



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



## **6<sup>th</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 6: Sept – Nov 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 sixth quarter of their operation (Sept-Nov 2009) was 1699 (1528 nationals), with the total number of visits totalling 1720, which is a 9% increase compared to the previous reporting period. Majority of the clients were nationals, with a significant proportion of queries coming from immigrants to these countries (10%, which is a 13% decrease compared to the previous reporting period). The below summary refers to national cases, followed by a short statistical summary of immigrant cases in part 2.

#### **1. Nationals**

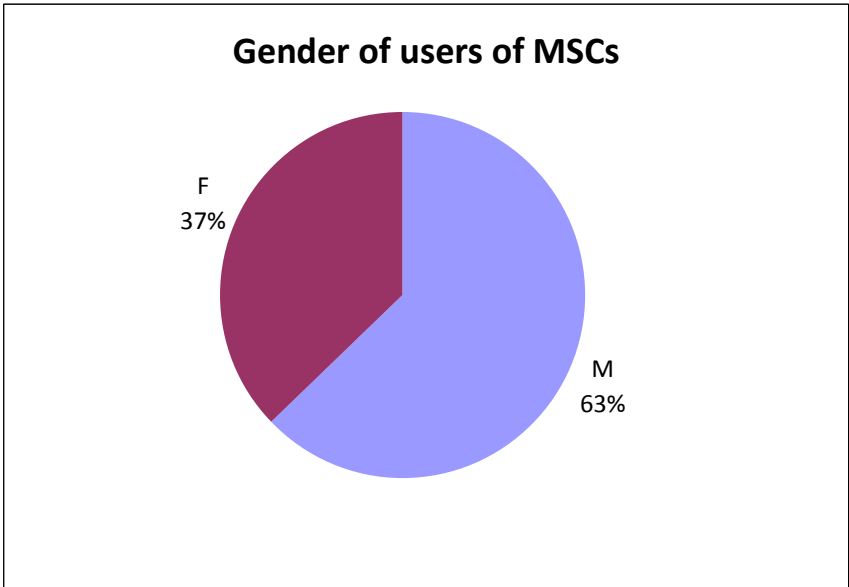
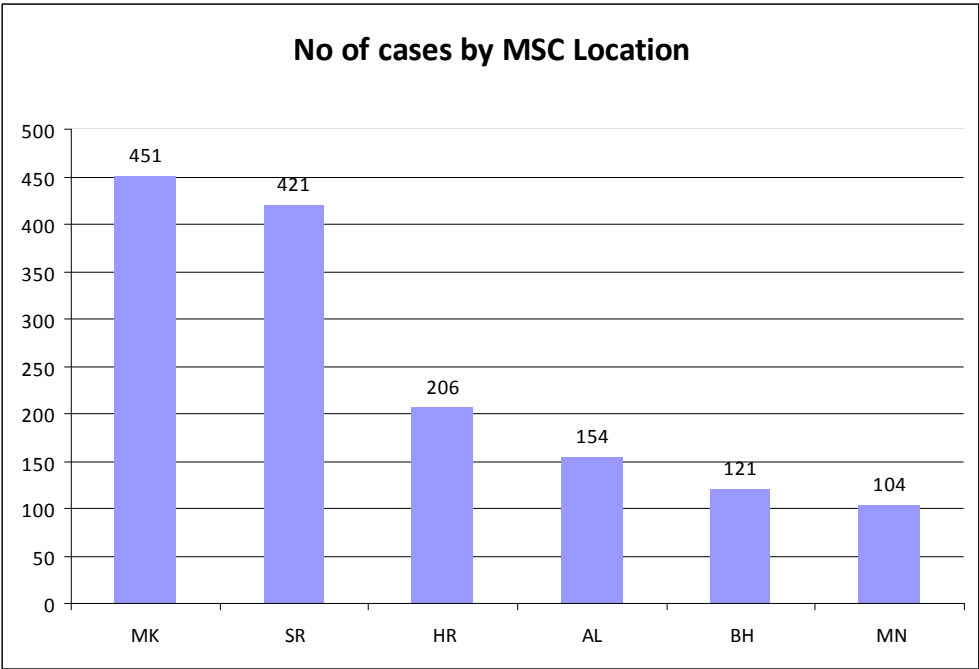
The highest number of visitors was registered in the former Yugoslav Republic of Macedonia (29% of the total number of visitors) with Serbia closely behind. 63% of clients were men, on average in their early and middle thirties. Majority of clients came from urban areas (94%).

