



Special Eurobarometer 469

Summary

Integration of immigrants in the European Union

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Survey requested by the European Commission,
Directorate-General for Migration and Home Affairs
and co-ordinated by the Directorate-General for Communication

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Special Eurobarometer 469 – Wave EB88.2 – TNS opinion & social

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Directorate-General for Migration and Home Affairs

Survey co-ordinated by the European Commission, Directorate-General for Communication
(DG COMM "Media monitoring, Media analysis and Eurobarometer" Unit)

<http://ec.europa.eu/commfrontoffice/publicopinion>

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INTRODUCTION

Migration is a reality in today's European Union (EU). Today, approximately 37 million persons born outside the EU reside in the EU, making around 7% of its total population¹, and further flows of migration will likely remain a feature of the 21st century. It is therefore imperative that effective policies for the integration of third-country immigrants are developed in the EU.

In order to better understand how the EU institutions can work with Member States and other actors to respond to the challenges of integration, it is necessary to have a clearer understanding of public opinion on the issue. In addition, it is crucial to understand how views differ across Member States, as well as across socio-demographic groups and depending on existing interactions and ties with immigrants. This survey uses a new set of questions specifically tailored to measure the attitudes of Europeans towards immigration and the integration of non-EU immigrants.² To this purpose, it focuses on respondents':

- General perceptions of immigrants and knowledge about the extent and nature of immigration in the respondent's home country;
- Personal experiences of, ties with, and level of comfort in interacting with immigrants;
- Evaluation of the success in integrating immigrants, the factors which facilitate integration, the obstacles that may prevent it and the measures that would support it;
- Opinions about the roles and responsibilities of various actors, the media and institutions with respect to the integration of immigrants.

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union (EU) between 21 and 30 October 2017. Some 28,080 residents in the EU, including both EU and non-EU citizens from different social and demographic groups were interviewed face-to-face at home and in the official languages of the respective country where the interviewing took place on behalf of the Directorate-General for Communication.

¹ Eurostat, 1/1/2017, table: migr_pop3ctb (Last update: 27/02/2018), http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_pop3ctb&lang=en

² In this survey, in all questions except in Q1, immigrants are defined as people born outside the European Union, who have moved away from their country of birth and are at the moment staying legally in an EU country. This definition was repeated several times during the interviewing process to ensure all respondents have the same understanding of how an immigrant is defined in the survey. It was also added: *We are not talking about EU citizens, children of immigrants who have (NATIONALITY) nationality and immigrants staying illegally. Official statistics show that most of the non-EU immigrants staying legally in (OUR COUNTRY) come from [LIST TOP 4-5 origin countries of non-EU born].*

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czech Republic	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY*	Sweden	SE
Latvia	LV	United Kingdom	UK
European Union – weighted average for the 28 Member States			EU28

* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

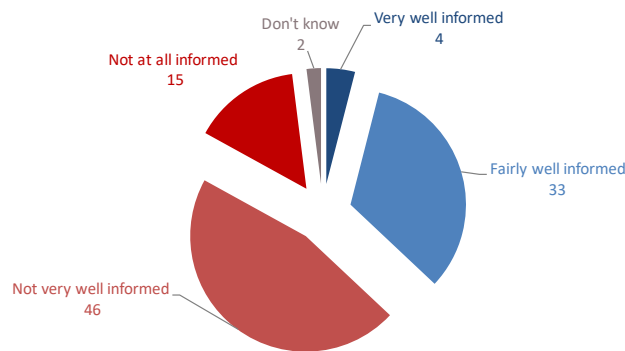
I. GENERAL PERCEPTION OF AND ATTITUDES TOWARDS IMMIGRANTS AND THEIR INTEGRATION

1 Self-assessed levels of information about immigration and integration matters

Only a minority of Europeans say they are well informed about immigration and integration, and this is the case in most countries.

