



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones



### **3<sup>rd</sup> Statistical Report on the Profile of Clients of Migrant Service Centres**

**(Capacity Building, Information and Awareness Raising towards Promoting Orderly Migration in the Western Balkans)**

**Quarter 3: Dec 2008 – February 2009**

#### **Background of the project:**

Migrant Service Centres (MSCs) are operating in Albania, Bosnia & Herzegovina, Croatia, the former Yugoslav Republic of Macedonia, Kosovo under UNSCR No 1244, Montenegro and Serbia providing migrants and potential migrants with individualized assistance and counselling on the reality and risks of irregular migration and possibilities/procedures for decent work opportunities in the country and/or for legal emigration. The MSCs also provide referral services to relevant local institutions for individual skills development in view of improving employment potential both at home and abroad.

Migrant Service Centres are part of the project Capacity Building, Information and Awareness Raising towards Promoting Orderly Migration in the Western Balkans, funded by the European Commission AENEAS 2006 programme as well as the Swiss Federal Office for Migration, the German Federal Office for Migration and Refugees, the Government of Liechtenstein and the Italian Ministry for Foreign Affairs/Italian Cooperation.

For more information visit: <http://www.migrantservicecentres.org>

#### **Statistical Summary:**

The total number of clients visiting the Migrant Service Centres during the third quarter of their operation (Dec 08-Febr 2009) was 953, with the total number of visits totalling 974. Majority of the clients were nationals, with a small proportion of queries coming from immigrants to these countries (4.5%). The below summary refers to national cases, followed by a short statistical summary of immigrant cases in part 2.

##### **1. Nationals**

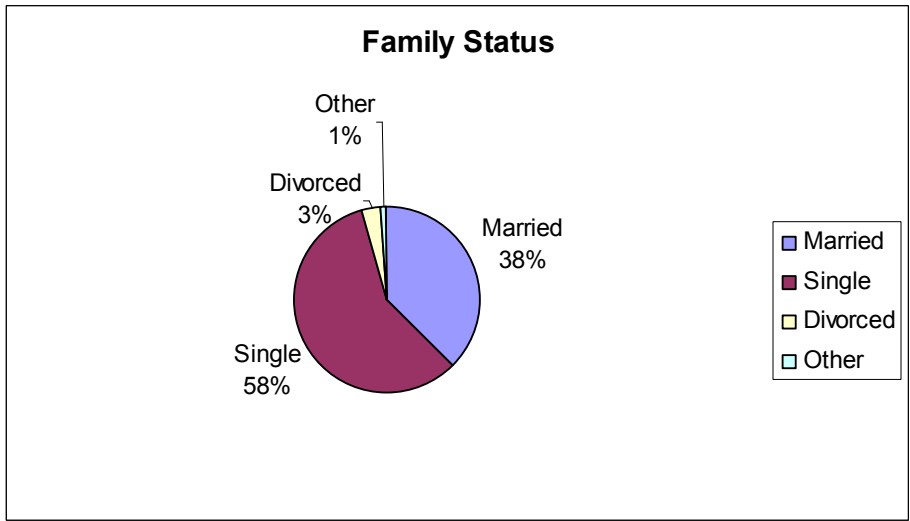
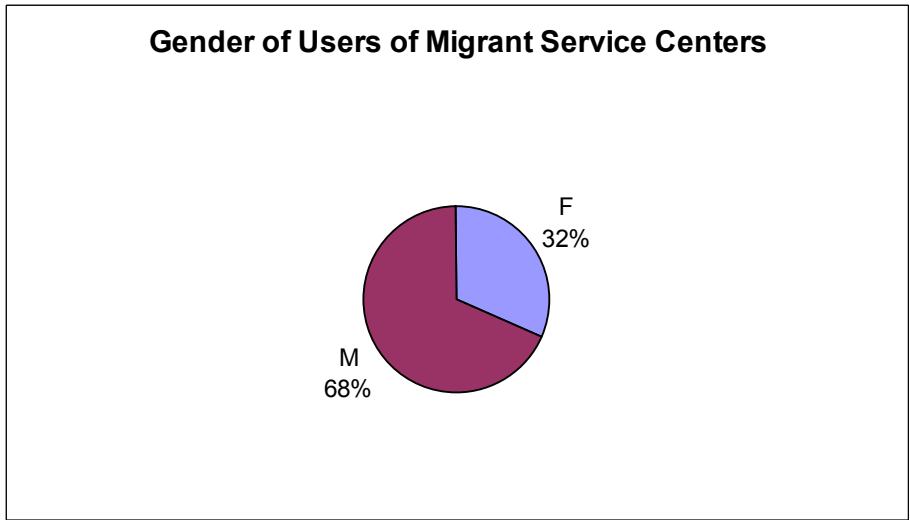
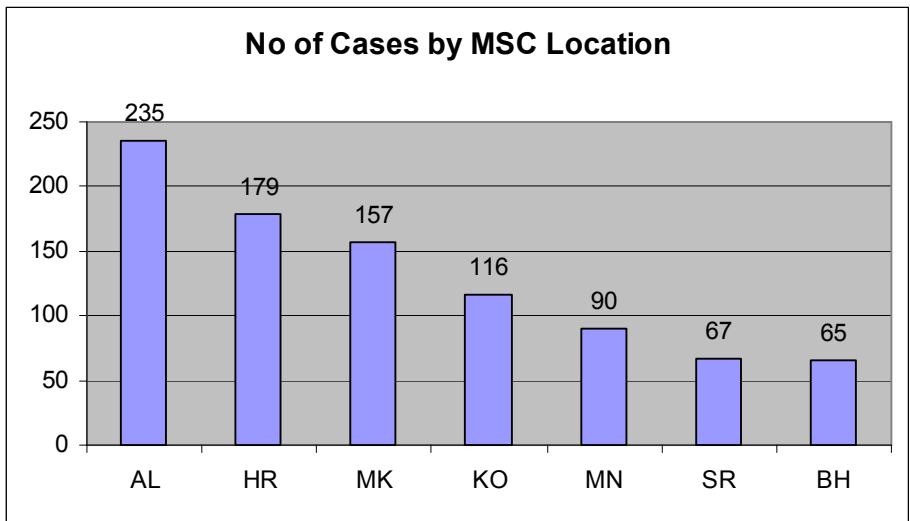
The highest number of visitors was registered in Albania, Croatia and the former Yugoslav Republic of Macedonia also registering high number of visitors. 68% of clients were men, on average in their early and middle twenties. Majority of clients came from urban areas (87%).

