



Ad-Hoc Query on “framing of migration in the media”

Requested by NL EMN NCP on 30 October 2014

Reply requested by 28 November 2014

Responses from [Austria](#), [Belgium](#), [Bulgaria](#), [Cyprus](#), [Czech Republic](#), [Denmark](#), [Estonia](#), [Finland](#), [France](#), [Germany](#), [Greece](#), [Hungary](#), [Ireland](#), [Italy](#), [Latvia](#), [Lithuania](#), [Luxembourg](#), [Malta](#), [Netherlands](#), [Poland](#), [Portugal](#), [Romania](#), [Slovak Republic](#), [Slovenia](#), [Spain](#), [Sweden](#), [United Kingdom](#) plus [Croatia](#), [Norway](#) (12 in Total)

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1. Background Information

In the Netherlands, the issue of immigration is heavily contested in the public arena. In the public-political debate different actors use different images - also called frames - to portray immigrants. The Dutch authorities are interested in this public debate about immigration, and are currently in the process of developing a more pro-active communication strategy. One of the aims of the Dutch Directorate of Immigration Affairs is trying to create a more evidence-based debate about immigration and asylum. It would be worthwhile to learn from other Member States how they deal with the public opinion when an issue relating to immigration appears in the media. In addition, information about the relevant actors and the image of the national immigration authorities in the territories of the various member states is wanted.

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- 1) What is the image the national immigration authorities are trying to get across to its citizens about the way they operate?
- 2) Could you name one (or more) misunderstandings in the public debate your authorities would like to clarify?
- 3) Who are the most active actors in the public debate on migration and asylum in your country?
- 4) Is your government pursuing specific policies to enlarge public support for its immigration policies? If so, could you provide some details of this policy?
- 5) Are you aware of any research about the public framing of immigrants and the decision-making body that has been recently conducted in your country? It would be appreciated if you could provide some references.
- 6) In the public debate strong images of the Dutch immigration authorities exist. Could you describe whether such an image of the national immigration authorities exists in your country?
- 7) Social media pose new challenges – like the speed in which news is spreading – but it also offers new possibilities to the Dutch authorities. Is your government using social media to inform its citizens on the subject of immigration and asylum? If so, what type of social media do they use?

We would very much appreciate your responses by **Monday 27 November 2014**.

2. Responses¹

	Austria	Yes	
	Belgium	Yes	<ol style="list-style-type: none"> 1. National immigration authorities are trying to carry the image of an enterprise delivering quality public service. In this context, national immigration authorities tend to secure optimum accessibility. The ideal goal is that national immigration authorities carry the image of a coherent, transparent, human and professional institution. 2. Citizens and/or customers often share the feeling that the national immigration authorities lack transparency. They carry the image of an arbitrary, closed and politicized institution whose competencies aren't clearly identified (asylum and regularization are different issues and are dealt with by different institutions: the Office of the Commissioner General for Refugees and Stateless Persons for the first issue and the Immigration Office for the second issue). 3. Most active actors in the public debate on migration and asylum include: <ul style="list-style-type: none"> - Associations - Non-governmental organizations - Interest groups (e.g. group of Afghans and supporters etc.) - Journalists

¹ If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

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			<ul style="list-style-type: none"> - Some politicians - Some lawyers - Citizens (who react to press releases, media articles...) <p>Active actors in the public debate include both those defending the rights of migrants or asylum seekers (well organized support committees, progress lawyers...) and those reacting negatively for example to an increase in asylum applications or a resettlement plan (individuals reacting to web articles...).</p> <p>4. In the field of asylum and immigration in Belgium, a new State Secretary for Asylum Policy and Migration, in charge of Administrative Simplification, attached to the Minister of Security and the Interior has recently (October 2014) been appointed. At this stage, it is too early to determine whether/which policies will be pursued to enlarge public support for national immigration policies.</p> <p>5. Unaware of this.</p> <p>6. As mentioned above (see answers to question 1 and 2), negative images are regularly associated with national immigration authorities in Belgium. The management of migration flows is one of the greatest challenges and it is a sensitive and very delicate matter in Belgium.</p> <p>Attitudes and perceptions in this field sometimes remarkably differ in the North and in the South of the country. Policies, although national in their scope, don't raise the same questions nor do they prompt reactions at the same time in the North and in the South. For example, reactions against forced removals often surge in the French-speaking side of the country, contrary to the Flemish-speaking side of the country where strict but correct enforcement of such policies makes no problem.</p> <p>7. National immigration authorities don't use social media.</p> <p>National asylum authorities don't in principle use social media to inform citizens on the subject of asylum, because of 1) resources required to use social media, 2) delicate, complex, politically and legally difficult subject matter to inform about, 3) necessary moderation of messages shared on social medias. This being said, the Office of the Commissioner General for Refugees and Stateless Persons has used social media, in cooperation with other organizations involved, in the context of the World Refugee Day (external supplier providing specific website - http://refugeeday.be/ - with share icons directing towards Facebook, Twitter, LinkedIn). The Office of the Commissioner General for Refugees and Stateless Persons has also published its annual report on the Facebook page tested (live) by the Federal Public Service Interior. In addition to this, the communication unit of the Office of the Commissioner General for Refugees and Stateless Persons resort to social media (Facebook, Twitter...) as a monitoring instrument to improve its knowledge of <u>key stakeholders and citizens' views and information needs</u> on asylum issues, developments and policies and on this basis adjust communication materials. Monitoring social media is considered as extremely useful in this respect to better understand which issues, decisions, words generate reactions and which information gaps are to be filled. Thanks to lessons learnt, improved communication tools can be developed and messages get across more correctly. The communication unit of the Office of the Commissioner General for Refugees and Stateless Persons finally follows the use of social media by <u>other Member States' asylum authorities and other stakeholders</u> (for the purposes of information, image building, deterrence/prevention of asylum applications, corporative tool...), keeping up to date with developments in this field.</p>
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			Sources: - Immigration Office – Communication Unit Office of the Commissioner General for Refugees and Stateless Persons – Communication Unit
	Bulgaria	Yes	
	Cyprus	Yes	
	Czech Republic	Yes	
	Denmark	Yes	
	Estonia	Yes	
	Finland	Yes	<ol style="list-style-type: none"> 1. The immigration authorities in Finland stress the values of transparency, professionalism and humane justness in all our operations and services. We stress that everyone receives the same, lawful treatment in our country – there is no way around it and this at the end, is in everybody's interest. 2. The Finnish Immigration Service's (MIGRI) decisions have been criticized in some cases in the media. In the public debate we try to clarify that decisions are lawful, the subjects our decisions have the right complain at the Courts. Finnish immigration law is strictly followed, even if in some cases the outcome seems emotionally unacceptable to some individuals or organizations. <p>Concerning some specific situations public communication is very sensitive. An example on such situations is the arrival of unaccompanied minors seeking asylum in Finland and the public debate on their actual age: are they minors (under 18 years) or just trying to misuse the system? If such misuse is identified, public debate easily increases negative attitudes towards asylum seekers and the concerned ethnic minorities in general. It is also challenging to emphasise that according to the international commitments made, children must be treated predominantly as children regardless of their status.</p> <ol style="list-style-type: none"> 3. Several national or international human rights, free movement and such organizations are very active in Finland. MIGRI often gets criticized by the organizations, the media or individuals in blogs and other social media outlets. On the other hand, some political actors (members of the right -wing Finns party for example) are extremely critical towards immigration in general, and there may be cultural and religious prejudices among ordinary Finnish people, which in turn are pointed towards our practices. We then get criticized for immigrating in Finland being too easy and tempting for foreigners to come and enjoy all our country's social benefits. <p>The scale of active actors is wide: general public, media, decision-makers and politicians, NGOs, dialogue promotion bodies, researchers etc. The most active discussion forum is social media, especially concerning those, who have negative attitudes towards immigration and immigrants. It is important to have public debate on immigration but the tone of the debate should be respectful. Furthermore, humanitarian immigration is only approx. 6 % of all but most of the debate concentrate on it. The biggest share of annual immigration to Finland is actually caused by free movement within European Union (more than 40 %), which should be</p>

