member States the participants are not involved in the local community themselves and so they found it difficult to relate to this aspect (SI, UK, BE).

“I just wonder how many of us take part in the local community... I don’t think there are a lot of people in our country that participate much” (UK, male, 45-70, fire service worker)

4.2.6.2 Non-EU Migrants

Some migrants from a number of the Member States could see that getting involved in the local community is part of integrating (CZ, DE, DK, NL, PL, PT, UK, AT). They feel the benefits are:

- Getting involved enables migrants to get to know local people, improve their knowledge of the local language and integrate into the local community (DE, PT, UK)
“It’s pretty important if you want to feel at home.” (Germany, Non-EU migrant IDI, 30, low level education, American)
- Having good relations with neighbours – (ensures mutual help in times of need) (CZ)
“I often get to know people or neighbours who have their car parked next to mine. We clean or repair things and naturally start talking. I think if I had a dog, I would have more Czech friends.” (Czech Republic, Non-EU migrant IDI, 29, high level education, Russia)
- It helps to breakdown local prejudices and create mutual respect (DK)
- It enables migrants to demonstrate that they care for society and the welfare of the country (PL).

- Improves the attitude of local people towards migrants (PL)
- Prevents migrants being isolated (PT)
- To be known and to know people within society (PT)
“Very important, we are migrants but we need to know people, to know the Portuguese society, go to the same places Portuguese go.” (Portugal, Non-EU migrant, IDI, 30, high level education, Cape Verdean)

Some feel that the importance of getting involved or not depends on the locality. They believe that it is more important to get involved in village societies than in cities (DK, AT).

“This is a very important aspect. However, it might even be more important in the countryside than in a big city like Vienna. In Vienna it is easier to remain anonymous and to keep a low profile among the residents!” (Austria, Non-EU migrants IDI, 30, low level education, Russian)

Migrants understood that getting involved in the local community could mean:

- Being involved in neighbourhood meetings (FR)
- Mutual help with babysitting (CZ)
- Commitment to the local community (ES)
- Opportunity to introduce themselves to others (ES)

Notably, some are hesitant to develop relationships with their neighbours (CZ). They are nervous to start the conversation although they would like to (CZ).

Whilst others, did not think that involvement in the local community was essential to integration (FR, ES). They were of the view that:

- Participation within the local community is low and so the opportunity for them to benefit by participating is limited (ES)
- There are insufficient events / institutions or ways of participation (ES)
- The local culture is individualistic and social participation is minimal (NL)
- Some citizens do not like migrants being involved in the community as they perceive it as them trying to dominate the country (PL)

4.2.7 Respect local cultures

Participants were asked how important it was for non-EU migrants to respect local cultures.

On the whole, there is a general consensus that respect of local culture is important because it is polite and is more likely to encourage local people to accept migrants into society.

Both the general public and migrants accepted that it would also create a feeling of mutual respect and would facilitate a sharing of cultures, which is particularly important for the migrants.

4.2.7.1 General public

Respecting local culture is perceived as important among the general public because:

- Respecting / adopting local cultures is an essential aspect of integration and expected good behaviour (FR, LU, FI, BG, CZ, ES, HU, IE, PL, RO, SK, SE) – particularly in countries where migrants are viewed as ‘guests’ or visitors (CY, HU, SK)
 - “We don’t shout when we talk in France, there’s an unobtrusiveness, we aren’t exuberant” (France, general public, female, 40-70)
 - “If I pay a visit I am going to live by the rules of that household and not expect that they are going to start obeying my rules. Immigrants should also behave like that.” (Finland, general public, female, 18-35)
- Some felt particularly sensitive about this issue and were of the view that if migrants are not prepared to adopt the local culture they should return to their country of origin (BG, DE).
 - “Otherwise they should return wherever they come from!” (Bulgaria, general public, male, 18-35)
- Local people are more likely to accept / respect migrants if they respect the local cultures – otherwise migrants may be isolated (CY, CZ, DE, EE, LV, LT, MT, PL, PT, UK, BE)
 - “When migrants respect the local culture, the Czechs will respect them as well.” (Czech Republic, general public, female, 18–35)
 - “If they don’t respect our culture, I see no meaning they stay here, and then it is senseless to talk about integration. How can I respect someone that doesn’t respect me?” (Portugal, general public, male, 18-35)
 - “Then you have automatically respect for them too” (Belgium, general public, female, 45-70)
- In this context the participants referred negatively to migrants who appear to have disrespected local culture, e.g. Ukrainians in the Czech Republic who live together in small flats who are seen as not following hygiene rules (CZ)
- It shows a willingness on the part of migrants to try and understand the local people and their culture (FI, IE, LT, SK,)
- Respect of local culture leads to an understanding of local culture, which then leads to greater integration (IE, AT)
 - “One has to respect other cultures and also get to know these cultures and the differences. If I know about other cultures it is far less likely that I’m afraid of them or even feel threatened by other cultures or traditions.” (Austria, general public, 45-70, female)
- If migrants respect local culture it indicates that they are respecting where they live and the local people (IT)
- The adoption of local customs will follow after integration / in time (FR, RO)
 - “That’s something for after integration, once you feel that the host country is to some extent yours” (France, general public, female, 18-35)

Not only is respect expected but participation in local culture is also expected for integration (NL, LU). Some commented that if migrants do not participate they risk being excluded from life in society (LU).

Some participants in some Member States mentioned that the cultural respect should be reciprocal and that if migrants respect the local culture then local people should respect the culture of the migrants as well (LU, CY, IT, PL).

“If they respect ours we will respect theirs, it’s give and take...” (Cyprus, general public, female, 45-70)

However, some clarified that they do not expect migrants to cast off their own culture in favour of the local culture but rather that they should adopt the local culture alongside their own (EE).

“The people who accept Estonian culture, they usually remain a person of two cultures, they will always have their own culture ... take the same Americans, for example – I think they are the greatest patriots of Estonia, but every time there is some American football which Estonians never watch, they are all ... they are all keenly following it and it’s like a double ... you don’t need to be afraid to lose your own culture.” (Estonia, general public, male, 18-35)

Migrants who show a lack of interest / respect for local culture are not viewed favourably. The Slovenian participants felt that migrants were disrespectful when they did not get involved in local culture but then expected to be able to share their own culture with local people (SI).

4.2.7.2 Non-EU Migrants

Migrants feel it is important to respect local cultures because:

- It is polite / good behaviour to respect / adopt the way of life of the country in which they are living (FR, DE, DK, IT, PL, AT, SE)
“I cannot just come here and live according to my own culture and not respect that of the Germans...” (Germany, Non-EU migrant group, first generation, Chinese)
“If I come to your house I have to abide by your rules, if I don’t like them I leave!” (Italy, Non-EU migrant group, first generation, Albanian)
- Local people are more likely to respect migrant culture if migrants respect local culture (NL, PT, UK, BE, AT, ES)
“If you can’t respect other cultures, how can they respect yours?” (Belgium, Non-EU migrant IDI, 30, low level education, Morocco)
 - Other participants expressed the importance of reciprocal cultural respect (FR, DK) and that they would like to share their culture with local people (SE), although they do not seem to envisage it as a natural consequence of their respect of local cultures
“Respect goes before anything else. But it’s a mutual thing as both Danes and migrants need to meet each other with respect. For example I need nationals to respect that I wear a head scarf because I want to. It’s part of my culture, it’s who I am, not because I’m subdued and it’s not a sign that I don’t respect Danish ways, because I really do and I like living here in Denmark.” (Denmark, Non-EU migrant group, female, first generation, Iraqi)

- Local people are more likely to respect / accept migrants as part of society (CZ, ES, PL, BE)
- It avoids conflicts between communities (BE)

Some went on to explain that although they want to be integrated, and they want to respect and adopt the cultures of the local country, they do not want to neglect their own culture (AT).

Some mentioned that although they respect the local cultures they do not want to participate in them (FR).

“Respect is important, but taking part is another matter” (France, Non-EU migrant, first generation, male, Moroccan)

Only a few participants in the Czech Republic commented that respecting local cultures is not that important because:

- Their own cultural habits are more important (CZ)
- They believe that migrants are busy working and so do not have enough time to think about it (CZ)

4.2.8 Share in local cultures

Participants were asked how important it was for non-EU migrants to share in local cultures.

Participation in local cultures is potentially beneficial to integration but both the general public and migrants recognize that the desire to do so depends on the individual. Both audiences recognized that respect of local culture is more important than participation.

4.2.8.1 General public

Most thought that sharing / participating in local cultures was not important for integration because:

- It is up to migrants to choose if they want to join in with local culture events, it is not necessary to share in local culture as long as migrants respect it / have an open and positive attitude to it (BG, CY, EE, IE, PL, PT, UK, BE, AT, LV).
“It is their right to decide whether they want to share in local cultures” (Cyprus, general public, female, 45-70)
“I don’t require friends to take part in events, because everybody does as everybody pleases, people have different outlooks on life. But it’s important to respect one another, one’s culture; otherwise it’s impossible to establish any relations.” (Poland, general public, female, 18-35)
- Migrants have their own traditions that they want to follow (CZ, RO).
“Let the migrants have their cultural events. They adhere to their own habits.” (Czech Republic, general public, male, 45–70)

- Local cultures are closely associated with religion, people from other countries who do not share the same values and the same belief system should not be obligated to participate and share the culture (EL, BE).
- It is a sign of integration rather than a factor for it (FR).
- They could not identify any localised activities that migrants could be involved in (IE).
- Many local people do not participate either and so it is unreasonable to expect migrants to do so (NL).

Some thought that participating / sharing in local culture does have a role in integration, they felt that:

- Broadens local people's knowledge / perspective (CZ, DE, DK, IT, LT, MT)
 - "When people with other cultural backgrounds than native Danish share in the local society it creates a creative and more common ground for people to meet on, instead of the usual starting points related to education or work, where social status often overrules everything else" (Denmark, general public, female, 18-35)*
 - "It is good when migrants are active with involvement and sharing in local cultures. They can bring something new and spice up Czech culture. It is also good for us: for instance, we can see interesting music bands and people." (Czech Republic, general public, male, 18–35)*
 - But, some are sceptical that the culture exchange takes place; they are of the view that people are not really interested in sharing cultures / migrants are not given the opportunity to share their cultures (LV, MT).
 - "I see Armenian restaurants, they participate in their cultural life, their national associations, give benefit to Latvian society, pay taxes, have built their church. For whom! I am interested in them only as inhabitants of this country, the interest is rather pragmatic." (Latvia, general public, male, 45-70)*
- It is a way of migrants showing genuine interest in the local country which will be appreciated by local people (ES, HU, IE, IT, LT)
- It facilitates integration – accelerates learning the language and meeting people (LU, ES, LT)
- Facilitates learning about the local culture (ES, LT)
- Creates a sense of equality among people of different cultural backgrounds (DK)
- Migrants will feel more welcome and so less likely to rebel (MT)

There was a little misunderstanding as to what was meant by 'share in local cultures' (FI, SK, RO). Some interpreted it in the same way as 'getting involved in the local community' (FI, RO).

4.2.8.2 Non-EU Migrants

Amongst migrants there were mixed views as to whether participation in local culture is essential for integration. Those who feel it is not important feel that:

- Whilst involvement in cultural activities is helpful to integration, it is up to the individual to decide whether they would like to be involved or not – regardless, respect remains important (PT, UK, BE)
“I don’t like bullfights but I respect it. That doesn’t mean I have to participate in something I don’t like, just to be integrated.” (Portugal, Non-EU migrant group, Brazilian)
“In Kazakhstan we celebrated together. For instance, we had one week a catholic celebration, then another week a Muslim celebration... and the whole country had a day off. I think it’s important to participate in others’ celebrations, to understand them” (Belgium, Non-EU migrant IDI, 18, low level education, Turkey)
- Being active in local culture is a sign of integration rather than a factor for it (FR)
“It’s not essential, just because women from the Maghreb make cakes with Frenchwomen it doesn’t mean that that will integrate them” (France, Non-EU migrant, second generation, Algerian parents)
- The migrant’s religion takes priority (IT):
 - They are prepared to respect the local culture but they do not want to adopt the local culture instead of their own
 - The rules of their own religion do not always enable them to share in local cultures
“We have to pray at set times, in a certain way or eat certain things ... it is not simple ... I put a 6 because our religion often does not allow us to share other things of the local culture” (Italy, Non-EU migrant IDI, 37, high level education, Moroccan)
- Many migrants do not understand the language sufficiently to participate (CZ)
- Many migrants do not have time to participate because they are working long hours (CZ)
- Migrants feel they have already integrated enough by working, paying taxes, spending in the country, speaking the language and following the news (NL)

Nevertheless, several feel that sharing in local cultures is beneficial to the integration process:

- Improves understanding of cultures, customs and the local language (DK, PL)
 - Shared learnings – migrants learn about the local culture and local people learn about migrant culture (DE, IT)
- Enables people to meet people – common interests bring people closer together and help to overcome barriers e.g. music concerts, sports events, films etc. (CZ, ES)
- Demonstrates migrants’ respect (ES)

- Demonstrates migrants have an open attitude (ES)
- Creates a sense of belonging (NL)
“Personally, sharing in local cultures is very important for me to be a part of society. I got involved with an art organization near my home, volunteered; to feel part of the neighbourhood.” (The Netherlands, Turkish, focus groups, second generation)
- Part of living in the local country (AT)

Although some migrants have tried to participate in local culture, they have encountered some difficulties:

- In some countries the local culture is based on the religion and this is impacting the extent to which some migrants feel able to participate in the local culture because they are not of the same religion (EL, AT). Consequently, their participation in local culture is more limited as they avoid the religious events.
“I took part in these celebrations, because they are part of life and traditions in Austria; but I did not include any religious beliefs!” (Austria, Non-EU migrant IDI, 37, higher level education, Serbian)
- It can take time to become accustomed to cultures with a long history (EL)
- In large cities, migrants feel that that participation does not translate into integration (ES)

4.2.9 Enjoy legal status

Participants were asked how important it was for non-EU migrants to enjoy legal status.

