



EUREKA Project GA no. 826666 funded by the European Union

EUREKA

A Key Access to EU Rights

Comparative Report

WP2 Deliverable



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The EUREKA project



The EUREKA project seeks to contribute to facilitate the exercise of free movement rights and EU mobile citizens' inclusion and participation in the host Member States through a joint local, national and transnational circulation of capacities and expertise and an advanced level of access to and usability of digital information.

To do so, the Project has developed a survey mixing benchmarking methods with user-centred design methodology to identify examples of good practice (especially online) focused on the ability to provide easy access to information services for EU mobile citizens and to implement a user-friendly communication, without discrimination. Ten national thematic focus groups are organised to debate the results of the survey, exchange experiences and considerations and develop a sort of "thematic collective narrative" preparatory for moving from exploration and analysis to problem-solving. A handbook is produced to disseminate the identified good practices and the results of the focus groups to foster their transferability to different contexts.

Each partner has been collecting good practices about its own country to create a common database and to define minimum standards. This knowledge enlargement has allowed the development of a one-stop-shop web portal and a mobile APP addressed to different categories of mobile EU citizens and their families, including third-country family members: workers, students, entrepreneurs, pensioners, disabled people, men and women. The one-stop-shop web portal and the mobile APP are tested and evaluated in the six participating target countries on its potential to provide tailored and simplified information on rights, rules, administrative procedures and opportunities, as well as to produce data and serve as social research tools.

A campaign is organised to disseminate and advertise the developed technological tools and handbook. This campaign has also the objective to raise the awareness of mobile EU citizens about their rights, including voting rights, and foster the involvement of relevant stakeholders.



The specific objectives of the project are the following:

- to identify, share and disseminate good practices with national, regional and local public and private experts and other EU civil society organisations from six Member States;
- to develop and test an innovative one-stop-shop web portal and a tool (mobile APP) able to provide easy, online access to practical information, assistance and geolocalised services at the local and regional level in six Member States;
- to promote the use of the technological tools provided by the project among EU mobile citizens (and other potential users) and awareness on their rights;
- to ensure networking and cooperation among public and private stakeholders and their continued involvement in project activities;
- to enhance visibility and dissemination of results, thus supporting transferability to other Member States and sustainability of the project outputs.

The main activities of the project are grouped into four work packages (WPs):

- WP1 – Management and Coordination;
- WP2 – Best Practices Identification and Exchange;
- WP3 – One-Stop-Shop Portal and App;
- WP4 – Campaign and Networking.

Within this framework, the present deliverable of Work Package 2 is the result of a comparative exercise based on the benchmarking reports produced by the project partners. Each report contains a brief of the national legislative and social context, the analysis of the survey findings, an inspection of the existing best practices and their detailed description. This research has served as a knowledge basis for the next activities of the project.

Below is a list of the project partners involved in the draft of national studies, covering six Member States (Italy, Germany, France, Portugal, Croatia and Romania):



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IDOS Study and Research Centre / IT - <http://www.dossierimmigrazione.it/>

Fondazione Mondo Digitale (FMD) / IT - <https://www.mondodigitale.org/>

ACLI (Christian Associations of Italian Workers) / IT - <https://www.acli.it/>

Patronato ACLI / IT - <https://www.patronato.acli.it/>

ACLI Selbsthilfewerk für interkulturelle Arbeit e. V. (acli e. V.) / DE - <http://acli.de/>

Cartel ALFA / RO - <https://www.cartel-alfa.ro/>

Novapolis Association-Centre for Analysis and Initiatives for Development / RO -
<https://www.novapolis.ro/>

Institutul European din Romania IER / RO - <http://ier.gov.ro/>

ANCI Lazio / IT - <http://www.ancilazio.it/>

The City of Zagreb / HR - <https://www.zagreb.hr/>

Tandem Plus / FR and PT - <http://www.tandemplus.org/>



Introduction

This report presents a comparative analysis of the different sections included in the national reports compiled by the EUREKA partners.

Section 1 will provide a brief description of the legislative and social framework related to the rights of free movement in each country, particularly focusing on the policies implemented by national public authorities and other relevant interventions carried out by economic actors, social partners and civil society organisations. Any particular aspects relating to local contexts and the most interesting similarities and differences will be properly highlighted. Data on EU mobility and migration towards and from partner countries will be also reported, when available.

Section 2 will show the results of first-hand data collected by the project partners through online surveys. The EUREKA survey, as further explained in the relevant section, was aimed at identifying and collecting examples of online tools for EU mobile citizens capable to provide them with rapid and easy access to reliable information as well as to local services.

Section 3 will then present a synthesis of benchmarking analysis carried out by project partners applying a specific grid model to the reported practices. Section 2 and 3 constitute the main added value of the EUREKA research activity as they showed the major features of information services available in the partner countries and produced the necessary experience-based knowledge to improve the usability and the accessibility of the digital tools developed within the project.

In the conclusive part, the EUREKA project will present a first set of recommendations for multi-level public authorities and civil society organisations, also based on the main challenges emphasized by the country partners. These recommendations, aimed at facilitating the relevant actors in the improvement of online information services for EU mobile citizens, will be further discussed and updated in the national thematic focus groups.



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Section 1 – The state of the art

1.1 Policies on EU mobile citizens

The principle of free movement is an essential component of the single market and a central factor in its success. It was formalised by the 1957 Treaty of Rome, which established the European Economic Community (EEC), initially only for employees or service providers. For them, as early as the 1960s, the right to freedom from discrimination on grounds of nationality with regard to labour market access, remuneration and other working conditions became operational through the adoption of Regulation (EEC) No. 1612/68. With the Maastricht Treaty of 1992 establishing the European Community (EC), the right to free movement was extended to all EU citizens (economically active or not) and included as one of the pillars of the Treaty, thus becoming one of the fundamental freedoms enjoyed by EU citizens (Article 21 TFEU and Article 3 TUE), while the subsequent Article 45 TFEU was dedicated to employed persons and Article 48 to self-employed persons. This has made it possible for European citizens to move freely within the EU for reasons other than work, for the benefit of pensioners, students and accompanying family members.

Since then, secondary legislation has established more detailed rules to regulate free movement. Directive 2004/38/EC set out conditions and limitations with respect to the right of residence, codifying the previous legislation which dealt separately with distinct categories of EU citizens¹; the specific rights concerning free movement of workers and their family members were determined by Regulation (EU) No. 492/2011 (which replaced Regulation (EC) No. 1612/68)² and Directive 2014/54/EU, which introduced new rules to facilitate the exercise of the rights conferred to workers in the framework of free movement; the social security rights of mobile citizens were provided for in Regulations (EC) No. 883/2004 and (EC) No. 987/2009.

Moreover, Regulation (EU) 2016/589, approved by the European Parliament and the Council on 13th April 2016, deals with the European Employment Services Network (EURES), workers' access to mobility services and greater integration of labour markets, with the consequent amendment of Regulations (EU) No. 492/2011 (above-mentioned)

¹ Directive 2004/38/EC of the European Parliament and of the Council of 29th April 2004 on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States, OJ L 158, 30th April 2004

² Regulation (EU) No. 492/2011 of the European Parliament and of the Council of 5th April 2011 on freedom of movement for workers within the Union



and (EU) No. 1296/2013 on the Employment and Social Innovation Programme (EaSI). The new regulation set out a framework for cooperation to facilitate the exercise of free movement of workers following Article 45 TFEU. As of 2016, therefore, the Eures network has further improved the tools on its digital platform to become the European Job Mobility Portal by introducing automated matching between jobseekers' skills and job vacancies.

Finally, recent provisions have concerned the posting of workers, with the adoption by the European Parliament and the Council of Directive 2018/957/EU of 28th June 2018 (to be transposed by the Member States into national law by 30th July 2020), and Regulation (EU) 2019/1149 of the European Parliament and the Council of 20 June 2019, which established the European Labour Authority (ELA)³.

The objectives of the ELA are to contribute to ensuring fair labour mobility in the internal market and assist Member States and the Commission in the coordination of social security systems within the Union. To that end, the Authority will:

- facilitate access to information on rights and obligations regarding labour mobility across the Union as well as to relevant services;
- facilitate and enhance cooperation between Member States in the enforcement of relevant Union law across the Union, including facilitating concerted and joint inspections;
- mediate and facilitate a solution in cases of cross-border disputes between Member States;
- support cooperation between Member States in tackling undeclared work.

As a result of European and national policies on free movement of EU citizens and other relevant initiatives implemented from second and third sectors, the general single market prospects are encouraging. With a consistent EU support, the Europeans living and working in another Member State, are more numerous each year.

European labour mobility policy is mainly funded by the EU's Employment and Social Innovation (EaSI) programme, totalling 165 million euro for 2014 to 2020. According to researches, the complementarity of EU funds with similar policy objectives with regards

³ Regulation (EU) 2019/1149 of the European Parliament and of the Council of 20th June 2019 establishing a European Labour Authority



to labour mobility EaSI-EURES and the ESF is challenging⁴. As well, a certain grade of difficulties with moving to and working in another country persists, despite some actions taken to address them. Among impediments, there are significant challenges faced by the main tool at EU level to facilitate labour mobility - EURES Job mobility portal, such as insufficient information for a useful job search placed on the EURES portal, as well as recognition of professional diplomas.

According to Eurostat [migr_pop3ctb], the population number on the 1st of January 2019 in the EU-28 countries, except reporting country, was 22.4 million or 24.3 million if we also consider Iceland, Liechtenstein, Norway and Switzerland. The corresponding working-age population was of 15.9 million and 17.3 million respectively. Its ratio in total population except for EU reporting country, increased from 38.4% to 71% respectively, from 41.6% to 71% between 2014 and 2019.

In the EU, Romania and Poland display the largest outflows of workers to other countries. Whereas the Eurostat data [migr_pop3ctb] is incomplete, missing significant information from eight EU countries, such as Germany, Ireland, Greece and Portugal, they still reveal 2.7 million Romanians living in another member state in 2019; of these, two million are of working age. The statistics of Europeans living in Romania show only 244,457 persons, of whom 41,958 are of working age⁵.

The benefits of EU citizenship and the efforts to support the exercise of rights can explain the development of the free movement of people in the EU. The economic integration, generating higher incomes, is its main outcome. At each percentage point of adult migrants, the receiving state reaches up to two percentage points of GDP growth per inhabitant; as a result, internal migration in European Union can be seen as an indicator of the success of the single market. However, for departure states, the effects are partly positive and partly negative. According to a recent IMF research⁶:

⁴ European Court of Auditors, 2018/C 79/06. (2018). Free Movement of Workers – the fundamental freedom ensured but better targeting of EU funds would aid worker mobility, Special Report No. 06, online at <https://eurlex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52018SA0006%2801%29>

⁵ Apparently, this a statistical anomaly. It may have methodological roots, deriving from the registration of children of diplomatic and consular staff. The proportion of 4.48 children per working age person is highly unusual. These children live in Romania, but some of them have parents who do not have Romanian employers, and are probably not counted as mobile workers

⁶ IMF (Atoyán, R., Christiansen, L., Dizioli, A., Ebeke, C., Ilahi, N., Ilyina, A., Mehrez, G., Qu, H., Raei, F., Rhee, A., and Zakharova, D.), *Emigration and Its Economic Impact on Eastern Europe*, IMF Staff Discussion Note 16/07, 2016, online at <http://www.imf.org/external/pubs/ft/sdn/2016/sdn1607.pdf>



- the emigration reduced the annual economic growth in Romania and other states of south-east Europe; of these losses, two-thirds are due to the reduction of the labour force, and the difference to the deterioration of the labour skills (p. 16);
- the migration caused the non-realization of several pp. of the increase in real labour productivity, while, in the absence of migration, the productivity of the total factor would have been higher;
- the increase by 1 point of the share of remittances in the GDP resulted in an improvement of the exchange rate by 4 points.

1.2 Obstacles met

A study commissioned by the European Parliament in 2016 presents an in-depth analysis of implementation of Directive 2004/38/EC in several Member States (among which France, Germany and Italy)⁷. Concluding the general policy analysis we found relevant to summarise the main weakness points highlighted by the Report.



In terms of the right of entry, EU citizens have experienced only a few obstacles in exercising their entry rights within the EU. These include the obligation to report their presence in the Member State within a reasonable period of time (for example, in the UK ID cards have been rejected and passports have been required or there was no appeals mechanism against refusal of entry in Ireland). By contrast, family members, in particular third country national (TCN) family members, encounter a number of obstacles in exercising their right of entry, particularly in relation to the issuance of visas (such as excessive delays, visas not being issued free of charge and refusal of the accelerated procedure). Visas are also often refused on invalid grounds or without a justified reason. There are often excessive documentation requirements to obtain a visa and scarce and confusing information is available regarding visas. Immigration authorities are also unaware of Decision

⁷ European Parliament, Directorate General for Internal Policies Policy Department C: Citizens' Rights and Constitutional Affairs Civil Liberties, Justice and Home Affairs Petitions, *Obstacles to the Right of Free Movement and Residence for EU Citizens and Their Families. Comparative Analysis Study*, Brussels, 2016



565/2014 abolishing the visa requirement for TCN family members who hold a valid residence permit issued by certain Member States (e.g. Cyprus).



As regard primary barriers to exercise the right to residence, EU citizens and their TCN family members have encountered a number of obstacles. For example, they encounter a number of bureaucratic issues (i.e. excessive delays and unnecessary documentation requirements) in obtaining residence cards/registration certificates. Another significant issue reported in a number of Member States is that invalid grounds are often used to justify denials of the right to reside (especially in case of permanent residency applications). There is also a lack of sufficient information available regarding the right of residence in a number of Member States. A specific issue concerns inadequate and contradictory information provided by national authorities regarding long-term resident status. In addition, some Member States adopt a restrictive interpretation of the proof of health insurance necessary to obtain a residence card.