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			<p>“remembered” also by authorities when giving statements related to immigration. Measures are taken to increase the participation of immigrants and ethnic minorities in this debate as experts, journalists and representatives of NGOs.</p> <p>4. As a general policy the Government seeks to make immigrants adapt to the Finnish society as easily and rapidly as possible. Several actors, such as schools, employment authorities and local and regional as well as religious communities participate in this co-operation. In recent years Finland has decided to welcome an increasing number of quota refugees, due to the crisis in Syria namely as there was recognizable sympathy among the public towards people affected by this crisis.</p> <p>As with all legislation, immigration policies included, the government is committed to the principles of transparency and openness. This means e.g. promoting dialogue and citizens' active participation in decision-making. There are several projects to increase participation, such as encouraging immigrants to gain a more active role in the society. In relation to this goal, one of the government's key projects is the <u>Future of Migration 2020 Strategy</u>. It aims to pave the way for a more active and forward-looking migration policy in Finland. The strategy was completed in late spring 2013, and it was adopted in the form of a Government Resolution in June 2013. A number of government officials, politicians, researchers and civic organisations were involved in the process. The Ministry of the Interior also publishes an online magazine called Monitori. One of the e-zine's main objectives is to bring forward immigration issues and encourage public discussion.</p> <p>In addition, there are official structures established by government degrees, which support the participation of immigrants and ethnic minorities in decision-making and policy design. Such structures include the Advisory Board for Ethnic Relations (ETNO) and its seven regional advisory boards as well as the Advisory Board for Minorities, which has been established to assist the Ombudsman for Minorities.</p> <p>The Advisory Board for Ethnic Relations is a broad-based consultative body, which is mandated to: (1) promote interaction between ethnic minorities, public authorities, employer and employee unions, NGOs and political parties in Parliament, (2) enhance dialogue and good relations at the national, regional and local level (3) provide expertise to all ministries on integration, immigration policy and promotion of good relations and (4) provide general information on good ethnic relations to society. The Board and its 7 regional boards involve more than 600 organisations to giving statements and declarations, organising public forums, seminars and other events, running campaigns as well as granting awards and raising awareness through its Goodwill Ambassadors.</p> <p>5. Finnish research publications:</p> <ul style="list-style-type: none"> • Maahanmuutto – ja ulkomaalaisviranomaiset mediassa Näkyvyys, viestinnän laatu ja osallistuminen keskusteluun; <i>Arno Tanner and Laura Koivisto-Khazaal, 2009 Poliisiammattikorkeakoulun tutkimuksia</i> <i>The details in English: Immigration Authorities and Other Authorities dealing with Foreigners in the Media – Visibility, the Quality of Communication and Participation in the Public Discussion) by Arno Tanner and Laura Koivisto-Khazaal, Police University College Research Series 38/2009</i>
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			<ul style="list-style-type: none"> • Maasilta, M. (toim.) Maahanmuutto, media ja eduskuntavaalit. Tampere: Tampere University Press. 2009 <i>The details in English: Maasilta, M. (ed) Immigration, media and parliamentary elections. Tampere University Press 2009</i> • Horsti, K. & Pellander, S. (2012) Family in Migration Debates. Polarised Discourses in Finnish Media and Parliament. Paper in International Communication Association Phoenix. • Book: Media in Motion: Cultural Complexity and Migration in the Nordic Region (Ashgate, 2011 Elisabeth Eide and Kaarina Nikunen) <p>The Ministry of the Interior reports that Finland has a national system for monitoring on discrimination, through which information on the activities of the responsible authorities is also collected and published. The system is being implemented at three stages: 1) Collection of timely data on discrimination (studies, statistics, reports by equality bodies, information collected by NGOs and social partners etc.) and publishing it on a specific website under the national equality portal (www.equality.fi), 2) publishing an annual discrimination study and 3) publishing a general report on discrimination in Finland once in a parliamentary period.</p> <p>The annual study published in 2013, “Access to Justice”, concerned experiences on reporting on discrimination. It revealed that it has not been easy for the victims of discrimination to find the right redresses mechanisms. Most of the interviewees had sought advice from some other party than a public authority in order to find the right authority to turn to. Many interviewees felt like they had been bounced from one authority to the next, which in their opinion had negatively affected the process and its outcome. They were not satisfied with the outcome of their own process, nor did they feel that justice had been done. However, they did consider the outcome significant enough to the extent that they were prepared to file a new complaint. According to the interviews, the main obstacles and challenges in accessing justice are the mental stress caused by the processes, the long duration of the processes, and the operation of public authorities.</p> <p>6. As mentioned above in 3), attitudes towards immigration authorities in Finland are rather biased, depending on the reference group. As to the general public, people’s knowledge about the responsibilities and services we provide, are scarce. Opinions and debates are often based on beliefs/prejudices rather than information or statistics for instance.</p> <p>Except “actual immigration authorities”, public debate often concerns images of other authorities, who meet immigrants in their work, e.g. municipal social workers. One very common topic has been “immigrants get better social security and bigger social allowances”. As mentioned, the debate is mostly based on beliefs and prejudice, not on facts. E.g. very recently one politician claimed that immigrants do not accept used items like baby prams, and therefore social workers grant funding for the new prams for them unlike for other clients.</p> <p>7. Since the beginning of this year the Finnish Immigration Service has been active in Twitter. This means that we do engage in the</p>
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			<p>public debate through our social media contacts, and use it actively to promote our professionalism, our networking and our service-oriented website. In producing statistics, we are moving towards more graphic and visual representations of the data as of next year.</p> <p>The Ministry of the Interior also has had an active social media presence for some years now. The Ministry's main social media channels are Twitter and Facebook, with Twitter engagement on constant rise. YouTube and Issuu are also used. Social media is used to inform and engage in a discussion with citizens about issues relating to internal security and immigration. It is also seen as an important way of reinforcing the Ministry's role as an authority on these issues. The Ministry's Communication department is constantly looking at new ways and methods of using social media to best spread information, raise awareness and encourage dialogue. This includes looking at ways of best incorporating social media in crisis communications, for example.</p>
	France	Yes	
	Germany	Yes	<ol style="list-style-type: none"> Next year, in 2015, Germany's Immigration Act has its tenth anniversary. Over the last decade, there has been an ongoing and growing debate in German society about migration and its societal impacts. This debate is closely linked to the discussion about "integration", meaning in particular managing (cultural and religious) diversity in society towards the aim of social cohesion and solidarity. <p>Accordingly, with the launch of the new Immigration Act in 2005, the German authorities have started a two step approach to build up public support for migration and integration topics. They started to support a large network of different societal and governmental actors, who engage in conferences and conception workshops to discuss and further develop immigration as well as integration policies and develop projects together to meet the defined policy aims. In addition to this network and project work, the German authorities have set up a proactive communication strategy about different topics regarding migration as well as integration, particularly about those that are most prone to public misconceptions in the debate.</p> <p>Regulating migration and winning the public support for the positive aspects of migration is one prior policy aim of the German authorities. Not only for demographic reasons, as German society is aging, but also because it is a largely culturally and religiously diverse society. The German authorities follow hereby closely the development of public perceptions about these topics through opinion polls and research projects. Moreover, as the debate about immigration and integration tends to get emotionally heated and highly polarized, German immigration authorities engage in this debate to bring it onto a more objective level by substantiating the discussion with facts and data.</p> "Germany is not a society of migration". This used to be one major common misconception that for a long time dominated the public debate. This misunderstanding no longer defines the public discourse, however, it still persists in the thinking of some in German society: People with immigrant background are still seen as "the other", as "foreigners", even though they live, take and are part in the same society, or although they even do have the German nationality. In result, they still often face problems in participating in social, educational and working life on equal terms. This is partly due to prevailing views and concepts of national membership. Therefore, the work of German immigration authorities focuses on altering this perspective and inducing a consciousness change in this respect, towards a different view on societal membership, national identity and belonging, as well as towards seeing the benefits of regulated immigration in a society hit by demographical change.