Although the importance ratings do not indicate it, legal status is the cornerstone for migrant integration because it allows migrants to obtain legal employment and to access the same rights as local people. In addition it provides stability which will allow migrants to plan for a future life in the country without fear of being sent back to their country of origin.

Both the general public and migrants feel that being granted legal status implies a responsibility for the migrant to be law abiding and to contribute to the economy.

Some of the general public feel that the migrants should meet certain criteria before being granted legal status. In addition, they also have concerns for their countries about the impact of granting migrants legal status; mainly about the potential cost, influence of migrant opinion and increase in migrants.

4.2.9.1 General public

Legal status is believed to be important to migrants for integration because:

- It ensures equality for everyone by providing access to basic human rights (e.g. social, legal, healthcare) which helps them to become integrated better into society (FI, CZ, EE, HU, IE, IT, LV, LT, MT, UK, AT)

“Then they become the same people and have social security like ourselves.” (Lithuania, general public, female, 18-35)

- Gives security / stability / allows migrants to plan for the future / structure their lives as they are not worried about being sent back to their country of origin (FR, PL, PT, BG, ES, LT)
“Not having legal status means you can’t make any plans for the future” (France, general public, male, 18-35)
“To be legally recognized is one of the most important aspects for integration, so the migrants can start to organize their life.” (Portugal, general public, male, 45-70)
- It provides access to legal jobs / is necessary for legal employment, which is identified more among ‘migrant’ countries than others (BG, PL, PT, BE, AT)
- It creates a sense of acceptance / belonging in local society (DE, EE, LV, MT, SI)
“Illegally staying in the country is a crime. And if one feels like criminal, he will not be able to join community, make friends with people, to live normally.” (Latvia, general public, female, 45-70)
- Allows individuals to be outgoing (no need for illegal secrecy) / get involved in social life (ES, PL)
- Creates more accepting perspective of migrants among local people (LT, MT)
“It means this person came here legally, pays taxes, immediately there is a better opinion of them.” (Lithuania, general public, female, 18-35)
- It allows migrants the possibility of gaining citizenship (CZ, SI)
 - Notably, some participants thought that legal status could only be granted on receipt of citizenship (RO)
“My opinion is that when receiving the citizenship, this comes along with it...” (Romania, general public, 18-35 years, male)
- Psychologically reassuring / good for self-esteem (BE, SK)
“Status helps the migrant from a psychological point of view, but having legal status does not equal integration and acceptance.” (Slovakia, general public, all, 18-35)
- Those without legal status are more likely to be exploited (FI)
- It creates a sense of responsibility among migrants for the local society (DE)
- Communicates to migrants that they have to adhere to the laws and regulations of the country (RO)
- Irregular migrants are more likely to turn to crime than those with legal status (EE).

However, it also implied to the general public that migrants would then be responsible, in the same way that local people are, to be law abiding, to pay taxes and contribute to the local economy (CY, IT, DE, RO, BE). Some participants believe that this will promote migrant integration as they fulfil these responsibilities and so feel more responsible for the place in which they live (DE).

Some felt that legal status does not have to be granted unconditionally (HU, CY, DE, RO), in order to gain it, migrants should first:

- Obtain employment (CY)
- Be completely integrated and speak the local language before being given legal status (DE)
- Learnt the local laws and language (RO)

Conversely, others disagreed with migrants being given legal status because they:

- Associate it with a cost to the state through social benefits and unemployment benefit for which they believed migrants would be eligible (CZ)
- Believe that migrants would have additional rights as compared to local people, which they felt would be unfair discrimination against local people (CZ)
- Did not appreciate the difference between being given legal status or not, they assumed that migrants already had rights through international decrees regardless of whether they were given legal status or not and so they felt that they did not need legal status as well (IE)
- Fear the rights that legal migrants will have in their country (MT)
“If they have the right to vote, they can impose their culture and ideas on our country” (Malta, general public, female, 45-70)
- Are worried that many migrants will come to their country if they know that they can obtain legal status there (RO)

4.2.9.2 Non-EU Migrants

Among migrants, legal status is important for integration because:

- It provides migrants with access to the same basic rights as local people (healthcare, housing, social and legal) which are essential for everyday life (CZ, FR, ES, IT, PT, UK, BE, AT)
“That opens all the doors; it means who don’t have to deal with people who exploit you or slum landlords” (France, Non-EU migrant, first generation, male, Algerian)
“If you haven’t got legal status you’ve got nothing, you’re not identified as being in this country. If you want to get all the benefits you’ve got to have legal status. You have to be part of that country and society” (UK, non-EU migrant, female, Chinese, second generation)
- Gives peace of mind / security / allows migrants to plan for the future as they are not worried about being sent back to their country of origin (FR, ES, NL, PL, BE, AT)
“Otherwise we have the feeling we can be kicked out of the country at any moment” (Belgium, Non-EU migrant group, second generation, Morocco)
- Access to legal jobs – clear legal rights regarding visas and work permits (CZ, ES, PT, BE)
 - Legal migrants can access decent working conditions (FR)

- It creates a feeling of belonging / acceptance / respect (DE, DK, AT)
- The secrecy of being illegal keeps migrants trapped in a vicious cycle (BE)
“Otherwise you have to stay in the dark and you can’t have any contact with other people, you can’t work...” (Belgium, Non-EU migrant, IDI, 30, low level education, Morocco)
- Those without legal status are more vulnerable to exploitation (PT)
“An illegal migrant has to take any type of work for any payment, it is a big exploitation.” (Portugal, Non-EU migrant IDI, 27, low level education, Brazilian)
- Good for migrants’ well-being (BE)
- Increases desire to become part of society (NL)
“I think that one feels more loyal to a country when one is granted the same rights and privileges as its citizens.” (The Netherlands, Moroccan, focus groups, first generation)

By giving migrants the same legal rights as local people migrants would also expect to have the same responsibilities as local people in terms of taxation to contribute to the local economy (DE, IT, PT).

Some interpreted legal status as obtaining a passport. However, they felt that whether a migrant was granted a local passport or not should not affect their commitment and that they should do everything they can to integrate into society as quickly as possible (NL).

“If you don’t learn the language you should not get a passport. There are people who don’t speak the language and still have a passport!” (The Netherlands, American, ID interview, first generation)

4.2.10 Other factors

Participants were asked what other factors were important in integration

4.2.10.1 General public

A variety of factors were mentioned by the general public, they can be divided into those that are the responsibility of local authorities / government and those that are the responsibility of migrants.

Within the factors that are the responsibility of local authorities / government the main themes are accessibility to housing and language courses. While among those that are the responsibility of the migrants themselves, a willing attitude, independent financial resources and having a clean criminal record were mentioned most.

Responsibility of local authorities / government:

- Accommodation:
 - Access to housing – a requirement to obtain employment (FR)
“A roof over your head, it’s necessary in order to get a job” (France, male, general public, 18-35)

- Suitable permanent accommodation on arrival – migrant more likely to interact with the community immediately compared to those who move repeatedly before finding a fixed address (IE)
- Special houses, social flats, where migrants could live for the first three years (LV)
- Local language training courses for migrants / free of charge (CZ, LV)
- Education programs for:
 - Local people (CZ)
 - Migrants (DE)
- Assistance with integration of foreign children at school (LU)
- Prepare migrants better for the traffic system / do not allow migrants to drive initially as they are associated with more accidents (CY)
- Better local rules and regulation on integration (CZ)
- Free kindergartens (LV)
- Better support on arrival (PL)
- Assistance with getting a job (PL)
- Medical care (PL)
- Immigration quotas closely regulated to prevent mass foreign infiltration (DE)
- Better law enforcement by the officials among migrants - so that the few do not taint the image of the many (NL)

Migrant responsibility:

- Willingness / desire of migrants to integrate /learn the local language (BG, SI)

“They could come to Bulgaria with some purpose and not to want to integrate. It is possible that they only want to use us as a bridgehead towards Central and West Europe. We talk about Afghans, Kurds, and Iraqis.” (Bulgaria, general public, male, 18-35)
- Availability of personal financial resources – those with financial resources are less likely to be a burden on the state, which creates a more positive perception among local people and so aids their integration (BG, IE)
- A clean criminal record (RO, SI)
- Accepting and tolerating the country’s politics (LU)
- Want to stay permanently in the local country – start a family / not use the country as a stepping stone to somewhere else (SI)
- They are prepared to surrender their previous citizenship (SI)

4.2.10.2 Non-EU Migrants

The migrants also suggested several additional factors that could influence integration they mainly focussed on those that are the responsibility of the local authority; centres providing advice for migrants, reduced bureaucracy and language courses were mentioned most frequently.

- Introduction of integration centres for migrants / 'reception office' to deal with issues connected to immigration / more helping points (CZ, IT, PT)
"It is difficult for us to often understand where to be able to go, there should be an office that can give us all the information we need" (Italy, Non-EU migrant IDI, 29, low level education, Moroccan) "We often have to get by ourselves and the people in the offices have no patience or know less than us" (Italy, Non-EU migrant group, first generation, Albanian)
- Reduced and simplified / more efficient bureaucracy (NL, PL, PT)
- Local language courses free of charge (DE, IT)
- Access to housing – because it is a requirement to obtain employment (FR)
"Housing and employment are linked" (France, Non-EU migrant, second generation, Algerian parents)
- A systematic integration policy (CZ)
- Improving visa policy in migrant countries (CZ)
- Improved relations between countries so that the migrants country is better respected in the media (PL)
- Legislative changes to legal status requirement of a job offer (PT)
"To get legal status, first you need to have work or a work offer, but to get work you need to get legal status, and we go in circles." (Portugal, Non-EU migrant group, Cape Verdean)
- Attitude of local people towards migrants (BE)

5 Personal and state responsibility

In this chapter we describe responsibility for improving integration at a personal and governmental level.

5.1 Personal responsibility

Participants were asked what they could do to make integration work better.

Most citizens feel that integration of migrants could be improved if the attitude of the general public towards migrants changed and was more open and accepting. The general public also proposed a multitude of small gestures they felt they were achievable and that would engender a feeling of inclusiveness; inviting migrants to everyday social events was mentioned most frequently.

Migrants also identified personal aspects that they could address themselves. However, many of them also felt that the responsibility for improved integration lies with local people rather than with migrants.

5.1.1 General public

5.1.1.1 In your neighbourhood / the community

There are three areas that the general public felt they could personally improve integration in their neighbourhoods and communities; understanding, welcoming and inclusivity.

Make migrants feel welcome:

- Be accepting of migrants – behave in an unprejudiced / open / non-hostile manner towards migrants (BG, CY, DE, DK, ES, HU, IT, LV, LT, IE, MT, PL, PT, RO, BE, AT)
 - “... because when you ask them [local people] ‘are you a racist’, they say ‘no’, but if you ask them ‘do you agree your child should go to school with Turkish, Kurd, Arab children’ – they say ‘no’. Or to live in a neighborhood where there are people of these nationalities – they say ‘no’.” (Bulgaria, general public, female, 18-35)*
 - “Treat them as you treat your own.” (Ireland, general public, male, 40-70)*
 - „Not giving in to stereotypes, that, for example, the Somalians are all drug dealers. Not thinking that one person represents the entire country.” (Lithuania, general public, female, 18-35).*
 - Notably, some feel that they could also convince other local people to treat migrants with an unprejudiced / more open attitude (HU)
 - “You should talk to those around you. Conquer those prejudices, at least in your family members. Talk to people who are misguided about this issue.” (Hungary, general public, older (45-70), female)*
- Showing enthusiasm:
 - Smiling at migrants / saying hello – make them feel at home (FI, DK, LV, LT, PL, PT)
 - “If you just smile a little, even that could mean a lot.” (Finland, general public, male, 18-35)*

- Demonstrate pleasure that they are part of the community (FI)
- Be engaging:
 - Talk more often with migrants / whenever you meet them (FI, DE, EE, HU, IE, MT, PL, BE)

“It would be enough if I showed him my positive attitude, if I smile to him, bow to him, shake his hand, have a chat while waiting in line; I will let a woman go first at the door, etc. Everyday life, ordinary everyday life and that person will see my positive attitude towards him, he will see that I am not turning my back on him, I don’t growl – instead I treat him like my next-door neighbour.” (Poland, general public, male, 45-70)
 - Introduce self properly to new colleagues, neighbours, parents and children (DK, LV)
 - Make actions to improve life together – gestures of friendship such as inviting migrants into one’s home etc. (FR, LV)

“When they start living in the neighbourhood, to make a cake for them, to go and visit and ...to say “hello, my name is ...” and to start talking and then you see whether this person is interested to be integrated, whether he wishes to contact with the neighbour or not.” (Latvia, general public, female, 18-35)
 - Be polite when you do not understand migrants (DK)
- Be more understanding of migrants’ situation and experiences (MT)
- Give clothes (SK)

Make migrants feel included:

- Invite migrants to everyday activities / social events, e.g. sports teams, church, invite to the pub, cinema, coffee etc. (FI, CY, EE, ES, HU, IE, IT, LT, PT, SK, BE, DE, DK)
 - Do not refuse migrants entry into everyday activities (FI)
- Accept migrants’ way of life and religion / invite migrants to share their culture (DE, MT, SI)
 - Arrange / attend social activities involving a variety of cultures to encourage a sharing of cultures (UK)
- Invite migrants to neighbourhood festivities / local events and similar activities (LU, LV)
- Recommend appropriate activities to migrants (HU)
- Support integration of migrants into neighbourhoods and schools to stop communities being formed (RO)
- Migrants should be asked their opinion on issues that concern and affect them - documents should be in different languages so that migrants can understand them (LU)
- Trust them – use their services at home e.g. in home repairs (IT)
- Introduce migrants to friends / local church and church community (SK)

Help migrants to understand the language / local culture / situations:

- Helping with the local language / encourage migrants to speak in the local language (FR, DK, EE, HU, LT, CY)
- Show round local area / give directions / information / advice / guidelines (DK, IT, LV, PT, SK)
 - Help with dealing with public authorities / local council (SK)
 - Recommend schools (SK)
 - Take migrant to nearest police office to register (SK)
- Explain / teach migrants about local culture / customs (FR, LV, LT, SK, CY)
- Helping with administration e.g. filling out application forms, explaining social insurance, taxes, details of the job market (FR, EE, LT)
- Offer to help migrants when they ask (PL, SK, BE, LT)

"I believe that these people are waiting for it, because they come to us, they must feel insecure, and so it would be good if we came out with the initiative." (Poland, general public, female, 18-35)
- Help with homework / education projects (DE)
- Participate with migrants in church-initiated projects (DE)

5.1.1.2 At work

At work the main areas that the general public felt they could improve integration are in socialisation, informing / educating and equality.