Unemployed constituted a large proportion of MSC clients (74%). A multitude of employment sectors was represented.

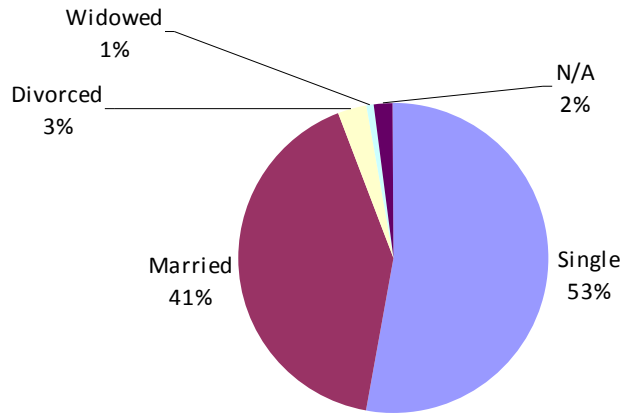
About 16% of the visitors had previous experiences of migration, which is considerably less in comparison to the three previous reporting periods, where approximately one third of the clients had migrated before. Of those with the previous migration experience, majority were labour migrants (40%). Germany, Albania and Italy were the most popular destination countries.

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

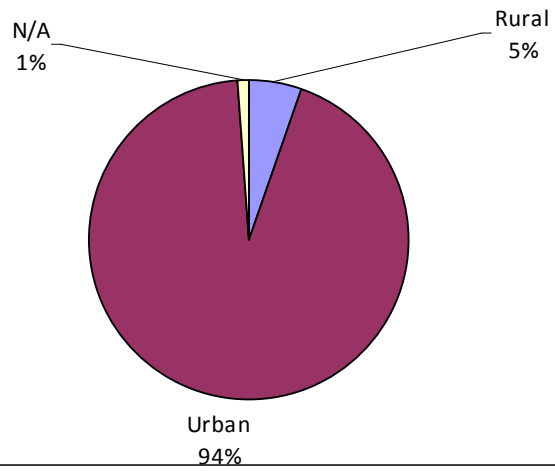
The assistance provided by the MSCs was mainly information provision (90%) followed by counselling (7%) and referral (3%).



