

CHALLENGES OF MIGRANTS' EFFECTIVE INTEGRATION INTO THE INTERNATIONAL LABOUR MARKET



Raising inclusion into the Labour Market of refugees, asylum-seekers and migrants, on the base of entrepreneurial competencies development

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CREDITS

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1 INTRODUCTION

The integration of migrants and their active participation to the labour market is amongst the most important questions in the European Union (EU). It is high on the public agenda, often covered in the news and also the public opinion is concerned about these questions. Integration process is important not only because of the economic aspect but also for promoting social cohesion.

However, integration process has not been without problems. One of the main obstacles to integration is migrants' higher unemployment rates and lower incomes than native-borns' (see e.g. OECD¹/European Union 2015). There are many reasons for this, for example lower education levels and national peoples' discriminative attitudes towards migrants. Many countries also have problems with recognizing education and qualifications acquired outside the EU. These obstacles have to be eliminated in order to have employment level up to 75% until 2020 as EU aims.

This research report is a part of the international Erasmus+ Project called "RIECE" (acronym for "Raising Inclusion into the Labour Market of refugees, asylum-seekers and migrants, on the base of entrepreneurial competencies development"). RIECE Project will create a new training program for refugees and asylum seekers as well as other migrants. This training program increases participants' entrepreneurship and career planning competencies and helps them to integrate into the labour market more easily.

The training program will consist of five modules, which are Life Long Learning, Requirements and Needs of Labour Market, Different Situations in Labour Market, Cultural Surroundings and Working Culture. The Partners of this Project are Asociacija Kurybines ateities idejos (Lithuania), Asociatia Everest (Romania), SSM Global training services LTD (Cyprus), Asociación Emprende Empleo (Spain) and Turku University of Applied Sciences LTD (Finland).

To succeed in this task, it's important first to identify the needs of the target group as well as to hear employers' opinion about which challenges are the most important when employing migrants and how these have been overcome and how they should be approached in the future. This has been done with qualitative and quantitative research in the beginning of the project. The results of this research are analyzed and conclusions drawn in this report.

¹ Organisation for Economic Co-operation and Development <http://www.oecd.org/>

2 AIM OF THE RESEARCH

The aim of this research is to identify challenges and provide measures for migrants' effective integration into the international labour market. Moreover, it will clarify, how well these challenges and problems are identified in different groups of people in participating countries.

As the term "migrant" might be defined very differently, it is important to clarify, what kind of definition we use in this report. We define immigrants as the foreign-born population, no matter what their status or their country of origin. The definition is based on the purpose of the project: the training material is aimed to all migrants, no matter their status.

The research questions are:

1. What kind of challenges do migrants experience when integrating to the international labor market?
2. What kind of challenges do employers experience when hiring migrants?
3. What kind of coping / problem-solving methods do migrants have?
4. What kind of learning needs do migrants have?
5. How do cultural surroundings (in workplaces and otherwise) affect to the situation?

The study will provide comparative data about the specific conditions of migrants' integration challenges in the partner countries in correlation with the social, cultural and economic circumstances. It will reveal the level of awareness on migrants' integration challenges and coping measures of each target groups in the project countries - migrants', employers and social workers.

The research is done with three separate sets of questionnaires (Appendixes 2-4), which have been targeted to migrants, social workers and employers. Questionnaires designed for migrants and social workers consists questions, which aim to identify challenges and provide measures for migrants' effective integration into the labor market. Questionnaire for the employers will comprise questions, which aim to find out, what competences migrants' should achieve if they want to integrate into the labor market.

These questionnaires, as well as comparing and interpreting the answers in their context constitute the first output of the RIECE Project. This output will form a basis to the next outputs, which are creating the curriculum of the program (output 2) and the training program itself (output 3). Turku University of Applied Sciences (TUAS) is the lead partner for the output one. Each country implemented its own survey and TUAS gathered the data from the partners, compared and analysed it.

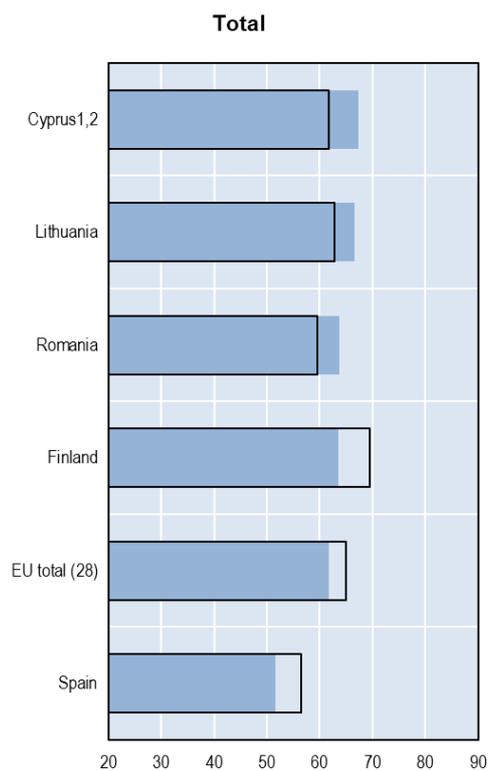
Not less than 150 migrants (30 from each partner country), 150 employers (30 from each country) and 50 social workers (10 from each country) was needed to participate to the survey. Each partner was independently responsible to collect the required amount of answers.

3 BACKGROUND INFORMATION

3.1 Comparison of the partner countries

Related to this report and its outcomes, it is important to take into account the numbers of immigrants' and their employment situation in participating countries. When comparing the RIECE partners, the unemployment rates amongst the whole population in the end of the year 2017 (12/2017) was in Lithuania 7,1 %, Finland 8,7 %, Romania 4,6 %, Cyprus 11,3 % and Spain 16,4 % (The Statistics Portal 2017)

The figure below shows the differences in employment rates in participating countries and EU countries in general, when comparing native-borns and foreign-borns. Bars with consistent lines in the picture are national employment rates and blue bars migrants' employment rates.



<http://dx.doi.org/10.1787/888933212265>

Figure 1. Employment percentage rates by birth, 2012-2013
 Bars with consistent lines: national employment rates
 Blue bars: foreign-borns' employment rates

In Cyprus, Lithuania and Romania the foreign-borns' employment rates are higher than native-borns, as in EU in general it is several percentages lower. Grubanov-Boskovic & Scipioni (2017) state that these differences in employment rate gaps have reduced between 2008 and 2015 in Finland, Lithuania and Cyprus, but grown in Spain.

The number of immigration (when defined by place of birth) was in 1.1.2017: Lithuania 127.4 thousand foreign-born persons, Finland 349 thousand persons, Romania 421,8 thousand persons, Cyprus 173,8 thousand and Spain 6.014,7 thousand persons. (Eurostat: Foreign-born population). If we compare that to the whole population (situation in 1.1.2017), it turns out that Cyprus (population of 854,8 thousand) has the highest percentage of immigrants, when the definition is that he or she is foreign-born: nearly a quarter (23,3%) of the population was immigrants. Spain's (population of 46,5 millions) percentage is second highest: 12,9%. Finland's (population of 5,5 millions) and Lithuania's (population of 2,8 millions) percentages were quite even: Finland 6,3% and Lithuania 4,5%, though these numbers consist of different kind of immigrants, as we'll see on the next chapter. In Romania the percentage is the smallest, only 0,2% (Eurostat 2017: Population in 1. January).

3.2 The multidimensionality of integration

Integration to a new country is a multidimensional and complex process. OECD / European Union (2015) separate 11 different factors contributing to the integration process. The participation in the labour market is a key to become a part of the host country. The job quality is also important, as migrants tend to have lower-status jobs than native-born. Third factor is cognitive skills, which are important determinants in the economic as well as social integration. Household income is a factor, which determines many socio-economical outcomes. Housing, health status and health care, civic engagement and social cohesion –the latter including also integrations' two-way process nature- are factors to integration process as well (OECD/European Union 2015: 18-19).

Besides these, contextual factors have a remarkable influence into integration outcomes. They are shaped by socio-demographic characteristics such as age and gender. Another important factor is defining characteristics of immigrant population: what kind of lacking migrants may have related to the knowledge of the host society compared to the native-born. This gap tends to disappear during the stay depending also on language skills. Third contextual factor consists of household and family structures as home environment has an impact on children's schooling (OECD/European Union 2015: 18).

Because of this multidimensionality, the integration processes' succession and challenges vary greatly from country to country as immigrant populations differ for example in their size, length of residence, age, education level, language and predominant entry categories. The integration policies play an important role as well. Many challenges are common in all countries but not all (OECD/European Union 2015: 18-31).

Because of this contextuality also the RIECE project has to keep in mind the differences between participating countries. OECD/EU (2015) have divided OECD and EU countries into eight groups. When speaking of RIECE partner countries, Finland belongs along with other Scandinavian countries to destination countries with significant recent and humanitarian migration. In these countries, humanitarian immigrants with their families have been a significant source of immigration. Both ends of the educational spectrum are overrepresented. These humanitarian migrants tend to struggle to integrate and

adapt to the labour market quite poorly, even when integration policies in these countries are strong and immigrants well accessed to the public service (OECD/European Union 2015: 27-30).

Cyprus and Spain belong to new destinations with many recent labour immigrants. In Spain, as in most of the other southern European countries, immigrants tend to be low educated. In these countries, there has been a flux of labour migrants, who have come to work in low-skilled jobs during the 2000s global economic crisis. After the 2008 economical fall, the immigrants' unemployment rate has raised significantly as before it was even lower than among the native-born. Cyprus belongs to a group of new destination countries with many recent highly educated migrants amongst with other islands Malta, Ireland and Iceland. The situation of immigrants vary greatly in this group, however they tend to have better socio-economical background than migrants in South-European countries do. The challenge is that educated migrants tend to be over-qualified for the labour market (OECD/European Union 2015: 27-31).

Most new EU countries, including Lithuania, belong to group where countries with migrant population is shaped by border changes and/or national minorities. In these countries, foreign-born migrants are the result of border changes in the aftermath of Soviet Union and the fall of the Iron Curtain. Recent migration levels have not been high. Romania is labelled as emerging destination country with small immigrant population. As a result, the information on many factors related to migration is in many cases non-existent. However, the situation is changing and the numbers of migrants are growing (OECD/European Union 2015: 31).

4 RESULTS - BACKGROUND FACTORS

When reading the results, one should keep in mind the scale of the sample. The data is not representative because the involved countries include only a small number of associations and universities, focusing on the Erasmus+ partnership. There was altogether 201 migrant respondents: 30 from Finland, 27 from Lithuania, 31 from Spain, 80 from Cyprus and 33 from Romania. This is small proportion compared to the numbers of persons born abroad in each country 1.1.2017: Lithuania 127.4 thousand, Finland 349 thousand, Romania 421,8 thousand, Cyprus 173,8 thousand and Spain 6.014,7 thousand persons (Eurostat: Foreign-born population). The number of the employers who answered the questionnaire was 151 and the number of social workers 53. Therefore, the results are suggestive in nature.

4.1 Migrants

Migrants, who answered to the questionnaire in Cyprus and Lithuania, were younger than respondents in Finland, Spain and Romania ~~were~~. In addition, the gender varied: migrants in Lithuania and Cyprus were mainly men and in Finland mainly female. In Spain and Romania there were almost same amount of men and female migrants who answered the questionnaire.

Migrant respondents in Spain and Cyprus were less educated than migrants in Lithuania and Romania. The most educated migrants were in Finland. Migrants in Romania had more difficulties with acknowledging their degree than migrants in Lithuania and Spain. Migrants in Finland had least difficulties and migrants in Cyprus had the most difficulties. The acknowledgement of the degree was related to the education: the migrants with less education had more difficulties. The acknowledgement of the degree was also related to gender: men had more difficulties than women did. The migrants in Cyprus were mostly men and less educated so this is probably the reason they had the difficulties with acknowledging their degree.