Socially:

- Communicate with migrants / build contacts / be outgoing – e.g. invite to eat lunch or have a drink after work (LU, LV, PT)

"At work, to invite them to have lunch together instead of letting them eat alone, it is easy and sometimes we forget." (Portugal, general public, male, 45-70)
- Organise after work events e.g. to the pub or a club (LU, LV)
- Invite to participate in cultural days / informal events (IE, LV)
- Introduce migrants to other local people / colleagues (PT)
- Become a migrants work 'buddy' (LV)

"The same, we have, in our university, when somebody comes from abroad then he has one person who is his friend – buddy, in English, and he takes him/her everywhere - to the shop, theatre, opera, social events.... Yes, show to him where McDonald's is located, where- the central station...I would be ready to do this." (Latvia, general public, female, 18-35)
- Integration can be facilitated through various team building measures (LV)
- Participate with migrants on work projects (FI, EE)

Inform:

- Explain / share knowledge / advise on official procedure / translating etc. (FR, FI, PL)
"Explain when you know what to do better than them" (France, general public, female, 18-35)
- Help migrants to find work / search jobs on Internet / contacts (SK)
- Leaflets in various languages (FR)
- Tell migrants about the city (LV)

Equality:

- Treat migrants equally at work and at recruitment (ES, MT)
- Migrants should have equal rights (pay) and obligations as local people (CY)
"Foreigners should be paid the same as Cypriots are, but they should also have the same obligations as Cypriots do as well." (Cyprus, general public, female, 18-35)
- Treat them respectfully and naturally – make them feel part of the work community (FI)

However, some felt that they do not need to do anything themselves to help migrants integrate (CY, BG, ES, IT, NL, CZ, SI, BE, FR). They feel it is either the responsibility of the migrants themselves to integrate or of the government to assist them.

"If the government or the town council is doing nothing, how can I be expected to take some action?" (Italy, general public, male, 45-70) "It's the government's responsibility, maybe with information desks in all the airports" (Italy, general public, female, 18-35)

However, participants from the UK explained that they are wary of approaching migrants because of a lack of perceived reciprocation or appreciation.

Relatively few participants talked about having migrants as friends (LU, FI, CY, IT). They talked about having made them as a result of:

- The workplace (LU, FI, IT)
- In childhood (FI)
- During leisure time activities (FI)

However, some expressed that they could not imagine being friends / mixing more closely with migrants at all (CY, older DE). Although some pointed out that they would still help them (CY).

"To tell you the truth, I keep away from them. I would not concern myself with them personally and integrate them. That would go against my feelings." (Germany, general public, female, 45-70)

"I personally cannot give them the chance to prove themselves to me. If they are in need though I will gladly help them; I have already helped

many foreigners find employment, a house to rent and so on, but they will never become my friends" (Cyprus, general public, male, 18-35)

5.1.2 Non-EU Migrants

5.1.2.1 In your neighbourhood / the community

Migrants felt that they could improve integration by trying harder to communicate with local people, getting more involved in the neighbourhood / community, learning more about the local culture and helping new migrants with their own learnings.

Communication:

- Be outgoing / open-minded (DK, PL, UK, BE) – as migrants feel if they are open, this is likely to stimulate a similar response in return and the impression local people are given of migrants
"If you want to meet people, you need to go out and be where they are and talk to them. If you're not outgoing, then how do you expect anyone to notice you? You have to show some initiative yourself." (Denmark, Non-EU migrant IDI, male, 21, American, low level education)
- Communicate / make friends with local people – neighbours, colleagues (ES, BE)
- Respect neighbours (PT)
- Encourage children to mix together (CZ)
"My little daughter and I were on the playground. My daughter spoke to me in Ukrainian and, due to the Ukrainian, another mother forbade her daughter to talk to my daughter. It was silly they weren't allowed." (Czech Republic, Non-EU migrant group, first generation, Ukrainian)
- Talk to neighbours (UK)
- Mixed neighbourhoods / more possibility of interacting with local people (EL)

Getting involved in the neighbourhood / community:

- Taking part in the neighbourhood / community e.g. attending meetings within the community etc. (FR, UK)
- Acts of solidarity with local people e.g. helping out in a soup kitchen (FR)
- Participate in local events (PT)
- Organise gastronomic events / dances to share migrant culture with local people (PT)
"We already do, (in the community) we organize parties, to show our food, our dances." (Portugal, Non-EU migrant group, Ukrainian)
- Taking up a sport or hobby (UK)

Learn more about local culture / cultural exchange:

- Share migrant culture with local people / invite local people to migrant festivals / share migrant food etc. (CZ, PL, BE)
 - In order to improve the image of migrants (BE)
“To change the opinion of the others towards strangers, by organising a special day.” (Belgium, Non-EU migrant IDI, 30, low level education, Morocco)
- Learn more about local culture (CZ)

Help new migrants:

- Sharing information with new migrants (IT)
“I’m quite proficient on the Internet and a lot of things can be done online, but recent immigrants are not aware of that, that’s why I often help them, give them information” (Italy, Non-EU migrant IDI, 29, low level education, Moroccan)
- Promote education among migrants to help them find work (BE)

5.1.2.2 At work

At work, migrants feel that they can improve integration by learning to speak the local language well and being sociable with work colleagues.

Local culture:

- Learning to speak the local language better (CZ, DE, BE)
- Explore the local culture and history (BE)
“To visit Belgium. There are many places we hear about and we never saw these” (Belgium, Non-EU migrant group, first generation, Morocco)

Socially:

- Interacting with colleagues as much as possible / creating a positive image (IT)
- Participate in events organised by work colleagues (PT)
- Inviting work colleagues for dinner (UK)
- Get involved in voluntary work to be sociable and establish contacts (BE)

Compromise:

- Wearing the veil is seen as an obstacle to integration
“You shouldn’t go to work in a chador or wearing the headscarf, I’m amazed when I see that” (France, Non-EU migrant, first generation, female, Moroccan)
 - However, others feel it is acceptable as long as it is a simple head scarf and not a niqab (FR)

Notably, many migrants discussed aspects that they would like local people to improve (CZ, DE, DK, EL, ES, PT, UK, SE). It would seem that they feel the responsibility for improving integration lies with local people.

5.2 State responsibility

Participants were asked what governments should be doing to improve the process of integration.

Overall, views are relatively negative about the way in which the government is currently handling migrant integration although some admitted that they are not aware of government activity in this area. Nevertheless, there was considerable criticism and suggestion for improvement from both the general public and migrants. There was almost no positive feedback.

The general public and migrants agreed that being able to speak / wanting to learn the local language and having a job or job offer are the most important criteria for allowing a migrant permission to stay in a country. However, migrants believe that having family in the country should also play a role whereas the general public are less agreed on this criterion. Both audiences suggested additional criteria that should be included; a clean criminal record was mentioned by both.

5.2.1 General public

Some of the participants from some of the Member States made spontaneous suggestions to the way in which government should handle migrant integration:

- Immigration policy:
 - Regain control of immigration – adopt a stricter, clearer policy and be more selective towards migrants (BE, NL)
 - Politicians deal with sensitive integration issues / address perceptions that migrants are given preferential treatment in terms of benefits and cultural practices (UK, SE)
 - *“Not one of them [political parties] want to deal with the race card because it’s almost a vote negative” (UK, general public, male, 45-70, international lorry driver)*
 - Tougher measures for integration. Most want the government to take tougher measures against migrants who do not show themselves willing to integrate into society. Government must be stricter and place more obligations on migrants. (NL)
 - Do not allow dual citizenship – indicates lack of commitment to local people and unwillingness to adopt citizenship of the local country to the local people (NL)
 - Provide regulations to protect migrant workers in the building industry to ensure they are treated equally (SI)
 - Minimise negative media reportage (UK)
- Encourage migrants and local people to communicate / share cultures:
 - Teach tolerance of different cultures at school (FI)
 - Develop programs where migrant children live with local families for few weeks (FI)
 - Need for an education campaign or initiative involving migrants to improve understanding among local people (IE)
 - Prevent segregation by dismantling of slums and re-lodging the migrants in housing projects (PT)
 - Invest in cultural and education days in various communities (UK)
 - Minimise segregation of ethnic groups into “ghettos” (UK, SE)
 - Giving migrants housing in diverse parts of the city (FI)

- Encouraging migrants to participate in local activities with local people (FI)
- Information specific for migrants:
 - Ensure migrants and their children learn the local language / offer language classes (FI, PL, AT)
 - Provide remedial teaching if required in their mother tongue (FI)
 - Help with finding accommodation and employment / establish agency services to help (PL)
 - Provide migrant information points (PT)
 - Websites where they could find information – where to go, what to do (PT)
- Support migrants:
 - Encourage people to take care of themselves by ensuring their basic living standard but not giving them too much money so that they would be motivated to go to work and support themselves (FI)
 - Provide migrants with temporary accommodation (SK)
 - Public notices should be in English and the local language (SK)
- Personnel working with migrants:
 - Public employees should be able to speak English / have sufficient language skills to communicate with migrants (SI)

Only a few participants expressed that the government should not increase its attention on migrant integration (LT, BE). Some thought there are other issues that need more immediate attention (economic and social problems of local people) and also because the foundation for successful integration is based on the migrants' willingness to integrate and not state programs (LT). While others felt that the support already provided state is sufficient (BE).

"They give them money, accommodation..." (Belgium, general public, female, 45-70)

Overall, participants in many of the Member States who expressed a view, are negative about the government's impact on migrant integration (FR, LU younger, FI, BG, CY, DK, EE, ES, HU, IT, RO, SI).

"All they do is talk about all sorts of things and spend money, but we don't know what they spend it on. This is a permanent problem. Where on earth do those billions of forints disappear to? We just don't know..." (Hungary, general public, older (45-70), male)

Relatively few participants expressed a positive opinion about the government's efforts to improve integration (LU older).

However, some admitted that they are not aware of the government's migrant integration policy (DE, IE, LV younger, MT younger, PT), which makes it difficult to take a view.

Nevertheless, negative sentiment was evident from some participants in all of the Member States, irrespective of how they claimed they felt about the government's impact on migrant integration:

- Insufficient support for migrants

- Migrant integration policy is lacking – to improve the perception of migrants among local people (EL, IT, RO)
 - “The state could provide cheap accommodation, rent them some houses and then they would spread around the city and integrate. But the problem is they offer them nothing...” (Romania, general public, male, 45-70)*
 - “We let anyone cross the border, and then? Nothing is done, it is every man for himself and we are the ones who pay the price for all this” (Italy, general public, female, 18-35)*
- Language education is poor quality or there are insufficient courses available for migrants to attend soon after their arrival (FI)
- Insufficient opportunities given to migrants to use the local language they have learned (FI)
- Migrants need more help with education (MT)
- No centralised information available for migrants (FI)
 - “There should be some kind of separate system that would take care of the immigrants and facilitate the integration.” (Finland, general public, female, 18-35)*
- Too many migrants have been allowed into the country (DE, EL, IT, RO)
- Social benefit system being abused:
 - Social assistance not managed rationally (FR)
 - “It would be better to build housing rather than pay for hotels at 1500 Euros a month” (France, general public, female, 40-70)*
 - Social benefits distributed too generously (DE)
 - Perception that irregular migrants are being given benefits and allowances, which creates antagonises local people (MT)
- Migrants being treated unfairly:
 - The police and administration treat migrants unfairly (FR)
 - “I come from a big housing estate and I’ve witnessed the identity checks, they always check the same categories of the population” (France, general public, female, 18-35)*
 - Public administration do not deal with migrants politely (LU)
 - The government is too bureaucratic / has a strict integration policy (DK, RO)
 - “They have very harsh procedures when they [migrants] want to obtain residence or citizenship for example. They make them wait until they grow their beards and they are required to have 2000 Euros in their account. And they cannot use that money for a certain amount of time. To me it seems illogical and harsh.” (Romania, general public, female, 18-35)*
- Political influences:
 - Politicians stigmatise migrants / reinforce negative stereotypes (FR)
 - Increase in right-wing political parties (DK)
 - No open public conversation about immigration where the positive and negative issues can be discussed openly and objectively (FI)

- Migrants are being exploited:
 - Migrants were exploited and unprotected in the building industry (SI)
 - The system allows migrants to be exploited (FR)

“They don’t do much about the slum landlords, or to provide social housing” (France, general public, male, 18-35)
- The local country is being exploited / local people are being disadvantaged in favour of migrants (DE, CY)

“I have two small children and can only practise my profession at the weekends because I cannot get a place in the kindergarten for my children. My husband has a job, but I wanted to work, too. I have been unable to get places in the kindergarten because the free places have been allocated to foreigners who do not work and with the reasoning that these children absolutely had to be provided with an integration opportunity. That makes me really angry because I pay my taxes and am German. Now our family life is distorted because my husband works the whole week and I look after the children and at the weekend I work and he is at home.” (Germany, general public, female, 18-35)
- Impact of the financial crisis:
 - Reduced the priority of migrant integration (DK)
 - Local people feel their jobs are threatened by migrants (DK)
- Insufficient jobs available for migrants (FI)

Many participants claimed that they do vote in elections (BG, CY, EE, EL, ES, IT, LV, MT, PT, RO, LU). Only participants from the Czech Republic, Latvia and Bulgaria stated expressly that they do not participate.