Unemployed constituted a large proportion of MSC clients (70%). A multitude of employment sectors was represented.

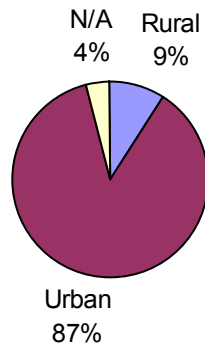
34% of the visitors had previous experiences of migration, which doesn't constitute a difference to the previous reporting period (Sep-Nov 2008), where approximately one third of the clients migrated before. Of those with the previous migration experience, majority were labour migrants (45%). As before, Germany, Greece and Switzerland were the most popular destination countries.

Majority of the clients were interested in labour migration, declaring Canada, Italy, USA and EU in general as their preferred destinations.

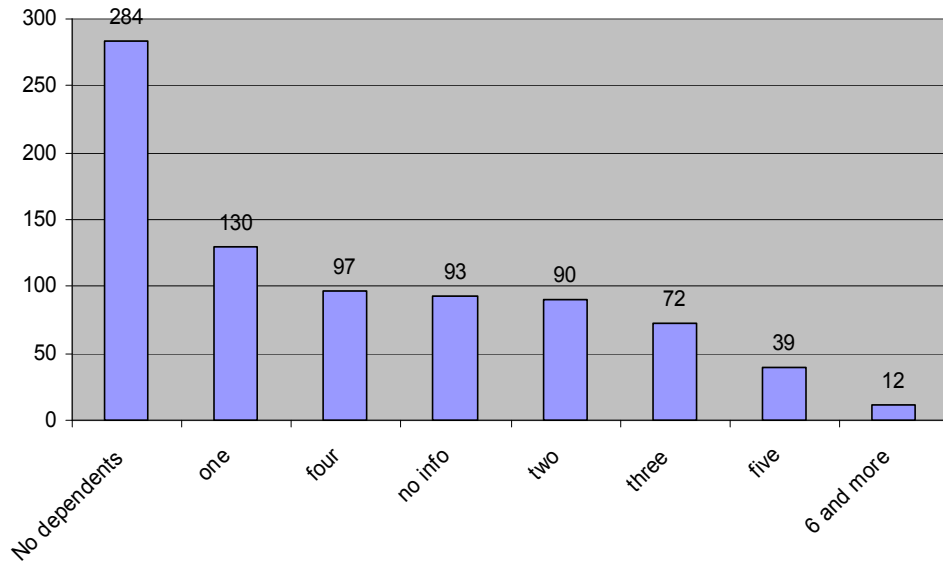
The assistance provided by the MSCs was mainly information provision (93%) followed by counselling and referral constituting, respectively 3% and 4% of the service provided.