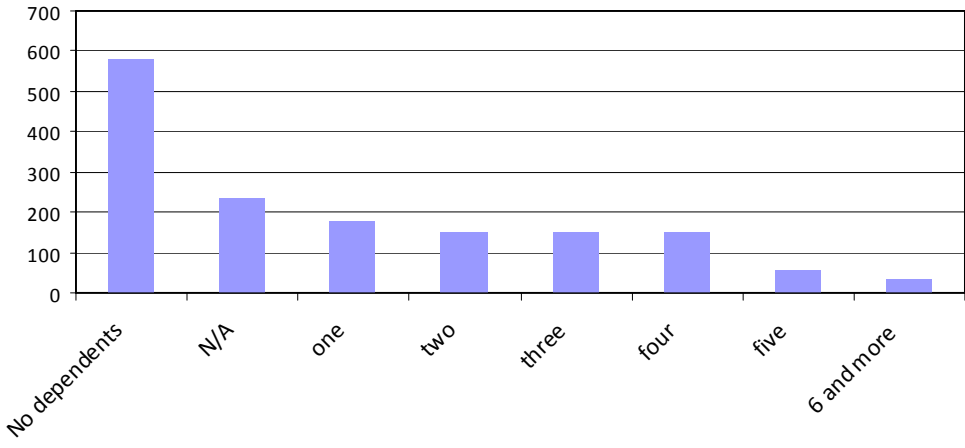
### Family status



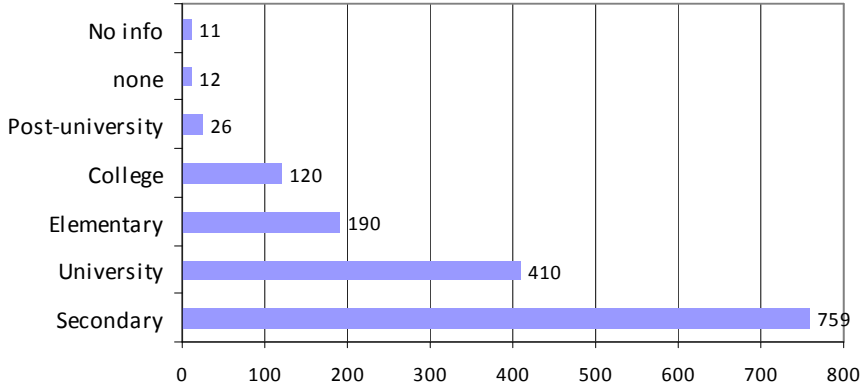
### Area of Residence



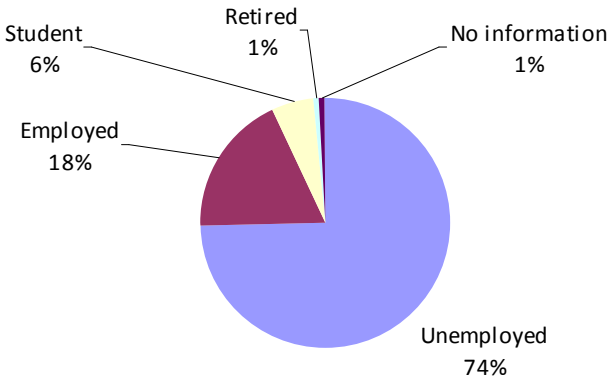
### Family Size (no of dependants)