The connection between immigration and far-right parties is not apparent to everyone. Participants in Luxembourg, Latvia, Malta and Poland have not seen evidence of a connection. However, participants from Finland, Bulgaria, Denmark, Germany, Romania, Portugal and Belgium recognised that the rise is connected with an immigration integration problem. Other participants felt that the rise of right-wing parties will negatively impact immigration (IE) and integration (PL) in future. Others merely associate right-wing parties with a ‘strict’ approach towards migrants (CZ).

Some argued that immigration would not have increased anyway; they believe it is as a result of European policy (BG).

“Their problem is that the EU Member States must abide by certain rules. European legislation has superiority over the national ones. Even if a right wing party wins election, they will not have a scope of action.” (Bulgaria, general public, male, 18-35)

In some group discussions in a few Member States there was a spontaneous discussion about racism as a result of the discussion about the increase in right-wing parties (DE, HU, LU). In some countries racism is believed to be more prevalent among the less well educated who do not to travel widely and so who do not see the broader perspective (DE). While in other countries it was simply mentioned that acts against migrants usually involve the extreme right (HU).

“In the east people are not so well-off. And then some of them are not so well educated and then they kick the ones who are even worse off than they are.” (Germany, general public, female, 45-70)

Notably, in Luxembourg, where they have not seen a connection between immigration and the rise of far-right parties, they discussed that xenophobia is not in the character of Luxembourg people. They felt that the geography and culture of the country (the mix of three nationalities / cultures) that people grow up with means that it is less likely to be in their character.

The factors that migrants feel are most important in authorising who can stay

Factor	Country selecting factor as a priority
That people from the outside can speak the language	BG, CY, CZ, DE, DK, EE, EL, IE, IT, PL, RO, AT
That they have a family member already living in the country	EL, MT, PT, RO
That they have a job / job offer	FR, LU, BG, CY, DE, DK, EL, ES, IE, IT, LT, MT, PL, PT, RO, BE
That they have a good education	BG, EL, LV, MT

Although being able to speak the local language is one of the most important criteria, some noted that it can be difficult to grasp the language until living and working in the country. Consequently, they did not feel that knowing the language should be a criterion for acceptance; instead, migrants should be in the process of learning or be willing to learn (FR, FI, DK, BE); after a period of time they could be asked to prove their proficiency (BE). In some countries knowledge of the local language is not considered to be crucial as long as English or another language that is spoken in the country is known to begin with (EE, LT).

Having an existing family member in the country was clearly secondary to the other criteria:

“It could be an initial choice criterion, but there should be more than that, i.e. immigrants should be only allowed to live here if they have committed no criminal offences, if they have a job and can speak the language” (Italy, general public, male, 45-70)

The main concerns were:

- Not wanting to encourage whole families by making it a criteria (FR, IE)
- Impose a limit on the number of family members allowed (BG, EE)
- Better to have a qualified person than someone with family and no plans / qualifications (FR)
- Having a family member in the local country is important but it should not be used as an opportunity to bring more member into the country (EL)

Having a job or job offer was the most important criteria because it meant that the migrant would be able to contribute economically. In addition, some noted that migrants may also want to live in the country without a job but it is important to ensure that they do not become a drain on the social benefits system. In that case they would need to demonstrate that they have adequate financial resources or support so that they will not claim from social benefits (DE, IE).

A good education is not a prerequisite as a variety of workers with a variety of skills are needed (FI, CY). Some felt that migrants should just have a basic education to ensure that they can find their way around the country, read signs,

notice boards etc. (FR). In addition, some migrants may be coming to the country to further their education and so enforcing such criterion would be nonsensical (IE).

Additional factors that were considered to be important for authorising who can stay:

- Background check:
 - Health check – screening for contagious diseases (IE)
 - Criminal check – clean criminal record past and current (CY, CZ, IT, LV, LT)
- Reasons for moving / staying in the country (CZ, EE, IE, LT) – e.g. to study, to marry a local person
- Specialists in sectors in which the local country has no expertise (EE, LV)
- Being discriminated or politically persecuted in his/her home country (RO, BE) – the criteria for these migrants should be less selective and a longer period of adaptation should be allowed (BE)
- Being able to contribute to the country i.e. the economy (BG, CZ)
- Ability and interest to be integrated into local society (FI)
- Positive approach to the local country (CZ)
- Demonstration of skills (IE)
- Age (LV)
- Family status – in countries with falling population levels prioritise migrants who have several children (children are potential tax payers in future) (LV)

5.2.2 Non-EU Migrants

Some feel the government is doing a good job in encouraging integration (CZ, PT, UK). Conversely, others feel somewhat negatively about it (CZ, DK), whereas others do not know what the policy of the local government is and so feel neutral about it (DE).

Participants in some Member States spontaneously suggested improvements to the way in which the government manages integration:

- Reduce / simplify bureaucratic procedures processes (NL, PL):
 - For migrants (PL, NL)
 - For employers – the current system puts employers off employing migrants (PL)
 - Official personnel:
 - Liaison officers – who speak several languages to deal with migrants (PL)
 - Official clerks to be familiar with processes and more approachable / friendly (PL)
- Share cultures:
 - Information campaign about migrants and their country to overcome negative media and stereotypes (PL)
 - Offer social networking events for locals and migrants at a local level – gives migrants the opportunity to meet a variety of people and potential employers (NL)

- Organise an interactive, online platform for integration – so people can post good ideas about the integration of non-EU migrants into society (NL)
- Reduce spatial segregation through local authorities and housing associations – encourage a more equitable distribution of migrants and local people (NL)
- Projects to encourage integration (mainly in the slums) – teaching the language, promoting activities for the youth, to get people occupied outside the ghetto (PT)
- Mix migrants and local people in schools – introduce classes to share cultures (NL)
- Specific information for migrants:
 - Create aid point for migrants where migrants can get help with bureaucracy / get information / get help with general problems (PT)
 - Free or cheap language courses (NL)
- Cautionary notes:
 - Do not intensify integration courses – they are often viewed as tough and humiliating (NL)
 - Do not be overly obsessed with integration issues – the government should not force people to integrate in ways that are disrespectful to their own cultures (NL)

Nevertheless, there were many negative comments about how the government is handling integration:

- Administration is unfair, overly bureaucratic / laborious and restrictive – asked repeatedly for documents, processes time consuming, work hours restricted as a migrant (FR, CZ, DK, PL)
 - Long queues (CZ)
 - Artificially long queues / created by the mafia so that migrants are forced to seek their help (CZ)
 - Limited personnel staffing desks (CZ)
 - Unhelpful staff (PL)
 - Restricted opening hours (CZ)
 - Long waiting periods for visas (CZ, BE)
 - Restrictions in home visits (CZ)
 - Apparently spurious local culture test that even local friends could not pass (DK)
 - Increased visa charges (DK)

“I don't feel welcome at all. I work in a high skilled job and I contribute, pay taxes and never ask the Government for anything. Now they have started charging me DKK 6000 every time I need to apply for a visa!! And I need to do that every second year now! And then it takes forever to get the actual visa, you fill out all these ridiculous forms... I mean it's only yet another visa extension – just a stamp!? Come on. It's not like they don't know who I am, my situation hasn't changed and they've granted me visas before. But it has to be this very time consuming and expensive process for me now. I certainly don't feel welcome and I only stay here because of my boyfriend.” (Denmark, Non-EU migrant IDI, female, 30, Chinese)

- Irregular migrants are not being and have not been dealt with (CZ, ES)

“They should control and punish illegal migrants, otherwise it worsens the relationship of Czechs to the whole migrant community; and indeed, not

all foreigners come to the Czech Republic in peace.” (Czech Republic, Non-EU migrant IDI, 41, high level education)

- Funding for migrant programs has been cut (UK)
- Increase in right-wing political parties (DK)
- Police treat migrants unfairly (FR)
- The government should support migrants – communicate awareness among the local people about their situation, their rights and duties (CZ)
- The financial crisis has impacted migrant integration:
 - There is a feeling that integration is less of a priority (DK)
 - Feeling that local people consider them as competitors and feel threatened, instead of viewing migrants as equals who contribute to the local economy (DK)

Relatively few comments were made regarding positive government action:

- Helpful administration / associations – offering language courses, cultural events, clothes to help migrants integrate (FR)
- The regularisation and family reunification policy viewed as being positive and generous action (ES). However, it is somewhat of a double edged sword as it resulted in a considerable increase in the number of migrants to the country which also resulted in many working illegally and raids on irregular migrants.

The factors that migrants feel are most important in authorising who can stay

Factor	Country selecting factor as a priority
That people from the outside can speak the language	FR, CZ, DE, DK, PL, BE, AT
That they have a family member already living in the country	DE, DK, ES, PL, PT, BE
That they have a job / job offer	FR, CZ, DK, ES, PL, PT
That they have a good education	BE

Although knowing the local language was viewed as one of the most important criteria, it was also pointed out that it is possible to learn once an individual is living and working in the country (FR). For that reason, participants felt that demonstrating proficiency in the language or the desire to want to learn the language were both equally good criteria (BE).

Some commented that having a family member in the country is only important for young migrants or those with spouses (DE). Furthermore, others reasoned that not having a family member should not count against an individual but instead if family is present it should be considered as an additional advantage. (PL).

Having a job or job offer is also one of the most important criteria but some noted that it is difficult to obtain a job before arrival in the country or without a permit (FR). Others explained that it may not be necessary as long as the migrant can show evidence of adequate financial resources so that they will not claim any money from the state (DE).

An education, as the participants explained earlier, is helpful for integration but not necessary (FR). All types of skills are required and it is a person's attitude that determines how successful they are in integrating (DE).

"A cleaning lady is not worth less than a doctor. Everyone does his job and everyone can integrate, if he wants to." (Germany, Non-EU Migrant group, first generation, Chinese)

Education was only included as an essential criteria when it was assumed to be the basis on which to find work (BE).

Some felt that the combination of factors depends on the individual's circumstances rather than any single factor being more important than another (DK).

You cannot put it like that. It all comes down to the individual's background and reason for wanting to stay in Denmark. If you have a spouse and children in Denmark then that should matter the most, if you're alone then the job is most important." (Denmark, Non-EU migrant group, female, first generation, Iraqi)

Additional factors that participants felt are important to be considered are:

- Political situation of the country people are coming from (BE)
- Need for medical care (BE)
- Criminal record / character reference (BE)

Notably, some commented that they felt legal issues pending in their home country should not be considered (ES) in their application.

5.3 Citizenship

Participants were asked how important citizenship was for integration, and which factors were important in deciding who should be eligible for citizenship.

Overall, both the general public and migrants agree that citizenship is not critical for integration.

Both audiences also agree that the most important factors for citizenship consideration are:

- Having lived legally for at least five years in [country]
- Being able to speak [national language/s] properly
- Committing formally to respect [nationality] cultural values and laws

Having family already in the country is not thought to be sufficient motivation on its own for citizenship.

5.3.1 General public

Most believe that citizenship is not an important or essential part of integration (FR, LU, FI, CY, DE, DK, EE, EL, IE, IT, LV, PT, RO, SI, BE), instead it is viewed as an outcome of successful integration (FR, FI, DE, HU).

“There is no difference whether the person is a citizen or is not. If he officially works and pays taxes, so where is that difference? He has to think himself whether he wants to have that citizenship.” (Latvia, general public, female, 45-70)

“To have the nationality, requires first of all to be fully integrated, but to be integrated doesn’t mean obtaining the nationality.” (Portugal, general public, female, 45-70)

“It might be important for them, they can have the feeling they’re integrated, but you can’t see he’s Belgian from his looks” (Belgium, general public, female, 18-35)

“That means that you are integrated, it comes after” (France, general public, female, 18-35)

However, others feel that citizenship is important for integration (BG, CZ, ES, LT, MT, RO, UK, SE). They feel that it is important for migrants to be legally entitled to be in the country, be allowed to become civil servants and have the same rights as local people (ES, MT). In addition, they feel it is important that they have demonstrated their commitment to the country by becoming citizens (LT).

