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# **ROMANIA**

## **Country Report**

**on free movement rights and EU mobile citizens' inclusion**

**Research survey**

**Bucharest**

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## Foreword

"**A Key Access to EU Rights — EUREKA**" is a project co-financed by the European Commission under the European Rights, Equality and Citizenship Programme – REC. Starting with 15 July 2019, EUREKA is implemented by IDOS and ten partners from six European countries (Romania, Germany, Italy, Portugal, France and Croatia).

**The main objective** of the project is to facilitate the exercise of the rights of freedom of movement, inclusion and participation of European citizens in the host Member States, through the exchange of skills and competences, at local, national and transnational level and increasing the level of access to and use of digital information.

**The project aims to:**

- identify, share and disseminate best practices in six EU Member States, thus providing knowledge based on experience on this topic;
- develop and test an innovative web portal (one-stop shop) and a tool (application APP) capable of providing easy online access to practical information, assistance and geolocated services at local/regional level in four Member States;
- promote the use of technological tools provided by the project among EU mobile citizens and raise awareness of their rights, thus empowering them through information and advice;
- ensure the relationship/cooperation between the public/private stakeholders and their continuous involvement in the project activities;
- increase the visibility and dissemination of results, thus supporting the transfer of project results to other EU Member States and their sustainability.

**The project activities** are grouped into four work packages (WP) and distributed amongst partners according to their expertise and added value expected to be brought in. The current analysis is developed within the WP2, which deals with the collection, exchange and dissemination of good practices.

The research is carried out based on data collected through a survey on free movement rights and EU mobile citizens' inclusion, conducted between the 15<sup>th</sup> of November 2019 and the 31<sup>st</sup> of January 2020. The objective of the survey was to map and evaluate 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. The analysis puts together experienced-based knowledge in order to support the development of an innovative one-stop shop web portal and an APP, to be tested and implemented in six EU countries.

**The methodological design** involves four distinct phases. First, through desk research, a list of relevant stakeholders was set up by the members of the Romanian team. Second, a brief questionnaire was sent to the list of stakeholders via Survey Monkey. The recipients were asked to answer online and to disseminate the questionnaire within their organization if the case. The resulting quantitative data was latter analysed. Third, an analysis of the national legislation and conditions complemented the quantitative data collection. Forth, the analysis comes together with an inspection of the best practices resulting from the quantitative survey, which were further detailed through content analysis.

**The report** is structured around the main sources of information that were employed. A description of the Romanian legislative and social landscape opens the report. The second section depicts the results of the survey. The third and the fourth sections describe the existing best practices. Recommendations are briefly integrated in the conclusive part.

## Section 1 – The state of the art

### National provisions on free movement of EU citizens

The free movement of workers is known as one of the four freedoms enjoyed by EU citizens, according to the EU treaties. These freedoms state that goods, services, capital and persons can move without restriction within the EU. All are recognised as fundamental rights,<sup>1</sup> cornerstones of the European Single Market and support of the Euro.

The legal basis for the free movement of workers is provided by the Treaty on European Union (TEU, Article 3(2)) and the Treaty on the Functioning of the European Union (TFEU, Articles 4(2)(a), 20, 26 and 45-48). Along with the treaties, the European legislation on the subject matter comprises the Directive 2004/38/EC of the European Parliament and of the Council of 29 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; Regulation (EU) No 492/2011 on freedom of movement for workers within the Union, and the Regulation (EU) 2019/1149 of the European Parliament and of the Council of 20 June 2019 establishing a European Labour Authority.

The free movement of workers is one of the founding principles of the EU. It is present in various regulations and directives since the 1960s. They have been modernised repeatedly. Amongst them, there are the Regulation 1612/68 and the Council Directive 68/360 on the abolition of restrictions on movement and residence.

The free movement of workers includes the rights of movement and residence for workers and their family members, and the right to work in another Member State. Under these provisions the Member State mobile citizens are treated on an equal footing with nationals' ones.

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 living 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 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 into 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 other status in

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<sup>1</sup> The Treaty freedoms are considered on a par with fundamental rights, according to CJEU. See: a) Opinion AG Stix-Hackl, Case C-36/02, *Omega Spielhallen- und Automatenaufstellungs-GmbH v Oberbürgermeisterin der Bundesstadt Bonn*, [2004] ECR I-09609, Para. 50; b) AG Trstenjak in Case C-271/08, *European Commission v Federal Republic of Germany*, [2010] ECR I-07091, Para. 81.

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 Protection**,<sup>2</sup> 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 Employment**<sup>3</sup> is the Romanian public employment service and the national EURES.<sup>4</sup> They provide specialised services related to living and working conditions in Romania for the mobile European workers.

**The Labour Inspectorate**<sup>5</sup> 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**<sup>6</sup> - NCCD is an autonomous body under parliamentary control, which activates in the field of discrimination. It is the guarantor of the observance and application of the principle of non-discrimination, in accordance with international law.

**The General Inspectorate for Immigration**<sup>7</sup> 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 Affairs**<sup>8</sup> is the Romanian public institution of central public administration which implements the foreign policy of Romania, in accordance with 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 abroad<sup>9</sup> 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 in order 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 reside and the relevant international norms.

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<sup>2</sup> The Ministry of Labour and Social Justice website: <http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca>

<sup>3</sup> National Agency for Employment website: <http://www.anofm.ro/>

<sup>4</sup> Romanian EURES <http://www.eures.anofm.ro/legislatie.html>

<sup>5</sup> The Labour Inspectorate website: <https://www.inspectiamuncii.ro/>

<sup>6</sup> The National Council for Combating Discrimination website: <http://www.cncd.org.ro/>

<sup>7</sup> The General Inspectorate for Immigration website: <http://igi.mai.gov.ro/>

<sup>8</sup> The Ministry of Foreign Affairs website: <http://www.mae.ro/>

<sup>9</sup> The Department for Romanians abroad website: <http://www.mprp.gov.ro/web/>



## National policies put into practice

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 brochures.<sup>10</sup> Unlike other EU countries, Romania sets the emphasis upon stimulating return mobility, as a result of the labour shortages in key areas of the economy, created by significant outflows of workers from Romania. Nevertheless, the specific measures undertaken by authorities, employers, employment agencies and trade unions with regard to 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 the way in which such information are reflected in usable data.

In terms of living conditions, EU mobile citizens benefit of 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 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 with regard to 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).

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<sup>10</sup> 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://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52018SA0006%2801%29>



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 prior to discrimination, or to terminate the situation created by discrimination. The main stakeholders, such as trade unions (Law no. 62/2011 of social dialogue), NGO's 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.

### Other relevant initiatives implemented from second and third sectors

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 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 to labour mobility EaSI-EURES and the ESF, is challenging.<sup>11</sup> As well, difficulties with moving to and working in another country persist, 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 1<sup>st</sup> of January 2019 in the EU28 countries, except reporting country, was 22,4 million or 24,3 mil. if we also consider Iceland, Liechtenstein, Norway and Switzerland. The corresponding working age population was of 15,9 mil. and respectively, 17,3 mil. Its ratio in total population except EU reporting country, increased from 38,4% to 71%, respectively, from 41,6% to 71% between 2014 and 2019.

In 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 mil. 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 244457 persons, of whom 41958 are of working age.<sup>12</sup>

The benefits of the European citizenship and the efforts to support the exercise of rights can explain the development of the free movement of people in 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

<sup>11</sup> 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://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52018SA0006%2801%29>

<sup>12</sup> Apparently, this is 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.