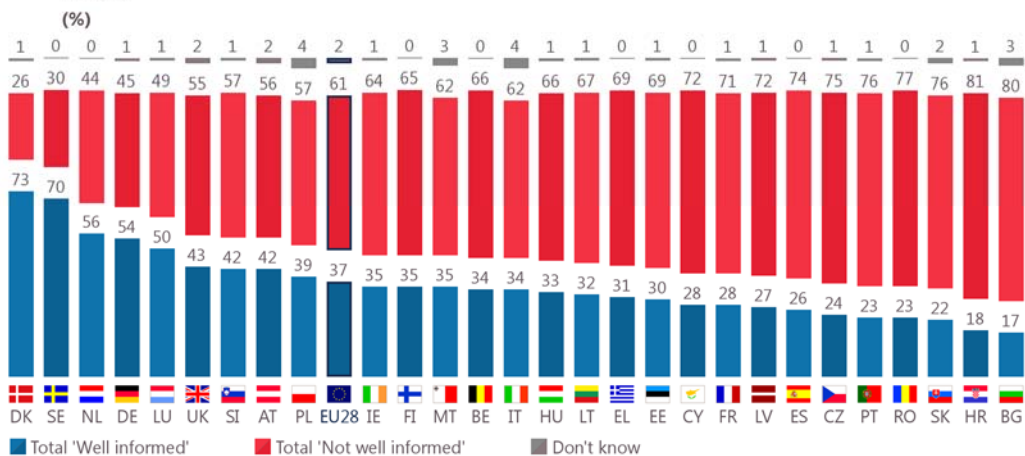
Less than four in ten (37%) of those polled think that they are well informed about immigration and integration related matters³.

QA4 Overall, to what extent do you think that you are well informed or not about immigration and integration related matters? (% - EU)



In 23 of the 28 Member States, less than half of those surveyed say that they are well informed about immigration and integration related matters.

QA4 Overall, to what extent do you think that you are well informed or not about immigration and integration related matters?



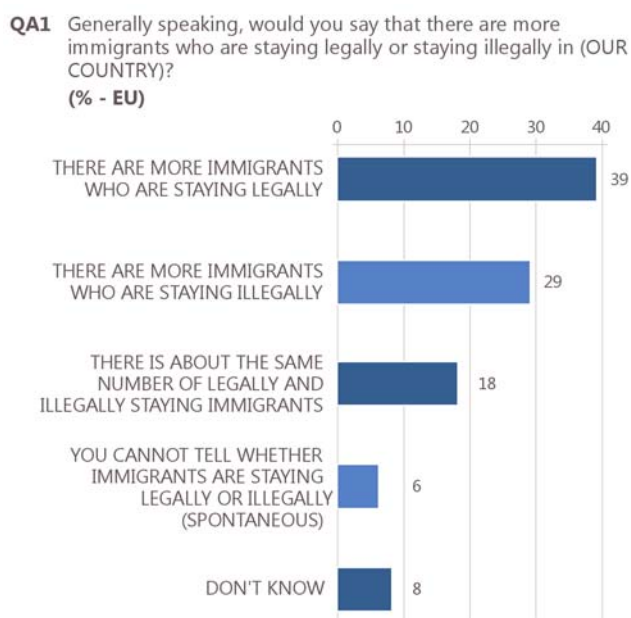
³ QA4. Overall, to what extent do you think that you are well informed or not about immigration and integration related matters? ONE ANSWER ONLY Very well informed, Fairly well informed, Not very well informed, Not at all informed, Don't know.

2 Perception and knowledge of the magnitude of immigration across the EU countries

Just under half of respondents say that there are at least as many illegally staying immigrants as there are legally staying immigrants.

39% of respondents say that there are more immigrants (i.e. persons born outside of the EU) who are staying legally than staying illegally in their country⁴. Just under half of respondents say that there are at least as many illegally staying immigrants as there are legally staying immigrants: 29% of respondents say that there are more illegally staying than legally staying immigrants, while 18% say that the number of immigrants staying legally is about the same as the number staying illegally. However, available data from Eurostat suggest that significantly smaller proportions of immigrants are staying illegally (*versus* legally) in the EU. Indeed, according to the available data, during 2016, 984.000 third-country nationals were found to be illegally present in the EU⁵, while 21.6 million third-country nationals were legally residing in the EU on 1st January 2017.