“It is important. This person could feel accepted, at least by papers.” (Bulgaria, general public, female, 18-35)

“If they want to be citizens, they must know the law, feel responsibility and pride.” (Lithuania, general public, female, 45-70).

Others are unsure whether citizenship is important for integration or not as they do not know what the circumstances are when migrants would receive it (PL). From their perspective they believe that it is irrelevant in terms of integration whether someone has citizenship or not (PL).

Most important factors for governments to base their decisions about who can obtain [nationality] citizenship

Factor important for citizenship	Countries in agreement
Having lived legally for at least five years in [country]	FR, LU, BG, CY, DE, EE, EL, ES, HU, IE, IT, LV, LT, MT, PL, PT, RO, UK, BE, SE, FI older
Being able to speak [national language/s] properly	FR, LU, FI, BG, CY, CZ, DE, DK, EE, EL, ES, HU, IE, IT, LV, LT, NL, PL, PT, RO, SI, SK, UK, BE, AT, SE
Committing formally to respect [nationality] cultural values and laws	FR, FI, BG, CY, CZ, DE, DK, EE, HU, IT, LT, MT, NL, PL, PT, RO, SI, UK, BE
Because their family already lives in [country]	EL

Citizens were asked which of the four factors above are important for governments to consider when making decisions about citizenship.

Most participants in almost all Member States feel that speaking the **local language** is important. They commented that:

- It is essential to communicate with the rest of the community (FI, EE, IE, PL, RO), in order to:
 - Work (FR, UK)
 - Take part in local culture (FR)
- Verification of language ability by examination would be appropriate as part of the citizenship requirements (CZ, PL, SK)
- For some, speaking the language properly is not required as long as the individual can speak well enough to be able to communicate (HU, PT)
- As in section 5.2 (factors most important in authorising who can stay), some participants felt that a willingness to learn the language would be sufficient rather than being able to speak fluently or 'properly' (DK, NL)
- In this context, some also feel that migrants should also be required to have a knowledge of local history (CZ, SK)
- Being able to speak the local language is a sign of respect (RO)

Many also feel the **duration of time in the country** would be an important factor, because:

- The duration of time to allow migrant to:
 - Adapt to the local society (PT, RO)
 - Learn the local language (ES, UK)
 - Contribute to society by paying taxes (RO, UK)
 - Integrate (FR, ES)
 - Decide if they like the country (EE)
- It serves as a test / check to see if they are law abiding citizens (FR, CY, EE, LV)

"Laws should be observed, also those that are not just formal determination." (Latvia, general public, male, 18-35)

Some participants proposed increasing the duration of stay (BG, DE, HU, IT, LT, UK, BE), particularly those who were concerned about migrants underlying reasons for citizenship (BG). Conversely, others thought the required duration in the local country could be shortened for migrants applying as families (LV).

In addition, some felt that the duration of time spent in the country should be qualified to state that they have been legally employed or studying, to ensure that they were not a burden on the state during their time in the country, as contributing to the economy is felt to be an indicator that the individual has integrated into society (IE, PL, SI). In this context, some proposed that being economically active / having a permanent job should be a factor (NL, SK, UK, BE, AT).

Relatively few felt that the duration of stay in the country was unimportant:

- Some citizens felt that the duration of time a migrant has been in the country says little about their suitability for the country and so they gave this criterion less importance (FI younger).
- Others commented along similar lines stating that it is not the duration of stay that is important but the effort that a migrant puts into their integration that is important (DK).

Committing formally to respect cultural values and laws was also considered to be an important factor:

- Every citizen has to adhere to the law and so migrants should too (FR, CZ, EE, RO)
- Migrants should respecting the laws of those who welcome them (FR)
- Demonstrates a willingness to understand the local people, their ways of life and the culture of the local country (FI)
- If migrants respect cultural values and laws this is liable to result in greater acceptance among local people (CZ)
- Although important, some felt that it was not necessary to commit 'formally' (BE)

However, there was some confusion as to how 'committing formally to respect values and laws' would be achieved in practise:

- Whilst this is an important aspect, some questioned whether signing a document would be sufficient to induce respect (BG, SK) and others doubted the value of this factor because it does not appear to require the migrant to do anything in practise (ES, PL).
- Some queried how respect could be monitored or verified (BG, CY, EE, HU, IE, SK, AT); while some expected repercussions if they did not adhere to the agreement although they did not say how (RO).
- Some participants speculated that migrants could be tested in a 'citizenship' exam (HU).

The fourth factor, **presence of family in the country**, is not an important criterion and should not be used as one for citizenship (FR, LU, CY, DE, ES, IE, CZ, PL, PT, RO, SI, UK, BE)

"Why should I be granted citizenship because my parents already live here? Citizenship must be earned by everyone individually." (Germany, general public, male, 45-70)

There were some concerns expressed about the potential inclusion of this factor because:

- Participants feel that citizenship should be determined on the attitude of a migrant rather than the presence of exiting family in the country (SI)
- It could be open to abuse with people marrying for convenience (EE)

- There is the potential for migrant numbers to increase rapidly if whole families are allowed to relocate on the basis of this criteria (HU)

Some felt that the presence of family could be used as an advantage rather than a criterion per se (EE, IE) or that it could be used when citizenship is gained by birth (ES). Others were concerned about the influx of migrants and the potential impact on the state system, they felt only immediate family could be allowed as long as they would not be relying on the state for support (UK).

Only the Greeks felt that the presence of family is an important factor to include in decisions about citizenship. They reasoned that people with families are more law abiding and are keener to blend into local society.

In addition to the factors above, participants in several Member States again (as they noted in section 5.2) stressed that the individual must not have a criminal record to qualify for citizenship (EE, ES, IE, NL, PT, RO, SK, UK, BE, SE).

5.3.2 Non-EU Migrants

Most feel that citizenship is not necessary or important for integration (FR, CZ, DK, EL, PL, BE, AT).

“I don’t think that people notice the difference when they see me walking in the street” (Belgium, Non-EU migrant group, first generation, Congo)

There is a feeling that citizenship is an individual choice and it is still possible to be integrated without it (FR).

Many are hesitant to adopt citizenship because:

- They would have to relinquish their original citizenship and they do not want to do so (CZ, DE, PL)
 - Felt more keenly among those who are still closely affiliated with their country of origin (first generation CZ)
- Travel back to their country of origin would then be restricted (frequency and duration) but they have family and friends there they want to visit and they do not know what may happen in future (EL, IT)

“No, I do not want Greek citizenship. I know that the law says if you become Greek then, you can go to your home-country as a tourist and that for only 3 months, 90 days. How do I know what will happen tomorrow; if you must go to your home-country though; I will change back my citizenship; I cannot have a dual citizenship. If my mom gets very sick and tells me tomorrow that she needs my help, I could go to my home for just 90 days?” (Non-EU migrant IDI, high education, Ukrainian, female)

- They may want to return to their country of origin in future (EL)

Nevertheless, there is a minority that do feel citizenship is important for integration (ES, NL, PT, SE) because it:

- Reduces or eliminates stigmatisation from local people / acceptance from local people (NL, PL)

- It eliminates the need for repeated visa applications and the associated worries (ES, BE)
- Might help finding work – employers less worried to employ migrant with citizenship (PL, BE)
- Creates a feeling of country ownership from the perspective of the migrants (NL, SE)
- Gives the freedom to travel (CZ, DE)
"I have German citizenship only for business-travel purposes. Otherwise I would never have applied for it. Integration is a question of your personal attitude and not whether you have a German passport or not." (Germany, Non-EU migrant group, first generation, Chinese)
- Engenders a feeling of equality with local people (ES)
 - Allows access to public sector jobs (ES)
 - Improves treatment by staff in government agencies (ES)
 - Releases one from fear of the police (ES)
- Right to vote (DE)

Most important factors for governments to base their decisions about who can obtain [nationality] citizenship

Factor important for citizenship	Countries in agreement
Having lived legally for at least five years in [country]	FR, CZ, DE, ES, IT, PL, PT, UK, SE
Being able to speak [national language/s] properly	FR, CZ, DE, DK, ES, IT, PT, UK, BE, AT
Committing formally to respect [nationality] cultural values and laws	FR, CZ, DE, DK, EL, ES, IT, PL, PT, UK
Because their family already lives in [country]	DK, EL, SE

Most questioned believed that being able to speak the local language, committing formally to respect cultural values and laws, and having lived legally in the country for at least five years are factors that should be considered in the citizenship decision.

It is considered essential for an individual to be able to **speak the national language** if they adopt that nationality (FR, CZ). It is also important in order to find work (UK).

Committing formally to respect the national cultural value and laws is important because everyone, both migrants and the general public, should obey the law (FR, CZ). However, like the general public, there was also some confusion as to how 'committing formally to respect values and laws' would be achieved in reality:

- Several migrants were unclear about the actions and consequences involved in 'Committing formally to respect [nationality] cultural values and laws' – migrants want to understand what the practical expectations and outcomes are (FR, DE, PL)

“What is really meant by cultural values? Do we now all have to eat roast pork or go to the Oktoberfest?” (Germany, Non-EU migrant IDI, 30, low level education, American)

- ‘Committing formally’ is too formal for some participants, they would prefer to ‘respect’ cultural values and laws (BE)

Some participants pointed out that whilst they appreciate the importance of respecting local values, they would also like to preserve their own values and be given the opportunity to do so (CZ, UK).

The **duration of time spent in the country** is also thought to be an important factor as it is part of the integration process, allowing migrants time to:

- Get to know the local culture and society (FR, PT)
- Learn the language (ES, PT)
- Contribute to the economy (PT)

Some suggestions were made as to whether the length of stay was appropriate or whether the simple definition of duration was appropriate:

- Some feel the duration of stay in the country could be extended (DE, UK)
- Some felt that the duration of stay could be reduced (FR, BE)
- Instead of simply being the duration in the country some feel this should be the duration of time in legal employment (PL)
 - Have a job offer / be a student (UK, BE)

As among the general public, the **presence of family in the country**, received least support:

- Not an essential factor but could be used as an additional advantage factor (CZ, PL, BE)
- Unimportant (DE, PT)
- Important if the children of a migrant have been granted citizenship status so that the migrant can stay with them (DK)
- Immediate family only – must not rely on the state for support (UK)

In addition, Belgian participants felt that migrants should have a clean criminal record (as they mentioned in section 5.2).

6 Improving integration

In this chapter we discuss additional approaches for improving integration.

6.1 Overall improvements

Participants were asked what things work well to improve integration and what things do not work well.

Among both the general public and migrants, knowledge of the local language is most frequently recognized as improving integration.

However, in terms of what works least well, the segregation or formation of 'ghettos' is mentioned most frequently among the general public. While among migrants, the negative attitudes of local people are talked about most often.

6.1.1 General public

An array of items was mentioned that currently aid integration with learning the local language being mentioned most frequently by participants across the Member States. Broadly speaking the items could be separated into eight themes:

Knowledge and understanding of local culture

- Migrants being able to speak / understanding the local language (FI, BG, CY, DE, ES, MT, NL, PL, SI, BE, LV)
- Respecting / understanding local culture and willingness to become part of it (FI)

Education

- Integration of children in schools / kindergartens (LU, PL, RO, AT)
"If a child starts functioning in society from the very beginning, afterwards he doesn't feel he stands out" (Poland, GP, male, 18-35).
 - Multi-language schools (PL)
 - Lessons about specificity of different cultures and different religions (PL)
- Educated migrants (ES, LV)
- Increasing the level of education of migrants (MT)
- Mix of students in higher education (DK)
- Education for migrants (BE)

Positive migrant attitudes

- Willingness of migrants themselves (LU, SI)
- Migrants showing an interest in the local country and people (SI)
- Migrants behaving in a respectable / polite manner (NL, ES)
- Migrants who are hard-working people who want to work in the local country (SI)

Getting involved in society

- Meeting migrants face-to-face – to overcome prejudices and learn about each other's cultures (CZ, IT, PL)
"How can I appreciate you if I know nothing about you?" (Italy, general public, female, 18-35)
- Migrants being involved in the local community (LV)

- Having lots of hobbies (FI)
- Joining the army in the local country (FI)

Legal policy

- Existence of clear legal framework for migrant activity (BG, PL)
- Migrants obeying the law (BG)
- Increase control and punishment with regard to irregular migrants and granting of visas (CZ)
- Migrants having legal status (ES)
- Controlling and monitoring the conduct and status of migrants (ES)
- Family reunification because it is believed to enhance the commitment of migrants to work and country (ES)

Positive attitudes of local people

- Open / relaxed attitude of local people (PL, PT)
"We are an easy going people; we don't make life difficult for migrants."
(Portugal, general public, female, 45-70)
- Respecting the culture of migrants (MT)
- Treating migrants as equals (MT)

Practical assistance

- Providing guidance and assistance for migrants (PL):
 - Help for work (FR)
 - Help for housing (FR)
 - Help for social security (FR)

Family

- Family living in the country (LV)

Equally, many aspects were identified by the general public as being unhelpful in terms of integration. The isolation of migrants in 'ghettos' is the main issue perceived to be detrimental to integration:

Segregation

- Segregation in housing and schools / creation of 'ghettos' (FI, DE, EE, ES, MT, PL, SE)
- Give too much understanding to segregation tendencies due to religion. political opinions or other ideologies (FI)