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			<p>Regarding the high increase in asylum applications in Germany, it is interesting to note, that, unlike the nineties and the current negative reaction to migration in some parts of society, the increase of refugees coming to Germany, has also given rise to feelings of sympathy in many parts of society. This reflects in the media coverage as well as the growth of donations and offerings for help by civilians, firms, communities, religious and non-governmental organizations or unions. This beneficial view of immigrants addresses in particular refugees fleeing from their homes in conflict areas.</p> <p>One common misconception the German immigration authorities are attempting to clarify in the case of asylum is the assumption in some parts of society that decisions would be made arbitrarily. The German authorities make it part of their external communication to adjust this picture and emphasize that the aim is always a fair and equal decision-making procedure based on criteria, which then also explains the length of some cases. To increase transparency of the asylum procedure Germany's asylum agency, the Federal Office for Migration and Refugees, has changed its media strategy, allowing now media coverage on examples of individual asylum procedures to explain the process to the public.</p> <p>Moreover, and very interestingly, there has been recently a growing public debate about linking the German discussion about skilled migration with the debate about German asylum. Not only NGOs but also the media asks why (highly) trained people among refugees applying for asylum in Germany are not "considered" according to their profession. The immigration authorities channel this debate by adjusting and emphasizing the different aspects involved in it: the right to (political) asylum as a constitutional right and given by the Geneva Convention on the one hand; the right to apply for work on the German job market on the other.</p> <p>3. Many different actors involve in the public debate on migration and integration topics:</p> <ul style="list-style-type: none"> • Research and Think Tanks as well as scholars from several different institutions: such as the German Institute for Human Rights, the Council of German Foundations for Integration and Migration / Sachverständigenrat deutscher Stiftungen für Integration und Migration (SVR), the Council for Migration / Rat für Migration, the Media Service Integration / Mediendienst Integration. • International NGOs, like amnesty international as well as national NGOs, such as the German Red Cross, Pro Asyl, the Federal Association for Unaccompanied Minor Refugees (Bundesfachverband Unbegleitete Minderjährige Flüchtlinge e.V).. Among the national NGOs are also many migrant organizations, their number is estimated to be at around 16.000. • State authorities: like the Federal Ministry of the Interior, the German Chancellor, the Minister of State to the Federal Chancellor and Federal Government Commissioner for Migrants, Refugees and Integration. The Federal Office for Migration and Refugees. The Commissioner for Migrants, Refugees and Integration at the local governmental level of the federal states and municipalities. • Independent advice committees: for example UNHCR, IOM • Churches, religious and humanist communities • Political parties and politicians. • Journalist. • Bloggers.
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			<p>4. As stated in the answer to question one, the topics immigration and, linked to it, integration, are a key concern to the German government. Accordingly, it has, with the introduction of the new Immigration Law in 2005, started to set up a well interconnected network of different interdisciplinary actors involved in these areas at the federal and regional level: NGOs, research institutes, advice centres etc. Moreover, it supports a large range of projects, funds research and has increased the PR work particularly on the topic of integration, by running project competitions and different PR campaigns.</p> <p>One particularly important step to involve societal actors in the development of new integration policies was the so called National Integration Plan. The process leading up to the development of this plan involved a large number of cross-sectoral workinggroups on different aspects of integration, guaranteeing a large degree of stakeholder involvement and the development of support for the contents of this policy plan.</p> <p>5. A few examples:</p> <ul style="list-style-type: none"> • „Verzerrte Bilder? Muslime in der europäischen Medienlandschaft. Eine Studie zur medialen Repräsentation, Teilnahme und zum Medienkonsumverhalten der Muslime in Deutschland und Großbritannien“ / Universität Bielefeld (u.a. Prof. Dr. Zick) und Keele University; im Auftrag der Vodafone Stiftung Deutschland (2012) • „Muslime in der Mehrheitsgesellschaft: Medienbild und Alltagserfahrungen in Deutschland“ / SVR-Policy Brief (2013) • „Lebenswelten junger Muslime in Deutschland“ / Prof. Dr. Frindte et al.; im Auftrag des BMI (2012) • „Antiziganismus in der deutschen Öffentlichkeit. Strategien und Mechanismen medialer Kommunikation“ / Markus End (2014) <p>6. Like in the case of Denmark, the German immigration authorities are also, depending on political perspective, seen as either too strict or too generous when it comes to granting asylum. The same reactions hold with respect to topics on immigration and integration.</p> <p>7. The German government is well established on the social media platform. Especially leading executives and politicians are active, sometimes, like the chancellor and her spokesperson, using all three channels of facebook, twitter and youtube. The Federal Office for Migration and Refugees uses mainly facebook to communicate directly about these topics. While the topics migration and integration used to dominate the discussion, the recent increase in refugees fleeing their homes has inevitably led to a much wider debate including now also increasingly refugees. It is particularly the governmental bodies at the local level of the municipalities, who engage deeply in social media to discuss all three topics online. The Federal Government Commissioner for Migrants, Refugees and Integration uses facebook as well as twitter. Other federal bodies, such as the Federal Ministry of Labour and Social Affairs, Federal Agency for Political Education, the Federal Anti-Discrimination Agency, also cover these topics in their social media presences.</p>
	<p>Greece</p>	<p>Yes</p>	<p>1. Greek authorities are trying to communicate to Greek citizens the truth not only about the way they operate but also about the phenomena of migration and integration (in order to regain public confidence and create broad consensus on migration and integration policies) through the following:</p> <ul style="list-style-type: none"> • Provision of clear and explicit information about relevant policies in the field via a) the new law 4251/2014 "Code of Migration & Integration" and b) the National Strategy of Greece for the Integration of third country nationals (2013). • Provision of formal information about the number of residence permits http://www.ypes.gr/el/Generalsecretariat_PopulationSC/general_directorate_migratation/diefthinsi_metanastefikis_politikhs/ and the acquisition of Greek citizenship http://www.ypes.gr/el/Generalsecretariat_PopulationSC/diefthinsi_ithageneias/statistika/.