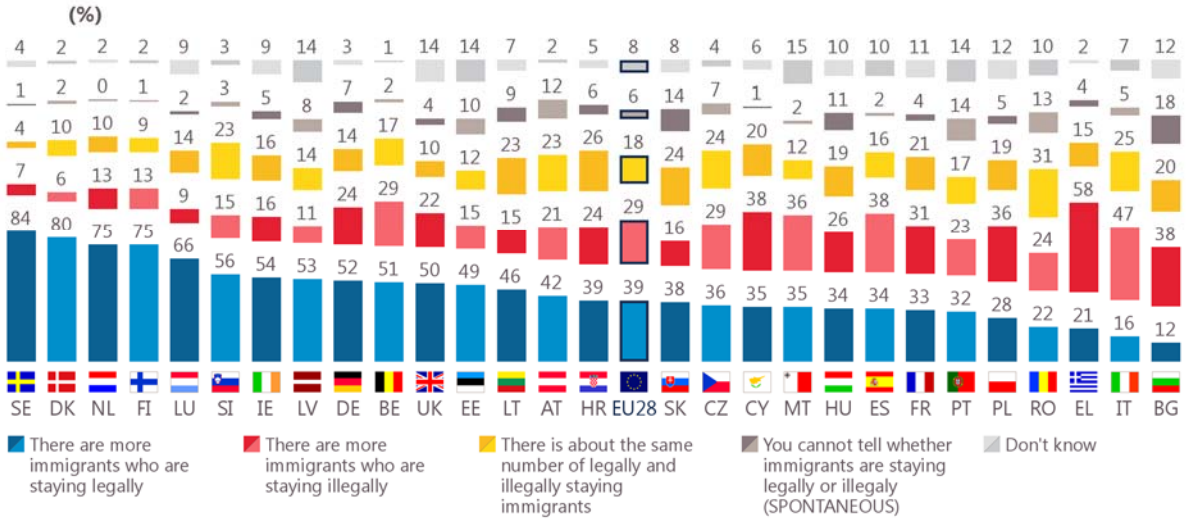
A small minority (6%) of respondents say that it is not possible to tell whether immigrants are staying legally or illegally, while a similar proportion (8%) do not know. There are very large differences between countries on this question. The countries with a high level of respondents who say that there are more immigrants staying illegally are either along the Mediterranean coast (Greece (58%), Italy (47%), Cyprus, Spain (both 38%), Malta (36%)) or at the Eastern border of the EU (Poland (36%), Bulgaria (38%)).



⁴ QA1. Generally speaking, would you say that they are more immigrants who are staying legally or staying illegally in (OUR COUNTRY)? ONE ANSWER ONLY There are more immigrants who are staying legally, There are more immigrants who are staying illegally, There is about the same number of legally and illegally staying immigrants, You cannot tell whether immigrants are staying legally or illegally (SPONTANEOUS), Don't know.

⁵ Source: Eurostat: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_eipre&lang=en

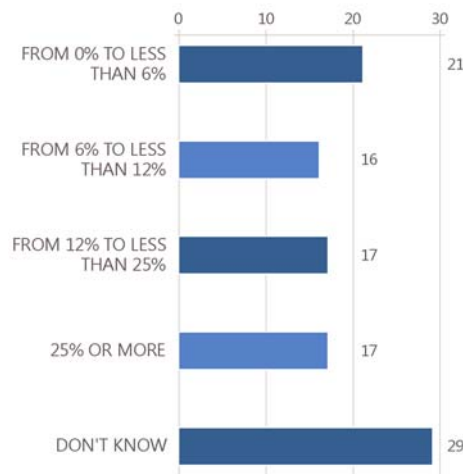
QA1 Generally speaking, would you say that there are more immigrants who are staying legally or staying illegally in (OUR COUNTRY)?



Europeans tend to overestimate the proportion of immigrants in their countries, in some cases significantly, while around three in ten do not know

Nearly three in ten (29%) respondents do not know what proportion of their country’s population consists of immigrants (i.e. persons born outside of the EU)⁶. 21% suggest it lies between 0% and 6% of the population, 16% say that it lies between 6% and 12% and similar proportions say it is between 12% and 25% (17%) or above 25% (17%). It is worth noting that, on average, at the EU level the share of immigrants (defined as non-EU born persons) in the population is around 7% but differs largely across Member States⁷.

