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Analysis of Client Data collected by the Migrant Service Centres in the Western Balkans

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The Western Balkans refer to Albania, Bosnia and Herzegovina, Croatia, the former Yugoslav Republic of Macedonia, Montenegro, Serbia and UNSC Resolution 1244-administrated Kosovo[1].

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[1] Hereinafter referred to as Kosovo/UNSCR 1244. The terms used designations employed and the presentation of material throughout the report do not imply the expression of any opinion on the part of IOM concerning the legal status of the territories, their authorities or their frontiers or boundaries.

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Introduction

This report analyses data collected by Migration Service Centres (MSCs) in Albania, Bosnia and Herzegovina, Croatia, the former Yugoslav Republic of Macedonia, Serbia, Montenegro, and Kosovo under UNSCR 1244[2] in the period between June 2008 and February 2009 . The first section introduces the MSCs and their organization. In the second section data and the data quality are discussed. The client population in general and the client populations by country are presented in the third section. In addition, clients with labour migration motives are compared with clients moving for other motives, as well as clients who have a history of migration as compared to clients who do not. The main countries of destination of previous migrants from the Western Balkan region will be compared to the main declared preferred destinations. In addition, the earlier reasons for migration are compared to current declared migration motives. Finally the MSC client population is compared to the general population of the countries analysed.

Background

Migrant Service Centres (MSCs) provide information, advice and referral services for migrants and potential migrants in Albania, Bosnia and Herzegovina, Croatia, the former Yugoslav Republic of Macedonia, Serbia, Montenegro and Kosovo under UNSCR 1244. They are located in Berat, Fier, Lezhe, Diber, Gjirokaster, Shkoder, Durres, Korce, Vlore, Elbasan, Kukes, Tirana, Pogradec, and Sarande (all in Albania); Sarajevo and Banja Luka (Bosnia and Herzegovina); Zagreb (Croatia); Skopje and Bitola (the former Yugoslav Republic of Macedonia); Belgrade (Serbia); Podgorica (Montenegro) and Pristina (Kosovo under UNSCR 1244).

The MSCs offer individualized assistance as well as group counselling sessions. The information provided concerns work and educational opportunities abroad, as well as procedures to obtain visas, work and residence permits, access to healthcare and other information required by potential migrants. For expatriates wishing to return, MSCs also provide information on available local services, such as vocational training, language and vocational courses, for instance in information technology (IT), assistance to establish a small business and reintegration support. MSCs also provide referral services to relevant local institutions able to assist clients to increase their employment potential both at home and abroad. In addition, MSCs organize training courses on several topics such as basic IT skills, writing a CV, and interview skills. A secondary goal of MSCs is to profile potential migrants to supplement research on legal emigration from the Western Balkans to analyse declared migratory motives and trends. Such data are collected with the aid of MSC registration forms (see Appendix 1) and stored in a database, to be further analysed in this report. A total of 2813 visitors called on MSCs between June 2008 and February 2009.

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Migrant Service Centres client data

This section discusses the database established according to the questionnaires distributed to MSC clients[3] between June 2008 and February 2009. Data on MSC clients were collected in the seven locations under review. It presents the overview of the variables used in the analysis and comments on the data quality and comparability.

<u>Data description</u>
The variables derived from the interviews with MSC clients consist mainly of two to six categories (see Table 1). The number of missing values varies from variable to variable, but in most cases is about five per cent or less. Only for the employment sector is the number of missing values very high. The variables in this analysis are mostly nominal or categorical and for that reason, the analysis is very descriptive. This research has treated the MSC data as strictly anonymous and confidential, and does not allow to identify any of the individual clients.

Table 1: Characteristics of variables in the MSC client data base.

Variable	Variable type	No. of categories	Valid number
MSC country	Nominal	7	2813
Age	Continuous	n.a.	2713
Gender	Categorical	2	2803
Family status	Categorical	4	2721
Urban/rural	Categorical	2	2736
Number of dependants	Ordinal	n.a.	2666
Level of education	Categorical	6	2744
Employment sector	Categorical	30	2014
Employment status	Categorical	4	2718
Migrated in the past	Categorical	2	2702
Number of times	Ordinal	n.a.	2656
Type of previous migration	Categorical	6	2654
Previous country(ies) of destination	Nominal	not defined	2665
Type of migration sought at present	Categorical	6	2715
Prospective country(ies) of destination	Nominal	not defined	2700

Notes: n/a..- not applicable. Total N is 2813.
Source: Own estimates based on the database of the IOM Migrant Service Centres.

The number of client interviews differs significantly from country to country, as shown in Table 2. The MSCs in Albania and Kosovo/UNSCR 1244 conducted the highest number of interviews at 600 and 610, respectively. Montenegro has by far the smallest sample size with only 182 interviews in the database. Given such important variations, most figures in this report will show percentages of the total number of MSC clients. The analysis will focus mainly on differences between countries and types of migrants (based on the variable 'type of migration sought') and between migrants with a different history of migration (based on the variable 'with a history of migration').

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[3] Data used in the present study refer only to potential emigrants. MSC collects also, in a separate database, data on immigrants, which were not used in the study.

Table 2: Number of MSC respondents by country and type

	All MSC clients	Clients seeking labour migration	Clients with migration history
Albania	600	494	185
Bosnia & Herzegovina	270	236	89
Croatia	313	247	114
The former Yugoslav Republic of Macedonia	510	423	144
Serbia	328	302	58
Montenegro	182	116	27
Kosovo/UNSCR 1244	610	326	488
Total	2813	2144	1105

Source: Own estimates based on the database of the IOM Migrant Service Centres.

<u>Representativeness of the MSC database</u>
The MSC database is a by-product of a practical project and was not designed as a research tool; nor are the clients of the MSCs representative of the total population. As the Migrant Service Centres aim to provide information services to potential migrants, the sample has a high selection bias. Therefore, population groups with a higher migration propensity, who are more entrepreneurial, younger, male and better educated will probably be overrepresented in the MSC clients population. It is neither possible to generalize the results of the comparison of potential migrants nor does this report aim to do so.

<u>Data quality</u>
In some cases, the comparability of the data between countries is problematic. For instance, there are differences between countries in regard to the education system and especially the concept of 'college' can be confusing. In the successor countries of the Socialist Federal Republic of Yugoslavia, college refers to tertiary education which is two years lower than a university degree. It is comparable to a bachelor's degree, but the programme is approximately one year shorter. The tertiary education system in these countries has recently been harmonized with the Bologna process so that college education is now of three to four years, upon which the student obtains a bachelor's degree, followed by an optional one or two-year programme of graduate studies leading to a master's degree. However, the first students under this new system only graduated in 2008. For Albania, college represents an upper level of secondary education (more or less equivalent to the French *baccalauréat* or the English A-level exams, or the *Matura* in Poland).

Moreover, the high number of missing values in the variable 'employment sectors' causes some doubts as to whether the question in the interview might have been misunderstood. Furthermore, as many clients are categorised as employed under the "Other" category, information on the employment of potential migrants should be treated with considerable caution.

Characteristics of the Migrant Service Centres client population

This section compares the client populations from the different Western Balkan countries. The term client is a bit questionable, because it suggests a commercial relation between the MSC and the people that use MSC service. However, the MSCs are non profit organizations and provide their services for free. Still, to make clear that this research refers to the people that consider migration and went for help to the MSCs of the IOM, this report will use this term continuously. Further, potential migrants, respondents, people seeking information about migration are considered as synonyms for MSC client in the following.

The distribution of MSC clients by country, willingness to migrate to work and history of migration is presented in Figure 1. Besides the variation in the total number of MSC clients by country, the number of clients with work related motives for migration and the number of clients with a history of migration also differs greatly from country to country. In Albania, most clients are potential labour migrants, but only a relative small number of the MSC clients has migrated before. In Bosnia and Herzegovina, the number of potential labour migration among the respondents is high, and the number of people with a history of migration is relatively low. People interviewed in Croatia, the former Yugoslav Republic of Macedonia and Montenegro show more or less the average pattern, which is a quite high number of potential labour migrants, and a quite low number of clients with a history of migration in relation to the total number of clients. Serbia has a similar structure to Bosnia and Herzegovina, with almost all clients giving work as the main reason for migration, but only few clients that have migrated in the past. Kosovar clients stand out completely in this overview. The number of potential labour migrants is very low in comparison to total number of clients, while the number of people with a history of migration is very high.

The demographic characteristics of the MSC clients

MSC clients are mostly economically active persons or students. This translates in a relatively low average age, which is about 33 for all respondents. There is some variation between the countries, which is presented in Figure 2. Clients from Bosnia and Herzegovina and Serbia are clearly older with an average age around 35. The potential migrants from Albania, Croatia, the former Yugoslav Republic of Macedonia and Kosovo/UNSCR 1244 have an average age close to the total average. Last, the clients from Montenegro stand out, because their average age is below 30, nearly 6 years less than those form Bosnia and Herzegovina.

Figure 1: Number of MSC clients by country, willingness to migrate to work and history of migration
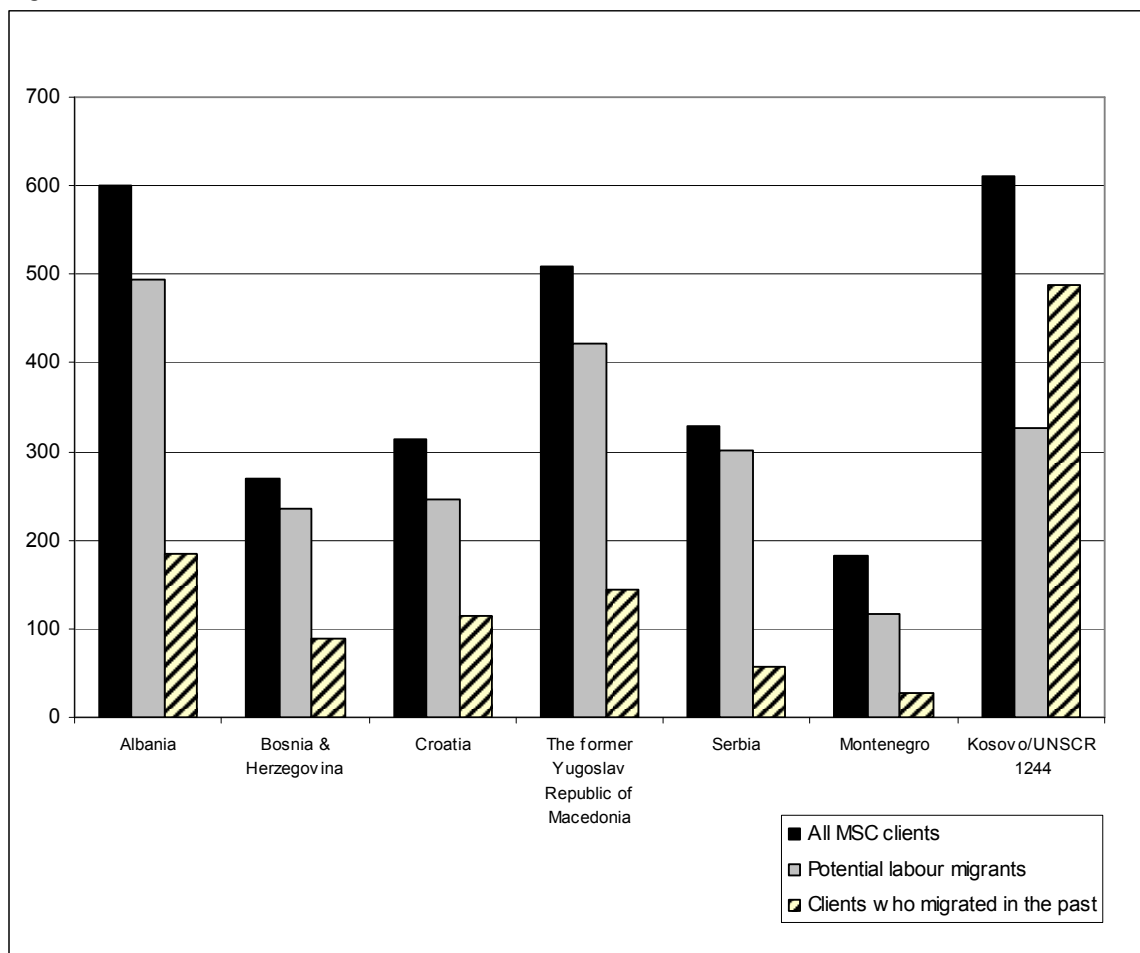
Source: MSC client database, IOM.

Potential labour migrants are on average a little older than other potential migrants. The only country where the differences are large is Montenegro, where the people that seek labour migration are on average almost three years older than the average MSC client. The respondents with a history of migration are clearly older than the average MSC client. The age difference is on average 1.6 years. Some differences between countries exist. The clients with a history of migration in the former Yugoslav Republic of Macedonia and Kosovo/UNSCR 1244 are only a little older than the average client age in those countries. On the other hand, Montenegrin respondents with a history of migration are on average more than four years older.

Figure 2: Average age of MSC clients by country, willingness to migrate to work and history of migration
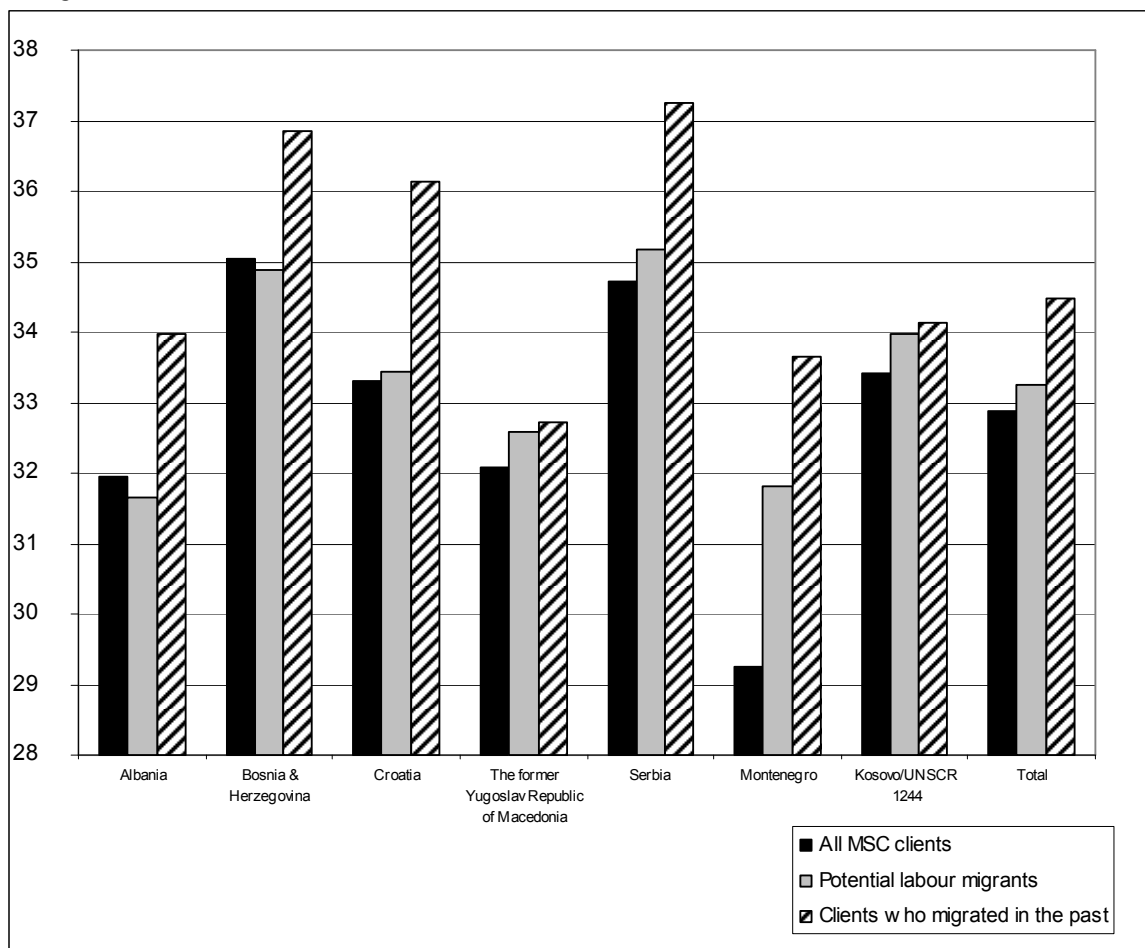
Males are strongly overrepresented among the MSC clients (see Figure 3). On average, almost 3 out of 4 clients are male. Albania and Kosovo/UNSCR 1244 have an even higher overrepresentation of male clients. In Albania, almost 8 out of 10 clients are male; in Kosovo/UNSCR 1244 this is about 9 out of 10. Montenegro is the only country with more female than male respondents: 47.8 per cent is male and 51.2per cent is female. This overrepresentation is even stronger among potential labour migrants respondents with a history of migration. The differences between total and potential labour migrant population are rather small. In Croatia, Montenegro and Kosovo/UNSCR 1244 there is hardly any or no difference at all in the share of males when clients who migrated are compared to the whole client population. In Bosnia and Herzegovina, the respondents with a history of migration are less often male than the average MSC client from Bosnia and Herzegovina.

Figure 3: Share of male MSC clients by country, willingness to migrate to work and history of migration
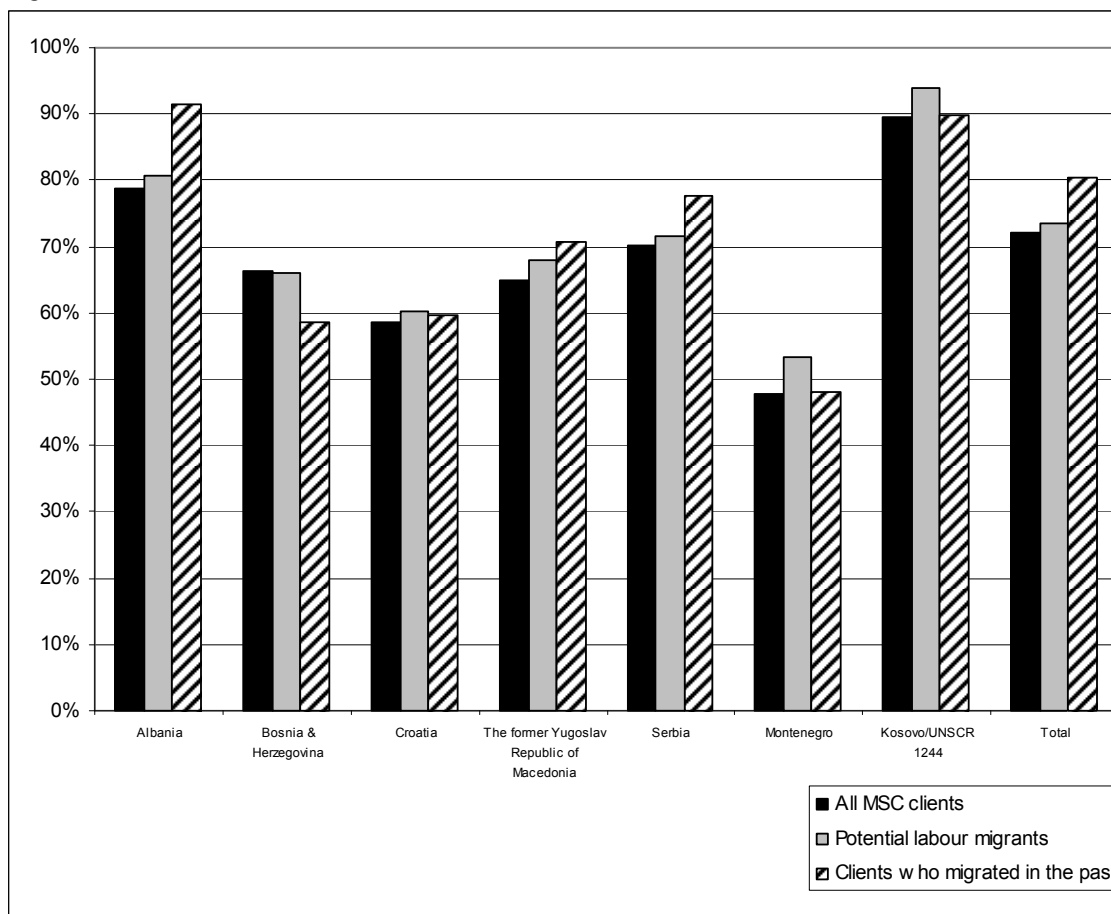
Source: MSC client database, IOM.

The geographical origin of the MSC clients

Urban dwellers strongly dominate among the MSC clients (see Figure 4). In total, 86 per cent of the people that consider migration are from urban areas and 14 per cent are from rural areas. Partly such overrepresentation may be explained by the geographical localization of the MSC – they all are in urban centres. For comparison the share of urban population oscillates in the countries investigated between 60 per cent (Croatia and the former Yugoslav Republic of Macedonia) and 45 per cent (Bosnia and Herzegovina). Kosovo/UNSCR 1244 with 30 per cent of rural population is an outlier. There is not very much variation between the different country samples. Only clients from Kosovo/UNSCR 1244 differ from the common pattern because of the relatively large share of people from rural areas, what can be easily explained by the composition of its total population. Among the potential emigrants from Kosovo/UNSCR 1244, only 62.2 per cent is from an urban area and 37.8 per cent is from a rural area.

The share of people from an urban area among the clients with a history of migration from Albania, Bosnia and Herzegovina, the former Yugoslav Republic of Macedonia and Kosovo/UNSCR 1244 is higher compared to Croatia, Serbia and Montenegro. However, both the origin of the potential labour migrants, and clients with migration experience follow quite closely the pattern of origin of all clients.

Figure 4: Share of MSC clients from urban areas by country, willingness to migrate to work and history of migration
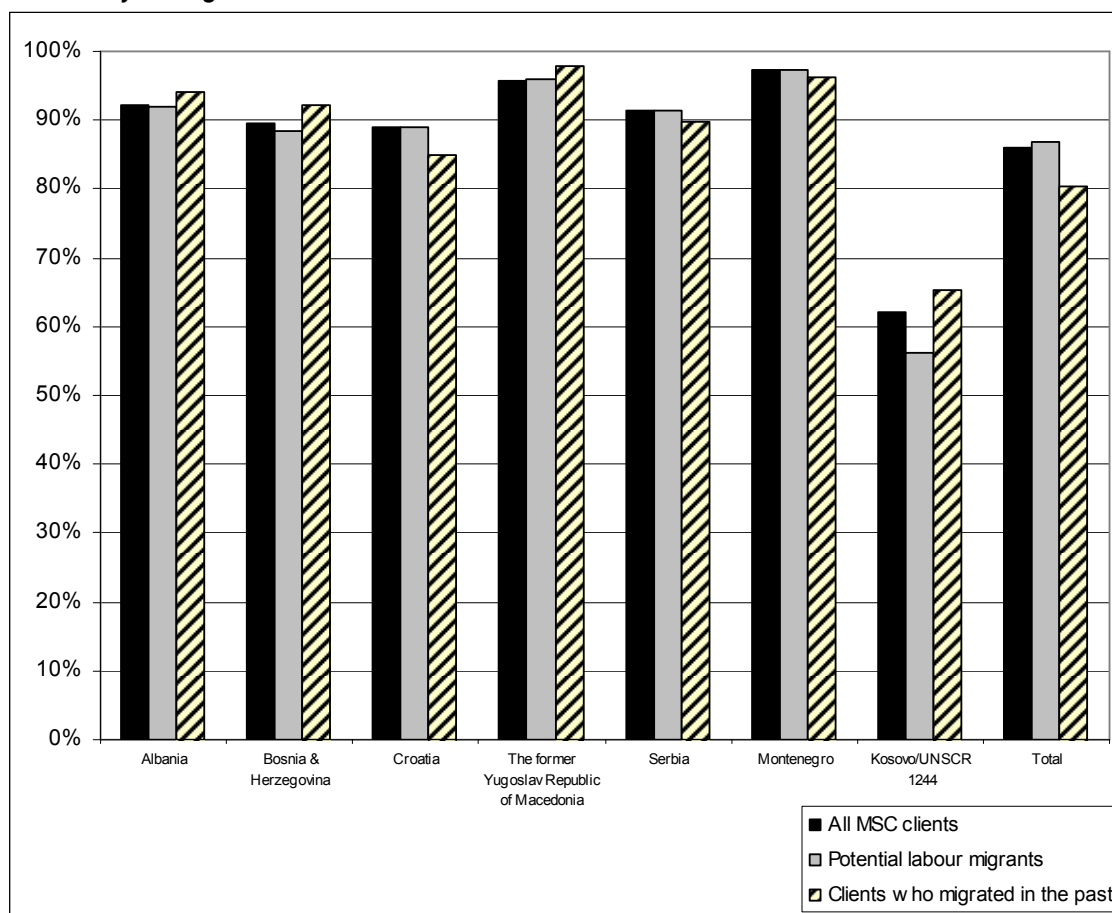
Source: MSC client database, IOM.