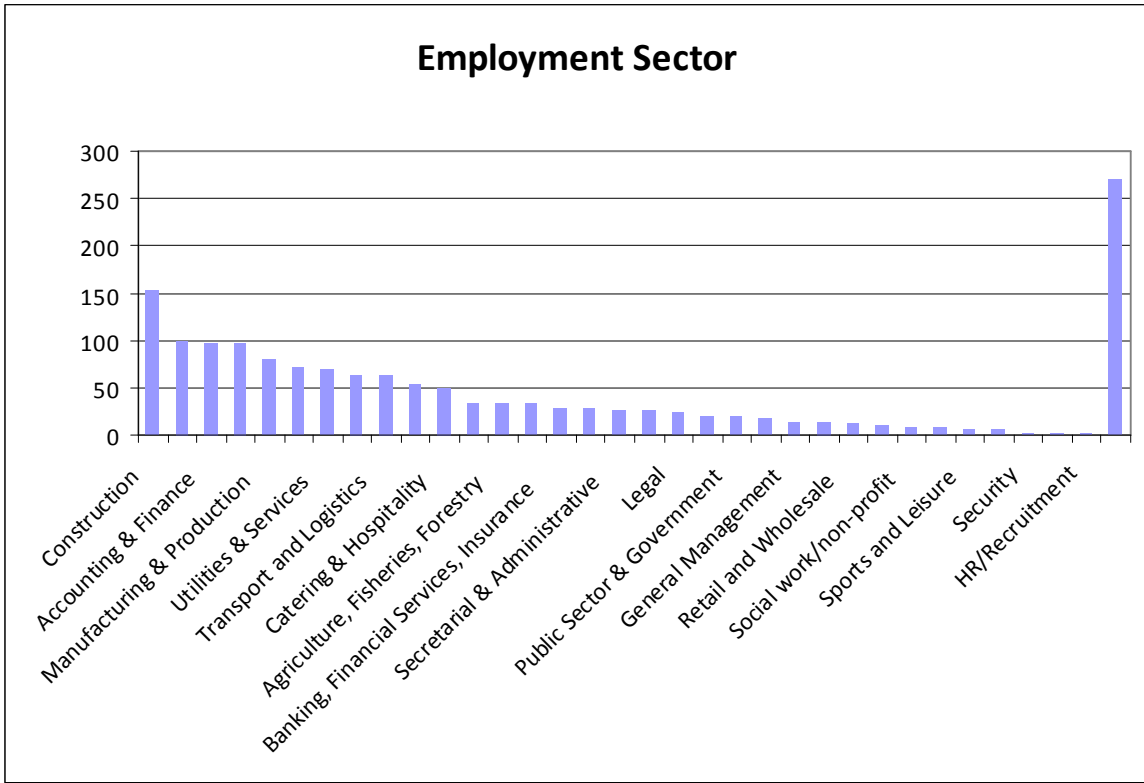
### Level of Education



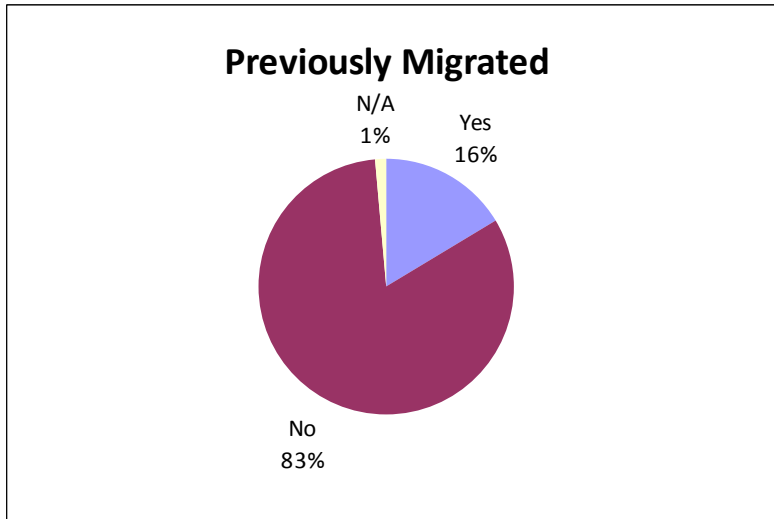
### Employment Status