This bond with gender is an interesting result as difficulties in recognition of a degree is usually connected to higher education. Each country has its own recognition procedures although in EU there is a mutual recognition of professional qualifications amongst member countries (regulated by European Union directive 2005/36/EC of the European Parliament and of the Council of 7 September 2005 on the recognition of professional qualifications, modified by Council Directive 2006/100/EC).

Almost half of the migrants in Romania were from Health and social sector. In Cyprus, almost half were from Health and social or Art sector. In Spain 26 % of the migrants were from the Industry and 16 % from the Health and social sector. In Lithuania, the most common field was Finance with 19 %. Most of the migrants both in Lithuania and in Finland were from other sectors. The field of profession is also related to the acknowledgement of the degree. The migrants in the fields of Catering and Finance don't have so many difficulties; the migrants in the fields of Trade and Art have the most difficulties. The migrants in Education have both No problems and problems that haven't been overcome i.e. some of the degrees in Education are acknowledged and some aren't. The migrants in the fields of Health and social sector, Industry, Logistics and Construction have some difficulties.

Finnish and Spanish migrants had been in their country for the longest time (average 6,69 and 6,58 year). Still the median in Finland is 2 years, which means that the half of Finnish responded migrants have been in the country less than two years. The high average still shows that the migrants who have arrived before have been in the country for long time i.e. there is a great distribution with the years the Finnish respondents have been in the country. This can also be seen in standard deviation that is very high in Finland. The situation is almost same in Romania: the average time in country is 5,3 years but half of migrants have arrived in last 3 years. In Cyprus, the distribution is small so the responded migrants there have arrived almost at the same time and have been in country for average 4 years. The most recent migrants are in Lithuania. The average time in the country is 2 years and the half of migrants have been in country one year or less. The time spent in the country is related to the acknowledgement of the degree. The migrants who had no problems have been in country longer than migrants that had some or major difficulties (average 5,8 years vs. 4,6 and 4,0 years).

The largest group of responded immigrants (47 %) in Finland came to the country because of a Finnish spouse. This might indicate to family reunifications. In Lithuania, most of the migrants came to study (59 %) and in Spain, most of them came to work (68 %). In Cyprus, most of the migrants came to work (44 %) but also 23 % came as refugees. In Romania 45 % of the migrants came to work and 27 % to study. The basis on why migrant came to a country is related to the acknowledgement of the degree: the asylum-seekers had most difficulties at the acknowledgement of the degree; the migrants who came because of a local spouse had no difficulties.

All responded migrants felt they had integrated to the country quite well. The highest score is in Spain and the lowest in Cyprus. Women felt more integrated than men did. Generally the older the migrant, the more integrated he or she felt. Interestingly, the time spent in the country didn't generally correlate with the integration i.e. migrants don't feel any more integrated as the time passes. Only in Spain, the feeling of integration grew according to the time spent in Spain. The migrants in the fields of Education felt most integrated. Other circumstances in the migrants' background were not related to the integration.

Report

9_On the scale 1-5, how well you feel you've integrated to Finland / Lithuania / Spain / Cyprus / Romania?

1_Country residence? of	Mean	Std. Deviation	Median	N
Finland	3,70	0,794	4,00	30
Lithuania	3,85	0,770	4,00	27
Spain	4,10	0,651	4,00	31
Cyprus	3,34	0,856	3,00	80
Romania	3,79	0,820	4,00	33
Total	3,65	0,841	4,00	201

Table 1. Means, medians and standard deviation by countries about how well migrants have integrated

4.2 Background of the employers

Most of the responded employers in all countries were from private sector. In Cyprus, there were almost as much public sector employers as from private sector. NGO sector employers were mainly from Spain or from Romania. Finnish employers were mainly from the health and social sector (38 %) or from trade (24 %) and Lithuanian employers were mainly from catering (50 %) and logistics (20 %). Spanish employers were mainly from other sector (39 %) or from education (18 %). Cypriot employers were mainly from trade (45 %), education (24 %) or other (28 %). Romanian employers were distributed in many fields.

Most of the companies were small: 1-9 employees (38 %) or 10-49 employees (35 %) companies. Cyprus had bigger employers. Most of them (73 %) had only 1-9 migrants in the company. In Cyprus 31 % of the employers and in Spain 27 % of the employers have 10-49 migrants in the company. In Finland 28 % of the employers had no migrants employed.

Most of the employers were entrepreneurs (31 %) or managers (25 %). In Lithuania, there are more entrepreneurs (57 %) and in Cyprus, more middle management staff (38 %) in employers than in other countries.

4.3 Background of the social workers

Social workers' average work experience was 7,4 years. The social workers in Finland were least experienced (average 5,1) and the social workers in Romania most experienced (average 8,8 years). Most of the social workers had a bachelors' degree but there was great distribution in education. The most educated social workers are in Finland where 80 % of the social workers had masters' degree (this is also a qualification requirement). The least educated are the social workers in Spain where 50 % of the social workers had completed vocational school (or similar).

Most of the social workers who answered the questionnaire worked with migrant customers daily (28 %) or weekly (28 %). In Cyprus 85 % of the social workers worked with them daily. In Finland and in Cyprus the social workers' migrant customers had most commonly come to the country as asylum-seekers, in Spain to work and in Lithuania and in Romania to study.

The social workers in Spain, Cyprus and in Romania felt that their migrants customers had integrated to the country well (averages 3,69-3,90). The social workers in Finland and in Lithuania felt that their migrants customers had integrated to the country mediocre (averages 3,2 and 2,9). The gap between migrants' and social workers' opinion might indicate that social workers' work on average with migrants who have not found employment and have therefore troubles to integrate.

5 REQUIREMENTS AND NEEDS OF THE LABOUR MARKET

5.1 Migrants' situations in the labour market

Based on the questionnaire, it seems that the best situation in migrants' employment was in Lithuania and in Spain. The different migration profile recognized in the OECD / EU report (2015) probably relates to the situation. In Lithuania 48 % of the migrants were employed and 41 % were students. Only 4 % of the migrants were unemployed. 33 % of the migrants' haven't had problems with the employment, 37 % have had problems before but not now and 30 % still currently have problems with the employment. In Spain 65 % of the migrants were employed and 29 % unemployed. In Spain 19 % of the migrants haven't had problems with employment, 52 % have had problems before but not now and 29 % still currently have problems with the employment. In Spain 61 % of the migrants claimed that they only get a part-time or temporary jobs.

The employment situation was also good in Romania: 39 % of the migrants were currently employed, 24 % were students and 24 % unemployed. In Romania 36 % of the migrants haven't had problems with the employment, 33 % have had problems before but not currently and 30 % still had problems with the employment.

The migrants, who answered the questionnaire in Finland and Cyprus had most difficulties in employment. In Finland 33 % of the migrants were unemployed, 20 % were students and 12 % were trainees/interns. In addition, 57 % of the Finnish migrants still currently had problems with employment. Only 20 % of the Finnish migrants were employed.

In Cyprus 23 % of the migrants were currently unemployed and half of them were students. This is quite unexpected given that migrants in Cyprus used to have better employment rate than native-born. On the other hand, the situation particularly in Cyprus have changed since 2013, due to the flux of asylum-seekers. Only 4 % of the Cypriot migrants were currently employed but 19 % are entrepreneurs. 69 % of the Cypriot migrants still had problems with employment and only 3 % haven't had problems at all.

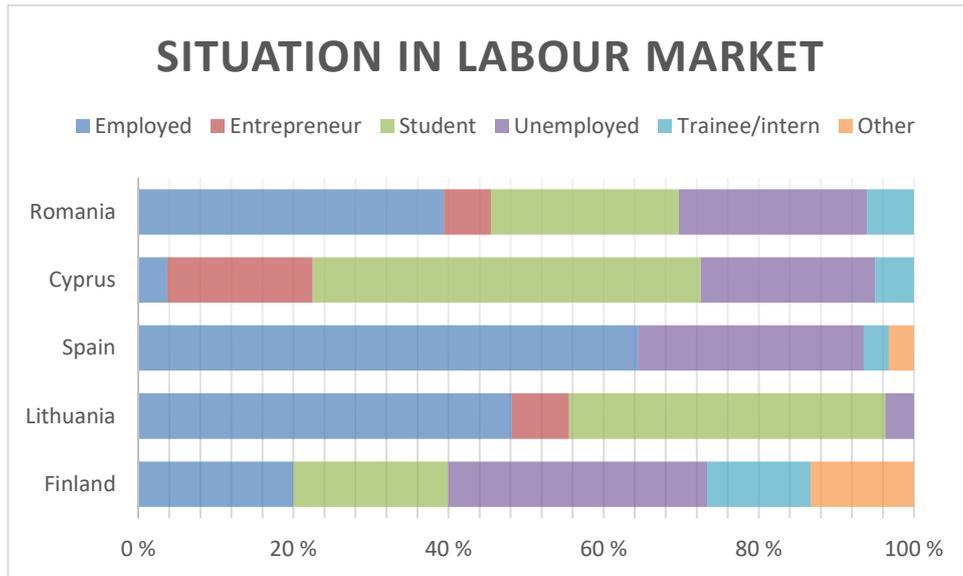


Figure 2. Migrants' situation in labour market by countries

When asked how migrants had tried to solve problems related to their employment, the most common response was that they were studying or had studied more. This may of course cover a wide variety of courses and themes from language courses to acquiring a new degree. Studying was especially important in Finland, whereas in Spain the most popular option was to seek help from the employment office or some other institution. In Cyprus, the most common answer was to talk to management or superior.

How have you solved or tried to solve this problem?	I haven't tried to solve this problem	I talked to management or superior	I went to an internship or work placement	I seek help from the employment office	I seek help from some other institution or office	I studied or am studying more	Other
Finland	7 %	3 %	30 %	27 %	3 %	57 %	3 %
Lithuania	30 %	22 %	19 %	15 %	15 %	26 %	15 %
Spain	6 %	13 %	13 %	55 %	55 %	29 %	10 %
Cyprus	8 %	46 %	29 %	4 %	1 %	15 %	0 %
Romania	18 %	0 %	21 %	42 %	15 %	18 %	6 %
Total	12 %	24 %	24 %	23 %	14 %	25 %	5 %

Table 2. Migrants' problem-solving methods by countries

From the employers point of the view they had most problems with migrants applying jobs but not having the experience needed (30 %), the qualifications (28 %) or skills (28 %) needed. These problems may naturally indicate to same things as skills develop with experience and may also be related to acquiring qualifications. However, when employers pointed the biggest problem when employing migrants, it was migrants not applying their jobs (42 % of the employers think so). Only 3 % of the employers' don't want to employ migrants.

5.2 Learning new skills

The migrants themselves thought that the best solution for employment problems would be to learn new skills otherwise than studying a new degree (46 % of the migrant respondents think so). This relates well to RIECE project, as non-formal education is also a starting point to the project. Migrants were especially interested to attend to a traditional lecture but also doing and online courses gained popularity.

How would you like to learn this skill? / What do you think, what would be the best way for a migrant like to learn this skill?	Migrants	Employers	Social workers	Average
	Total (N=201)	Total (N=151)	Total (N=53)	
Attending to an online course	27 %	40 %	30 %	32 %
Attending to a traditional lecture	46 %	42 %	66 %	51 %
From educational videos	21 %	35 %	21 %	26 %
By doing	30 %	60 %	53 %	48 %
Other	4 %	3 %	4 %	3 %

Table 2. Preferences for best ways for migrants to learn new skills by answer groups

6 REQUIREMENTS AND NEEDS OF THE LABOUR MARKET

6.1 The importance of different skills

In questionnaire there was a question related to the skills needed when considering employment in the country in question. Migrants and social workers thought that the native language skills is the most important skill. The next important are specific (job-related) skills. From the employer's point of view the specific (job-related) skills were most important and the native language skills come second. This may indicate that employers hire only migrants with necessary language skills.