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			<ul style="list-style-type: none"> • Intercultural training programmes to civil servants who are dealing with third country nationals (Ministry of Interior has financed these kind of programmes through the European Integration Fund – EIF). • Training courses for people working in the media in order to promote diversity and to include migrant journalists in the communication system (Ministry of Interior has financed these kind of programmes through the EIF). • Involvement of local authorities and societies in the integration process. <p>2. The biggest misunderstanding that Greek authorities would like to clarify is the public assumption that the percentage of migrants residing in Greece is considered to be bigger (in some cases double) than the one based on the data.</p> <p>3. In Greece the actors involved in the public debate are mainly the following:</p> <ul style="list-style-type: none"> • Politicians from all parties, • Journalists, • Scholars mainly from the field of social sciences, • NGOs, • The Ministry of Interior, • The Ministry of Labour, Social Security and Welfare, • The Ministry of Public Order & Citizens Protection, <p>It should be noted that migrants and migrants’ organisations are usually underrepresented in the public debate.</p> <p>4. The policy that Greek government is pursuing in order to enlarge public support for its immigration policies is mainly launching information and awareness raising campaigns of the host society with a view a) to avoid anachronistic stereotypes and phenomena of racism and xenophobia and b) to promote diversity, the value of interculturalism and tolerance of diversity.</p> <p>5. Recent publications relevant to the discussed topic are the following:</p> <ul style="list-style-type: none"> • The National Centre for Social Research (EKKE), 2013, “Meta-analysis on existing immigration research on fields relevant to integration (healthcare, social security, employment, education)” (http://www.ekke.gr/projects/metanalysis/) - financed by the Ministry of Interior through the European Integration Fund – EIF. • Papastergiou V., Takou E., 2013, “Migration in Greece”, Rosa Luxemburg Stiftung Griecheland, (http://rosalux.gr/sites/default/files/publications/migration.pdf). • Kandyli G., Kavoulakos K., 2012, “Framing Urban inequalities: Racist mobilization against immigrants in Athens”, The Greek Review of Social Research, 136 C/: 157-176. <p>6. Public perceptions about Greek immigration authorities are similar to the one referred by the Netherlands. They are either viewed as being too strict or too generous, either they reject too many applications for residence permits or admit too many of them. Despite the fact that official data are available on-line it is difficult for the Greek authorities to change public opinion mainly due to the fact that public perceptions about immigration are shaped mainly by the media and some populist political groups and more often they are negative and xenophobic. (Public opinion has been largely affected by negative stereotypes and myths about immigrants who are perceived as the “bad strangers” who violate national territories, put at risk the public health, are the cause of the raise of criminality, are stealing jobs from Greeks, are not paying taxes e.t.c.).</p>
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			7. No relevant information is available.
	Hungary	Yes	<p>1. First and foremost the aim of the immigration authorities is to act lawfully, making the foreigners keep the legal regulations and also reflect this picture to the public. Therefore e.g. cases recently revealed of public servants acting unlawfully in naturalization procedures were publically revealed, suggesting the fact that the cleanness of procedures is continuously monitored and sanctions are used in cases of abuses.</p> <p>As the Office of Immigration and Nationality (OIN) also provides services for own nationals, such as the issuance of letter of invitation for the inviter, it is also important to make sure clients find such procedures client friendly. The latest renewal of the website of the OIN (www.bmbah.hu) also helps achieving the picture of a professional and client friendly authority.</p> <p>Considering the fact that Hungary is typically a transit country of irregular migrants and asylum-seekers, it is also important to make sure that Hungary acts as a firm protector of the Hungarian and Schengen borders in case of illegal border crossings as it contributes much to protecting public order and public security both on a national as well as on an EU level. In the meantime it is also important to let people know about the ethical and legal obligation of providing protection for those seeking asylum on a well-grounded basis.</p> <p>2. Hungary is in a controversial situation as it is a country with low number of migrants but high rate of xenophobia. (See research e.g. http://www.tarki.hu/hu/research/migrans/20120307_summary_en.pdf) The situation is worsened by the fact that the public significantly overestimates the number of migrants staying in the country (instead of 2% of the population the ratio of migrants is estimated to be 16 %), which among others also contributes to the fact that migration issues are not discussed with a positive attitude in the media or generally when interacting with the public. Therefore one of the major misunderstandings that need to be clarified is that Hungary is not chosen as a destination country by as many migrants as the public might think.</p> <p>It is also important to distinguish between regular and irregular migration, as well as asylum-seekers. Hungarian authorities dealing with migration feel it important to communicate the fact that especially those, who are seeking asylum from international conflicts, should be provided protection by the country.</p> <p>Concerning the placement of asylum-seekers it was feared by the local communities that asylum-seekers will have a negative effect on the community's daily life and that there will be reasons for fear. Yet by communicating the fact that asylum-seekers are not criminals and there is both an ethical as well as legal obligation to provide refuge for them, and also by the personal experience of the local people it is achieved that local communities not only accept, but sometimes even help in providing services for asylum-seekers. As for legal migration, especially labour migration, there have been misunderstanding both in general terms and in specific issues. Generally those rejecting any forms of migration usually think that foreigners take the jobs of the country's own nationals, while there is a labour market test applied by Hungary. Concerning specific issues, when the new national provisions transposing the EU Blue Card Directive (2009/50/EC) were adopted, some media misinterpreted the provisions setting the salary threshold, and informed the public as the salary of foreign highly-skilled migrants, e.g. doctors shall be paid much more than the national doctors. Consequently the relevant Ministry had to issue a statement that paying the 1.5 or 1.5 per cent of average salary is not an obligation in general, but a precondition for gaining EU Blue Card.</p> <p>3. In Hungary there are numerous actors involved in the public debate:</p> <ul style="list-style-type: none"> • Competent authorities, such as Ministry of Interior (also acting as HU NCP EMN), OIN, Police, Office of the Commissioner for Fundamental Rights, Central Statistical Office, etc. • Researchers, research organisations and higher education institutions, such as TÁRKI (Social Research Institute), Hungarian

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			<p>Academy of Sciences, Migration Division of the Hungarian Society on Police Sciences, National University of Public Service, etc.</p> <ul style="list-style-type: none"> • NGOs, such as Menedék Association, Hungarian Helsinki Committee, etc. • International organisations, such as IOM, UNHCR, etc. <p>4. The Migration Strategy and the seven-year strategic document related to Asylum and Migration Fund established by the European Union for the years 2014-2020 was adopted in September 2013 in Hungary. The National Migration Strategy confirms that migration – as an international phenomenon, its effect to the Hungarian economic, social relations and not least to the security and public order of Hungary – deserves special attention. The document also states among its principles that in managing and controlling migration activities Hungary by means of effective communication facilitates delivering the society credible information on migration flows thus decreasing prejudice related to immigration (principle of the importance of communication). The adoption of the Migration Strategy appeared in several media and consequently its main targets were communicated to the public. We find it also necessary to educate journalists dealing with migration issues in order to handle such matters with higher level of expertise so that the number of misleading and tabloid news could be decreased as much as possible. With this objective in mind some projects offering courses and materials for journalists have been prepared within projects financed by the European Integration Fund and Hungary.</p> <p>5. It is mainly TÁRKI (Social Research Institute), being an independent, employee-owned research organisation that specialises in policy research in the fields of social policy and the social consequences of economic policies, which carries out research about the public framing of immigration and the phenomenon of xenophobia. A study from 2012 also included these aspects: http://www.tarki.hu/cgi-bin/katalogus/tarkimain_en.pl?sorszam=TDATA-H69 The efforts and obstacles concerning fighting xenophobia and building public confidence regarding migration issues has been discussed in several recent forums in Hungary, such as at the last National Meeting of the Hungarian National Contact Point of the European Migration Network (HU NCP EMN) on 14 October 2014, at a conference of the Hungarian Academy on Sciences on 29 October 2014 as well as within a workshop organized by the HU NCP EMN within the framework of the International Metropolis Conference 2014 in Milan in November 2014. A special research was carried out by Dr. Krisztina Zán and was published in 2014 within Magyar Programme on the xenophobe attitude of the employees of authorities of interior dealing with immigration issues. It is only available in Hungarian: https://opac.unike.hu/webview?infile=&subj=9153&source=webvd&cgimime=application%2Fpdf%0D%0A No research is known about the public framing of the immigration decision-making bodies.</p> <p>6. No, it is rather immigration issues and not immigration authorities that are in the focus of public debate and public image.</p> <p>7. The Ministry of Interior pays special attention to issues of trafficking in human beings and therefore is not only active in projects concerning this issue, but also manages a Facebook page highlighting issues of combating trafficking in human beings: https://hu-hu.facebook.com/thbHungary The Government of Hungary is also present on Facebook, so this page may also provide information on immigration issues occasionally: https://www.facebook.com/kormanyzat?fref=ts</p>
	Ireland	Yes	