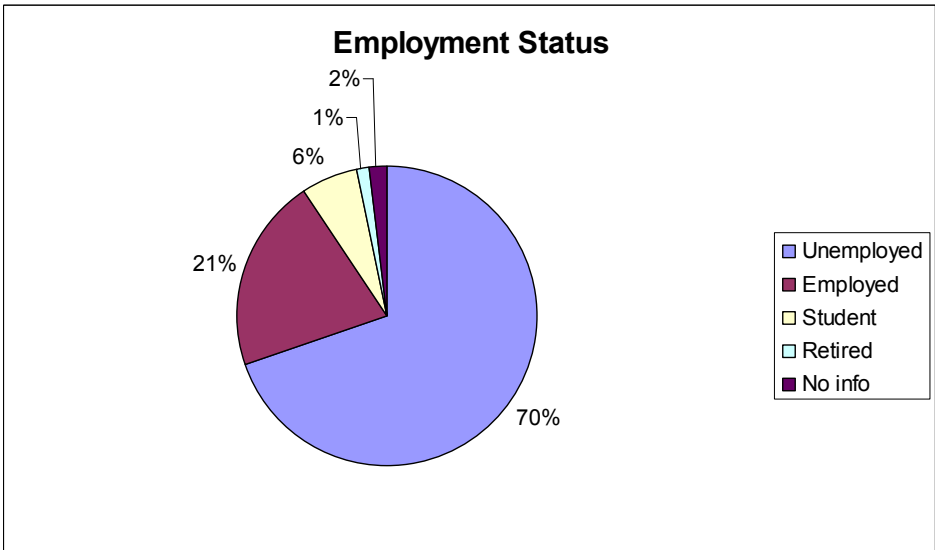
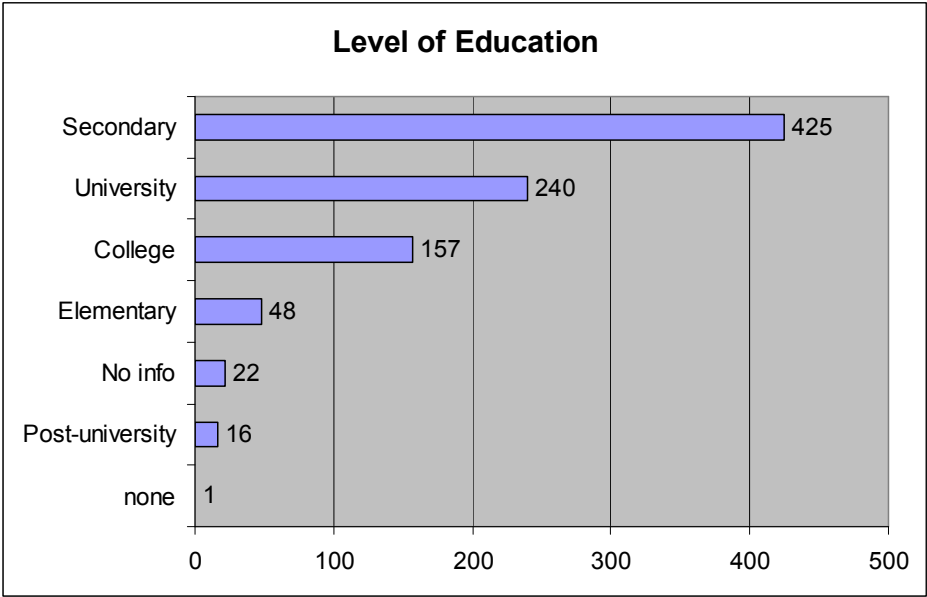