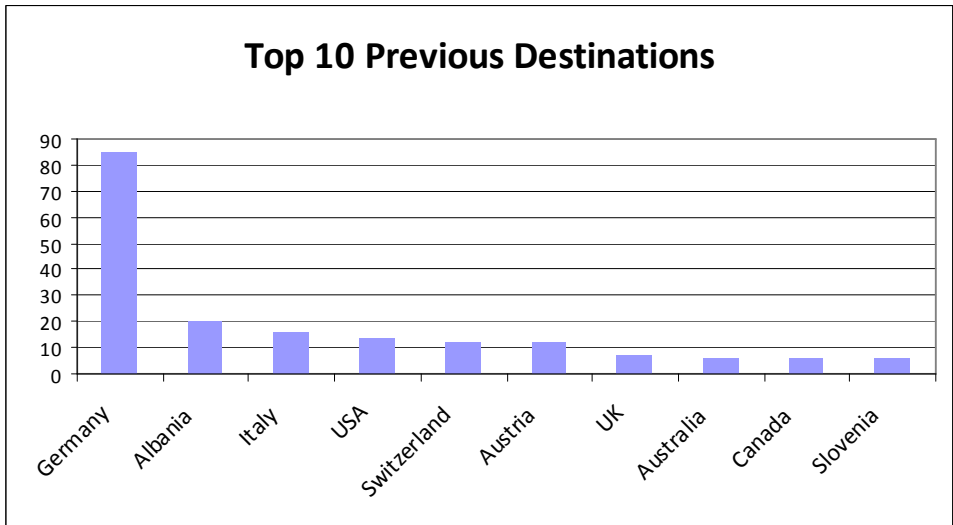
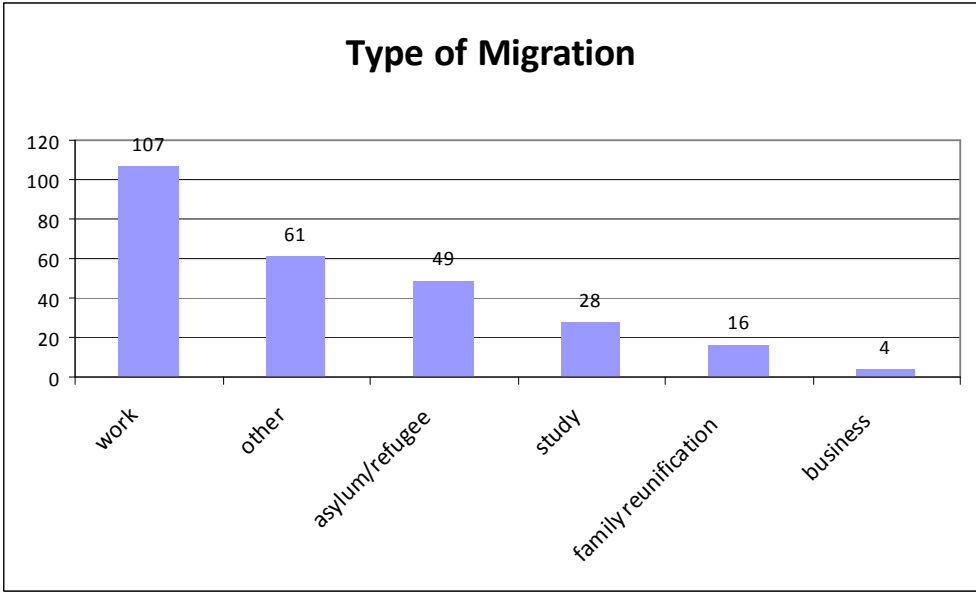
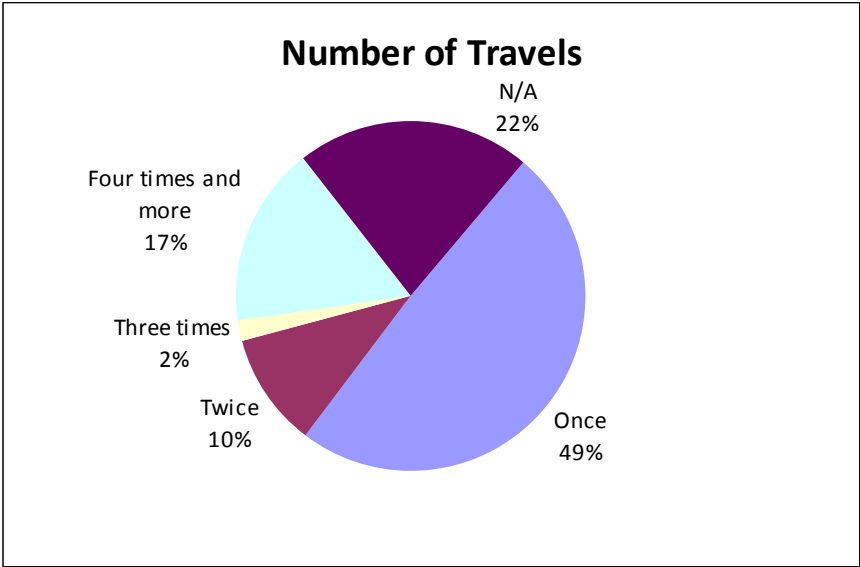