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	Italy	Yes	<p>1. Like in many other countries, immigration is a strongly politicized topic in Italy. Politicians lead and influence most of the public debate; they sometimes exploit this issue and steer the perception of citizens to their advantage. As a result, citizens' opinions are fragmented and not very consistent - See 5) below. Politicians appear on the media more often than the national authorities (Ministry of the Interior) that officially deal with immigration on the basis of reliable and documented statistics. The Ministry of the Interior implemented a number of communication activities aimed at:</p> <ul style="list-style-type: none"> - conveying clear and correct information; - trying to avoid giving advanced information about events, daily arrivals, but focused instead on how the entire reception system is operate; this is to avoid creating social alarm; - emphasizing the positive contribution provided by all agencies involved in the reception system; - using positive communication and suitable language. <p>You can see this model of communication above all in the use of the ministry website, that has a high number of visitors; the website is a good example because of the possibility of providing quick, brief information, reaching a wider audience. Of course, facts and figures on the migration flow are available on the website, and updated monthly.</p> <p>2. The most common misunderstandings to clarify concern:</p> <ol style="list-style-type: none"> a. The fact that there are too many immigrants in Italy; b. Immigration costs, i.e. the reception costs of immigrants (asylum seekers, refugees and holders of subsidiary protection) as well as the costs of the Italian welfare system covering regular immigrants, especially during a period of economic and financial crisis, like the current one; c. The fact that allegedly most crimes are committed by TCNs and hence less immigration would result in fewer committed crimes; <p>See also 5) below.</p> <p>3. See 1) above. Besides political forces and the media, the Ministry of the Interior is the only public authority that - through its Departments - collects and keeps <i>official data</i> on immigration and asylum, which should be referred to if one wishes to have an idea of immigration-related trends in Italy. Moreover, associations and private research centres (such as Caritas, Centro Astalli, Save the Children, UNHCR as well as IDOS, ISMU and ASGI) give an important contribution to manage this phenomenon and enrich the national debate by carrying out practical activities and accurate studies.</p> <p>4. See 1) above.</p> <p>5. The latest research was conducted in 2012 by ISTAT (the Italian statistical office). However, it covers only the perception of the phenomenon among Italians, and not the effects of the Government's communication policies. Here are the main findings:</p> <ul style="list-style-type: none"> - According to 59.5% of citizens, immigrants are discriminated in Italy. In particular, 80.8% believe that it is difficult for an immigrant to integrate in our society, whereas 2.4% think it is impossible; - As regards discrimination, most respondents believe that it is not acceptable to treat a worker less well (88.7%) or to mock a student (89.6%) «because they are immigrants». However 55.3% hold that «all other requirements being the same, immigrants should come after Italians when social housing is assigned», while 48.7% agree to the statement that «when there is a shortage of jobs, employers should give priority to Italians» over immigrants; - 60% of respondents said that «the presence of immigrants is a positive factor because it allows for a comparison with other cultures». A similar percentage (63%) agreed to the statement that «immigrants are needed for jobs that Italians do not want to
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			<p>take up». 35% believe that immigrants take job away from Italians;</p> <ul style="list-style-type: none"> - For 65,2% of respondents, there are too many immigrants; - The increase in mixed marriages and unions is seen positively by 30.4% of respondents, as against 20,4% who consider them negatively. However, things change when it is one's daughter who marries an immigrant: for instance, 59.2% of respondents would have "many problems" and 25.4% "some problems" with the future spouse being <i>Roma/Sinti</i>. - Most respondents do not have a problem with having a foreigner as their neighbour. However, 68.4% would not want to have a <i>Roma/Sinti</i> as their neighbour. Romanians (according to 25.6% of respondents) and Albanians (24.8%) rank second and third as the least liked neighbours; - As regards religious coexistence, the majority of respondents (59.3%) expressed a position of tolerance. However, 26.9% are against the opening of other places of worship in the proximity of their dwelling and 41.1% are against the opening of a mosque; - 72.1% are in favour of Italian nationality being recognised at birth to immigrants' children who are born in Italy. 91, 4% believe that Italian citizenship should be granted to immigrants applying for it, after they have been in our country legally for a certain number of years. <p>For information on this research study, refer to: ISTAT – Department for Social and Environmental Statistics - Ms Maria Clelia Romano – email: romano@istat.it. For communication policies on immigration, it is possible to contact the Ministry of the Interior: Ms Stefania Nasso – email: stefania.nasso@interno.it</p> <p>6. Just like in Netherlands, the Italian immigration authorities are either viewed as being too strict, or too generous by the citizens: Italy either <i>rejects</i> too many asylum seekers, or <i>admits</i> too many of them. As a result, moderate and strong images of the immigration authorities together appear in the media.</p> <p>7. The Ministry of the Interior arranges live Twitter feeds when it holds major events, including initiatives dealing with immigration. See: https://twitter.com/IlViminale</p>
	<p>Latvia</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. The national immigration authorities are putting an effort in convincing the society that they act according to the interests of population and within the framework of existing legislative acts. 2. Sometimes journalists or individual private persons, or some NGOs are misinterpreting some legislative initiatives or the existing legislation and as a result quite significant part of society comes to the wrong conclusions regarding various issues. For example, if the EU is discussing the necessity to share the burden in the field of asylum, Latvian media could interpret it as a fact and to inform society that there are many asylum seekers already coming to Latvia. In such cases there are requests of journalists regarding the issue and immigration authorities have a possibility to comment the situation by giving reliable and truthful information. 3. Migration issues is in the competence of the Ministry of Interior, therefore information on migration issues is mainly provided by the Minister of Interior, state secretary or officials of the Office of Citizenship and Migration Affairs. Members of Parliament and representatives of political parties are expressing their views quite often too. 4. There is no special policy. 5. Various researches and public debates have been carried out in the framework of EU Third-Country Citizens Integration Fund. For example, http://patverums-dm.lv/en/within-the-framework-of-the-integration-project-third-country-nationals-are-offered-training-

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			<p>courses-and-different-activities-in-several-latvian-cities/428</p> <p>6. Immigration questions are considered to be quite sensitive in Latvia. Extensive discussions take place on the issuance of residence permits in exchange to investments, which is not supported by large part of society. Question of asylum seekers has always raised a concern in the public space in the light of country's overall social situation a large part of Latvia's population is unable to accept the benefits received by asylum seekers or their accommodation costs. There are attempts to explain these issues to the public, but in most cases these discussions are avoided in order not to increase public tension.</p> <p>7. The Latvian government and state institutions are actively using social media, thus reaching varied audiences. Depending on the topic communication takes place both in Latvian and in English. The main social media tool is Twitter, where different state institutions have their accounts. Information is also provided on the local Latvian social platform www.draugiem.lv</p>
	Lithuania	Yes	
	Luxembourg	Yes	<p>1. The demographic situation of Luxembourg with 549.700 inhabitants of which nearly 45% are foreigners is quite specific. Specific also, because only 14% of the foreigners are TCN. Day by day, 163.365 cross border workers reflect the importance of mobility and immigration for the country. The new government formed after the 20 October 2013 elections attaches great importance to migration and integration policies as shown in the governmental programme for 2013 – 2018 which devotes a separated chapter to them. The government defines Luxembourg as an immigration country, now and in the future, reminding the times when the Luxemburgish population migrated abroad looking for happiness somewhere else. With regards to integration, the government wants to promote the Luxemburgish language. It also emphasizes the importance of reception of international protection applicants. Nevertheless a pro-active communication strategy in the context of migration is not foreseen. The authorities promote a positive image of immigration by emphasizing regularly the need for migrants and their contribution to the social and economic development of the country (i.e. official visits from Ministers of emigration countries, i.e. the visit from the Prime Minister of Montenegro on March 2014 or the visit from the Prime Minister of Portugal at the end of October or during key activities such as Festival des Migrations, or during the National Holiday celebration). The authorities also try to communicate using instruments which facilitate the integration of foreign residents (Reception and Integration Contract (CAI), National action plan on integration and the fight against discrimination (NAP), PCI (Plan communal d'intégration), etc.). Another axis of communication are the consultations with the civil society on the priorities of the NAP.</p> <p>2. It is difficult to answer on eventual misunderstandings which authorities want to clarify. The exercise is more difficult seen that the integration policy is a transversal competence which concerns almost all the ministries. In fact, the Ministry of Family and Integration through the Luxemburgish Reception and Integration Agency (OLAI) and the Ministry for Foreign and European Affairs through the Directorate of Immigration are not the only ministries concerned for integration and immigration issues (i.e. the Ministry of National Education is responsible for the integration of migrant children in the Luxemburgish school system). Nevertheless, during high level bilateral exchanges with emigration countries the governmental officials have raised awareness of the risks to migrate to Luxembourg and the difficulties to find employment and housing.</p> <p>3. The main actors are:</p> <p>a) The Directorate of Immigration of the Ministry for Foreign and European Affairs which is in charge of immigration affairs, the Luxemburgish Reception and Integration Agency (OLAI) of the Ministry of Family and Integration which is in charge of the</p>