As regards social security access EU citizens and their family members have experienced numerous obstacles in accessing old age pensions, healthcare, family benefits and unemployment benefits in the Member States. Most of the problems reported in accessing social benefits concern old age pensions and depend from a lack of coordination between national authorities for the calculation of the contribution periods, imposition of a residence requirement for EU citizens and their family members in order to be entitled to old age pensions and ignorance of the aggregation rules for old age pensions. Other obstacles relate to problems of double-taxation of pensions and the obligation to terminate a pension contract on departure abroad and to reimburse the state contributions. Obstacles regarding accessing healthcare include issues with the recognition and coverage of the European Health Insurance Card (EHIC), lack of knowledge of the applicable legal framework and difficulties in obtaining the S1 form (attesting to healthcare entitlement) when moving to another Member State.

Delays, refusals to pay and other obstacles in obtaining family benefits have been reported in a number of Member States. The most frequent issues are the imposition of a residence requirement and bureaucratic problems in obtaining the necessary documents. Substantial barriers to receiving unemployment benefits have also been frequently reported. The most widespread problem relating to access to social security is the lack of coordination and communication between national authorities of different



Member States. This leads to the non-recognition of rights to which the EU citizens and their family members are entitled under the Directive 2004/38/EC. It also leads to excessive delays in accessing free movement rights. Issues relating to social security contributions depend often from difficulties in demonstrating payment of such contributions in another Member State. Ignorance of rules determining the applicable legislation also often leads to the refusal of social benefits.

Other recurring obstacles that have an impact on the exercise of their free movement and residence rights in the Member States include accessing employment, using vehicles in another Member State, double taxation of salaries and pensions, poor administrative services, additional requirements for EU citizens seeking to register to vote/stand as a candidate in European and municipal elections in another Member State and issues with the recognition of academic diplomas from another Member State.



Finally, it should be not forgotten the question related to the legal or practical instances of discrimination. While the research shows some discrimination in the exercise of free movement rights, most issues of discrimination tend to occur after the EU citizens and family members have entered and settled in the host Member States when accessing the employment market or services. Recurrent cases of discrimination on grounds of nationality concerning EU citizens and their family members have been identified. These include accessing employment, including obstacles in accessing employment for Romanian and Bulgarian nationals despite the end of the transitional measures on 1st January 2014, and civil service employment positions being reserved for nationals in several Member States. In addition, recurring issues have been reported of EU citizens and their TCN family members being inhibited from accessing education/schools on grounds of their nationality, as well as different tuition fees being applied to nationals and non-nationals. Other recurring issues are different fees being applied to EU citizens compared to nationals (e.g. for residence cards, car insurance premiums, etc.), banks discriminating against non-nationals, and price discrimination for EU citizens/their TCN family members for using public transport. Only a limited number of complaints and petitions have been found concerning discrimination of EU citizens and their family members on grounds of their civil status/sexual orientation. However, one particular obstacle experienced is that EU citizens' civil partnerships are not recognised for the purposes of entry or residence in some Member States (e.g. CY and SI) although the Member State recognises civil partnerships. A number of discriminatory obstacles to free movement



have been encountered by same-sex couples in registered partnerships in Slovakia and Poland. These include refusal of the right of permanent residence status, non-recognition of residence cards issued by another Member State leading to refusal of entry, refusal to grant a residence card or work permit, uninsured persons being excluded from the health insurance of their partner, refusal to issue a birth certificate to children of same-sex partners and non-eligibility for financial compensation in the case of death of one of the partners. Very few complaints and petitions have been made concerning EU citizens and their family members being discriminated against on grounds of their racial or ethnic origin in exercising their free movement and residence rights. However, Roma have faced discrimination when registering in another Member State or have been barred from living in caravans and subject to evictions, expulsions and deportations as a result. They also experience barriers in accessing employment, education, financial services, accommodation and social protection.



An important contribution to overcome the existing barriers reported by the European Parliament and to simplify the procedures and the communication could effectively come from a better development, implementation and dissemination of digital tools, such as tailored websites and APPs on exchanging information and improving coordination and communication. In this sense, European projects such as EUREKA represent a real antidote against scarce and confusing information and bureaucratic short circuits (unnecessary documentation requirements, restrictive interpretations or invalid grounds used to justify denials of the right to enter, reside, access health and security system, labour market and so on).

1.3 National milestones⁸

The main features and legislative provisions related to the six Member States taken into consideration in the framework of this report will be summarised in the following pages.

⁸ The following paragraph is composed of *excerpta* from EUREKA national reports



Croatia joined the EU on 1st July 2013. The 1990 Constitution embodied the main provisions on the free movement of workers. For example, it recognizes the principle of equality among citizens, stating that they are equal before the law and public authorities, without any privileges and discrimination (Chapter III). These general principles have developed through further specific legislation:

- Act on amendments to the foreigner's act, Official Gazette (69/2017);
- The European Economic Area Citizenship Act and Family Members, Official Gazette (66/2019);
- Residence Act, Official Gazette (144/2012, 158/2013), which regulates the broader provisions of the right of all EU citizens to freedom of movement and establishment.

The Ministry of Labour and Pension System⁹ is the main public body involved in the enforcement of the provisions of Regulation (EU) No. 492/2011. Other administrative and independent bodies with responsibilities concerning the free movement of EU citizens are:

- the Croatian Employment Service¹⁰, which is also the national EURES contact point¹¹;
- the Croatian Pension Insurance Institute¹², which has public authority over the resolution of pension insurance rights and obligations;
- the Ministry of Foreign and European Affairs¹³;
- the Central Department for Croats outside the Republic of Croatia¹⁴, that coordinates the development and implementation of national relations policies with Croats abroad and Croatian Diaspora communities to strengthen ties with the Croatian State.

⁹ Ministry of Labour and Pension System: <https://mrms.gov.hr/information-for-service-providersperforming-temporary-services-in-croatia-posted-workers-and-service-users-7189/7189>

¹⁰ Croatian Employment Service: <https://www.hzz.hr>

¹¹ Croatian EURES; <https://www.hzz.hr/o-hzz/EURES>

¹² Croatian Pension Insurance Institute; <http://www.mirovinsko.hr/default.aspx?id=4298>

¹³ Ministry of Foreign and European Affairs; <http://www.mvep.hr/en>

¹⁴ Central Department for Croats outside the Republic of Croatia; <https://hrvatiizvanrh.gov.hr/hrvati-izvan-rh/83>



In terms of living conditions, mobile EU citizens and citizens of EEA are equated to Croatian citizens in rights based on the EU treaty. This is provided by the Act on foreigners (NN 130/11, 74/13, 69/17, 46/18, 53/20) and Act on Citizens of the Member States of the European Economic Area and Members of Their Families (NN 66/19, 53/20). As regard the housing, they have access to “social housing” based on average income of the family.

Citizens of the European Union and the European Economic Area are guaranteed freedom of association, membership of a trade union or professional organisation, access to the labour market or individual economic and professional activities.

The employment policies are promoted by the Labour Law, No. 93/14, 127/17, 98/19 with subsequent modifications, which states the equal treatment principle for all employees and employers in Croatia. The main social protection measures that accompany the movement of EU citizens regard: stimulation of employment and protection against unemployment, unified public pension system, medical services, equal access to education, adult education and training.



Discrimination on the grounds of nationality is prohibited in Croatia by the Act on Amendments to the Foreigners Act No. 69/2017.

The Europeans living and working in Croatia are more numerous each year. According to Eurostat [migr_pop3ctb], the Croatian population on January 1, 2019, was 4.1 million. There were 6,256 immigrants from EU countries (Slovenes, Germans, Italians, Poles, British, French, Austrians, Spaniards, Hungarians and Czechs) and 17,515 immigrants from other European countries (mostly from the countries of the former Yugoslavia, BiH, Serbia, Macedonia and Kosovo)¹⁵.

Nevertheless, one of the main issues regarding Croatia, which is also extremely important and more than topical, is brain drain. Population ageing is also accelerating and that is the reason why Croatia, together with other EU countries, is introducing a series of measures to counter this phenomenon as well as the departure of young people from the country.

¹⁵ https://ec.europa.eu/eurostat/web/products-datasets/-/MIGR_POP3CTB; <https://www.dzs.hr/>



  In **France**, the condition of EU mobile citizens is governed by the following regulatory provisions:

- Law 2006-911 of 24th July 2006, on immigration and integration, which transposed the Directive 2004/38/EC of 29th April 2004 on the right of Union citizens and their family members to move and reside freely within the territory of the Member States;
- Articles L 121-1 to L 122-3 of the Code for the entry and stay of foreigners and the right to asylum (CESEDA);
- Articles R 121-1 to article R 122-5 of the CESEDA (regulatory part).

Other relevant texts are:

- Decree 2007-371 concerning the right to stay in France for citizens of the European Union, nationals of other States party to the European Economic Area and of the Swiss Confederation and their family members (Décret 2007-371 relatif au droit de séjour en France des citoyens de l'Union européenne, des ressortissants des autres Etats parties à l'Espace économique européen et de la Confédération suisse ainsi que des membres de leur famille), 22nd March 2007;
- Law 2011-672 related to immigration, integration and nationality (Loi 2011-672 relative à l'immigration, à l'intégration et à la nationalité), 17th June 2011;
- Decree 2011-1049 for the application of the Law 2011-672 of 16th June 2011 related to immigration, integration and nationality and related to residence permits (Décret 2011-1049 du 6 septembre 2011 pris pour l'application de la loi n° 2011-672 du 16 juin 2011 relative à l'immigration, l'intégration et la nationalité et relatif aux titres de séjour) 7th September 2011;
- Decree 2019-141 for the application of Law 2018-778 of 10th September 2018 for controlled immigration, an effective right of asylum and successful integration and carrying various provisions relating to stay and integration of foreigners (Décret 2019-141 pris pour l'application de la loi n° 2018-778 du 10 septembre 2018 pour une immigration maîtrisée, un droit d'asile effectif et une intégration réussie et portant diverses dispositions relatives au séjour et à l'intégration des étrangers), 27th February 2019;
- Circular No. NOR IMIM1000116C on the conditions for exercising the right of residence for citizens of the European Union, the other States party to the



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European Economic Area and the Swiss Confederation, and their family members (Circulaire No NOR IMIM1000116C sur les conditions d'exercice du droit de séjour des ressortissants de l'Union Européenne, des autres Etats parties à l'Espace économique européen et de la Confédération suisse, ainsi que des membres de leur famille), 10th September 2010;

- Circular No NOR 10CL1130031C on the implementing rules of Decree No 2011-1049 of 6th September 2011 adopted for the application of the Law No 2011-672 of 16th June 2011 related to immigration, integration and nationality and related to residence permits (Circulaire No NOR 10CL1130031C sur les modalités d'application du décret No 2011-1049 sur les modalités d'application du décret No 2011-1049 pris pour l'application de la loi No 2011-672 du 16 juin 2011 relative à l'immigration, l'intégration et la nationalité et relative aux titres de séjour), 21st November 2011;
- Circular DSS/SD2B/2012/164 relating to family benefits of nationals of the European Union, the European Economic Area and Switzerland in worklessness situation on the French territory (Circulaire DSS/SD2B/2012/164 du 16 avril 2012 relative au bénéfice des prestations familiales des ressortissants de l'Union Européenne, de l'Espace économique européen et de la Suisse en situation d'inactivité professionnelle sur le territoire français en situation d'inactivité), 16th April 2012.

In particular, the circular of 10th September 2010 gives further details on the right of mobile EU citizens to reside and work in France. For example, it sets out the conditions, provided for in common law but not in Article L.121-1 of CESEDA, to request the admission to stay in specific situations relating to private and family life, such as in the case of European nationals who are parents of French children, French spouses or persons suffering from an illness. Moreover, in case of a stay related to employment, it specifies that the activity can be carried out also on a part-time basis.

The principle underlying French law is that of equal treatment. EU citizens automatically benefit from freedom of movement, can exercise all paid or self-employed professional activities under the same conditions as French nationals, except for professions requiring possession of French nationality, and benefit from social assistance measures on an equal footing with French nationals.



The Directorate of Immigration (DIMM) is responsible for designing and implementing public policies relating to the entry, residence and work of foreign nationals and the fight against illegal immigration. In particular, the Sub-Directorate for residence and work draws up rules on student, professional and family immigration, within a Community framework that promotes the free movement of EU citizens and the mobility of third-country nationals. It contributes to the attractiveness of the national territory for talent and participates in the negotiation of bilateral agreements on the mobility of young people, students and professionals. This Sub-Directorate works closely with the Ministry of Labour and the French Office for Immigration and Integration (OFII)¹⁶.

Public authorities launched several online initiatives to provide information to foreign citizens, including EU nationals. Examples of these include:

- Accueil des Étrangers¹⁷ - provides information on the reception of foreigners;
- Business France¹⁸ - informs and supports foreign investors throughout their business project;
- Welcome to France¹⁹ - Business France's international talent reception service, provides information for international talents and their families, who have moved for professional reasons;
- Campus France²⁰ - provide information to come and study in France;
- the French administration portal²¹;
- The Website of the HALDE²² - High Authority for the Fight against Discrimination and for Equality.



In **Germany**, the European rules are implemented into the German national law by a series of legislations. The most important ones are the Gesetz über die Allgemeine Freizügigkeit von Unionsbürgern

¹⁶ <https://www.immigration.interieur.gouv.fr/La-Direction-generale/Directions-et-services>

¹⁷ <http://accueil-etrangers.gouv.fr/>

¹⁸ <https://www.businessfrance.fr/>

¹⁹ <https://www.welcometofrance.com/>

²⁰ <https://www.campusfrance.org/>

²¹ <https://www.service-public.fr/>

²² <https://www.defenseurdesdroits.fr/fr/institution/competences/lutte-contre-discriminations>



(Freizügigkeitsgesetz/EU – FreizügG/EU)²³ and the Allgemeine Verwaltungsvorschrift Zum Freizügigkeitsgesetz/EU (AVV Zum FreizügG/EU) of 3rd February 2016²⁴.

Additional support is given by several legal support services, such as the MigrationsRechtNet²⁵, which provides comments on relevant legal proposals in Germany, EU and EuGH judgements.

