



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



2nd 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 2: Sept-Nov 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 second quarter of their operation (Sept-Nov 2008) was 1042, with the total number of visits totalling 1070. Majority of the clients were nationals, with a small proportion of queries coming from immigrants to these countries (7.1%). 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 Serbia, with Kosovo under UNSCR No 1244, Albania and the former Yugoslav Republic of Macedonia also registering high number of visitors. 72% of clients were men, on average in their early thirties. Majority of clients came from urban areas (87%).

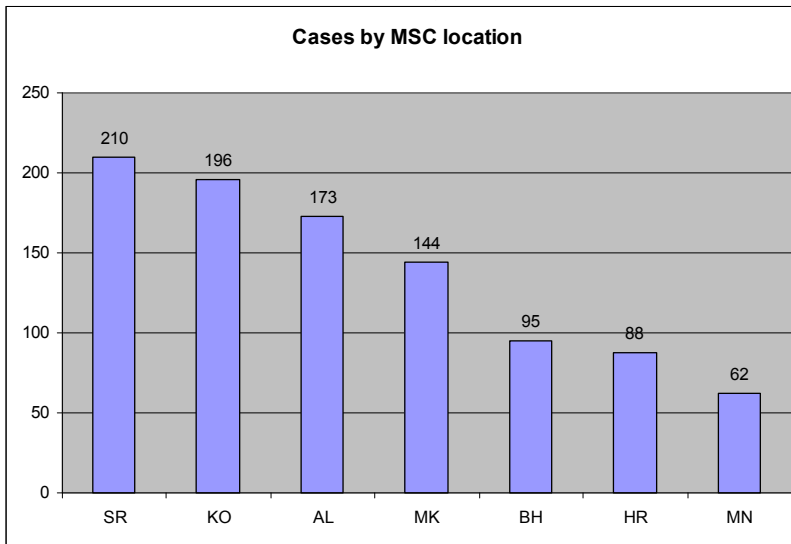
Unemployed constituted a large proportion of MSC clients (59%). A multitude of employment sectors was represented.

36% of the visitors had previous experiences of migration, which constitutes a difference to the previous reporting period (June – August 2008), where approximately half of the clients migrated before. Of those with the previous migration experience, majority applied for asylum or were labour migrants. Germany, Greece and Switzerland were the most popular destination countries.

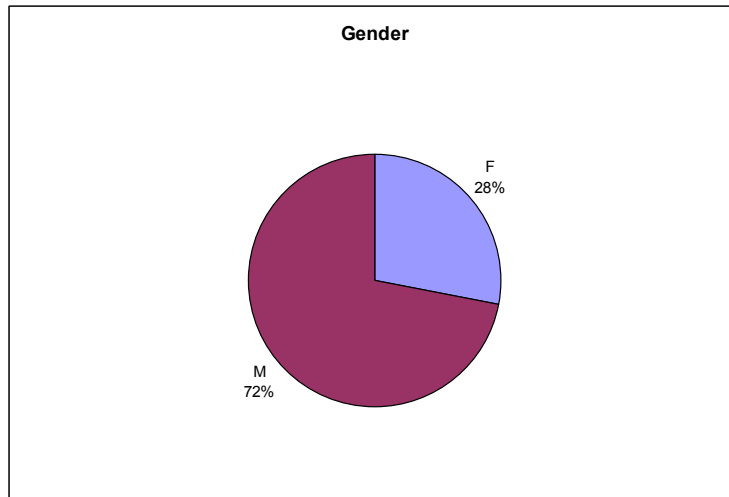
Majority of the clients were interested in labour migration, declaring Canada, EU in general, Italy, Germany, and USA their preferred destinations.

The assistance provided by the MSCs was mainly information provision (95%) followed by counselling and referral constituting, respectively 3% and 2% of the service provided.