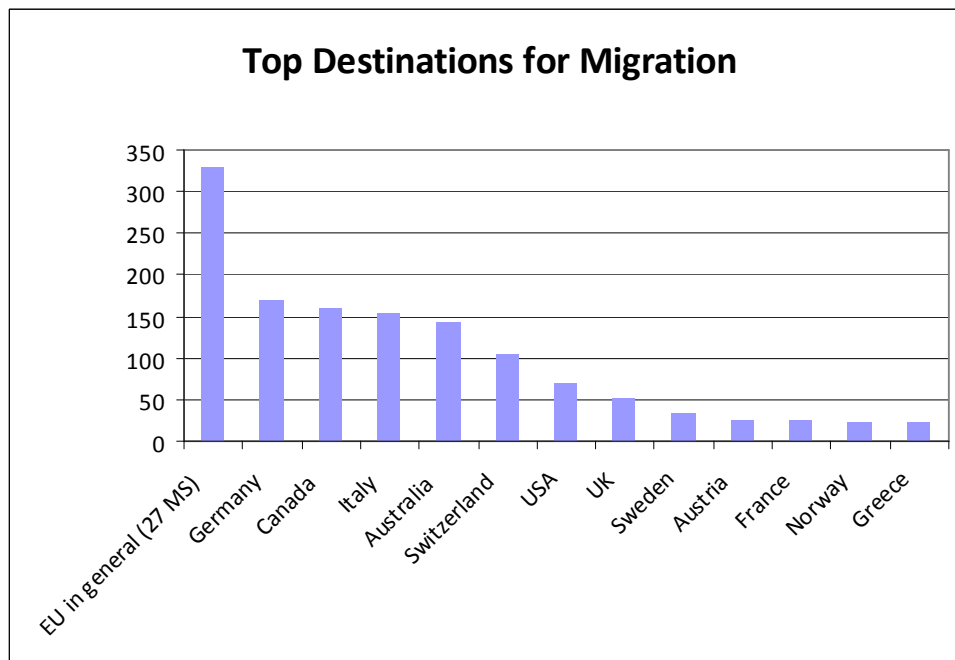
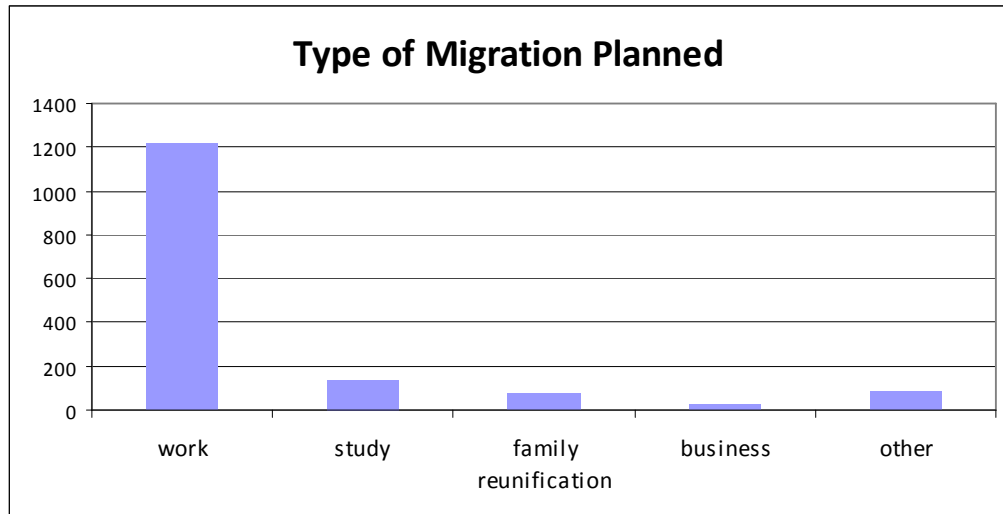
## Employment Sector