In addition to the federal level, the 16 federal states (“Bundesländer”) are involved in the implementation of European rules in many policy areas. According to the principle of subsidiarity of the Federal Republic and the Federal Länder, the lower administrative levels such as “Bezirksregierungen” or “Regierungsbezirke”, Land and Stadtkreise (districts and local authorities), courts, universities and schools, educational and cultural institutions as well as social partners (employers’ and employees’ organisations), churches, welfare organisations and other civil society organisations are also involved in implementing and guaranteeing the right to mobility of EU citizens in Germany.

Public authorities carried forward several online initiatives to provide information to EU mobile citizens. Among these, we can mention:

- Anerkennung in Deutschland²⁶ – Recognition in Deutschland - Website run on behalf of the Federal Ministry of Education and Research: provides information about the recognition of foreign professional qualification to work legitimately in Germany;
- Antidiskriminierungsstelle des Bundes (ADS)²⁷ – Website of the Federal AntiDiscrimination Agency: provides information about people’s rights if they experience discrimination. It highlights whether and how these rights can be enforced;
- Bundesagentur für Arbeit²⁸ – Berufenet: guarantees large and detailed information and communication offer on qualifications and jobs;

²³ Act on the General Freedom of Movement for EU Citizens Freedom of Movement Act/EU, version of 22 December 2015: https://www.gesetze-im-internet.de/englisch_freiz_gg_eu/englisch_freiz_gg_eu.pdf (20th April 2020)

²⁴ http://www.verwaltungsvorschriften-im-internet.de/bsvwbund_03022016_MI12100972.htm (20th April 2020)

²⁵ <https://www.migrationsrecht.net/>

²⁶ <https://www.anerkennung-in-deutschland.de/html/en/>

²⁷ http://www.antidiskriminierungsstelle.de/EN/Home/home_node.html

²⁸ <https://berufenet.arbeitsagentur.de/berufenet/faces/index?path=null>



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- Bundesagentur für Arbeit²⁹ – Zentrale Auslands und Fachvermittlung (ZAV): within the Federal Employment Agency, the International Placement Services are the point of contact for the international labour market. Together with the local Employment Agencies, they support German companies in recruiting foreign skilled workers;
- Bundesagentur für Arbeit³⁰ – Jobbörse: Jobseekers from Germany and abroad can use this site to search for vacancies published by employers in Germany and to publish their applicant profiles;
- Bundesamt für Migration und Flüchtlinge (BAMF)³¹ – Website of the Federal Office for Migration and Refugees: the website’s “Welcome to Germany” section offers information, telephone numbers and contact addresses. This service is intended to help you to quickly feel at home in Germany;
- Bundesministerium für Arbeit und Soziales (BMAS)³² – Website of the Federal Ministry of Labour and Social Affairs: The website of the Federal Ministry of Labour and Social Affairs provides information in the “Our Topics” section about labour law, occupational health and safety and vocational training in Germany, among other subjects;
- The EU-Gleichbehandlungsstelle³³ – The Federal Government Commissioner for Migration, Refugees and Integration keeps the Office for equal treatment of EU Workers;
- EURES is a cooperation network which seeks to facilitate the free movement of workers in the 28 EU countries, Switzerland, Iceland, Liechtenstein and Norway³⁴;
- Make it in Germany³⁵, the multilingual website for international qualified professionals, informs people interested in migrating to Germany how to successfully plan their move – from the preparations in their home country to their arrival and the first steps in Germany. The website also features job listings.

Other relevant initiatives implemented by the second and third sectors are:

²⁹ <https://www.arbeitsagentur.de/en/welcome>

³⁰ <https://jobboerse.arbeitsagentur.de/vamJB/startseite.html>

³¹ https://www.bamf.de/DE/Startseite/startseite_node.html

³² <https://www.bmas.de/EN/Home/home.html>

³³ <https://www.eu-gleichbehandlungsstelle.de/eugs-en/eu-citizens/information>

³⁴ <https://ec.europa.eu/eures/public/en/homepage>

³⁵ <https://www.make-it-in-germany.com/en/about-the-portal/make-it-in-germany>



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- Deutsche Welle³⁶: Germany's international broadcaster, Deutsche Welle, offers free opportunities to learn German or improve existing language skills: via e-learning at the computer, with videos, audio recordings and podcasts – or more traditionally, with worksheets to print out;
- Fair Mobility³⁷ – Website run by the German Trade Union Confederation (DGB): This site offers advice and support to mobile workers from Central and Eastern European EU countries regarding the enforcement of fair wages and working conditions in the German labour market;
- Goethe Institut³⁸: The Goethe Institutes offer German courses, language certification and examinations, for a fee, in countries outside of Germany. The Goethe Institute also offers online German lessons and a wealth of information about Germany.



In **Italy** Directive No. 38 of 2004 was transposed and incorporated by Legislative Decree No. 30 of 2007 subsequently amended by Legislative Decree No. 32 of 2008³⁹.

Another important provision is the Decree-Law No. 92/2008, which widened the scope of the possible application of expulsion as a security measure: the expulsion of foreigners, even if they are EU nationals, is ordered, in addition to the cases expressly provided for by the law, following a sentence to imprisonment for a period of not less than two years (while before the years provided were ten). However, being a security measure, the application is not automatic but conditioned on the judge ascertaining the «danger» of the foreigner.

Italy has assigned to the National Office for Racial Anti-discrimination (UNAR), as a body already designated for the fight against ethnic/racial, disability, sexual orientation and age discrimination (Legislative Decree No. 215/2003), the task of supervising the

³⁶ <http://www.dw.com/en/top-stories/s-9097>

³⁷ <http://www.faire-mobilitaet.de/en/>

³⁸ <https://www.goethe.de/en/index.html>

³⁹ The Legislative Decree regulates: a) *the* procedures for the exercise of the right of free movement, entry and residence in the territory of the State by citizens of the European Union and family members which accompany or reach the same citizens; b) the right of permanent residence in the territory of the State of the citizens of the European Union and the members of their families accompanying or joining them; c) restrictions on the rights referred to in points a) and b) on grounds of public policy and public security (Art. 1)



monitoring of proper implementation of Directive 54/2014 and the basic principle of freedom of movement for workers and members of their families.

To this end, UNAR currently uses a reporting system (thanks to a multilingual team of experts) and has legal experts able to assess any discriminatory profiles in relation to the reports received and to suggest, where appropriate, possible judicial or out-of-court solutions.

The third sector also plays a central role in national anti-discrimination law and, as far as it is concerned, with specific reference to the freedom of movement of EU workers and their family members within the territory of the Union.

Since UNAR does not have the right to bring proceedings directly in the name and on behalf of the victims of discrimination (in this case, Community workers and their family members), Legislative Decree No. 215 of 2003 provides that “the associations and bodies included in a special list approved by decree of the Minister of Labour and Social Policy and the Minister for Equal Opportunities [...] are entitled to sue, in the name, on behalf and in support of the discriminated subject”⁴⁰.

The collective entities that can perform this function are “associations, bodies and other private bodies that carry out activities to promote the social integration of foreigners”⁴¹ and associations carrying out activities in the field of combating discrimination and promoting equal treatment entered in a special register established at the Presidency of the Council of Ministers - Department of Equal Opportunities⁴².



In **Portugal**, the main regulatory provisions governing the mobility of European citizens are the following:

- Law 37/2006 of 9th August, regulates the exercise of the right of free movement and residence of European Union citizens and their family members in national territory and transposes the Directive 2004/38/EC in the domestic legal order;
- Decret 1334-D/2010, Issuance of Official Documents;
- Law 27/2017 of 30th May, approves measures for uniform application and practical implementation of the right of free movement of EU workers and their families, transposing Directive 2014/54/EU.

⁴⁰ Article 4, Legislative Decree no. 215/2003

⁴¹ Art. 52, paragraph 1, letter a), of the decree of the President of the Republic, 31st August 1999, n. 394

⁴² Art. 6 of Legislative Decree no. 215 of 2003



The High Commission for Migration (ACM - Alto Comissariado para as Migrações) is the national public authority responsible for the mobility of EU citizens and the coordinating body of the working group following the implementation of Law 27/2017 of 30th May. One of its objectives is to ensure the dissemination of clear and accessible information on the rights conferred within the EU.

Portuguese national policies follow Law 27/2017 of 30th May, in force since 1st June 2017, which approves measures for the uniform application and practical implementation of the right to free movement of EU workers. The law provides several mechanisms to ensure equal treatment of EU workers and their families when they move from another Member State.

The law also establishes a set of national bodies with the authority to promote, analyse, monitor and support equal treatment of EU workers and their families, without discrimination on grounds of nationality, restrictions or obstacles to the enjoyment of the rights related to free movement. The specific national competent bodies are as follows:

- The Institute of Employment and Vocational Training (IEFP, I.P.)⁴³ that regards access to training, to employment, including assistance provided by employment services, and reintegration in the event of unemployment of EU workers;
- The National Agency for Qualification and Vocational Education (ANQEP, I.P.)⁴⁴, and the Directorate-General for Education (DGE)⁴⁵, in access to qualification and education;
- The Working Conditions Authority (ACT)⁴⁶, in terms of employment and working conditions, including pay, dismissal, health and safety at work, membership of trade unions and eligibility for workers' representative bodies;
- The Institute of Social Security (ISS, I.P.)⁴⁷, on social benefits;
- Tax and Customs Authority (AT)⁴⁸, in tax benefits;

⁴³ <https://www.iefp.pt/>

⁴⁴ <http://www.anqep.gov.pt/default.aspx>

⁴⁵ <https://www.dge.mec.pt/>

⁴⁶ [https://www.act.gov.pt/\(pt-PT\)/Paginas/default.aspx](https://www.act.gov.pt/(pt-PT)/Paginas/default.aspx)

⁴⁷ <http://www.seg-social.pt/inicio>

⁴⁸ <https://www.portaldasfinancas.gov.pt/at/html/index.html>



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- The Directorate-General for Employment and Labor Relations (DGERT)⁴⁹, ANQEP, I.P., and the Directorate-General for Higher Education (DGES)⁵⁰, in the field of access to and exercise of professions or activities;
- The Commission for Equality and Against Racial Discrimination (CICDR)⁵¹, in the field of the refusal or restriction of the exercise of any economic, social or cultural rights by any person on grounds of their belonging to a particular race, colour, nationality or ethnic origin;
- The Institute of Housing and Urban Rehabilitation (IHRU, I.P.)⁵², in access to housing;
- DGE, IEFP I.P., and ANQEP I.P., on access to education, apprenticeships and vocational training of European Union workers;
- The Directorate-General for Economic Activities (DGAE)⁵³, in the framework of liaison between economic activities and their operators and foreign workers and their families.

These bodies, according to their competence, provide the necessary information to all EU citizens, who can obtain legal advice and access to judicial sponsorship mechanisms in order to have their rights and interests guaranteed under the same terms and conditions as nationals.



In **Romania**, the Constitution from 1991, as amended by Law No. 429/2003 on revising the Constitution of Romania, embodies the main provisions for the free movement of workers. For instance, it recognises the principle of equality among citizens, stating that they are equal before the law and public authorities, without any privilege and discrimination (art. 16, para. 1). At the same time, the Constitution forbids any discrimination, such as those based on race, nationality, ethnic origin, language. The foreign citizens and stateless persons that live in Romania enjoy general protection of person and assets, as guaranteed by the Constitution and law (art. 18). Work cannot be restricted and social protection measures regarding security and health, a working regime for the young, a minimum wage, weekly

⁴⁹ <https://www.dgert.gov.pt/>

⁵⁰ <https://www.dges.gov.pt/en>

⁵¹ <https://www.cicdr.pt/>

⁵² <http://www.ihru.pt/>

⁵³ <https://www.dgae.gov.pt/>



rest, paid leave, working under special or particular conditions, adult training and other specific situations are provided by law (art. 41).

All these provisions are embodied in legislative acts. An example is the Government Emergency Ordinance No. 102/2005 on the free movement of citizens of the Member States of the European Union, European Economic Area and Swiss Confederation on the Romanian territory. It states that *European Union citizens and their family members exercising their right of residence in Romania enjoy equal treatment with the Romanian citizens in the scope of the EU treaties, subject to the provisions of this Treaty and the measures taken in their application* (article 3 (1)). The EU citizens and their family members can freely exercise their right of free movement and residence on the Romanian territory. Their access on the Romanian labour market, as employees, entrepreneurs or another status in employment, is unrestricted under the Romanian legislation. As well, EU citizens and their family members can choose their residence or domicile anywhere on the Romanian territory.

The Ministry of Labour and Social Protection⁵⁴, directly or with the support of the subordinated or coordinated institutions, plays a significant role in the application of the provisions of Regulation 492/2011 and helping mobile workers to exercise their rights. Amongst the main national focal points for intra-mobility, there are other administrative and independent bodies with responsibilities concerning the free movement of EU citizens. Such Romanian institutions are:

- The National Agency for Employment⁵⁵ is the Romanian public employment service and the national EURES⁵⁶. They provide specialised services related to living and working conditions in Romania for the mobile European workers;
- The Labour Inspectorate⁵⁷ is a specialised body of the central public administration subordinated to the Ministry of Labour and Social Protection. It contributes, among others, to the implementation of the labour law provisions, deciding how and when a law violation should be remedied;
- National Council for Combating Discrimination - NCCD⁵⁸ is an autonomous body under parliamentary control, which activates in the field of discrimination. It is

⁵⁴ The Ministry of Labour and Social Justice website: <http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-forței-de-munca>

⁵⁵ National Agency for Employment website: <http://www.anofm.ro/>

⁵⁶ Romanian EURES <http://www.eures.anofm.ro/legislatie.html>

⁵⁷ The Labour Inspectorate website: <https://www.inspectiamuncii.ro/>

⁵⁸ The National Council for Combating Discrimination website: <http://www.cncd.org.ro/>



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the guarantor of the observance and application of the principle of non-discrimination, following international law;

- The General Inspectorate for Immigration⁵⁹ is the Romanian public institution within the Ministry of Interior Affairs that coordinates the implementation of the national policies in the field of migration, asylum and integration of foreigners. Specifically, as regards the mobile citizens and intra-EU mobility, GII has competences in the management of entry and residence on the Romanian territory for EU and EEA citizens and respectively, family members of EU and EEA citizens;
- The Ministry of Foreign Affairs⁶⁰ is the Romanian public institution of central public administration which implements the foreign policy of Romania, following the legislation in force and with the Government's Program. For that purpose, the Ministry works closely with other government institutions, with representatives of the civil society, the business community, the cultural and academic institutions;
- The Department for Romanians abroad⁶¹ within the Romanian Government General Secretariat coordinates the development and implementation of the national policies as regards the relationship with the Romanians abroad and Romanian Diaspora communities to strengthen their ties with the Romanian state and to preserve and express their ethnic, cultural, linguistic and religious identity while respecting the legislation of the state where they are citizens or residents and the relevant international norms.