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			<p>reception and integration of foreigners, and the Ministry of National Education.</p> <p>b) NGO's: ASTI (Association de soutien aux travailleurs immigrés asbl), CLAE (Comité de liaison et d'action des étrangers asbl , Plateforme Migration et Integration, which gathers several NGOs, Lëtzebuerger Flüchtlingstrot (Luxembourg's Refugee Council) which also gathers several NGOs and associations that work in the field.</p> <p>c) Other entities: The Parliament, in particular through the parliamentary debates and the parliamentary questions. The Consultative Commission of Human Rights (CCDH), the Ombudsman of the Grand Duchy of Luxembourg, the Ombuds-Committee for Children's Rights (ORK).</p> <p>d) The media play a major role in the way they present the policies and problems related to migration (see LU EMN NCP presentation, Metropolis Conference, Milan, November 2014 as well as the LU EMN NCP annual policy reports).</p> <p>e) The CES (Economic and Social Council) which is a tripartite body and gathers representatives from the government, employers and labour unions had taken position on the policies contours of immigration and integration².</p> <p>4. Yes. The authorities do so through the public consultations of the NAP 2010-2014 or the future NAP 2015-2019.</p> <p>The consultation for the priorities of 2014 of the NAP was carried out by means of an online questionnaire made available on the OLAI website. In addition, the CLAE, in collaboration with the Ministry for Education, the ADEM and the OLAI, organized workshops on the topics "education" and "employment". The aim of these workshops is to identify the needs of people represented by the associations and organizations. The results of these workshops were taken into consideration in the drafting process of the 2014 priorities.</p> <p>In order to ensure that the future NAP 2015-2019 may respond to the needs of the target audiences, the OLAI has consulted a multitude of actors in the field of integration. Supporting this consultation, the CLAE has organized three workshops on 3 key themes: integration at and through school, the role of the host society and the social, political and economic participation of foreigners. These themes are linked to the common basic principles on integration established by the European Union; principles that are underlying in the law on integration and the current NAP 2010-1014.</p> <p>The results of these reflections will be taken into account in the formulation of the future NAP 2015-2019.</p> <p>Also, the evaluation of the NAP 2010-2014 conducted by the CES and carried out by the University of Luxembourg includes the perception on the NAP and on integration issues from the authorities (ministries, administrations), social partners, and of NGO'S active in the field of integration. The results of this evaluation exercise were presented to - and discussed with these actors.</p> <p>5. There have been some studies and research financed in the framework of the EIF (European Integration Fund) or the National Research Fund (FNR) or by private sponsors which addressed i.e. the question of the perception of immigration and integration and</p>
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² Conseil Economique et Social (2006), *Pour une politique d'immigration et d'intégration active. Avis*, Luxembourg and Conseil Economique et Social (2014), *La politique d'intégration au Luxembourg, Avis*, Luxembourg

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			<p>of cross border workers in Luxembourg.</p> <p>Some of the publications are :</p> <ul style="list-style-type: none"> – Legrand, Michel (dir.) (2002), Les Valeurs au Luxembourg, Portrait d'une société au tournant du 3e millénaire, éd. Saint-Paul, Luxembourg. – Berzosa, Guayarmina, Valentova, Marie (2010), Attitudes towards immigrants in Luxembourg depending on migratory background. CEPS INSTEAD, Working paper N° 2010-23 – Berzosa, Guayarmina, Valentova, Marie (2010), Attitudes towards immigrants in Luxembourg – Do contacts matter?, CEPS INSTEAD, Working paper N° 2010-20 <p>On the perception of integration factors and cross border workers</p> <ul style="list-style-type: none"> – Jacobs, Annick, Legrand, Michel, Frédéric Mertz, Frédéric (2011), L'intégration au Luxembourg. Focus sur les réseaux sociaux, la confiance et les stéréotypes sur les frontaliers, Annick Jacobs, Michel Legrand, Frédéric Mertz, Luxembourg, CEFIS, REDN°15 – Christian Wille, Nous et les autres. La perception des travailleurs frontaliers au Luxembourg, in : Le travail frontalier au sein de la Grande Région Saar-Lor-Lux : Pratiques, enjeux, perspectives, ss. la direct. de Rachid Belkacem et Isabelle Pigeron-Piroth, PUN – Editions universitaires de Lorraine. <p>6. There are no studies on the images of the Luxembourgish immigration or integration authorities. However, in the past there have been some very highly mediatized topics in which the image of the authorities ranged from a very generous migration policy or a very strict one according to the subject in hand. Among the highly mediatized topics related to immigration and/or integration issues, one can mention: the reform of the law on Luxembourgish nationality, the reception of refugees and social aid, detention, school reform, the right of foreigners to vote in parliamentary elections (see LU EMN NCP, Metropolis presentation, November 2014, and LU EMN NCP policy reports).</p> <p>7. Yes. On its webpage, the Directorate of Immigration gives the possibility to the public to contact them using facebook, twitter, google +, Linked in, Stumbleupon, Tumblr, Pinterest, etc.... See http://www.mae.lu/Site-MAE/Bienvenue-au-Ministere-des-Affaires-etrangeres-et-europeennes/Organisation/Direction-de-l-Immigration. The OLAI has not yet these elements in its webpage. See http://www.olai.public.lu/fr/index.html. The Ministry of National Education does not use social media to communicate. See http://www.men.public.lu/fr/enfance-jeunesse/index.html.</p>
	Malta	Yes	
	Netherlands	Yes	<p>8. The Dutch authorities are currently in the process of developing a more pro-active communication strategy. The overall aim of this strategy is creating more public support for and understanding of its immigration policies. One way is preparing fact sheets and providing facts in the debate. The authorities especially focus on issues that could develop into a large public debate. In addition, civil servants from the Ministry of Security of Justice frequently meet representatives of the civil society (NGOs and scholars). During such discussions policy developments are discussed. The Dutch authorities also try to understand the opinions of Dutch citizens through conducting opinion polls. Some recent polls showed what the public opinion is about immigration and about the Dutch asylum procedure.</p> <p>9. One common misconception the Dutch authorities would like to clarify is the public assumption that an asylum procedure normally lasts for years, during which period the asylum seekers live in uncertainty about their future. While in fact the majority of the asylum seekers receive a decision during the general asylum procedure, which lasts for 6 to 8 weeks, including the outcome of appeal at an independent court in case of a rejection. There are also misconceptions in the debate about the number of asylum seekers in the Netherlands compared to other European countries.</p>