## Previously Migrated



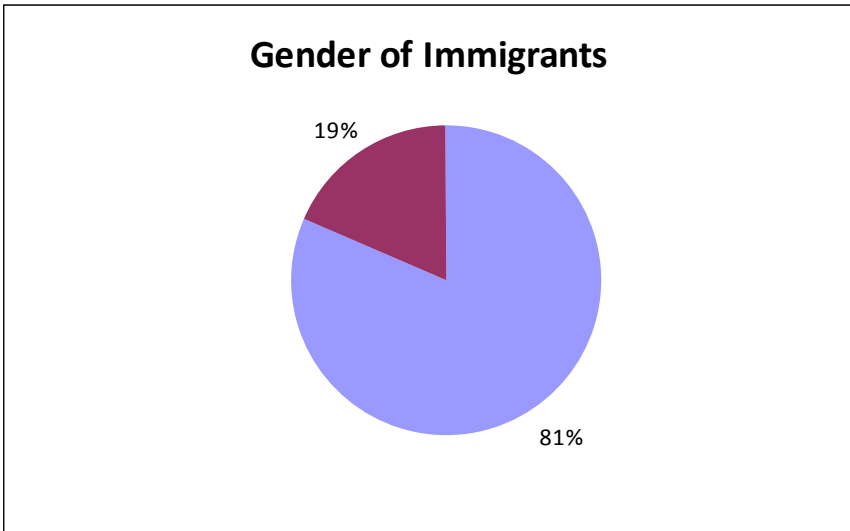
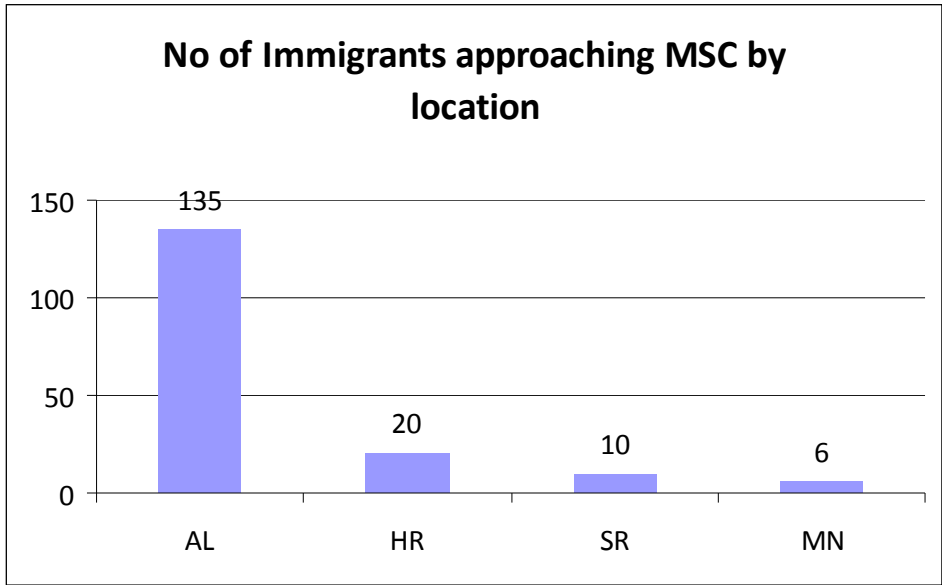




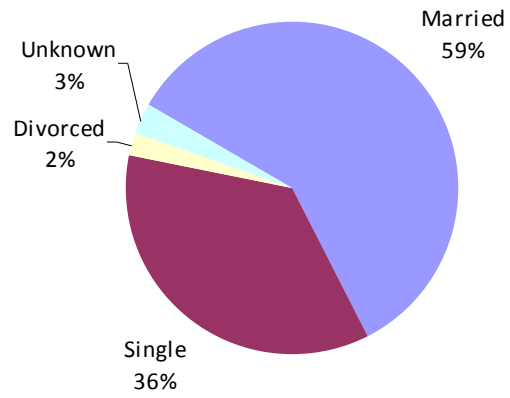
## 2. Immigrants

The total of 171 immigrants approached MSCs during the reporting period. The highest number of immigrant visitors were registered in Albania (79% of all immigrant cases), Croatia and Serbia.

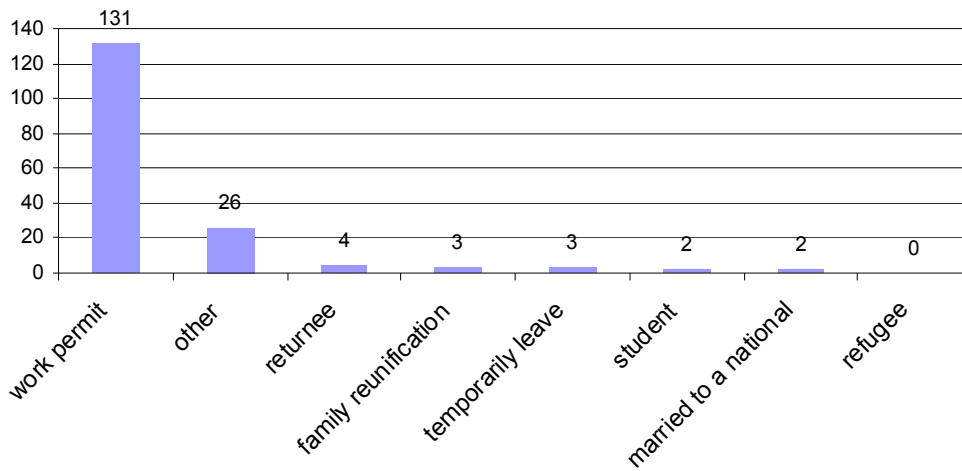
Majority of visitors were work permit holders (76%). 37% held university degree, 32% had college-level education and 22% secondary education.