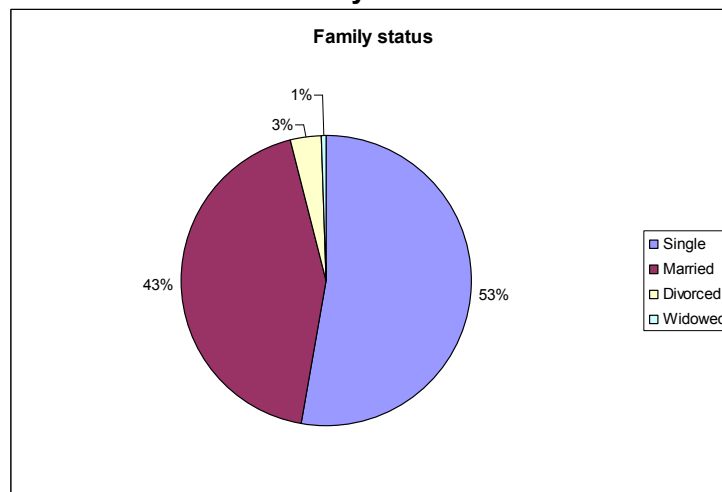
No of clients by location:



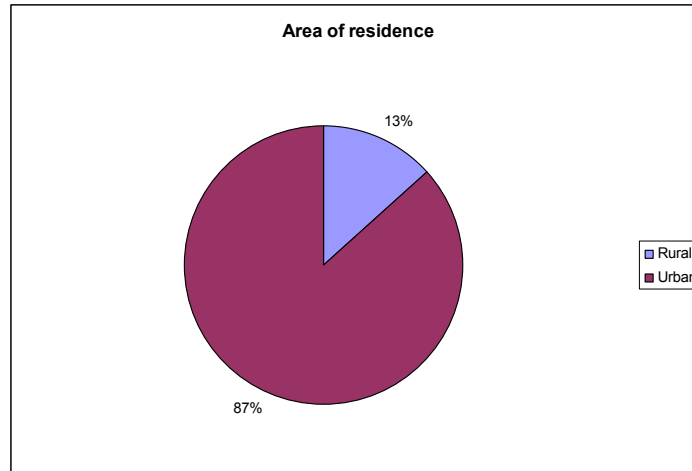
Gender:



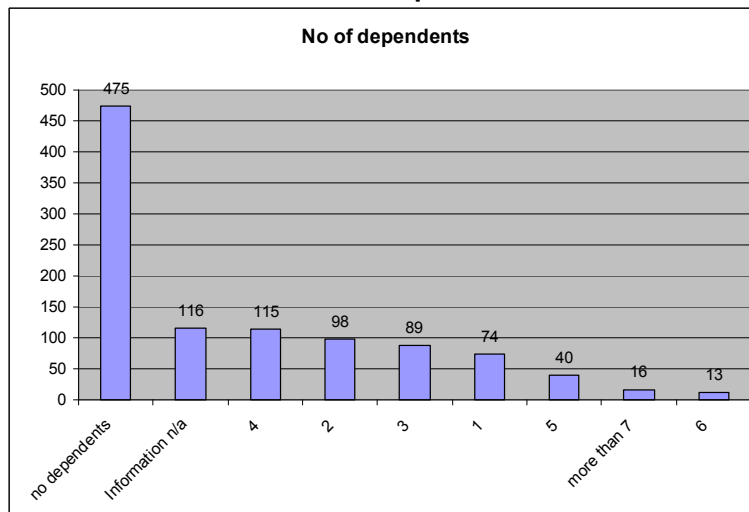
Family Status:



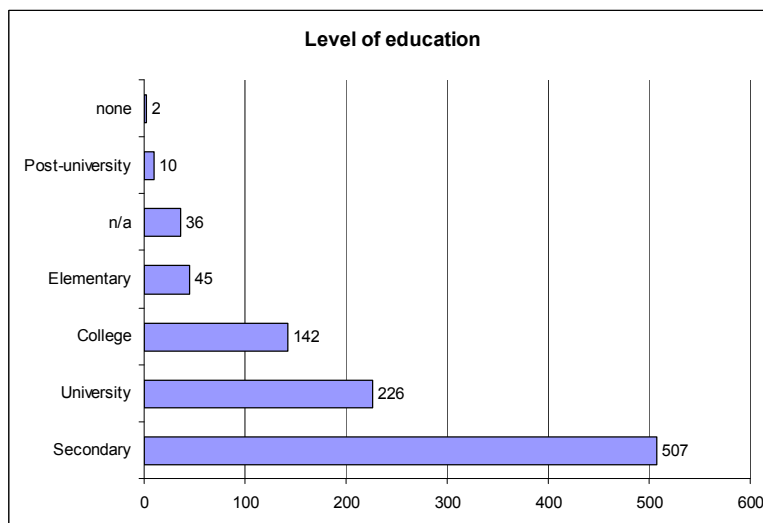
Area of residence:



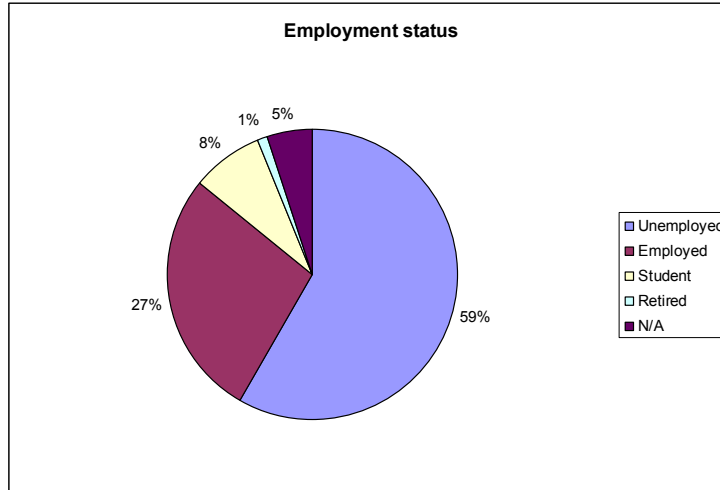
Number of dependents



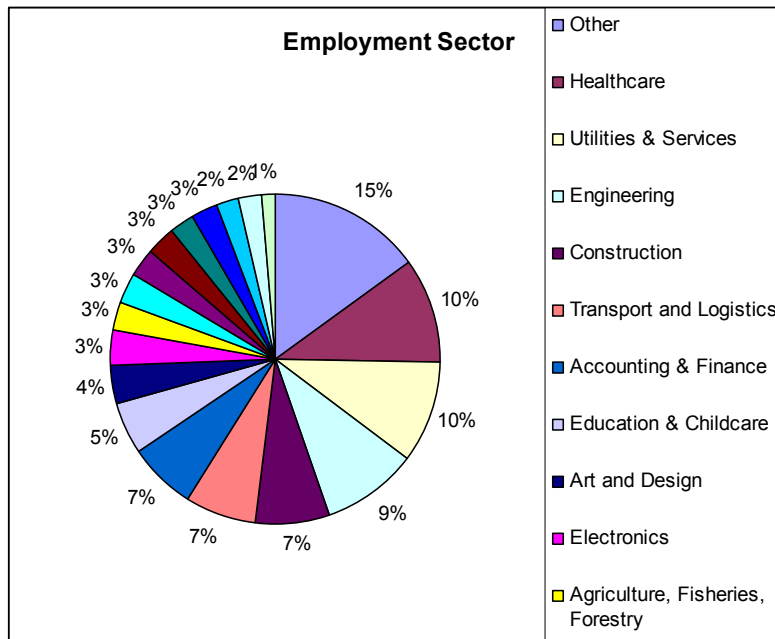
Education level:



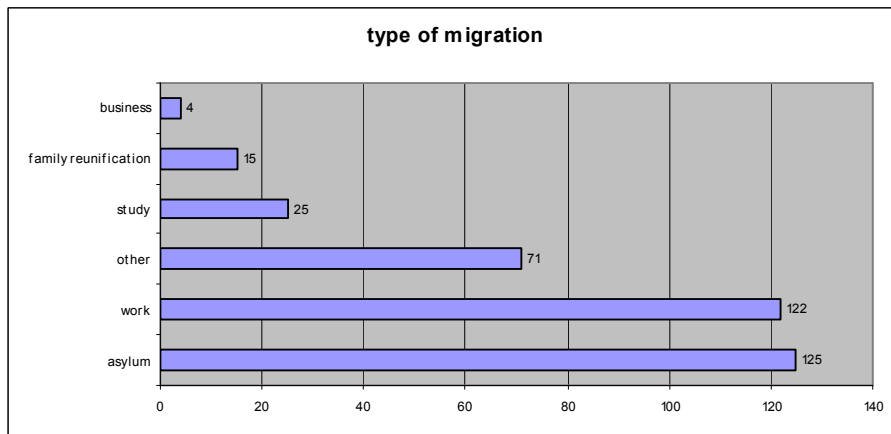
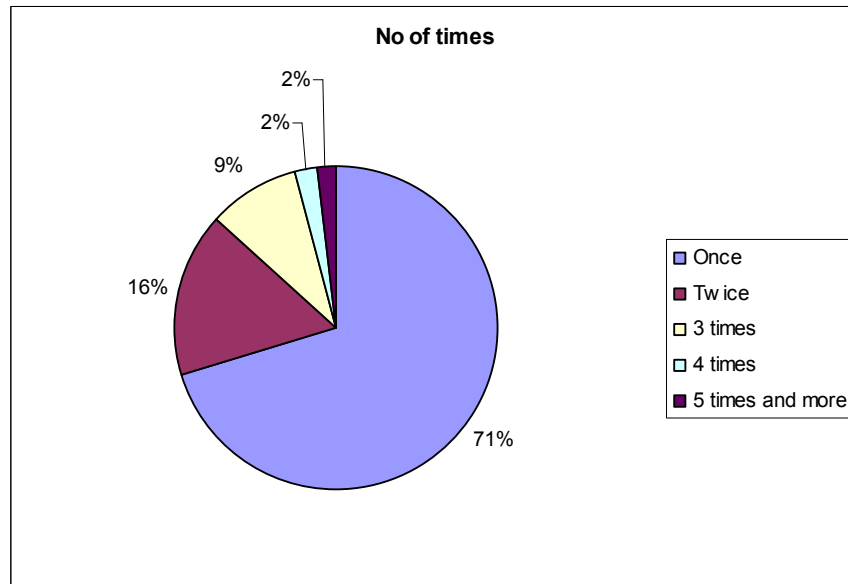
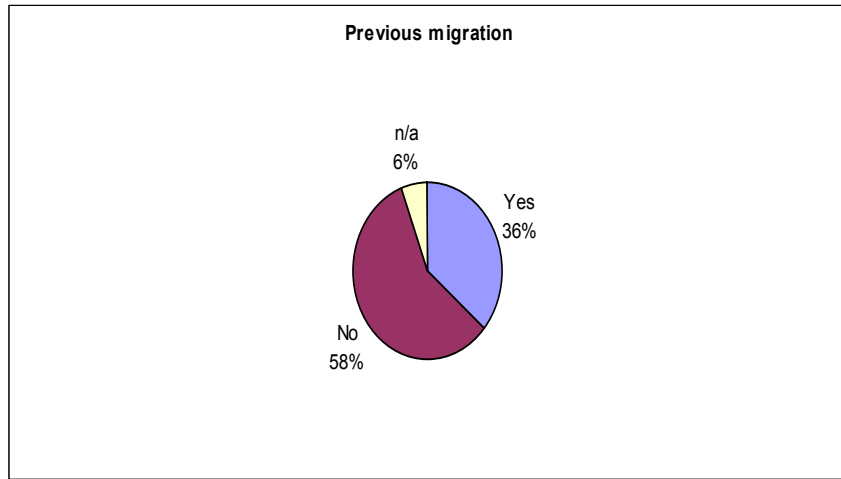
Employment Status:

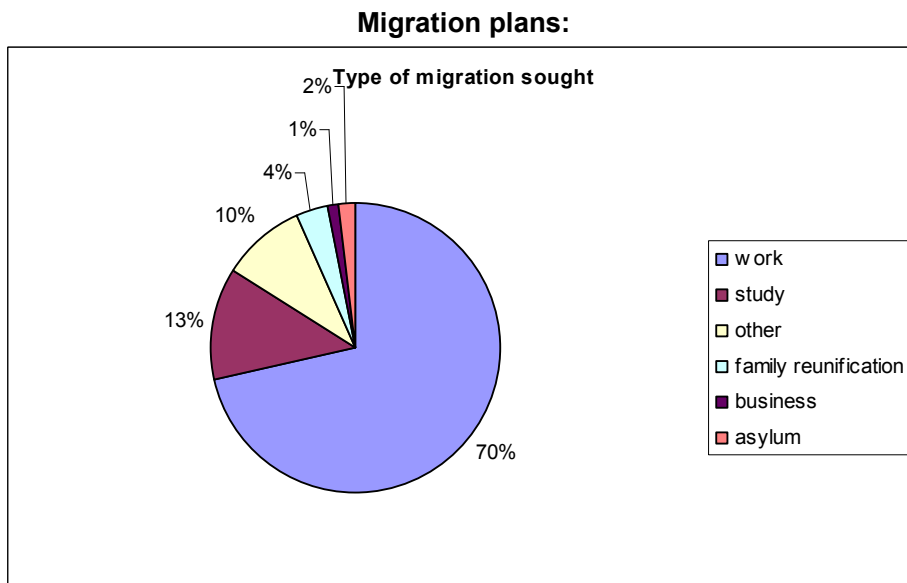
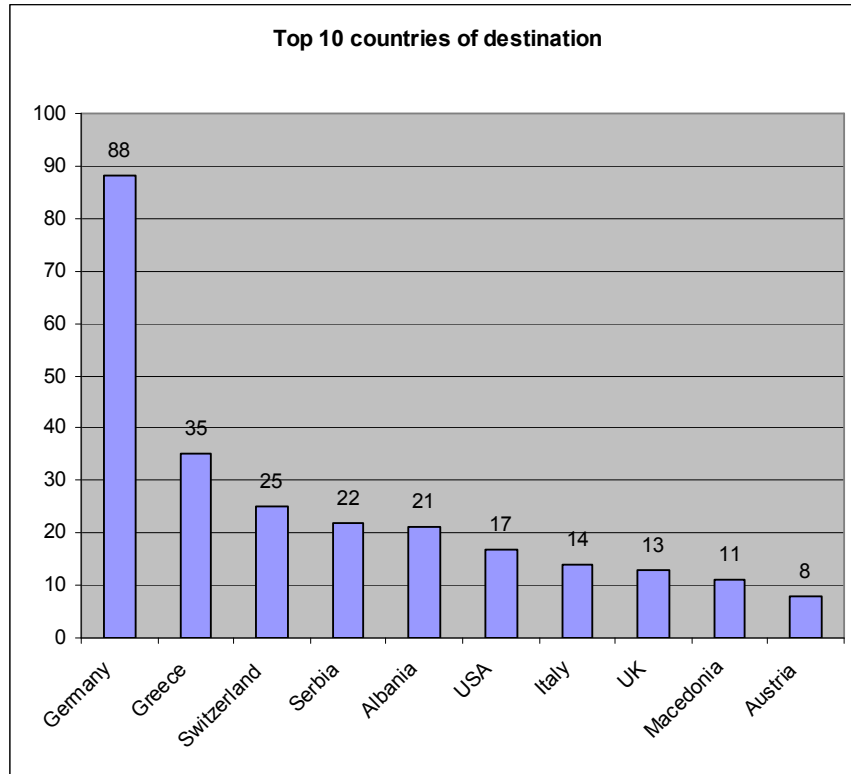