QA3T To your knowledge, what is the proportion of immigrants in the total population in (OUR COUNTRY)? (% - EU)



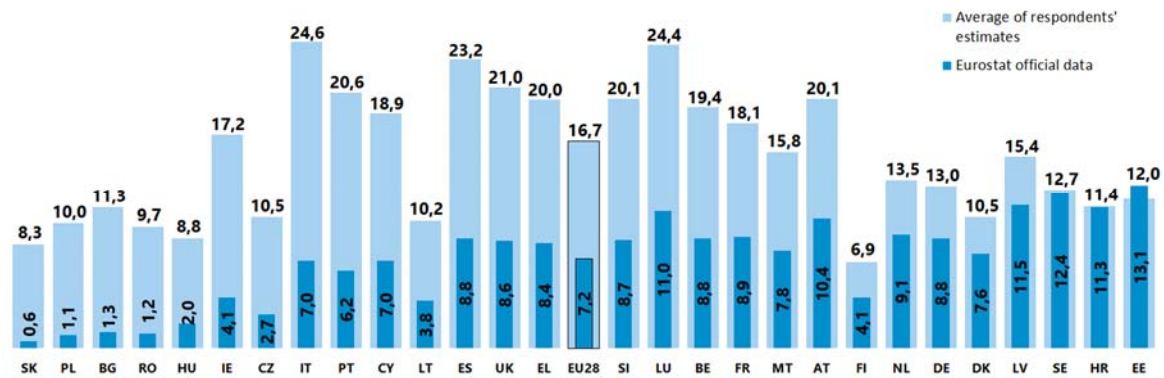
⁶ QA3. To your knowledge, what is the proportion of immigrants in the total population in (OUR COUNTRY)? Respondents were asked to estimate the proportion of immigrants (defined as "born outside the EU") in the total population of their country. This estimation was therefore based solely on their perception as respondents were not given any indication of what this proportion is in reality (in their country or in the EU).

⁷ Source Eurostat 1/1/2017: Eurostat, migr_pop3ctb (Last update: 27/02/2018)

For the country level analysis, we compared the average estimate given by respondents to the actual share of non-EU born persons residing in each EU Member State in 2017⁸. This analysis excludes respondents who cited 'don't know'. As already outlined, on average in the EU, nearly three in ten (29%) respondents are not able to estimate the proportion of their country's population which consists of immigrants. This proportion varies significantly across countries ranging from less than one in ten in the Netherlands (8%), Belgium and Sweden (both 9%) to more than half in Spain (52%), Malta (56%) and Bulgaria (71%).

In 19 of the 28 Member States the estimated proportion of the population who are immigrants is at least twice the size of the actual proportion of immigrants. In some countries, the ratio is much higher: in Romania, Bulgaria and Poland, the estimated proportion of immigrants is over eight times greater than the actual figure, and in Slovakia it is nearly 14 times the actual figure.

QA3T To your knowledge, what is the proportion of immigrants in the total population in (OUR COUNTRY)?
AVERAGE - (%)



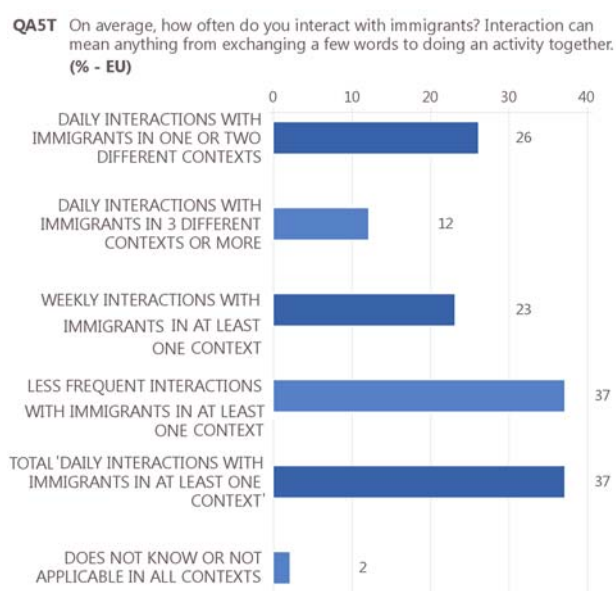
Base size: 19,957 (respondents who gave an estimate of the proportion of immigrants in the total population in their country)

⁸ Source: Eurostat1/1/2017, [migr_pop3ctb](#) (Last update: 27/02/2018)

3 Personal experiences and attitudes towards immigrants

At the EU level, around six in ten respondents (61%) interact with immigrants at least weekly, although this varies by country and according to the contexts.