European, Constitutional and legal provisions concerning the free movement of European citizens are embedded in national policies and put into practice in Romania.

The legal rights arising from the free movement of workers are described on the Romanian authorities' websites. As well, Romanian consulates in EU Member States supply national citizens with information regarding labour conditions in the respective country, using online tools, flyers and brochures⁶². Unlike other EU countries, Romania sets the emphasis upon stimulating return mobility, as a result of the labour shortages

⁵⁹ The General Inspectorate for Immigration website: <http://igi.mai.gov.ro/>

⁶⁰ The Ministry of Foreign Affairs website: <http://www.mae.ro/>

⁶¹ The Department for Romanians abroad website: <http://www.mprp.gov.ro/web/>

⁶² European Court of Auditors, 2018/C 79/06. (2018). Free Movement of Workers – the fundamental freedom ensured but better targeting of EU funds would aid worker mobility, Special Report No. 06, online at <https://eurlex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52018SA0006%2801%29>



in key areas of the economy, created by significant outflows of workers from Romania. Nevertheless, specific measures undertaken by authorities, employers, employment agencies and trade unions concerning the rights of the EU mobile workers are also displayed in other languages than Romanian.

The most challenging measures relating to the free movement of European citizens are the working and living conditions and how such information is reflected in usable data.

In terms of living conditions, EU mobile citizens benefit from specific measures that facilitate their social integration, through cultural accommodation and Romanian language learning. Such measures are provided by the Government Ordinance No. 44/2004 on the social integration of foreigners who were granted a form of protection or a right of residence in Romania, as well as citizens of the European Union and European Economic Area, with subsequent modifications. Freedom of association, affiliation and membership to a trade union or professional organisation, access on the labour market, to employment and working conditions, or individual economic and professional activities are ensured to the citizens of the European Union and European Economic Area, by the Government Emergency Ordinance no. 194/2002 on foreigners' regime in Romania, subsequently modified.

The employment policies are promoted, amongst others, by the Labour Code, Law No. 53/2003 with subsequent modifications, which states the equal treatment principle for all employees and employers in Romania. The code guarantees equal rights for all employees and prohibits any direct or indirect discrimination based on gender, age, nationality, race, colour, origin, political or religious orientation, union membership. It also makes a legal redress possible in any litigation concerning the conclusion, execution or modification of individual employment contracts.

The access of the citizens from the EU/EEA Member States on the Romanian labour market is facilitated by the European Job Mobility Portal and the 43 EURES advisers within each county agency for employment. The social protection measures that accompany the movement of EU citizens are comprehensive. Among other, they include provisions concerning unemployment insurance system and employment stimulation (Law No. 76/2002), unified public pension system (Law No. 263/2010), medical services and other benefits granted on the Romanian territory (Law No. 95/2006 on health reform), equal access to training (Government Ordinance No. 129/2000 on adult training) and apprenticeship (Law No. 279/2005), access to compulsory education in



Romania for children (Government Decision No. 508/2001, Law on Education No. 84/1995, as subsequently amended and supplemented).

Discrimination on the grounds of nationality is prohibited in Romania, and the European citizens protected against it (e.g.: Government Ordinance No. 137/2000 on preventing and sanctioning all forms of discrimination).

In Romania, specific remedies to challenge a decision taken by public authorities or by employers regarding legal provisions set for the free movement of EU citizens are operational. The persons discriminated against may look for representation or can start the case on their own. They are entitled to seek damages in court and to re-establish the situation before discrimination, or to terminate the situation created by discrimination. The main stakeholders, such as trade unions (Law No. 62/2011 of social dialogue), NGOs acting in the field of human rights, other organizations with a legitimate interest, can intervene with the authorities on behalf of EU mobile workers in Romania.

TABLE 1: ESTABLISHMENT OF RIGHTS OF NATIONALS OF EACH EEA MEMBER STATE TO WORK IN EACH OTHER MEMBER STATE

In↓/From→	Portugal	Italy	France	Germany	Romania	Croatia
Portugal		1986	1986	1986	2009	2013
Italy	1986		1968	1968	2012	2015
France	1986	1968		1968	2014	2015
Germany	1986	1968	1968		2014	2015
Romania	2007	2007	2007	2007		2013
Croatia	2013	2015	2015	2015	2013	

SOURCE: EUREKA project

In conclusion, it was confirmed that freedom of movement and residence for persons in the EU is the cornerstone of Union citizenship. The gradual phasing-out of internal borders under the Schengen agreements was followed by the adoption of Directive 2004/38/EC on the right of EU citizens and their family members to move and reside freely within the EU, but notwithstanding the importance of this right, the variety of national measures and of national stakeholders involved witnesses a substantial



persistence of obstacles, even 10 years after the deadline for implementation of the Directive⁶³.

1.4 Data on EU mobile citizens

In EU-28 the number of mobile citizens increased overall from 17 million in January 2017 to 17.6 million in January 2018, rising to 17.9 million in 2019⁶⁴. Of these, 13 million are of working age (20-64 years). As pointed out in the European Commission's latest annual report on internal mobility⁶⁵, there was a slowdown in flows in 2018: EU mobile citizens increased by only 3.7%, compared to an average of 5% in previous years. This trend also continued in 2019 (+1.8%).

In the partner countries of the EUREKA project, there were 7.8 million EU mobile citizens and in 2019 they grew by about 300,000 (+3.9%), at a higher rate than the EU average. Significant increases were recorded in Portugal (+16.1%), Croatia (+8.4%) and Romania (+6.2%).

EU mobile citizens represent 43.1% of the foreign population of EU Member States in 2019, reaching substantial shares in all partner countries: Italy (30.1%), Romania (49.7%), Croatia (26.2%), Portugal (33.1%), including those which traditionally experienced a preponderance of non-EU immigrants, such as France (32.9%) and Germany (43.4%).

In 2019, 42.4% of all EU-28 mobile citizens were residing in Germany, France and Italy, which together with the UK and Spain remained the top five destination countries, accounting for about three-quarters of all EU-28 mobile citizens. Romania and Portugal are two of the most important countries of origin of mobile citizens. However, they are slowly turning from sending countries into important destinations for migratory flows.

⁶³ <https://www.europarl.europa.eu/factsheets/en/sheet/147/free-movement-of-persons>

⁶⁴ Source: Eurostat data on population by citizenship and age group, online data code: migr_pop1ctz (extracted in July 2020)

⁶⁵ European Commission, *2019 Annual report on intra-EU labour mobility*, Publications Office of the European Union, Luxembourg, 2020



According to 2019 figures from Eurostat, 49.6% of EU mobile citizens are women. This share shows considerable variability in the partner's countries. In Italy about 60% of EU mobile citizens are female. The share of women is instead in line with the EU average in Croatia (50.6%) and France (49.7%). On the other hand, there are more male than female EU mobile citizens in Portugal and Germany, where men make up 53.3% and 54.0% of the total respectively. The share of men is considerably higher in Romania (73.5%).

The inflow of EU-28 mobile citizens to other EU Member States was 1.28 million people in 2018, almost 4% less than in 2017.

Partner countries differ considerably in terms of the size of inflows. Germany remains the main destination country for EU mobile citizens, with an inflow of 370,000 people in 2018. However, the number decreased by 6.2% compared to 2017. Other important destination countries, such as France (79,000) and Italy (57,000) showed opposite trends: the former saw an increase in inflows of 5.5% and the latter a decrease of more than 6%.

Romania, with just over 9,000 entries of EU citizens, recorded a slight decrease between 2017 and 2018 (-0.6%). Croatia and Portugal both showed an upward trend, with an inflow of 8,000 and 2,000 people respectively.


TABLE 2: EU MOBILE CITIZENS BY PARTNER COUNTRIES

	2019	2018	Annual change	As share of total foreign population
Croatia	17,995	16,598	+8.4%	26.2%
France	1,604,398	1,536,299	+4.4%	32.9%
Germany	4,383,694	4,205,194	+4.2%	43.4%
Italy	1,583,169	1,562,147	+1.3%	30.1%
Portugal	158,915	136,887	+16.1%	33.1%
Romania	60,265	56,750	+6.2%	49.7%
Total	7,804,921	7,513,875	+3.9%	37.4%
EU-28 total	17,859,499	17,548,037	+1.8%	43.1%

SOURCE: EUREKA project. Calculations on Eurostat data




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 In 2018, there were 26,029 persons that immigrated to **Croatia**. Among them, 6,256 came from EU Member States and 17,515 from other European countries. Since 2013, the year Croatia joined the EU, immigration from EU countries has increased by more than 130%⁶⁶.


More than half of EU immigrants come from Germany (51.7%). Other important countries of origin of EU immigration are Slovenia (619), Italy (523) and Austria (501).

At the end of 2018, there were 39,515 emigrants, more than half of whom (55.0%) moved to Germany.



 At the end of 2019, there were just under 5 million foreigners in **France**. Of these, 32.1% were EU mobile citizens, mainly from Portugal (546,000) and Italy (219,000)⁶⁷.

During 2018 about 96,700 foreigners of European origin arrived in France, accounting for 38.0% of total entries. Most of them were Italians (14,400),

Spanish (12,700), British (9,200), Romanians (8,400), Portuguese (8,100), Belgians (7,300) and Germans (6,100).

 1.59 million people moved to **Germany** in 2018. Over two thirds (66.9%) of all immigrants came from a European country, more than one in two (53.0%) from an EU member state. Romania was the main country of origin of immigrants (15.1%), followed by Poland (9.2%) and Bulgaria (5.2%). Other quantitatively significant EU countries of origin in 2018 were Italy (4.1%), Croatia (3.2%) and Hungary (2.6%)⁶⁸.

Internal immigration into the EU accounts for 50.0% of total immigration to Germany. In 2018, 792,796 EU citizens immigrated to the country (777,750 in 2017). The increase in immigrants in 2018 was particularly evident among Lithuanians (+17.6%) and Romanians (+9.3%).

  As at 31 December 2019 5,306,548 foreign citizens were residing in **Italy**, 8.8% of the total

⁶⁶ Croatian Bureau of Statistics: <https://www.dzs.hr/>
⁶⁷ National Institute of Statistics and Economic Studies: <https://www.insee.fr/>
⁶⁸ BAMF/BMI, 2018 Migration Report: Key Results, 2020. Available at: https://www.bmi.bund.de/SharedDocs/downloads/DE/publikationen/themen/migration/migrationsbericht-2018-kurzfassung.pdf?__blob=publicationFile&v=2. These data take into consideration migrants' countries of origin, not their nationality. For this reason, immigration from EU countries may also include third-country nationals who moved from the EU countries to Germany



population, with an increase, compared to the beginning of the year, of only 47 thousand units (+0.9%)⁶⁹.

EU mobile citizens amount to 1,585,819, about 30% of all foreigners, and most of them (89%) come from the new EU-13 Member States.

The largest EU community is from Romania, which accounts for 22.8% of the total foreign population, followed by Poland (1.7%) and Bulgaria (1.1%). About 96,000 EU mobile citizens come from Germany, France and Spain.



In 2018, in **Portugal** there were 477,472 foreigners with the status of legal resident, a third of whom (33.3%) come from another EU-28 Member State. The most representative EU countries are Romania (30,908), The UK (26.445), France (19.771) and Italy (18.862). In the last decade, legal residents from the EU have increased by about 18%⁷⁰.

Compared to 2017, EU nationalities increased significantly, in particular Italian (+45.9%), French (+29.1%) and British (+17.9%). These three nationalities together represent 13.6%

⁶⁹ ISTAT Report 13 July 2020 – National demographic balance 2019

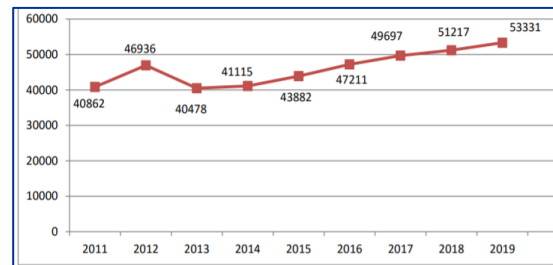
⁷⁰ Source: INE | SEF/MAI

of the foreign population with a residence permit valid in 2018⁷¹.



At the end of 2019, in **Romania**, there were registered around 140,000 foreigners residing on the territory, more than 40% representing mobile EU and EEA and Swiss Confederation citizens. As per the figure below, we notice that the number of EU mobile citizens choosing Romania has been on an ascending trend, following the annual ascending trend of foreigners living in Romania, and in 2011 to 2019 there was an increase of 30%.

FIGURE 1. NUMBER OF EU AND EEA CITIZENS IN ROMANIA (2011-2019)



SOURCE: EUREKA project. Calculations on Romanian General Inspectorate for Immigration

Since 2010, top countries of origin for the EU mobile citizens in Romania

⁷¹ Instituto Nacional de Estatística – Demographic Statistics: 2018. Lisboa: INE, 2019. Available at: <https://www.ine.pt/xurl/pub/358632586>



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remain mainly the same, as follows: Italy (around 28%), Germany (around 12%), France (around 12%), Greece (around 6%), Hungary (around 5%), and Bulgaria (around 5%).