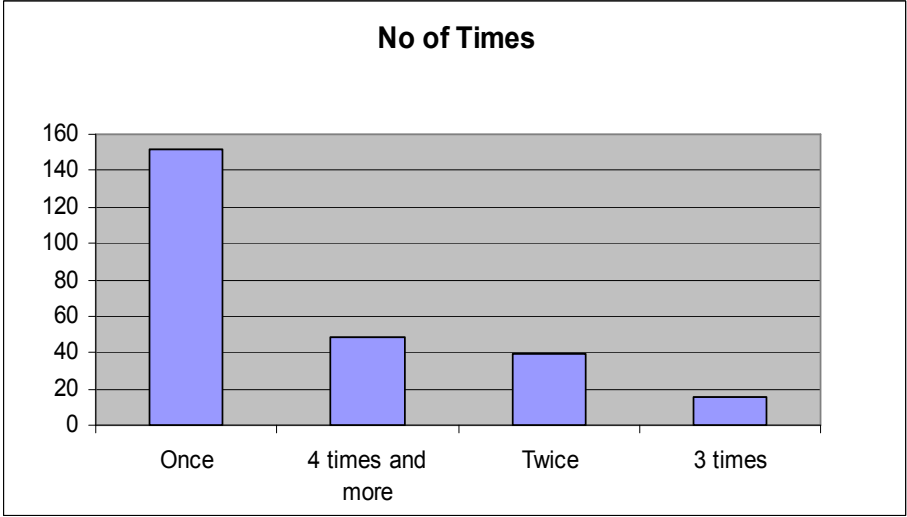
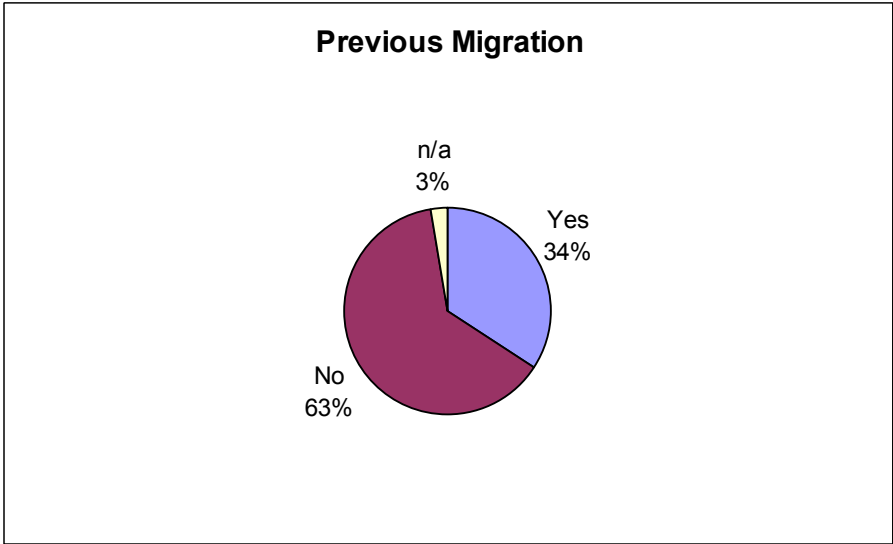
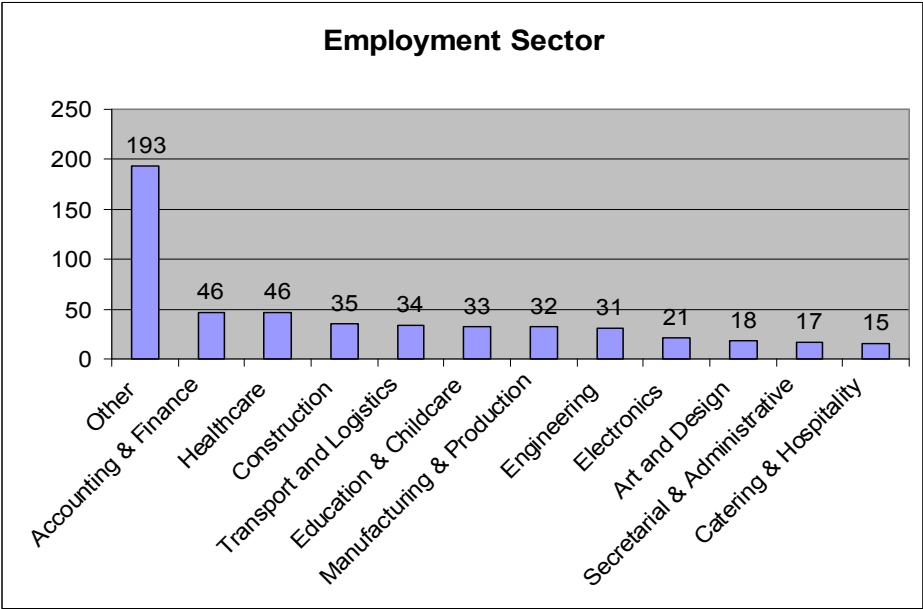
### Area of Residence