Just over a quarter (26%) of respondents interact daily with immigrants, whether this is exchanging a few words or doing an activity together in one or two different contexts⁹, while 12% interact with them daily in three different contexts or more. 23% of respondents interact daily with immigrants and 37% have less frequent interactions with immigrants.

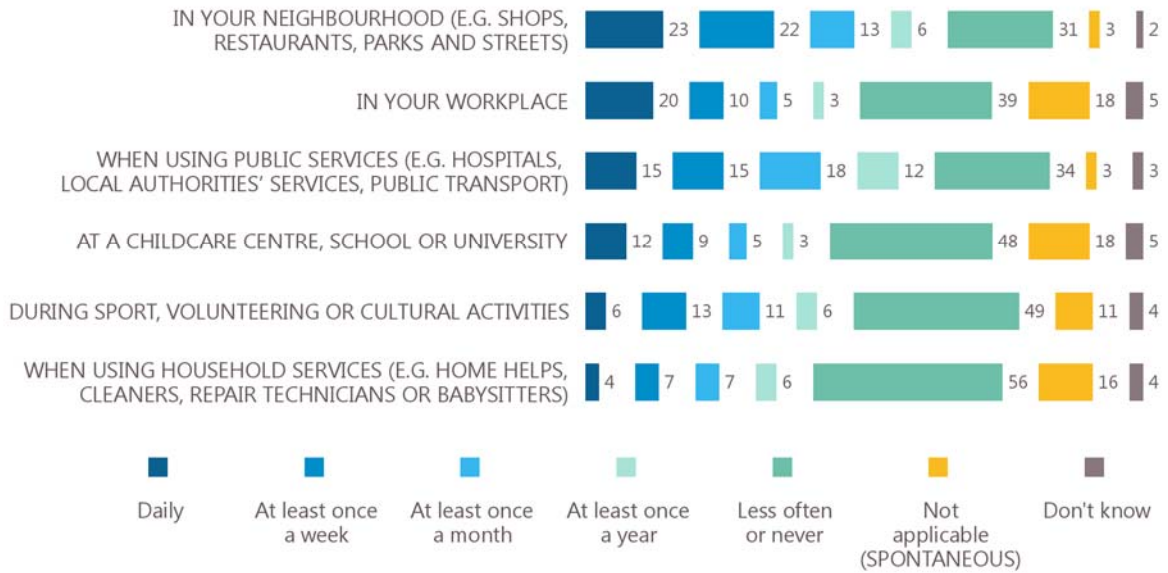


When breaking this down by context, there are some differences. In all cases, the largest single category is “Less often or never”, but this varies from 31% in the case of neighbourhood to 56% in the case of household services. The place where respondents most frequently have contact with immigrants is in their neighbourhood (23%). Respondents whose contact with immigrants occurs in the workplace are also more likely to come across them on a daily (20%) or weekly (10%) basis. In the case of public services, similar proportions of respondents come across immigrants daily (15%) or weekly (15%), while slightly more interact with them at least once a month (18%) and slightly fewer come into contact with them at least once a year (12%). In the remaining cases, contact is more restricted.

It should be emphasised that these results reflect factors other than contact with immigrants. Being in one's own neighbourhood or at work are activities that a significant proportion of respondents engage in daily, while participating in sports, volunteering or cultural activities, or using household services, are not necessarily activities that many respondents engage in, and not always on a daily basis.