The family and household situation of the MSC clients

Three variables characterise the marital and household situation of the MSC clients: percentage of singles, marital status and number of dependants in the clients' household. The percentages of potential migrants who are single are shown on Figure 5. They account for a little more than half of the total sample of MSC clients. Those from Croatia and Montenegro have a much higher percentage of singles, 69.8 per cent and 71.4 per cent respectively. The clients from Kosovo/UNSCR 1244 are mostly married, only 35.1 per cent of the interviewed people stated that they were single. Neither history of migration nor the intention to migrate for employment differentiates this variable. The number of widowed and divorced clients is on average very low, which is clearly visible in Figure 6.

Figure 5: Share of MSC clients who are single by country, willingness to migrate to work and history of migration
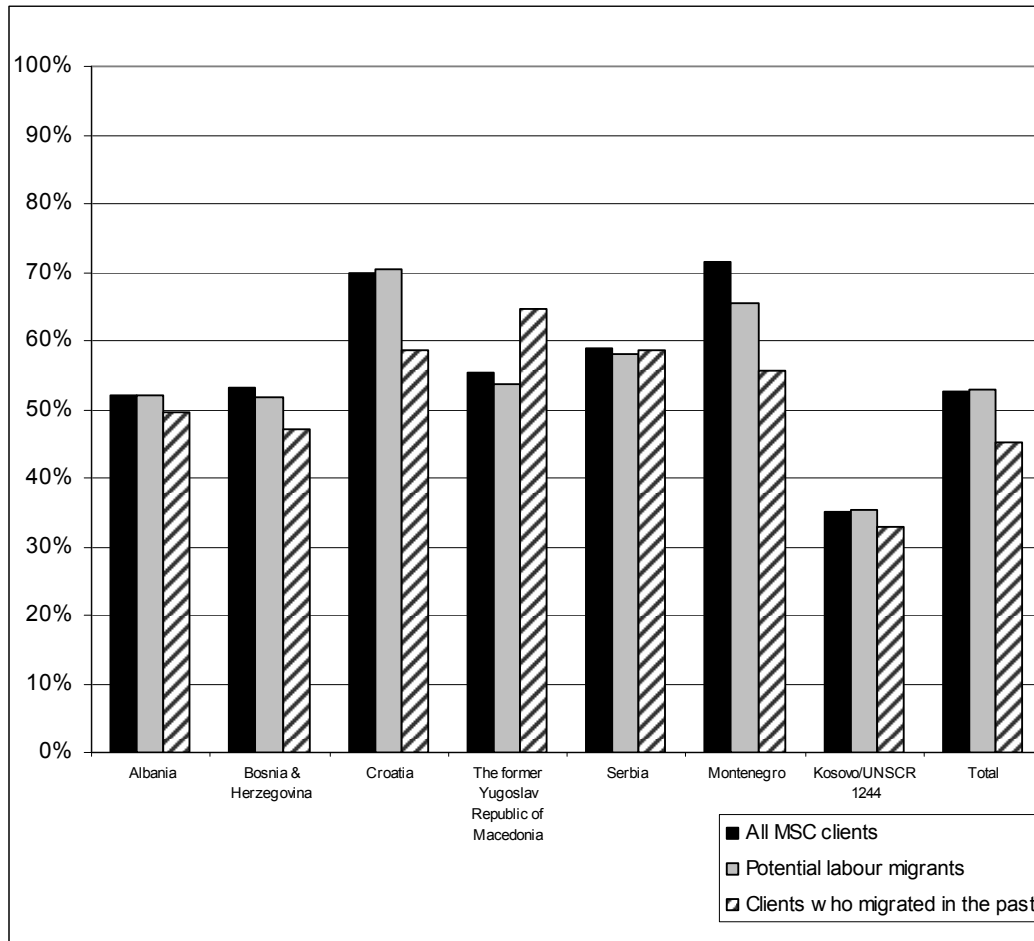
Source: MSC client database, IOM.

Figure 6: Marital status of MSC clients by willingness to migrate to work and history of migration

Legend: Widowed, Divorced, Single, Married

X-axis categories: All MSC clients, Potential labour migrants, Clients who migrated in the past
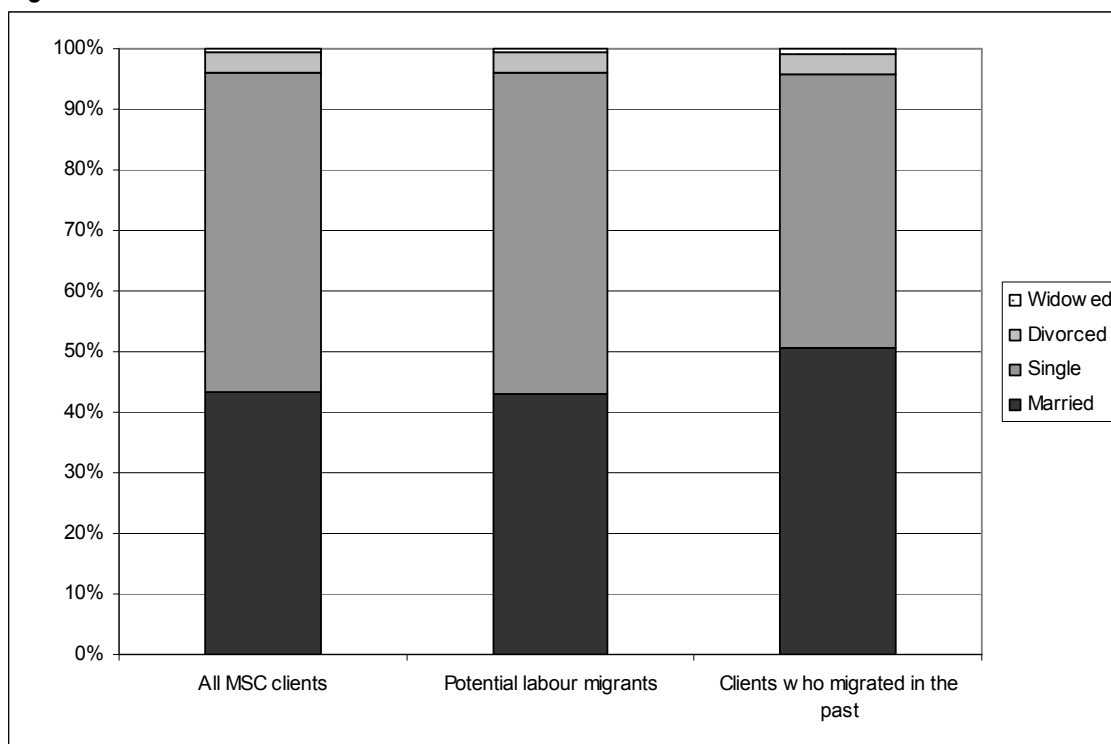
Source: MSC client database, IOM.

The data on the average number of dependents show a very diverse picture for the potential migrants. In comparison to other socio-demographic background variables, much variation exists between the clients from different Balkan countries, which is shown in Figure 7. The average number of dependent family member is only 0.44 for Croatian clients. Albanians, Macedonians and Serbians have on average about 1 dependent family member. Bosnia and Herzegovina is a little below the average of 1.61 with 1.58 dependents. In the former Yugoslav Republic of Macedonia, they are more often single than the average MSC client. Last, clients from Montenegro and Kosovo/UNSCR 1244 have much more dependents than the average. For Kosovo/UNSCR 1244 and Montenegro, the number of people that are dependent on the client are respectively 2.75 and 3.65.

Figure 7: Number of dependents of MSC clients by country, willingness to migrate to work and migration history

Legend:
- ■ All MSC clients
- ▨ Potential labour migrants
- ▨ Clients who migrated in the past
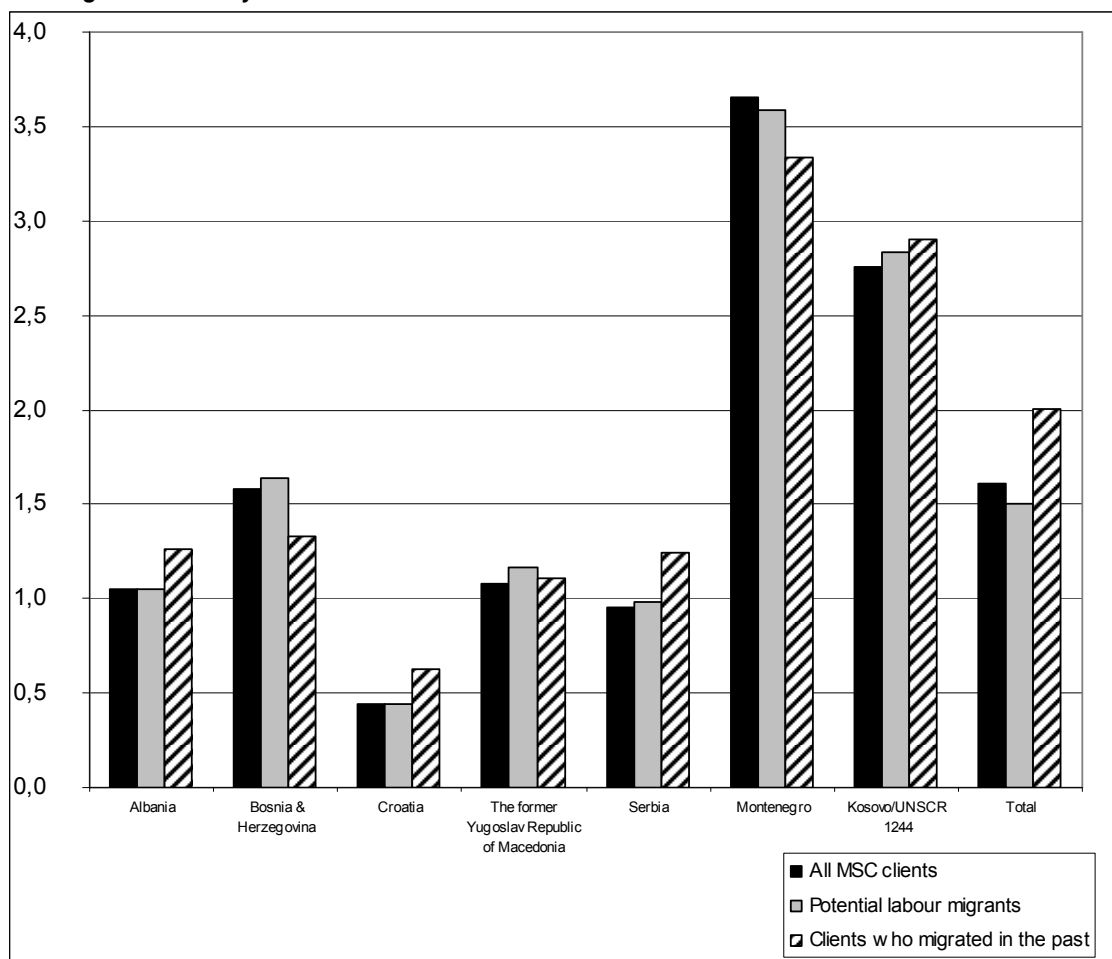
Source: MSC client database, IOM.

The differences in the number of dependents and marriage status between labour migrants and the average MSC client are negligible. However, the history of migration has an impact on both variables. On average, respondents with history of migration have 0.5 more dependents and are more often married. This is not very surprising, as this type of potential migrants is on average older than the average MSC client. However, clients from some countries show the opposite pattern. In Bosnia and Herzegovina and in Montenegro the respondents with history of migration have less dependent family members.

The socio-economic and educational characteristics of the MSC clients
The questionnaires contain a rich selection of information on socio-economic and educational characteristics of potential migrants. Generally potential migrants are well educated, over a quarter of them has university and post-university education (Figure 8) and slightly less that 1 in 20 – elementary or lower education. This observation confirms high selectivity of MSC clients. Potential labour migrants have very similar educational structure to the total population.

Figure 8: Highest education level attained by MSC clients by willingness to migrate to work and history of migration
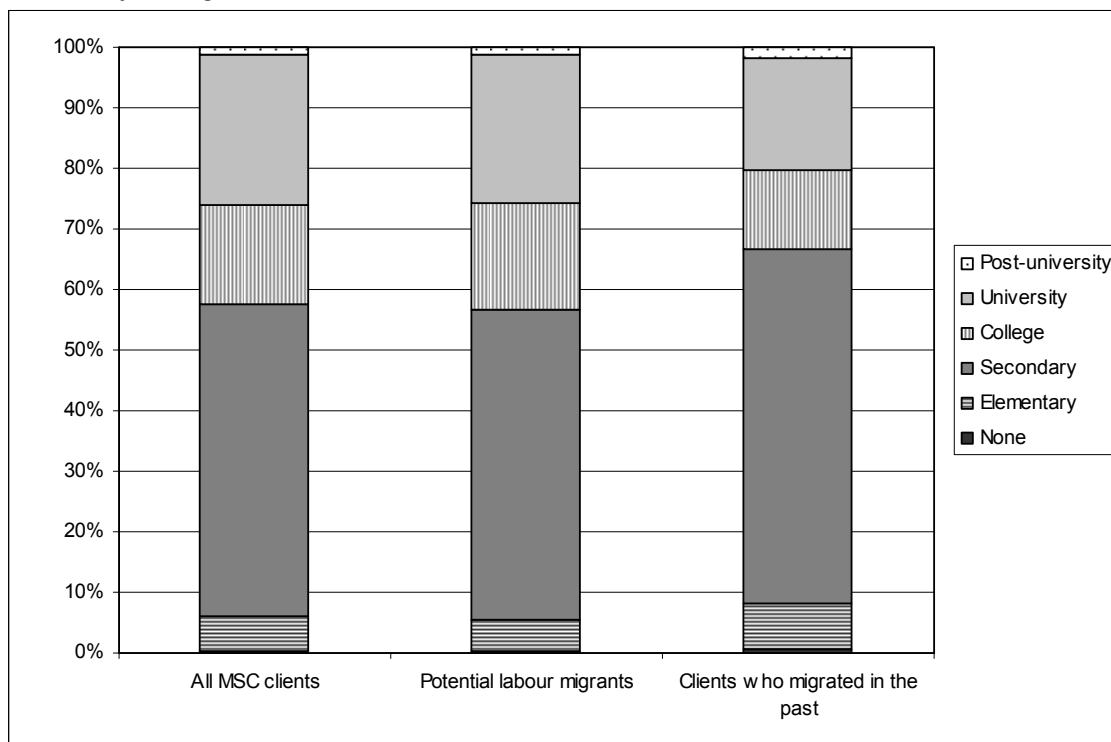
Source: MSC client database, IOM.

Clients from the former Yugoslav Republic of Macedonia and Montenegro are relatively more often highly educated, which is shown on Figure 9. In these countries respectively 36.1 per cent and 41.8 per cent of the persons have at least university level education. The share of clients with university education amongst Albanians, people from Bosnia and Herzegovina, Croatians and Serbians oscillates around the average of 26.1 per cent. The potential migrants from Kosovo/UNSCR 1244 have a lower level of education. Only 14.2 per cent of the clients have a university or post-university degree. Those with a history of migration are, however, less educated: they often only finished primary or secondary education. There are some exceptions when studying the different Western Balkan countries separately (Figure 9). In Serbia, Montenegro and Kosovo/UNSCR 1244, clients who migrated have more often a university degree than the average client. For respondents from Montenegro, this difference is very large. However, the sample size for Montenegro is small, so this can mean the sample is even less representative than the total client sample. In Albania, Bosnia and Herzegovina and Croatia, the lower education level of potential migrants with a history of migration is particularly evident.

Figure 9: Share of MSC clients with a university degree (or higher) by country, willingness to migrate to work and history of migration
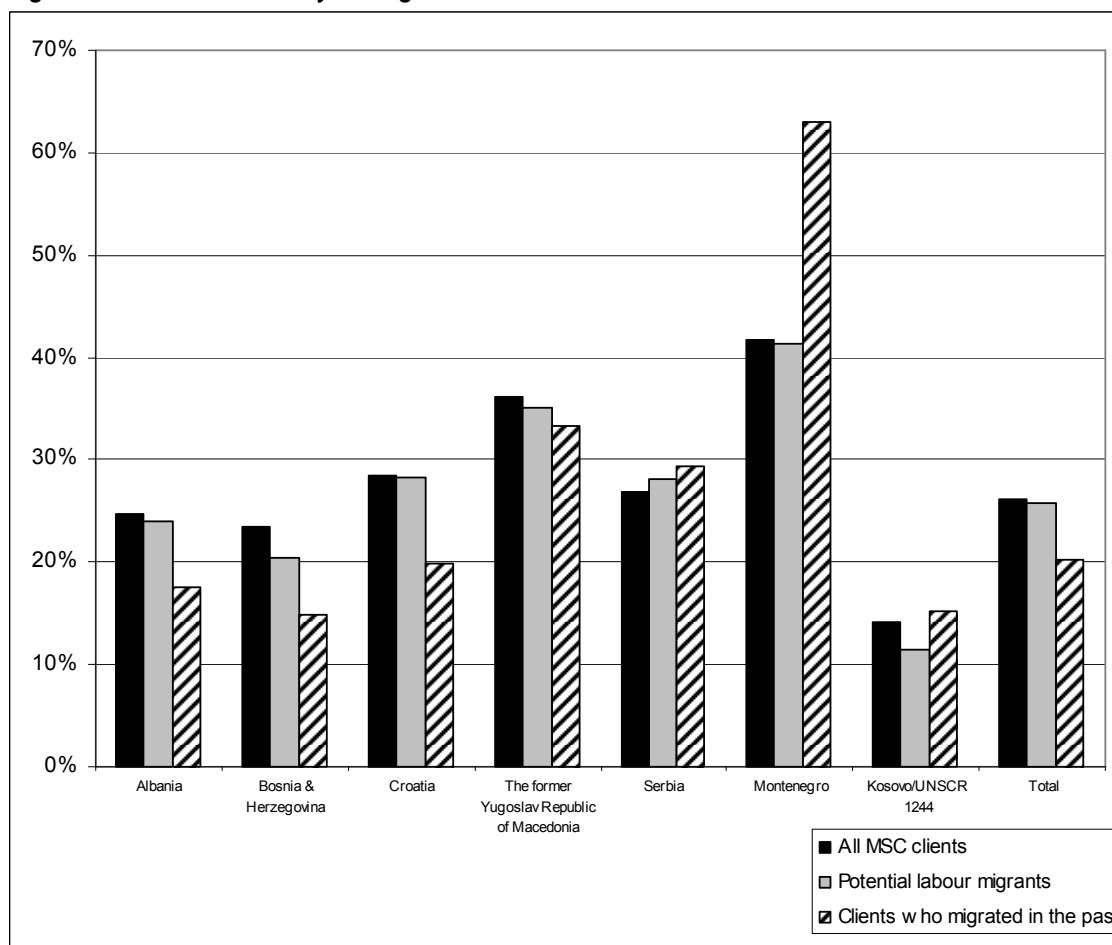
Source: MSC client database, IOM.

In general, potential labour migrants display lower level of education. In all countries, except Serbia, the share of people with university degree or post-university degree is lower than the average. This difference is mainly large in Bosnia and Herzegovina and Kosovo/UNSCR 1244, which are the countries that have already the lowest shares of potential migrants with at least a university degree.

The unemployment rates among the clients of MSC also vary quite substantially from country to country (Figure 10). Clients from Albania have the highest unemployment rate, which is 78 per cent. Then in decreasing order follow Bosnia and Herzegovina, Croatia, the former Yugoslav Republic of Macedonia, Serbia, Montenegro and Kosovo/UNSCR 1244. Of the potential migrants from Kosovo/UNSCR 1244, only 49.9 per cent are unemployed.

Figure 10: Share of MSC clients that are unemployed by country, willingness to migrate to work and history of migration
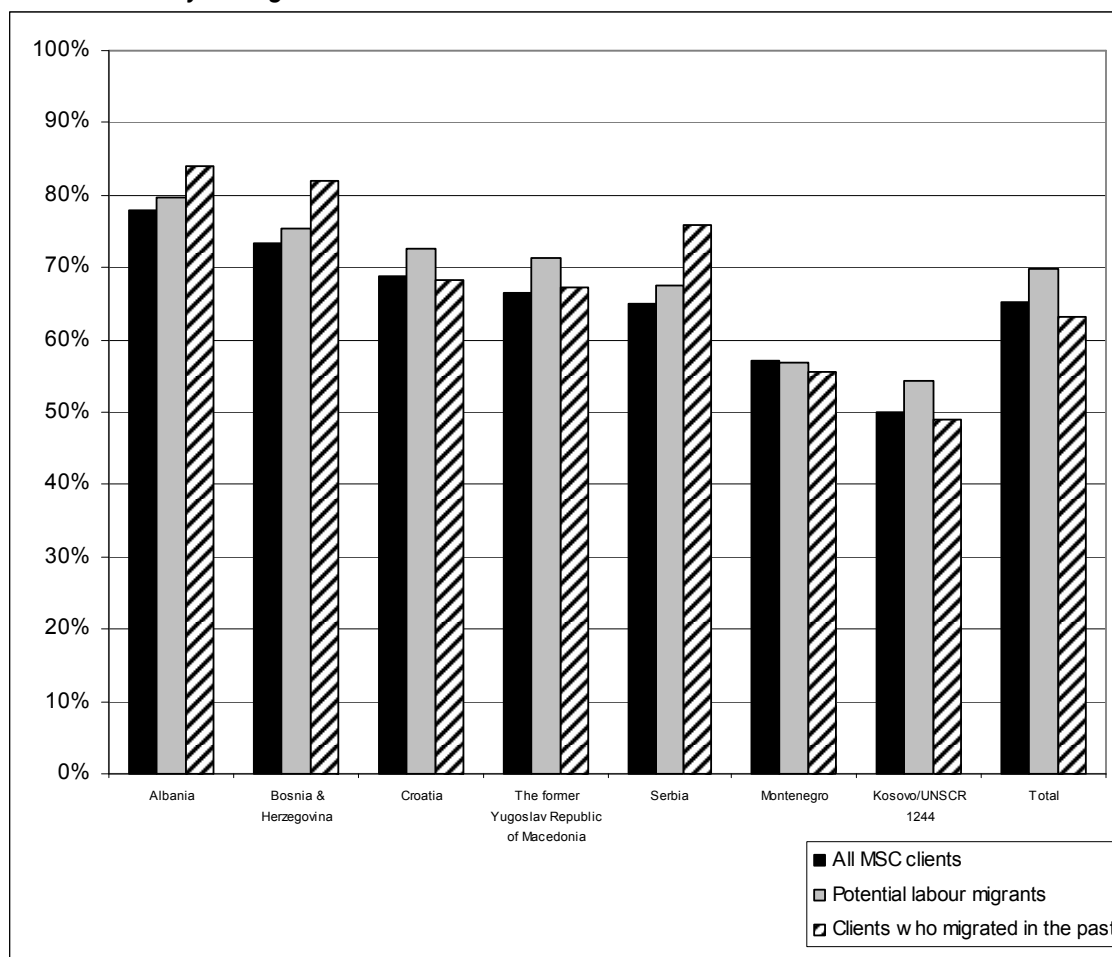
Moreover, the potential labour migrants are more often unemployed than the average MSC client. Montenegro stands out, because it is the only country where the opposite is true. On average, the difference in unemployment rate is about 5 per cent between potential labour migrants and the total client population. Figure 11 confirms this difference and also shows that students are a much smaller group among labour migrants. This is not very surprising, as study related migration is also one of the migration types in the MSC interviews that are distinguished separately from labour migration. Furthermore, in countries with a high unemployment rate among MSC clients and in Serbia, the respondents with history of migration have an even higher unemployment rate. In other Western Balkan countries, the differences are small and the respondents who migrated in the past have mostly a slightly lower unemployment rate than the whole MSC client population.