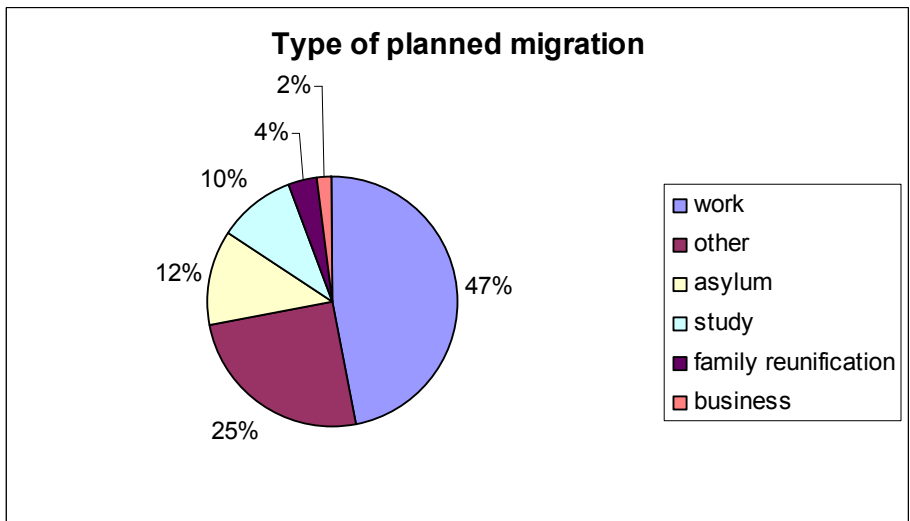
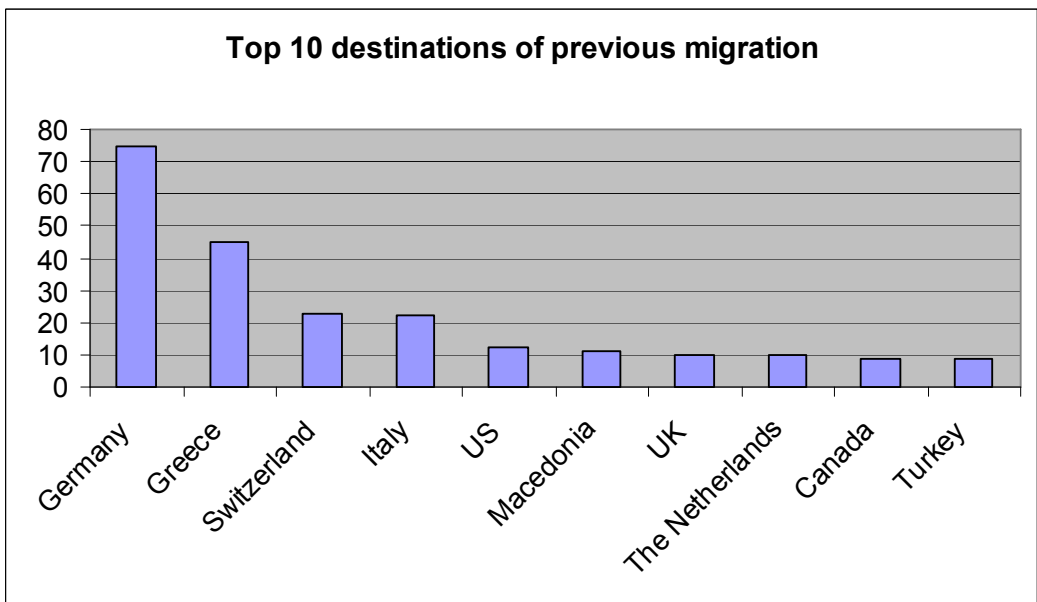
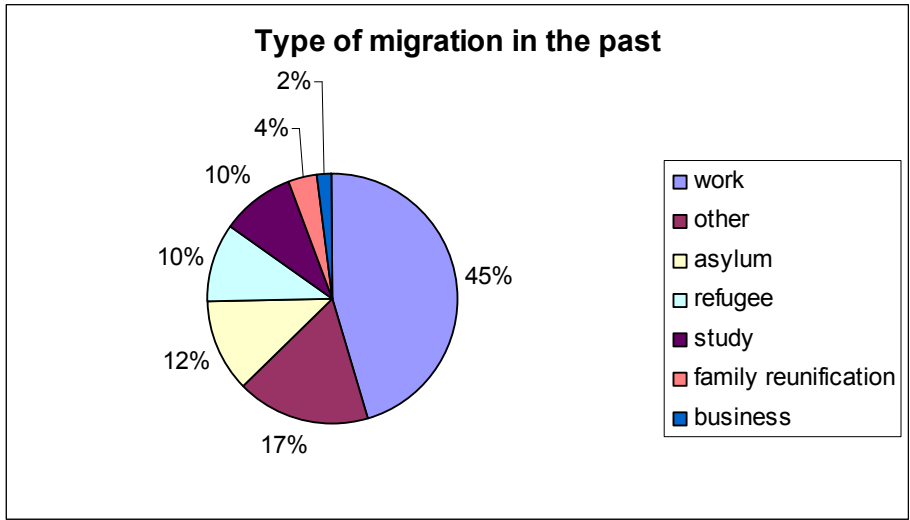