On the scale 1-5, how important you think these skills are when considering employment in Finland / Lithuania / Spain / Cyprus / Romania?	Migrants	Employers	Social workers
	Total (N=201)	Total (N=151)	Total (N=53)
Finnish / Lithuanian / Spanish/ Greek / Romanian language skills	3,93	3,83	4,15
Other language skills	3,50	3,24	3,17
Learning skills	3,52	3,64	3,74
Networking skills	3,36	3,21	3,60
People skills, "soft skills"	3,41	3,69	3,89
IT skills	3,19	3,04	3,15
Entrepreneurial skills	3,07	2,98	3,42
Specific (job-related) skills	3,76	4,21	3,96

Table 3. Answer groups' preferences about the importance of different skills when considering employment in partnering countries

See table 13 in appendix 1 for country-specific details

There were some differences between countries in question (see table 13 in appendix 1). The native (Finnish/Lithuanian/Spanish/Greek/ Romanian) language skills had the most importance in Finland and in Lithuania. In Romania, migrants thought the native language skills have more importance than employers or social workers do.

Specific (job-related) skills had the most importance in Lithuania, in all of the groups, although they were important in all the countries except Cyprus. Learning skills had more importance in Finland, Romania and Lithuania. People skills i.e. "soft skills" were also more important in Lithuania and in Finland than in the other countries. Besides country-specific appreciations, these may relate to respondents' different employment fields.

6.2 The skills deficits

Migrants did have problems with these aforementioned skills. There were many differences in the skills needed between the countries. In Finland, Lithuania and Romania migrants themselves thought they had mostly problems with native language. Still the employer's didn't feel this way, i.e. probably, they had employed only migrants with the needed language skills as stated before. However, this is a skill migrants should learn more about at least in these three countries.

Especially in Finland and in Romania the social workers felt their migrant customers had problems with other language skills as well. At least in Finland this may indicate to the need to know Swedish, Finland's another native language, in some positions, or then the importance of English language. In Romania majority (over 90%) of the people speak Romanian, but there are several minority languages as well (<https://www.worldatlas.com/articles/what-language-do-they-speak-in-romania.html>).

There were other differences in answer groups' opinions as well. For example in Lithuania and in Spain social workers and employers thought their migrant customers have problems with networking skills. However, migrants themselves didn't share this vision: in Lithuania none thought this way, in Spain only fifth. Another example were entrepreneurial skills: most of the employers and social workers in Spain, Lithuania and in Finland thought migrants have problems in those skills but migrants themselves in these countries didn't think so.

Differences between these opinions may relate to the aforementioned differences between responded migrants, employed migrants and those who need social services. It may also indicate that social workers and employers may not be that aware of the migrants' integration challenges. Notable to RIECE project however, is that networking is a skill respondents think migrants should learn more about at least in Spain, Lithuania and in Finland and entrepreneurial skills in all countries except Cyprus.

Have you / Do you migrant workers/customers have problems or challenges with these skills?	Migrant s	Employer s	Social worker s
	Total (N=201)	Total (N=151)	Total (N=53)
I/They haven't got problem or challenges with these skills	11 %	56 %	60 %
Finnish / Lithuanian / Spanish / Greek / Romanian language skills	43 %	17 %	34 %
Other language skills	17 %	23 %	38 %
Learning skills	24 %	10 %	25 %
Networking skills	12 %	21 %	40 %
People skills, "soft skills"	14 %	11 %	19 %
IT skills	7 %	7 %	17 %
Entrepreneurial skills	11 %	48 %	40 %
Specific (job-related) skills	15 %	13 %	4 %
Other	0 %	3 %	2 %

Table 5. Perceived problems and challenges with aforementioned skills by answer groups

See table 14 in appendix 1 for country-specific details

Migrants would like to learn these skills mainly by attending to an appropriate course. Most of the migrants in Finland and in Lithuania would like to do so. In addition, one third of the migrants in Cyprus and in Romania and one fifth of the migrants in Spain would like to learn the skills like this.

Employers mainly encouraged migrants to attend to appropriate courses or allow migrants to learn the skills needed by practising them at work. The employers in Spain and in Romania also encouraged migrant workers to learn the skills by themselves from Internet or from books. In Spain 42 % of the employers notified that they don't hire migrants who have skill deficits.

The migrants themselves and the social workers felt that the best way to learn these skills would be to attend a traditional course. Employers thought also that this is a good way but they prefer learning by doing instead. This may indicate to the fact that employers' saw job-related skills especially important. Also over the half of social workers think, this is a good way to learn. The variation might tell that different skills need different kind of approaches. People are different learners as well.

How would you like to learn this skill? / What do you think, what would be the best way for a migrant like to learn this skill?	Migrants	Employers	Social workers
	Total (N=201)	Total (N=151)	Total (N=53)
Attending to an online course	27 %	40 %	30 %
Attending to a traditional lecture	46 %	42 %	66 %
From educational videos	21 %	35 %	21 %
By doing	30 %	60 %	53 %
Other	4 %	3 %	4 %

Table 6. Answer groups' preferences to learn aforementioned skills

How would you like to learn this skill?	Attending to an online course	Attending to a traditional lecture	From educational videos	By doing	Other
Finland	10 %	40 %	3 %	37 %	17 %
Lithuania	37 %	63 %	22 %	56 %	0 %
Spain	29 %	39 %	13 %	55 %	10 %
Cyprus	21 %	49 %	25 %	10 %	0 %
Romania	45 %	36 %	36 %	30 %	0 %
Total	27 %	46 %	21 %	30 %	4 %

Table 7. Preferences to learn new skills in different countries

7 WORKING CULTURE

7.1 Differences between working cultures

Migrants', employers' and social workers' opinions about the working culture were mainly convergent. The employers did however consider the working culture more equal between sexes and races and more open for new people than the migrants or the social workers. Responded migrants considered the working culture more collective than employers or social workers. All the groups shared the opinion that working culture is mainly work- and goal oriented and mainly equal between sexes and races.

Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture between them?	Migrants	Employers	Social workers
	Total (N=201)	Total (N=151)	Total (N=53)
individual – collective	3,51	3,29	3,19
employee-oriented - work-oriented	3,43	3,40	3,51
hierarchical - non-hierarchical	3,22	3,10	2,94
leader-driven – democratical	3,27	3,03	3,15
means oriented - goal oriented	3,46	3,48	3,51
unequal between sexes - equal between sexes	3,32	3,64	3,47
unequal between races - equal between races	3,20	3,59	3,38
strict/normative work discipline - flexible/easygoing work discipline	3,08	3,21	3,17
closed for new people - open for new people	3,14	3,42	3,04
closed for different people - open for different people	3,26	3,36	3,00

Table 8. Respondents' opinions about working cultures in partnering countries by answer group.

See table 15 in appendix 1 for country-specific details

There were differences between countries and responded groups though. The employers in Finland, Lithuania and Spain considered their countries' working culture more equal between races, open for new or different people and flexible/easy-going work discipline than the migrants or social workers in these countries. All the groups in Finland and in Lithuania shared the opinion that their working culture is work- and goal oriented, democratic and equal between sexes. In Spain all the groups thought that the working culture is mainly work-oriented, hierarchical and leader-driven.

In Cyprus, respondents saw Cypriot working culture as mainly goal oriented, equal between sexes, flexible/easy-going work discipline and open for new or different people. In Romania, all groups saw their home country's working culture as mainly collective, work- and goal oriented, equal between sexes and races and open for new or different people.

7.2 Problems with working cultures

Migrants' possible problems with local working cultures were asked from all target groups:

Q23 Have you experienced problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture?

Q20: Have you experienced problems or challenges with migrants you have employed? (you may choose several)

Q20: In your opinion, have your customers experienced problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture? (you may choose several) Problems with:

Q23/Q20	Migrants	Employers	Social workers
	Total (N=201)	Total (N=151)	Total (N=53)
I/I/They haven't experienced any problems	32 %	47 %	13 %
working hours	19 %	19 %	25 %
Dressing	11 %	9 %	13 %
Religion	12 %	9 %	15 %
working methods	23 %	27 %	72 %
too outgoing	7 %	1 %	6 %
too introverted	4 %	5 %	6 %
lack of initiative	6 %	19 %	11 %
too much initiative	8 %	4 %	8 %
interaction with co-workers or customers	15 %	22 %	30 %
co-workers' or customers' attitudes	9 %	20 %	34 %
Other	2 %	6 %	4 %

Table 9. Respondents' experiences about migrants' problems and challenges with working culture by answer group.

See Table 16. In appendix 1 for country-specific details

Most of the social workers in Finland thought that their migrant customers had problems with working methods, interaction with co-workers or customers and with co-workers' or customers' attitudes. Migrants themselves or the employers in Finland didn't see much problems. In Lithuania, migrants had some problems with working hours and methods, lack of initiative and co-workers' or customers' attitudes.

In Spain, migrants had most problems with working hours and methods, interaction with co-workers or customers and with co-workers' or customers' attitudes. Some migrants experienced problems with too much initiative but Spanish employers think that lack of initiative is more pressing problem. Social workers and employers in Cyprus thought that migrants have problems with working methods but migrants themselves don't think so on average. In Romania, migrants had mainly problems with working methods. Employers and social workers also thought that migrants have problems with lack of initiative.

These differences might again be explained with the differences between those migrants employers had employed, responded migrants and social workers' customers, but they might also tell something about the lack of awareness about migrants' problems in working life.

Migrants in Cyprus thought that the reason behind problems is in management and colleagues. This was a view partially shared with social workers as they feel that the problem is other employees. Employers however thought the reason is in the Cypriot working culture. In other countries, migrants and employers thought that the reason is mainly in the local working culture. The social workers in Finland and in Spain shared this opinion, but social workers in Romania thought the reason is in migrants themselves and in Lithuania that the reason is both the migrants themselves and the customers.

Migrants mainly tried to solve these problems with discussion with the manager or colleagues or by changing their ways or habits. This may indicate that migrants feel they need to adapt to the local culture to succeed into the local working life. Migrants in Cyprus feel that discussions with the manager or colleagues is also the best ways to solve these problems, but migrants in other countries feel that more open interaction in the workplace and changing their own ways or habits would be better solutions.

Social workers mainly felt the same way but in Romania, social workers would encourage discussions with the manager or colleagues as well as to migrant to change his/her ways or habits. The employers in Spain, Cyprus and Romania felt that the best way to solve problems would be for other employees to get more connections with migrants. The employers in Finland thought this is a solution but also for migrants to study a new degree or qualification or learn new skills otherwise. The employers in Lithuania felt the best solution would be work placements / internships or migrants to learn new skills otherwise.

8 LIFE-LONG LEARNING

Most of the migrants, who answered the questionnaire, were students or planning to enrol to a course or study more. Only the migrants in Spain weren't so interested in studying. However, the employers and social workers in Lithuania, Spain and Cyprus felt that most of the migrants are not interested to study more. Employers and social workers in Romania thought that most of the migrants are eager to study more but don't have the opportunity. Employers in Finland felt that most of the migrants they have employed are eager to study more and do that, but social workers thought that migrants don't have the opportunity to study. Again, this might be because of differences between responded migrants, social workers' customers and those migrants employers had employed.

In Lithuania, Cyprus and in Romania the responded migrants thought their biggest problem is courses or studying costing too much. The employers in Romania also thought that migrants don't have the language skills to attend. In Finland, the biggest problem was the language skills but social workers in Finland also felt that migrants don't know the options available. In Spain, the biggest problem seemed to be that migrants don't have enough free time and secondly, that they don't know the options available. Good news is that migrants, employers and social workers all feel that these problems are solvable.

Questionnaire clarified also topics, which would be useful for migrants to learn more. All the options gained some popularity: all in all, requirements and needs of the labour market was the employers' and social workers' definite favourite, whereas upon migrants, any of the options didn't get that much answers, but besides requirements and needs of the labour market, entrepreneurship and local working culture were quite popular.