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 researches:<sup>13</sup>

- 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);

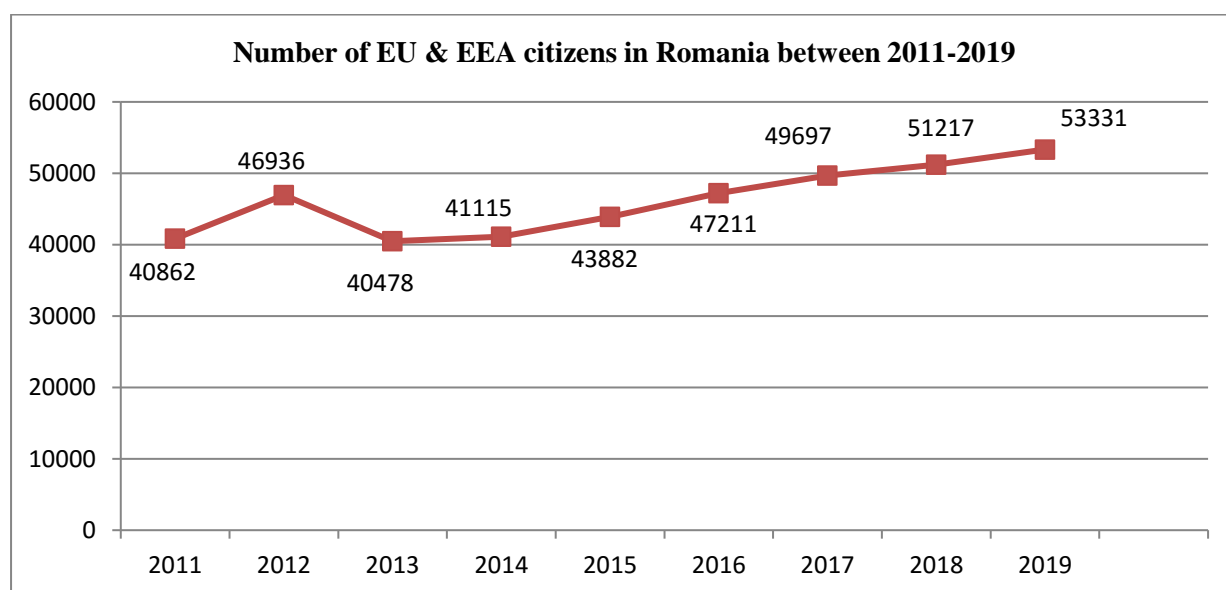
- the migration caused the non-realization of several pp. of increase in the real labour productivity, while, in the absence of migration, the productivity of the total factor would have been higher;

- the increase by 1 pp of the share of remittances in the GDP resulted in an improvement of the exchange rate by 4 pp.

## Profile of EU mobile citizens in Romania

At the end of 2019, in Romania there were registered around 140.000 foreigners residing on the territory, more than 40 percent 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 percent.

*Figure 1. Number of EU and EEA citizens in Romania, between 2011-2019*



Source of data: Romanian General Inspectorate for Immigration

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

<sup>13</sup> IMF. (2016). Atoyan, R., Christiansen, L., Dizioli, A., Ebeke, C., Ilahi, N., Ilyina, A., Mehrez, G., Qu, H., Raei, F., Rhee, A., and Zakharova, D. (2016). Emigration and Its Economic Impact on Eastern Europe, IMF Staff Discussion Note 16/07, online at <http://www.imf.org/external/pubs/ft/sdn/2016/sdn1607.pdf>.

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 14000 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 in Arad around 4%.

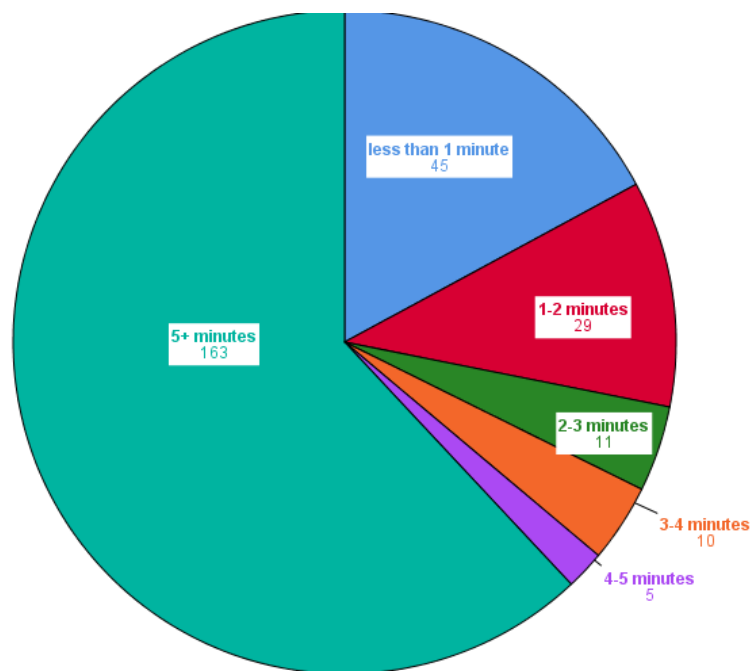
## Section 2 – Results from the survey

### Resulting sample and response rates

This section briefly reviews the profiles of those that answered the questionnaire and assesses the response rates.

The questionnaire was sent to roughly 300 potential respondents, including associations of immigrants to Romania, associations of refugees, NGOs active in the field of immigrant and refugee protection and integration, organizations within public administration that have activities in the area, embassies, few private companies that employ immigrants, etc. Out of them, 263 responded in the sense that they have accessed the questionnaire.

*Figure 2. Time spent answering the questionnaire: number of cases by duration*



*Table 1. Patterns of answering of the Romanian sample*

		answer status		
		provided at least some answers	did not answer at all	Total
time spent answering (minutes)				
	less than 1 minute	0	45	45
	1-2 minutes	1	28	29
	2-3 minutes	4	7	11
	3-4 minutes	5	5	10
	4-5 minutes	4	1	5
	5+ minutes	147	16	163
	Total	161	102	263

163 spent at least 5 minutes with the questionnaire (Figure 2), but, out of all respondents, only 161 answered at least some parts of the questionnaire (Table 1). The lack of answer of the remaining ones (or at least of those 57 that stayed on page for more than a minute) indicates lack of interest or of knowledge with respect to the themes that we investigate. This seems to also result from the questions that we have received, as indicated in the following.

Out of the respondents 263 that accessed the questionnaire, 147 answered to the entire questionnaire.

The large number of potential respondents that did not actually answer shows that people know little about the theme that is under scrutiny in this report. Consequently, campaigns to inform upon the issue might be necessary.

*Table 2. Structure of the sample by type of organization*

		answer status		Total
		provided at least some answers	did not answer at all	
type of	no answer	1	0	1
organization	public	113	76	189
	private	17	11	28
	EU mobile citizens association	0	2	2
	NGO	14	11	25
	Other	16	2	18
	Total	161	102	263

Considering only those that have provided answers, the sample includes mainly respondents coming from public administration (117), followed by people from private companies (17), NGOs (14), and other types of organizations (16) (Table 2). Let note that public administration has the highest rate of giving up the questionnaire shortly after starting to fill it in, which indicates to where awareness campaigns should be directed.

*Table 3. Structure of the sample by type of organization*

		answer status		Total
		provided at least some answers	did not answer at all	
		Count	Count	Count
position	I prefer not to answer	18	21	39
	Head of unit	41	30	71
	Senior	44	23	67
	Junior	11	3	14
	Other	47	25	72
	Total	161	102	263

58 male, 69 female, and 16 that indicated a different gender or refused to disclose their gender are among those that provided answers to our survey. They form a sample in which 41 are heads of unit, 44 are senior staff, 11 are junior staff, 47 said they are in other category, and 18 did not disclosed information about their position.

Nevertheless, the resulting sample is not representative and statistical inference is not an issue in this investigation. However, we use it in the following analysis, in order to underline the most powerful associations that we observe between the above categories of respondents (gender, type of organization, and position) on one hand, and the responses to the questions of primary interest in our survey.

## Existing media devoted to immigrants

This section reports about the existing sources of information. Respondents were asked to assess elements referring to quality of existing sources, with a focus on websites, which are the main interest for this study. In the following we discuss about what is considered as being useful, and what is less useful, where the respondents feel there is space for improvement, how such representations differ from a respondent to another depending on gender, type of organization, and position within organization. We compare different media, and we describe what is seen by the respondents as the most valuable part of existing communication strategies.

### Websites

#### *Usefulness*

In order to inspect the representations about existing online sources of information, a battery of questions listed the best known such sources and asked about their usefulness (see Table 4). Each respondent could mark one or more of the ten websites that were considered or could simply answer that has no knowledge in this respect.

Overall, 14% of the respondents said that they do not know anything on the topic. Given that the respondents were selected in such a way that they should have been at least exposed to such issue, the answer is already triggering an early warning that information about immigrants is not sufficiently disseminated among stakeholders. A little more than half indicated national-level websites as being useful. Other websites by public administration, NGOs and forums received roughly between 20% and 30% mentions among respondents. The exception is “Other private websites”, which was marked as useful by only 14% of the sample.