Figure 11: Economic activity status of MSC clients by willingness to migrate to work and history of migration
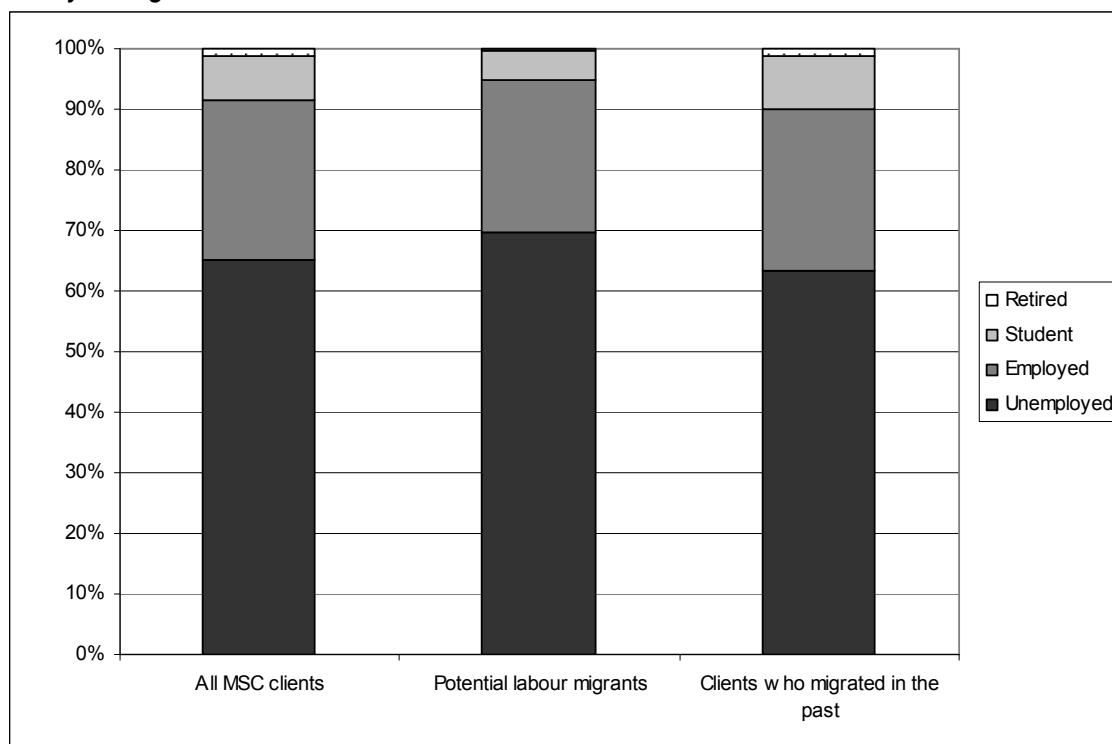
Source: MSC client database, IOM.

Clearly the unemployment level among the clients and the fact that it is higher amongst potential labour migrants suggests that the economic survival is the main driver of emigration. Despite the unrepresentativeness of the sample analysed, there is little doubt that this finding can be generalised for total population of countries in question.

For those clients who are employed, it was possible to look at their sector of employment (Figure 12). For the potential migrants, health care is the biggest employment sector, followed by utilities & services, engineering, accounting & finance, construction, education & childcare, transport & logistics, and electronics. Among potential labour migrants, more people were working in health care, utilities & services, construction, and transport & logistics. Potential labour migrants are more represented in construction and transport & logistics than the average MSC clients. In general, a higher share of people that seek labour migration is working in the top-8 employment sectors in comparison to the share of the total MSC clients. The respondents with a history of migration work much less often in utility & services, and transport & logistics than the average. On the other hand, more clients with history of migration are working in engineering and accounting & finance than the average.

Figure 12: Main employment sectors of MSC clients by willingness to migrate to work and history of migration
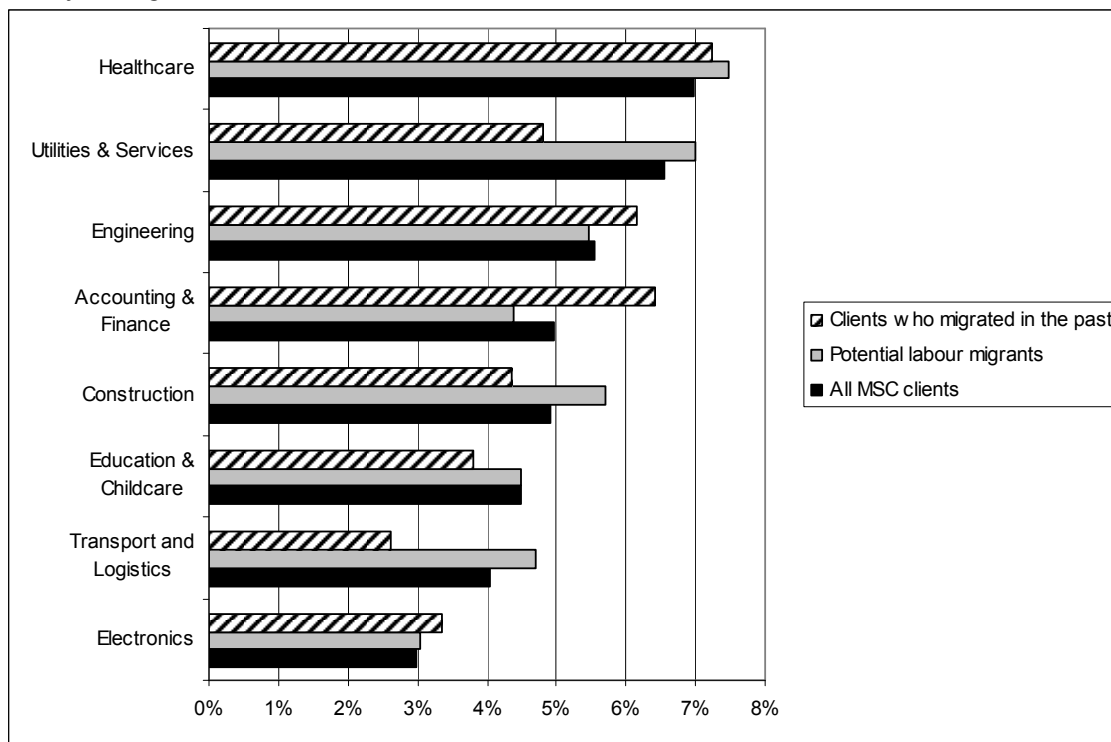
Source: MSC client database, IOM.

Migration motives and history of migration of MSC clients

This paragraph covers the migration motives and the history of migration of the persons that were interviewed at the MSCs. The shares of the potential migrants that seek labour migration at present are very high in all countries (Figure 13). In Albania and Serbia more than 90 per cent of the clients mention work as their motive for migration. In Bosnia and Herzegovina, Croatia and the former Yugoslav Republic of Macedonia this is true for 80 per cent to 90 per cent of the interviewed persons. The clients from Montenegro and Kosovo/UNSCR 1244 have a share of potential labour migrants that is below average, namely 65.5 per cent and 54.2 per cent. The main secondary motive is related to the study of the client. For the total client population, a family reunification is mainly a more common motive for migration than for the potential labour migrants. The overview of declared migration motives of all clients and potential labour migrants is shown in Figure 14.

Figure 13: Share of MSC clients seeking labour migration by country and history of migration
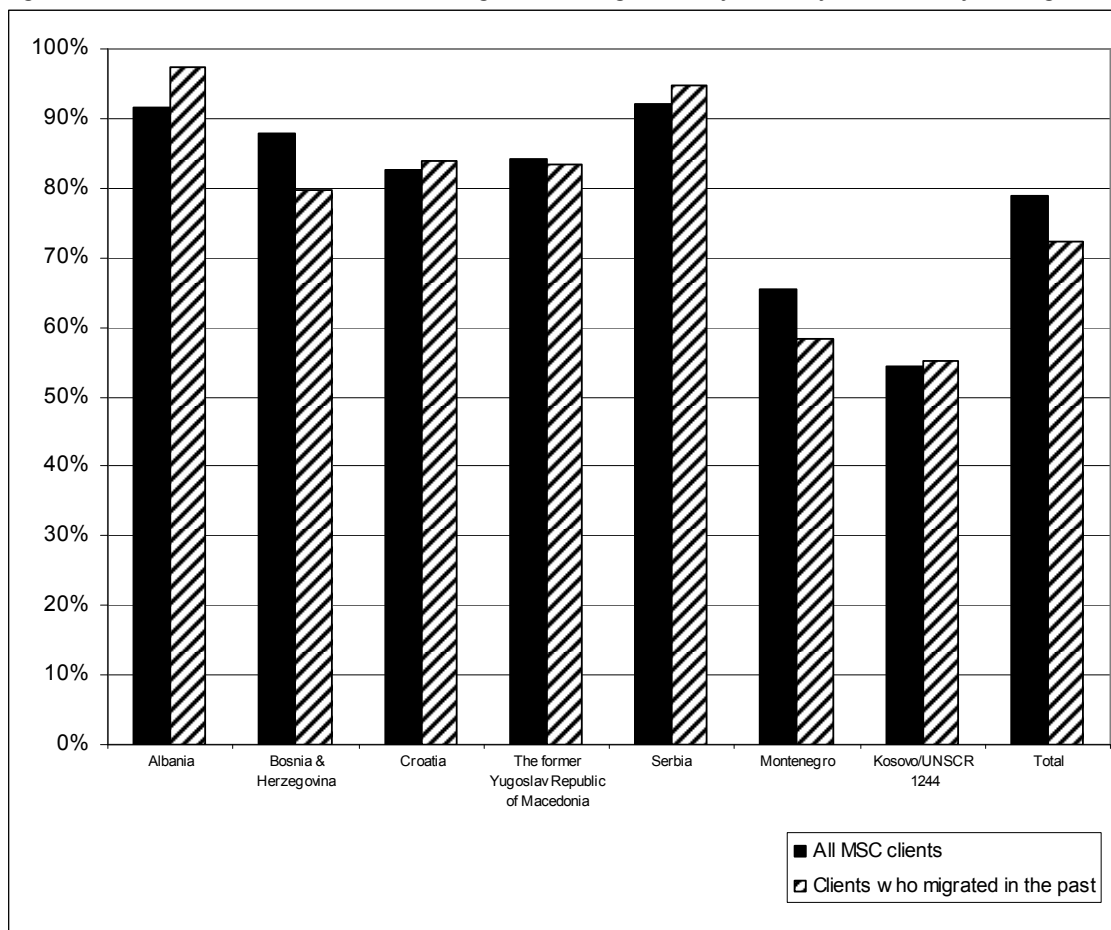
Source: MSC client database, IOM.

On average, about 40 per cent of the MSC clients have migrated before, which is shown in Figure 15. However, Kosovo/UNSCR 1244 stands out having more than 4 out of 5 respondents with history of migration. In Croatia the share of clients with history of migration exceeds the average. Serbia and Montenegro, with respectively 17.7 per cent and 14.8 per cent of persons that have migrated in the past, are on the opposite end of the spectrum. MSC clients that seek labour migration have migrated before relatively less often, only in Serbia and Kosovo/UNSCR 1244, the opposite is true. However the differences are very small.

Figure 14: Declared migration motives of MSC clients
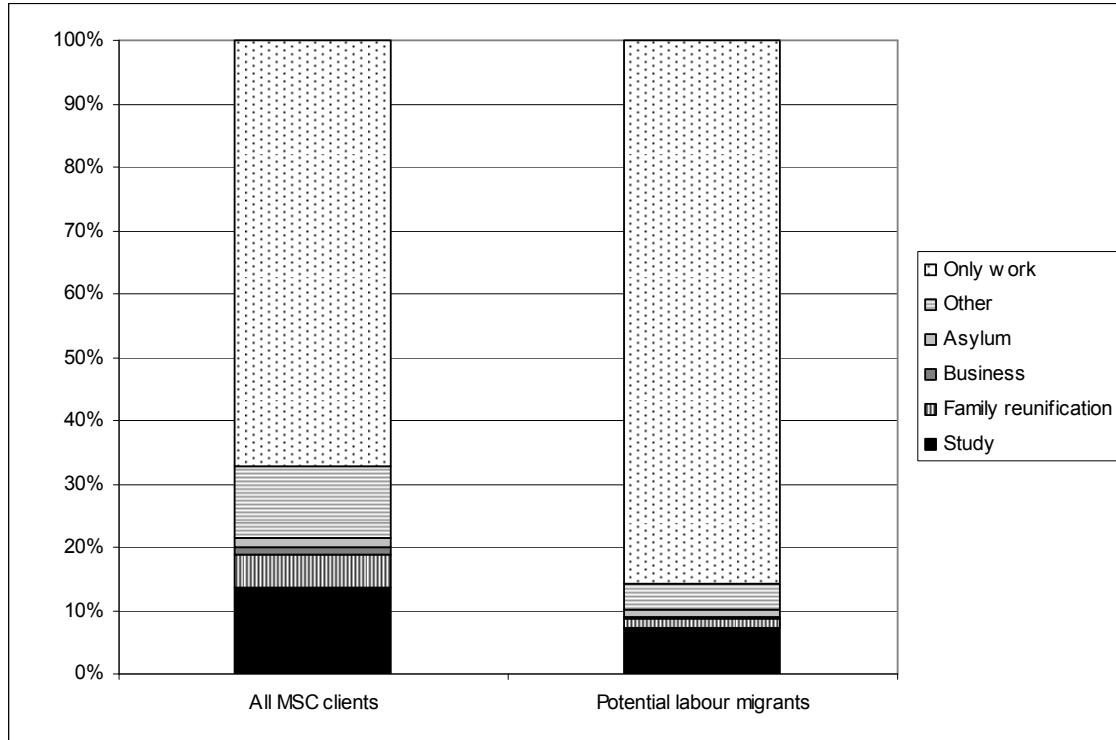
Source: MSC client database, IOM.

On average, approximately 1 out of 6 clients have migrated in the past for work reasons (see Figure 16). In Albania and Croatia, this is most common, as more that 1 out of 4 respondents have migrated for work earlier in their life. In Serbia and Montenegro, only about 1 out of 20 clients were labour migrants in the past. Bosnia and Herzegovina, the former Yugoslav Republic of Macedonia, and Kosovo/UNSCR 1244 have average shares with 10-15 per cent of the clients that have a labour history of migration.

Figure 15: Share of MSC clients with a history of migration by country and willingness to migrate
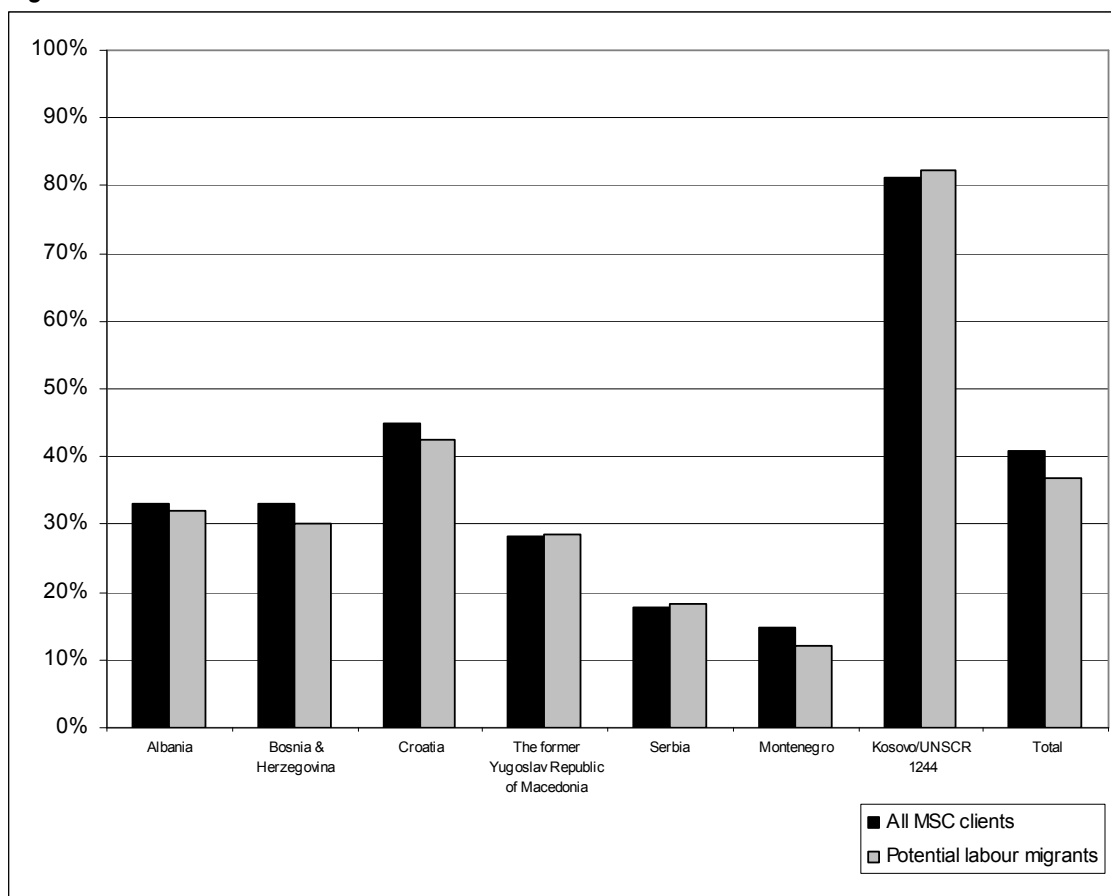
Source: MSC client database, IOM.

Further, Figure 17 shows the share of clients that have migrated for work reasons before, relative to all the clients with a history of migration. The former labour migrants dominate among the MSC clients from Albania and Croatia. Among the Albanian clients, almost 9 out 10 people that migrated in the past, did that for work reasons. In most countries, the share of labour migrants among the people with a history of migration is around the average of 38.5 per cent. Only Kosovo/UNSCR 1244 stands out with a relative low share of past labour migrants. Of the people that migrated before, a minority of only 16 per cent did that for work related reasons. People that seek labour migration have also migrated for work reasons more often in the past. This is true for all countries in this analysis. For Montenegro, the share of respondents who have previously migrated for work reasons even doubles when comparing potential labour migrants to all clients.

Figure 16: Share of MSC clients that migrated before for work among those who had history of migration by country
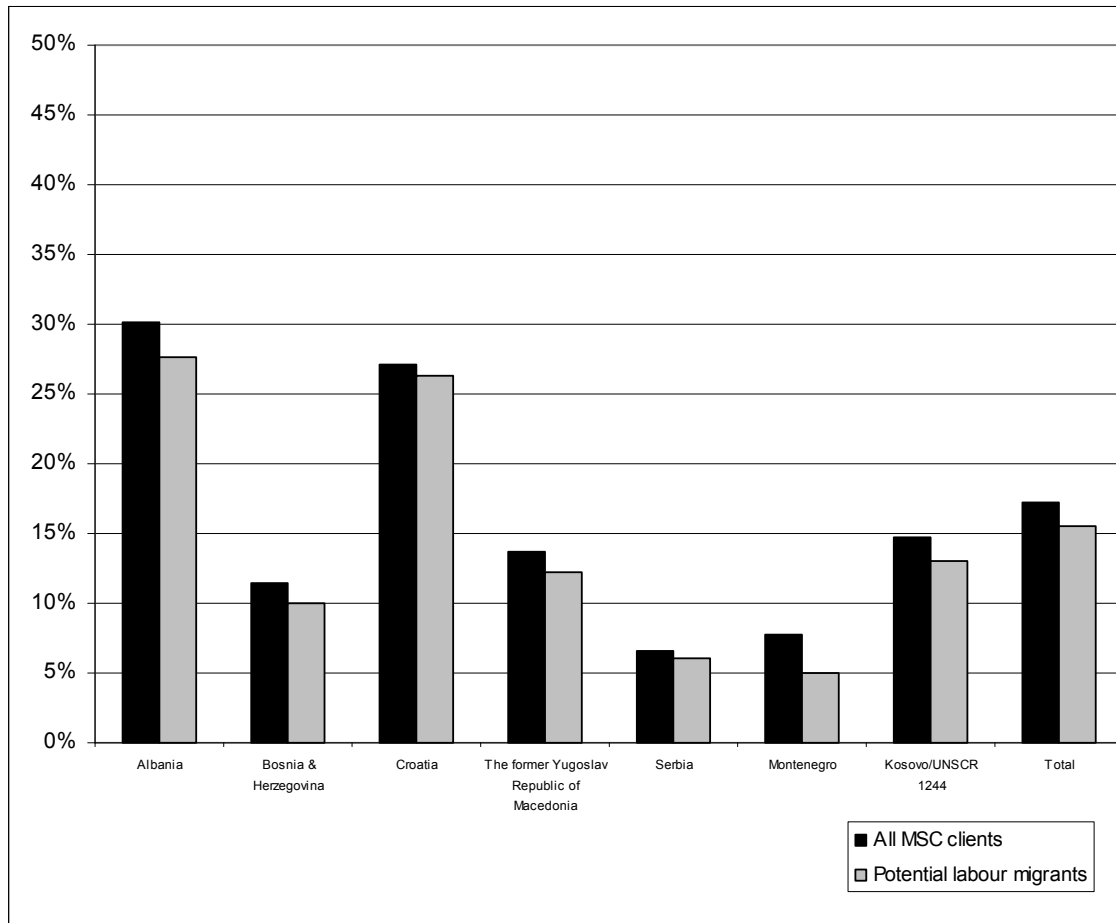
Source: MSC client database, IOM.

Figure 17: Share of MSC clients with migration history that migrated for work by country
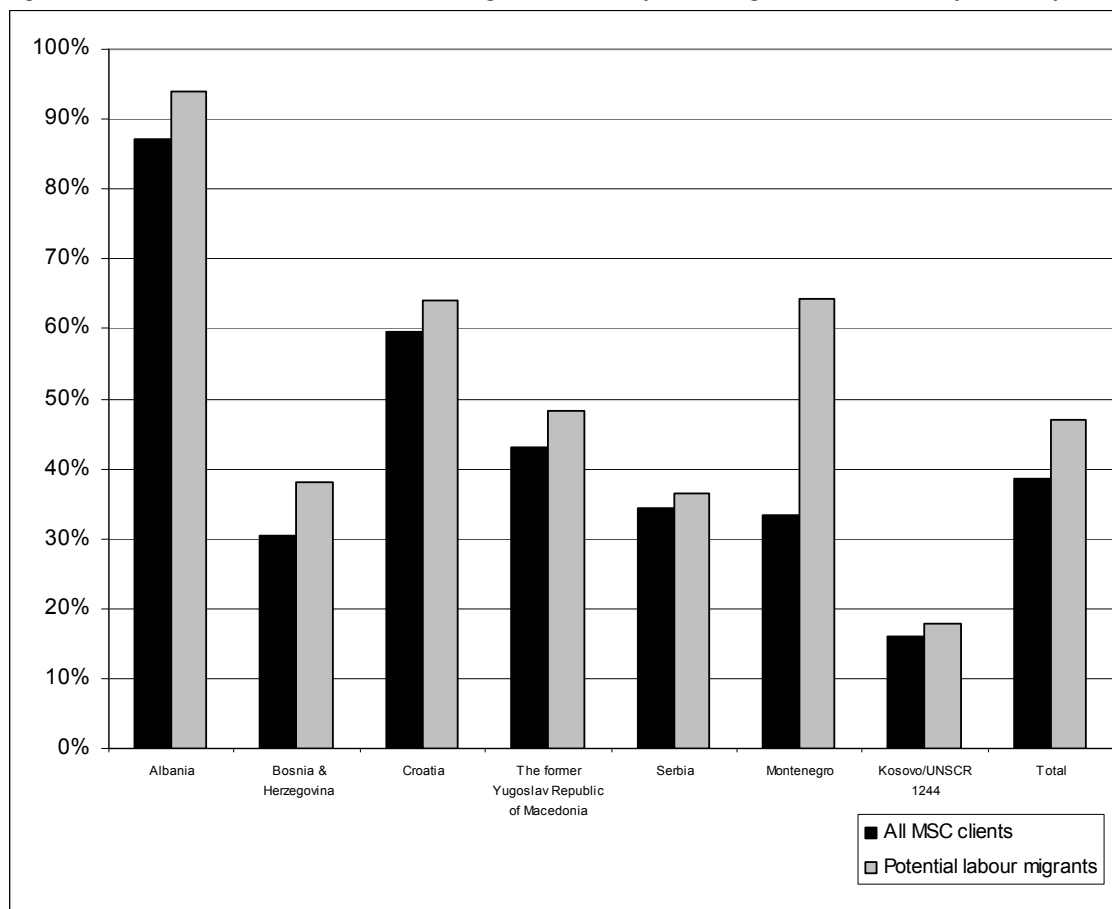
Source: MSC client database, IOM.