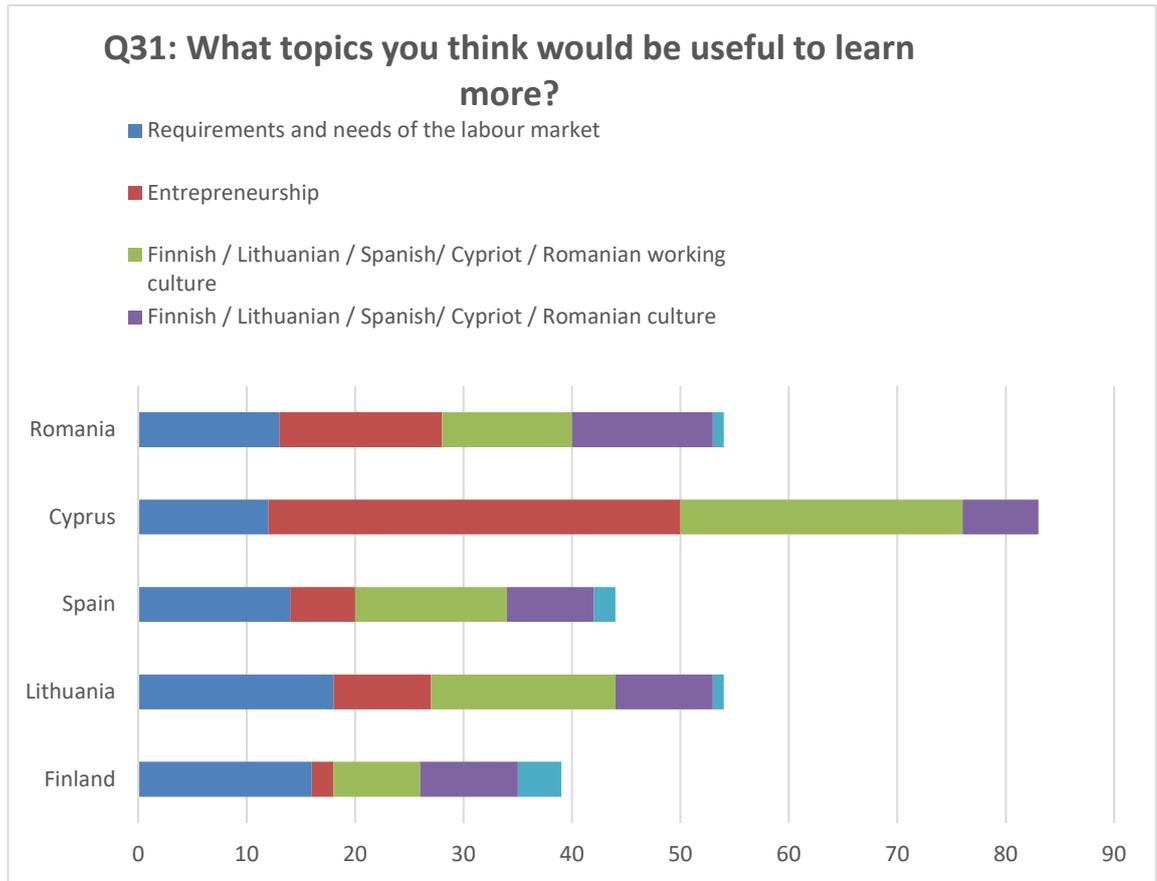


Figure 3. Migrants' opinions about useful topics to learn more by countries

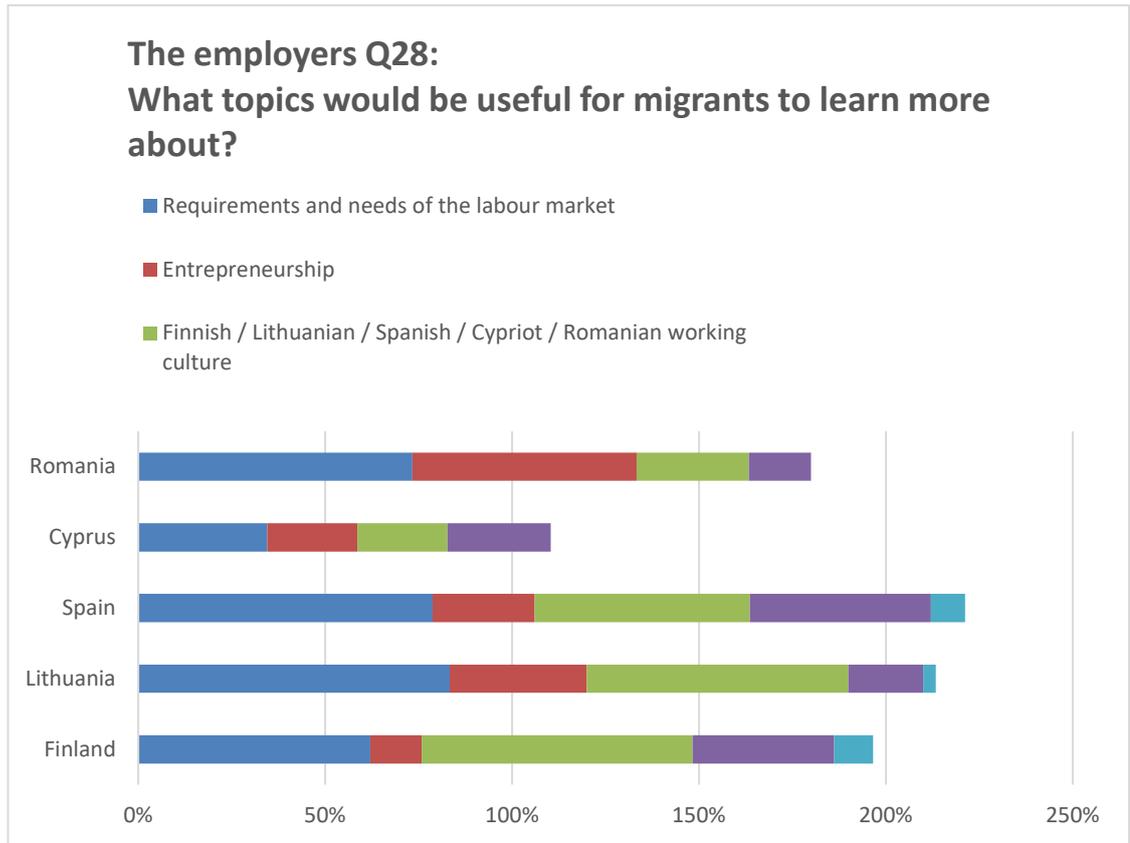


Figure 4. Employers' opinion about useful topics for migrants to learn more by countries

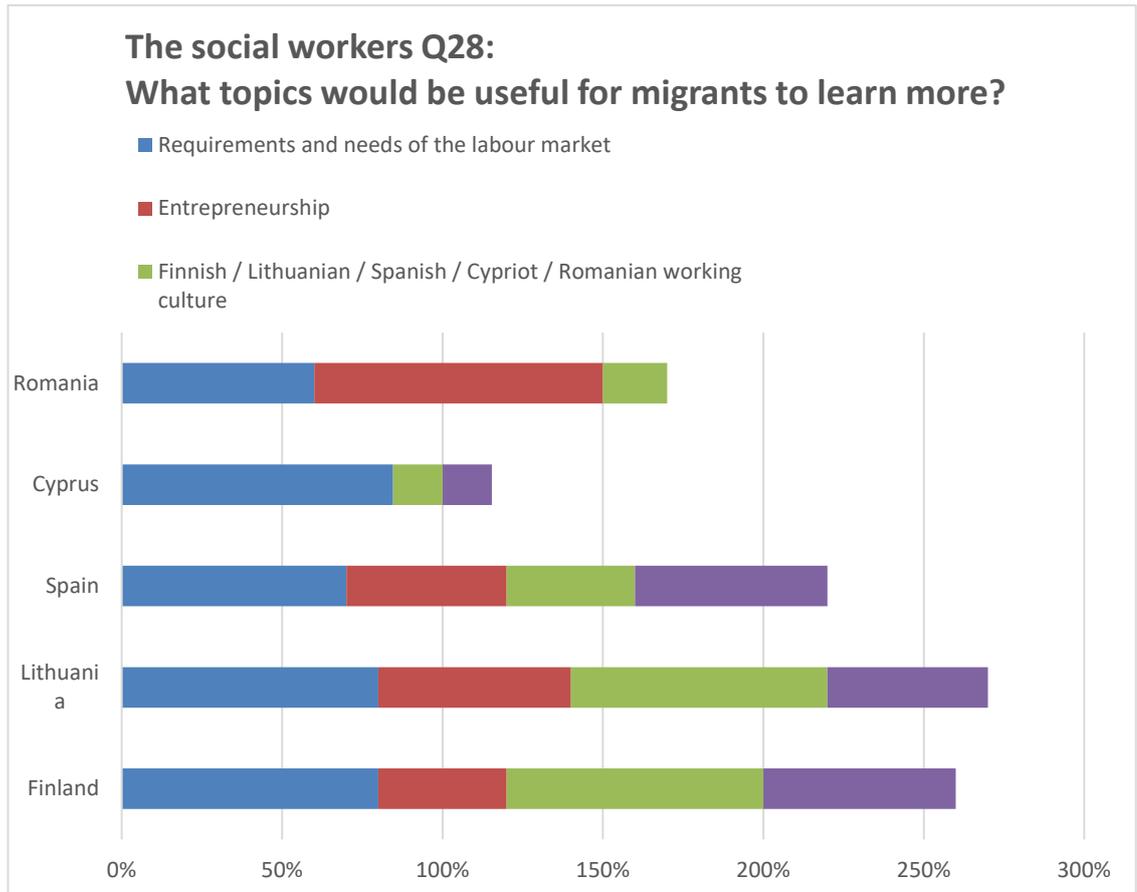


Figure 5. Social workers' opinion about useful topics for migrants to learn more by countries

9 CULTURAL SURROUNDINGS

9.1 Main aspects in partnering countries

Migrants, employers and social workers opinions about the local cultures were mainly alike.

Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish/ Cypriot / Romanian culture between them?	Migrants	Employers	Social workers
	Total (N=201)	Total (N=151)	Total (N=53)
individual – collective	3,32	3,29	2,96
hierarchical - non-hierarchical	3,20	3,17	3,04
unequal between sexes - equal between sexes	3,35	3,55	3,42
unequal between races - equal between races	3,25	3,54	3,38
strict/normative – flexible	3,21	3,19	3,25
closed for new people - open for new people	3,18	3,33	3,06

Table 10. Opinions about cultural surroundings in partnering countries by answer group

See table 17 for country-specific information

There were some differences between participating countries. Migrants, employers and social workers in Finland shared the opinion that Finnish culture is individual, non-hierarchical, and equal between sexes and races. In Lithuania, all groups thought Lithuanian culture as equal between sexes and races and somewhat flexible. In Spain, respondents saw Spanish culture as hierarchical and somewhat flexible.

In Cyprus, migrants, employers and social workers said Cypriot culture is mainly equal between races, flexible and open for new people. In Romania, respondents shared the thought that their culture is collective, equal between sexes and races and open for new people.

9.2 Problems with surrounding cultures

As well as with working cultures, the questionnaire mapped also possible problems with surrounding culture in general, as the problems may be somewhat different and probably not all migrants have much work experience. The question was asked from all three target groups:

Q33: Have you experienced problems or challenges linked with Finnish / Lithuanian / Spanish/ Cypriot / Romanian culture? If yes, what kind of problems?

Q30: Do migrants in your workplace experienced problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian culture? If yes, what kind of problems? (you may choose several themes)

Q30: Do your migrant customers experience problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian culture? If yes, what kind of problems (you may choose several themes). Problems with:

More than a half from every respondent group thought that migrants do have some kind of problems with their surroundings. The most common problem was Finnish / Lithuanian / Spanish/ Cypriot / Romanian system or problems with other peoples' attitudes.