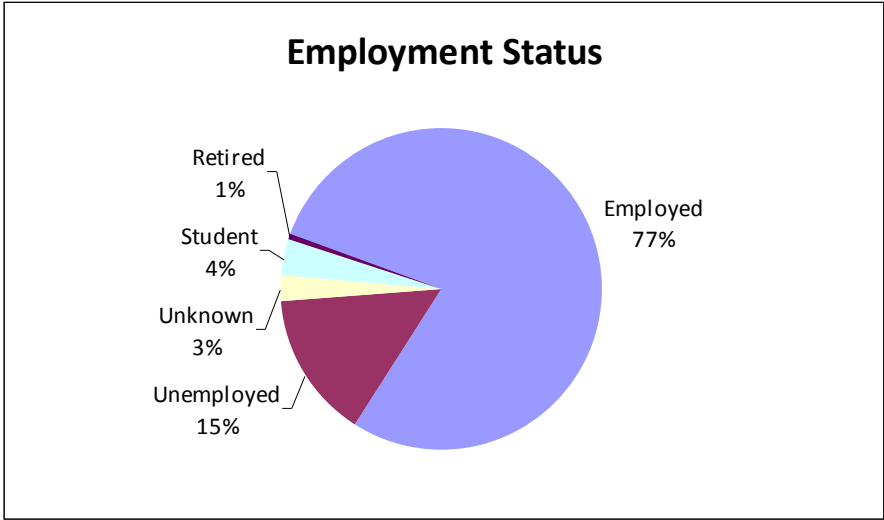
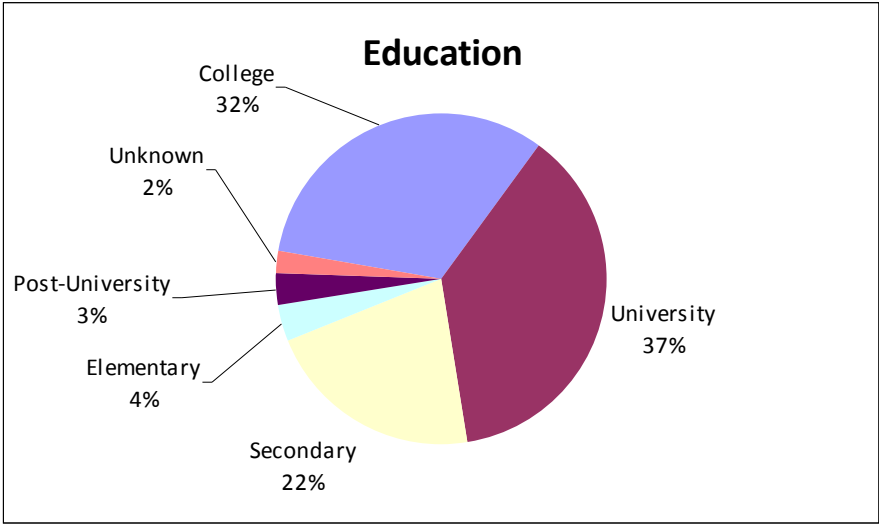


### Family Status of Immigrants



### Status in the host country





Schweizerische Eidgenossenschaft  
 Confédération suisse  
 Confederazione Svizzera  
 Confederaziun svizra



Federal Office  
 for Migration  
 and Refugees



GOVERNMENT  
 OF LIECHTENSTEIN