More than half of the respondents with a history of migration migrated only once. Further study of the data shows that mainly clients from Albania and Kosovo/UNSCR 1244 migrated many times. These are the only countries where well over 10 per cent of the clients with a history of migration have migrated more than two times. In Kosovo/UNSCR 1244, more than 1 out of 3 clients stated that he or she has migrated 'several times'. However, the exact number of migration movements is unknown for many clients from Kosovo/UNSCR 1244. In general, potential labour migrants with a history of migration have migrated more often than the average MSC client with a history of migration as is shown in Figure 18.

Figure 18: Number of migration movements of MSC clients with a history of migration
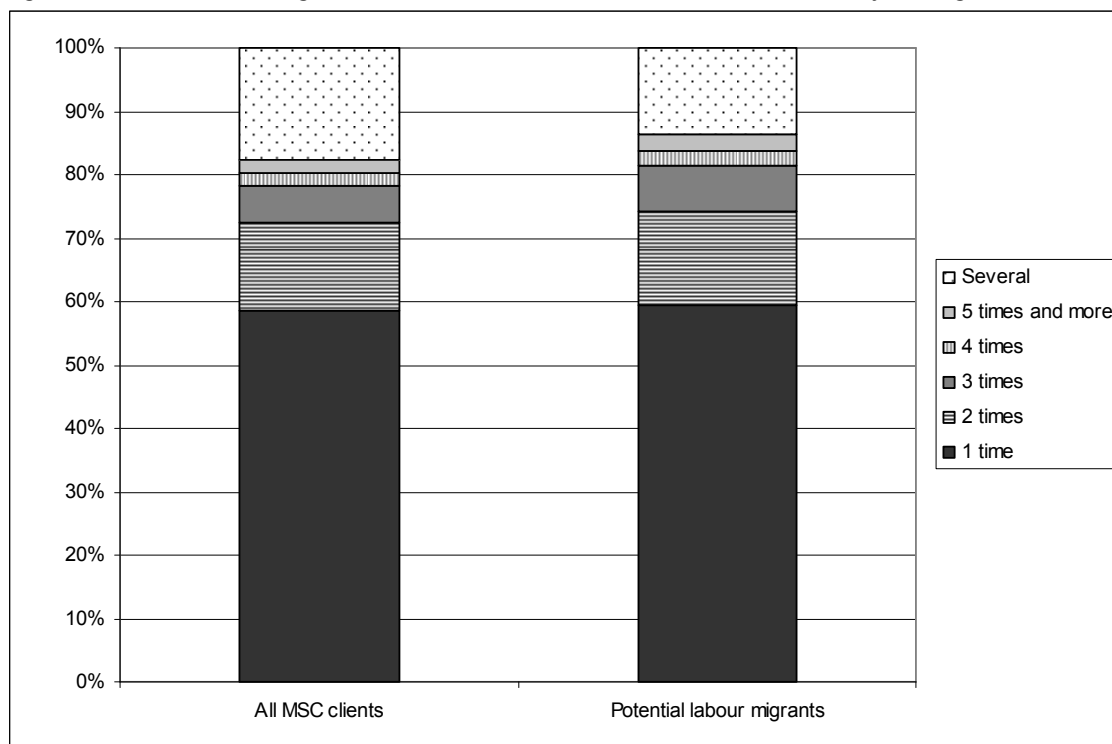
Source: MSC client database, IOM.

In comparison to the average MSC client, the clients that have a history of migration less often seek labour migration currently. Not all countries follow this pattern (Figure 19). In Albania and Serbia, the countries with the highest share of potential labour migrants, the respondents with a history of migration are more often looking for labour migration than the average respondent. In Croatia, the former Yugoslav Republic of Macedonia and Kosovo/UNSCR 1244, hardly any difference is observed between both groups. The clients with a history of migration declare much more often migration for "other" reasons than the total sample of potential migrants. However, from the data it is not clear what kind of migration that is. Most respondents just mention 'immigration' as the reason to migrate. All other motives for migration, i.e. work, study, business, family reunification, and asylum, are selected less often by potential migrants that have migrated before.

Furthermore, the patterns of past and declared motives for migration are differing slightly. The main reasons for past migration of the MSC clients were work related and "other". "Other" reasons that are explicitly stated in many cases are being a refugee, being a visitor, or for training. Further, asylum migration is relatively often part of the history of migration of MSC clients from the Balkan countries. Less common motives were respectively study reasons, family reunification and business reasons.

Figure 19: Declared migration motives of MSC clients by history of migration
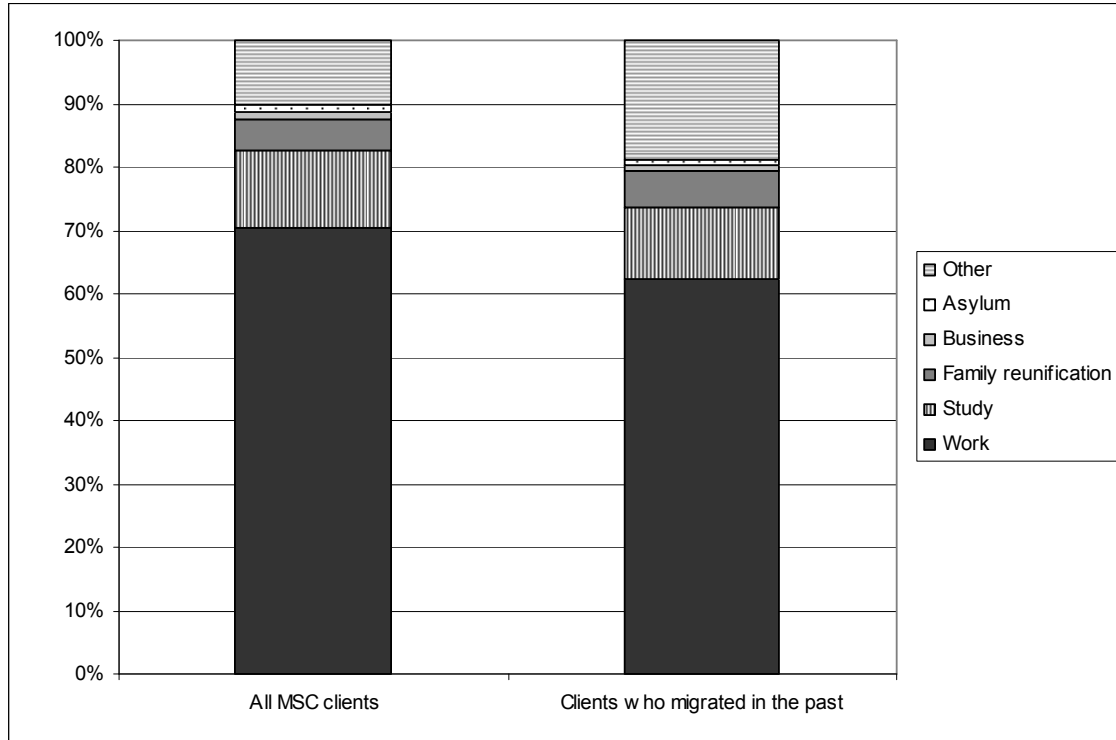
Source: MSC client database, IOM.

The motives show a very different pattern, which is illustrated by Figure 20. A large majority of the potential migrants that were interviewed in MSCs declare to seek employment abroad. Study reasons, 'other' reasons, and family reunification are in order of magnitude the main migration reasons after work. Study reasons and family reunification are more often a declared migration motive than in the history of migration of the clients. 'Other reasons' are in present migration plans much less common. This is probably due to decreasing flow of refugees, because the Western Balkan region is more stable now. Business motives and seeking asylum are only mentioned as reasons for migration in very few cases. The share of asylum seekers decreased substantially, which is not very surprising, as the number of refugees is also smaller among potential migrants.

Figure 20: Comparison of previous and declared migration motives of MSC clients
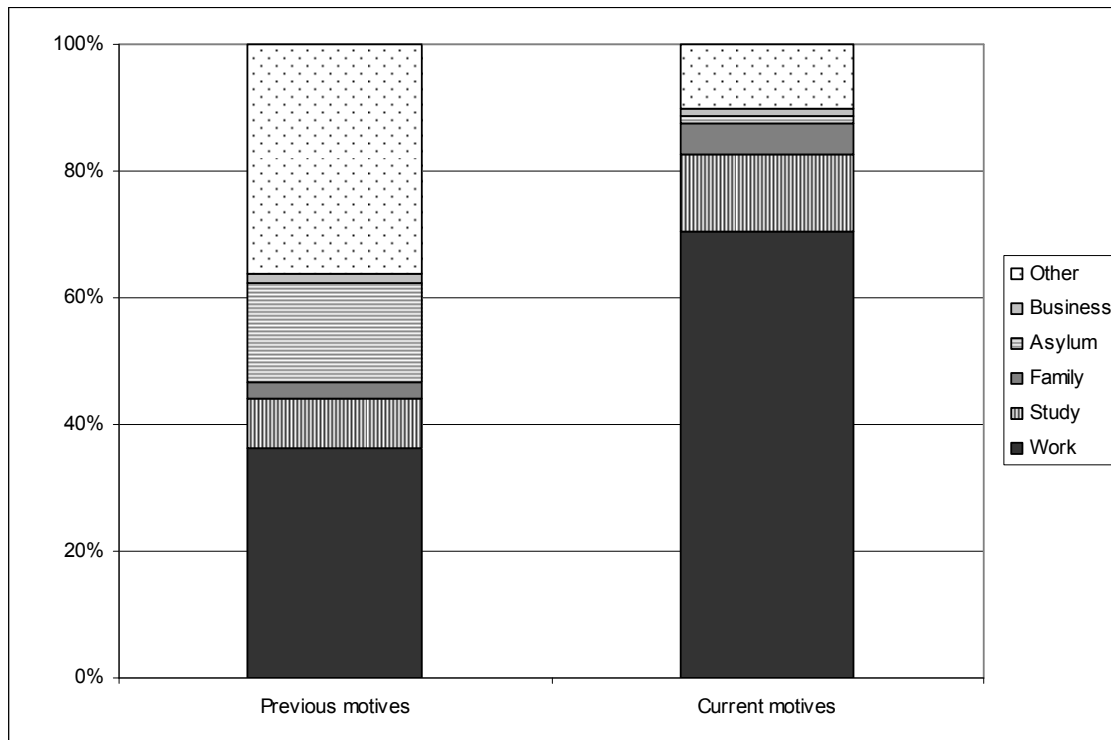
Source: MSC client database, IOM.

Main past and declared countries of destination

The main countries to which MSC clients migrated in the past are Germany, Greece, Albania, Switzerland, the former Yugoslav Republic of Macedonia, Italy, United States, and United Kingdom (Figure 21). Germany has been a very popular destination for migrants from South Eastern Europe: 11.5 per cent of the MSC clients moved there in the past. Albania, an emigration country itself, is declared as important destination; third on our list. This is the destination for Kosovars only, who went there as 'visitors' or 'refugees'.

Figure 21: Main previous countries of destination of MSC clients with a history of migration
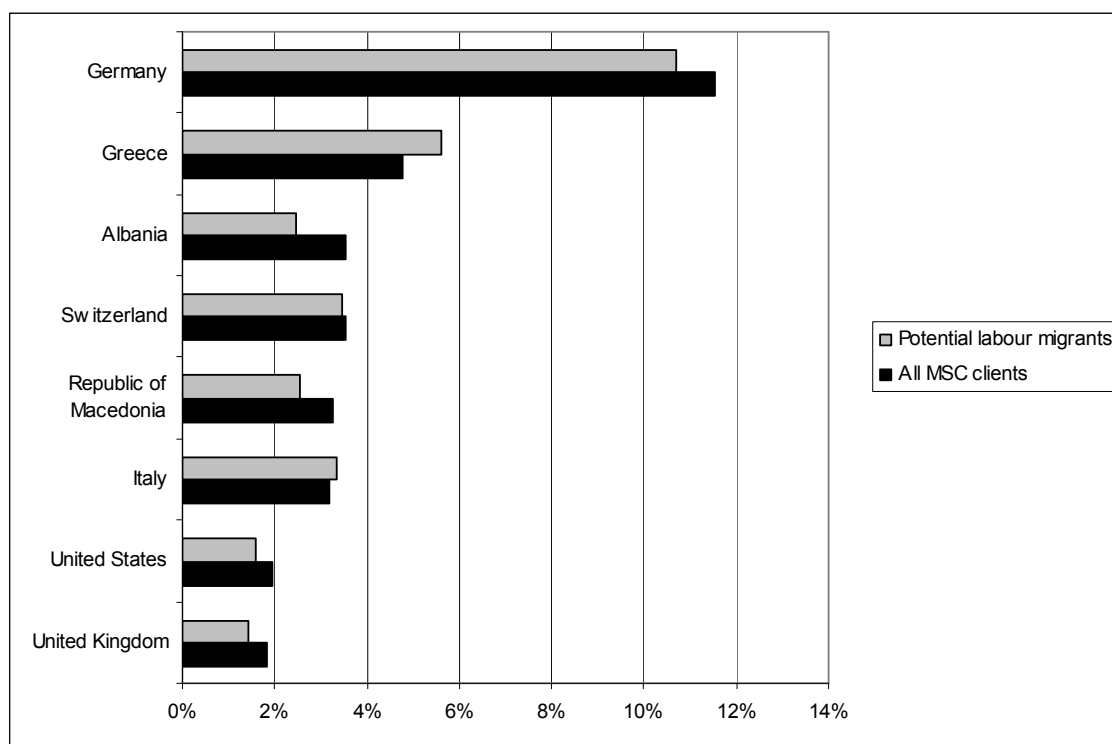
Source: MSC client database, IOM.

The most popular past destinations differ from country to country. Albanians moved mostly to Italy and Greece. For Croats and people from Bosnia and Herzegovina, Germany and Switzerland were the most popular destinations. The main destinations for Macedonian clients were Germany, United States, and Greece. The Serbian and Montenegrin MSC clients mainly moved to Serbia and Montenegro. Last, the respondents from Kosovo/UNSCR 1244 that migrated before mainly moved to Germany, the former Yugoslav Republic of Macedonia and Albania.

Moreover, the main previous destinations differ between potential labour migrants and the total group of MSC clients. Greece and Italy were more popular, because of the large number of people from Albania among those who migrated in the past for work reasons. Germany, Albania, the former Yugoslav Republic of Macedonia, United States, and United Kingdom were relatively less often a previous migration destination for the potential labour migrants. The difference is largest for Albania which attracted migrants from Kosovo/UNSCR 1244, who entered the country as visitors or for humanitarian reasons and the former Yugoslav Republic of Macedonia, perhaps due to weak economy of the country.

The declared destinations for migration are quite different. The main countries of destination for the potential migrants are in descending order: Canada, Italy, United States, Germany, Australia, Switzerland, United Kingdom, and Sweden (Figure 22). Canada is by far the most popular destination. Almost 1 out of 4 of the respondents mentions Canada as one of their preferred destination(s). When comparing the declared destinations of potential labour migrants and all MSC clients with a history of migration, not many large differences can be identified. First, the North American countries are a little less popular among potential labour migrants. Second, Italy and Australia are clearly less popular among clients that migrated before. Last, clients that have migrated earlier in their life have a much stronger preference for Germany than the average potential migrant. This is probably due to the fact that many of

them have migrated to Germany already before, and would like to go back to a familiar country.

Figure 22: Declared countries of destination of MSC clients by willingness to migrate to work and history of migration
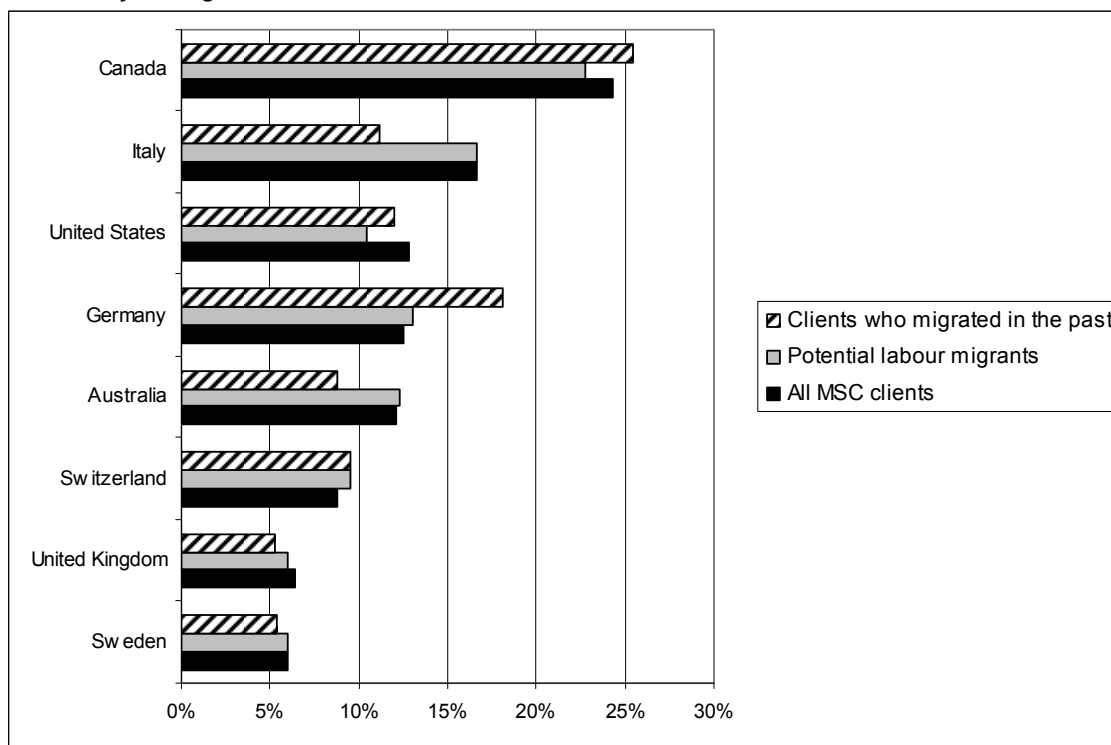
The country of origin of potential migrants differentiates the declared countries of destinations much more between than the different types of potential migrants. Clients from Albania prefer Italy, Canada and Greece. Italy is in particular popular: more than 50 per cent of the Albanian clients would like to move there. People from Bosnia and Herzegovina mention many countries, but Australia, Germany, Switzerland, and Canada are most popular. Croatian respondents also prefer these countries, but often mention the United Kingdom as a country they would like to migrate to as well. Macedonian and Serbian potential migrants target mostly Australia, Canada and Germany. Montenegrin clients mention Serbia and the United States as their main preferred destinations. Finally, respondents from Kosovo/UNSCR 1244 have a very strong preference for Canada. A little less than 50 per cent of the respondents have Canada as one of their preferred destinations. Other popular destinations for potential migrants from Kosovo/UNSCR 1244 are Germany and the United States.

Comparisons of the Migrant Service Centres clients with the general population of the South Eastern European countries

This section compares the MSC client populations from the different Western Balkans countries with the general population of these countries. Comparison with migrant population was impossible, as migration statistics do not offer so detailed characteristics of migrant populations as the IOM's MSC client database. The comparisons concern the socio-demographic and socio-economic characteristics of the potential migrants and total populations. The main topics that will be covered are age structure, male-female ratio, urban-rural background, marriage status, unemployment rate, and education level.

The comparison of socio-demographic characteristics
The average age of MSC clients of 33 years old suggests a completely different age structure in comparison to the age structure of total population.

Figure 23: Age structure of MSC clients and the total population for Albania
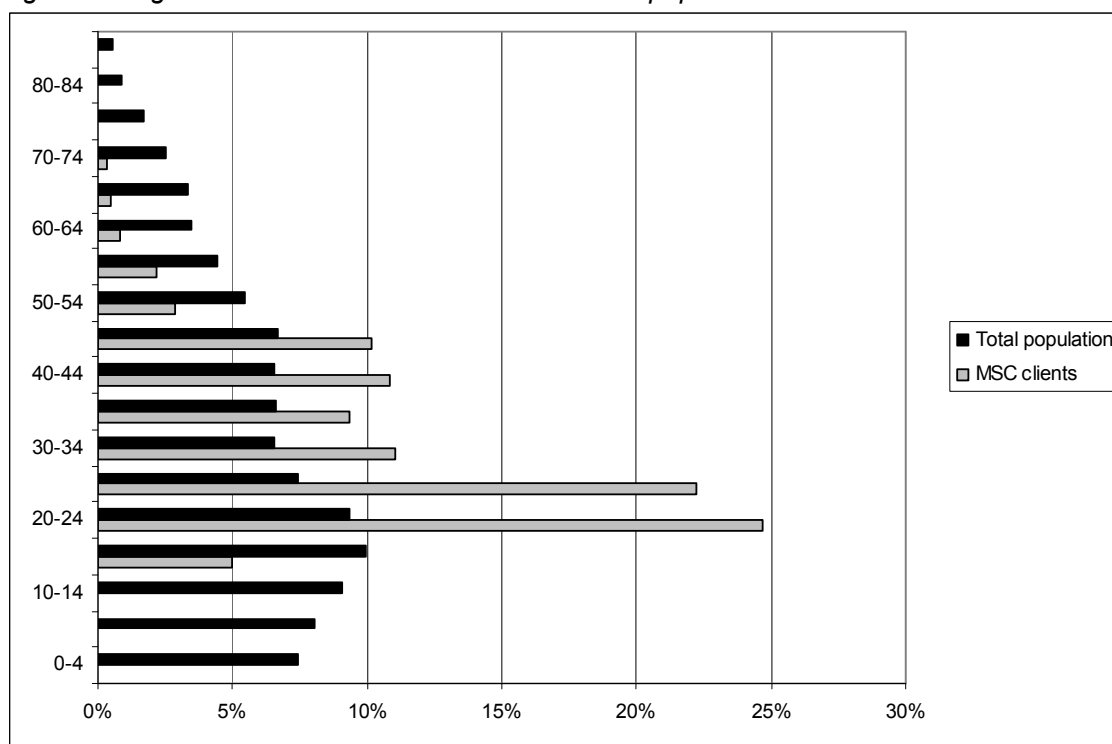
Source: MSC client database, IOM and NSI Albania (2007).

Most potential migrants are between 20 and 50 years of age, therefore it is mainly teenagers and old people, who are underrepresented in the client population. In the Albanian sample (Figure 23), mainly people from 20 to 29 years old are overrepresented. The potential migrants from Albania are also relatively young in comparison to other client group. However, this reflects the age structure of total Albanian population, which is relatively young in comparison to the other Western Balkan countries. For Bosnia and Herzegovina (Figure 24), the overrepresentation of respondents aged between 20 and 49 is visible, but is most striking for the age group 30 -34, that is older than in any other country. Croatian (Figure 25), Macedonian (Figure 26), and Serbian (Figure 27) clients show very similar structure. Among

these potential migrants, the 25-29 age group is very obviously overrepresented. To a lesser degree, this is also true for the 30-34 age group and, albeit less for the 20-24 and 35-44 age groups. Further, people older than 60 are almost not represented in the Croatian, Macedonian and Serbian client populations, but visible in clients from Bosnia and Herzegovina. The low number of elderly is mainly striking for Serbia, which has a relatively old population. The Montenegrin sample contains relatively many young people and has the lowest average age. However, elderly people are again missing in the client sample. In Kosovo/UNSCR 1244 (Figure 29), no data on the whole population by five year age groups is available. In the age groups between 20 and 49, the age structure of potential migrants is almost similar to the general population.