Q33/Q30	Migrants	Employers	Social workers
	Total (N=201)	Total (N=151)	Total (N=53)
I/I/They haven't experienced any problems	31 %	45 %	25 %
Dressing	8 %	10 %	19 %
Religion	20 %	9 %	21 %
Neighbors (or other people in your environment)	14 %	14 %	23 %
Authorities	16 %	9 %	15 %
Finnish / Lithuanian / Spanish/ Cypriot / Romanian system	18 %	30 %	28 %
Other peoples' attitudes	21 %	30 %	66 %
Other	1 %	3 %	0 %

Table 11. Respondents' thoughts about problems and challenges with surrounding cultures in partnering countries by answer group

See table 18 in appendix 1 for country-specific details

The problems and challenges varied interestingly according to the country and answer group in question. Most of the social workers in Finland thought that their migrant customers had problems with neighbours (or other people in their environment), Finnish system and other peoples' attitudes. Almost all of the social workers in Romania, Lithuania and Spain thought that their migrant customers had problems with other peoples' attitudes.

Migrants themselves felt that they had problems mainly with other peoples' attitudes. Employers shared this thought and said that migrants in their workplace had problems with local systems as well.

Opposed to other countries, majority of the social workers in Cyprus thought that their migrant customers hadn't experienced any problems. However, the migrants themselves felt that they have some problems with religion. In addition, the employers regarded migrants in their workplace to have some problems with Cypriot system.

Migrants in Cyprus thought that the reason behind these problems is to be found mainly in themselves. Employers however thought the reason is mainly the Cypriot culture and only secondly the migrants themselves. Social workers in Cyprus think that the problem is because of the other peoples' attitudes.

In other countries, responded migrants felt the reason was mainly in local culture. In Finland and in Spain employers felt the same way but Lithuanian employers regarded the reason as migrants themselves. Romanian employers thought that reason behind these problems is both in migrants themselves and in Romanian culture. Social workers felt the main reason behind the problems were other people.

Employers and social workers mainly felt that the best way to solve these problems would be open discussion with the people in question. Only social workers in Spain felt that the best solution would be for other people to change their ways or habits and employers in Lithuania would prefer both the migrants and other people to change their ways or habits.

Employers in Cyprus felt that both the open discussion and the local culture to change are good ways. The migrants in Finland thought the best way would be for other people to change their ways or habits but also open discussion is needed. Migrants in Lithuania and Spain thought that open discussion is the best way and migrants in Cyprus and Romania felt that they should themselves change their ways or habits.

What do you think is/would be the best way to solve this problem?	Migrants	Employers	Social workers
	Total (N=188)	Total (N=141)	Total (N=53)
Discuss it with people in question	22,30 %	41,10 %	57,70 %
Me/Migrant to change my ways or habits	40,40 %	19,10 %	7,70 %
Other people to change their ways or habits	17,00 %	15,60 %	17,30 %
Local culture to change	14,90 %	18,40 %	11,50 %
Other	5,30 %	5,70 %	5,80 %

Table 12. Respondents' thoughts about the best way to solve problems with cultural surroundings by answer group

10 CONCLUSION AND RECOMMENDATIONS

The purpose of this report is to answer to the research questions and provide information about needs from the field to the training program, which is to be created later this year.

The research questions were:

1. What kind of challenges do migrants experience when integrating to the international labor market?
2. What kind of challenges do employers experience when hiring migrants?
3. What kind of coping / problem-solving methods do migrants have?
4. What kind of learning needs do migrants have?
5. How do cultural surroundings (in workplaces and otherwise) affect to the situation?

Based on the questionnaires, one could say that migrants experience varying problems and challenges with employment. First, there are several deficits in migrants' skill needed in labour market.

- **Networking skills** is a theme that majority of respondents in Lithuania, Spain and Finland feel that migrants should know more about.
- **Learning skills** are considered to be lacking especially in Finland and in Romania (social workers' opinion) and in Cyprus (migrants themselves).
- The importance of **Entrepreneurial skills** come up especially from the employers' questionnaire. This is important because based on the questionnaire there seems to be quite a few migrant entrepreneurs in other participating countries than Cyprus. Moreover, the entrepreneurial attitude is needed not only when starting your own business but also in other jobs as well. This theme is covered in curriculum but participating countries might give a special focus to it.
- The importance of **language skills (native and otherwise)** is clear and although the planned training course is not covering language training, the trainers could include the meaning of the language skills in other themes as well.

This is also consistent to the challenges employers experience when hiring migrants. Based on the questionnaire results, employers do have most problems with job-applying migrants not having the experience (30 %), qualifications (28 %) or skills (28 %) needed. Moreover, the course should take migrants lack of applying jobs into account as employers thought the biggest single problem is that migrants do not apply to their jobs (42 %).

Secondly, there are some problems with recognising a foreign degree. The training course cannot directly help migrants with this problem, but it can cover this area and give advice to participants how to proceed when having a foreign degree.

The problem-solving methods migrants have vary. The most common answers to the question related to solving employment-related problems indicate that migrants try to enhance their careers with studying more (25%), going to an internship or similar (24%), talking to management (24%) and seeking help from the employment office (23%).

The opinion about migrants' learning needs differ between countries and target groups.

- **The requirement and needs of labour market** are considered important in all countries. Especially the social workers (75 %) and employers (67 %) think this is a theme worth focusing on.
- **Native working culture** is on average considered the secondly important topic. 51 % of the employers regard that this would be useful for migrants to learn more. According to the questionnaire, the most common problem were the working methods (41 % from all the respondents saw this as a problem). Also interaction with co-workers or customers (22 %), co-workers' or customers' attitudes (21 %) and working hours (21 %) had caused problems.
- **Entrepreneurship** comes third: 38 % from all the respondents think this is a useful topic to migrants. Social workers (45 %) are more inclined to think this way than migrants and employers. Aforementioned entrepreneurial attitude is something that could be included in all the modules.
- Nearly third (30 %) from all of the respondents consider that migrants should also know more about the **local culture**. The most common problem was other peoples' attitudes. It is necessary not easy to include this theme to the training course as it is targeted to migrants. It would be optimal to have native-born participants to at least some of the modules. The secondly common problem was the local system (26 %) when considering all responses. Migrants themselves considered religion (20 %) as secondly common problem.

When asked about the ways, how migrants themselves would like to learn a new skill or what social workers and employers considered would be the best way for a migrant to learn new skill, the answers varied. The most popular options were attending to a traditional lecture (51 %) and by doing (48 %) but attending to an online course (32 %) and educational videos (21 %) got support as well. When creating the training course it may be purposeful to include different kind of learning methods.

In some countries there seem to be lack of connection between migrants and employers, which should also be considered in teaching modules. For example in Cyprus and Romania employers felt that the best solution for employment problems would be for employers to get more connection with the migrants. It might be worthwhile to think is it possible to include in modules some co-working with local companies. Co-operation with employers might also further the effort to overcome the migrants' lack of proper experience.

With questionnaires, the project acquired information about preferences, needs and challenges related to migrants' employment. The project partners assessed the questionnaires before using them. With many questions on the same type, the answers supported each other, which improved the validity. The questions were clear and easy to answer. Each question consisted of several answering options so that everyone could find a suitable option and the respondent could specify his answer verbally in several questions. The scale in the answering options was logical. These aspects make the reliability better. On the other hand, the small samples and random choosing of the respondents weakens both the validity and reliability. Respondents not necessarily represent the "average" migrant, employer or social worker in the participating countries.

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Q16/Q13	Migrants						Employers						Social workers					
	Finland (n=30)	Lithuania (n=27)	Spain (n=31)	Cyprus (n=80)	Romania (n=33)	Total (N=201)	Finland (n=29)	Lithuania (n=30)	Spain (n=33)	Cyprus (n=29)	Romania (n=30)	Total (N=151)	Finland (n=10)	Lithuania (n=10)	Spain (n=10)	Cyprus (n=13)	Romania (n=10)	Total (N=53)
Finnish / Lithuanian / Spanish/ Greek/ Romanian language skills	4,53	4,26	4,03	3,33	4,48	3,98	4,62	4,33	3,73	2,72	3,73	3,88	4,60	4,90	4,00	3,46	4,00	4,15
Other language skills	3,63	3,93	3,16	3,31	3,79	3,50	3,48	3,90	2,88	3,03	2,93	3,24	2,80	3,80	2,30	3,31	3,60	3,17
Learning skills	4,20	3,70	3,19	3,18	3,88	3,52	4,28	3,67	3,39	3,03	3,83	3,64	4,30	4,10	2,40	3,46	4,50	3,74
Networking skills	3,97	3,59	2,87	3,18	3,55	3,36	3,45	3,47	2,91	3,34	2,90	3,21	3,60	3,50	3,10	3,77	4,00	3,60
People skills, "soft skills"	3,77	4,04	3,45	2,99	3,58	3,41	4,34	4,30	3,42	3,28	3,13	3,69	4,20	4,50	3,20	3,62	4,00	3,89
IT skills	3,60	3,56	2,06	3,15	3,67	3,19	3,31	3,53	2,27	3,21	2,97	3,04	3,00	3,90	1,80	3,46	3,50	3,15
Entrepreneurial skills	3,10	3,67	2,19	3,10	3,30	3,07	2,93	3,57	2,24	3,34	2,90	2,98	2,90	4,30	2,60	3,46	3,80	3,42
Specific (job-related) skills	3,43	4,48	4,19	3,40	3,94	3,76	4,14	4,90	4,18	3,38	4,43	4,21	3,60	4,80	3,80	3,31	4,50	3,96

[Table 13: Country-specific information about the respondents' opinions about the importance of job-related skills](#)

Q17/Q14	Migrants						Employers						Social workers					
	Finland (n=30)	Lithuania (n=27)	Spain (n=31)	Cyprus (n=80)	Romania (n=33)	Total (N=201)	Finland (n=29)	Lithuania (n=30)	Spain (n=33)	Cyprus (n=29)	Romania (n=30)	Total (N=151)	Finland (n=10)	Lithuania (n=10)	Spain (n=10)	Cyprus (n=13)	Romania (n=10)	Total (N=53)
I haven't got problem or challenges with	7%	19%	29%	5%	9%	11%	79%	73%	64%	28%	33%	56%	100%	100%	100%	8%	10%	60%
Finnish / Lithuanian / Spanish / Greek / R	77%	78%	35%	18%	55%	43%	14%	10%	27%	10%	20%	17%	0%	10%	10%	92%	40%	34%
Other language skills	10%	26%	10%	26%	3%	17%	14%	10%	33%	34%	20%	23%	80%	30%	0%	23%	60%	38%
Learning skills	17%	19%	13%	34%	24%	24%	3%	3%	15%	28%	0%	10%	40%	10%	20%	0%	60%	25%
Networking skills	30%	0%	19%	11%	0%	12%	14%	33%	30%	3%	20%	21%	40%	90%	40%	15%	20%	40%
People skills, "soft skills"	10%	19%	26%	6%	24%	14%	14%	7%	12%	10%	13%	11%	30%	20%	10%	8%	30%	19%
IT skills	20%	7%	6%	5%	3%	7%	3%	0%	15%	0%	17%	7%	10%	20%	30%	0%	30%	17%
Entrepreneurial skills	20%	7%	10%	1%	30%	11%	48%	70%	85%	0%	33%	48%	50%	50%	80%	0%	30%	40%
Specific (job-related) skills	10%	11%	55%	4%	12%	15%	17%	0%	21%	10%	13%	13%	0%	0%	20%	0%	0%	4%
Other	0%	4%	0%	0%	0%	0%	7%	0%	0%	10%	0%	3%	10%	0%	0%	0%	0%	2%

Table 14: Country- specific information about the respondents' opinions about migrants' skills deficits

Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture between them?	Migrants						Employers						Social workers					
	Finland (n=30)	Lithuania (n=27)	Spain (n=31)	Cyprus (n=80)	Romania (n=33)	Total (N=201)	Finland (n=29)	Lithuania (n=30)	Spain (n=33)	Cyprus (n=29)	Romania (n=30)	Total (N=151)	Finland (n=10)	Lithuania (n=10)	Spain (n=10)	Cyprus (n=13)	Romania (n=10)	Total (N=53)
individual - collective	3,40	3,48	3,71	3,29	3,97	3,51	3,10	3,73	2,88	2,66	4,10	3,29	2,20	3,60	2,70	3,15	4,30	3,19
employee-oriented - work-oriented	3,50	3,48	3,81	3,06	3,85	3,43	3,41	3,73	3,48	3,00	3,33	3,40	3,60	3,90	3,50	3,23	3,40	3,51
hierarchical - non-hierarchical	3,57	3,26	2,55	3,21	3,52	3,22	3,31	3,50	2,79	2,90	3,03	3,10	3,10	2,80	2,30	3,62	2,70	2,94
leader-driven - democratical	3,57	3,63	2,52	3,29	3,36	3,27	3,45	3,70	2,79	2,93	2,33	3,03	3,50	3,60	2,40	3,54	2,60	3,15
means oriented - goal oriented	3,57	3,63	3,77	3,16	3,67	3,46	3,52	4,03	2,94	3,21	3,73	3,48	3,40	3,50	3,50	3,77	3,30	3,51
unequal between sexes - equal between sexes	3,40	3,59	2,97	3,24	3,58	3,32	4,00	4,23	3,12	3,17	3,70	3,64	4,00	3,70	2,70	3,38	3,60	3,47
unequal between races - equal between races	3,20	3,59	2,77	3,06	3,61	3,20	3,66	4,23	3,21	3,10	3,77	3,59	3,00	3,50	2,70	3,62	4,00	3,38
strict/normative work discipline - flexible/easygoing work discipline	2,80	2,93	2,87	3,21	3,33	3,08	3,45	3,53	3,27	3,38	2,43	3,21	3,20	2,90	3,00	3,38	3,30	3,17
closed for new people - open for new people	3,00	2,74	3,26	3,14	3,48	3,14	3,45	3,03	3,48	3,38	3,77	3,42	2,60	2,70	2,50	3,23	4,10	3,04
closed for different people - open for different people	3,07	2,85	3,23	3,36	3,58	3,26	3,34	3,03	3,55	3,21	3,67	3,36	2,60	2,60	2,40	3,54	3,70	3,00

Table 15: Country-specific information about the respondents' opinions about working cultures

Q23/Q20	Migrants						Employers						Social workers					
	Finland (n=30)	Lithuania (n=27)	Spain (n=31)	Cyprus (n=80)	Romania (n=33)	Total (N=201)	Finland (n=29)	Lithuania (n=30)	Spain (n=33)	Cyprus (n=29)	Romania (n=30)	Total (N=151)	Finland (n=10)	Lithuania (n=10)	Spain (n=10)	Cyprus (n=13)	Romania (n=10)	Total (N=53)
I/I/They haven't experienced any problems	67 %	59 %	26 %	15 %	27 %	32 %	55 %	37 %	70 %	48 %	23 %	47 %	10 %	10 %	40 %	0 %	10 %	13 %
working hours	7 %	26 %	32 %	20 %	12 %	19 %	17 %	33 %	24 %	3 %	17 %	19 %	30 %	50 %	40 %	0 %	10 %	25 %
dressing	10 %	4 %	3 %	19 %	6 %	11 %	10 %	10 %	18 %	3 %	3 %	9 %	10 %	20 %	20 %	15 %	0 %	13 %
religion	13 %	4 %	0 %	23 %	6 %	12 %	10 %	10 %	21 %	0 %	3 %	9 %	30 %	0 %	30 %	8 %	10 %	15 %
working methods	3 %	15 %	42 %	14 %	52 %	23 %	17 %	20 %	42 %	31 %	23 %	27 %	70 %	50 %	90 %	85 %	60 %	72 %
too outgoing	3 %	7 %	13 %	6 %	9 %	7 %	3 %	0 %	3 %	0 %	0 %	1 %	10 %	0 %	20 %	0 %	0 %	6 %
too introverted	10 %	4 %	6 %	1 %	6 %	4 %	0 %	0 %	9 %	0 %	17 %	5 %	0 %	0 %	0 %	15 %	10 %	6 %
lack of initiative	3 %	19 %	0 %	8 %	3 %	6 %	7 %	30 %	24 %	10 %	23 %	19 %	0 %	20 %	0 %	8 %	30 %	11 %
too much initiative	0 %	11 %	19 %	3 %	15 %	8 %	0 %	0 %	9 %	7 %	3 %	4 %	0 %	0 %	40 %	0 %	0 %	8 %
interaction with co-workers or customers	10 %	22 %	48 %	1 %	15 %	15 %	14 %	10 %	48 %	0 %	33 %	22 %	60 %	20 %	60 %	8 %	10 %	30 %
co-workers' or customers' attitudes	3 %	11 %	35 %	0 %	9 %	9 %	14 %	20 %	45 %	0 %	17 %	20 %	60 %	20 %	80 %	8 %	10 %	34 %
Other	13 %	0 %	0 %	0 %	0 %	2 %	14 %	0 %	6 %	10 %	0 %	6 %	0 %	20 %	0 %	0 %	0 %	4 %

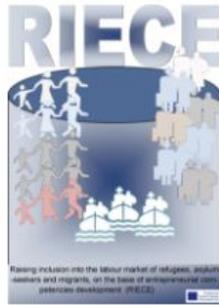
Table 16: Country-specific information about the respondents' opinions about problems with working cultures

Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish/ Cypriot / Romanian culture between them?	Migrants						Employers						Social workers					
	Finland (n=30)	Lithuania (n=27)	Spain (n=31)	Cyprus (n=80)	Romania (n=33)	Total (N=201)	Finland (n=29)	Lithuania (n=30)	Spain (n=33)	Cyprus (n=29)	Romania (n=30)	Total (N=151)	Finland (n=10)	Lithuania (n=10)	Spain (n=10)	Cyprus (n=13)	Romania (n=10)	Total (N=53)
individual - collective	2,70	3,07	3,65	3,29	3,88	3,32	2,55	3,83	3,18	2,72	4,13	3,29	1,80	3,10	2,50	3,38	3,90	2,96
hierarchical - non-hierarchical	3,50	3,07	2,74	3,21	3,42	3,20	3,45	3,67	2,76	2,97	3,07	3,17	3,40	3,30	2,30	3,15	3,00	3,04
unequal between sexes - equal between sexes	3,90	3,44	2,97	3,08	3,79	3,35	3,83	4,10	3,15	3,00	3,70	3,55	4,00	3,60	2,80	3,23	3,50	3,42
unequal between races - equal between races	3,43	3,33	3,06	3,09	3,61	3,25	3,38	4,17	3,15	3,21	3,80	3,54	3,20	3,50	2,80	3,46	3,90	3,38
strict/normative - flexible	2,73	3,19	3,23	3,20	3,70	3,21	3,21	3,67	3,09	3,34	2,63	3,19	3,10	3,30	3,30	3,46	3,00	3,25
closed for new people - open for new people	3,03	2,96	3,23	3,19	3,45	3,18	3,10	3,20	3,15	3,45	3,77	3,33	2,70	2,60	2,80	3,23	3,90	3,06

Table 17: Country-specific information about the respondents' opinions about cultural surroundings

Q33/Q30	Migrants						Employers						Social workers					
	Finland (n=30)	Lithuania (n=27)	Spain (n=31)	Cyprus (n=80)	Romania (n=33)	Total (N=201)	Finland (n=29)	Lithuania (n=30)	Spain (n=33)	Cyprus (n=29)	Romania (n=30)	Total (N=151)	Finland (n=10)	Lithuania (n=10)	Spain (n=10)	Cyprus (n=13)	Romania (n=10)	Total (N=53)
I/I/They haven't experienced any problems	57 %	56 %	32 %	15 %	27 %	31 %	45 %	37 %	55 %	45 %	43 %	45 %	0 %	0 %	20 %	85 %	0 %	25 %
Dressing	13 %	4 %	3 %	11 %	3 %	8 %	7 %	17 %	15 %	0 %	10 %	10 %	20 %	30 %	30 %	8 %	10 %	19 %
Religion	13 %	7 %	3 %	34 %	21 %	20 %	3 %	17 %	18 %	0 %	3 %	9 %	40 %	30 %	20 %	8 %	10 %	21 %
Neighbors (or other people in your environment)	10 %	11 %	19 %	19 %	3 %	14 %	3 %	7 %	30 %	7 %	20 %	14 %	70 %	0 %	10 %	8 %	30 %	23 %
Authorities	0 %	15 %	10 %	9 %	55 %	16 %	7 %	3 %	9 %	3 %	20 %	9 %	20 %	0 %	10 %	8 %	40 %	15 %
Finnish / Lithuanian / Spanish/ Cypriot / Romanian syst	10 %	19 %	55 %	10 %	12 %	18 %	38 %	37 %	24 %	38 %	17 %	30 %	60 %	30 %	30 %	0 %	30 %	28 %
Other peoples' attitudes	33 %	30 %	61 %	4 %	9 %	21 %	17 %	43 %	61 %	10 %	17 %	30 %	80 %	90 %	100 %	15 %	60 %	66 %
Other	7 %	0 %	0 %	0 %	0 %	1 %	7 %	0 %	6 %	3 %	0 %	3 %	0 %	0 %	0 %	0 %	0 %	0 %

[Table 18: Country-specific information about the respondents' opinions about problems with cultural surroundings](#)



Questionnaire for employers

This questionnaire is part of a project called RIECE (Raising inclusion into the labor market of refugees, asylum-seekers and migrants, on the base of entrepreneurial competencies development). The purpose of the project is to create a new on-line training program "Guidance for labor market integration of migrants".

Aim of this research is to find out the challenges and provide measures for migrant's efficient integration to the labor market. The results will form the basis to the training program.

This questionnaire is for employers.

Background

1. Country of residence *

- Finland
- Lithuania
- Spain
- Cyprus
- Romania

2. Are you in the *

- Public sector
- Private sector
- NGO sector

3. Field of work *

- Trade
- Health and social sector
- Industry
- Art
- Education
- Logistics
- Construction
- Catering
- Ict
- Finance
- Other (specify)

4. The number of employees in the company: *

- 1-9 employees
- 10-49 employees
- 50-249 employees
- 250 - employees

5. The number of migrants in the company: *

- 1-9 migrants
- 10-49 migrants
- 50-249 migrants
- 250 - migrants
- None

6. How many migrants have you employed? *

- 1-9 migrants
- 10-49 migrants
- 50-249 migrants
- 250 - migrants
- None

Next -->

(0 of 6 pages)

Situation in labour market

7. Your position in the company *

- Entrepreneur
- Manager
- Middle management
- Supervisor, foreman or similar
- Employee
- Other (specify)

8. Have you or have you had problems employing migrants? *

- Yes, before but not now
- Yes, currently
- No

9. If yes, what kind of problems? (You may choose several)

- Migrants don't apply our jobs
- Migrants apply our jobs but they don't have the experience needed
- Migrants apply our jobs but they don't have the qualifications needed
- Migrants apply our jobs but they don't have the skills needed
- Migrants don't take the jobs offered
- Our company is unwilling to employ migrants
- Other (specify)

10. From these problems, what is the most important?

Migrants don't apply our jobs ▼

11. How have you solved or tried to solve the most important one of these problems? (You may choose several)

- We haven't tried to solve this problem
- We have tried to reach migrants
- We seek help from the employment office
- We seek help from some other institution or office
- We have lowered our qualification standards
- We have used traineeships, work placements or similar
- We have re-trained migrants
- Other (specify)

12. What do you think would be the best solution?

- Migrants to study a new degree or qualification
- Migrants to learn new skills otherwise
- Employees to get more connections with migrants
- Work placements / internships
- Other (specify)

Requirements and Needs of the Labour Market

13. On the scale 1-5, how important you think these skills are when considering employment in Finland / Lithuania / Spain / Cyprus / Romania? (1 = not at all important, 2 = little important, 3 = mediocre, 4 = important, 5 = very important) *

	1	2	3	4	5
Finnish / Lithuanian / Spanish / Greek / Romanian language skills	<input type="radio"/>				
Other language skills	<input type="radio"/>				
Learning skills	<input type="radio"/>				
Networking skills	<input type="radio"/>				
People skills, "soft skills"	<input type="radio"/>				
IT skills	<input type="radio"/>				
Entrepreneurial skills	<input type="radio"/>				
Specific (job-related) skills	<input type="radio"/>				