There is very little variation depending on the group of respondents. For instance, we have noticed no remarkable gender difference<sup>14</sup>. Among the very few differences, senior staff choose «NGOs websites» less frequent than other respondents. «Regional migration website or portal» and «Website of the Ministry of Interior/Foreign Affairs/Justice» are indicated less often by respondents from private organizations. «Website of a Region or other local authority» are indicated less often by respondents from NGOs as compared to respondents from other organizations. Also, NGO websites are indicated as being useful more frequently by respondents from NGOs than by respondents from other organizations.

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<sup>14</sup> If the sample would have been representative, one would notice no significant differences induced by gender. In the remaining of the report, when mentioning lack of differentiation, we consider it from this perspective. In this paragraph, we employ results from logistic regression models with gender, type of organization, and position as predictors. Reported effects are significant at  $p < .005$  (in the hypothesis that significance levels could be used).

Table 4. Assessments of usefulness of typical websites devoted to immigrants

In your opinion, which are the <u>most useful information sources</u> for EU mobile citizens	type of organization					Total
	no answer	public	private	NGO	Other	
<b>Average number of sources indicated by respondent</b>	<b>1,0</b>	<b>3,0</b>	<b>2,1</b>	<b>3,4</b>	<b>2,5</b>	<b>2,9</b>
<input type="checkbox"/> National migration website or portal	100%	56%	59%	57%	50%	<b>56%</b>
<input type="checkbox"/> Website of the Ministry of Interior/Foreign Affairs/Justice	0%	60%	29%	71%	38%	<b>55%</b>
<input type="checkbox"/> Police website	0%	22%	6%	7%	19%	<b>19%</b>
<input type="checkbox"/> Regional migration website or portal	0%	21%	0%	21%	25%	<b>19%</b>
<input type="checkbox"/> Decentralised state authority websites	0%	31%	24%	0%	19%	<b>26%</b>
<input type="checkbox"/> Website of a Region or other local authority	0%	34%	29%	29%	25%	<b>32%</b>
<input type="checkbox"/> Forums	0%	27%	35%	50%	31%	<b>30%</b>
<input type="checkbox"/> NGOs websites	0%	22%	24%	79%	25%	<b>27%</b>
<input type="checkbox"/> Other private websites	0%	14%	6%	21%	19%	<b>14%</b>
<input type="checkbox"/> Other	0%	12%	0%	7%	0%	<b>9%</b>
<input type="checkbox"/> I do not know	0%	12%	18%	14%	25%	<b>14%</b>

Number of valid responses: 161. The figures indicate the percentage of respondents that indicated the respective source as being useful. Reading example: 56% of the respondents from public organizations indicated that the national migration website or portal are useful.

#### *Information that needs to be developed on the existing websites*

The questionnaire specifically asked about area that are covered to a lesser extent by existing web-resources. Within our sample, four out of ten said that they have no idea, while the same percent mentioned “Social security provisions”. A quarter indicated “Dependent and autonomous employment”, a quarter pointed to “Health care system”, and a quarter to “Compulsory education and university”. In other words, those that answered the question with at least a choice, referred to the main areas of social protection. Additionally, housing was chosen by 16%. The need to focus more on the social support system is obvious.

Table 5. Which areas of information are usually not covered on these websites/portals? (multiple responses allowed)

Average number of areas indicated by one respondent	1,7
Registration at the register office and permanent residence	11%
Dependent and autonomous employment	25%
Health care system	27%
Compulsory education and university	24%
Public housing	16%
Social security provisions	39%
Antidiscrimination	25%
Other	1%
I do not know	41%



Considering the variations within the sample, “Registration at the register office and permanent residence” was mentioned more frequently by men.<sup>15</sup> Employment is also more frequently pointed out by men, as well as by heads of unit. The odds to indicate the health care system are higher among men, and heads of unit. Education is indicated more frequently by men and by NGO activists. Housing has higher likelihood to be mentioned by respondents from NGOs, and respondents that declared “other position” than head of unit, senior, or junior staff. Heads of units have higher odds to mention “antidiscrimination”, while senior staff is more likely than others to say, “I do not know”.

### *Types of dissemination through websites*

Table 6 indicates which information tools are considered by our sample to be mostly available on these websites/portals. Guidance notes (63%), Brochures and leaflets (55%), Email services (54%), Application forms (52%), Hotlines (46%), and Publications (42%) received quite high percentages. Toolkit (25%) was to a lesser extent chosen (or familiar) to the respondents.

*Table 6. Which of the following information tools are mostly available on these websites/portals? (multiple responses allowed)*

Average number of tools that were mentioned by one respondent: 3,4	
Publications	42%
Brochure and leaflet	55%
Toolkit	25%
Guidance notes	63%
Application forms	52%
Hotlines	46%
Email services	54%
I do not know	1%
Other	13%

Inspection of variation of answers across status-groups reveals vary little changes from a group to another. “other staff” has higher odds to choose “brochures”, people from private companies have lower odds to choose “Guidance notes” and “Application forms”, women are more likely than men to say “I do not know”.

### *Hotlines*

More than a third of the respondents could not indicate for which purposes immigrants may use hotlines. Among those to provide answers, two statements out of three were equally mentioned as usefulness for hotlines (see Table 7): “they can receive personalized advice from qualified operators online or by phone” and “they can only access general information on the application of mobility law within the EU”.

<sup>15</sup> This paragraph is based on „significant” differences revealed by logistic regression, with the usual predictors: gender, position in the organization, and type of organization (public/private/NGO). The same applies to all such analyses in the following sections. When continuous outcomes are present, OLS models are set. In all cases robust standard errors are estimated with Stata 15.

Table 7. With specific regard to hotlines, what services do EU mobile citizens have usually access to?

	gender		I prefer not to answer	position				Total
	men	women		Head of unit	Senior	Junior	Other	
Average number of choices (from the bellow ones)	1,4	1,4	1,4	1,4	1,4	1,5	1,3	<b>1,4</b>
they can receive personalized advice from qualified operators online or by phone	40%	40%	39%	41%	32%	45%	43%	<b>39%</b>
they can request an offline appointment with a consultant who takes care of their case	26%	17%	17%	29%	20%	18%	13%	<b>20%</b>
they can only access general information on the application of mobility law within the EU	40%	43%	33%	46%	34%	55%	40%	<b>40%</b>
Other	0%	0%	0%	0%	0%	0%	0%	<b>0%</b>
I do not know	34%	38%	50%	24%	50%	36%	36%	<b>39%</b>

Number of valid responses: 161.

There is almost no variation in these answers across status groups, but heads of unit are less likely to say “I do not know”, while those from private organizations are at opposite: more frequently than others they answer with “I do not know”.

## Most useful tools

When assessing the usefulness of the existing tools, the ones that imply communication and/or direct guidance receive the best marks (Table 8). However, one might ask how these tools are seen by their users. Unfortunately, our project has no sample of such direct beneficiaries.

Table 8. In your opinion, which of the following information tools are more useful for EU mobile citizens? (5 points scale\*)

	type of organization				Total
	public	private	NGO	Other	
Publications	3,5	3,5	3,6	3,1	<b>3,5</b>
Brochure and leaflet	3,7	3,4	3,9	3,3	<b>3,7</b>
Toolkit	3,8	3,1	3,2	3,5	<b>3,6</b>
Guidance notes	4,2	3,8	4,3	4,1	<b>4,2</b>
Application forms	4,1	3,4	3,8	3,8	<b>4,0</b>
Hotlines	4,2	3,9	3,7	4,0	<b>4,1</b>
Email services	4,4	3,9	4,2	4,1	<b>4,3</b>
Other	2,5	3,0	3,6	3,4	<b>2,8</b>