According to data provided by the Romanian General Inspectorate for Immigration, the EU citizens in Romania declared as their purpose of stay in Romania to work (more than 40%) and for study (more than 15%).

Data provided by the Romanian Labour Inspection shows that, at the end of January 2020, there were around 14,000 labour contracts for EU and EEA citizens registered in Romania. The main EU

Member States of origins are Italy, Hungary, Greece, France, Bulgaria, Germany and others.

As regards where the EU citizens chose to stay in Romania, they are following a similar territorial distribution pattern as the third-country population in Romania targeting the capital region and the major urban agglomerations that provide economic, educational and living opportunities. In this sense, one-third of EU mobile citizens in Romania live in the most developed region Bucharest-Ilfov, more than 12% in Cluj, around 7% in Timis county and Arad around 4%.



Section 2 – Results from the survey

The EUREKA survey was carried out approximately from mid-November 2019 to the end of January 2020 and covered 10 significant national areas: Lazio, Lombardy and Apulia (Italy), Baden-Württemberg (Germany), Bucharest-Ilfov, South-East, North-East (Romania), Zagreb County (Croatia), Haute-de-France/Nord-Pas-de-Calais (France), Região de Lisboa/Grande Lisboa (Portugal).

The survey aimed at mapping and evaluating the existing or potential technological tools (primarily websites) able to provide easy access to information, services and guidance for EU citizens and their family members living in another Member State. This survey complemented the analysis of the national legislation and the existing policies on free movement and EU mobile citizens' inclusion elaborated in Section 1.

The main objective of the survey was to put together sufficient experience-based knowledge to support the development of the one-stop-shop web portal and the mobile APP, to be tested and implemented in the six EU countries involved in the project. To reach this goal, the survey was divided into the following sections⁷²:

- profile of the respondents (section 1);
- level and quality of online (and offline) information available at the national level for EU mobile citizens (section 2);
- websites/apps and other sources of information for EU mobile citizens to be mentioned as good practices (section 3).

The survey was addressed to a group of key stakeholders previously selected by the partners through desk research. Each partner was asked to create a list of at least 50 stakeholders, heterogeneous in terms of territorial competences and specific typology, including public authorities, private organisation, EU mobile citizens association, etc. The questionnaire was translated into the languages of the partner countries (Italian, Romanian, Croatian, German, French and Portuguese) and made available through the website SurveyMonkey®. The link to access the survey was sent via email to the selected stakeholders together with the request to further disseminate the questionnaire within their organisations. Each participant could answer the survey anonymously.

⁷² The full survey template is included in Annex 1



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TABLE 1: RESULTING SAMPLE AND RESPONSE RATES

	Stakeholders contacted	Total responses	Completion rate	Typical time spent
Croatia	≈91	20	11 (55%)	8m:29s
France	150	34	16 (47%)	4m:15s
Germany	420	48	25 (52%)	5m:36s
Italy	Not available	158	107 (68%)	6m:15s
Portugal	319	58	26 (45%)	4m:23s
Romania	≈300	263	135 (51%)	7m:39s
Total/avarage	1,280	581	320 (55,1%)	6m:06s

SOURCE: EUREKA survey

The total number of stakeholders contacted by the partners was 1,280 (target number: 500). The total number of questionnaires collected was 581. The total number of completed questionnaire collected was 320. This means that 55.1% of those who accessed the survey answered to the entire set of questions (see Table 1).

As indicated in national reports, the large number of potential respondents who did not reply to the questionnaire at all or only reply in part could indicate a lack of interest or knowledge about the topic under investigation. For this reason, specific information campaigns should be stepped up to raise stakeholders' awareness of this topic.

Despite the low completion rate, the comprehensive analysis of the results has offered the possibility of drawing some important conclusions and collecting a total of 61 good practices (50 websites and 11 APPs). To make the national data more comparable, incomplete questionnaires were excluded from the analysis, however, all the questionnaires were taken into consideration for the collection of good practices.

Below a summary of the results is presented.

Profile of the respondents

In the first four questions, we asked respondents to indicate their gender, the name and type of organisation they work for and their role within it.



As reported in Table 1, the number of respondents presents considerable differences from one to another country. Equally, the composition of the samples varies a lot between countries in terms of gender, type of organisation and job position.

Overall, 52.2% of survey respondents are women (167), 32.5% are men (120), while 10.3% (33) indicates a different gender or prefers not to express it (see Table 2).

TABLE 2: RESPONDENTS BY GENDER

	Male	Female	Other/Prefer not to answer	Total
Croatia	4	7	0	11
France	7	9	0	16
Germany	7	18	0	25
Italy	50	46	11	107
Portugal	6	11	9	26
Romania	46	76	13	135
Total	120	167	33	320

SOURCE: EUREKA survey

With regard to the type of organisation, the majority of respondents declares to work for a public administration (169), followed by people from private companies (69), NGOs (31) and other types of organizations (38), mainly trade unions and voluntary associations. Only 12 respondents, all coming from Italy, are members of an EU mobile citizens association (see Table 3).

Concerning job position, data show that 74 of respondents are heads of unit, 69 are senior staff members, 37 are junior staff members, 103 said they are in other categories (these mostly refer to decision-making management or supervisory roles), but there are also officers for international relations, service officers, education officers, assistants and volunteers), while 37 do not indicate the position held within their organisation (see Table 4).

Nevertheless, the resulting sample cannot be considered representative.



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TABLE 3: RESPONDENTS BY TYPE OF ORGANISATION

	Public	Private	NGO	EU mobile citizens association	Other	Total
Croatia	7	0	1	0	3	11
France	4	8	2	0	2	16
Germany	9	5	7	0	4	25
Italy	36	40	5	12	14	107
Portugal	17	3	3	0	3	26
Romania	96	13	13	0	12	134*
Total	169	69	31	12	38	319

* one respondent skipped the question

SOURCE: EUREKA survey

TABLE 4: RESPONDENTS BY WORK POSITION

	Head of unit	Senior	Junior	Other	Prefer not to answer	Total
Croatia	3	1	4	3	0	11
France	1	5	1	8	1	16
Germany	4	6	11	4	0	25
Italy	28	17	9	43	10	107
Portugal	4	5	3	5	9	26
Romania	34	35	9	40	17	135
Total	74	69	37	103	37	320

SOURCE: EUREKA survey

Level and quality of online information available to EU mobile citizens

This section presents an overview of existing online information services addressed to EU mobile citizens.

The set of questions prepared for respondents focused mainly on websites and Apps. Respondents were asked to identify the main information sources available at national level, the scope of the information provided, the types and usefulness of tools used and



services offered and the need to ensure access to this information in different languages.

Respondents were also asked to give an overall assessment of the quality of the information available at national level according to a set of indicators and to provide suggestions for possible improvements.

Websites

To identify the main sources of information for mobile EU citizens, the first question provided a list of generally-available websites that offer such information, asking respondents to express one or more preferences or simply indicate a lack of knowledge about this aspect (see Table 5).

Overall, about 57% of respondents indicate the websites of the Ministries of Interior, Foreign Affairs or Justice as the most relevant sources, followed by other dedicated national level websites or portals (42.2%). The websites of NGOs and Regions or other local authorities were mentioned by 30.0% and 27.2% of respondents respectively, while the forums reached about 20% of preferences (NGOs websites rank particularly high in Germany and France).

Police websites, decentralised state authority websites and regional migration websites have fewer preferences. Nevertheless, in Germany regional websites are considered the most relevant source of information: this is probably due to the federal structure of the political system and the impact that it has on society.

The “other private websites” option was chosen by only 11.6% of the sample. Moreover, it is also worth mentioning the rather high percentage (14.1%) of those who said they do not know anything about such sources (specifically, the value recorded in France and Portugal is above average while it is zero in Croatia).

As the respondents were selected among actors from the public and private sectors which are directly involved in various aspects of the mobility of EU citizens, this figure could indicate that information about online services is not sufficiently disseminated among stakeholders.



TABLE 5: IN YOUR COUNTRY, WHAT ARE THE MAIN ONLINE SOURCES FOR EU MOBILE CITIZENS AND THEIR FAMILY MEMBERS SEEKING INFORMATION ON THEIR RIGHTS AND OBLIGATIONS AND ON CONDITIONS AND PROCEDURES TO IMPLEMENT THEM? (MULTIPLE RESPONSES ALLOWED)

	HR	FR	DE	IT	PT	RO	Total
National migration website or portal	2	6	10	32	12	73	135
Website of the Ministry of Interior/ Foreign Affairs/Justice	8	8	15	65	10	76	182
Police website	4	0	2	27	2	21	56
Regional migration website or portal	2	2	16	8	4	25	57
Decentralised state authority websites	3	2	6	7	1	33	52
Website of a Region or other local authority	3	0	9	28	6	41	87
Forums	2	0	8	8	5	39	62
NGOs websites	1	7	14	32	8	34	96
Other private websites	0	4	2	9	4	18	37
Other	0	1	3	6	1	12	23
I do not know	0	4	3	13	6	19	45

SOURCE: EUREKA survey

The second question asked respondents to indicate which areas of information are usually not covered on these websites. The aim was to identify any existing information gaps concerning specific policy areas. Each respondent could mark one or more options (see Table 6).

The relative majority of respondents (38.1%) said they had no idea, while a slightly lower percentage (36.3%) indicated “public housing”. The options “anti-discrimination” and “employed and self-employed work” were both mentioned by approximately 26% of respondents (the percentage relating to antidiscrimination is particularly high in Germany), followed by “health care system” and “compulsory education and university” with percentages around 21%. On the other hand, information on residence registration and access to social security benefits appears to be sufficiently available in all partner countries (in this regard, relevant exceptions are Croatia, where about 37% of respondents marked the “residence” option, and Germany, where 28.0% choose “social security provisions”).



TABLE 6: WHICH AREAS OF INFORMATION ARE USUALLY NOT COVERED ON THESE WEBSITES/PORTALS? (MULTIPLE RESPONSES ALLOWED)

	HR	FR	DE	IT	PT	RO	Total
Registration at the register office and permanent residence	4	2	4	23	1	14	48
Dependent and autonomous employment	3	3	5	33	4	35	83
Health care system	2	3	5	19	2	38	69
Compulsory education and university	2	2	6	19	6	32	67
Public housing	4	2	6	44	8	52	116
Social security provisions	1	1	7	28	2	20	59
Antidiscrimination	1	3	9	34	5	33	85
Other	0	0	3	3	0	2	8
I do not know	6	10	9	28	14	55	122

SOURCE: EUReKA survey

Table 7 concerns the most commonly used tools for disseminating the information available on these websites. According to the respondents, guidance notes are the most widespread tool (52.2%), followed by brochures and leaflets (41.3%), hotlines (40.6%), application forms (40.0%), email services (38.8%), and publications (38.4%). By contrast, toolkits appear to be lesser used as were chosen only by 15.6% of respondents. The answers provide a fairly static picture: traditional materials are still the first channel of information dissemination. These are tools that often do not allow a quick orientation and that, in the end, make users converge towards a direct contact through e-mails or hotlines.

TABLE 7: WHICH OF THE FOLLOWING INFORMATION TOOLS ARE MOSTLY AVAILABLE ON THESE WEBSITES/PORTALS? (MULTIPLE RESPONSES ALLOWED)

	HR	FR	DE	IT	PT	RO	Total
Publications	2	7	13	34	13	54	123
Brochure and leaflet	4	5	15	28	10	70	132
Toolkit	2	2	0	9	2	35	50
Guidance notes	4	6	11	50	12	84	167
Application forms	5	7	10	35	6	65	128
Hotlines	6	4	8	29	15	68	130
Email services	6	0	4	31	11	72	124
Other	0	1	0	1	0	2	4
I do not know	3	8	5	19	5	18	58

SOURCE: EUReKA survey



With regard to hotlines specifically, respondents were asked to indicate the types of services usually provided through this information tool.

It is rather relevant that nearly half of the sample (45.3%) was not able to specify the purposes for which hotlines may be used (see Table 8). More than a third of respondents (34.1%) indicates that hotlines can give access to general information on the application of mobility law within the EU, approximately 31% is aware that it is possible to receive personalised advice from qualified operators, while, according to the answers, it is less common the possibility to book an offline appointment with a consultant.

TABLE 8: WITH SPECIFIC REGARD TO HOTLINES, WHAT SERVICES DO EU MOBILE CITIZENS HAVE USUALLY ACCESS TO? (MULTIPLE RESPONSES ALLOWED)

	HR	FR	DE	IT	PT	RO	Total
They can receive personalised advice from qualified operators online or by phone	5	2	9	22	6	55	99
They can request an offline appointment with a consultant who takes care of their case	0	2	10	17	5	26	60
They can only access general information on the application of mobility law within the EU	4	3	6	33	7	56	109
Other	0	0	0	2	0	0	2
I do not know	5	11	12	55	12	50	145

SOURCE: EUREKA survey

After identifying the main existing information tools, respondents were invited to assess their usefulness. The indicator was constructed on a scale from 1 to 5: the 1st ranking indicates the lowest level of utility, and the 5th ranking indicates the highest.

Guidance notes received the best score (3.8). In general terms, however, the information tools characterised by direct and tailored assistance and/or a practical and simplified level of communication tend to occupy high-ranking positions.



TABLE 9: IN YOUR OPINION, WHICH OF THE FOLLOWING INFORMATION TOOLS ARE MORE USEFUL FOR EU MOBILE CITIZENS? (PLEASE GIVE A SCORE FROM 1 – NOT USEFUL TO 5 – EXTREMELY USEFUL) - WEIGHTED AVERAGE

	HR	FR	DE	IT	PT	RO	Total
Publications	2.9	3.1	3.3	2.8	3.4	3.5	3.1
Brochure and leaflet	3.2	3.6	3.8	3.0	3.4	3.7	3.4
Toolkit	3.6	3.7	3.1	3.3	3.5	3.7	3.5
Guidance notes	3.6	4.0	3.8	3.4	3.9	4.1	3.8
Application forms	3.8	3.3	3.7	3.8	3.5	4.0	3.7
Hotlines	4.2	3.4	3.2	3.5	4.1	4.1	3.7
Email services	4.1	2.6	3.2	3.5	3.8	4.2	3.6
Other	2.8	3.3	2.0	3.4	3.2	2.8	2.9

SOURCE: EUREKA survey

Apps

A second set of questions focused more specifically on Apps.