Figure 24: Age structure of MSC clients and the total population for Bosnia and Herzegovina
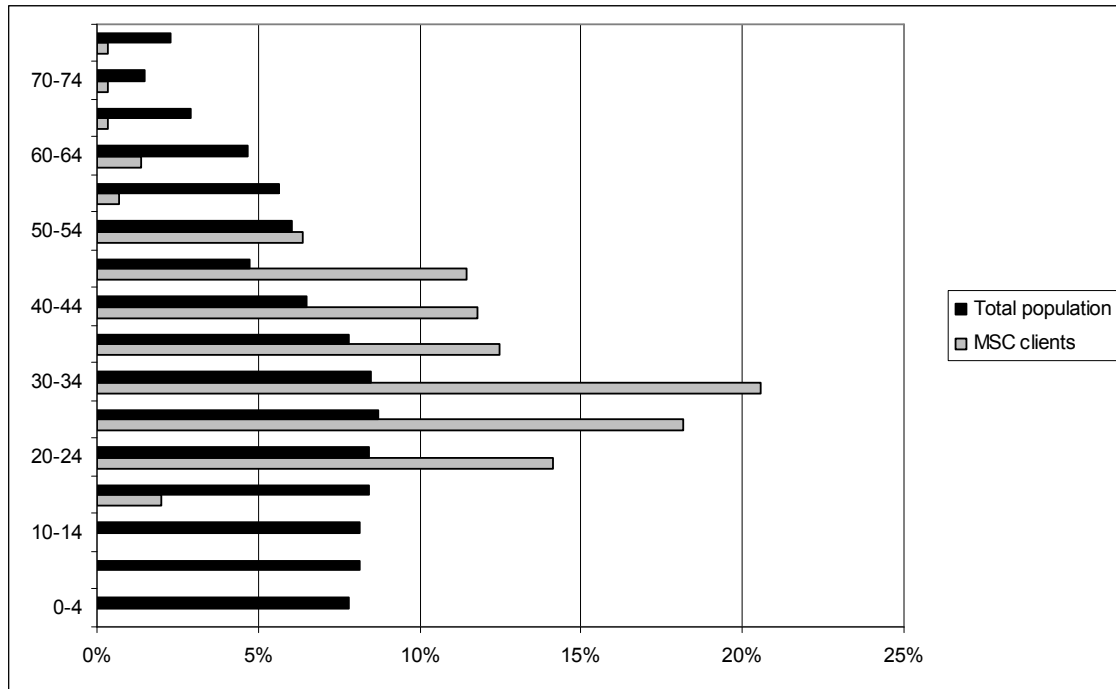
Source: MSC client database, IOM and Census 1991.

Figure 25: Age structure of MSC clients and the total population for Croatia
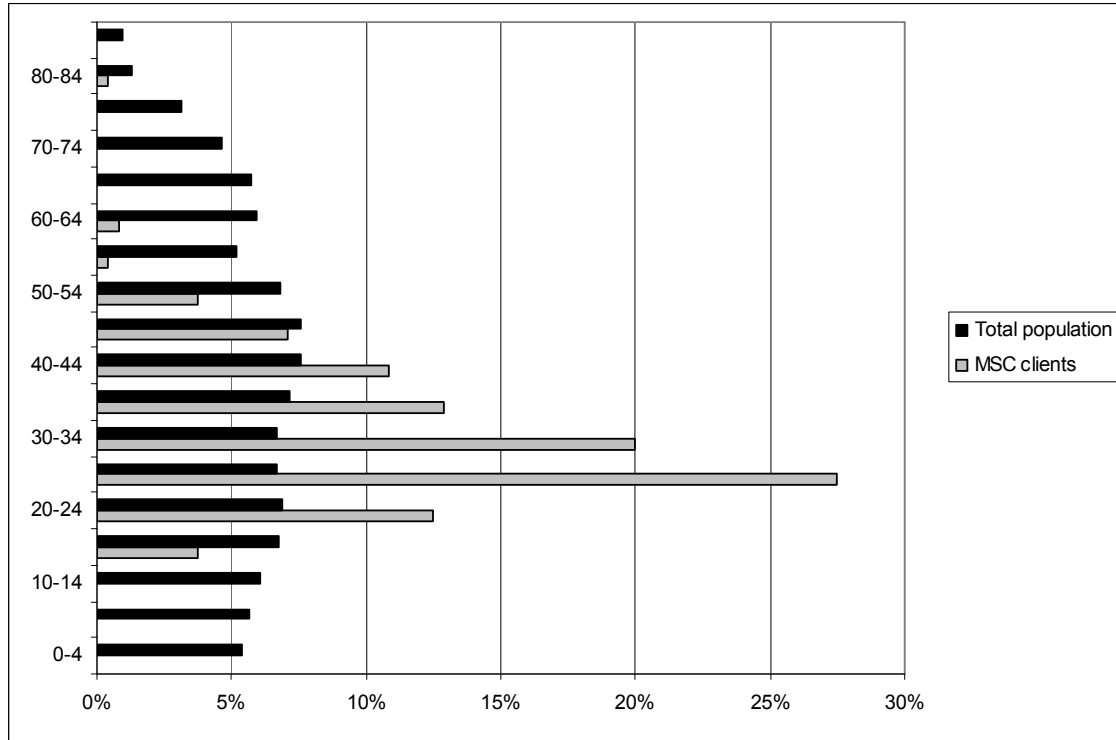
Source: MSC client database, IOM and Census 2001.

Figure 26: Age structure of MSC clients and the total population for the former Yugoslav Republic of Macedonia
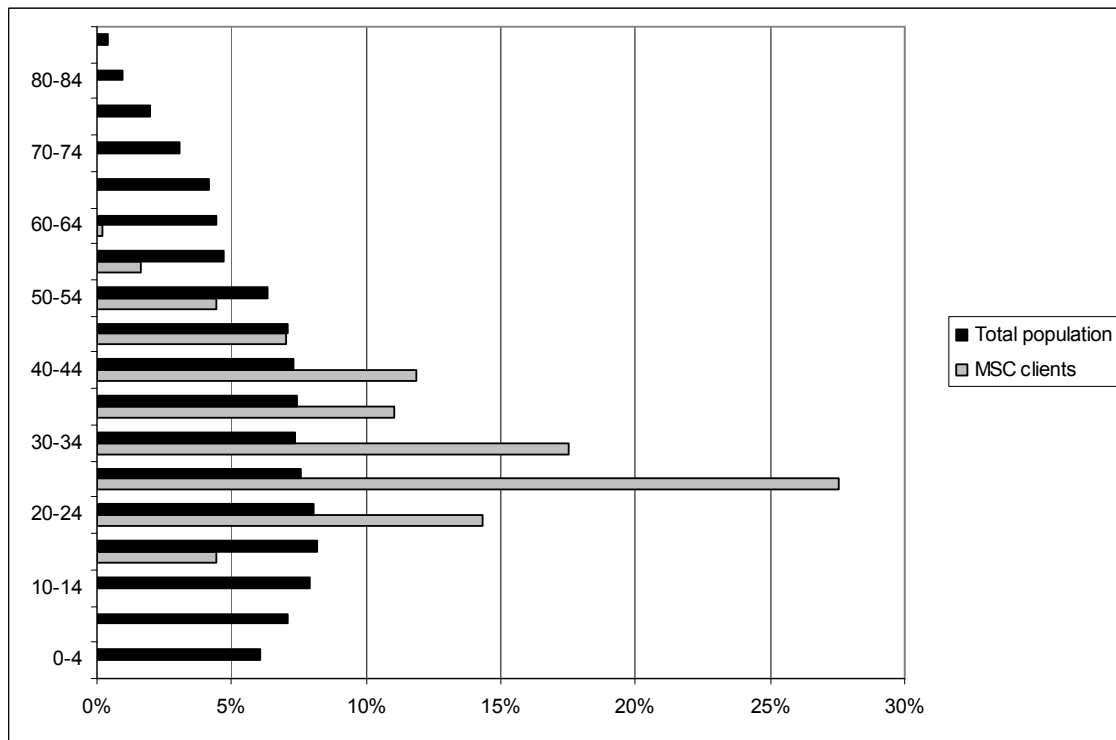
Source: MSC client database, IOM and Census 2002.

Figure 27: Age structure of MSC clients and the total population for Serbia

Source: MSC client database, IOM and Census 2002.

Figure 28: Age structure of MSC clients and the total population for Montenegro

Source: MSC client database, IOM and Census 2003.

Figure 29: Age structure of MSC clients and the total population for Kosovo/UNSCR 1244
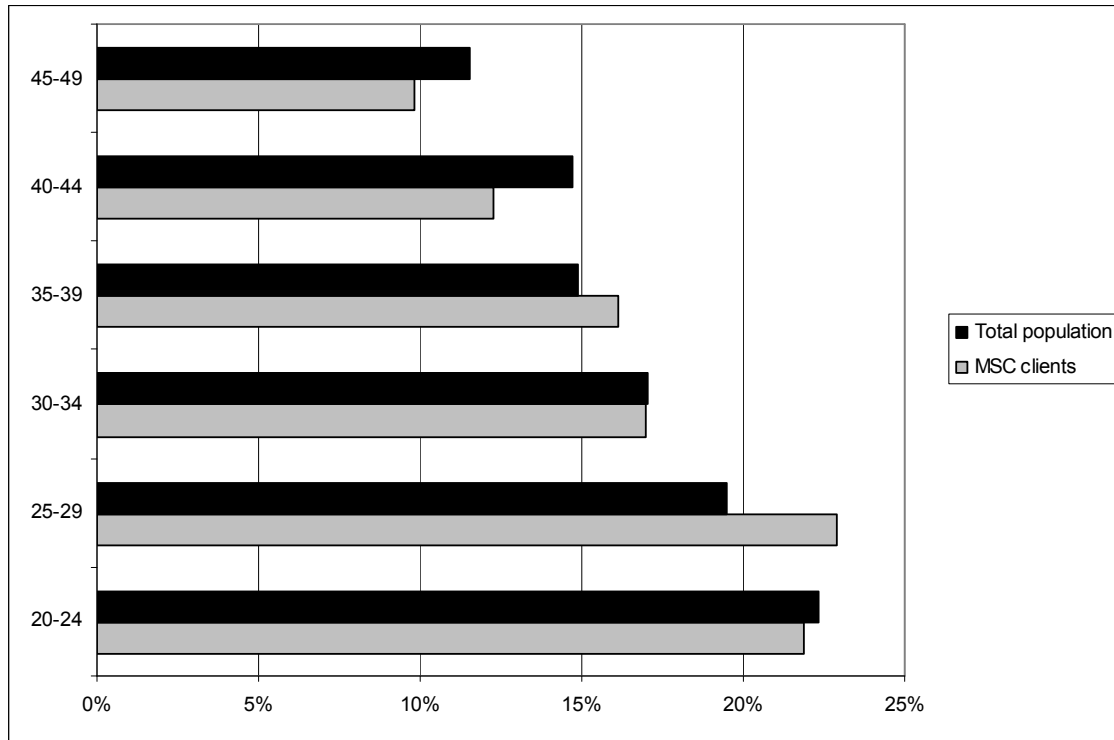
Source: MSC client database, IOM and LFS 2007.

Males are strongly overrepresented among the potential migrants in this analysis, which is shown in Figure 30. Only in Montenegro, the share of male clients is slightly lower than the share of males in the total population. In Albania and Kosovo/UNSCR 1244, the share of males is very high in relation the total population, in the latter the difference is close to 40 percentage points! This may be due to emigration being a common survival strategy for household heads as observed in the literature review.

Figure 30: Share of males in the MSC client population and the total population by country

Also, potential migrants from urban areas are strongly overrepresented among the MSC client populations (Figure 31). This probably is due to the location of the MSCs, which are mainly established in the capitals as in Croatia, Serbia, Montenegro and Kosovo/UNSCR 1244 or in capitals and other large towns. Therefore, the accessibility of MSCs is much better for the urban dwellers. The fact that Albania has many MSCs (14 in total) and equally skewed sample falsifies to some extend the above explanation. Another explanatory factor is the degree of urbanization. The countries with the highest share of urban population also have the highest share of clients from urban areas. Kosovo/UNSCR 1244, which has a high share of the population living in rural areas, also has a high share of respondents from rural areas.

Figure 31: Share of MSC clients and total population living in urban areas by country
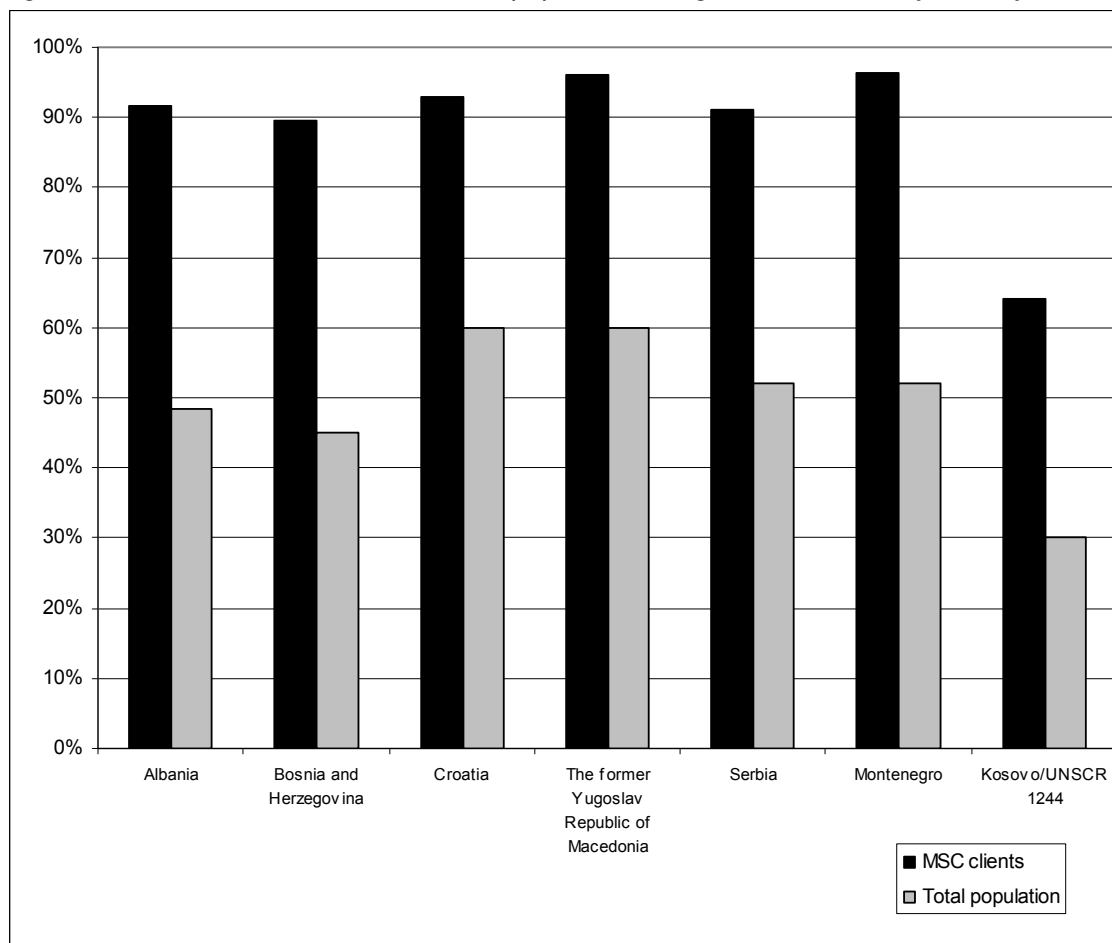
The marital status of people that used the MSC services is also very different from that of the general population. No data was available for Albania and Bosnia and Herzegovina, but the comparison of MSC clients and the general population for the other countries in Figures 32 to 36 shows that single people are strongly overrepresented among the potential migrants. Widowed are strongly underrepresented among MSC clients, which is probably due to the low number of elderly and females among the potential migrants. Again, the Kosovar MSC client population stands out (Figure 36). In the general Kosovar population there are relatively few singles and very high number of widowed people. The share of singles among potential migrants is about eight times higher than in the general population. Further, only a very small share (<1 per cent) of the Kosovar respondents is widowed. The last discrepancy is probably again due to the high share of male MSC clients.

Figure 32: Marital status of MSC clients and the total population for Croatia
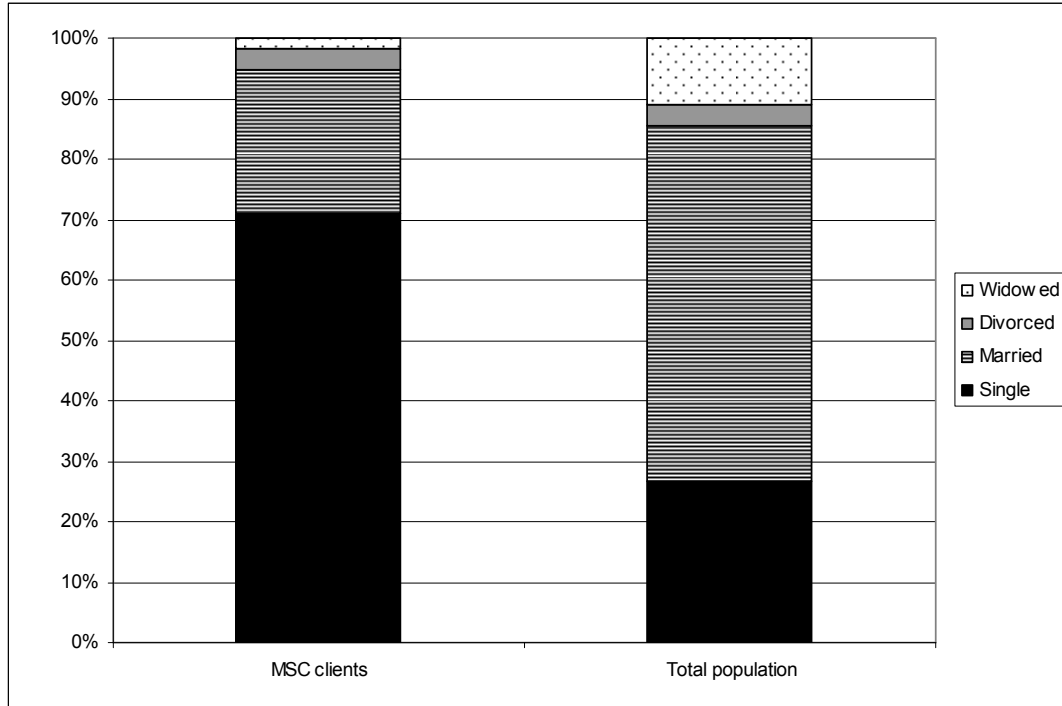
Source: MSC client database, IOM and Census 2001.

Figure 33: Marital status of MSC clients and the total population for the former Yugoslav Republic of Macedonia
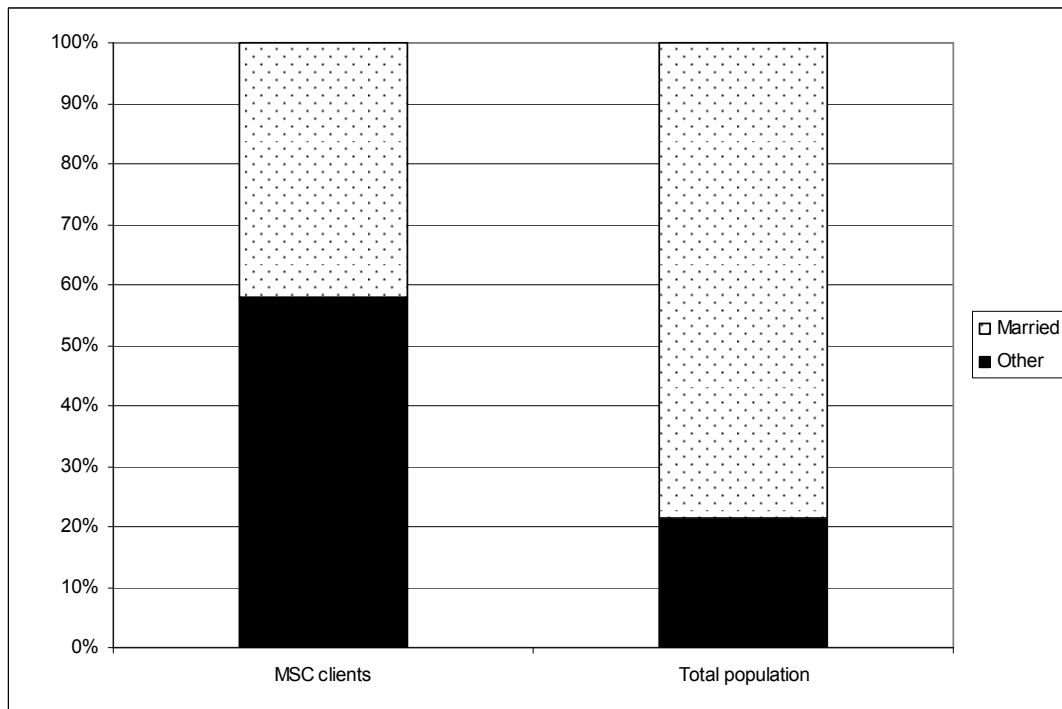
Source: MSC client database, IOM and Census 2002.

Figure 34: Marital status of MSC clients and the total population for Serbia
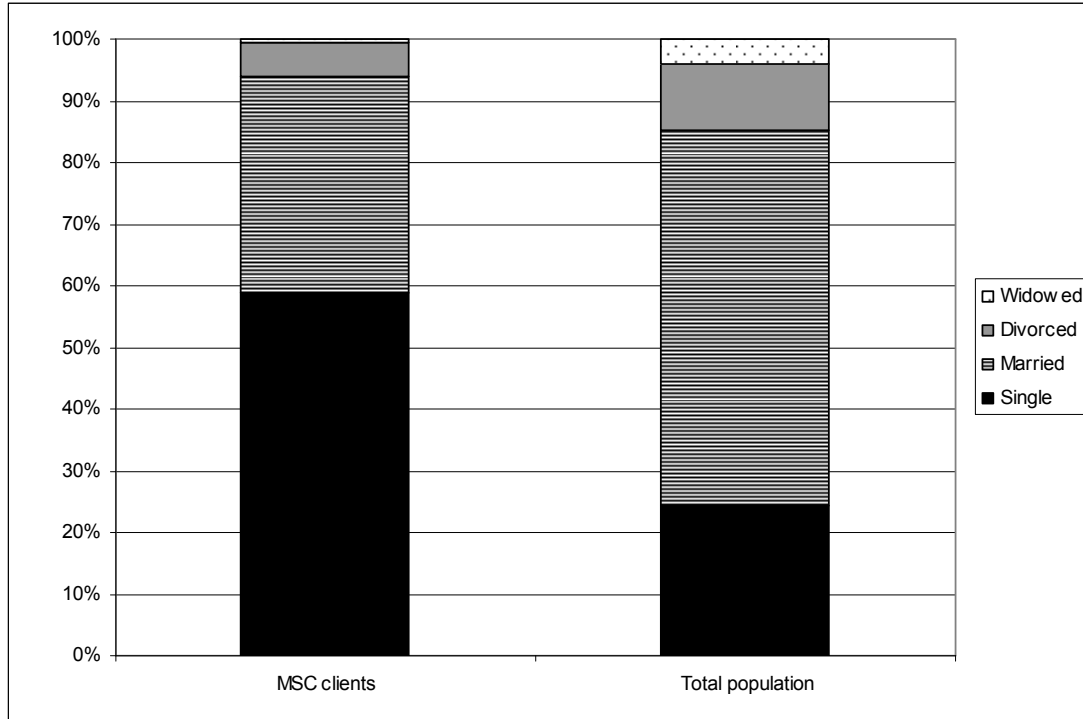
Source: MSC client database, IOM and Census 2002.