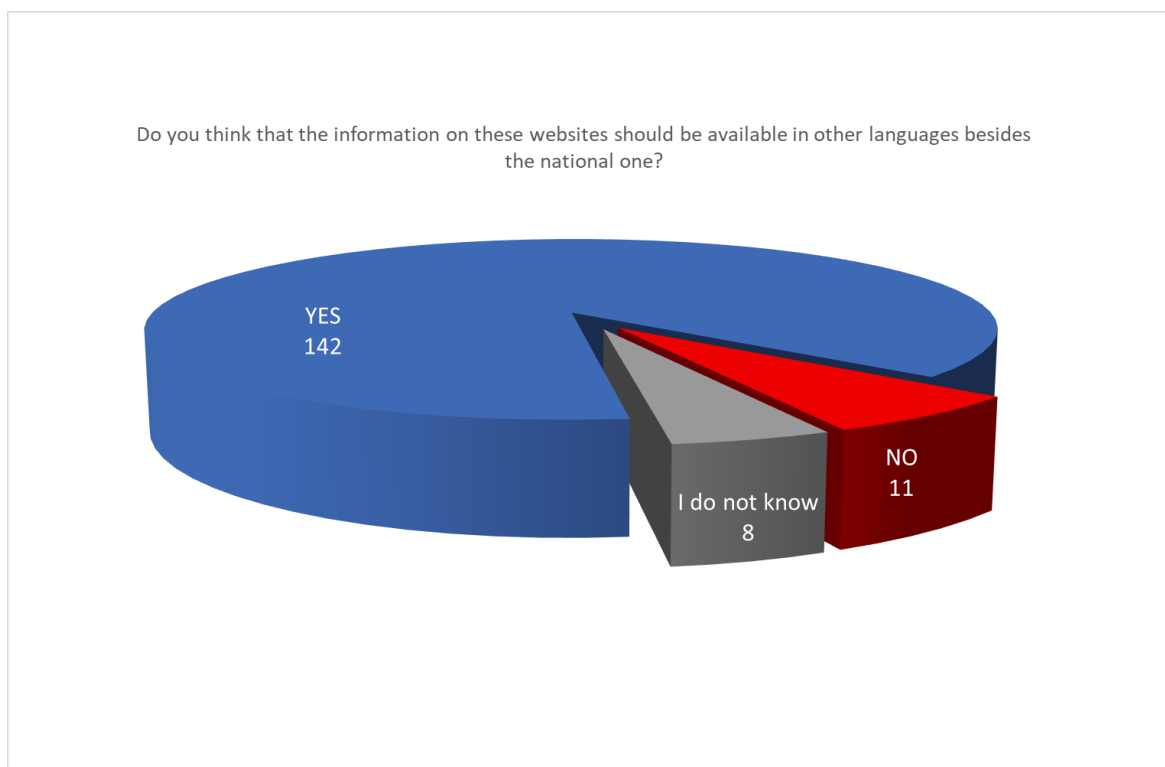
(\*please give a score from 1 – not useful to 5 – extremely useful)

In terms of differences across groups of respondents, people from EU mobile citizens associations and from NGOs are more critical with the usefulness of the tools, while junior staff gives higher marks to Publications, Brochures, and Toolkits.

## Language

Almost unanimous are the opinions about the language of the websites. Very few respondents think that the sites should be in Romanian only. Also, very few cannot decide on this issue, and most of the sample (almost 90%) claim that the site should be multilingual. A similar distribution of answers is available for the language in which apps should be available: 55 out of 57 respondents indicated that they should be multilingual.

*Figure 3. Do you think that the information on these websites should be available in other languages besides the national one?*



*Table 9. In which languages (other than Romanian) should be the sites*

	Gender		Position					Total
	men	women	I prefer not to answer	Head of unit	Senior	Junior	Other	
English	87%	86%	75%	89%	90%	89%	81%	86%
French	40%	39%	33%	50%	47%	33%	23%	39%
German	19%	27%	33%	21%	30%	33%	16%	24%
Languages spoken by the main EU mobile citizens groups	53%	51%	33%	47%	50%	44%	58%	50%
I do not know	0%	0%	0%	0%	0%	0%	0%	0%
Others	2%	1%	0%	0%	3%	0%	2%	1%

English is a must, according to respondents' choices, while other languages receive moderate support. (see Table 9).

## Specific assessment by type of media

### Websites

We have asked the respondents whether they can indicate two examples of portals/websites that, in their opinion, can be considered positive experiences in the field of services addressed to EU mobile citizens?

63 answers (that is 43% out of those 147 that answered something, said that they can indicate such an example. The remaining were distributed as 59 – “I do not Know” and 25 – “No”.

The positive aspects identified by respondents in such websites relate to presenting accurate information (Table 10): 56 out of 63 respondents indicated this reason.

*Table 10. Ways to identify websites that can be considered “good practices”” (multiple responses)*

	Number of mentions
For what reason this experience can be considered a positive one?	
the information offered is accurate and complete	56
it gives the opportunity to receive online advice and suggestions from experienced staff	34
it integrates online information services with off-line advice	29
Other	1

Total respondents: 63.

### Apps

Similar to websites, the questionnaire asked about apps. 57 out of 156 answers (that is 37%) were positive, and only 6 answers were negative. However, 93 respondents said “I do not know” which is a good indication for not knowing such apps. This implies a need to spread the news about available apps.

*Table 11. If yes, what are the services usually provided by this/these APP/s? (multiple responses allowed)*

(each cell: number of respondents)	type of organization				
	public	private	NGO	Other	Total
Information on rights and obligations	43	4	3	3	53
Information on administrative procedures	35	2	3	3	43
Addresses, opening hours and geolocation of offices	35	3	2	1	41
Qualified operators answer to personal consultations via chat or toll-free numbers	15	4	2	1	22
Other	0	0	0	0	0
I do not know	0	0	0	0	0

Total respondents: 57.

Table 11 indicates which type(s) of information are considered as available through the existing apps. Table 12 assesses the usefulness of each type of information. One may easily see that the four proposed types of information receive similar scores.

*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)*

	Mean
Information on rights and obligations	4,67
Information on administrative procedures	4,54
Addresses, opening hours and geolocation of offices	4,53
Qualified operators answer to personal consultations via chat or toll-free numbers	4,30
Other	3,30

Only 26 out of 143 said that they can indicate two examples of APP that, in their opinion, can be considered positive experiences in the field of services addressed to EU mobile citizens. That is a little under 20% Out of the remaining, 31 (22%) answered “do not know”, and 86 said “no”. As in the case of the websites, notoriety is reduced.

*Table 13. Ways to identify apps that can be considered “good practices”” (multiple responses)*

	Number of mentions
For what reason this experience can be considered a positive one?	25
the information offered is accurate and complete	16
it gives the opportunity to receive online advice and suggestions from experienced staff	16
it integrates online information services with off-line advice	.

Out of 26.

### Offline sources

77 (52%) out 161 indicated that they are aware of offline sources of information. 6 said that they are not aware of any, while 64 could not remember. For this question there is virtually no variation across categories.

34 were able to indicate such an offline source. Again, this is an indication of low knowledge about the topic, among those that were supposed to be relatively informed about it.

*Table 14. Ways to identify apps that can be considered “good practices”” (multiple responses)*

	Number of mentions
For what reason this experience can be considered a positive one?	
the information offered is accurate and complete	9
it gives the opportunity to receive online advice and suggestions from experienced staff	8
it integrates online information services with off-line advice	6

Out of 26.

### Knowledge and its reflection in assessing existing sources

Given the large number of “do not know” answers at the questions about web, apps, and offline sources, an indicator of knowledge was constructed, contrasting the lack of knowledge to any other answers. As

indicated in the previous sections, most of the respondents declared that they have no knowledge about the respective sources or skipped the questions (which is also an indication of lacking information).

In this section, knowledge is addressed in two different ways. First, we try to identify the main traits of those lacking knowledge.<sup>16</sup> Such attempt to portrait them is useful in order to target awareness campaigns that can be designed as implication of our findings.

Second, we inspect the consequences of knowledge on the assessments of the media.<sup>17</sup>

Starting with the portrait of those that have more knowledge, let note that Junior staff are typically less informed about existing websites, and this is the only important differentiation that one can observe among respondents. In other words, lack of knowledge or presence of knowledge is evenly distributed among respondents, independent of their characteristics (out of those that the questionnaire measured), except for the fact that junior researches have less information about websites. Therefore, information campaigns should target all types of stakeholders, with a focus on junior staff when it comes to websites.

Furthermore, we were able to observe that knowledge significantly increases assessments for all three types of media. In other words, those that are aware of existing information sources are more likely to assess them with higher marks than those that lack information and simply grade them according to basic representations. The practical implications are essential: increasing familiarity with the existing media is beneficial for representations. More, one may extend the implication in line with basic knowledge on confidence in institutions (Sztompka, 1999; Voicu, 2005): increasing familiarity with the issue of immigrant integration leads to more concern and better design of these tools.

## Quality of information

An in-depth understanding of what is good and what is bad with these sources is provided by asking respondents to assess quality of the websites/apps/offline sources from point of view of user-friendliness, updating, correctness, and comprehensiveness (see Figure 4).

Figure 4 displays the basic results. Each type of information source was rated by respondents on a five points scale, with respect to each trait. The means are displayed in the figure. One may easily observe the tendency to rate websites with higher marks than offline sources, which are poorly marked as compared to apps. Frequency of updating is lower than all other traits, while correctness is the best.