Only two out of every ten respondents (21.6%), many of whom are from Romania, said they know of an App dedicated to EU mobile citizens which is available in their country (see Table 10). However, it is not the percentage of negative responses (6.3%) that gives cause for reflection but rather the fact that more than 72% of respondents are not aware of the availability of such Apps in their country. This can be considered, as was for websites, a clear indicator of the need to improve the promotion and dissemination of such instruments.

TABLE 10: ARE/IS THERE IN YOUR COUNTRY APP/S ADDRESSED TO EU MOBILE CITIZENS AND THEIR FAMILY MEMBERS THAT PROVIDE SPECIFIC INFORMATION AND GUIDANCE?

	HR	FR	DE	IT	PT	RO	Total
Yes	1	1	6	9	4	48	69
No	1	0	1	14	0	4	20
I do not know	9	15	18	84	22	83	231

SOURCE: EUREKA survey



Almost all respondents who answered positively to the previous question confirm that Apps mainly provide information services on rights and obligations, administrative procedures and logistical details of relevant offices (see Table 11).

TABLE 11: IF YES, WHAT ARE THE SERVICES USUALLY PROVIDED BY THIS/THESE APP/S? (MULTIPLE RESPONSES ALLOWED)

	HR	FR	DE	IT	PT	RO	Total
Information on rights and obligations	1	1	5	7	4	46	64
Information on administrative procedures	1	1	2	6	4	37	51
Addresses, opening hours and geolocation of offices	1	1	5	7	2	35	51
Qualified operators answer to personal consultations via chat or toll-free numbers	0	0	3	0	0	20	23
Other	0	0	1	1	0	0	2
I do not know	0	0	1	0	0	0	1

SOURCE: EUREKA survey

As regards the usefulness of each service, Table 12 shows that all received a similar score.

TABLE 12: IN YOUR OPINION, WHICH ONES ARE MORE USEFUL FOR EU MOBILE CITIZENS? (PLEASE GIVE A SCORE FROM 1 – NOT USEFUL TO 5 – EXTREMELY USEFUL) - WEIGHTED AVERAGE

	HR	FR	DE	IT	PT	RO	Total
Information on rights and obligations	4.0	2.0	4.3	4.1	4.0	4.7	3.9
Information on administrative procedures	4.0	2.0	3.5	4.0	4.0	4.6	3.7
Addresses, opening hours and geolocation of offices	5	2	4,3	4	4	4,5	4
Qualified operators answer to personal consultations via chat or toll-free numbers	3	2	4,8	3,9	4,5	4,2	3,7
Other	0	2	0	4	3	3,3	2,1

SOURCE: EUREKA survey



Language

Almost all respondents (91.9%) supported the need to make information on websites available in different languages (see Table 13). This is an indispensable condition to ensure accessibility and improve the impact of these tools.

Only a few respondents think that websites should provide information only in the national language (4.4%). Similar percentages are recorded for Apps: 68 out of 70 respondents indicated that they should be multilingual.

TABLE 13: DO YOU THINK THAT THE INFORMATION ON THESE WEBSITES/APPS SHOULD BE AVAILABLE IN OTHER LANGUAGES BESIDES THE NATIONAL ONE?

WEBSITES	HR	FR	DE	IT	PT	RO	Total
Yes	9	16	25	100	25	119	294
No	2	0	0	3	0	9	14
I do not know	0	0	0	4	1	7	12
APPS	HR	FR	DE	IT	PT	RO	Total
Yes	1	1	6	9	4	47	68
No	0	0	0	0	0	1	1
I do not know	0	0	0	0	0	1	1

SOURCE: EUREKA survey

According to the vast majority of respondents, English should be used as a second language in both websites and Apps; many of them also suggest the French language.

Moreover, about half of the respondents stressed the importance of using the languages spoken by the main national groups of European citizens present in the different host countries (see Table 14).



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TABLE 14: IF YES, WHICH LANGUAGE? (MULTIPLE RESPONSES ALLOWED)

WEBSITES	HR	FR	DE	IT	PT	RO	Total
English	7	11	19	79	19	103	238
French	1	6	11	40	7	45	110
German	4	3	14	10	2	31	64
Languages spoken by the main EU mobile citizens groups	3	10	19	56	18	60	166
Other	2	2	5	8	3	2	22
I do not know	0	1	1	2	0	0	4
APPS	HR	FR	DE	IT	PT	RO	Total
English	1	1	6	8	3	44	63
French	0	1	3	5	1	20	30
German	1	1	5	1	0	17	25
Languages spoken by the main EU mobile citizens groups	0	1	5	4	3	16	29
Other	0	0	2	1	0	2	5

SOURCE: EUREKA survey

Offline sources

When considering offline sources of information (such as publications, campaigns, brochure and leaflets, toolkit guidance notes, hotlines or email services, etc.), the percentage of respondents who are aware of the availability of these instruments in their country increases significantly compared to online sources (see Table 15). The increase is visible in all countries covered by the survey. It is therefore clear that online information sources suffer from lower visibility and dissemination among stakeholders.

TABLE 15: ARE THERE IN YOUR COUNTRY OTHER OFFLINE INFORMATION SOURCES (PUBLICATIONS, CAMPAIGNS, BROCHURE AND LEAFLETS, TOOLKIT GUIDANCE NOTES, HOTLINES OR EMAIL SERVICES, ETC.) FOR EU MOBILE CITIZENS AND THEIR FAMILY MEMBERS?

	HR	FR	DE	IT	PT	RO	Total
Yes	9	16	25	100	25	119	294
No	2	0	0	3	0	9	14
I do not know	0	0	0	4	1	7	12

SOURCE: EUREKA survey



Overall quality assessment

To deepen the analysis on the topic, respondents were asked to provide an overall assessment of the quality of websites, Apps and other offline information sources available in their country. An evaluation grid containing 4 criteria (comprehensiveness, correctness, frequency of updating and user-friendliness) was applied and the “performance” of each tool was rated weighting each criterion from 1 to 5 (1 being the lowest score and 5 the highest). Taking into account that, very significantly, none of the sources scored 1 (insufficient quality), the detailed results are shown in Table 16.

Respondents generally expressed a higher degree of appreciation for websites than other sources, which overall achieve the same average score. Frequency of updating scored lower than the other features, while correctness scored the best. Websites obtained a higher score in all features. Apps were considered particularly deficient in terms of completeness of information while offline resources, as expected, suffer from the possibility of rapid updating. According to these results, the best instruments or channels for directing information to beneficiaries are websites. Apps and offline sources need to be improved.

TABLE 16: MORE GENERALLY, THINKING ABOUT THE SITUATION IN YOUR COUNTRY, HOW WOULD YOU RATE THE INFORMATION AVAILABLE ON WEBSITES/APPS AND OTHER OFFLINE INFORMATION/SERVICES IN TERMS OF (PLEASE GIVE A SCORE FROM 1 - INSUFFICIENT TO 5 - EXCELLENT) – WEIGHTED AVERAGE

		HR	FR	DE	IT	PT	RO	Total
Comprehensiveness	Websites	3.6	3.0	3.2	2.9	3.3	3.8	3.3
	App	3.1	2.7	2.8	2.4	3.2	3.2	2.9
	Offline sources	3.2	2.7	3.2	2.6	3.0	3.3	3.0
Correctness	Websites	3.7	3.0	3.3	3.1	3.2	3.8	3.4
	App	3.4	2.8	3.0	2.5	3.2	3.4	3.0
	Offline sources	3.2	2.8	3.4	2.9	3.0	3.5	3.1
Frequency of updating	Websites	3.6	2.7	3.1	2.7	3.1	3.6	3.1
	App	3.2	2.8	2.8	2.5	3.1	3.3	2.9
	Offline sources	2.9	2.8	2.7	2.7	2.9	3.1	2.8
User-friendliness	Websites	3.7	2.6	3.3	2.9	3.2	3.8	3.3
	App	3.4	2.8	3.0	2.5	3.2	3.3	3.0
	Offline sources	3.1	2.8	3.0	2.7	3.1	3.3	3.0

SOURCE: EUREKA survey



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Proposals for improvement

Moreover, the questionnaire asked respondents to freely indicate what they think should be modified or integrated into these websites/APPs in order to improve access to information. Most of the suggestions focused on the following aspects:

- availability of multilingual interface and contents;
- clarity of concepts and simplicity of language;
- frequent updating of information;
- possibility to get free and tailored support via chat, email, etc.

Another general aspect concerns visibility. Some respondents suggested that it is necessary to have more information available on these services in order to have a better knowledge of their existence.

Figure 1 illustrates the recurrence of the keywords contained in the open-ended responses. Particular emphasis is placed on "information", "language(s)", "access(ibility)", "updated", "useful(ness)" and "contact" possibilities. Several keywords (such as "clear", "simple", "complete" and "specific") stress also the importance of ensuring a better quality of information.

FIGURE 1. WORD CLOUD OF ANSWERS TO “IN YOUR OPINION, WHAT NEEDS TO BE CHANGED OR INTEGRATED INTO THESE WEBSITES/APPs IN ORDER TO FACILITATE THE KNOWLEDGE AND THE ACCESS OF EU MOBILE CITIZENS TO THEIR RIGHTS AND OBLIGATIONS?”



SOURCE: EUREKA survey



Good practices reporting

The last section of the questionnaire was dedicated to the collection of good practices. Firstly, respondents were asked if they knew at least one example of a website, App and offline source which in their opinion could be considered a positive experience in providing information to EU mobile citizens.

In line with the lack of knowledge found in the previous section, the majority of respondents replied that they did not have sufficient information to answer the question (see Table 17). The percentage of those who answered "I do not know" is particularly high for Apps (60.3%), while the largest number of positive responses concerned websites (97).

The data collected further confirm the need to enhance the dissemination of news about available tools and the already developed good practices, opportunities for exchange should also be fostered. Particular attention should be paid to raise awareness of Apps.

TABLE 17. CAN YOU INDICATE AT LEAST ONE EXAMPLE OF WEBSITE/APP/OFFLINE INFORMATION SOURCE THAT, IN YOUR OPINION, CAN BE CONSIDERED A POSITIVE EXPERIENCE IN THE FIELD OF SERVICES ADDRESSED TO EU MOBILE CITIZENS?

WEBSITES	HR	FR	DE	IT	PT	RO	Total
Yes	2	2	11	20	8	54	97
No	4	6	7	34	2	24	77
I do not know	5	8	7	53	16	57	146

APPS	HR	FR	DE	IT	PT	RO	Total
Yes	1	0	2	5	2	22	32
No	4	6	11	41	4	29	95
I do not know	6	10	12	61	20	84	193

OFFLINE SOURCES	HR	FR	DE	IT	PT	RO	Total
Yes	1	1	8	14	1	30	55
No	3	5	5	35	3	33	84
I do not know	7	10	12	58	22	72	181

SOURCE: EUREKA survey



If the answer to the previous question is in the affirmative, respondents were then asked to give two examples for each type of tool and to clarify why these experiences could be viewed positively. The positive aspects identified by respondents in these tools relate mainly to the presentation of accurate and complete information (see Table 18).

TABLE 18. FOR WHAT REASON THIS EXPERIENCE CAN BE CONSIDERED A POSITIVE ONE? (MULTIPLE RESPONSES ALLOWED)

	HR	FR	DE	IT	PT	RO	Total
The information offered is accurate and complete	2	2	12	23	10	75	124
It allows receiving online advice and suggestions from experienced staff	1	0	9	10	4	46	70
It integrates online information services with off-line advice	1	0	9	11	4	41	66
Other	0	0	6	2	1	1	10

	HR	FR	DE	IT	PT	RO	Total
The information offered is accurate and complete	0	0	2	6	2	29	39
It allows receiving online advice and suggestions from experienced staff	0	0	0	6	0	22	28
It integrates online information services with off-line advice	1	0	2	7	0	17	27
Other	0	0	1	1	0	0	2

	HR	FR	DE	IT	PT	RO	Total
The information offered is accurate and complete	0	1	9	15	1	35	61
It allows receiving online advice and suggestions from experienced staff	1	2	5	14	1	29	52
Other	0	1	0	4	0	2	7

SOURCE: EUREKA survey



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Respondents mentioned the following websites and Apps.