14. Do migrants who work at your company have problems or challenges with these skills? (you may choose several)? *

- Finnish / Lithuanian / Spanish / Greek / Romanian language skills
- Other language skills
- Learning skills
- Networking skills
- People skills, "soft skills"
- IT skills
- Entrepreneurial skills
- Specific (job-related) skills
- They don't have problems with these skills
- Other (specify)

15. From these skills, what is the most important problem or challenge?

16. Has your Company tried to solve this problem or challenge? How? (you may choose several)

- We haven't tried to solve it
- We have directed migrants to an appropriate course or study more
- We have directed to learn the skill by himself/herself from books
- We have directed to learn it by himself/herself from internet
- We have allowed them to learn it by practicing it in work
- We don't hire migrants who have this kind of skills deficit
- Other (specify)

17. What do you think is the reason migrants have this problem or challenge? (you may choose several)

- They don't need this skill in their country of origin
- They don't know where or how to learn it
- There isn't courses or other opportunities to learn it
- Migrants personal lives prevent them to attend to a course to learn it
- Learning it is too hard
- Other (specify)

18. What do you think, what would be the best way for a migrant like to learn this skill? (you may choose several)

- Attending to an online course
- Attending to a traditional lecture
- From educational videos
- By doing
- Other (specify)

(2 of 6 pages)

Working culture

19. Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture between them? (e.g. 1 = really individual, 5 = really collective) *

	1	2	3	4	5	
individual	<input type="radio"/>	collective				
employee-oriented	<input type="radio"/>	work-oriented				
hierarchical	<input type="radio"/>	non-hierarchical				
leader-driven	<input type="radio"/>	democratical				
means oriented	<input type="radio"/>	goal oriented				
unequal between sexes	<input type="radio"/>	equal between sexes				
unequal between races	<input type="radio"/>	equal between races				
strict/normative work discipline	<input type="radio"/>	flexible/easygoing work discipline				
closed for new people	<input type="radio"/>	open for new people				
closed for different people	<input type="radio"/>	open for different people				

20. Have you experienced problems or challenges with migrants you have employed? (you may choose several) *

- I haven't experienced any problems
- working hours
- dressing
- religion
- working methods
- too outgoing
- too introverted
- lack of initiative
- too much initiative
- interaction with co-workers or customers
- co-workers' or customers' attitudes
- other (specify)

21. What has been the most common problem or challenge? *

22. What do you think is the main reason behind this problem?

- Management
- Employees
- Customers
- Finnish / Lithuanian / Spanish / Cypriot / Romanian culture
- Migrants themselves
- Other (specify)

23. What is the typical way your Company solves this problem or tries to solve it?

- We haven't tried to solve this problem
- Migrant resigns
- There is a discussion between migrant and management or colleagues and it usually helps
- There is a discussion between migrant and management or colleagues but usually it doesn't help
- Migrant changes his/her ways or habits and it usually helps
- Migrant changes his/her ways or habits but it doesn't usually help
- Colleague or workplace changes it ways or habits and usually it helps
- Colleague or workplace changes it ways or habits but usually it doesn't help
- Other (specify)

24. What do you think would be the best way to solve this problem?

- Migrants to study a new degree or qualification
- Migrants to learn new skills otherwise
- Employees to get more connections with migrants
- Work placements / internships
- Other (specify)

(3 of 6 pages)

Life-long learning

25. About life-long learning. When thinking migrants you've employed, what do you think? *

- Most of them are eager to study more and do that
- Most of them are eager to study more but don't have the opportunity
- Most of them are not interested to study more
- Other (specify)

26. What problems migrants encounter in Finnish / Lithuania / Spain / Cyprus / Romania? (you may choose several options) *

- There aren't courses available that interest them
- Courses or studying costs are too much
- They don't have enough free time
- They don't have the language skills to attend
- They don't know the options available
- Other (specify)

27. Do you think further education has posed problems or challenges in your company? *

- Yes, but they're easy to solve
- Yes, but they're solvable even if it's not easy
- Yes, and they remain unsolved
- No
- Other (specify)

28. What topics would be useful for migrants to learn more about? *

- Requirements and needs of the labour market
- Entrepreneurship
- Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture
- Finnish / Lithuanian / Spanish / Cypriot / Romanian culture
- Other (specify)

(4 of 6 pages)

Cultural surroundings

29. Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish / Cypriot / Romanian culture between them? (e.g. 1 = really individual, 5 = really collective) *

	1	2	3	4	5	
individual	<input type="radio"/>	collective				
hierarchical	<input type="radio"/>	non-hierarchical				
unequal between sexes	<input type="radio"/>	equal between sexes				
unequal between races	<input type="radio"/>	equal between races				
strict/normative	<input type="radio"/>	flexible				
closed for new people	<input type="radio"/>	open for new people				

30. Do migrants in your workplace experienced problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian culture? If yes, what kind of problems? (you may choose several themes). *

- They haven't experienced any problems
- Dressing
- Religion
- Neighbors (or other people in your environment)
- Authorities
- Finnish / Lithuanian / Spanish / Cypriot / Romanian system
- Other peoples' attitudes
- Other (specify)

31. What has been the most common problem or challenge? *

- They haven't experienced any problems
- Dressing
- Religion
- Neighbors (or other people in your environment)
- Authorities
- Finnish / Lithuanian / Spanish / Cypriot / Romanian system
- Other peoples' attitudes
- Other (specify)

32. What do you think is the main reason behind this problem?

- Other people
- Migrant themselves
- Finnish / Lithuanian / Spanish / Cypriot / Romanian culture
- Other (specify)

33. What do you think, what would be the best way to solve this problem?

- Discuss it openly with people in question
- Migrant to change his/her ways or habits
- Other people to change their ways or habits
- Finnish / Lithuanian / Spanish / Cypriot / Romanian culture to change
- Other (specify)

Questionnaire migrants

This questionnaire is part of a project called RIECE (Raising inclusion into the labor market of refugees, asylum-seekers and migrants, on the base of entrepreneurial competencies development). The purpose of the project is to create a new on-line training program "Guidance for labor market integration of migrants".

Aim of this research is to find out the challenges and provide measures for migrant's efficient integration to the labor market. The results will form the basis to the training program.

This questionnaire is for migrants.

Background

1. Country of residence? *

- Finland
- Lithuania
- Spain
- Cyprus
- Romania

2. Age *

2 characters remaining

3. Sex *

- male
- female
- I don't want to say

4. Education (the highest level achieved, in Finland / Lithuania / Spain / Cyprus / Romania or in country of origin) *

- comprehensive school not completed
- comprehensive school (or similar)
- high school
- vocational school (or similar)
- bachelors' degree
- masters' degree
- PhD
- other (specify)

5. Have you had problems with acknowledging your degree *

- Yes and they haven't been overcome
- Yes but they have been overcome
- No
- Other (specify)

6. Field of profession *

- Trade
- Health and social sector
- Industry
- Art
- Education
- Logistics
- Construction
- Catering
- Ict
- Finance
- Other (specify)

7. In what year did you arrive to Finland / Lithuania / Spain / Cyprus / Romania? *

4 characters remaining

8. On what basis did you come to Finland / Lithuania / Spain / Cyprus / Romania? *

- asylum-seeker
- refugee
- I came here to work
- I came here to study
- I came because of a Finnish / Lithuanian / Spanish / Cypriot / Romanian spouse
- Other (specify)

9. On the scale 1-5, how well you feel you've integrated to Finland / Lithuania / Spain / Cyprus / Romania? *

(1 = very poorly, 2 = poorly, 3 = mediocre, 4 = well, 5 = very well)

- 1 2 3 4 5

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Situation in labor market

10. Are you currently *

- Employed
- Entrepreneur
- Student
- Unemployed
- Trainee / intern
- Other (specify)

11. Have you or have you had problems with employment in Finland / Lithuania / Spain / Cyprus / Romania? *

- Yes, before but not now
- Yes, currently
- No

12. If yes, what kind of problems? *

(You may choose several)

- I don't (or did not) have any problems
- I don't (or didn't) get a job
- I only get (or got) internships or work placements
- I don't (or didn't) get a job in the field I'd like
- I don't (or didn't) get a job in the grade I'd like
- I only get (or got) a part-time / temporary job
- Other (specify)

13. From these problems, which one you think is the most important?

I don't (didn't) have any problems ▼

14. How have you solved or tried to solve the most important one of these problems?

(You may choose several)

- I haven't tried to solve this problem
- I talked to management or superior
- I went to an internship or work placement
- I seek help from the employment office
- I seek help from some other institution or office
- I studied or am studying more
- Other (specify)

15. What do you think would be the best solution

- Study a new degree or qualification
- Learn new skills otherwise
- Get more network in Finland / Lithuania / Spain / Cyprus / Romania
- Work placement / internship
- Other (specify)

Requirements and Needs of the Labour Market

16. On the scale 1-5, how important you think these skills are when considering employment in Finland / Lithuania / Spain / Cyprus / Romania? *

(1 = not at all important, 2 = little important, 3 = mediocre, 4 = important, 5 = very important)

	1	2	3	4	5
Finnish / Lithuanian / Spanish/ Greek / Romanian language skills	<input type="radio"/>				
Other language skills	<input type="radio"/>				
Learning skills	<input type="radio"/>				
Networking skills	<input type="radio"/>				
People skills, "soft skills"	<input type="radio"/>				
IT skills	<input type="radio"/>				
Entrepreneurial skills	<input type="radio"/>				
Specific (job-related) skills	<input type="radio"/>				

17. Have you problems or challenges with these skills? *

(you may choose several)

- I haven't got problem or challenges with these skills
- Finnish / Lithuanian / Spanish / Greek / Romanian language skills
- Other language skills
- Learning skills
- Networking skills
- People skills, "soft skills"
- IT skills
- Entrepreneurial skills
- Specific (job-related) skills
- Other (specify)

18. From these skills, what is or has been the most important problem or challenge?

19. Have you tried to solve this problem or challenge? How?

(you may choose several)

- I haven't got problem or challenges with these skills
- I haven't tried to solve it
- Attending to an appropriate course
- Learning the skill by myself from books
- Learning it by myself from internet
- Learning it by doing (eg. in work or work placement)
- Getting a help from a friend or a relative
- Other (specify)

20. What do you think is the reason you have this problem or challenge?

(you may choose several)

- I haven't got problem or challenges
- I didn't need this skill in my country of origin
- I don't know where or how to learn it
- There isn't courses or other opportunities to learn it
- My personal life prevents me to attend to a course to learn it
- Learning it is too hard
- Other (specify)

21. How would you like to learn this skill?

(you may choose several)

- Attending to an online course
- Attending to a traditional lecture
- From educational videos
- By doing
- Other (specify)

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Working culture

22. Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture between them? *
(e.g. 1 = really individual, 5 = really collective)

	1	2	3	4	5	
individual	<input type="radio"/>	collective				
employee-oriented	<input type="radio"/>	work-oriented				
hierarchical	<input type="radio"/>	non-hierarchical				
leader-driven	<input type="radio"/>	democratical				
means oriented	<input type="radio"/>	goal oriented				
unequal between sexes	<input type="radio"/>	equal between sexes				
unequal between races	<input type="radio"/>	equal between races				
strict/normative work discipline	<input type="radio"/>	flexible/easygoing work discipline				
closed for new people	<input type="radio"/>	open for new people				
closed for different people	<input type="radio"/>	open for different people				

23. Have you experienced problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture? *
(You may choose several)

- I haven't experienced any problems
- working hours
- dressing
- religion
- working methods
- too outgoing
- too introverted
- lack of initiative
- too much initiative
- interaction with co-workers or customers
- co-workers' or customers' attitudes
- Other (specify)

24. What has been the biggest problem or challenge?

25. What do you think is the main reason behind this problem?

- I haven't experienced any problems
- Management
- Colleagues
- Customers
- Finnish / Lithuanian / Spanish/ Cypriot / Romanian working culture
- Me
- Other (specify)

26. Have you tried to solve this problem? If so, how?

(You may choose several options)