Legal policy / law enforcement

- Criminal behaviour among migrants, which leads to negative perceptions among local people (ES, MT)
- Poor national integration policy (DK)
- Overly bureaucratic – the country's rules and regulations are believed to be overly complicated (DK)
- The legal status of migrants is inconsistent and as a result they are forced to work in the illegal sector, which leaves them open to exploitation (ES)
- Influx of migrants – should be stopped (as there is fear of being overwhelmed and increasing anger towards migrants) (DE)
- Migrants granted 'too much freedom' which is seen as a hindrance to integration e.g. wearing headscarves and building mosques (DE)
 - However, in Belgium participants feel that the policy about the veil is detrimental and is potentially ostracising (BE)
"Authorities think they make an effort in this area, but I don't feel it's useful. They seem to be much more isolated" (Belgium, general public, female, 18-35)
- Apparent lack of laws and regulations (CY)

Negative attitudes of local people

- Unhelpful / closed attitude of local people – local people could be more helpful and supportive, they should introduce migrants to the local culture and traditions to help them integrate (EE, PL, SI, SK, LV)
“You don’t even have to be a foreigner to be reproached with something, it’s enough that you belong to a different subculture” (Poland, GP, female, 18-35)
- Racism towards migrants (PL, MT, ES)

Negative migrant attitudes

- Intolerance / resistance of migrants towards local people (ES, PL, AT)
- Considering the country as a stepping stone to another EU country (SI)

Negative portrayal in the media

- Negative reporting in the media (DE, DK, PL, LV)

Social services

- Excessive assistance / care / financial support given to migrants which makes them benefit dependent (FR, FI)
- Abuse of the social services by migrants (ES)

Cultural differences

- Being from a different culture and language to local people (MT)
- Lack of knowledge of the local language (ES)

Education

- Proportion of migrants in some schools is felt to be too high and does not allow for integration (DE)
“In my class the proportion of foreign children (esp. Turks) was over 80%. You start to ask yourself who integrates whom.” (Germany, general public, male, 18-35)

Employment

- Local people feel migrants are taking jobs from local people (ES)
- Migrants are unemployed (ES)

6.1.2 Non-EU Migrants

Migrants in many Member States considered learning the local language was also an important factor in improving integration. In addition, a centre for support and advice is also viewed as playing a role.

Knowledge and understanding of local culture

- Learning the language (FR, DE, ES, PL, AT)
 - In Germany, that migrants have to learn German and have to take an examination is viewed positively
- Understanding the local people (ES)
 - Travelling to learn about cultures and people (ES)

Practical assistance

- Institutional support to advise and support migrants (the CNAI in Portugal) (PL, PT, NL)
- Work (FR)
- Housing (FR)

Getting involved in society

- Participation in social life (FR)
- Meeting local people
 - Learning about local culture and adapting behaviours accordingly to improve the image of migrants among local people (CZ)
“Knowing how to behave, represent oneself in a good manner, respect local habits, it all helps integration.” (Czech Republic, Non-EU migrant group, second generation, Vietnamese)
 - To overcome local people’s prejudices and learn about each other’s cultures (IT)
- Social interaction because it stimulates mutual understanding and respect (ES)
- Migrants and local people working together – helps to embed migrants into society (PL)
- Friends and relatives who are local people (PL)

“I have friends who married with Poles – they have common friends.” (Poland, IDI, Belarusian female, high level education, 28).

Legal policy / law enforcement

- Having legal status (ES)
- Process for obtaining work permits – not restricted to employers only which makes it easier (BE)
- Stricter regulations for irregular migrants and / or those participating in illegal activities (CZ)
- Respect laws, customs and habits (AT)
- The right to vote because it allows migrants to choose politicians who are more empathetic to their issues (ES)

Education

- Educating children in schools about tolerance, understanding and coexistence (ES)
- Being educated (ES)
- Education in mixed nationality groups (PL)

Positive migrant attitudes

- Migrants showing interest in local country culture (AT)
- Being polite (ES)

Positive attitudes of local people

- Open attitude of local people towards migrants (DK, PT)
“Luckily I feel that many Danes agree that the overall rhetoric from the Danish Government is very rigid and unfair. The general public has been much more welcoming to me than the public authorities have” (Denmark, Non-EU migrant group, second generation, Iraqi)

In most Member States migrants talked about the attitudes of local people as being a factor which impedes integration, in addition to a variety of other factors:

Negative attitudes of local people

- Attitude / prejudices of the local people generally (FR, ES, PL, SE)
“Some of them are not very open” (France, Non-EU migrant, first generation, female, Moroccan)
- Stereotypes (ES)
- Intolerant attitude of immigration authority – migrants feel that they are treated as second class citizens (DE)
 - The financial crisis seems to have promoted feelings of prejudice against migrants (ES)

Legal policy / law enforcement

- Administration – time consuming and repetitive (DK, EL)
- Police repression (FR)
- Citizenship tests – experiences were described as ‘foolish’ and ‘humiliating’ (NL)
- Obtaining legal status is slow and confusing (PT)

Media

- Negative imagery reported in the media (FR, DE)

Segregation

- Segregation / creation of ‘ghettos’ (DE, ES)

Negative migrant attitudes

- Migrants willingness to integrate is low or non-existent because they are not committed to moving to the country (e.g. their family lives abroad and the migrant has no intention of settling in the local country) (PL)
- Lack of respect and trust among migrants for the community (ES)

Practical assistance

- Language courses – currently the quality is perceived to be poor. It is also suggested that they should be free to attend (NL)
- The SEF (Foreigner and frontiers service) is perceived to be bureaucratic and slow (PT)

Social services

- Social system is unfair (CZ)
“Social insurance for migrants does not work here; even if I am registered in the social security system and have made all the proper payments, as soon as something happens to me, I have no rights, I obtain no support. I’ll have to be registered for at least 20–25 years and have paid social insurance for the most recent 15 years to be eligible to receive some social support or pension. Even if I ran a business here, employed Czechs, paid them properly, I would still not be entitled to a pension allowance.” (Czech Republic, Non-EU migrant IDI, 29, low level education, Vietnamese)

Employment

- Employment discrimination (BE)

6.2 Integration of children at school

Participants were asked what the government could do to encourage better integration of migrant children at school.

The general public felt that activities promoting multicultural exchange are the most beneficial for integration in schools as they promote better relationships and tolerance of other cultures amongst children.

Conversely, migrants feel that language skills among migrant children are the key for improved integration, with more Member States discussing this issue than any other; both learning the local language and their own mother tongue. Nevertheless, multicultural exchange activities were the second most frequently discussed aspect.

6.2.1 General public

Cultural exchange was mentioned most frequently in the integration of children at school. It can take place on different levels, either formally at school by being taught or informal through various activities. The participants felt that the exchange of cultural information served two roles, firstly it facilitates the exchange of information but in addition the actual event usually provides the opportunity for people to socialise and get to know each other:

- Teachers should encourage extracurricular activities / culture / knowledge days to encourage children to share cultures – promote better relationships and tolerance (LT, PL, SK, UK, EE, ES, HU, FR, BG)
- Teach about the local history, culture and values (DK, EE, PT, MT)
 - “Well, you have to do it in an interesting way – Estonian history, Estonian literature – so that the child would develop an interest and also talk about it to his/her mother and father.” (Estonia, general public, female, 45-70)*
 - Seminars to learn about local history and culture (BG)
 - Offer special programs for migrant children so they learn with others and have additional lessons to learn about culture (EE, BE)
 - “What I mean is that you gather these pupils and offer them lessons outside school time, not during regular classes, where other pupils go on with their lessons and the new ones stay behind ... I don't know, perhaps an hour after school every day to teach them culture and all. They would communicate there and have a circle of communication ... maybe they will learn more this way. Otherwise the others will be learning mathematics, formulas and all, which is really difficult and if you miss this, you may not catch up later on because you must think about many things at the same time. So they should have a special program, say, after school.” (Estonia, general public, male, 18-35)*
- Increase exposure of migrant and local children to each other's backgrounds:
 - Migrant children to live with local families for a while (EE)
 - Increase children's exposure to migrant children's background and experiences (MT)
 - Integration classes for all children so they learn about each other's culture (CY)

- Mixed multicultural classes / lessons about different cultures (HU, MT)
- Encourage initiatives that promote sharing of cultures among parents and children (IT)
- Promote the values of citizenship and respect between cultures (ES)
 - Reintroduce 'citizenship' classes as a compulsory class (IT)
 - Teach civic education (FR)
- Participants thought that children are generally not racist when young but that they learnt to differentiate between races as they got older. Thus, they suggested identifying this age and targeting integration programs at children of this age to ensure children do not become racist (EI)

Mixing children in schools, kindergartens and classes is the first step for some to improving integration (EE). For participants in those Member States where migrant children and local children attend the same schools it was believed that migrant children and local children should be mixed together more, in one way or another. Some explained that they felt migrant children should be placed in different schools across the country so that as many children as possible are exposed to the migrant population (FI, DK, ES, MT, SI).

“Not many mixed schools and even in those cases there are Russian classes and Estonian classes, but if they go to the same class, a common, mixed community would emerge.” (Estonia, general public, female, 45-70)

“It seems much better to have a fairly even distribution of non-EU migrants in all public schools than to have some schools with extremely high proportions of children with other cultural backgrounds. Clearly, the optimal situation would be a fairly even mix of native and foreign children. (Denmark, general public, 45-70)

Others went further and felt that within schools migrant children should be distributed as evenly as possible within classes within the school so all the local children are mixing with them (FI). In addition, distributing children within classes ensures that the migrant children are encouraged to mix with the local children and to speak the local language (LU, IT, PL, DE).

“If there are only a few migrant children in a class, they are forced out of necessity to integrate and to adapt to the German children.” (Germany, general public group, female, 45-70)

It was also thought that reducing the proportion of migrant children per class would benefit children as it would enable the teacher to spend more time helping each child (AT, FR, FI).

The teacher was recognised as a key factor in the helping migrant children to integrate, suggestions included:

- Teachers treat everybody the same way (IT, PL, PT)
- Train teachers to teach and cope with multicultural classes / teach equality and freedom from prejudice (BE, MT, FI)
- Provide more teachers in schools with high rates of migrant children from non-EU countries (BE)
 - Teachers who are able to teach the local language (EE)
 - Assistant teachers able to speak both the local language and migrant language (SK)

- Positive attitude of teachers – encouraging integration e.g. preparing local children for the arrival of new migrant children, welcoming migrant children into the class etc. (EE, IE)
- Higher salaries for those teaching migrant classes (SK)
- Provide remedial teaching if necessary (FI)
- Help children to catch up, especially with language (PL)

Learning the local language is seen as the foundation to obtaining an education. Only once students have learnt the local language can they mix properly with other children and access the rest of their education and understand the culture.

- Assist children to learn the local language / offer extra language classes to migrant children (LU, BG, CY, MT)
- Start teaching the local language early on, before school /at pre-school / kindergarten (DK, EE, DE)
- Encourage language diversity – teach children their mother tongue so they do not forget their own language (DK, MT)
- Offer Internet based courses so children can start studying at home (EE)

Increasing the opportunities for interaction between migrants and local children was also seen as important in improving integration in schools. Suggestions included:

- Encourage participation in sport as this is an opportunity to socialise (IT, MT, UK)
- Teach and develop tolerance and mutual understanding among local children for migrant children (LT, PL)
“Developing of tolerance is needed for our children. For those who look different. Chinese or black. We are not used to it; they look so very different anyway. The first look is always very distant.” (Lithuania, general public, female, 45-70)
- Parents and school staff should encourage children to be sociable (PT)
- Encourage local children and migrant children to visit each other’s homes (IT)
- Older pupils could be responsible for the reception and orientation of migrant pupils (DK)
- All children wear the same uniform to disguise visual differences (IT)
- Compulsory school attendance for migrant children (BG)
- Compulsory kindergarten for all (DK)

Some felt that migrant children and their families need a support network in order to integrate successfully:

- Create a system of support for migrant children / provide a mentor (FI, EE, UK)
- Social programmes to support children whose parents are unable to support them financially (BG)
- Provide books designed for migrants to help with teaching (EE)

Equally, some felt that the responsibility for successful integration lies with the migrant families themselves. They felt that the parents of migrant families should be more involved with their children’s education, particularly those from ‘migrant’ Member States (AT, LU, DE, NL, SE). Several felt that migrant parents should be encouraged to have a more active role:

- More collaboration and communication between teachers and parents e.g. parent groups (DK, ES)

- Discuss child's integration into school with parents (UK)
- Encourage local parents to take migrant children to / from school (IT)
- Communicate with teachers and children so they can understand each other's experience and address any issues arising (BE)
- Encourage parents to visit the school (FI)

Some mentioned that religious education should not be biased at school. In this context, they felt that there should be:

- Different religions on the curriculum / visits to different religious buildings to broaden children's knowledge (PL, UK)
- Non-denominational teaching (FI)
- Religious education should not be compulsory for children of different beliefs (CY)

Finally, in order to ease the transition into working life, Cypriot participants proposed vocational training for older children to help them integrate once they finish school.

6.2.2 Non-EU Migrants

Like the general public, migrants had similar suggestions about how integration in schools could be improved. However, the emphasis was slightly different, with more making suggestions about language improvements than any other area.