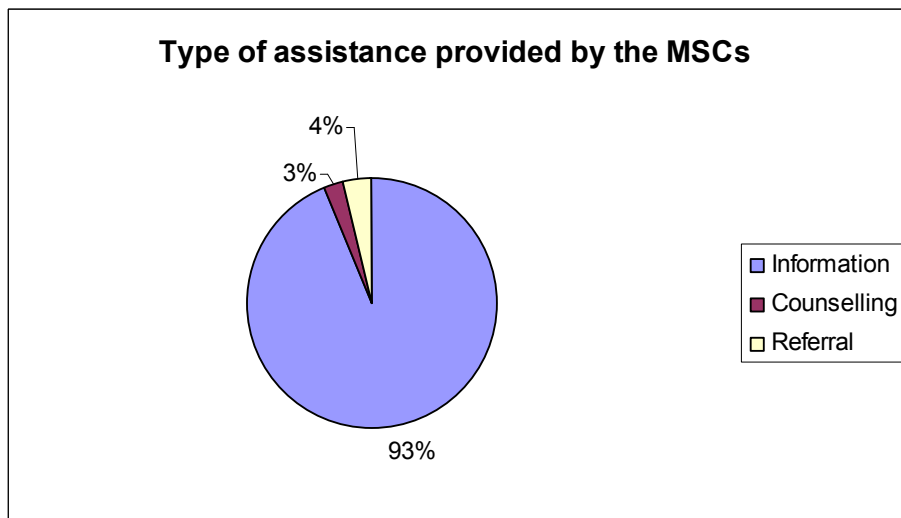
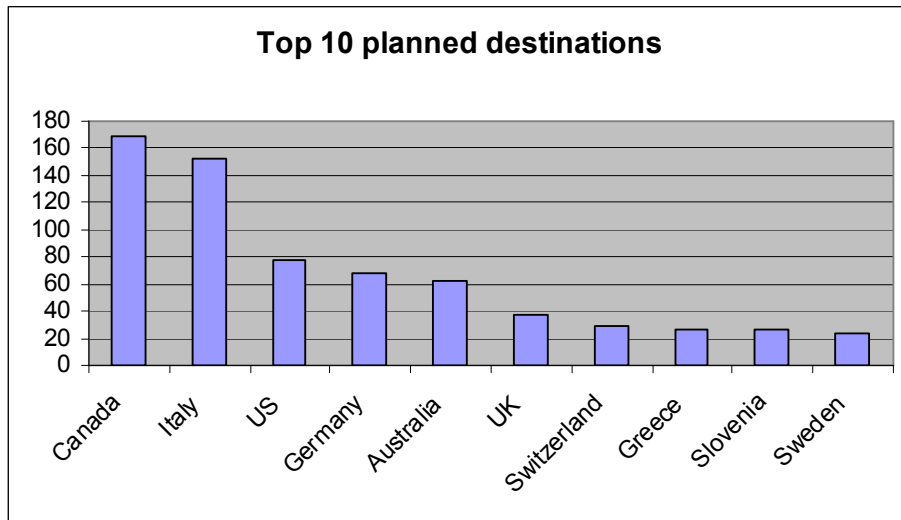
### No of dependents