- I haven't tried to solve this problem
- I resigned
- I discussed it with my manager or colleagues and it did help
- I discussed it with my manager or colleagues but it didn't help
- I changed my ways or habits and it did help
- I changed my ways or habits and it didn't help
- Colleague or workplace changed it ways or habits and it did help
- Colleague or workplace changed it ways or habits but it didn't help
- Other (specify)

27. What do you think would be the best way to solve this problem?

- Discussion with management or colleagues
- More open interaction in the workplace
- Me to change my ways or habits
- Colleagues or workplace to change their ways or habits
- New workplace
- Other (specify)

Life-long learning

28. What is your current situation? *

- I'm a student
- I 'm currently enrolled on a course (as a hobby)
- I'm planning to enroll to a course or study more
- I'm not a student or enrolled on a course but I'd like to
- I'm not a student or enrolled on a course and I wouldn't want to
- Other (specify)

29. What problems have you encountered in Finland / Lithuania / Spain / Cyprus / Romania?

(You may choose several options)

- There aren't courses available that interest me
- Courses or studying costs too much
- I don't have enough free time
- I don't have the language skills to attend
- I don't know the options available
- Other (specify)

30. Have you found a way to solve this problem or these problems?

- No, it or they prohibit me to study or to attend to the courses I'd like
- No, but I could solve them if I wanted to
- Yes but it was difficult
- Yes and it was easy
- Other (specify)

31. What topics you think would be useful to learn more? *

(You may choose several options)

- Requirements and needs of the labour market
- Entrepreneurship
- Finnish / Lithuanian / Spanish/ Cypriot / Romanian working culture
- Finnish / Lithuanian / Spanish/ Cypriot / Romanian culture
- Other (specify)

Cultural surroundings

32. Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish/ Cypriot / Romanian culture between them? *
(e.g. 1 = really individual, 5 = really collective)

	1	2	3	4	5	
individual	<input type="radio"/>	collective				
hierarchical	<input type="radio"/>	non-hierarchical				
unequal between sexes	<input type="radio"/>	equal between sexes				
unequal between races	<input type="radio"/>	equal between races				
strict/normative	<input type="radio"/>	flexible				
closed for new people	<input type="radio"/>	open for new people				

33. Have you experienced problems or challenges linked with Finnish / Lithuanian / Spanish/ Cypriot / Romanian culture? If yes, what kind of problems? *
(You may choose several themes).

- I haven't experienced any problems
- Dressing
- Religion
- Neighbors (or other people in your environment)
- Authorities
- Finnish / Lithuanian / Spanish/ Cypriot / Romanian system
- Other peoples' attitudes
- Other (specify)

34. What has been the biggest problem or challenge?

- I haven't experienced any problems
- Dressing
- Religion
- Neighbors (or other people in your environment)
- Authorities
- Finnish / Lithuanian / Spanish/ Cypriot / Romanian system
- Other peoples' attitudes
- Other (specify)

35. What do you think is the main reason behind this problem?

- I haven't experienced any problems
- Other people
- Me
- Local culture
- Other (specify)

36. What do you think is the best way to solve this problem?

- Discuss it with people in question
- Me to change my ways or habits
- Other people to change their ways or habits
- Local culture to change
- Other (specify)

Questionnaire for socialworkers

This questionnaire is part of a project called RIECE (Raising inclusion into the labor market of refugees, asylum-seekers and migrants, on the base of entrepreneurial competencies development). The purpose of the project is to create a new on-line training program "Guidance for labor market integration of migrants".

Aim of this research is to find out the challenges and provide measures for migrant's efficient integration to the labor market. The results will form the basis to the training program.

This questionnaire is for social workers.

Background

1. Country of residence *

- Finland
- Lithuania
- Spain
- Cyprus
- Romania

2. Work experience (years) *

How many years?

3. Education (the highest level achieved) *

- Vocational school (or similar)
- Bachelors' degree
- Masters' degree
- PhD
- Other

4. How often you work with migrant customers? *

- I work exclusively with migrants
- Daily
- Weekly
- Monthly
- Less frequently

5. On what basis have they **most commonly** come to Finland / Lithuania / Spain / Cyprus / Romania? *

- Asylum-seeker
- To work
- To study
- Because of a Finnish / Lithuanian / Spanish / Cypriot / Romanian spouse
- Other (specify)

6. On the scale 1-5, how well you feel your customers have integrated to Finland / Lithuania / Spain / Cyprus / Romania? *

1 = very poorly, 2 = poorly, 3 = mediocre, 4 = well, 5 = very well

1	2	3	4	5
<input type="radio"/>				

Next →

Situation in labour market

7. Are your migrant customers typically *

- Employed
- Entrepreneurs
- Students
- Unemployed
- Trainees / interns
- Other (specify)

8. Have your migrant customers' problems or challenges with employment in Finland / Lithuania / Spain / Cyprus / Romania? *

- Yes, very much
- Yes, occasionally
- Not so much
- Not at all

9. If yes, what kind of problems? (You may choose several)

- They don't (or didn't) get any jobs
- They only get (or got) internships or work placements
- They don't (or didn't) get jobs in the field they are not interested to
- They don't (or didn't) get jobs in the grade they'd like to
- They only get (or got) part-time / temporary jobs
- Other (specify)

10. From these problems, what has been the most important?

11. How do they **most commonly** solve or try to solve this problem (You may choose several)

- They don't try to solve this problem
- They try to talk to management or superior
- They go to a work placement or internship
- They seek help from the employment office
- They seek help from some other institution or office
- They study more
- Other (Specify)

12. What do you think would be the best solution

- Study a new degree or qualification
- Learn new skills otherwise
- Get more Network in Finland / Lithuania / Spain / Cyprus / Romania
- Work placement / internship
- Other (specify)

Requirements and Needs of the Labour Market

13. On the scale 1-5, how important you think these skills are when considering employment in Finland / Lithuania / Spain / Cyprus / Romania? *

1 = not at all important, 2 = little important, 3 = mediocre, 4 = important, 5 = very important

	1	2	3	4	5
Finnish / Lithuanian / Spanish / Greek / Romanian language skills	<input type="radio"/>				
Other language skills	<input type="radio"/>				
Learning skills	<input type="radio"/>				
Networking skills	<input type="radio"/>				
People skills, "soft skills"	<input type="radio"/>				
IT skills	<input type="radio"/>				
Entrepreneurial skills	<input type="radio"/>				
Specific (job-related) skills	<input type="radio"/>				

14. Do your customers have problems or challenges with these skills? (you may choose several) *

- Finnish / Lithuanian / Spanish / Greek / Romanian language skills
- Other language skills
- Learning skills
- Networking skills
- People skills, "soft skills"
- IT skills
- Entrepreneurial skills
- Specific (job-related) skills
- They don't have problems with these skills
- Other (specify)

15. From these skills, what is or has been the most important problem or challenge?

16. How do your customers typically try to solve this problem or challenge? (you may choose several)

- They don't try to solve it
- Attending to an appropriate course
- Learning the skill by themselves from books
- Learning it by themselves from internet
- Learning it by doing (eg. in work or work placement)
- Getting a help from a friend or a relative
- Other (specify)

17. What do you think is the reason migrants have this problem or challenge? (you may choose several)

- They don't need this skill in my country of origin
- They don't know where or how to learn it
- There isn't courses or other opportunities to learn it
- Migrants' personal lives prevent them to attend to a course to learn it
- Learning it is too hard
- Other (specify)

18. What do you think, which would be best ways to a migrant like to learn this skill? (you may choose several)

- Attending to an online course
- Attending to a traditional lecture
- From educational videos
- By doing
- Other (specify)

Working culture

19. Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture between them? *

e.g. 1 = really individual, 5 = really collective

	1	2	3	4	5	
Individual	<input type="radio"/>	Collective				
Employee-oriented	<input type="radio"/>	Work-oriented				
Hierarchical	<input type="radio"/>	Non-hierarchical				
Leader-driven	<input type="radio"/>	Democratical				
Means oriented	<input type="radio"/>	Goal oriented				
Unequal between sexes	<input type="radio"/>	Equal between sexes				
Unequal between races	<input type="radio"/>	Equal between races				
Strict/normative work discipline	<input type="radio"/>	Flexible/easygoing work discipline				
Closed for new people	<input type="radio"/>	Open for new people				
Closed for different people	<input type="radio"/>	Open for different people				

20. In your opinion, have your customers experienced problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture? (you may choose several) Problems with: *

- Working hours
- Dressing
- Religion
- Working methods
- Too outgoing
- Too introverted
- Lack of initiative
- Too much initiative
- Interaction with co-workers or customers
- Co-workers' or customers' attitudes
- They haven't experienced problems
- Other (specify)

21. What has been the biggest problem or challenge?

22. What do you think is the main reason behind this problem?

- Management
- Employees
- Customers
- Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture
- Migrant themselves
- Other (specify)

23. What is the typical way your customer tries to solve this problem?

- They don't try to solve this problem
- Migrant resigns
- Migrant discusses it with management or colleagues and it helps
- Migrant discusses it with management or colleagues but it doesn't help
- Migrant changes his/her ways or habits and it helps
- Migrant changes his/her ways or habits but it doesn't help
- Colleague or workplace changes it ways or habits and it did help
- Colleague or workplace changes it ways or habits but it doesn't help
- Other (specify)

24. What do you think would be the best way to solve this problem?

- Discuss it with management or colleagues
- More open interaction in the workplace
- Migrant to change his/her ways or habits
- Colleagues or workplace to change their ways or habits
- New workplace for the migrant
- Other (specify)

Life-long learning

25. About life-long learning. When thinking your migrant customers, what do you think? *

- Most of them are eager to study more and do that
- Most of them are eager to study more but don't have the opportunity
- Most of them are not interested to study more
- Other (specify)

26. What problems migrants encounter in Finland / Lithuania / Spain / Cyprus / Romania? (you may choose several options) *

- There aren't courses available that interest them
- Courses or studying costs are too much
- They don't have enough free time
- They don't have the language skills to attend
- They don't know the options available
- They haven't experienced problems
- Other (specify)

27. Do they usually find a way to solve these problems?

- No and it prohibits them to study or attend to the courses they'd like
- No, but they could solve them if they wanted to
- Yes but it is difficult
- Yes and it is easy
- Other (specify)

28. What topics would be useful for migrants to learn more? *

- Requirements and needs of the labour market
- Entrepreneurship
- Finnish / Lithuanian / Spanish / Cypriot / Romanian working culture
- Finnish / Lithuanian / Spanish / Cypriot / Romanian culture
- Other (specify)

Cultural surroundings

29. Here are some opposing adjectives. How would you place Finnish / Lithuanian / Spanish / Cypriot / Romanian culture between them? *

e.g. 1 = really individual, 5 = really collective

	1	2	3	4	5	
Individual	<input type="radio"/>	Collective				
Hierarchical	<input type="radio"/>	Non-hierarchical				
Unequal between sexes	<input type="radio"/>	Equal between sexes				
Unequal between races	<input type="radio"/>	Equal between races				
Strict/normative	<input type="radio"/>	Flexible				
Closed for new people	<input type="radio"/>	Open for new people				

30. Do your migrant customers experience problems or challenges linked with Finnish / Lithuanian / Spanish / Cypriot / Romanian culture? If yes, what kind of problems (you may choose several themes). Problems with:

- Dressing
- Religion
- Neighbors (or other people in your environment)
- Authorities
- Finnish / Lithuanian / Spanish / Cypriot / Romanian system
- Other peoples' attitudes
- They haven't experienced any problems
- Other (specify)

31. What has been the biggest problem or challenge?

32. What do you think is the main reason behind this problem?

- Other people
- Migrant themselves
- Finnish / Lithuanian / Spanish / Cypriot / Romanian culture
- Other (specify)

33. What do you think would be the best way to solve this problem?

- Discuss it openly with people in question
- Migrant change his/her ways or habits
- Other people to change their ways or habits
- Finnish / Lithuanian / Spanish / Cypriot / Romanian culture to change
- Other (specify)