Migrants talked about the importance of learning both the local language and their mother tongue:

- Teach children the local language (DK)
 - Provide extra lessons / tutors / specialised teachers for migrants to learn the local language (IT, PT, RO)
 - Before they attend school (DE)
 - And parents so they can help children with homework etc. (EL, BE)
- Teach the mother tongue as well as the local language (CZ, DK, RO)

"If you gave migrant children lessons in their mother tongue it would prevent parents from placing their kids in private schools where they only meet other migrant children." (Non-EU migrant group, female, second generation, Bosnian)
- Adapt teaching to the local language level of migrant students (SE)
- Have interpreters in schools to assist migrant children (FR)

Migrants also recognised the potential importance of multicultural exchange both formally through being taught and informally by the children getting involved in the exchange of information:

- Formally:
 - Educate about different religions, not solely Christianity (DK, IT)

"I know nothing about Muslims, but it'd be useful, it could help me understand a lot more" (Italy, Non-EU migrant group, first generation, Albanian)
 - Increase awareness of cultures of origin of non-EU migrants through courses or exhibitions so children can understand origins of the children better and become more open-minded (FR)

"They should teach about other cultures and religions at school; when you know about some else's culture you know how far you

can go with that person” (France, Non-EU migrant, first generation, male, Algerian)

- Develop policies to ensure cultural diversity within the school system (DK)
- Broaden perspectives and teach about world history not just local history (DK)
- Teach about local culture, history and geography (RO)
- Education about difference cultures e.g. exchange programmes (PL)
- Lessons to learn the local culture and so increase familiarity with environment (RO)
- Informally:
 - Children to tell each other about their cultures (IT)
 - Organise classes for pupils to talk about their origins and encourage parents to attend (IT)
 - Promotion of multicultural activities in schools (BE)

Ensuring that migrant and local children are mixed within schools was mentioned by some migrants as a physical means of improving integration:

- Mix migrants and local children in schools (PT, RO)
- Reduce proportion of migrant children per class so they are forced to speak the local language and mix with local children (AT)
- Increase flexibility about admitting migrant children into schools. For example one participant had recently brought his children out from India and had been told that he could not put them in school for six months as there were not enough teachers for an additional pupil (UK)
- Free and equal access to all schools (RO)
- Forbid migrant only schools (RO)

The migrants also felt that increased involvement of parents could play a role, notably in sharing their cultural background:

- Involve parents in events / activities that facilitate mixing of local and migrant parents to encourage a sharing of cultures and respect (DE, ES)
“One could offer courses at the school in which both German and Turkish parents would do something together with their children. When the children see that the parents show mutual respect for, and understand, one another the children will automatically do the same.” (Germany, Non-EU migrant IDI, 29, low level education, Turkish)
- The parents of migrant children could offer their skills and knowledge (cultural) to the school (UK)
- Increase collaboration between teachers, local parents and migrant children (DK)
- Migrant parents should be more involved (DE)
- Include migrant parents in the Education for Citizenship curriculum (ES)

As one would expect, the areas of support identified by migrants are more practical than those proposed by the general public as the migrants are identifying the actual areas in which they have a need whereas the general public are more likely to be hypothesising.

- Extend school hours / offer extra supervision (with additional courses e.g. theatre, sports etc.) so parents can collect children after work (EL, DE)
- Financial support for those who need it (PL)
- Create a reception centre for parents to ease contact with schools (BE)
- Reception classes for newly arrived migrants so they can be weaned into existing classes once they are ready (BE)

- Provide follow-up help for schoolwork (BE)

Again, sport is mentioned most commonly as being an activity that provides opportunity for children to interact and get to know each other:

- Promotion of sport and leisure activities in local area (DK, SE, IT)
- Local and migrant children to play games from different cultures together (DK, PL)
- Encourage children to play together (PT)
- Extracurricular trips with mixed nationalities (PL)
- Planned visits to children's homes to meet each other's families (DK)
- Work in mixed teams in activities (IT)

Compared to the general public the role of teachers was mentioned by relatively few. The migrants in Germany felt that it would be beneficial to employ teachers who speak the local language, a migrant language and are familiar with the migrant culture so they are sympathetic of the two. While the migrants in Poland feel it is the teacher's attitude that is important and that they should encourage interaction between the children.

Finally, some participants felt that fair resource distribution would help with integration in schools, particularly to 'poor' areas that are typically associated with migrants (FR).

6.3 Encouraging private companies to integrate people

Participants were asked what the government could do to encourage private companies to integrate people from outside the EU.

Among the general public and migrants there was some disagreement about the principle of encouraging companies to integrate people from outside the EU, particularly among the general public who viewed it as positive discrimination.

Financial incentives based on the number or proportion of non-EU migrants employed was identified most commonly among both the general public and migrants.

6.3.1 General public

Views were mixed as to whether private companies should be encouraged to recruit non-EU migrants or not. Participants in several Member States were not in favour of positive discrimination at all and explained that they felt jobs should be awarded on merit instead (FR, BG, CY, CZ, EL, HU, LV, SK).

“It doesn’t matter - it has nothing to do with merit” (France, male, general public, 40-70)

“Bulgaria should define its priorities, what kinds of specialists are needed because this is connected with our educational system, also. Everyone should have equal chances. Free competition.” (Bulgaria, general public, female, 18-35)

Others disagreed with the concept because they felt that local people should be given jobs before migrants are considered (ES, LV, AT). Furthermore, some were not in favour of the concept because they felt that unemployed local people are in need of work (PT) and that the government should be focussing its efforts on creating jobs for local people first (RO).

“At the beginning that local person should be taken on if that cannot be done, only then, let’s say, from...other countries.” (Latvia, general public, male, 18-35)

“We are here talking about what the companies should do to encourage integration of migrants, I agree in some way, but in another, so many Portuguese are unemployed, and what about them?.” (Portugal, general public, female, 45-70)

Others felt that there was no need to hire more migrants. They were of the view that either sufficient was being done by the government (DE) or that employers already saw the benefits of employing migrants and so they do not need any additional incentives to employ them (EE).

Most suggested that the government could offer financial incentives to encourage recruitment of migrants:

- Provide financial support / incentives (e.g. tax incentives) / wage subsidies to those companies hiring non-EU migrants, especially SMEs (LU, FI, BG, CY, DE, DK, IT, LV, LT, MT, PT, RO, SK, AT)

“Small companies in particular have a hard time hiring non-Europeans, even if they are interested in doing so. They need to be given financial support.” (Luxembourg, general public, male, 45-70)

“Private companies who employ non-EU migrants should be receiving government subsidies to finance the employee's salary during the first 3-6 months.” (Denmark, general public, male, 45-70)

- Financial rewards attached to number of non-EU migrants employed (DK)
- Create / apply quotas for migrants (BG, PT, BE)

Ensuring equality both at recruitment and once in the workplace was the second most common theme:

- Equal pay, rights and conditions for migrants as for local people (LT, MT, PL, UK, FI)
- Ensure equal opportunities for migrants / no obstacles for companies wishing to hire non-EU migrants (HU, LT, MT)
 - “Companies should be able to choose. They should be able to hire foreigners, not just Lithuanians. Perhaps then the attitude would change if there were more of such people.” (Lithuania, general public, female, 18-35).*
 - Employers who discriminate against migrants should be punished (HU)
- Set a minimum wage for all employees (IT)
 - “In this way, no one is discriminated or exploited; every worker gets a decent salary” (Italy, general public, male, 45-70)*
- Recruit based on qualifications / merit rather than nationality (BE)

The general public were also of the view that government should support non-EU migrants, primarily educationally:

- Arrange training and education / courses to enable migrants to meet the requirements of local companies (FI, CY, MT, RO)
 - Tests to verify levels of education and knowledge (MT)
 - Recruit trainee / work study programs and train employees (SE)
- Arrange / financing more local language courses for migrants so that migrants are not confined to the least rewarding jobs (FI, IT, LT)
 - Language classes within the company (BE, SE)
 - Funding language programs for non-EU employees (DK)
- Greater recognition of non-EU education (DK)
- Create a system which enables migrants to work and attend school at the same time (FI)
- Set-up social activities and networking opportunities for migrants (DK)
 - Cultural days (IE)

The processes involved in obtaining permits for the migrant were seen as being time consuming and complicated and so it was logical that participants felt these should be simplified (LU, DK). In addition, the Danish suggested providing the employee's spouse assistance in their search for a job to improve integration.

A few participants mentioned the government's participation in economic fairs abroad advertises for economic opportunities (LU).

6.3.2 Non-EU Migrants

Like the general public, not all of the migrants agreed that the concept should be employed. A few are not in favour of positive discrimination (FR).

*“I don't see why the State should pay to make you employ a foreigner”
(France, Non-EU migrant, first generation, male, Algerian)*

Others are of the opinion that it is not the responsibility of private companies to integrate people and that they should not have to take on this role (NL). Others feel there should be no need for incentives because people should be employed on the basis of merit only (AT).

*“A company should simply employ the person best suited for the job”
(Austria, Non-EU migrant group, second generation, Turk)*

While others believe that the government in their Member State is already doing enough (DE).

Nevertheless, many were able to offer suggestions as to how the government could improve integration. As the general public suggested, many migrants also proposed financial incentives:

Financial support / incentives:

- Provide financial support / incentives (e.g. tax incentives) to those companies hiring non-EU migrants (CZ, DE, ES, PL, PT, SE)
“The government officially supports the employment of the handicapped, so why not do the same for foreigners? Introduce some exemption for both employees and employers.” (Czech Republic, Non-EU migrant group, first generation, Ukraine)
- Reduction in the employment criteria and taxes for enterprises recruiting non-EU staff (FR)
“I've had lots and lots of interviews with offices, it's difficult for a foreigner to find a job, companies don't want to pay for a residence permit, and they have to wait four months for a temporary permit. My company paid 1000 euro. For three years you can't change your activity, sector or profession, you can change company if the salary is higher, there are other rules but I'm not sure what they are” (France, Non-EU migrant IDI, 25, high level education, Chinese)
- Create / apply quotas for migrant workers (IT)

The process was more of an issue among migrants, with more suggesting that the government should make improvements to it:

- Quicker and simpler administrative procedures for hiring non-Europeans (ES, PL, PT, BE)
 - No employee payments (PL)
- More information on how to employ a non-EU migrant to dispel any negative misconceptions and clarify the regulations (PL)

Promoting equal rights in the workplace, in terms of recruitment, pay and working conditions was thought to be important in terms of integration:

- Promote equal pay, rights and working conditions by law – to prevent exploitation of migrants and to prevent animosity between locals and migrants as a result of discrepancies between rates of pay (ES, PL)
- Raised the issue of employers who discriminate against migrants and that there should be more measures taken against them (FR)
- Allow migrants equal rights to apply for jobs as local people e.g. the right to apply for the same job and at the same time as the general public (CZ)
“When applying for a job, I have to wait three months. Only after that, if no Czech is interested in the job during those three months, can I apply for the job.” (Czech Republic, Non-EU migrant group, first generation, Ukraine)
- See the possibility of being legally and easily employed in private companies as helping to restrict illegal organizations/mafia. (CZ)
- Promote anonymous CVs for recruiting (BE)

Migrants also felt that the government should support migrants, in terms of education and training and within the work environment:

- Education and training:
 - Greater recognition of non-EU education (EL, IT)
“My husband has a university degree in Albania, but here he gets paid like a high school graduate” (Italy, Non-EU migrant group, first generation, Albanian)
 - Professional training within companies (BE)
- Working environment:
 - Promote intercultural exchange and harmonious coexistence among employees through different activities (ES)
 - Allow workers to celebrate their festivities (IT)
“I should be allowed to work at Xmas, as long as the factory stays open, but I should also be given a day off to celebrate our New Year’s Day for instance” (Italy, Non-EU migrant group, second generation, Chinese)
- Motivate companies by impressing on them that people from different cultures also bring new ideas into everyday work so that enterprises can benefit from alternative ways of thinking and dealing with matters, also with a view possibly to opening branches in foreign countries (DE)

6.4 Equal access to jobs in the public sector

Participants were asked what the government could do to promote equal access to jobs in the public sector.

Most of the general public and migrants are opposed to positive discrimination in the public sector.

Some of the general public are averse to migrants working in the public sector because of they do not believe that their knowledge of the local language and culture will be proficient enough. Ensuring equality and providing access to language courses are the main ideas to improve integration; even so support for these ideas is not overwhelming.

Equality in terms of access and recruitment is mentioned most often by migrants as the area for the government to improve integration. Migrants in two Member States admitted that they are unaware of the conditions of employment in the public sector.

6.4.1 General public

Most felt that government should ensure that migrants have equal rights with local people (FR, LU, BG, CZ, LT, MT, PT, RO, SK, SE) rather than imposing positive discrimination.

“Opening the competition to people outside Europe is putting everyone on an equal footing” (France, general public, male, 18-35)

“If the person passes the exams [in Luxembourgish, French, English and German], I have no problem with the fact that the State hires non-Luxembourgers.” (General public, female, 18-35)

The only possible form of positive discrimination that could be acceptable would be for a position working with a group of migrants (e.g. a Vietnamese counsellor for migrants from Vietnam) (SK).

Some expressed some resistance to promoting the public sector among migrants, they felt that:

- The government has reduced the number of jobs in this sector and so there are no positions available so they feel it is not appropriate to promote the sector to migrants (FR, PT)
“Presently this is pointless, the public sector is not accepting anybody, and is reducing the workers.” (Portugal, general public, male, 45-70)
- The public sector should not be actively promoted to non-EU migrants, although once they have applied they should have the same rights as local people (LU)
- Only local people or ‘very well integrated’ people are suitable to occupy positions in the public sector because of their knowledge of the language and the culture (PL). However, even those who felt migrants could work in the public sector wanted to limit their duties to those interfacing with other migrants on the pretext that they would be most useful helping those with similar experiences (PL).