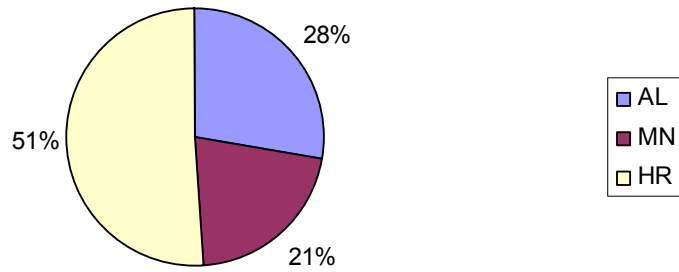


## 2. Immigrants

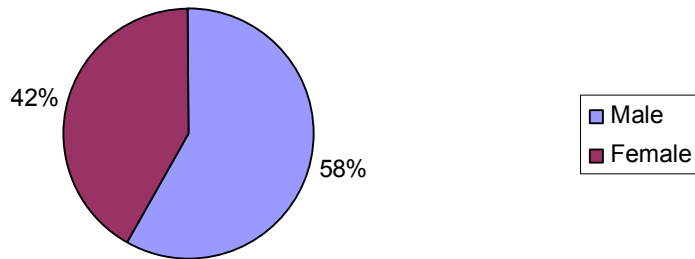
The total of 43 immigrants approached MSCs during the reporting period. Immigrant visitors were registered in Albania, Montenegro and Croatia.

Majority of visitors were work permit holders (38%) and refugees (21%). 32% had higher education degree and 64 % secondary education.

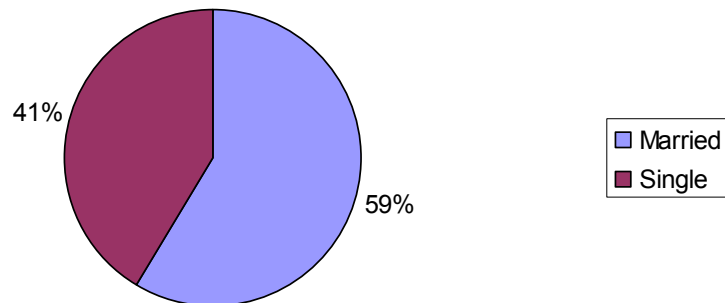
### No of immigrants approaching MSC by location