Table 15 further deepens the findings. It treats the sample as being representative and shows the 95% confidence intervals. In other words, it indicates within which limits the means are likely to be in 95 out of 100 similar samples. When these intervals overlap, one may say there is no difference between the two means. For instance, in case of comprehensiveness, the confidence intervals for apps and offline sources overlap. There, we conclude that the two sources are similarly assessed with respect to comprehensiveness.

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<sup>16</sup> To do so, we employ logit regression models, with robust estimation of standard errors, as we did in the other sections as well. The dependent variable is having knowledge on each of three media under scrutiny (offline, websites, apps). The independent variables are the one used in all the other sections: gender, type of organization, position within the organization.

<sup>17</sup> This is based on OLS models with assessments of each type of media, predicted with existing knowledge, and the usual control variables.

Figure 4. 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)

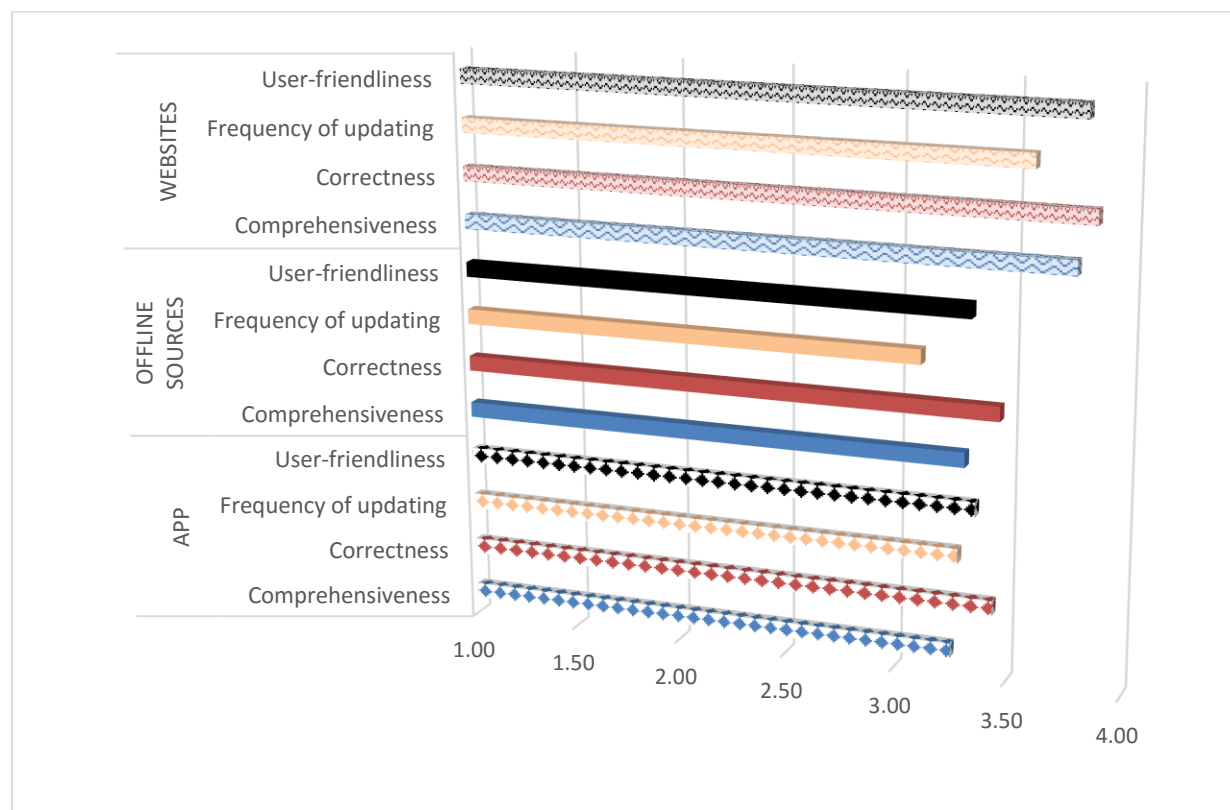


Table 15. Assessments of types of information sources by trait

Trait	Information sources	Mean	95% Confidence Interval	
			Lower	Upper
Comprehensiveness	WEBSITES	3,77	3,61	3,93
	APP	3,25	3,07	3,43
	OFFLINE SOURCES	3,31	3,13	3,48
Correctness	WEBSITES	3,85	3,69	4,01
	APP	3,44	3,25	3,62
	OFFLINE SOURCES	3,46	3,27	3,64
Frequency of updating	WEBSITES	3,59	3,41	3,76
	APP	3,28	3,09	3,47
	OFFLINE SOURCES	3,11	2,92	3,30
User-friendliness	WEBSITES	3,80	3,63	3,98
	APP	3,35	3,17	3,53
	OFFLINE SOURCES	3,33	3,15	3,51



Websites are significantly better with respect to comprehensiveness. However, let note that their average assessment (3.77) is not that far from the mid-point of the scale (3.00), despite being significantly higher (3.00 is lower than the lower bond of the 95% confidence interval which in this case is 3.66).

With respect to correctness, websites are again better than the others, while apps and offline sources do not differ.

With respect to Frequency of updating, websites are perceived as being updated more often than offline sources. Representations about apps in terms of frequency of updating do not significantly differ from representations about websites, nor from representations about offline sources.

User-friendliness is represented better for websites, while the other two sources are similarly rated.

Comparing across traits, there is actually no difference within sources. In other words, each site is similarly rated on the four criteria.

The conclusion is simple: websites are systematically rated better, on almost all criteria, while apps and offline sources are not seen as being different. Policy implications are obvious: one should stress the quality of websites and direct beneficiaries towards them. Apps and offline sources need to be improved.

To further analyse the three sources, indicators of quality were derived for each of them.<sup>18</sup> Then, each indicator was considered in relation to gender of respondent, type of organization, and position within organization.<sup>19</sup> However, one cannot observe any significant discrepancy among status groups with respect to assessment of websites. The same applies to apps. For offline sources, the stakeholders are not so homogeneous. Position within organization discriminates judgements in this case. Head of units are more critical as compared to senior staff and more clearly as compared to those that label themselves as “other staff”.

## Directions of improvement

In order to grasp what respondents consider weak sides of existing sources, and how to increase quality of information, the survey asked “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?”

Open-ended answers were recorded. They pointed to simpler language, multilingual information, information related to various (basically all) components of the mix of social policy and related to human and citizenship rights etc.

Figure 5 displays most frequent words encountered in the open-ended answers. The focus is on “information”, “contact”, “clarity”, “language(s)”, “updating”, “easy(ness)”, “accessibility”, “social” etc. The mere enumeration shows that information should come first, with a possibility of contact, and stressing clarity, easiness of access, including language-related issues.

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<sup>18</sup> Factor analysis, with Maximum Likelihood extraction was employed for each set of four items. For websites, the extracted factor explains 77% of total variance, KMO is larger than .7, while the lowest communality is 0.850. For Apps, the explained variance is 81%, KMO > .8, the lowest communality is .868. For offline sources, the explained variance is 76%, KMO = .625, the lowest communality is .856.

<sup>19</sup> OLS models were set up, in the same conditions as in the rest of the report.



## Section 3 – Benchmarking of best practices

The respondents to questionnaire were asked to indicate maximum two websites that are considered as best practices in informing immigrants of European origin.