TABLE 19. LIST OF COLLECTED WEBSITES

Address	Country	Public/private
http://www.eurodysee.eu/the-eurodysee-programme-traineeship-exchange-programme.html	HR	Private
https://mup.hr/	HR	Public
https://www.ofaj.org/	FR	Private
https://ec.europa.eu/eures/public/fr/homepage	FR	Public
https://www.auswaertiges-amt.de/de/service/fragenkatalog-node/-/606790	DE	Public
https://www.eu-gleichbehandlungsstelle.de/eugs-de/eu-buerger	DE	Public
https://welcome.stuttgart.de/	DE	Public/Private
https://welcome.heilbronn.de/de/willkommen.html	DE	Public
https://www.bamf.de/DE/Startseite/startseite_node.html	DE	Public
https://www.acli-bw.de/	DE	Public
https://www.forum-der-kulturen.de/	DE	Private
https://www.fair-arbeiten.eu/	DE	Private
https://www.netzwerk-iq.de/	DE	Public
https://biba.alb-donau-kreis.de/	DE	Public
https://www.jugendmigrationsdienste.de/	DE	Private
https://europa.eu/youreurope/index.htm#de	DE	Public
https://www.eures-deutschland.de/arbeiten-und-ausbildung-in-deutschland/	DE	Public
https://handbookgermany.de/en.html	DE	Private
https://www.deutschland.de/de	DE	Public
https://www.make-it-in-germany.com/de/visum/informationen-fuer-eu-buerger/	DE	Public
https://stranieriinitalia.it/	IT	Private
https://www.portaleimmigrazione.it/	IT	Public/Private
https://www.interno.gov.it/	IT	Public
https://www.serviziterritoriali-asstmilano.it/	IT	Public
https://www.comune.milano.it/	IT	Public
https://www.meltingpot.org/	IT	Public
https://www.poliziadistato.it/	IT	Public
https://www.patronato.acli.it/soluzioni-per-te/straniero-in-italia/	IT	Public



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http://www.puntoeuropa.eu/Default.aspx	IT	Public
https://www.esteri.it/mae/en	IT	Public
http://www.inca.it/	IT	Public
http://www.vivieuropa.it/essere-cittadini-europei/	IT	Public
https://www.lavoro.gov.it/Pagine/default.aspx	IT	Public
https://www.eurodesk.it/	IT	Public
https://www.aclimilano.it/	IT	Public
https://www.acm.gov.pt/inicio	PT	Public
https://www.sef.pt/pt/Pages/homepage.aspx	PT	Public
https://eurodesk.eu/	PT	Public
https://www.consilium.europa.eu/pt/policies/labour-mobility/	PT	Public
https://ec.europa.eu/info/index_pt	PT	Public
https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html	RO	Private
http://www.aidrom.ro/	RO	Private
https://migrantcenter.ro/	RO	Private
https://www.internations.org/go/moving-to-romania/working	RO	Private
https://www.euraxess.gov.ro/	RO	Public
http://europedirectbucuresti.ier.ro/	RO	Public
http://www.mae.ro/	RO	Public
https://www.informatiiconsulare.ro/mae/ro-ro/cumapelezi.aspx	RO	Public
https://www.anaf.ro/	RO	Public
http://igi.mai.gov.ro/en	RO	Public
http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/art6-directiva2014-54-ue	RO	Public
http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca	RO	Public
https://www.anofm.ro/eures/	RO	Public
https://ec.europa.eu/eures/public/ro/homepage	RO	Public
http://www.migrant.ro/	RO	Public
https://www.gov.ro/	RO	Public
http://mmuncii.ro/j33/index.php/ro/	RO	Public
https://europa.eu/	RO	Public
https://ec.europa.eu/romania/home_ro	RO	Public
https://www.eppgroup.eu/	RO	Public
https://www.hse.gov.uk/	RO	Public



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TABLE 19. LIST OF COLLECTED APPS

Address	Country	Public/private
e-Građani (e-Citizens)	HR	Public
mbeon	DE	Public/Private
Ankommen	DE	Public
Integrate	DE	Private
Citizens' App	IT/EU	Public
Presente	IT	Public
CityUser	IT	Private
My CNAIM	PT	Public
Registo Viajante	PT	Public
myRO	RO	Private
Călătorește în siguranță	RO	Public

SOURCE: EUREKA survey



Section 3 – Benchmarking of good practices

The benchmarking analysis focused on websites. Unlike the previous paragraph, incomplete questionnaires were also taken into account for the collection of good practices.

After an initial skimming (i.e. repetitions, websites that were inoperative, too generic or not directly relevant to the topic were excluded from the analysis, for EU official websites only national versions were taken into consideration), the total number of websites assessed was 50 (see Table 20). For countries where the number of websites collected was particularly low, the list was supplemented by the project partners.

TABLE 20. LIST OF ASSESSED WEBSITES

Address	Country	Public/private
www.mup.hr	HR	Public
www.mvep.hr	HR	Public
www.pravosudje.gov.hr	HR	Public
www.mirovinsko.hr	HR	Public
www.ofaj.org	FR	Private
www.service-public.fr	FR	Public
www.immigration.interieur.gouv.fr	FR	Public
www.touteurope.eu	FR	Private
www.droitsavoir.asso.fr	FR	Private
www.auswaertiges-amt.de/de/service/fragenkatalog-node/-/606790	DE	Public
www.welcome.stuttgart.de	DE	Public
www.bamf.de	DE	Public
www.netzwerk-iq.de	DE	Public
www.jugendmigrationsdienste.de	DE	Private
www.eu-gleichbehandlungsstelle.de/eugs-de/eu-buerger	DE	Public
www.fair-arbeiten.eu	DE	Private
www.europa.eu/youreurope/index.htm#de	DE	Public
www.stranieriinitalia.it	IT	Private
www.portaleimmigrazione.it	IT	Public
www.interno.gov.it	IT	Public



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www.serviziterritoriali-asstmilano.it	IT	Public
www.comune.milano.it	IT	Public
www.esteri.it/mae/en	IT	Public
www.eurodesk.it	IT	Private
www.aclimilano.it	IT	Private
www.patronato.acli.it	IT	Private
https://www.facebook.com/Servizio-Immigrazione-Ambito-Territoriale-Sociale-di-Galatina-	IT	Public
www.puntoeuropa.eu	IT	Public
www.cgillecce.it/inca	IT	Private
www.vivieuropa.it	IT	Private
www.acm.gov.pt/inicio	PT	Public
www.sef.pt	PT	Public
www.solimigrante.org	PT	Private
www.study-research.pt	PT	Public
www.eurocid.mne.gov.pt	PT	Public
https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html	RO	Private
www.aidrom.ro	RO	Private
www.migrantcenter.ro	RO	Private
www.internations.org/go/moving-to-romania/working	RO	Private
www.euraxess.gov.ro	RO	Public
http://europedirectbucuresti.ier.ro/	RO	Public
www.mae.ro	RO	Public
www.informatiiconsulare.ro/mae/ro-ro/cumapelezi.aspx	RO	Public
www.anaf.ro	RO	Public
http://igi.mai.gov.ro/en	RO	Public
www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/art6-directiva2014-54-ue	RO	Public
www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca	RO	Public
www.anofm.ro/eures	RO	Public
https://ec.europa.eu/eures/public/ro/homepage	RO	Public
www.consilium.europa.eu/ro/policies/migratory-pressures	RO	Public

SOURCE: EUREKA survey



The resulting websites were judged based on 59 criteria (see Table 21) borrowed, with appropriate adjustments, from the Radar web PA measurement methodology⁷³.

Before carrying out the benchmarking analysis, the reliability of the criteria was assessed by conducting a test on the Romanian set of 15 websites.

Each website was randomly allotted to two independent coders. There were four coders, and each coder coded 7-8 websites. Then, we have tested to see whether the same criterion is judged similarly by the two coders for the set of 15 websites.

To test, Spearman-rank correlations were computed. This correlation indicator varies from -1 to +1. When closer to +1, it means that the two coders tended to assess similarly the sites with respect to the respective criterion, meaning that the criterion is reliable, and it can be used in the analysis. When smaller, it means that the judgements are inconsistent. When negative, this means that the coders contradicted each-other in their assessments.

To be sure that the correlation coefficient is not dependent on the pair of coders, randomization of allotting the websites for evaluation was employed.

The whole process implies that unreliable criteria cannot be used in the evaluation.

Table 21 displays the results. The green/greenish values indicate that the corresponding criteria can be safely used. Normally, one would have used a high threshold for deciding upon reliability. However, with only 15 cases (websites), .2 is used for deciding upon reliability. Everything under the line is definitively unreliable and those criteria were dropped from the analysis. To restate the decision, in other words, one may observe that:

- “Unreliable” means that two different coders are likely to judge differently the set of websites according to the respective criteria;
- “Reliable” means that two different coders are very likely to code the respective website on the respective criteria with the same or almost the same code.

⁷³ <http://egov.formez.it/content/radar-web-pa-strumento-autovalutazione>



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TABLE 21. RELIABILITY SCORES FOR THE 59 CRITERIA

Label	Coverage	Score
C17	Language of contents	0.856
F8	Social media	0.687
D5	User identification	0.592
C1	News date	0.573
C13	Accessibility	0.536
E4	Internal search engine	0.475
C4	Documents creation/publication date	0.457
F6	Synchronous communication	0.447
F9	Communication on mobile phones	0.431
D10	Information on booking services	0.396
E8	Positioning of the website in search engines	0.395
D6	Synchronous assistance	0.386
F14	Social tagging	0.351
D14	Minimum online service presence and level	0.339
C5	Documents update date	0.336
F3	Survey data on online services	0.336
C2	Validity of legislative provisions	0.322
F13	Participation	0.318
D8	Multimedia description of services	0.302
D15	Residence registration	0.277
C6	Identification of content author	0.262
D20	Information on paid services	0.211
E5	Search engine	0.147
F4	Evaluation of the contents	0.140
F12	Tagcloud	0.128
D1	Alphabetical order of the services	0.125
C12	Contents' manager reference	0.099
E2	Open formats	0.099
D2	Order of the services according to the recipients	0.095
F2	Customer satisfaction	0.075
E3	Documentation Section	0.062
D4	Description of the services	0.062



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D13	User protection and complaints	0.057
F1	Online listening	0.046
F5	e-participation	0.040
C11	Email and related references	0.039
C15	Institutional logos	0.038
D19_A	HOUSING	0.022
D3	Search engine for services	0.018
C14	Self-explanatory domain name	0.000
E9	Access data monitoring	-0.003
E6	Use of personal data	-0.007
D17	SCHOOL	-0.052
D12	Intermediated public services	-0.054
E7	Keywords	-0.062
C16	Organizations information section	-0.088
D16	WORK	-0.095
D7	Digital and cultural divide	-0.095
F7	RSS feed	-0.105
D9	Integrated contact channels	-0.126
D11	Information document	-0.147
C10	Multidimensionality	-0.149
D18	HEALTH	-0.172
C9	Flexibility	-0.188
E1	Open licenses	-0.232
D19	SOCIAL ASSISTANCE	-0.269
C3	Measures' deadline	-0.323
F11	Georeferencing	-0.407
F10	App	Not enough variation, can be used as such

*Criteria were structured by their domain. Capital letters in front of their labels indicate the field they measure. C: Content, D: Services, E: Public data, F: Web 2.0.

SOURCE: EUREKA survey



Therefore, based on the Romanian results and assuming that the behaviour of the coders should be similar also in the other partner countries, only 22 criteria were taken into account in the benchmarking analysis.

All Romanian websites were coded by at least 3 coders, some of them by 4 coders. For the criteria that led to similar evaluations irrespective of the coder, the average rate received by all coders was calculated. In the other partner countries, the websites were coded by a single coder.

The results of the evaluation are displayed in Tables 22, 23, 24, following.



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TABLE 22. ASSESSMENTS OF CONTENT VALUE

	C1 News date	C2 Validity of legislative provisions	C4 Documents creation/public ation date	C5 Documents update date	C6 Identificatio n of content author	C7 Website popularity	C8 Broken links presence	C13 Accessibility	C17 Language of contents
MUP	5	5	5	1	5	5	3	1	2
MVEP	3	4	3	1	5	2	1	1	2
Pravosudje	3	4	4	1	5	3	4	1	1
Mirovinsko	5	5	4	3	5	3	5	4	2
Immigration.interieur	4	1	4	1	1	4	3	4	1
Service-public	4	3	4	4	1	5	4	4	1
Touteurope	4	2	4	2	3	2	2	4	1
OFAJI	5	2	4	2	3	4	1	4	3
Droitausavoir	1	1	2	2	2	2	4	4	1
Auswaertiges-amt	4	4	4	4	1	3	4	4	5
BAMF	4	4	4	4	1	4	-	4	5
EU-Gleichbehandlungsstelle	2	3	2	3	1	1	3	4	5
Fair-arbeiten	3	3	3	3	1	5	4	4	5
Jugendmigrationsdienste	2	2	2	2	3	1	3	4	5
Netzwerk-iq	2	2	2	2	1	4	4	4	2
Welcome.stuttgart	2	2	2	2	1	4	2	4	2



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Europa.eu/youreurope	5	5	5	5	1	2	4	4	5
INTERNO.GOV	1	1	4	5	1	5	3	1	1
StranieriinItalia	5	4	5	5	4	3	2	1	4
Portaleimmigrazione	5	5	1	3	1	1	5	1	5
Serviziterritoriali- asstmilano	4	3	3	4	3	2	5	1	1
COMUNE MILANO	5	3	3	3	3	5	5	1	5
ESTERI	4	4	4	4	4	2	3	2	3
Eurodesk	3	3	3	3	3	3	2	2	1
Aclimilano	4	2	3	3	3	1	3	3	1
Patronato Acli	5	5	5	5	3	2	5	4	1
Servizio Immigrazione Galatina (facebook)	5	5	5	5	3	1	-	3	1
Puntoeuropa	3	4	5	5	3	3	4	4	1
Cgillecce/INCA	5	3	3	3	2	4	3	3	1
Vivieuropa	2	3	3	3	2	1	2	1	2
ACM	3	2	2	2	1	5	-	4	2
SEF	5	1	2	2	1	5	5	4	2
Solimigrante	5	2	1	1	1	1	4	3	2
Study-research	2	2	2	1	1	5	5	2	2
Eurocid	5	2	2	2	1	1	2	3	2
KPMG	5	2	4	1	5	2	1	4	4



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AIDROM	5	2	5	2	2	1	4	1	2
MigCenter	5	1	3	1	1	2	1	1	2
InterNations	2	3	2	3	2	5	1	1	1
Euraxess	1	1	2	1	1	2	3	1	2
IER	5	3	5	3	3	3	2	2	1
MAE	3	5	5	3	2	4	2	1	3
InfoCons	1	2	2	2	2	1	5	1	1
ANAF	2	3	2	2	1	4	3	1	2
IGI	5	2	4	2	2	3	2	2	3
MMuncii1	2	2	3	2	2	3	1	1	3
MMuncii2	4	3	4	3	3	3	1	1	2
EUREsofm	5	3	4	2	3	3	5	2	2
EURESeu	5	3	5	4	2	5	2	2	5

SOURCE: EUREKA survey



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TABLE 23. ASSESSMENT OF SERVICES

