



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



1st 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 1: June-August 2008

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 first quarter of their operation (June-August 2008) was 1003, with the total number of visits totalling 1012. Majority of the clients were nationals, with a small proportion of queries coming from immigrants to these countries (6.7%). 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 Kosovo (under UNSCR No 1244), with the former Yugoslav Republic of Macedonia and Albania registering also high number of visitors. 75% of clients were men, on average in their early thirties. Majority of clients came from urban areas.

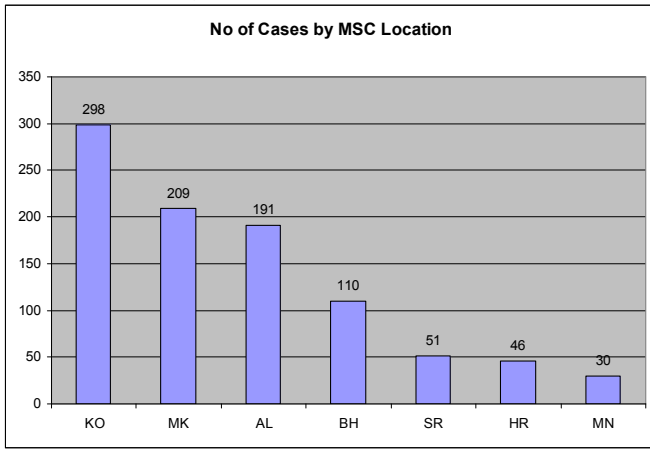
Unemployed constituted a large proportion of MSC clients (61%). A multitude of employment sectors was represented.

Almost half of the visitors had previous experiences of migration, with majority migrating for asylum and for work. Among those who had migrated before, Germany, Italy and Greece were the most popular destination countries.

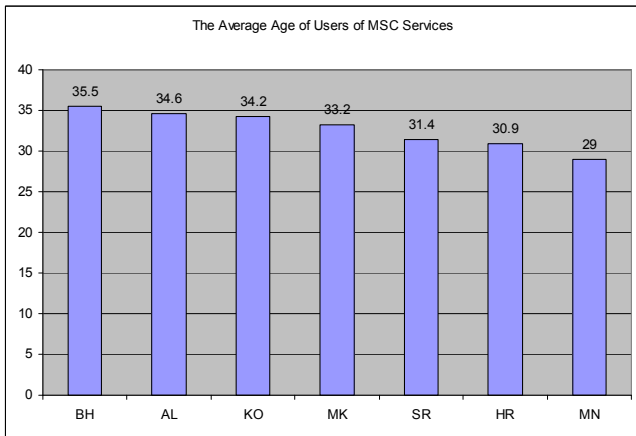
Majority of the clients were interested in labour migration, declaring Italy, Canada, Germany, USA and Australia their preferred destinations.

The assistance provided by the MSCs was mainly information provision (84%) followed by counselling and referral constituting, respectively 10% and 6% of the service provided.

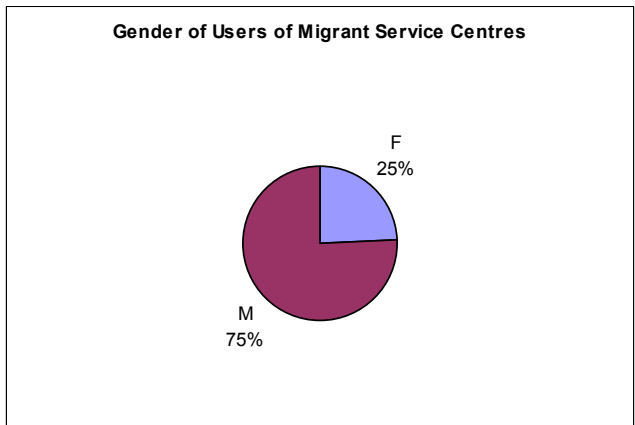
No of clients by location:



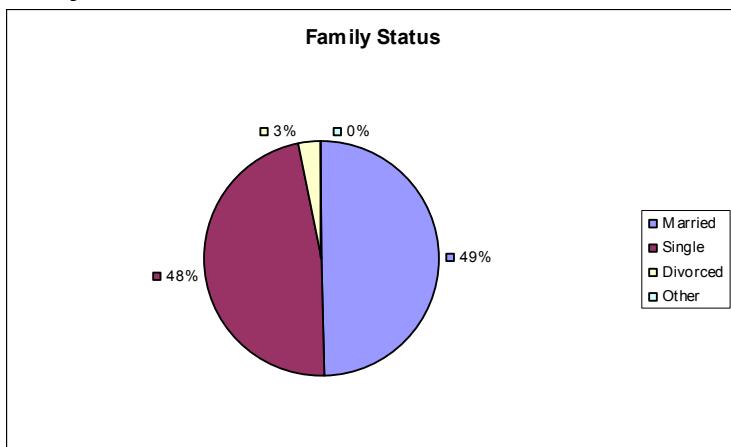
The average age by location:



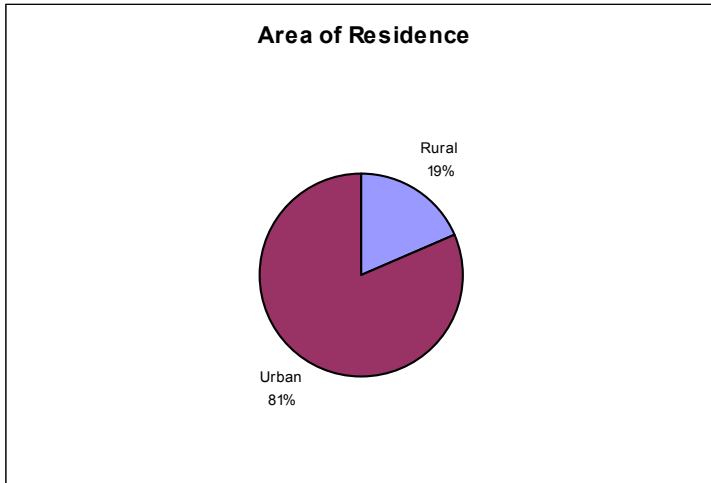
Gender:



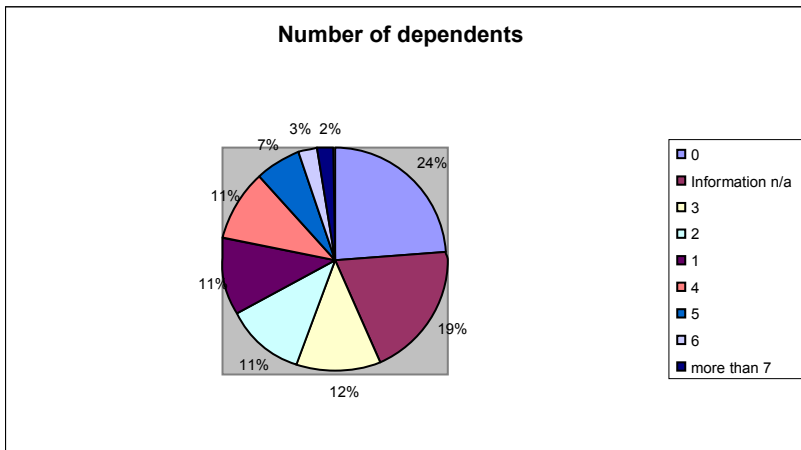
Family Status:



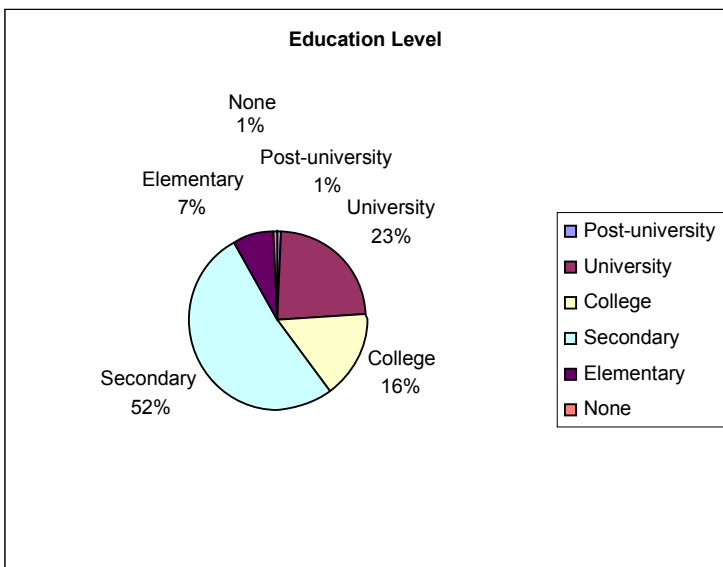
Area of residence:



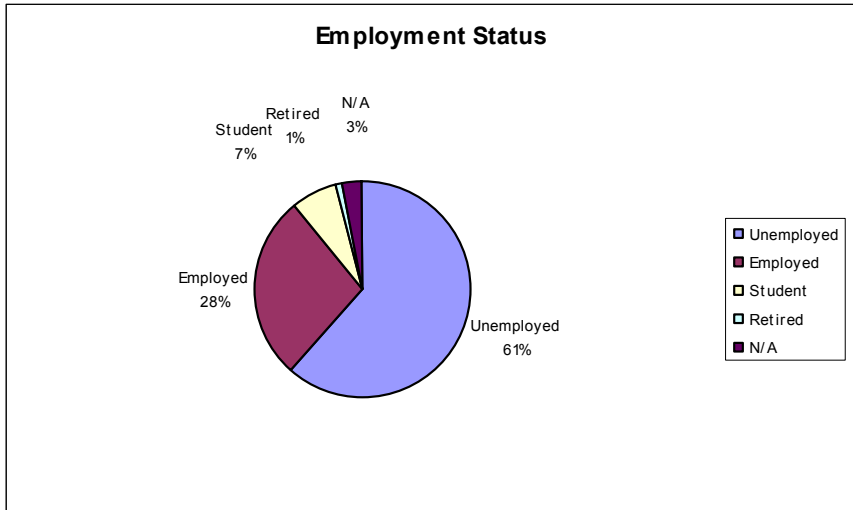
Number of dependents



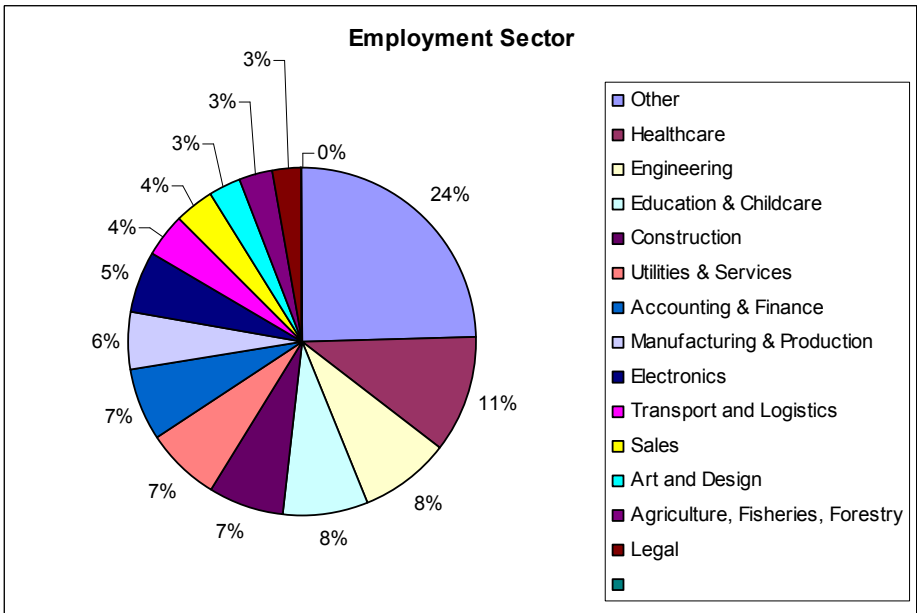
Education level:



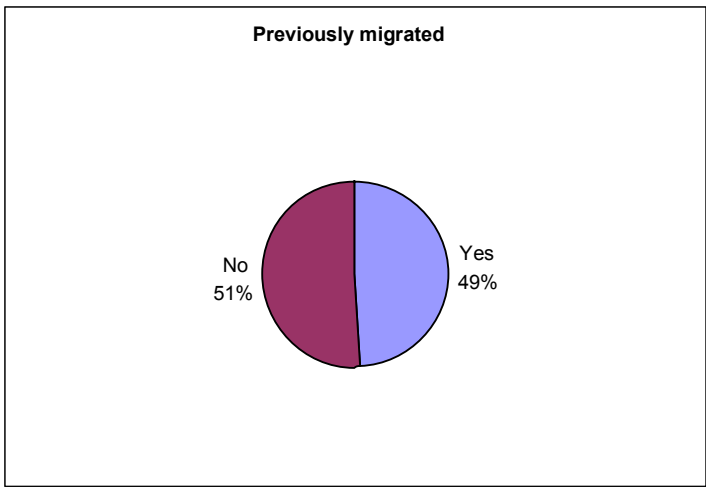
Employment Status:

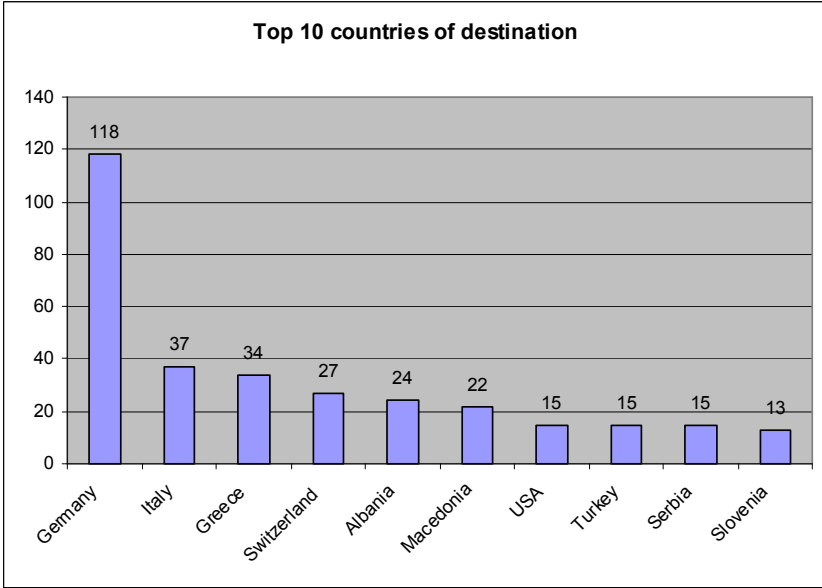
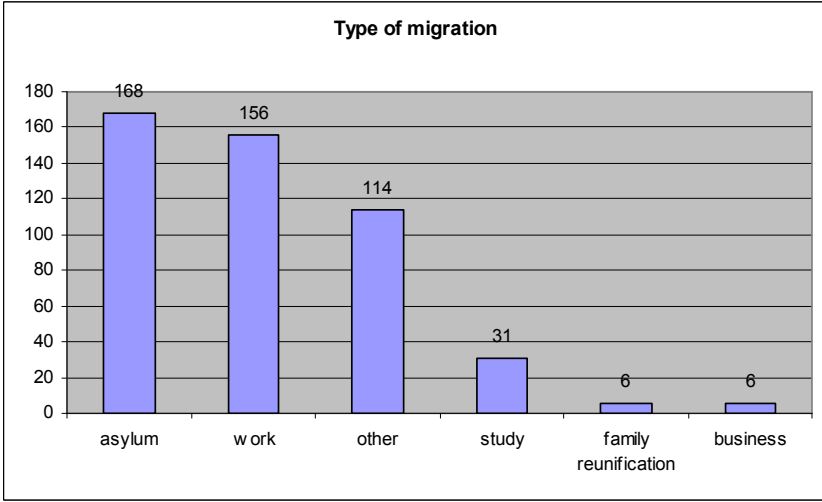
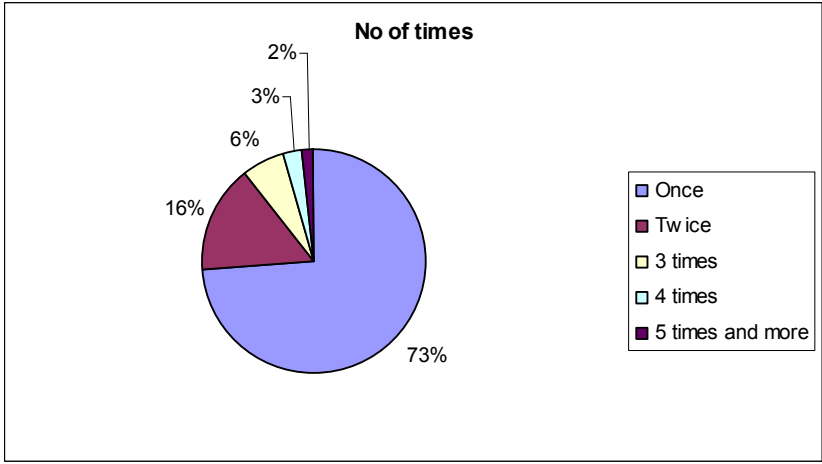