The Romanian sample of stakeholders pointed out a list of 21 sites, as depicted in Table 16. Out of them, several have a special situation and were not analysed in the following:

Migrant.ro was not functional at the time of this report. Gov.ro is the site of the Romanian Government. We considered it too broad and non-specific. Mmuncii.ro is the website of the Ministry of Work and Social Protection. Given that two more specific websites were also mentioned, we have included only these subsites. The same applies to Europa.eu, for which we have preferred the localized version ([https://ec.europa.eu/romania/home\\_ro](https://ec.europa.eu/romania/home_ro)). Eppgroup.eu and hse.gov.uk have nothing to do with the topic and were not analysed in the following

*Table 16. the initial list of websites proposed as best practice*

	Number of mentions by respondents
<a href="https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html">https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html</a>	1
<a href="http://www.aidrom.ro/">http://www.aidrom.ro/</a>	1
migrantcenter.ro	1
<a href="http://www.migrant.ro">www.migrant.ro</a>	2
<a href="https://www.internations.org/go/moving-to-romania/working">https://www.internations.org/go/moving-to-romania/working</a>	1
<a href="https://www.euraxess.gov.ro/">https://www.euraxess.gov.ro/</a>	1
<a href="http://europedirectbucuresti.ier.ro/">http://europedirectbucuresti.ier.ro/</a>	1
<a href="http://www.mae.ro">www.mae.ro</a>	5
<a href="https://www.informatiiconsulare.ro/mae/ro-ro/cumapelezi.aspx">https://www.informatiiconsulare.ro/mae/ro-ro/cumapelezi.aspx</a>	1
<a href="http://www.anaf.ro">www.anaf.ro</a>	6
<a href="http://igi.mai.gov.ro/">http://igi.mai.gov.ro/</a>	11
<a href="http://www.gov.ro">www.gov.ro</a>	1
<a href="http://www.mmuncii.ro">www.mmuncii.ro</a>	4
<a href="http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/art6-directiva2014-54-ue">http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/art6-directiva2014-54-ue</a>	2
<a href="http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca">http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca</a>	1
<a href="https://www.anofm.ro/eures/">https://www.anofm.ro/eures/</a>	24
eures.europa.eu	7
<a href="http://www.europa.eu">www.europa.eu</a>	3
<a href="https://ec.europa.eu/romania/home_ro">https://ec.europa.eu/romania/home_ro</a>	1
<a href="https://consilium.europa.eu/ro/policies/migratory-pressures">consilium.europa.eu/ro/policies/migratory-pressures</a>	1
<a href="http://www.eppgroup.eu">www.eppgroup.eu</a>	1
<a href="https://www.hse.gov.uk">https://www.hse.gov.uk</a>	1

The remaining websites are listed in Table 17. Two of them continue to be very general, but include information for immigrants as well.

Table 17. List of assessed websites

address	Short name	Observations
<a href="https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html">https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html</a>	KPMG	
<a href="http://www.aidrom.ro/">http://www.aidrom.ro/</a>	AIDROM	
<a href="http://migrantcenter.ro">migrantcenter.ro</a>	MigCenter	
<a href="https://www.internations.org/go/moving-to-romania/working">https://www.internations.org/go/moving-to-romania/working</a>	InterNations	
<a href="https://www.euraxess.gov.ro/">https://www.euraxess.gov.ro/</a>	Euraxess	
<a href="http://europedirectbucuresti.ier.ro/">http://europedirectbucuresti.ier.ro/</a>	IER	
<a href="http://www.mae.ro">www.mae.ro</a>	MAE	General website of Ministry of Foreign Affairs
<a href="https://www.informatiiconsulare.ro/mae/ro-ro/cumapelezi.aspx">https://www.informatiiconsulare.ro/mae/ro-ro/cumapelezi.aspx</a>	InfoCons	
<a href="http://www.anaf.ro">www.anaf.ro</a>	ANAF	General website of tax authority
<a href="http://igi.mai.gov.ro/">http://igi.mai.gov.ro/</a>	IGI	
<a href="http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/art6-directiva2014-54-ue">http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/art6-directiva2014-54-ue</a>	MMuncii1	
<a href="http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca">http://www.mmuncii.ro/j33/index.php/ro/2014-domenii/munca/mobilitatea-fortei-de-munca</a>	MMuncii2	
<a href="https://www.anofm.ro/eures/">https://www.anofm.ro/eures/</a>	EURESofm	
<a href="http://eures.europa.eu">eures.europa.eu</a>	EURESeu	
<a href="http://consilium.europa.eu/ro/policies/migratory-pressure">consilium.europa.eu/ro/policies/migratory-pressure</a>	Consilium	

All these websites were judged on based on 59 criteria (see Table 18). Each website was randomly allotted to two independent coders. There were four coders, and each coder coded 7-8 sites. Then, we have tested to see whether the same criterion is judged similarly by the two coders for the set of 15 sites.

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 actually 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 sites for evaluation was employed.

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

Table 18 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), .4 is used for deciding upon reliability. Everything under the line is definitively unreliable and those criteria were dropped from 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 sites according to the respective criteria.

- “Reliable” means that two different coders are very likely to code the respective site on the respective criteria with the same or almost the same code.

*Table 18. 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
D13	User protection and complaints	0,057

label	coverage	score
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

Not enough variation, can be used  
as such

F10 App

\*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.

Furthermore, additional coders rated all criteria for all sites, in such a way that all sites were coded by at least 3 coders, some being coded by 4 coders. For the criteria that proved to lead to similar evaluations irrespective of the coder, we have computed the average rate received from all coders. The results are displayed in the Tables 19, 20 and 21, following.

Table 19. Assessments of content value

	<b>C1 News date</b>	<b>C2 Validity of legislative provisions</b>	<b>C4 Documents creation/publication date</b>	<b>C5 Documents update date</b>	<b>C6 Identification of content author</b>	<b>C7 website popularity*</b>	<b>C8 Broken links presence*</b>	<b>C13 Accessibility</b>	<b>C17 Language of contents</b>
<b>KPMG</b>	4,50	1,75	4,00	1,00	4,75	303645	19856	3,50	3,50
<b>AIDROM</b>	5,00	2,00	5,00	1,67	2,33	2060	13	1,00	2,00
<b>MigCenter</b>	5,00	1,25	3,25	1,00	1,00	146000	14200	1,00	2,00
<b>InterNations</b>	2,25	2,75	2,00	3,25	1,75	27400000	13562	1,00	1,00
<b>Euraxess</b>	1,00	1,00	1,67	1,00	1,00	109000	104	1,00	2,00
<b>IER</b>	5,00	3,25	4,50	2,50	2,50	548	344	1,75	1,00
<b>MAE</b>	3,33	4,67	4,67	3,00	2,00	3390927	166	1,33	3,00
<b>InfoCons</b>	1,25	1,75	1,50	1,50	1,50	16100	2	1,25	1,00
<b>ANAF</b>	1,67	3,00	2,00	1,67	1,00	4730000	144	1,00	2,00
<b>IGI</b>	4,67	2,33	4,33	2,33	1,67	676000	933	1,67	3,00
<b>MMuncii1</b>	2,33	1,67	2,67	1,67	1,67	1635837	2500	1,00	2,67
<b>MMuncii2</b>	3,67	3,00	3,67	2,67	2,67	1635837	2500	1,33	2,33
<b>EURESofm</b>	4,67	2,67	4,33	2,33	3,00	631816	0	1,67	2,00
<b>EURESeu</b>	5,00	3,00	4,67	3,67	2,00	516669327	369	2,33	5,00
<b>Consilium</b>	2,00	2,00	3,67	3,67	3,33	5097824	7	3,00	5,00

\*Number of links



Table 20. Websites: 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
KPMG	2,00	2,75	2,75	2,75	3,00	1,50	1,25
AIDROM	1,00	2,33	2,33	1,67	1,67	1,00	1,00
MigCenter	1,00	1,50	1,25	1,50	1,00	1,25	1,25
InterNations	1,00	2,25	1,50	2,00	2,75	2,25	2,25
Euraxess	2,00	1,67	1,33	1,33	1,00	1,67	1,00
IER	2,75	2,00	2,00	2,50	2,00	1,25	1,00
MAE	1,33	2,33	3,33	1,67	3,67	2,33	1,67
InfoCons	2,00	2,50	1,50	1,75	2,50	1,75	1,00
ANAF	1,67	1,33	1,00	1,00	3,67	1,33	2,33
IGI	1,67	2,33	1,67	2,00	4,33	3,00	1,00
MMuncii1	1,67	1,33	1,00	1,00	1,00	1,00	1,00
MMuncii2	1,67	2,33	2,00	1,67	1,33	1,33	1,00
EURESofm	1,00	2,00	1,67	1,67	2,33	1,67	1,00
EURESeu	2,33	5,00	3,67	2,00	2,67	2,00	1,00
Consilium	1,00	1,33	2,33	2,00	2,00	2,00	1,67

Table 21. Websites: assessment of Public Data and Web2.0 (F)

	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 Participation	F14 Social tagging
KPMG	4,25	3,50	1,00	2,00	5,00	3,00	1,00	1,00
AIDROM	4,33	4,67	1,00	2,00	3,00	2,33	1,00	1,00
MigCenter	1,75	3,50	1,00	1,25	3,25	2,00	2,00	1,00
InterNations	1,00	3,75	1,25	1,75	3,00	2,25	1,00	1,00
Euraxess	4,67	5,00	1,00	1,00	3,00	3,00	1,00	1,00
IER	3,50	3,50	1,50	3,00	3,50	2,50	3,50	2,50
MAE	3,67	4,00	1,33	2,33	5,00	4,00	2,00	2,00
InfoCons	2,50	4,75	1,00	1,50	1,00	1,25	1,00	1,00
ANAF	3,33	3,67	1,00	2,33	1,33	1,00	2,00	1,33
IGI	3,67	4,67	1,67	2,33	2,33	1,33	1,00	1,00
MMuncii1	1,67	5,00	1,00	1,33	2,00	1,00	1,00	1,00
MMuncii2	3,00	4,67	1,00	2,33	2,67	1,00	1,00	1,33
EURESofm	3,33	4,67	1,00	2,33	2,00	1,00	1,00	1,33
EURESeu	4,67	5,00	1,00	4,00	4,67	3,33	1,33	2,00
Consilium	4,67	3,33	1,33	2,33	5,00	3,00	2,33	2,33

Table 22 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 red or reddish background when the average values were lower and with green and greenish when higher. Therefore, green colours are associated to 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.