	D5 User identification	D6 Synchronous assistance	D8 Multimedia description of services	D10 Information on booking services	D14 Minimum online service presence and level	D15 Residence registration	D20 Information on paid services
MUP	2	1	2	1	2	2	1
MVEP	1	1	1	1	2	1	1
Pravosudje	2	1	1	1	4	1	1
Mirovinsko	4	3	3	2	4	1	4
Immigration.interieur	1	2	1	1	5	2	1
Service-public	1	1	1	1	4	5	1
Touteurope	1	1	1	1	1	1	1
OFAJI	1	1	1	1	5	1	1
Droitsausavoir	5	2	1	1	5	1	1
Auswaertiges-amt	1	1	1	1	2	1	1
BAMF	1	1	1	1	2	1	1
EU-Gleichbehandlungsstelle	1	1	1	1	2	1	1
Fair-arbeiten	1	1	1	4	2	1	1
Jugendmigrationsdienste	2	2	1	1	3	1	1
Netzwerk-iq	1	1	1	4	2	1	1
Welcome.stuttgart	1	1	1	4	2	1	1
Europa.eu/youreurope	1	1	1	1	2	1	1



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INTERNO.GOV	1	1	1	1	1	1	1
StranieriinItalia	1	1	1	1	2	2	1
Portaleimmigrazione	1	1	1	2	1	2	1
Serviziterritoriali-assimilano	1	1	1	1	1	1	1
COMUNE MILANO	1	5	3	5	4	3	1
ESTERI	1	2	2	1	1	1	1
Eurodesk	2	2	1	2	1	2	2
Aclimilano	1	2	1	4	1	1	1
Patronato Acli	2	1	3	3	3	3	1
Servizio Immigrazione Galatina (facebook)	1	1	1	3	3	2	1
Puntoeuropa	1	1	1	2	2	3	1
Cgillecce/INCA	2	1	3	3	3	3	1
Vivieuropa	1	1	1	3	2	2	1
ACM	5	3	2	3	2	2	1
SEF	2	3	2	3	1	2	1
Solimigrante	1	1	1	1	1	1	1
Study-research	1	1	2	1	1	1	1
Eurocid	2	1	1	1	1	2	1
KPMG	2	3	3	3	3	2	1
AIDROM	1	2	2	2	2	1	1
MigCenter	1	2	1	2	1	1	1



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InterNations	1	2	2	2	3	2	2
Euraxess	2	2	1	1	1	2	1
IER	3	2	2	3	2	1	1
MAE	1	2	3	2	4	2	2
InfoCons	2	3	2	2	3	2	1
ANAF	2	1	1	1	4	1	2
IGI	2	2	2	2	4	3	1
MMuncii1	2	1	1	1	1	1	1
MMuncii2	2	2	2	2	1	1	1
EUREsofm	1	2	2	2	2	2	1
EURESeu	2	5	4	2	3	2	1
Consilium	1	1	2	2	2	2	2

SOURCE: EUREKA survey



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TABLE 24. ASSESSMENT OF PUBLIC DATA AND WEB2.0

	Public Data		Web2.0					
	E4 Internal search engine	E8 Positioning of the website in search engines	F3 Survey data on online services	F6 Synchronous communication	F8 Social media	F9 Communication on mobile phones	F13 Participatio n	F14 Social tagging
MUP	1	4	1	1	5	4	1	1
MVEP	1	5	1	1	5	2	1	1
Pravosudje	1	5	1	1	5	3	1	1
Mirovinsko	5	5	1	4	5	5	4	3
Immigration.interieur	4	5	1	1	5	3	3	1
Service-public	5	5	1	1	3	1	4	1
Touteleurope	4	1	1	1	5	1	3	1
OFAJI	3	1	1	1	5	1	4	1
Droitausavoir	4	1	5	1	1	1	4	1
Auswaertiges-amt	5	4	1	1	5	5	3	1
BAMF	5	4	1	1	4	4	3	1
EU-Gleichbehandlungsstelle	5	5	1	1	4	5	3	1
Fair-arbeiten	5	4	1	1	4	5	3	1
Jugendmigrationsdienste	5	5	1	1	4	5	3	1
Netzwerk-iq	2	5	1	1	3	5	3	1
Welcome.stuttgart	5	5	1	1	4	5	3	1



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Europa.eu/youreurope	5	4	1	1	5	5	3	1
INTERNO.GOV	4	5	1	1	1	1	1	1
StranieriinItalia	4	5	2	1	3	4	1	1
Portaleimmigrazione	4	5	1	1	1	1	1	1
Serviziterritoriali-assimilano	3	2	1	1	1	1	1	1
COMUNE MILANO	4	3	1	1	5	4	1	2
MINISTERO ESTERI	5	2	1	1	4	1	2	3
Eurodesk	3	1	1	1	1	2	1	1
Aclimilano	3	1	1	1	4	4	1	2
Patronato Acli	1	4	1	1	2	1	2	2
Servizio Immigrazione Galatina (facebook)	1	1	1	1	2	1	2	2
Puntoeuropa	1	1	1	1	2	1	2	2
Cgillecce/INCA	1	3	1	1	2	1	2	2
Vivieuropa	1	1	1	1	2	1	2	1
ACM	4	4	1	1	2	3	1	1
SEF	4	4	1	1	4	1	1	1
Solimigrante	3	3	1	1	5	1	1	1
Study-research	4	5	1	1	4	1	2	1
Eurocid	3	4	1	1	3	1	1	1
KPMG	4	4	1	2	5	3	1	1
AIDROM	4	5	1	2	3	2	1	1



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MigCenter	2	4	1	1	3	2	2	1
InterNations	1	4	1	2	3	2	1	1
Euraxess	5	5	1	1	3	3	1	1
IER	4	4	2	3	4	3	4	3
MAE	4	4	1	2	5	4	2	2
InfoCons	3	5	1	2	1	1	1	1
ANAF	3	4	1	2	1	1	2	1
IGI	4	5	2	2	2	1	1	1
MMuncii1	2	5	1	1	2	1	1	1
MMuncii2	3	5	1	2	3	1	1	1
EUREsofm	3	5	1	2	2	1	1	1
EURESeu	5	5	1	4	5	3	1	2
Consilium	5	3	1	2	5	3	2	2

SOURCE: EUREKA survey



Table 25 provides a heat map by dimension for all sites. First, average scores were computed by dimension. The first 4 columns depict these averages. For each of them, the cells are coloured with the red or reddish background when the average values were lower and with green and greenish when higher. Therefore, green colours are associated with better judgements by coders. On the last column, the mean value of the first columns was computed. Colours go from white (the lowest averages) to intense blue (the highest). Bold values indicate the top four websites according to the judgements of our coders. The last row indicates the mean value of the four macro indicators.

TABLE 25. OVERALL WEBSITES ASSESSMENT: A HEAT MAP

	C Content value	D Services	E Public Data	F Web2.0	C+D+E+F (overall mean)
MUP	3,6	1,6	2,5	2,2	2,4
MVEP	2,4	1,1	3,0	1,8	2,1
Pravosudje	2,9	1,6	3,0	2,0	2,4
Mirovinsko	4,0	3,0	5,0	3,7	3,9
Immigration.interieur	2,6	1,9	4,5	2,3	2,8
Service-public	3,3	2,0	5,0	1,8	3,0
Touteurope	2,7	1,0	2,5	2,0	2,0
OFAJI	3,1	1,6	2,0	2,2	2,2
Droitsavoir	2,1	2,3	2,5	2,2	2,3
Auswaertiges-amt	3,7	1,1	4,5	2,7	3,0
BAMF	3,8	1,1	4,5	2,3	2,9
EU-Gleichbehandlungsstelle	2,7	1,1	5,0	2,5	2,8
Fair-arbeiten	3,4	1,6	4,5	2,5	3,0
Jugendmigrationsdienste	2,7	1,6	5,0	2,5	2,9
Netzwerk-iq	2,6	1,6	3,5	2,3	2,5
Welcome.stuttgart	2,3	1,6	5,0	2,5	2,9
Europa.eu/youreurope	4,0	1,1	4,5	2,7	3,1
INTERNO.GOV	2,4	1,0	4,5	1,0	2,2
StranieriinItalia	3,7	1,3	4,5	2,0	2,9
Portaleimmigrazione	3,0	1,3	4,5	1,0	2,4
Serviziterritoriali- assimilano	2,9	1,0	2,5	1,0	1,8
COMUNE MILANO	3,7	3,1	3,5	2,3	3,2
MINISTERO ESTERI	3,3	1,3	3,5	2,0	2,5



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Eurodesk	2,6	1,7	2,0	1,2	1,9
Aclimilano	2,6	1,6	2,0	2,2	2,1
Patronato Acli	3,9	2,3	2,5	1,5	2,5
Servizio Immigrazione di Galatina (facebook)	3,5	1,7	1,0	1,5	1,9
Puntoeuropa	3,6	1,6	1,0	1,5	1,9
Cgillecce/INCA	3,0	2,3	2,0	1,5	2,2
Vivieuropa	2,1	1,6	1,0	1,3	1,5
ACM	2,6	2,6	4,0	1,5	2,7
SEF	3,0	2,0	4,0	1,5	2,6
Solimigrante	2,2	1,0	3,0	1,7	2,0
Study-research	2,4	1,1	4,5	1,7	2,4
Eurocid	2,2	1,3	3,5	1,3	2,1
KPMG	2,9	2,3	3,9	2,2	2,8
AIDROM	2,7	1,6	4,5	1,7	2,6
MigCenter	1,9	1,3	2,6	1,8	1,9
InterNations	2,2	2,0	2,4	1,7	2,1
Euraxess	1,5	1,4	4,8	1,7	2,4
IER	2,8	1,9	3,5	2,8	2,8
MAE	3,1	2,3	3,8	2,8	3,0
InfoCons	1,8	1,9	3,6	1,1	2,1
ANAF	2,1	1,8	3,5	1,5	2,2
IGI	2,8	2,3	4,2	1,6	2,7
MMuncii1	2,0	1,1	3,3	1,2	1,9
MMuncii2	2,6	1,6	3,8	1,6	2,4
EURESofm	3,2	1,6	4,0	1,4	2,6
EURESeu	3,6	2,7	4,8	2,7	3,5
Consilium	3,5	1,8	4,0	2,7	3,0
	2,9	1,7	3,5	1,9	

SOURCE: EUREKA survey

Overall, the results show that indicators relating to the quality, reliability and accessibility of websites and their content (C and E) scored higher on average. In particular, the websites of Croatia, Italy and Germany stand out for a high score on the first indicator, while the websites of Portugal, Romania and especially Germany score above average with respect to the third indicator.



The main shortcomings relate to the field of services. As the responses to the survey have already shown, the online offer and a higher level of interactivity of services should be improved. This concerns, for example, the possibility for users to have downloadable forms available for requesting the act/administrative procedure, starting and possibly concluding the administrative act/procedure online, including any payment of the expected costs, receiving synchronous and tailored assistance (e.g. telephone, chat or video call) to the use of online services, having a booking method available, etc. However, among all the websites rated, the following ones have registered above-average values with respect to this indicator:

www.mirovinsko.hr

<https://ec.europa.eu/eures/public/ro/homepage>

www.acm.gov.pt/inicio

www.comune.milano.it

The score for Web 2.0 features was also particularly low. The central issue here is the lack of possibility for users to create content and interact with websites and with each other through social media, forums, and other communication systems. With respect to this indicator, many of the Italian, Romanian and Portuguese websites scored below average, while almost all French, German and Croatian websites scored above.

Taking into account the average value of the four macro indicators, German websites obtained the highest overall score, followed by Croatian websites.



Conclusions and first recommendations

The analysis presented in this report is not intended to be exhaustive, but mainly to provide an overview of national contexts based on the reports produced by the EUREKA partners. The comparison exercise allowed to highlight both some common aspects between the countries and particular characteristics mainly related to the socio-economic and cultural context. On this basis, the EUREKA project developed a first set of recommendations addressed to civil society organisations and public authorities at different levels of government, also based on the main critical issues highlighted by the national partners.

These recommendations are aimed at providing stakeholders with some suggestions for improving online information services for EU mobile citizens and will form the basis for discussion in national focus groups. Once integrated and finalised by the participants in the meetings, the recommendations will be included in the final EUREKA handbook.

I. VISIBILITY

Information for mobile EU citizens is available through several online channels, but many respondents have little or no knowledge of their existence. There is, therefore, a need to raise awareness of such information services not only among mobile EU citizens but also among public and private actors operating at local, regional and national level; the presence of these tools on the main search engines should also be enhanced. Particular attention should be paid to increase the visibility of existing APPs.

II. MULTILINGUALISM

Information should be available not only in English but also in the languages of the largest groups of European citizens present in the country. A multilingual glossary of the most used terms and expressions should be available.

III. SIMPLICITY

Interventions aimed at simplifying information are needed; bureaucratic vocabulary, which sometimes generates semantic misunderstandings in foreign languages, should be avoided.



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IV. USEFULNESS

Excessive redundancy of information risks dispersing the user's interest, it is necessary that the tool is considered effective from the very first interactions so as to encourage the user to stay. The reliability of information should be constantly confirmed. Information tools characterised by direct and tailored assistance (hotlines, email and live-chat services) and practical and simplified level of communication (guidance notes, specimens of application forms and templates) should be used. Feedback options should be available to enable targeted advice. Experiences and stories of mobile EU citizens who have already settled in the country may also be useful.

V. CONTENTS

More information on public housing, anti-discrimination and access to employment should be included in existing websites. Information on health care and education should also be made more widely available.

VI. UPDATING

Information should be constantly updated, with the utmost attention to regulations.

VII. ACCESSIBILITY

Accessibility aspects should be addressed taking into account the different "gaps" of users. Websites and applications should have a clear structure and search function. Attention should be paid to the graphic layout of the tools.



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Patronato ACLI / IT - <https://www.patronato.acli.it/>

ACLI Selbsthilfewerk für interkulturelle Arbeit e. V. (acli e. V.) / DE - <http://acli.de/>

Cartel ALFA / RO - <https://www.cartel-alfa.ro/>

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Institutul European din Romania IER / RO - <http://ier.gov.ro/>

ANCI Lazio / IT - <http://www.ancilazio.it/>

The City of Zagreb / HR - <https://www.zagreb.hr/>

Tandem Plus / FR and PT - <http://www.tandemplus.org/>