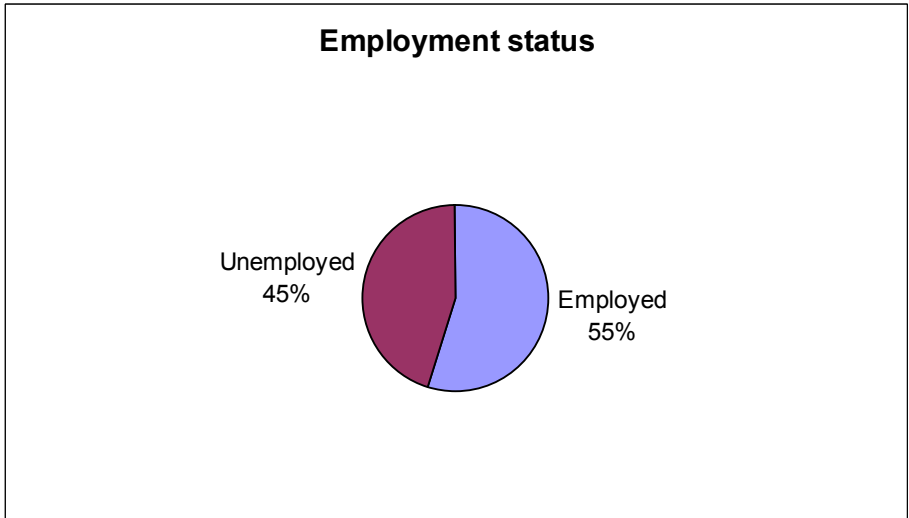
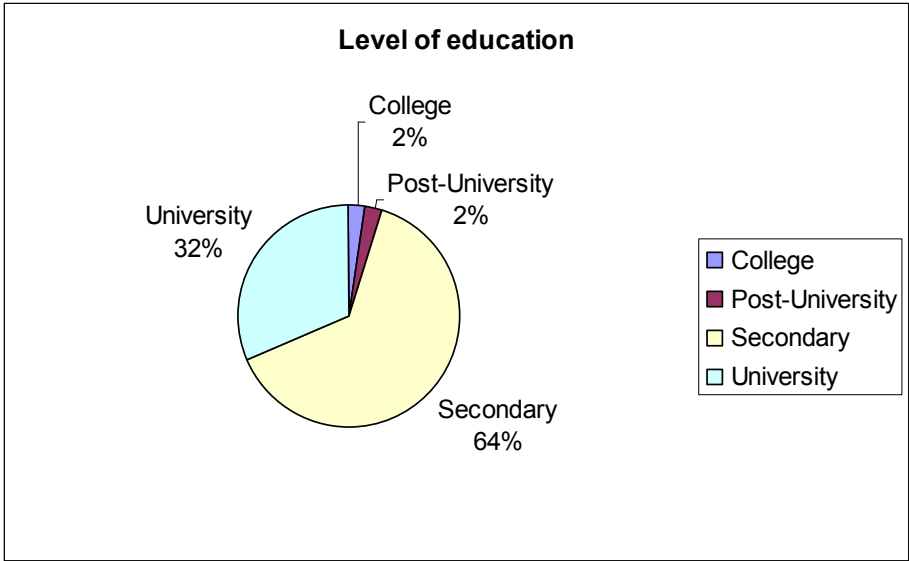
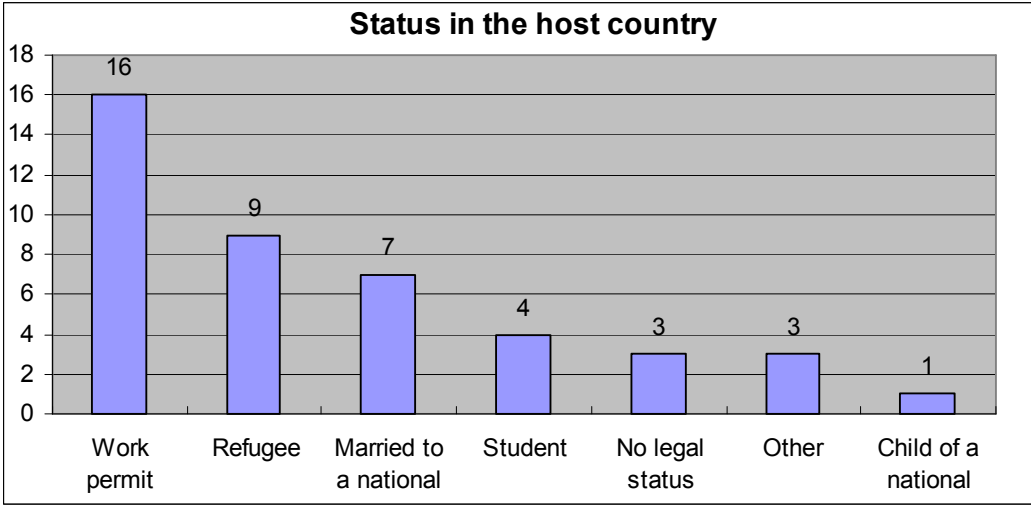


### Gender



### Family status





Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra



Federal Office  
for Migration  
and Refugees



GOVERNMENT  
OF LIECHTENSTEIN