- There is no need to promote equal access to jobs or to do anything further in the public sector because in their opinion opportunities are already equal (EE, UK)
“There is more than enough equality in the public sector... they do everything they possibly can, they bend over backwards. I don't think they need to do anything more. In fact they can cut it back a bit” (UK, general public, male, 45-70, retired).

Conversely, others were completely against the concept of migrants working in the public sector, they were of the view that:

- Only local people should work in the public sector (DE, EL, HU, LT, RO):
 - Only local people should be working in departments that are essential to national security / confidential (EL, HU)
“I cannot picture an immigrant as a public servant in the first place, because that is a confidential category.” (Hungary, general public, older (45-70), male)
 - Some are of the opinion that only citizens have sufficient commitment and respect of the country's laws to be in these positions (LT, RO)
“Oh no, certainly not, if he is not a Lithuanian citizen, he will not represent Lithuania. He should be committed to that country, have had passed requirements in order to represent. I do not think there need to be any changes here.” (Lithuania, general public, female, 45-70).
 - Migrants knowledge of the local language will not be good enough to deal with local people and their problems (RO)
- Local citizens should be given priority in the public sector (CY)

Some are not aware of what falls into the 'public sector' (CZ) or what the conditions are in this sector (FR) and as a consequence found it difficult to make suggestions as to how the government could encourage better integration.

The main suggestions as to how the government could improve integration in the public sector focussed on ensuring that migrants had equal opportunities to access public sector positions:

- Ensuring equal access / fair recruitment (EE, MT, PT, RO, SK)
- Set equal eligibility criteria for local people and migrants (IT)
- Equality in work conditions and pay (MT)

However, some were of the view that it is the government's responsibility to encourage migrants to look for public sector jobs (FI) and to incentivise them to work in these jobs (MT).

The importance of being able to speak the local language and having appropriate training was also recognised. It was felt that the government could assist migrants in this respect by:

- Providing local language courses (SI, SE, DK)
- Greater recognition of non-EU education (IT, DK)
- Providing migrants training and education (MT)

- Creating a nationally recognisable certificate based on former experience which migrants could use to provide evidence of what they are able to do (BE)
- Recognising English as the primary working language (DK)

Participants in Finland and Denmark felt that quotas could be applied by government to ensure that migrants are employed in public sector roles.

Additional support and activities proposed in a few Member States included:

- Educate local people and management about accepting migrants in the public sector (MT, DK)
- Grant migrants citizenship so they are eligible to work in the public sector (MT)
- Give second generation migrants and those with citizenship the vote (RO)
- Reduce bureaucracy (DK)
- Individual support for migrants:
 - Help the employee's spouse in their search for a job as well (DK)
 - Set up social activities and networking opportunities (DK)

6.4.2 Non-EU Migrants

Most migrants would prefer a system of equality as opposed to positive discrimination (CZ, NL, IT, ES).

However, for some employment in the public sector is not seen as a critical issue for integration (CZ, AT):

- The public sector has a negative image among some migrants and so is not an area they would want to work in (CZ)
"A Ukrainian would hardly want to work for the police. The police are not respected in the Ukraine; it is the field with the most negative image, strongly associated with corruption." (Czech Republic, Non-EU migrant IDI, 33, high level education, Ukraine)
- Some migrants see no need to employ migrants throughout the public sector (AT)
"Why should they promote the employment of for example tax officers, if there are vacant jobs in the health sector?" (Austria, Non-EU migrant group, first generation, Bosnian)

Only the migrants in Belgium are in favour of positive discrimination in this sector.

Equality, both in terms of access and recruitment, is the main area in which the government is expected to operate:

- Ensure equal rights / opportunities with local people (CZ, NL, IT)
"On some job advertisements, it directly stated: "foreigners should not apply". It should not be like this." (Czech Republic, Non-EU migrant group, first generation, Ukraine)
- Promote equal access (ES, PT)
 - Standardise the identity system for migrants and local people so that non-EU migrants can participate equally with local people for jobs (ES)

- Change the law that only allows migrants to work in the public sector once they have obtained citizenship (PT)
“A migrant that already has a legal status, should be able to work in the public sector, but for that the law has to change.” (Portugal, Non-EU migrant group, Brazilian)

The importance of being appropriately qualified and being able to access training was also identified among migrants, as it was among the general public. They felt that there needs to be a simpler process for the recognition of non-EU qualifications (ES, IT, DK). In addition, they felt that the government could provide training courses for migrants to prepare them for work in the public sector (ES).

Migrants in individual Member States also suggested:

- Adopting the use of minimum quotas
- Simplifying the citizenship process so that migrants can obtain citizenship and become eligible
- Giving migrants the opportunity to work for a trial period to overcome the difficulties they experience during the application and interview process
- Recognising English as the primary working language
- Educating local people to accept non-EU migrants visual appearance e.g. headscarves etc.
- Minimising the bureaucracy

Migrants in some Member States found it difficult to make many suggestions because:

- Migrants in France and the UK are unaware of conditions or restrictions in the public sector.
- For some, while working in the public sector would aid integration, it seems unattainable because of what they perceived to be the current barriers (the need for citizenship and the inherent nepotism).

6.5 Improving public understanding

Participants were asked what the government could do to improve general understanding of the situation of non-EU migrants.

Improving public understanding of the migrant situation is largely felt to be the responsibility of the media by both the general public and migrants.

Negative preconceptions and stereotypes are largely associated with stories from the media. It is thought that the mass exposure of TV has the potential to reverse this negative imagery by presenting a fair and realistic view of migrants, their lives and contribution to society.

6.5.1 General public

Most of the suggestions to improve public understanding focussed around the media. They believed that negative images created in the past need to be redressed and that the different media channels (particularly TV) offer potential to communicate with the greatest number of people.

Many felt it is the responsibility of the media to portray a realistic view of migrants and consequently a more positive view (FR, DK, IT, SI, SK, UK, BE) to address the stereotypes that have been created by extreme reporting in the past.

“Prevent stigmatisation in the media, the media stigmatise because they surf on political discourse” (France, general public, male, 18-35)

In detail they expressed that the media should present:

- The positive contribution migrants have in society (MT, PT, RO)
- Objective programmes (e.g. wearing a headscarf is not always associated with oppression) and portray both positive and negative aspects of migrant life (DE, EE, LU, MT)
 - *“This is already the question of public media – it should not be skewed towards either side. The information which is broadcast must be objective; it must have no political influence or other such things. People should be told the truth, no labels, no marginalization.” (Estonia, general public, female, 45-70)*
 - Some felt that the media should be monitored to prevent biased reporting and to encourage more positive and documentary reporting (DE)
- Individual migrants who have made positive achievements etc. (DE)
- Migrants in a realistic, sympathetic and appealing way (IT)
- Stories about the impact of discrimination in the local country and abroad (LT)
- Publicity about migrant countries and the situation in those countries (UK)
 - *“I don’t think people realise how bad it is in their countries” (UK, general public, male, 18-35, floor layer)*

Most expect TV to be used to communicate a better understanding of the migrant situation. The general public in many Member States felt that the broadcast of TV programmes and documentaries about integrated migrants and the situation of people outside the EU would help to improve understanding of their situation (FI, BG, CZ, DE, DK, EE, IT, LT, PT).

“We really need to see how immigrants live in the real life, what they occupy themselves with, how they see us, not just see them when something bad happens.” (Lithuania, general public, female, 45-70)

Some suggested that:

- The reach of national TV and radio channels is limited and so they suggested that programmes could be shown on private TV channels to reach a broader audience (EE)
- Improving the understanding of migrants situation by using different program types, such as social advertising, and soap operas (LV)
- Government initiated, live, TV discussions about immigration and the issues around it would help to eliminate any bias possible in pre-recorded shows (LT)
- A local TV channel about different societies in the local language but with subtitles (or in a migrant language with subtitles in a migrant language) could aid understanding (PL)
- Sub-titles in the migrants language during political talk shows would help to improve migrants understanding of local news (IT)
“they could get a better understanding of our history, of our current situation ... I’m thinking of useful shows like Anno Zero or Ballarò, obviously not the Big Brother” (Italy, general public, male, 45-70)

The general public also suggested using radio programmes (BG, CZ, EE), websites (BG, EE) and newspapers (EE) to inform local people about migrant life and issues.

Many associated with the importance of educating children in order to change perceptions and educating children at school was identified as an important strategy to:

- Increase awareness (LU, FI, CY, CZ, ES, LV, LT, RO, SI)
- Teach about tolerance and mutual respect (ES, LT)
- Teach about diversity and mutual enrichment (ES, SK)
- Exchange mutual understanding (ES)

Some participants in some Member States discussed several specific government initiatives to improve the understanding of local people:

- Inform the public:
 - Campaigns among the general public to increase awareness and sensitivity (LU, DK, PL)
“It is necessary to explain to the circumstances of migration to young people, so that they can understand the reasons. I think that this would help to reduce problems understanding their situations.” (Luxembourg, general public, male, 45-70)

- The State should publish statistical information about the issues of people outside the EU (LU, FI)
 - Use the statistical information to explain why it has made governmental / policy decisions (LU)
- About an objective and clear policy towards migrants (BE)
- Free access to information about non-EU migrants living in the area/locality: ratio/proportion, evidence of positive contributions to the Czech Republic / locality and its economy, etc. (CZ)
- Using politicians to communicate migrants' situation (RO)
- Information centres (BG)
- Organisation of events:
 - Cultural activities / occasions – festivals, exhibitions, performances etc that enable people to interact socially as well as learn about the culture (BG, CZ, LT, MT, UK, FR, DE)

"In general, there should be more events which would help us to get to know them better and would show them telling more about themselves. For example 'Turkish days' or something like that." (Lithuania, general public, female, 45-70)
 - Organisation of debates / discussion programmes to raise awareness of the issues experienced by migrants (FR, MT)
 - Education through churches (RO)

Additionally, the Belgian general public proposed promoting tourism about other cultures to increase understanding. While the French suggested that local people could be encouraged to study migrant languages to increase their understanding.

The Irish general public thought that it would be unlikely that communications about migrants would resonate with local people. They believed that given the current economic climate the government should be spending its money elsewhere, on the economic recovery for example.

6.5.2 Non-EU Migrants

Migrants, like the general public, felt that the media would be the most effective at improving local understanding of the migrant situation.

Migrants from most of the Member States were of the view that the media should present a more positive image of migrants. They believe that the media should portray a more objective view, showing both positive and negative aspects of the migrant situation, in order to dispel misconceptions and stereotypes from the past (DE, DK, ES, IT, PL, PT, FR). They proposed that the media could depict:

- Individual migrants with positive achievements etc. (DE, DK)
- Why migrants have come to the EU (SE)
- How migrants contribute to the economy (PT)

"Government should provide programmes on TV, showing the Portuguese that Portugal need the migrants to work." (Portugal, Non-EU migrant group, Cape Verdean)

- Different cultures (SE)
- The real difficulties migrants experience (BE)
- The courage and hard work migrants must have in order to be able to leave their country of origin and live in another country (CZ)

“To encourage understanding of how difficult it is to leave your country, it requires real courage. My father has to work very hard to provide us with a better standard of living. It requires unbelievable courage to travel half way across the world without being sure of the result. Czechs should be aware of this, migrants sacrifice a lot to live in the Czech Republic. (Czech Republic, Non-EU migrant group, second generation, Chinese)

The Czech migrants felt that in addition to informing local people about the migrant situation, presenting non-EU migrants in the media would help people to get used to seeing them on an everyday basis.

Most migrants also believe that TV is the most appropriate channel to communicate with the public. They suggested showing TV documentaries that portray well-functioning non-EU migrants, with their background stories and interviews to inform people about the migrant situation (DK, EL, IT, PL, PT). Polish participants also proposed showing cooking programmes to share migrant cuisine.

Specific government initiatives discussed included:

- Organisation of events:
 - Promote foreign arts and cultures (e.g. films, literature, theatre) (PL, BE)
 - Organisation of debates to raise awareness of the issues experienced by migrants and their positive contribution (FR)

“Organising debates in the media, on TV and in the written press, but when you start talking about Muslims and Islam there’s already a bias; we should talk about the positive contribution of foreigners in France” (France, Non-EU migrant, first generation, male, Moroccan)
 - Organisation of occasions for local people and migrants to interact socially, e.g. international concerts, festivals etc. (DE)
 - Opportunities for local people and migrants to play together at sports events and not against each other (DE)
 - Holding festivals to present different cultures (CZ)
- Campaigns about migrants:
 - Information campaigns about migrant cultural and social values and structures among local people (DK, ES)
 - Campaigns organised by the government on the positive values of migrants to help people appreciate the value of migrants (ES)
- Within government:
 - Reduce stigmatisation of migrant populations in politics (FR)
 - Improve migrant understanding of people working in government so they are better informed before taking action (BE)
- Define the term integration to the public so that local people understand it does not mean a loss of identity but rather to display respect for and acceptance of another person’s way of life; it is an exchange between cultures and not a suppression of one or other (DE)

- Promote volunteer work among non-EU migrants and local people to foster greater understanding of migrant situations and better relationships (DK)
“Volunteering would really send a positive message that we are hard working and willing to contribute. It will show everyone that we are sympathetic.” (Denmark, Non-EU migrant group, male, first generation, Chinese)

Relatively few migrants mentioned teaching children as an approach to improve understanding of the migrant situation. Only migrants in the Netherlands proposed teaching children about non-EU history and geography.