Figure 35: Marital status of MSC clients and the total population for Montenegro
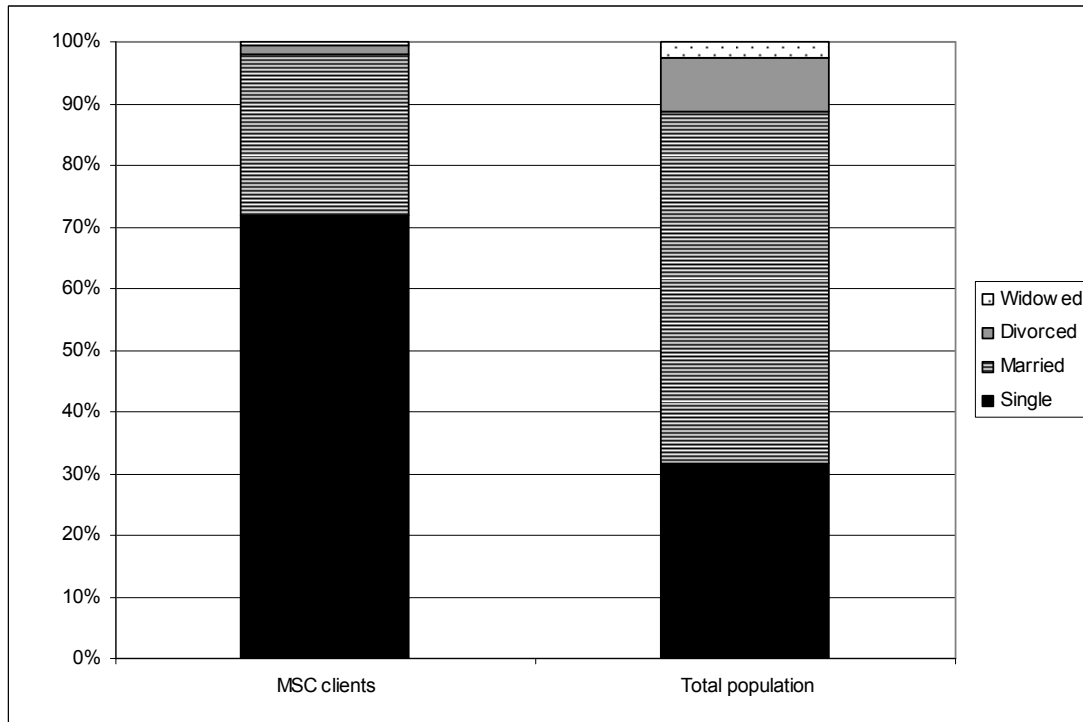
Source: MSC client database, IOM and Census 2003.

Figure 36: Marital status of MSC clients and the total population for Kosovo/UNSCR 1244
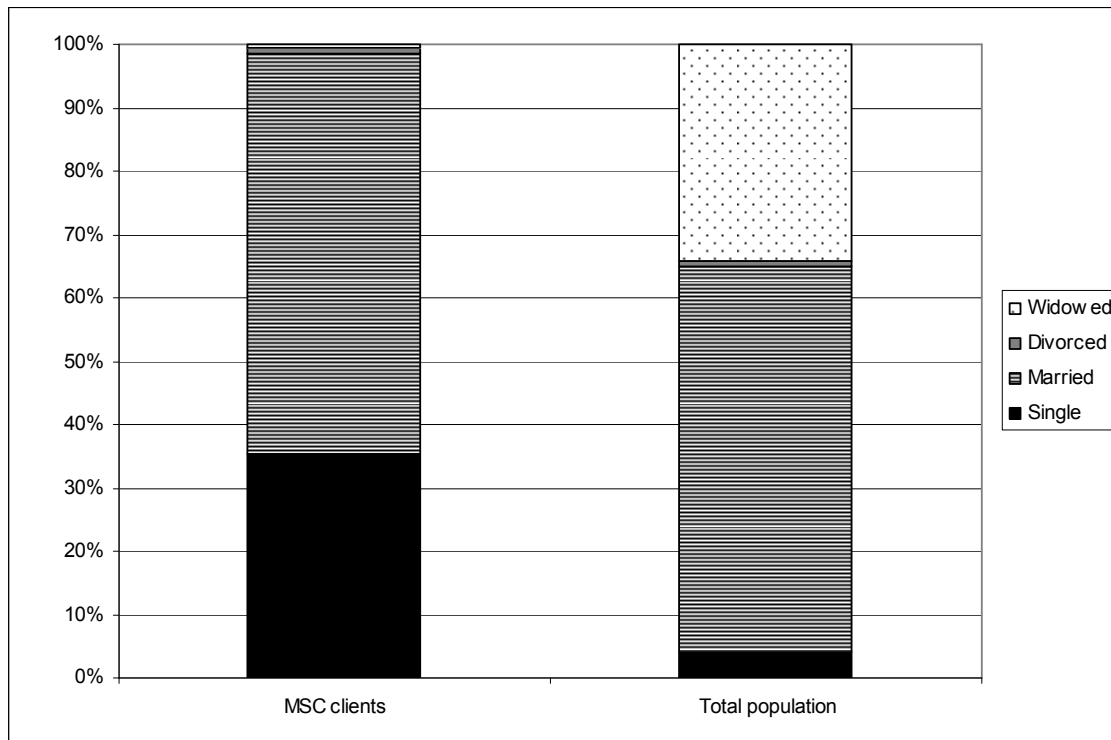
Source: MSC client database, IOM and LFS 2007.

The comparison of socio-economic characteristics

The persons that went to MSCs for information or advice are much often unemployed than the total population (Figure 37). The share of unemployed among the potential migrants does not seem to be linked to the country unemployment rate. As a large majority of the potential migrants seeks labour migration, it is not surprising that mainly unemployed people go to MSCs for information or counselling regarding labour migration. It is surprising, that Montenegro and Kosovo/UNSCR 1244, which have the highest unemployment rates, do not have the highest client unemployment rate. However, this can be explained by the fact that Montenegrin and Kosovar potential migrants relatively often seek other types of migration than labour migration. Among the Montenegrin respondents there are relatively many student migrants, who target other Western Balkan countries (mainly Serbia). Kosovar clients often plan to migrate for other reasons, such as seeking refuge.

Figure 37: Share of unemployed among MSC clients and in the total population by country
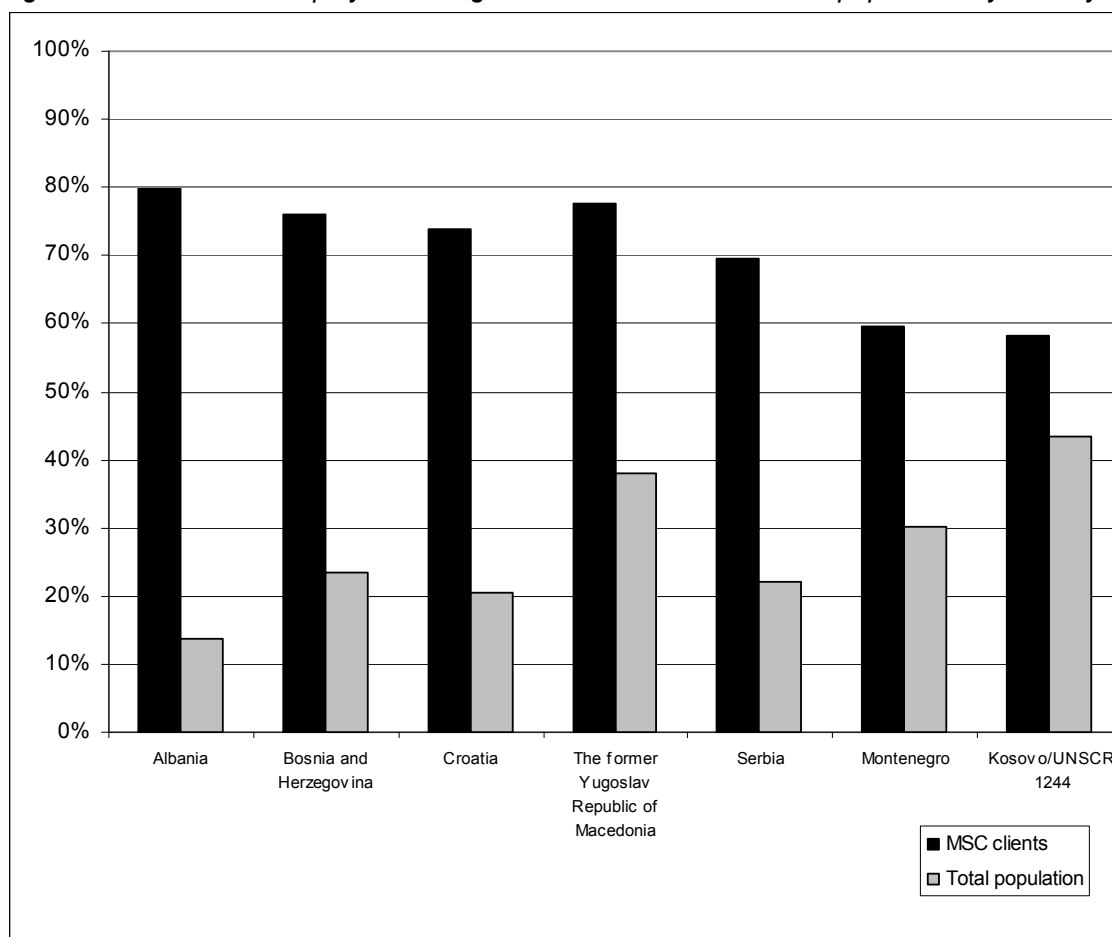
The education level is surprisingly high among the interviewed potential migrants. People with only elementary or lower education, are almost not represented among those, who went to MSCs for migration advice or information. People with university education or higher are strongly overrepresented in the MSC client population, which confirms the concerns about the brain drain that the Western Balkan region experiences, according to the literature review. The exception are Kosovar respondents, where the share of potential migrants with at least university education is not that high, but this reflects the relatively low education level of the overall population. The comparison of education levels of potential migrants and the general Balkan populations is presented in figures 38 to 43. Only for the Albanian population, no recent data on the highest education level attained was available.

Figure 38: Education level of MSC clients and the total population for Bosnia and Herzegovina
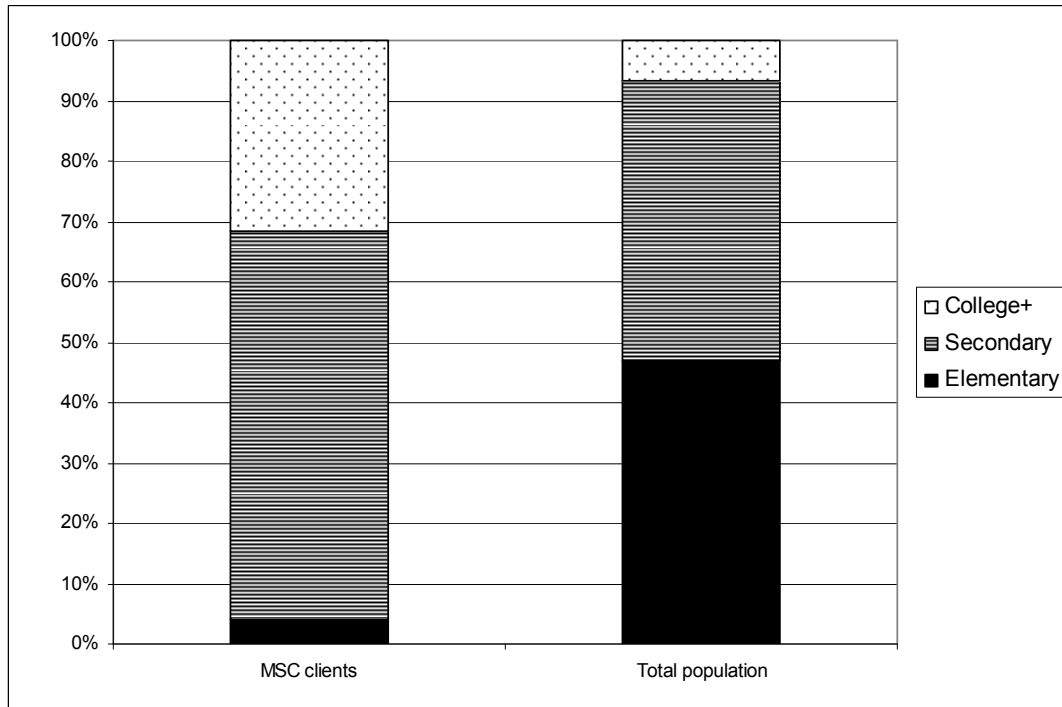
Source: MSC client database, IOM and LFS 2008.

Figure 39: Education level of MSC clients and the total population for Croatia
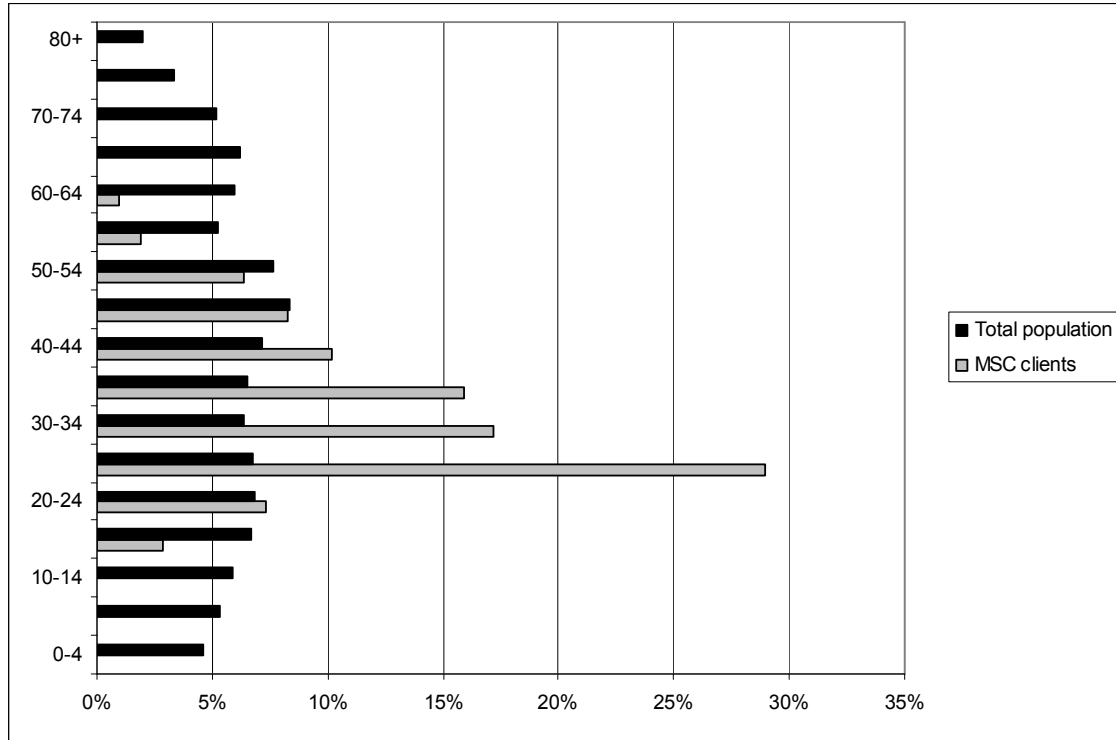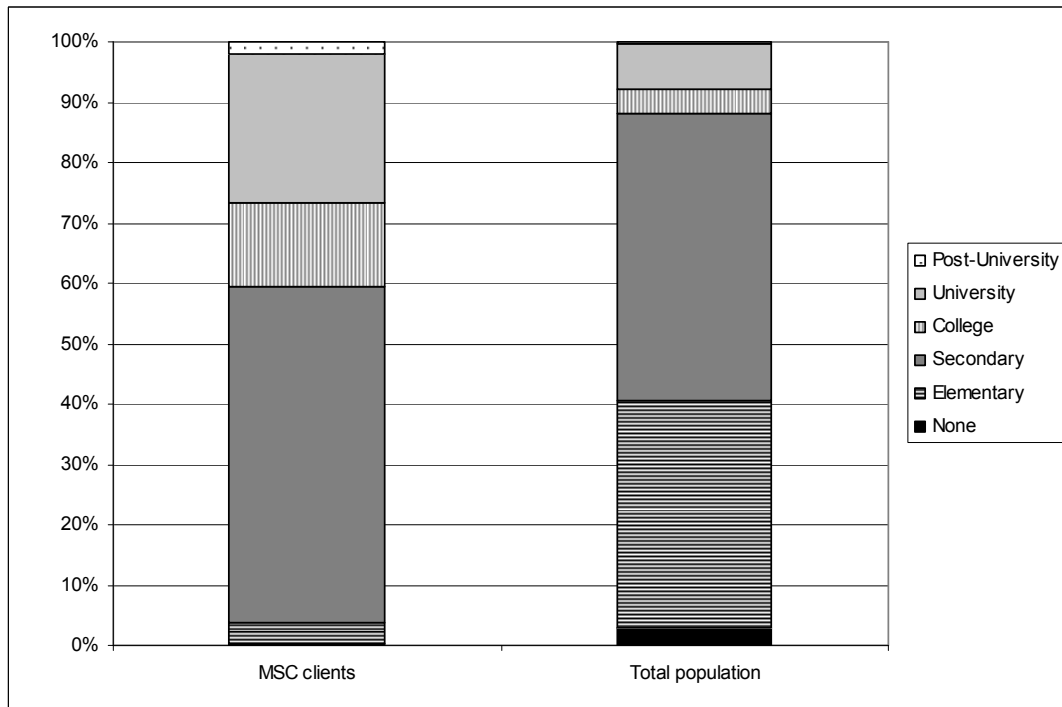

Source: MSC client database, IOM and Census 2001.

Figure 40: Education level of MSC clients and the total population for the former Yugoslav Republic of Macedonia
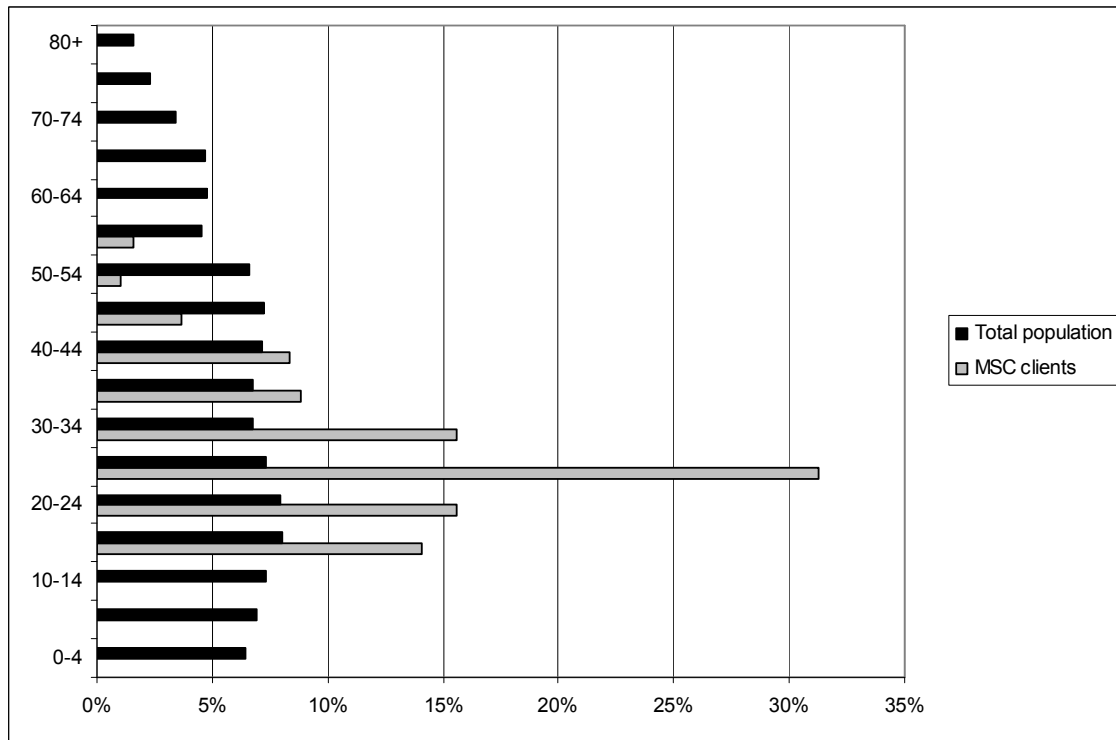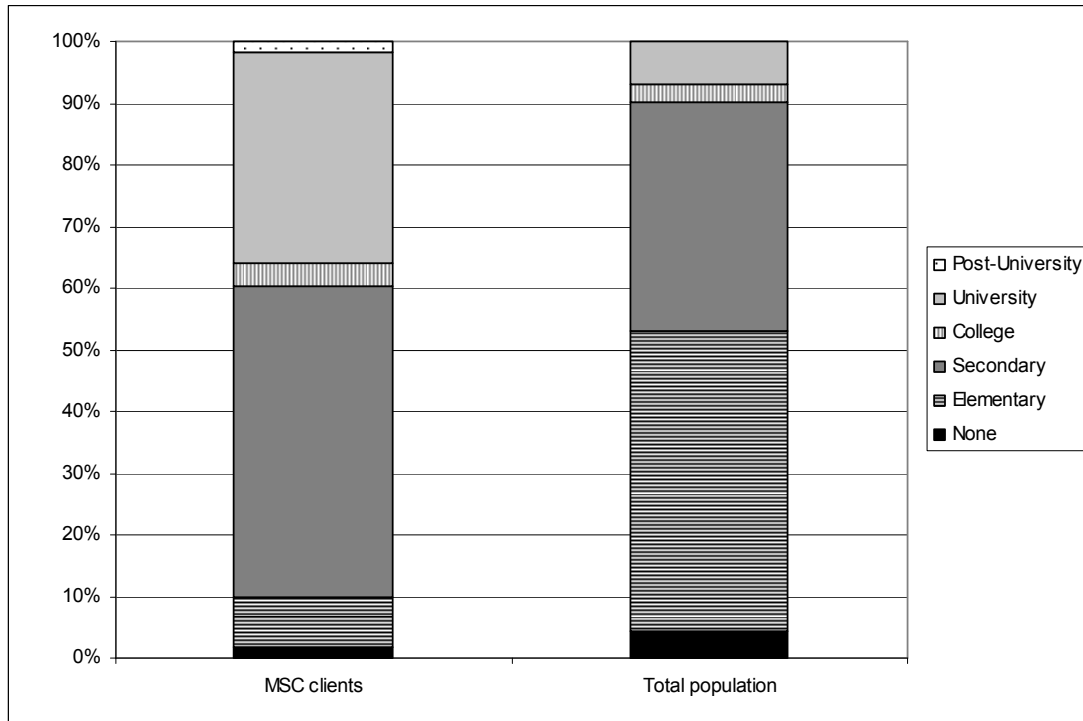

Source: MSC client database, IOM and Census 2002.

*Figure 41: Education level of MSC clients and the total population for Serbia*
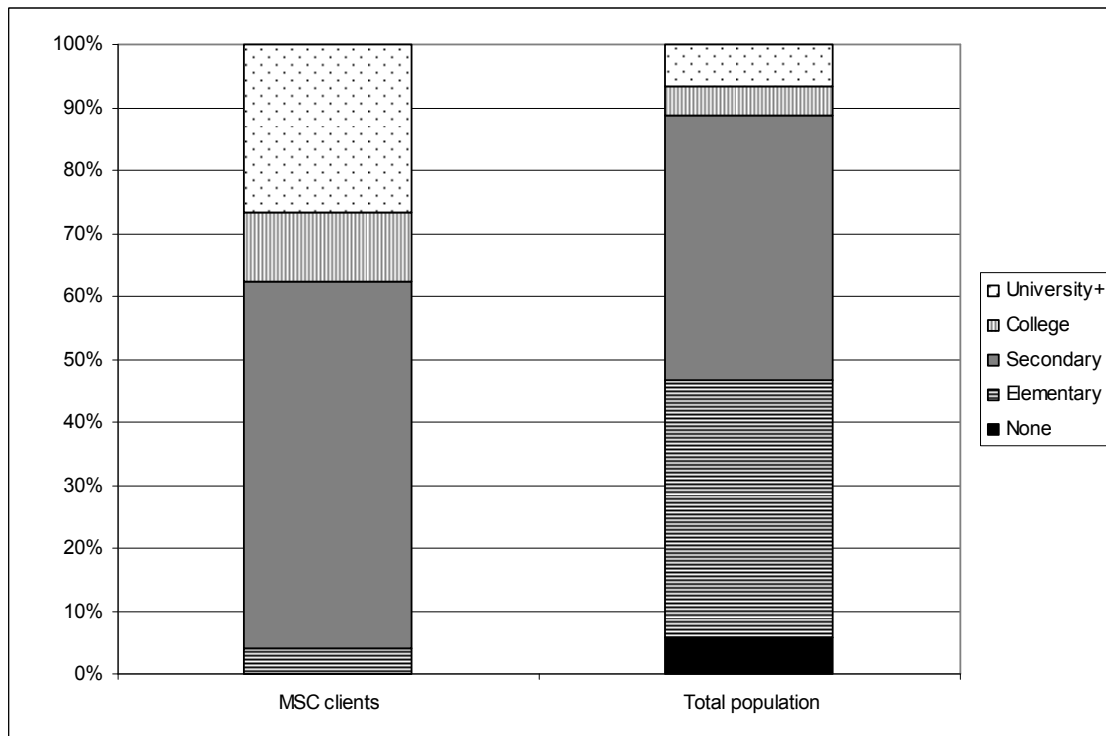
Source: MSC client database, IOM and Census 2002.