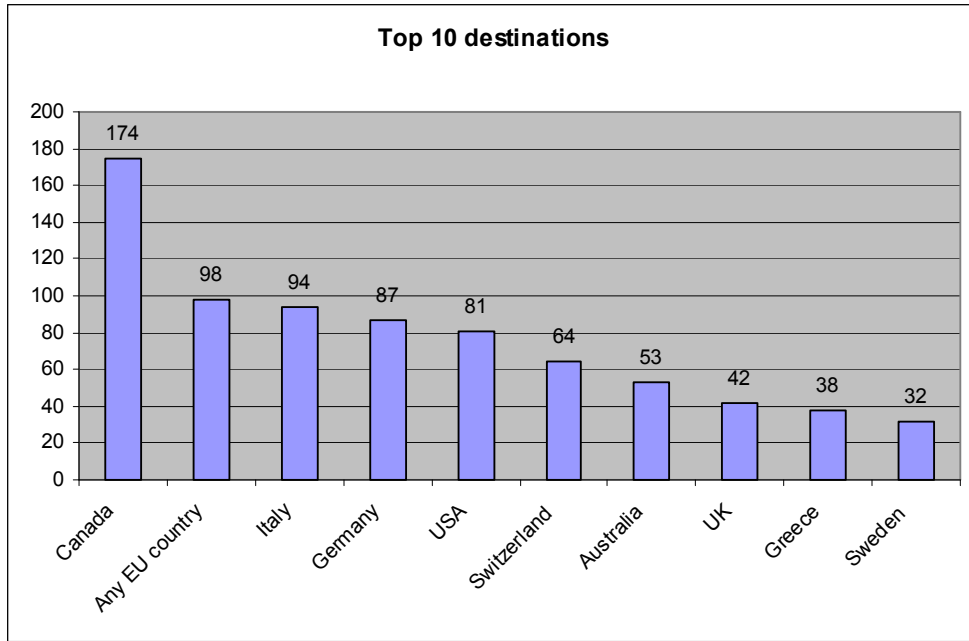
Employment sector:



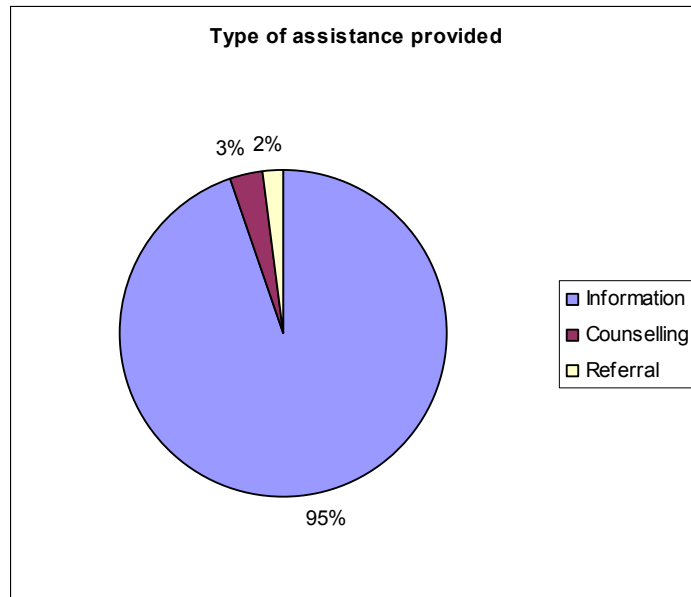
Previous migration:







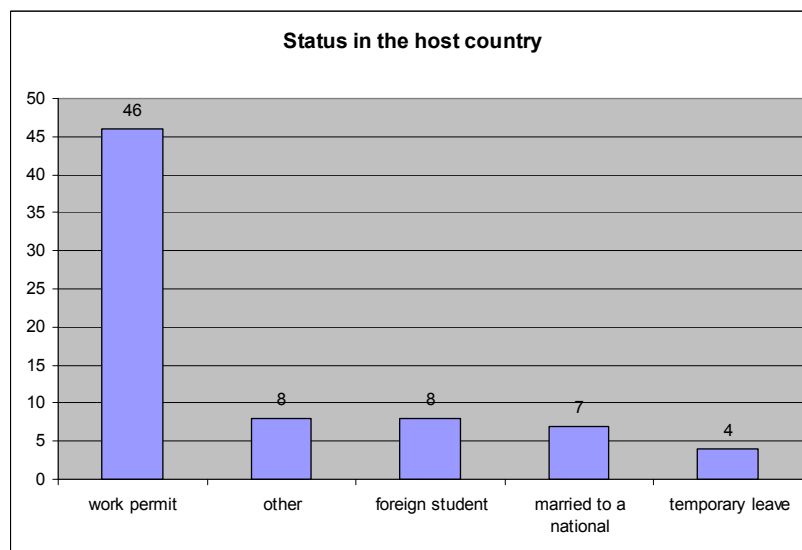
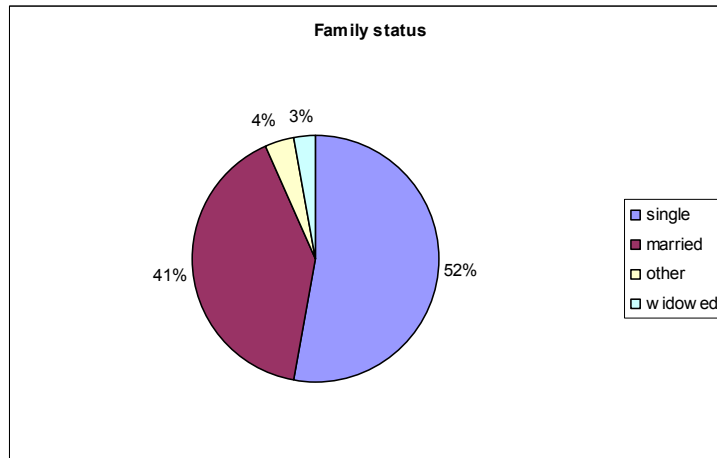
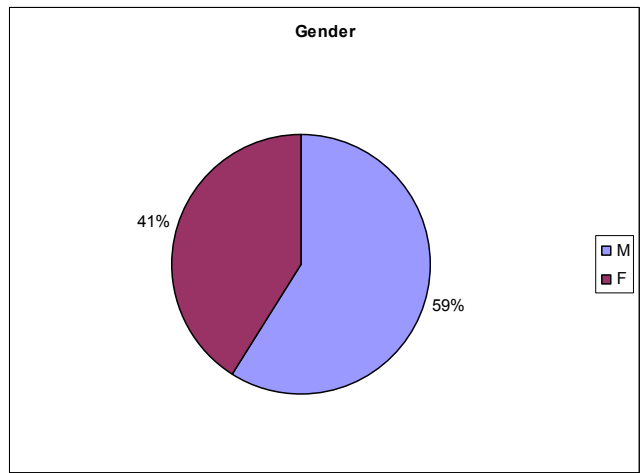
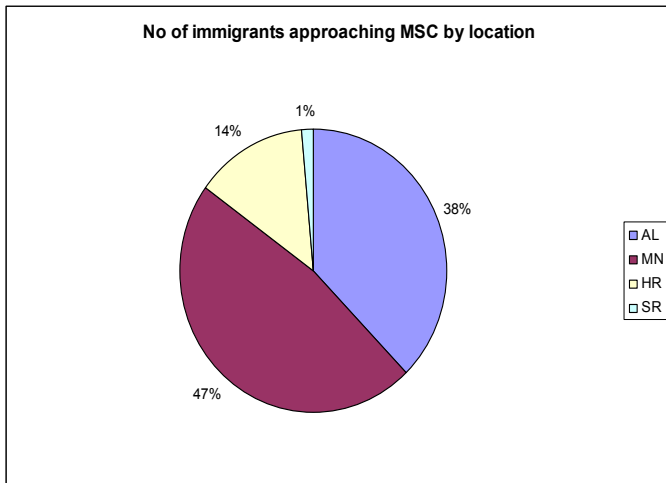
Type of assistance provided by the MSCs:

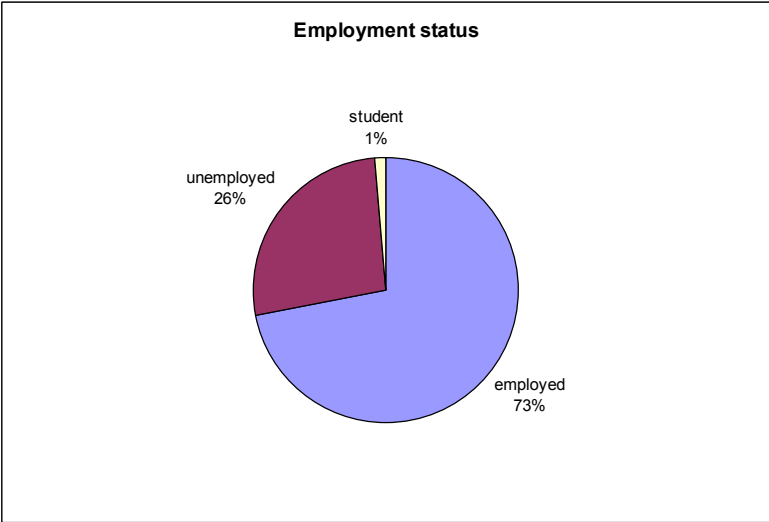
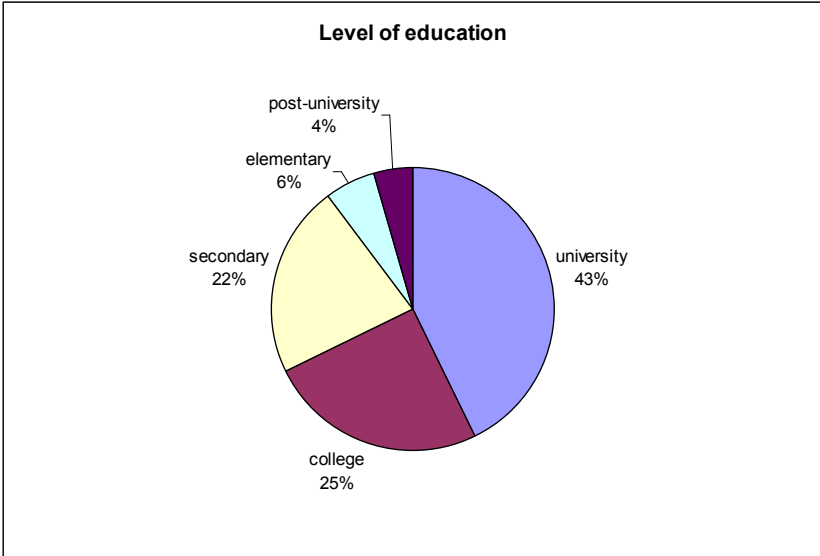


2. Immigrants

The total number of immigrants approaching MSCs were 74. The highest number of 'immigrant' visitors were registered by Albania, Montenegro and Croatia.

Majority of visitors were work permit holders (63%) and employed (73%). 81% had higher education degree.





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