Employment sector:

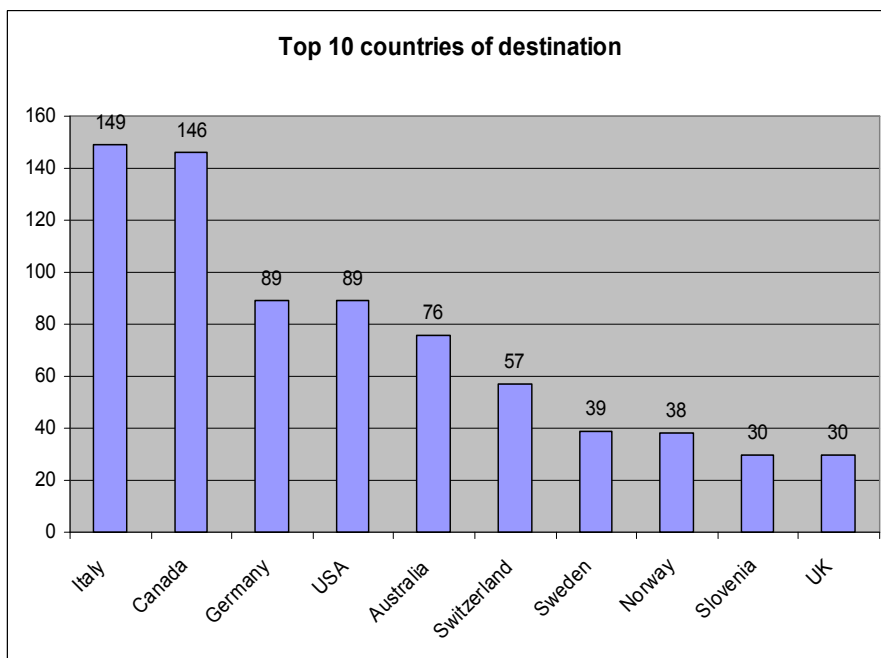
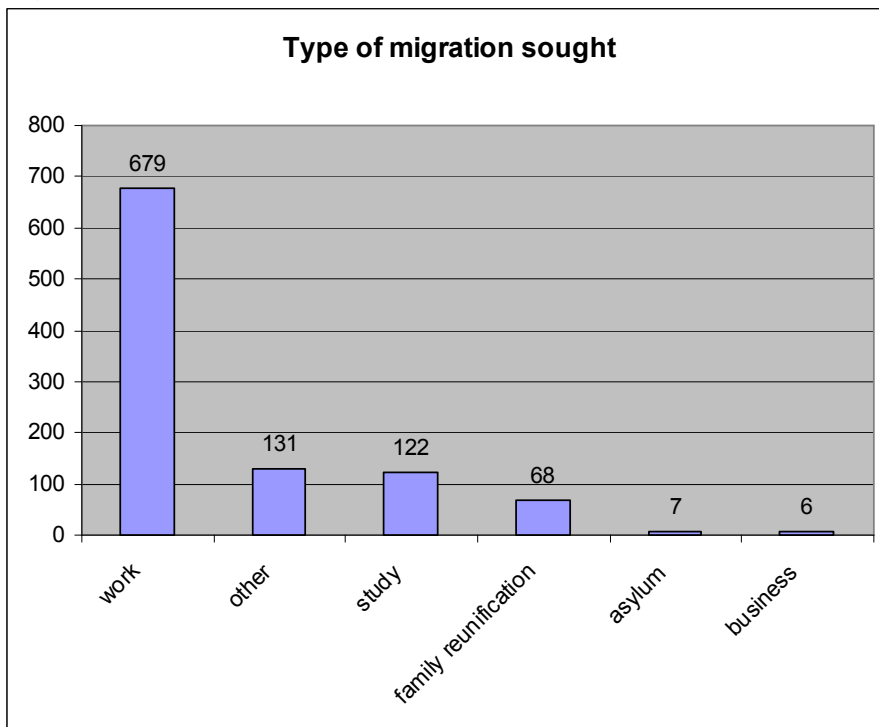


Previous migration:

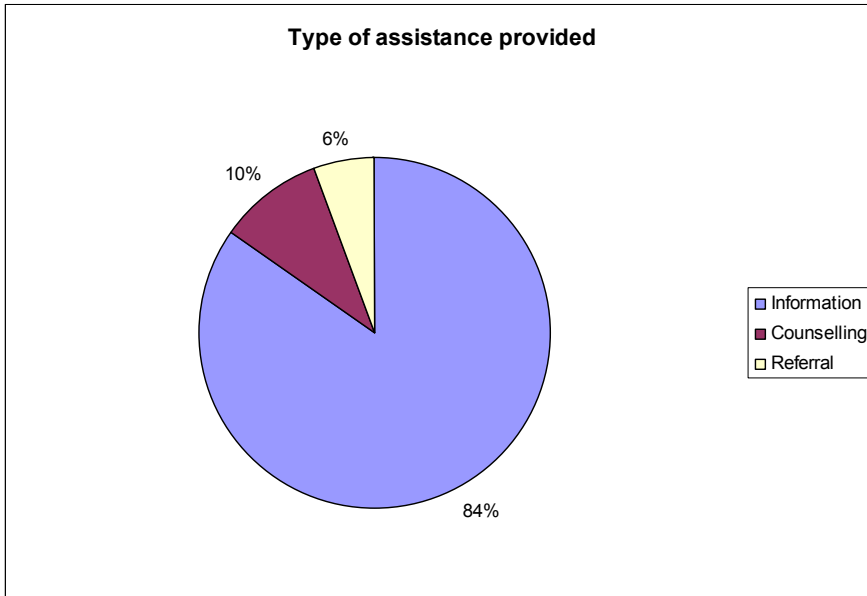




Migration plans:



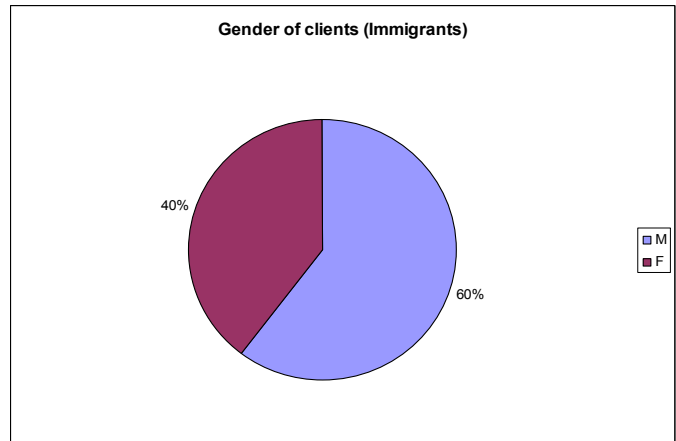
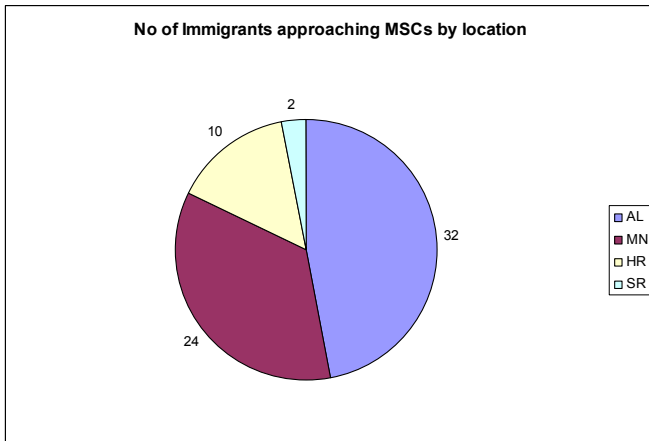
Type of assistance provided by the MSCs:

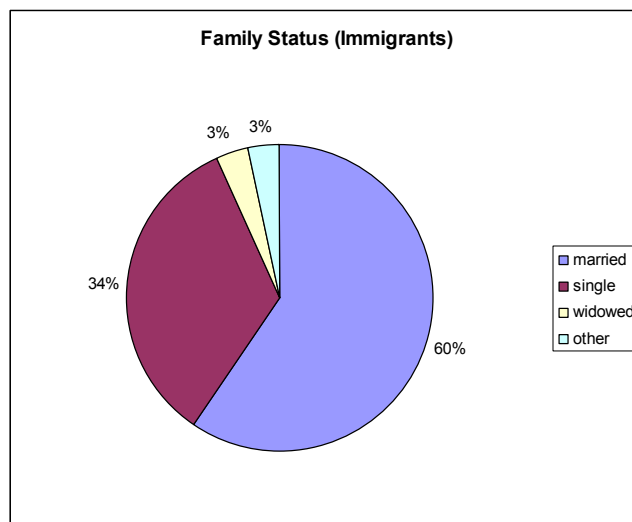
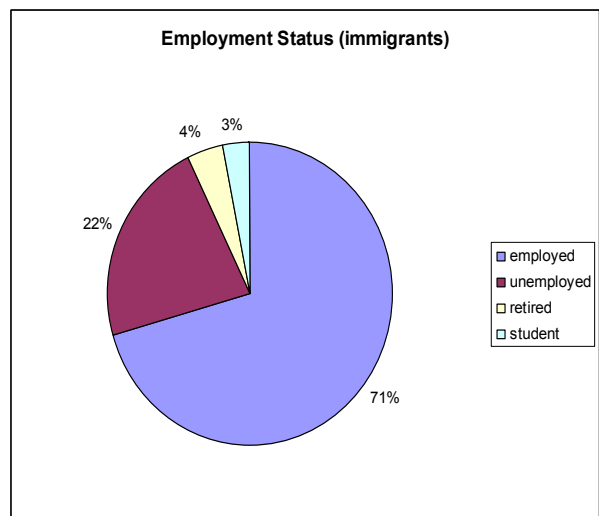
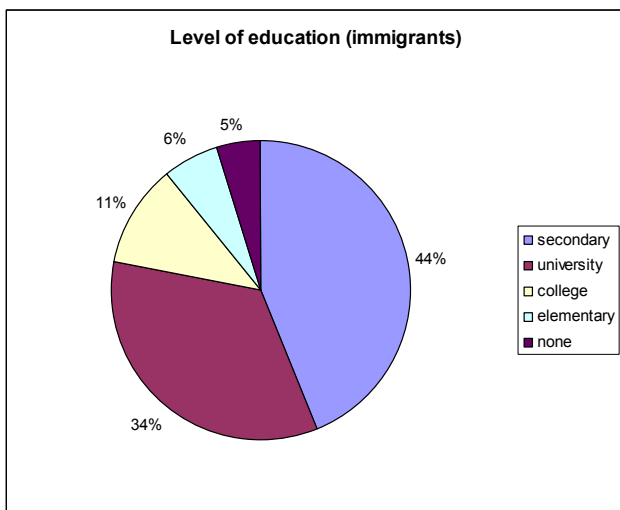
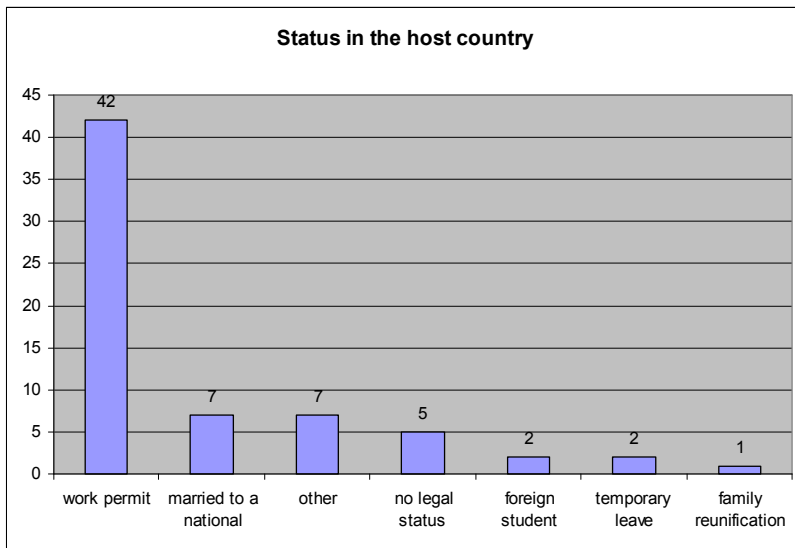


2. Immigrants

The total number of immigrants approaching MSCs were 68. The highest number of 'immigrant' visitors were registered by Albania, Montenegro and Croatia, with Bosnia & Herzegovina, Kosovo under UNSCR No 1244 and the former Yugoslav Republic of Macedonia not receiving any immigrant queries.

Majority of visitors were work permit holders and employed.





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Federal Office
for Migration
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GOVERNMENT
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