Let note that they include two EU-based websites, the website of the Ministry of Foreign Affairs (which is not specifically targeting immigrants), and the website of a private company. Their examples can be used as best practices and maybe replicated.

*Table 22. Overall websites: assessment: a heat map*

	C	D	E	F	C+D+E+F
	Content value	Services	Public Data	Web2.0	(overall mean)
KPMG	3,29	2,29	3,88	2,17	<b>2,90</b>
AIDROM	2,71	1,57	4,5	1,72	2,63
MigCenter	2,07	1,25	2,63	1,75	1,92
InterNations	2	2	2,38	1,71	2,02
Euraxess	1,24	1,43	4,83	1,67	2,29
IER	2,93	1,93	3,5	2,75	2,78
MAE	3,14	2,33	3,83	2,78	<b>3,02</b>
InfoCons	1,39	1,86	3,63	1,13	2,00
ANAF	1,76	1,76	3,5	1,5	2,13
IGI	2,86	2,29	4,17	1,61	2,73
MMuncii1	1,95	1,14	3,33	1,22	1,91
MMuncii2	2,76	1,62	3,83	1,56	2,44
EURESofm	2,95	1,62	4	1,44	2,50
EURESeu	3,67	2,67	4,83	2,72	<b>3,47</b>
Consilium	3,24	1,76	4	2,72	<b>2,93</b>

## Section 4 – Critical review of four<sup>20</sup> best practices (selected according to the best score)

Name of the best practice	<b>EURES</b>
Organization, timing and place (BY WHOM, WHEN, WHERE)	The EURES network (EUROpean Employment Services) was established by the European Commission in 1993, on the basis of the European Union legislation. The network is composed of: the European Coordination Office (ECO), the National Coordination Offices (NCOs), EURES Partners and the Associated EURES Partners. The EURES network operates in all EU states and in Norway, Iceland, Liechtenstein and Switzerland with the objective of facilitating the workers' mobility in the European labour market. The National Agency for Employment is part of the European EURES network since 1st January 2007, when Romania joined the European Union, contributing to the achieving of the general objective of the network, to facilitate the free movement of workers within EU states plus Switzerland, Norway, Iceland and Liechtenstein.
Website address and other contact details	<p><a href="https://ec.europa.eu/eures/public/language-selection">https://ec.europa.eu/eures/public/language-selection</a></p> <p><b>00800 4080 4080</b> (from land lines only) also: +352 42 44 87, Luxembourg.</p> <p>Help and Support <b>Monday – Friday 08:30-18:00</b> (CET) Live services answer in English, French, German, Italian and Spanish</p> <p><b>Live chat with an EURES agent</b> <b>Live Skype call <u>with an EURES agent</u>.</b></p> <p><b>By e-mail</b> You can write in any official language of the European Union/EEA and will receive an answer in the same language. If you, however, can accept to have an answer in English, French, German, Italian or Spanish, you may get a quicker reply. <b>Send a message to the EURES helpdesk.</b></p>
Activity (WHAT)	The EURES network/ website provides information, counselling and job matching services to employers wishing to recruit workers from other European state and to jobseekers interested to find a job in European countries; it also provides information on living and working conditions in EU/EEA states, as well as specialised services: i) to help young Europeans take their first steps into the labour market (Drop'pin@EURES), and ii) in each European country and in cross-border regions.
Contents and methodology (HOW)	The site is available in 26 languages: EU ones, Norwegian and Iceland languages. EURES provides its services through

<sup>20</sup> Note: The score between of the second and third best practices are very similar, so we took into consideration four best practices (instead of top three best practices).

	<p><a href="#">EURES job mobility portal</a>. The Portal is structured according to the user needs. It offers information tools (Jobseekers and Employers), which aim to help and support when one is considering moving to or recruiting from another country. The Living and Working Conditions database contains national specifics on a number of important issues such as labour market information, finding a job, traineeships, moving to another country, working and living conditions. Another valuable information tool is the Drop'pin@EURES section, a place where companies and organisations can promote and showcase their youth opportunities. The last section, EURES services, provides in-country and cross border regions information, as well as with regard to how to become a EURES partner or member and miscellaneous.</p>
Results (SHORT-TERM/IMMEDIATE IMPACT; LONG TERM IMPACT)	<p>The main result along with the impact on the long term are represented by a well-informed public and a website/portal that gathers official information and services facilitating workers' mobility in the EU Member States. As a short-term impact, we can mention that the website is an interactive information tool that provides immediate contact and <i>real time information</i> as well as the possibility to address a representative of EURES. Because it's a European Network with National Contact Points in all EU Member States, the information and services on the website/portal are European and, at the same time, country specific, offering the possibility to connect jobseekers and recruiters/employers from various Member States. Another result is that the public receives <i>verified information</i>, is easily directed for more in-depth information or services or contacts for different issues of interest. A long-term impact of the website/portal is that it creates conditions for the delivery of standard services and information, allowing for targeted online campaigns at European and country level.</p>

Name of the best practice	<b>Consilium</b>
Organization, timing and place (BY WHOM, WHEN, WHERE)	<p>The General Secretariat of the Council is a body of staff responsible for assisting the European Council and the Council of the EU. It helps organise and ensure the coherence of the Council's work and the implementation of its 18-month programme. The website is available in 24 languages including English.</p>
Website address and other contact details	<p><a href="https://www.consilium.europa.eu/ro/policies/migratory-pressures/">https://www.consilium.europa.eu/ro/policies/migratory-pressures/</a></p> <p>Contact details:</p> <ul style="list-style-type: none"> <li>• <a href="#">How to get to the Council</a></li> <li>• <a href="#">Visit the Council</a></li> <li>• <a href="#">Social media</a></li> </ul>

Activity (WHAT)	The website provides official information in 24 languages (including Romanian and English) on the activity of the European Council and Council of the European Union. It provides direct links to social media channels and also to the official websites of the European Commission, European Union and European Parliament.
Contents and methodology (HOW)	<p>The website section about policies in the European Union includes specific information about the EU migration policies. Here you can find information about how EU manages migration and the asylum policy and reforms, about the migratory flows and routes, integration of third-country nationals, management of the external borders of EU, saving lives at sea and targeting the criminal networks etc. There are direct links to other relevant websites such as Frontex, EU immigration portal, illegal immigration (European Commission).</p> <p>Another website section is about EU labour mobility and the issue of posting of workers as well as a direct link and information about European Labour Authority.</p>
Results (SHORT-TERM/IMMEDIATE IMPACT; LONG TERM IMPACT)	<p>The main result is represented by well-informed European citizens about the activity, policies, events, meetings and decisions, publications and documents produced by the European Council and the Council of the European Union.</p> <p>An immediate impact is that the information is that the website offers official, reliable and trustworthy information, in a structured manner in 24 languages (including English and Romanian) and that ensures information availability and accessibility for many European citizens that may know only their mother tongue.</p> <p>Another long-term impact of the website is that its direct links to European Commission, European Parliament etc. may play an educational role regarding the European issues and the exercise of the European citizenship.</p>