Figure 42: Education level of MSC clients and the total population for Montenegro

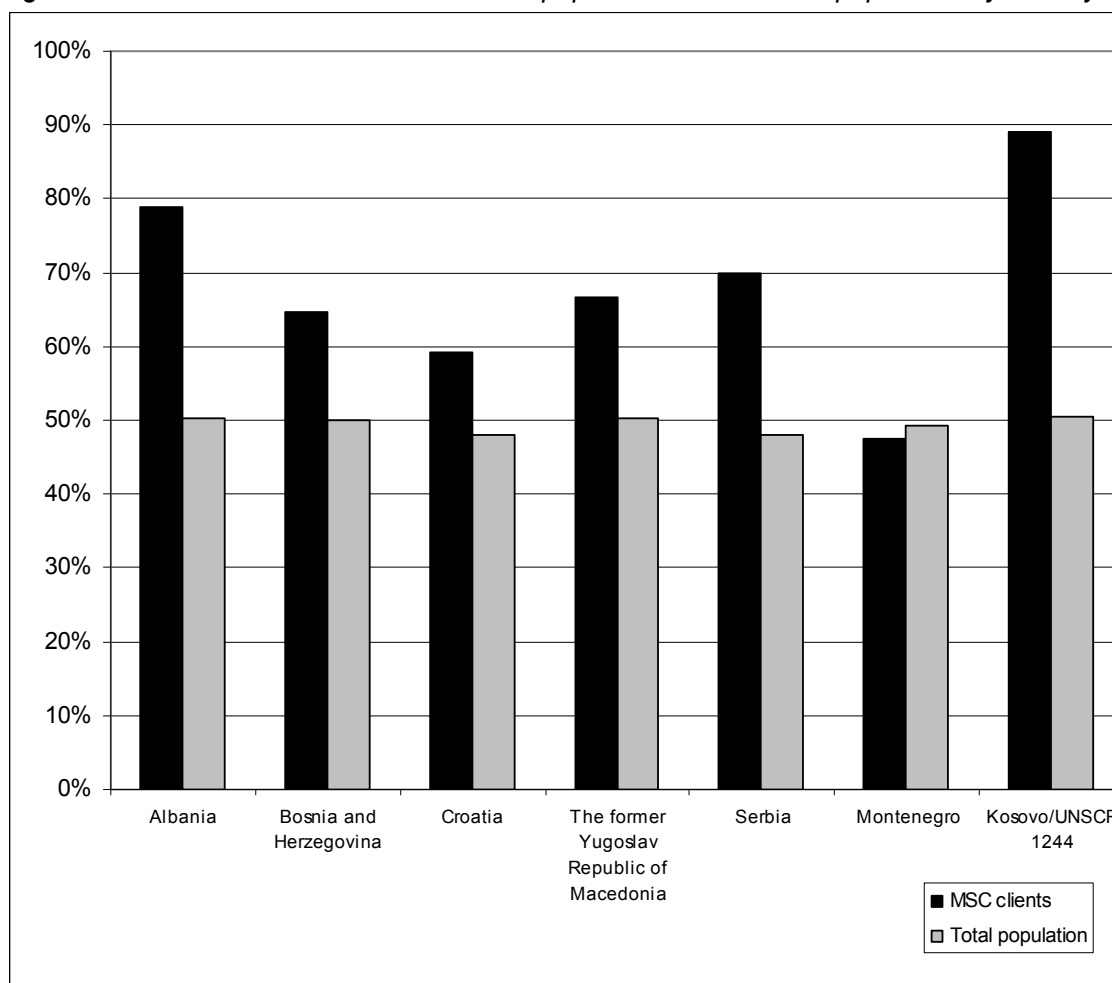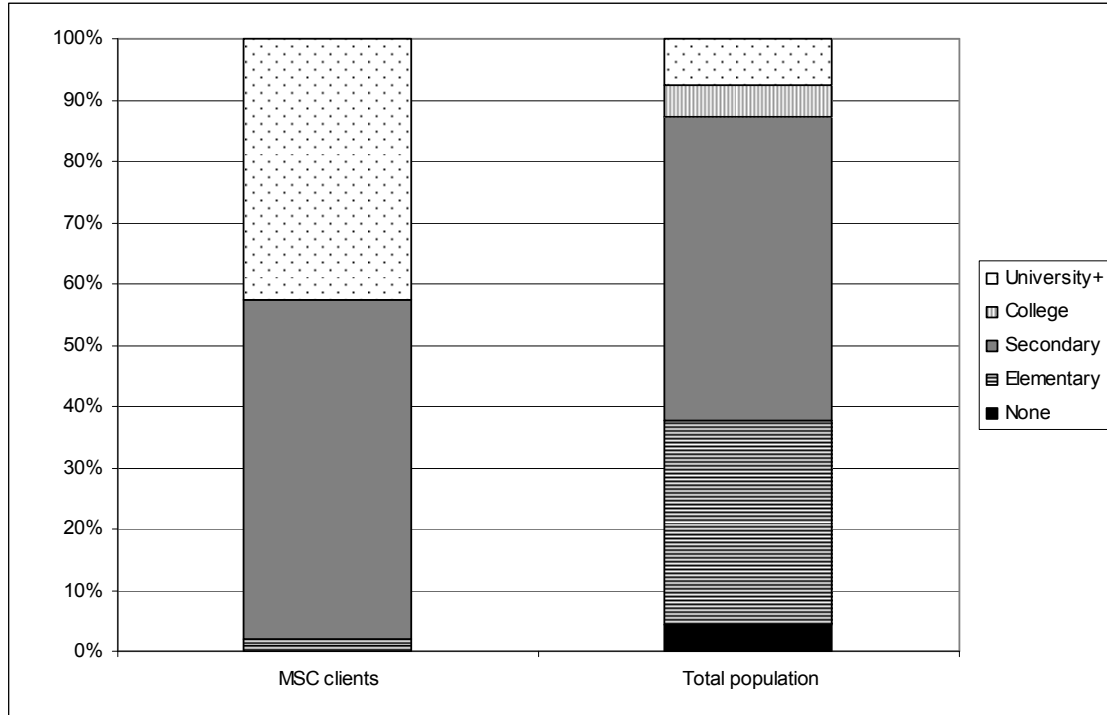*Source:* MSC client database, IOM and Census 2003.

Figure 43: Education level of MSC clients and the total population for Kosovo/UNSCR 1244
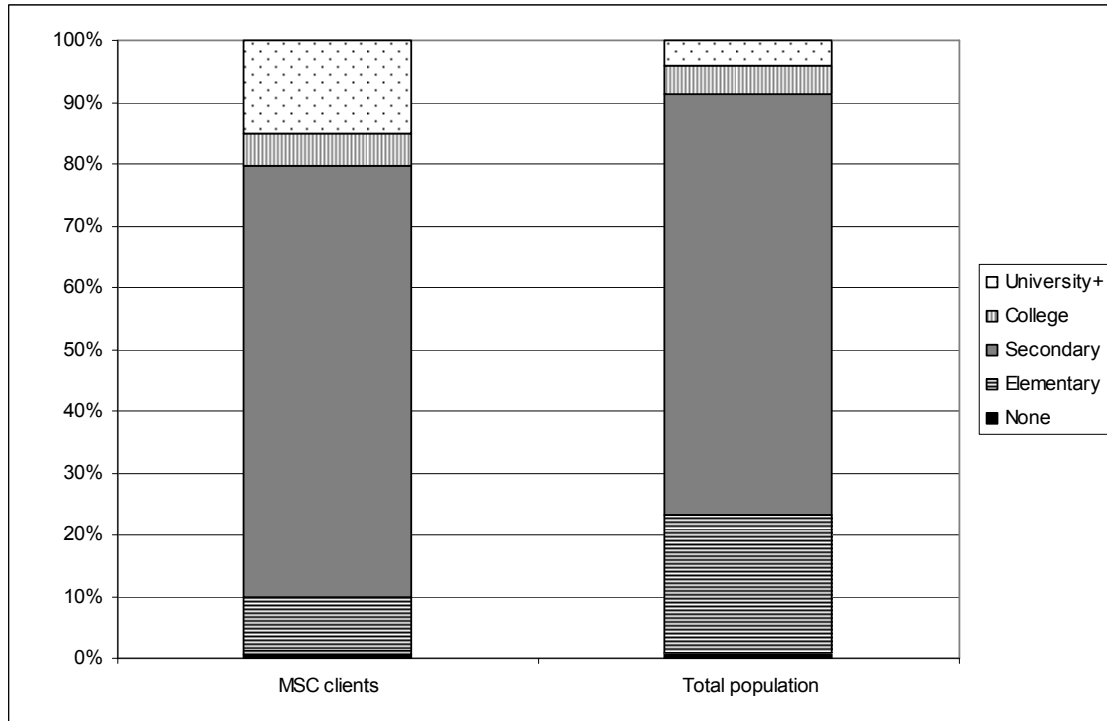
Source: MSC client database, IOM and LFS 2007.

Summary and conclusions

This section offers a synthesis of the characteristics of the MSC clients, summarises the differences between potential labour migrants, clients with a history of migration and average MSC clients as well as analyses the differences between the MSC clients and total population of each country. First, the socio-demographic background will be covered. Second, the socio-economic profile of the potential migrants will be constructed. Third, the migration motives and history of migration will be compared. Fourth, the most striking country differences will be discussed. Fifth, the preferred countries of destination will be summarised. Finally, the main differences with the general population of South Eastern Europe will be highlighted and the issue of the representativeness of the MSC clients to the total population will be discussed.

Socio-demographic background

The average MSC client is in his thirties, male, and from an urban area. A vast majority of migrants are between 20 and 50 years old and those between 20 and 40 years of age are strongly overrepresented. One main group of clients are single persons with few dependents. However, married people with large families also appear to be present often among MSC clients. About half of the clients are single and about another half of the clients is married. The number of dependents can differ much, also from country to country. Elderly, widowed, and very low educated persons are clearly underrepresented in the MSC client population.

Clients who plan labour migration tend to be older, and have an even higher share of males and urban clients. Their family structure is hardly different from those of the average client. Clients with a history of migration are even older, have an even higher share of males, but come more often from a rural area. Further, they are more often married and have on average more dependent family members.

Socio-economic profile

A large majority of the MSC clients are unemployed and highly educated. The main employment sectors they are working in are health care, utilities & services, engineering, accounting & finance, construction, education & childcare, transport & logistics, and electronics. Potential labour migrants are more often unemployed and have lower level of education. Clients with a history of migration have a lower level of education than the average MSC client, but are less often unemployed. A relatively high share of potential labour migrants works in construction, transport and logistics. Among potential migrants with a history of migration those working in engineering, accounting and finance clearly dominate.

Those who intend to migrate for labour have a lower level of education and are more often unemployed. Moreover, the main reason to migrate was more often related to work than for other MSC clients. Last, potential labour migrants hardly have any secondary motive for migrating, which could be study, business, family reunification or asylum.

Migration motives and history of migration

A small majority (1597 out of 2702 respondents who replied to the question on migration history) of the potential migrants has never migrated before. A large majority (8 out of 10) of the MSC clients declares they are interested in labour migration, which is not very surprising, because the unemployment among MSC clients is high. Most common other declared reasons for migration are related to studies and seeking asylum.

Work reasons played a much smaller role in the history of migration of MSC clients in comparison to their declared motives. Earlier, asylum migration was much more common

than now. Clients with a history of migration declare labour migration less often now, what can be linked to the fact that the unemployment rate among this group of MSC clients is lower. The analysis of the potential labour migrants confirms that they have less often a history of migration than the average client. However, the potential labour migrants that did migrate before have migrated relatively more often than the average client and these earlier migration movements were more often related to work. Also, potential labour migrants hardly have any secondary motives for migration.

MSC clients with a history of migration have a somewhat distinct profile. The clearest difference is that they are in general much older. Moreover, they are more often male, more often from rural areas, more often married, and have on average more dependent family members than an average potential migrant. Further, they are less educated, but more often employed, and possibly because of that less often seeking labour migration in comparison with the whole MSC client population. In relatively many cases, the respondents did not state a clearly defined motive for their migration plans.

Differences between countries
There are some differences between the potential migrants form different Western Balkan countries. Perhaps the most distinct are the potential migrants from Kosovo/UNSCR 1244. There is a very high share of males Kosovar respondents and they are often married with, more often from rural areas, and have a large number of dependents, in relation to the average MSC client. Also, the respondents from Kosovo/UNSCR 1244 have a relatively low education level, low unemployment, and have very often migrated before. Last, their motives for migration are relatively seldom related to work in comparison to the potential migrants form other countries. Moreover, the way the Kosovar MSC client population differs from the other potential migrants, seems to be partly due the completely different structure of the Kosovar population and the different migration motives. In Kosovo/UNSCR 1244, many people live in rural areas, are less educated and, in comparison to other countries in the Western Balkans, migrate for other reasons than for work. The potential labour migrants from Kosovo/UNSCR 1244 are even more often from a rural area, are lower educated, and are also more often unemployed.

Albanian clients migrate relatively more often for work reasons, both in the past and currently. This is probably because the Albanian MSC clients have an above average unemployment rate. They are characterised by a very high share of males even in relation to other client populations and rich work related history of migration.

Clients from Bosnia and Herzegovina are on average the oldest, are relatively low educated, and have high unemployment. Further, work reasons do not play a big role in previous migration movements.

Potential migrants from Croatia are more often single, and have very few dependent family members. Moreover, the respondents from Croatia have relatively high share of potential migrants with a history of migration who have also migrated for work reasons in comparison to the average MSC client.

Macedonian clients are quite close to the average client. The main reason Macedonian potential migrants stand out is because of their relatively high education level.

Serbian clients are relatively old, and only have in few cases a history of migration. Serbian respondents seek labour migration most often, and the potential labour migrants are relatively highly educated. Further, Serbian clients with a history of migration are relatively often unemployed and probably seek more often labour migration because of that.

MSC clients from Montenegro are relatively young and have no overrepresentation of men. They have the highest share of urban clients and people with at least university level education. Despite the fact that the respondents from Montenegro are relatively often single, they also have on average the highest number of dependent family members. Moreover, the Montenegrin clients have relatively low unemployment and therefore also have less often a work related motive for migration. Last, very few Montenegrins in this sample have a history of migration. The potential labour migrants also have a low unemployment rate, but have more often a history of migration. The clients who migrated in the past are much older, and are much better educated, but because of the low sample size this can be due to coincidence.

For most countries, the differences between potential labour migrants and the average MSC clients are very similar. However, some countries differ somewhat from the average profile. The people that consider migration from Kosovo/UNSCR 1244 stand out most. Kosovo/UNSCR 1244's potential labour migrants come more often from rural areas than other potential migrants, they are relatively less educated, which is not very surprising when they are more often from more rural areas. Finally, they have migrated more often in the past.

People that seek labour migration from Montenegro, Bosnia and Herzegovina and Serbia also have a different profile. Montenegrin clients that would like to migrate for work reasons are less often unemployed than the average MSC client from Montenegro. Also, they have much more often a history of migration than respondents with other reasons for migration. Potential labour migrants from Bosnia and Herzegovina and Serbia stand out because of their education. The clients from Bosnia and Herzegovina are much lower educated than the average potential labour migrant, and the Serbian respondents tend to be a little higher educated.

The differences between potential migrants with a history of migration and the average MSC clients vary from country to country. Albanian and Serbian respondents who migrated in the past stand out, because they are more often unemployed and seek more often labour migration than the average clients from those countries. In Bosnia and Herzegovina, the relatively high share of women, the lower number of dependents and the high unemployment rate is striking for respondents who migrated previously. The analysis of Croatian and Macedonian clients does not show many discrepancies. Macedonian clients that migrated before are more often single than the average. Respondents from Montenegro who migrated are better educated and much older than the average client from that country. Last, this analysis does not show much difference between clients with history of migration and the average client in Kosovo/UNSCR 1244, because a very large majority of the respondents (more than 80 per cent) has a history of migration.

Preferred countries of destination
Germany, Greece, Albania, Switzerland, the former Yugoslav Republic of Macedonia, Italy, United States, and United Kingdom were the main destinations of the MSC clients in the past. For declared migration plans, Canada is the most popular destination. The United States, Australia and Sweden are also more popular now in comparison to the earlier migration movements. Greece, Albania, and the former Yugoslav Republic of Macedonia are much less mentioned in declared migration plans. The differences in declared countries of destination for different types of migrants are not very large. The main differences are that Italy and Australia are much less popular, and Germany is much more popular among respondents with history of migration. Also, potential labour migrants migrated relatively less often to other countries in the Western Balkan region in the past.

Some differences in the preferred future destination countries are very distinct. There is a high preference of clients from Bosnia and Herzegovina, Croatia, Serbia and the former

Yugoslav Republic of Macedonia for Australia. Albanians show a strong preference for Italy, Greece, and also for Canada. Bosnian, Herzegovinian and Croatian clients often moved to Germany and Switzerland in the past, and now also target United Kingdom and Canada. Croatians demonstrate a relatively strong preference for the United Kingdom. Macedonian clients often moved to Germany, the United States, and Greece and now also would like to move to Australia and Canada. A large share of the Serbian clients with history of migration target Australia, Canada and Germany. Clients from Montenegro have a strong preference for migrating to Serbia, both declared and in the past. Outside of Europe, the United States are most popular. The clients from Kosovo/UNSCR 1244 have a very different preference currently in comparison to their previous destinations. In the past, they mainly moved to Germany, Albania and the former Yugoslav Republic of Macedonia. Currently, about half of the potential migrants prefer to move to Canada.

Main differences between the MSC client and general populations

The comparison of the potential migrants with the general population confirms that the MSC client population is very selective. Males between 20 and 40 years of age, from urban areas, singles, unemployed, and highly educated are strongly overrepresented among potential migrants.

This description fits all countries, but there are still some differences between them. The relative masculinisation of the MSC clients does not concern Montenegro, where there were more female clients than the proportional share in the population. Montenegrins were also a bit younger, whereas the clients from Bosnia and Herzegovina – slightly older than the age structure of total population would suggest.

Clients from Kosovo/UNSCR 1244 and Bosnia and Herzegovina come from urban areas well over twice as often and twice as often, respectively, as the share of urban populations in these countries indicates. In most countries the overrepresentation of urban population among the MSC clients oscillates around 40 percentage points.

Singles are significantly more often encountered among the MSC clients than in total population. The largest differences are in Kosovo/UNSCR 1244, where the share of singles in total population is 4 per cent, whereas their share among MSC clients is 35 per cent, nearly nine times more. This is an extreme case and in other countries overrepresentation is by a factor around three.

The overrepresentation of unemployed among the MSC clients also varies significantly and is the highest among Albanian clients, where unemployed are six times more numerous than in total population. Similarly high, albeit lower, overrepresentation may be found in Croatia, Bosnia and Herzegovina and Serbia. Kosovo/UNSCR 1244 is on the other end of the spectrum, where the share of unemployed in MSC clients is only slightly higher than in the total population.

The MSC clients differ from the general population in terms of education, because they have much lower share of people without education and with elementary education and much higher share of people with university and postgraduate education. This pattern is fairly universal.

The exceptional profile of Kosovar clients is most certainly due to the different socio-demographic and socio-economic background of the Kosovar population in general. The analysis also suggests that the composition of migration flows from Montenegro and Kosovo/UNSCR 1244 is probably different from other South Eastern European countries, because of the relatively low unemployment rate among Montenegrin and Kosovar clients. This can be an indication that relatively many people migrate from these two locations for other reasons than work.

<u>Concluding remarks</u>

As already mentioned in the introduction, the sample of potential migrants that is used in this analysis is not representative to the total population. As there are no detailed social, economic and demographic characteristics of actual migrants available, we were enable to investigate to what degree the findings may be representative for the migrant population. However there are arguments supporting a hypothesis that they are not: firstly, the MSC client population is highly urbanized, which may be due to the geographical location of MSCs in urban centres, secondly, it is well educated, and therefore more likely to access the MSCs.

There are also other statistical issues. One problem arises from the composition of the sample. First, the number of completed interviews differs much from country to country. For example, the analysis comparing clients with a history of migration to the average client is questionable for the Serbian and Montenegrin sample, because of the low number of clients that have migrated there. Moreover, clients from Kosovo/UNSCR 1244 are hugely overrepresented among the clients with a history of migration. Therefore, it is not clear whether the difference between clients who migrated in the past and other clients is due to typical characteristics of people that have a history of migration or due to typical characteristics of potential migrants from Kosovo/UNSCR 1244. As the general population data suggests that the Kosovar population is very different from the other Western Balkan populations, the latter might be more probable.

The reader should be therefore aware of the flaws of the empirical material and treat the results as concerning solely the clients of the MSCs, without any attempt to generalise them to wider populations.

Appendix 1

Migrant Service Centre Registration Form

Case Number _____
Date _____

Name*_____

1. Age_____

Contact* _____

2. Gender

Female □   Male □

3. Citizenship_____

4. Family Status
Single □   Married □   Divorced □   Widowed □

5. Place of birth _____

6. Current place of residence _____

7. Number of dependents_____

8. Level of education
None □   Elementary □   Secondary □   College □   University □   Post-University □

10. Profession

11. Languages spoken_____

12. Employment Status
Employed □   Unemployed □   Student □   Retired □
If employed please specify your position/job title

_____

Your personal data such as name and contact details is for assistance purpose only. IOM will not share your personal information with any external parties.

13. Have you previously migrated?

Yes □   **No** □

If yes, please specify:

a. Number of times/length of stay_____

b. Type of migration

Work □   **Business** □ **Study** □   **Family reunification** □   **Asylum** □

Other □ **(specify)_____**

c. Country (ies) of destination
_____

13. Migration sought at present

a. Type of migration

Work □   **Business** □ **Study** □   **Family reunification** □   **Asylum** □

Other □ **(specify)_____**

b. Reasons for migrating

_____

c. Country of destination

15. Type of assistance/information requested from MSC

_____

Thank you for your time!