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			<p>10. In the Netherlands there are numerous actors involved in the public debate:</p> <ul style="list-style-type: none"> • Several NGOs: like the Dutch Refugee Council(VWN), , Defence for Children, Churches in Action and Amnesty International; • Several independent advice committees: like The Netherlands Institute for Human Rights, The Ombudsman; • Politicians from all different parties; • Scholars from various scholarly fields (lawyers, social scientists); • Journalists; • Migrants and migrant organisations; • The Ministry of Security and Justice. <p>11. The Dutch immigration authorities state that ‘the customer is at the core of our attention’. The mission of the organisation is being ‘effective, compact, humane and flexible’.</p> <p>12. Media, immigration, public discourse and framing are increasingly attracting attention from scholars. Recent publications include:</p> <ul style="list-style-type: none"> • I. Awad, <i>Desperately constructing ethnic audiences: Anti-immigration discourses and minority audience research in the Netherlands</i> (2013). • J. van der Leun, <i>Down These Mean Streets: An Analysis of the Local Public Discourse on Antisocial Behaviour in Disadvantaged Urban Neighbourhoods in the Netherlands</i> (2013). • H. Entzinger, <i>The growing gap between facts and discourse on immigrant integration in the Netherlands</i> (2013). • <i>M. Koomen, Discursive framing and the reproduction of integration in the public sphere: A comparative analysis of France, the United Kingdom, the Netherlands and Germany</i> (2013). <p>The Dutch Research and Documentation Centre (WODC) will start during the second part of 2014 to conduct a research into the images of immigrants in the more traditional and new social media.</p> <p>13. The Dutch immigration authorities are either viewed as being too strict, or too generous. The immigration authorities either reject too many asylum seekers, or admit too many of them. The highly polarised debate makes it difficult for the Dutch authorities to introduce facts about immigration and asylum to this debate. As a result, more moderate images of the immigration authorities seldom appear in the media.</p> <p>14. We see that different departments and different executive bodies dealing with immigration have started to use twitter to communicate directly with Dutch citizens and respond to their questions.</p>
	Poland	Yes	
	Portugal	Yes	
	Romania	Yes	
	Slovak Republic	Yes	<p>1. The bodies concerned communicate openly and transparently with public about the way they operate through their websites as well as through press, radio, TV broadcasting etc.</p>

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			<p>Aa Communication strategy on the contribution and positives of migration and integration of foreigners in the Slovak Republic (available only in the Slovak language) has been recently prepared within the project named Integration Forum – platform for an open dialogue about migration and integration of foreigners. The strategy was prepared by a Slovak NGO, Human Rights League, together with the Ministry of Labour, Social Affairs and Family of the Slovak Republic while also cooperating with some other institutions and organisations. Its aims to enhance communication with public on positive aspects of migration and integration of foreigners.</p> <p>2. The Communication strategy on the contribution and positives of migration and integration of foreigners in the Slovak Republic can be considered as the most recent and relevant source of information. It defines weaknesses which are supposed to be fulfilled by the Strategy The weaknesses are defined as follows:</p> <ul style="list-style-type: none"> • There is a fixed patriotism or solidarity with the majority or community among the Slovak population. • Most of the foreigners in Slovakia live close to the capital city which makes it more problematic in order to gain experience with the foreigners for the people living outside the capital. • There are still many myths and prejudices not based on facts. • There are stereotypes about the foreigners as well as a perception of foreigners as they are without any problems. <p>A position of a typical Slovak citizen towards foreigners results very often into stereotyped attitudes. They are considered to be a burden on the state with only limited financial contributions into the state budget.</p> <p>3. There are number of actors such as NGOs and research institutes active in this field as well as state bodies which are responsible for the promotion (abroad) of the issues related to migration and integration of foreigners.</p> <p><u>NGOs and research institutes:</u></p> <ul style="list-style-type: none"> • IOM • Human Rights League (Liga za ľudské práva) • Slovak Humanitarian Council (Slovenská humanitná rada) • Milan Simecka Foundation (Nadácia Milana Šimečku) • Society of Goodwill (Spoločnosť ľudí dobrej vole) • Charitas Slovakia (Slovenská katolícka charita) • Local Media Institute • Open Society Institute (Inštitút pre dobre spravovanú spoločnosť) • IVO • CVEK <p><u>State bodies:</u></p> <ul style="list-style-type: none"> • Ministry of Foreign and European Affairs of the Slovak Republic • Ministry of Interior of the Slovak Republic • Ministry of Labour, Social Affairs and Family of the Slovak Republic • Ministry of Economy of the Slovak Republic • Ministry of Education, Science, Research and Sport of the Slovak Republic
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			<ul style="list-style-type: none"> • Ministry of Culture of the Slovak Republic • Ministry of Justice of the Slovak Republic • Ministry of Health of the Slovak Republic • Ministry of Transport, Construction and Regional Development of the Slovak Republic • Statistical Office of the Slovak Republic • Office for the Slovaks living abroad <p>4. <u>The Integration policy of the Slovak Republic as the current strategic policy document</u> establishes the overall framework for the integration mainstreaming. It neither defines nor describes the current state of policies but proposes new visions and directions in the integration of foreigners. It creates the framework for relevant policies which are further detailed by the responsible parties in the area of the Integration Policy in the relevant action plans for a period 2014 -2016. The chapter referring to the Cultural and Social Integration of Foreigners comprises several measures that are currently being fulfilled by the relevant actors such as the <i>Programs of labour holidays</i> with different states, an open dialogue held at the level of the Inter-ministerial expert committee for the area of labour migration and integration of foreigners established by the Ministry of Labour, Social Affairs and Family of the SR, as well as other platform established by the Ministry of Interior for the field in order to coordinate the Migration policy of the SR. Further activities and information are detailed in relevant action plans.</p> <p><u>Communication strategy on the contribution and positives of migration and integration of foreigners in the Slovak Republic</u> (see 1).</p> <p>5. Vašečka, M. (2009). <u>Attitudes of the public toward migrants and toward international migration</u> (available in Slovak language). Medzinárodná organizácia pre migráciu, Bratislava.</p> <p>6. There has been no relevant source of information in order to provide an answer.</p> <p>7. The Ministry of Interior of the Slovak Republic regularly updates its facebook website also on the issues related to migration and asylum e.g.:</p> <p>https://www.facebook.com/notes/ministerstvo-vn%C3%BAtra-sr/dohoda-o-humanit%C3%A1rnych-transferoch-ute%C4%8Dencov/498640673524512</p> <p>https://www.facebook.com/media/set/?set=a.498631233525456.1073741830.239366402785275&type=1</p> <p>https://www.facebook.com/239366402785275/photos/a.262480493807199.67525.239366402785275/374109035977677/?type=1</p> <p>https://www.facebook.com/notes/ministerstvo-vn%C3%BAtra-sr/40-som%C3%A1lksych-ute%C4%8Dencov-je-u%C5%BE-v-humennom/25250331196882</p> <p>The website of the <u>Ministry of Interior of the Slovak Republic</u> includes a section devoted to migration and asylum where it informs the public on the most relevant developments e.g.:</p> <p>http://www.minv.sk/?tlacove-spravy-6&sprava=navrh-novely-zakona-o-azyle-sa-zaobera-aj-maloletymi-ziadatelmi-bez-sprievodu.</p> <p>Moreover, <u>the last statistical information</u> can be found on the website of the Ministry.</p> <p>The public can also communicate with experts in this field through <u>Infoservis</u>.</p>
	Slovenia	Yes	