Name of the best practice	<b>MAE</b>
Organization, timing and place (BY WHOM, WHEN, WHERE)	<p>The website <a href="http://www.mae.ro/en">http://www.mae.ro/en</a> is the official general website of the Romanian Ministry of Foreign Affairs (MFA)</p> <p>The mobile MAE (MFA) app <a href="http://www.mae.ro/app_cs">http://www.mae.ro/app_cs</a> “<i>Travel safely</i>” is an application for smart phones addressed to Romanian citizens as part of the process of diversification of consular services and communication with the Romanian citizens.</p>
Website address and other contact details	<p><a href="http://www.mae.ro/en">http://www.mae.ro/en</a>  <a href="http://www.facebook.com/mae.romania?v=info">http://www.facebook.com/mae.romania?v=info</a>  <a href="http://www.mae.ro/app_cs">http://www.mae.ro/app_cs</a></p> <p><b>The Ministry of Foreign Affairs of Romania</b>  Address: Alea Alexandru nr. 31, Sector 1, 011822 Bucharest  Phone: +40 21 319 21 08; +40 21 319 21 25  Fax: +40 21 319 68 62  E-mail: <a href="mailto:opinia_ta@mae.ro">opinia_ta@mae.ro</a></p>

	<p>E-mail Public Relations Office: <a href="mailto:relatii_cu_publicul@mae.ro">relatii_cu_publicul@mae.ro</a></p> <p>E-mail Spokesperson and Media Directorate: <a href="mailto:presa@mae.ro">presa@mae.ro</a></p>
Activity (WHAT)	<p>The website provides official information on Romania, EU issues, services and activities of the Ministry of Foreign Affairs and it is addressed to Romanian (mobile) citizens and foreigners. It is available in 3 languages: Romanian, English and French and it is connected to social media channels: Facebook, Twitter, YouTube.</p> <p>The MFA app “Travel safely” provides official and real time information for Romanians travelling abroad, and is available only in Romanian language.</p>
Contents and methodology (HOW)	<p>The website provides official and updated information including real time information/alerts along with a special section of quick links and the possibility to directly access the information for specific topics such as: study in Romania, invest in Romania, Brexit, E-VISA that is the portal to get the Romanian visa online, the Crisis Consular Centre, InfoEuropa Centres, information about RoAid, the Department for Development Cooperation, European affairs section, regional and bilateral cooperation, treaties, international security, diplomatic relations, international organizations and much more information.</p> <p>For Romanians abroad (including Romanian mobile citizens), the website has under the section of assistance and consular services a <a href="#">CALL-CENTER</a> and a <a href="#">Portal eCONSULAT</a></p> <p>The MFA app “Travel safely” for smart phones provides the Romanians travelling abroad official and real time information regarding country of destination: conditions, recommendations, travel alerts, Romanian consulates and embassies, special situations that may occur, contact information in case of emergency, to find out rapidly what are the procedures in case of incidents (illness, accidents, losing ID documents etc) and any other useful information.</p>
Results (SHORT-TERM/IMMEDIATE IMPACT; LONG TERM IMPACT)	<p>The main results and long-term impact are represented by the development and establishment in the public opinion a website/ portal and a mobile application that provide reliable, trustworthy, official and real time information. Besides being rich in information and offering the information in Romanian, English and French, the website offers interactive tools and resources and it can direct the visitors to find out the information they are searching.</p> <p>Another short-term impact is represented by the <i>real time information</i>, alerts that the website offers so that the visitors can take informed decisions.</p> <p>Among the long-term results we can mention the continuity of an online information campaign on various issues, using different types of informative materials: brochures, flyers, specific subsections of the website etc. It is an exercise that defines a stakeholder profile.</p>



Name of the best practice	<b>KPMG</b>
Organization, timing and place (BY WHOM, WHEN, WHERE)	<p>KPMG operates as a global network of independent member firms in 153 countries, offering audit, tax and advisory services. Member firms' clients include business corporations, governments and public sector agencies, NGOs.</p> <p>KPMG Romania S.R.L., is a Romanian limited liability company and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. It operates since 1994 and it provides a comprehensive range of audit, tax and advisory services created to assist companies doing business. Its headquarters is in Bucharest, but has also offices in Iasi, Constanta, Timisoara, Cluj Napoca and Chisinau (Republic of Moldova). It is active in industries such as: energy, financial services, technology, public sector and European funds, real estate.</p>
Website address and other contact details	<p><a href="https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html">https://home.kpmg/ro/en/home/insights/2019/03/2019-immigration-pocket-guide.html</a>  <a href="https://home.kpmg/ro/en/home/about.html">https://home.kpmg/ro/en/home/about.html</a></p> <p>KPMG România Victoria Business Park, DN1, Soseaua Bucuresti -Ploiesti nr. 69-71, Sector 1, Bucuresti 013685, Romania P.O. Box. 19 - 191  Tel: +40 (372) 377 800 Fax: +40 (372) 377 700</p>
Activity (WHAT)	<p>Since its opening in 1994 in Romania, KPMG offers professional services regarding audit, tax and advisory services. The website provides information to those considering investing or doing business in Romania, it gives interested companies and potential clients an overview of the potential costs and obligations related to workforce diversification, international labour market, immigration and mobility of workers.</p>
Contents and methodology (HOW)	<p>The website is available in Romanian and English. All page layouts and site navigation are informed by users' experience research, to support the easier accomplishment of tasks by different types of site visitors. So, whether you are seeking to do business with KPMG, looking for a new job, or have a media inquiry, different parts of the site are designed in accordance with the needs of visitors. They incorporate features from their multi-award winning <a href="#">WEFLIVE</a> website, and include a range of social features such as: social media dashboards, share content on social networks, log into KPMG sites (and in future apps) with a single profile from a social media channel.</p> <p>In March 2019, KPMG Romania published the brochure "Immigration pocket guide 2019" that contains basic information concerning entry, work and residence in Romania in accordance with the main requirements set by law and the practice of the Romanian authorities.</p>

Results (SHORT-TERM/IMMEDIATE IMPACT; LONG TERM IMPACT)	<p>The setting up of a well-informed and professional interactive website/platform represents the short and long-term result. It is a private initiative, which serves the general public. At the same time, besides its specific objective of providing information, the website serves as a vehicle to promote the KPMG Romania company and its services amongst its potential customers.</p> <p>Considering the EUREKA project objectives, the website main impact is that the public has free access to verified, professional well-structured and synthetic information on the subjects of interest: e.g. immigration pocket guide 2019.</p>
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## Conclusions

The Romanian institutional landscape provides a not very sophisticated but quite complex setup for immigrant integration. The web of regulations is clearer with respect of intra-European immigrants, but the lack of practice may hinder implementation. In fact, our investigation shows a certain lack of knowledge among stakeholders with respect to sources of information for intra-European migrants, and incomplete websites that serve the needs of such mobile populations.

As already mentioned, legislation is not absent, being mainly borrowed from EU-level regulations, and is suitable to the needs of the increasing number of non-Romanian EU-residents.

Our survey of a convenience sample shows that many of the respondents have little or no knowledge at all with respect to the proposed subjects. Among those that provided opinions about the issues, there were several points that stand up:

- The field that needs further documentation on existing websites is related to the social support system. Welfare schemes, health insurance, (un)employment insurance, access to education were in focus.
- Usage of hotlines raised confusion amongst respondents. A third of them could not indicate to which purpose one migrant could use them.
- Usefulness of existing tools is average, according to the respondents to questionnaire. NGOs are more critical with respect of what exists, while junior staff (irrespective of organization) has a higher propensity to find usefulness (as compared to other staff) in Publications, Brochures, and Toolkits.
- There is unanimity to point out English as mandatory along with Romanian in the existing websites. Languages spoken by the main EU mobile citizens groups were pointed out as necessary by half of the sample.
- Knowledge about existing tools, in particular websites is basically the same among various categories of respondents. Only junior staff stand out as having less information. Awareness campaigns should therefore target all stakeholders, with some moderate focus on junior staff.
- Websites were rated better than apps and off-line sources. Programs should direct beneficiaries mainly towards websites, and projects to improve apps and offline sources are needed.
- Clarity, better information, and quicker updating are among the needs grasped by respondents when asked about how to improve the situation of websites and apps.

The best practices identified completes the outline of respondents' preferences and knowledge. Four websites, out of 15 listed by respondents, were assessed as most useful for mobile Europeans. These are operated by European Union and Romania: two EU-based websites (EURES and Consilium), common to all Member States, and two nationals: one public (Ministry of Foreign Affairs), targeting mainly Romanian diaspora and one private (KPMG), business oriented.

The results illustrate a sample of stakeholders, revealing the source of knowledge and expertise. Whereas Romania is known for its relatively good performance in terms of fast-growing IT services and internet speed, it remains nonetheless one of the least wealthy EU Member States. There is an urge for Romanian authorities to invest more in technological tools and extend its networking capabilities for smart governance.

European support and private sector development seem to complement Romania's need for services and information in order to fully enjoy the benefits of the single market.