Appendix 2

Main characteristics of MSC clients

	N	Mean age	% of males	% of urban dwellers	% of single	Average number of dependents	% of people with university education	% of unemployed	% of persons with migration history	% of people who intend to migrate for work	% of people who previously migrated for work	rel. % labour prev.
All MSC clients												
Albania	600	31.95	78.8%	92.3%	52.2%	1.05	24.6%	78.0%	33.0%	91.7%	27.7%	87.0%
Bosnia and Herzegovina	270	35.05	66.3%	89.6%	53.2%	1.58	23.5%	73.2%	33.0%	87.7%	10.0%	30.3%
Croatia	313	33.30	58.7%	89.1%	69.8%	0.44	28.5%	68.8%	44.9%	82.6%	26.4%	59.6%
The former Yugoslav Republic of Macedonia	510	32.08	65.0%	95.7%	55.2%	1.08	36.1%	66.5%	28.3%	84.3%	12.2%	43.1%
Serbia	328	34.71	70.1%	91.5%	58.8%	0.96	26.8%	64.9%	17.7%	92.1%	6.1%	34.5%
Montenegro	182	29.25	47.8%	97.3%	71.4%	3.65	41.8%	57.1%	14.8%	65.5%	4.9%	33.3%
Kosovo/UNSCR 1244	610	33.41	89.6%	62.2%	35.1%	2.75	14.2%	49.9%	81.2%	54.2%	13.0%	16.0%
Total	2813	32.88	72.1%	86.0%	52.7%	1.61	26.1%	65.3%	40.9%	79.0%	15.6%	38.5%
Clients seeking labour migration												
Albania	494	31.65	80.6%	91.9%	51.9%	1.05	23.9%	79.6%	32.1%	100.0%	30.2%	94.1%
Bosnia and Herzegovina	236	34.89	66.1%	88.6%	51.7%	1.64	20.4%	75.4%	30.1%	100.0%	11.4%	38.0%
Croatia	247	33.44	60.3%	89.1%	70.4%	0.45	28.3%	72.5%	42.4%	100.0%	27.1%	64.0%
The former Yugoslav Republic of Macedonia	423	32.60	67.9%	96.0%	53.6%	1.17	35.1%	71.3%	28.4%	100.0%	13.7%	48.3%
Serbia	302	35.18	71.5%	91.4%	57.9%	0.98	28.1%	67.5%	18.3%	100.0%	6.6%	36.4%
Montenegro	116	31.82	53.4%	97.4%	65.5%	3.59	41.4%	56.9%	12.1%	100.0%	7.8%	64.3%
Kosovo/UNSCR 1244	326	33.97	93.9%	56.3%	35.3%	2.83	11.4%	54.3%	82.2%	100.0%	14.7%	17.9%
Total	2144	33.26	73.4%	86.8%	53.0%	1.51	25.9%	69.8%	36.7%	100.0%	17.3%	47.1%

Main characteristics of MSC clients

	N	Mean age	% of males	% of urban dwellers	% of single	Average number of dependents	% of people with university education	% of unemployed	% of persons with migration history	% of people who intend to migrate for work	% of people who previously migrated for work	rel. % labour prev.
Clients with history of migration												
Albania	185	33.96	91.3%	94.0%	49.5%	1.26	17.5%	84.1%	100.0%	97.4%	87.0%	87.0%
Bosnia and Herzegovina	89	36.85	58.4%	92.1%	47.2%	1.33	14.8%	82.0%	100.0%	79.8%	30.3%	30.3%
Croatia	114	36.14	59.6%	84.9%	58.5%	0.62	19.8%	68.3%	100.0%	84.0%	58.8%	58.8%
The former Yugoslav Republic of Macedonia	144	32.72	70.8%	97.9%	64.8%	1.10	33.3%	67.4%	100.0%	83.3%	41.7%	41.7%
Serbia	58	37.26	77.6%	89.7%	58.6%	1.24	29.3%	75.9%	100.0%	94.8%	34.5%	34.5%
Montenegro	27	33.67	48.1%	96.3%	55.6%	3.33	63.0%	55.6%	100.0%	58.3%	33.3%	33.3%
Kosovo/UNSCR 1244	488	34.14	89.8%	65.3%	33.0%	2.90	15.2%	49.0%	100.0%	55.0%	16.0%	16.0%
Total	1105	34.47	80.3%	80.5%	45.3%	2.01	20.3%	63.3%	100.0%	72.3%	38.2%	38.2%

Source: MSC client database, IOM

Main characteristics of MSC clients

	All migrants	%	Labour migrants	%	Previous migrants	%
Family status						
Married	1182	42.0%	897	41.8%	546	49.4%
Single	1433	50.9%	1107	51.6%	490	44.3%
Divorced	86	3.1%	72	3.4%	36	3.3%
Widowed	19	0.7%	12	0.6%	10	0.9%
n/a	93	3.3%	56	2.6%	23	2.1%
Number of dependents						
0	1243	44.2%	976	45.5%	471	42.6%
1	308	10.9%	255	11.9%	61	5.5%
2	295	10.5%	227	10.6%	112	10.1%
3	276	9.8%	227	10.6%	114	10.3%
4	312	11.1%	223	10.4%	140	12.7%
5	141	5.0%	86	4.0%	84	7.6%
6	47	1.7%	32	1.5%	38	3.4%
7 or more	44	1.6%	24	1.1%	37	3.3%
n/a	147	5.2%	94	4.4%	48	4.3%
Level of education						
None	9	0.3%	6	0.3%	6	0.5%
Elementary	161	5.7%	107	5.0%	82	7.4%
Secondary	1413	50.2%	1085	50.6%	637	57.6%
College	445	15.8%	371	17.3%	142	12.9%
University	681	24.2%	520	24.3%	202	18.3%
Post-university	35	1.2%	27	1.3%	19	1.7%
n/a	69	2.5%	28	1.3%	17	1.5%
Employment status						
Unemployed	1774	63.1%	1461	68.1%	687	62.2%
Employed	712	25.3%	532	24.8%	290	26.2%
Student	200	7.1%	98	4.6%	95	8.6%
Retired	32	1.1%	9	0.4%	14	1.3%
n/a	95	3.4%	44	2.1%	19	
Migrated in the past						
Yes	1105	39.3%	769	35.9%	1105	100.0%
No	1597	56.8%	1316	61.4%	0	0.0%
n/a	111	3.9%	59	2.8%	0	0.0%
Number of previous migration movements						
1 time	551	49.9%	387	50.3%	551	49.9%
2 times	129	11.7%	95	12.4%	129	11.7%
3 times	56	5.1%	48	6.2%	56	5.1%
4 times	18	1.6%	15	2.0%	18	1.6%
5 times and more	20	1.8%	16	2.1%	20	1.8%
Several	165	14.9%	89	11.6%	165	14.9%
n/a	166	15.0%	119	15.5%	166	15.0%

Main characteristics of MSC clients

Type of migration in the past						
Business	16	1.4%	14	1.8%	16	1.4%
Study	88	8.0%	50	6.5%	88	8.0%
Asylum	182	16.5%	131	17.0%	182	16.5%
Family reunification	31	2.8%	20	2.6%	31	2.8%
Other	426	38.6%	247	32.1%	426	38.6%
Only work	365	33.0%	319	41.5%	365	33.0%
n/a	48	4.3%	28	3.6%	48	4.3%
Type of migration sought at present						
Study	370	13.2%	158	7.4%	n/a	n/a
Family reunification	150	5.3%	28	1.3%	n/a	n/a
Business	31	1.1%	10	0.5%	n/a	n/a
Asylum	36	1.3%	24	1.1%	n/a	n/a
Other	311	11.1%	89	4.2%	n/a	n/a
Only work	1848	65.7%	1848	86.2%	n/a	n/a
Type of migration sought at present						
Work	2144	76.2%	n/a	n/a	769	69.6%
Study	370	13.2%	n/a	n/a	137	12.4%
Family reunification	150	5.3%	n/a	n/a	73	6.6%
Business	31	1.1%	n/a	n/a	11	1.0%
Asylum	36	1.3%	n/a	n/a	11	1.0%
Other	311	11.1%	n/a	n/a	231	20.9%
n/a	98	3.5%	n/a	n/a	41	3.7%

Notes: n/a -not available; data was categorised in another way

Source: MSC client database, IOM

Comparison of past and declared motives for migration

	Previous	%	Declared	%
Work	422	38.2%	2144	76.2%
Study	88	8.0%	370	13.2%
Family	31	2.8%	150	5.3%
Asylum	183	16.6%	36	1.3%
Business	16	1.4%	31	1.1%
Other	421	38.1%	311	11.1%
n/a	59	5.3%	97	3.4%

Notes: n/a. not available

Source: MSC client database, IOM

Employment Sectors of MSC clients

	All	Labour	Prev. Migrated
Healthcare	7.0%	7.5%	7.2%
Utilities & Services	6.5%	7.0%	4.8%
Engineering	5.5%	5.5%	6.2%
Accounting & Finance	5.0%	4.4%	6.4%
Construction	4.9%	5.7%	4.3%
Education & Childcare	4.5%	4.5%	3.8%
Transport and Logistics	4.1%	4.7%	2.6%
Electronics	3.0%	3.0%	3.3%

Source: MSC client database, IOM.

Number of migration movements of MSC clients

Albania		Bosnia & Herzegovina		Croatia		The former Yugoslav Republic of Macedonia	
1 time	44.3%	1 time	74.2%	1 time	43.9%	1 time	50.7%
2 times	15.1%	2 times	15.7%	2 times	10.5%	2 times	13.2%
3 times	9.2%	3 times	4.5%	3 times	2.6%	3 times	2.1%
4 times	4.3%	4 times	0.0%	4 times	0.9%	4 times	1.4%
5+ times	3.8%	5+ times	1.1%	5+ times	3.5%	5+ times	2.8%
n/a	23.2%	n/a	4.5%	n/a	38.6%	n/a	29.9%
Serbia		Montenegro		Kosovo/UNSCR 1244			
1 time	60.3%	1 time	81.5%	1 time	45.7%		
2 times	8.6%	2 times	11.1%	2 times	9.8%		
3 times	10.3%	3 times	3.7%	3 times	4.5%		
4 times	1.7%	4 times	3.7%	4 times	1.0%		
5+ times	0.0%	5+ times	0.0%	5+ times	0.8%		
Several	0.0%	Several	0.0%	Several	33.8%		
n/a	19.0%	n/a	0.0%	n/a	4.3%		

Notes: n/a. not available

Source: MSC client database, IOM

Main destinations for MSC clients

	All	Labour	Prev. Migrated
Previous destinations			
Germany	11.5%	10.7%	11.5%
Greece	4.8%	5.6%	4.8%
Albania	3.6%	2.5%	3.6%
Switzerland	3.6%	3.5%	3.6%
The former Yugoslav Republic of Macedonia	3.3%	2.6%	3.3%
Italy	3.2%	3.4%	3.2%
United States	2 0%	1.6%	2.0%
United Kingdom	1,8%	1.4%	1.8%
Declared destinations			
Canada	24.3%	22.8%	25.4%
Italy	16.6%	16.6%	11.2%
United States	12.8%	10.5%	12.0%
Germany	12.5%	13.1%	18.1%
Australia	12.1%	12.3%	8.8%
Switzerland	8.7%	9.5%	9.5%
United Kingdom	6.4%	6.0%	5.2%
Sweden	6.0%	6.0%	5.3%

Source: MSC client database, IOM

Main previous countries of destination by sending country

Albania		Bosnia & Herzegovina		Croatia		The former Yugoslav Republic of Macedonia	
Italy	47.9%	Germany	35.7%	Germany	38.9%	Germany	19.7%
Greece	46.5%	Switzerland	14.3%	Serbia	22.2%	United States	13.1%
United Kingdom	4.2%	United States	10.7%	Slovenia	11.1%	Greece	9.8%
Switzerland	2.8%	Serbia and Montenegro	10.7%	n/a	11.1%	Switzerland	9.8%
United States	2.8%	Slovenia	10.7%			Sweden	6.6%
n/a	7.0%	n/a	3.6%			n/a	8.2%
Serbia		**Montenegro**		**Kosovo/UNSCR 1244**			
Serbia	43.8%	Serbia	50.0%	Germany	40.3%		
Other	56.3%	Montenegro	50.0%	The former Yugoslav Republic of Macedonia	22.2%		
n/a	0.0%	n/a	0.0%	Albania	20.6%		
				Turkey	11.9%		
				Switzerland	10.7%		
				n/a	0.0%		

Main previous countries of destination by sending country (cont.)

Albania		Bosnia & Herzegovina		Croatia		The former Yugoslav Republic of Macedonia	
Greece	56.6%	Germany	42.1%	Germany	46.2%	Germany	26.5%
Italy	11.3%	Switzerland	15.8%	Australia	11.5%	Greece	16.3%
United Kingdom	7.5%	Netherlands	13.2%	Switzerland	11.5%	United States	14.3%
Germany	3.8%	Belgium	10.5%	Croatia	7.7%	Bulgaria	10.2%
Canada	3.8%	Slovenia	5.3%	Italy	7.7%	Switzerland	6.1%
n/a	18.9%	n/a	5.3%	United States	7.7%	n/a	0.0%
				n/a	3.8%		
Serbia		Montenegro		Kosovo/UNSCR 1244			
Serbia	48.4%	Serbia	62.5%	Germany	41.2%		
Germany	9.7%	Other	37.5%	Albania	16.9%		
Libya	9.7%	n/a	0.0%	Switzerland	13.5%		
Austria	9.7%			The former Yugoslav Republic of Macedonia	12.2%		
Sweden	6.5%			Montenegro	9.5%		
United States	6.5%			United Kingdom	8.8%		
n/a	6.5%			n/a	0.7%		
Albania		Bosnia & Herzegovina		Croatia		The former Yugoslav Republic of Macedonia	
Greece	73.8%	Germany	60.9%	Germany	50.0%	Germany	17.6%
Italy	19.7%	Austria	13.0%	Switzerland	11.4%	United States	17.6%
Netherlands	3.3%	Slovenia	8.7%	United Kingdom	8.6%	Australia	14.7%
Canada	3.3%	Switzerland	8.7%	Italy	7.1%	Greece	8.8%
Germany	3.3%	United Kingdom	8.7%	United States	7.1%	Switzerland	8.8%
n/a	3.3%	n/a	0.0%	n/a	5.7%	n/a	0.0%
Serbia		Montenegro		Kosovo/UNSCR 1244			
Serbia	18.2%	Serbia	26.7%	Germany	28.9%		
Switzerland	18.2%	United States	20.0%	Albania	25.8%		
Other	90.9%	Greece	13.3%	The former Yugoslav Republic of Macedonia	19.6%		
n/a	18.2%	n/a	6.7%	Switzerland	13.4%		
				Turkey	10.3%		
				n/a	0.0%		

Notes: n/a not available

Source: MSC client database, IOM

Main declared countries of destination by sending country

Albania		Bosnia & Herzegovina		Croatia		The former Yugoslav Republic of Macedonia	
Italy	72.3%	Australia	27.3%	Australia	26.1%	Australia	20.6%
Greece	19.4%	Canada	20.9%	Austria	19.6%	Canada	18.7%
United States	8.4%	Switzerland	17.3%	Switzerland	19.6%	Sweden	14.8%
n/a	6.8%	United States	16.4%	Germany	15.2%	Switzerland	14.4%
		New Zealand	14.5%	United Kingdom	15.2%	Germany	12.0%
		Norway	14.5%	n/a	0.0%	United States	12.0%
		n/a	0.0%			n/a	2.4%
Serbia		**Montenegro**		**Kosovo/UNSCR 1244**			
United States	37.3%	Serbia	20.0%	Canada	38.9%		
Germany	23.5%	Slovenia	16.7%	Germany	21.5%		
Austria	21.6%	United States	16.7%	United States	16.8%		
Sweden	21.6%	Bosnia & Herzegovina	10.0%	Switzerland	8.7%		
Australia	17.6%	n/a	6.7%	Australia	8.1%		
Canada	13.7%			United Kingdom	7.0%		
Czech Republic	13.7%			n/a	1.7%		
n/a	0.0%						

Albania		Bosnia & Herzegovina		Croatia		The former Yugoslav Republic of Macedonia	
Italy	50.9%	Canada	23.2%	United Kingdom	20.0%	Canada	20.1%
Canada	24.3%	Australia	21.1%	Germany	14.7%	Australia	19.4%
Greece	20.8%	Switzerland	17.9%	Austria	12.6%	Germany	18.8%
United States	8.1%	Germany	16.8%	Canada	12.6%	Sweden	11.8%
United Kingdom	6.9%	Slovenia	16.8%	United States	12.6%	Switzerland	11.8%
n/a	9.2%	Sweden	12.6%	Switzerland	9.5%	United States	7.6%
		n/a	0.0%	n/a	10.5%	n/a	2.1%
Serbia		**Montenegro**		**Kosovo/UNSCR 1244**			
EU (n.f.s.)	47.6%	Serbia	25.8%	Canada	49.0%		
Canada	21.4%	United States	25.8%	Germany	14.8%		
Australia	19.0%	Italy	14.5%	Switzerland	9.7%		
Germany	14.3%	Montenegro	8.1%	United States	8.2%		
United States	13.3%	Australia	8.1%	United Kingdom	4.6%		
Switzerland	11.4%	New Zealand	6.5%	Sweden	4.1%		
Sweden	10.0%	Canada	6.5%	New Zealand	3.6%		
n/a	0.0%	n/a	0.0%	n/a	3.6%		

Main declared countries of destination by sending country (cont.)

Albania		Bosnia & Herzegovina		Croatia		The former Yugoslav Republic of Macedonia	
Italy	56.4%	Germany	21.5%	Australia	20.1%	Canada	29.9%
Canada	22.9%	Canada	12.3%	Germany	16.2%	Australia	18.5%
Greece	12.7%	Slovenia	12.3%	Canada	13.4%	Germany	16.6%
United States	7.6%	Australia	10.8%	United Kingdom	12.8%	Switzerland	12.7%
United Kingdom	6.4%	Switzerland	10.8%	United States	11.7%	Sweden	11.5%
n/a	3.4%	United Kingdom	10.8%	Switzerland	10.6%	United States	11.5%
		n/a	1.5%	n/a	16.2%	n/a	5.1%
Serbia		Montenegro		Kosovo/UNSCR 1244			
EU (n.f.s.)	40.3%	United States	33.3%	Canada	48.3%		
Australia	23.9%	Canada	23.3%	United States	16.4%		
Canada	14.9%	Australia	17.8%	Germany	9.5%		
Slovenia	11.9%	Serbia	16.7%	Switzerland	6.9%		
Germany	10.4%	Switzerland	11.1%	United Kingdom	3.4%		
n/a	1.5%	n/a	0.0%	n/a	6.9%		

Notes: n/a not available, n.f.s. not further specified

Source: MSC client database, IOM

Age structure of MSC clients and total population

Albania			Bosnia & Herzegovina			Croatia			The former Yugoslav Republic of Macedonia		
Age	MSC clients	Total population	Age	MSC clients	Total population	Age	MSC clients	Total population	Age	MSC clients	Total population
0-4	0	235 302	0-4	0	332 422	0-4	0	237 522	0-4	0	122 757
5-9	0	253 793	5-9	0	347 379	5-9	0	248 528	5-9	0	143 184
10-14	0	286 308	10-14	0	347 590	10-14	0	268 584	10-14	0	160 339
15-19	30	313 936	15-19	6	360 008	15-19	9	298 606	15-19	22	165 422
20-24	148	295 727	20-24	42	359 991	20-24	30	305 631	20-24	71	161 945
25-29	133	235 258	25-29	54	371 776	25-29	66	294 497	25-29	137	153 461
30-34	66	206 086	30-34	61	361 854	30-34	48	295 431	30-34	87	148 281
35-39	56	209 124	35-39	37	334 569	35-39	31	317 273	35-39	55	149 837
40-44	65	206 518	40-44	35	276 412	40-44	26	333 403	40-44	59	146 902
45-49	61	211 488	45-49	34	201 165	45-49	17	333 576	45-49	35	142 688
50-54	17	173 514	50-54	19	257 382	50-54	9	299 773	50-54	22	127 760
55-59	13	141 043	55-59	2	241 011	55-59	1	229 775	55-59	8	95 234
60-64	5	109 574	60-64	4	198 647	60-64	2	262 061	60-64	1	89 822
65-69	3	105 484	65-69	1	124 752	65-69	0	252 947	65-69	0	84 443
70-74	2	80 010	70-74	1	62 922	70-74	0	203 885	70-74	0	61 969
75-79	0	53 319	75+	1	96 691	75-79	0	137 201	75-79	0	40 384
80-84	0	27 870				80-84	1	56 954	80-84	0	18 975
85+	0	16 983				85+	0	42 553	85+	0	7 941

Serbia			Montenegro			Kosovo/UNSCR 1244 (1)			Kosovo/UNSCR 1244 (2)		
Age	MSC clients	Total population	Age	MSC clients	Total population	Age	MSC clients	Total population	Age	MSC clients	Total population (%)
0-4	0	342 344	0-4	0	39 671	20-24	107	174 000	0-14	0	29,6
5-9	0	394 596	5-9	0	42 576	25-29	112	152 000	15-24	119	19,1
10-14	0	439 830	10-14	0	45 214	30-34	83	133 000	25-54	403	37,5
15-19	9	495 651	15-19	27	49 387	35-39	79	116 000	55-64	13	7,0
20-24	23	512 429	20-24	30	48 963	40-44	60	115 000	65-+	7	6,8
25-29	91	504 566	25-29	60	44 988	45-49	48	90 000			
30-34	54	476 447	30-34	30	41 528						
35-39	50	486 009	35-39	17	41 705						
40-44	32	531 828	40-44	16	44 175						
45-49	26	621 553	45-49	7	44 496						
50-54	20	571 353	50-54	2	40 436						
55-59	6	389 185	55-59	3	28 071						
60-64	3	443 784	60-64	0	29 233						
65-69	0	460 406	65-69	0	28 650						
70-74	0	387 284	70-74	0	21 240						
75-79	0	247 338	75-79	0	14 270						
80+	0	145 477	80+	0	10 000						

Source: MSC client database, IOM; NSI Albania, 2007; Bosnia and Herzegovina Census, 1991; Croatian Census, 2001; the former Yugoslav Republic of Macedonia Census, 2002; Serbian Census, 2002; Montenegrin Census, 2003; Kosovo/UNSCR 1244 LFS, 2007.

Comparison of MSC clients and total population (1)

	% male		% urban		% unemployed	
	MSC clients	Total population	MSC clients	Total population	MSC clients	Total population
Albania	79%	50%	92%	49%	80%	14%
Bosnia & Herzegovina	65%	50%	90%	45%	76%	23%
Croatia	59%	48%	93%	60%	74%	20%
The former Yugoslav Republic of Macedonia	67%	50%	96%	60%	78%	38%
Serbia	70%	48%	91%	52%	69%	22%
Montenegro	47%	49%	96%	52%	60%	30%
Kosovo/UNSCR 1244	89%	51%	64%	30%	58%	43%

Source: MSC client database, IOM; NSI Albania, 2007; Bosnia and Herzegovina Census, 1991; Croatian Census, 2001; the former Yugoslav Republic of Macedonia Census, 2002; Serbian Census, 2002; Montenegrin Census, 2003; Kosovo/UNSCR 1244 LFS, 2007.

Comparison MSC clients and total population (2)

Croatia			The former Yugoslav Republic of Macedonia		
Marital status	MSC clients	Total population	Marital status	MSC clients	Total population
Single	165	980733	Other	292	107988
Married	55	2153646	Married	211	397144
Divorced	8	127764			
Widowed	4	406132			

Serbia			Montenegro		
Marital status	MSC clients	Total population	Marital status	MSC clients	Total population
Single	185	1540743	Single	138	154029
Married	111	3820251	Married	50	277094
Divorced	17	684089	Divorced	3	42689
Widowed	2	252793	Widowed	1	12277

Kosovo/UNSCR 1244					
Marital status	MSC clients	Total population			
Single	192	87888			
Married	345	1292394			
Divorced	5	20054			
Widowed	3	725664			

Source: MSC client database, IOM; NSI Albania, 2007; Bosnia and Herzegovina Census, 1991; Croatian Census, 2001; the former Yugoslav Republic of Macedonia Census, 2002; Serbian Census, 2002; Montenegrin Census, 2003; Kosovo/UNSCR 1244 LFS, 2007.

Comparison MSC clients and total population (3)

Bosnia & Herzegovina			Croatia		
Education level	MSC clients	Total population	Education level	MSC clients	Total population
Elementary	12	1 242 000	None	1	105 332
Secondary	191	1 229 000	Elementary	9	1 381 547
College+	94	178 000	Secondary	144	1 733 198
			College	36	150 167
			University	64	280 424
			Post-University	5	7 443
The former Yugoslav Republic of Macedonia			Serbia		
Education level	MSC clients	Total population	Education level	MSC clients	Total population
None	9	67 358	None	0	357 552
Elementary	41	778 589	Elementary	13	2 532 436
Secondary	255	588 554	Secondary	183	2 596 348
College	19	50 302	College	35	285 056
University	172	106 864	University+	84	411 944
Post-University	9	2 069			
Montenegro			Kosovo/UNSCR 1244		
Education level	MSC clients	Total population	Education level	MSC clients	Total population
None	0	21 210	None	3	260
Elementary	4	160 571	Elementary	51	7 367
Secondary	106	238 671	Secondary	377	22 286
College	0	24 822	College	29	1 461
University+	82	37 017	University+	81	1 345

Source: MSC client database, IOM; NSI Albania, 2007; Bosnia and Herzegovina Census, 1991; Croatian Census, 2001; the former Yugoslav Republic of Macedonia Census, 2002; Serbian Census, 2002; Montenegrin Census, 2003; Kosovo/UNSCR 1244 LFS, 2007.