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	Spain	Yes	
	Sweden	Yes	
	United Kingdom	Yes	
	Croatia	Yes	<ol style="list-style-type: none"> 1. The Ministry of Interior was the most important state body for drafting the governmental document “Migration Policy of the Republic of Croatia for the period 2013-2015, which further harmonizes and optimizes Croatian policies to the common policies of the EU in the migration, asylum, visa, citizenship and integration area. Some of NGOs opt for stronger cooperation of the MoI and civil society to establish more coherent way of presenting properly (im)migration and asylum issues to Croatian public. 2. The MoI is informing mostly refugees and local community members on their rights and duties. However, it has not organized general national media campaign, but it has participated in some of civil society’s campaigns aiming at sensibilization of broader public. 3. In Croatia there is no systematic and continuous public debate around migration and asylum issues. Nevertheless, there are actors who encourage and foster discussion on these topics, and who tackles the problems of it on daily basis in their work: <ul style="list-style-type: none"> • The MoI • Several NGOs: Croatian Red Cross, Croatian Law Centre, Centre for Peace Studies, Jesuit Refugee Service, Coordination for Integration • Several independent advice committees: The Ombudsman, Croatian Government’s Office for Human Rights and Rights of National Minorities • Few scholars from various fields (social scientists, lawyers, social workers); • International organizations: the UNHCR, the IOM 4. As the part of the “Action Plan for the removal of obstacles to the exercise of particular rights in the area of integration of foreigners in Croatian society, for the period of 2013 to 2015” (which is derived from the Migration Policy), there are specific policies aimed at informing and sensitizing the public and civil servants about migration and asylum issues. The Office for Human Rights and the Rights of National Minorities is the body in charge for activities aimed at raising public awareness of the various aspects and cause-effect phenomena of migrations, as a precondition for the prevention of xenophobia, prejudice and negative attitudes towards foreigners, through the media, public campaigns and human rights education. Strengthen support to the programmes of non-profit and electronic media focusing on raising public awareness on the various aspects and the causes and consequences of migration movements is also envisaged. 5. There are some recent researches conducted specifically about the public framing of migration and public opinion polls on immigration, integration and asylum issues. However, they have not examined decision-making bodies’ (in) perspective, and they were conducted by social science scholars. Although all of them are on Croatian, summaries are available on English: <ul style="list-style-type: none"> • Franc, R., Šakić, V. i Kaliterna-Lipovčan, Lj. (2010). Percipirane posljedice doseljavanja i stav prema doseljavanju (Perceived Consequences of Immigrations and Attitude towards Immigrants), Društvena istraživanja, 19 (3): 421–440. • Šram, Z. (2010) Etnocentrizam, percepcija prijetnje i hrvatski nacionalni identitet (Ethnocentrism, Threat Perception, and

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			<p>Croatian National Identity), Migracijske i etničke teme, 26 (2): 113–142.</p> <ul style="list-style-type: none"> • Mesić, M. i Bagić, D. (2011). Stavovi hrvatskih građana prema kulturnim različitostima (The Attitudes of Croatian Citizens toward Cultural Diversities), Migracijske i etničke teme, 27 (1): 7-38 • Čačić-Kumpes, J., Gregurović, S. i Kumpes, J. (2012.) Migracija, integracija i stavovi prema imigrantima u Hrvatskoj (Migration, Integration, and Attitudes towards Immigrants in Croatia), Revija za sociologiju 42, (3): 305–336. • Župarić-Iljić, D. i Gregurović, M. (2013). Stavovi studenata prema tražiteljima azila u Republici Hrvatskoj (Student Attitudes towards Asylum Seekers in Croatia), Društvena istraživanja, 22 (1): 41–62. <p>Župarić-Iljić, D. (2013) Percepcija tražitelja azila u javnosti i medijski prikazi problematike azila u Hrvatskoj (<i>The perception of asylum seekers in public and the media portrayal of asylum issues in Croatia</i>), in: Župarić-Iljić,</p> <p>6. Since there is no extensive debate on (im)migration issues, it is hardly to assess.</p> <p>7. The official web page communication of the MoI intended for the foreigners orientation (http://www.mup.hr/120027.aspx). There are no social media or any other means of communicating these issues with broader public.</p>
	Norway	Yes	<p>1. The Norwegian Directorate of Immigration (UDI) wants to portray an image of openness, clarity and availability to the public. A visible and professional agency in other words. The UDI is tasked with facilitating lawful and desirable immigration and ensuring that those who meet the requirements are given an opportunity to come to Norway. At the same time, however, we have a control function and are tasked with preventing abuse of the system. Read more at http://www.udi.no/en/about-the-udi/.</p> <ul style="list-style-type: none"> • In trying to achieve this, we are pro-active in the social and traditional media. We have launched a new web-page (www.udi.no) with pages like “The UDI’s opinion”, statistics and analysis, and laws/rules. • We also have extensive contact with our surroundings / public relations: The Director of UDI visits the largest media editors four times a year, he also visits on an ad hoc basis other organizations like the Committee of the Episcopal Church Executive Council, regional information meetings with companies, NGOs or municipal refugee consultants. <p>2.</p> <ul style="list-style-type: none"> • One misunderstanding is the same as mentioned by the Dutch, the public assumption that an asylum procedure normally lasts for years. But the worst part of this perspective, is that also the seekers themselves think this. When they get a final, negative decision, they still think they are in the midst of the process. We have therefore started a “reality orientation”-project, where we at every occasion tell the seeker what his or her chances are. When we inform a seeker about our decision, we also are very clear what it means and what his/her opportunities are. • Another misunderstanding is that the public tends to view asylum seekers as criminals. And also that they outnumber the other immigration groups (e.g. family, work, visa, EU/EEA and students). Some people think that we can prevent/restrict the asylum seekers from arriving in Norway. Others again mix up asylum seekers with the regulated UN-system of refugee resettlement. • There might be some misunderstandings in the municipalities regarding establishing new asylum reception centres: many believe it will be a financial burden for the local community. The municipalities cannot reject establishing such centres, but very often there is a discussion in the local media and meetings that does not favour these centres. <p>3. Who are the most active actors in the public debate on migration and asylum in your country?</p> <ul style="list-style-type: none"> • There is some public debate on these topics in Norway. The Progressive Party (considered a conservative party) has been in

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			<p>opposition for 40 years and has held forth strong opinions against immigration in the media. But since they joined The Conservative Party Coalition in the present Government which came into office after the election last year, this rhetoric has almost vanished. A few Parliamentary representatives though still argue that Norway is too soft on immigration.</p> <ul style="list-style-type: none"> • In some individual cases, especially when children are involved, there are voices who say that the government policy is too restrictive. In these cases local support groups use the local or regional media to forward their complaints. • There is also a national debate on children in whose families have been dwelling in Norway without legal residence permits or whose presence here is otherwise unauthorized. The opposition party The Socialist Left Party and the two pro Government parties The Christian Democratic Party and The Liberal Party strongly support these children. And during the forming of the new Government last autumn there was a public debate on children's rights vs. strict immigration policy. A year later the two Government parties and their two support parties have still not found this balance and the debate continues. <p>4. A major objective of the <i>Ministry of Justice and Public Security</i> is to secure the rule of law and public security. Norway should fulfill its international obligations and assist refugees. The asylum institute is an important tool to ensure protection for those who need this, and should not be abused.</p> <p>5. At our web page we have a miscellaneous list of immigration research (much in English, or with English summaries): http://www.udi.no/en/statistics-and-analysis/research-and-development-reports/ Also a research project at the University of Oslo called Mediation of Migration, http://www.hf.uio.no/imk/english/research/projects/mom/index.html</p> <p>6.</p> <ul style="list-style-type: none"> • There are some images of UDI in the Norwegian media characterizing us as insensitive, rule-bound and not able to see the individuals. • In some individual cases, the UDI is presented as either too restrictive or too "soft". Some of our decisions are presented as ridiculous or "stupid" in the media by the applicant themselves. These are often cases involving families that have received a negative decision or in cases where a Norwegian citizen doesn't get family reunion with a foreign family member. • The aftermath of the terror attack 22nd July 2011 softened the debate climate or made it more inclusive. After the change of Government last year, now with the Conservative and Progressive parties, there are indications that the debate climate has turned more pro-immigration. <p>7.</p> <ul style="list-style-type: none"> • UDI uses Twitter (@utlendingsdir) and Flickr (Utlendingsdirektoratet). Our Director General uses also Twitter (@frodeforfang) and writes a blog (blog.udi.no). We used to have a Facebook page, but closed it down this autumn because it didn't prove useful for the intended purpose of providing factual information to the public. • We are rather active on Twitter (7 700 followers and 1 900 tweets). We post news, opinions, statistics and pictures. We also answer the public. During debate programs and documentaries we monitor, answer and post/correct facts and information.
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