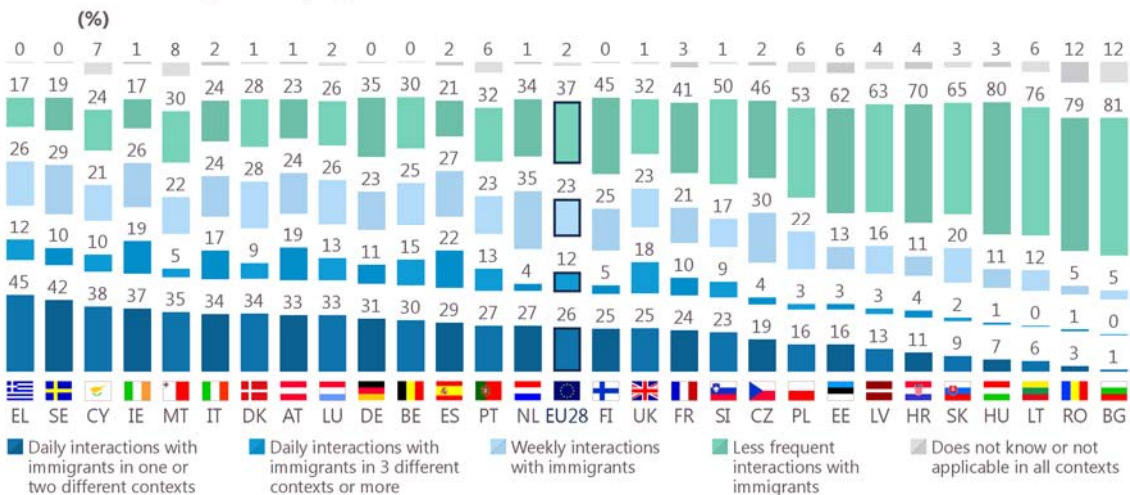
⁹ QAS. On average, how often do you interact with immigrants? Interaction can mean anything from exchanging a few words to doing an activity together. In your workplace, At a childcare centre, school or university, When using public services (e.g. hospitals, local authorities' services, public transport), In your neighbourhood (e.g. shops, restaurants, parks and streets), When using household services (e.g. home helps, cleaners, repair technicians or babysitters). ONE ANSWER PER LINE Daily, At least once a week, At least once a month, At least once a year, Less often or never, Not applicable, Don't know.

QA5 On average, how often do you interact with immigrants? Interaction can mean anything from exchanging a few words to doing an activity together.
(% - EU)



In most countries, only a minority of respondents interacts with immigrants on a daily basis, however this varies significantly by country, and there is a correlation between the proportion of immigrants in a given country and the likelihood of interacting with immigrants on a daily basis. For example, in Bulgaria (1%), Romania (4%), Hungary and Lithuania (both 7%) less than one in ten interact daily with immigrants in at least one context, and in each of these countries immigrants comprise no more than 2% of the population (except in Lithuania where they represent 3,8% of the population)¹⁰.

QA5T On average, how often do you interact with immigrants? Interaction can mean anything from exchanging a few words to doing an activity together.




¹⁰ Source: Eurostat, [migr_pop3ctb](#) (Last update: 27/02/2018)

When looking at the **level of urbanisation** of the respondents' residence and the proportions of respondents who have at least weekly interactions with immigrants by context, results show that those who live in large towns are more likely to say they interact with immigrants at least on a weekly basis for all the various contexts explored in this question. Respondents are significantly less likely to say they interact with immigrants in any of the explored contexts on a weekly basis or more often if they live in rural areas and to some extent if they live in small/mid-size towns. These findings reflect the concentration of immigrants in urban areas.

QA5 On average, how often do you interact with immigrants? Interaction can mean anything from exchanging a few words to doing an activity together.

Total 'Weekly' (% - EU)

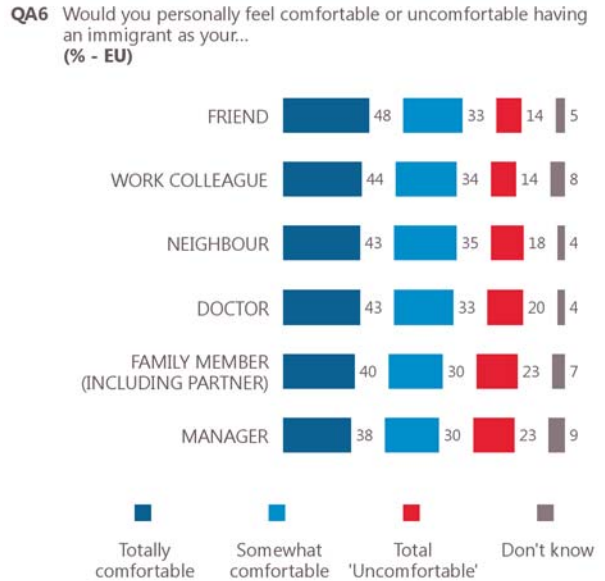
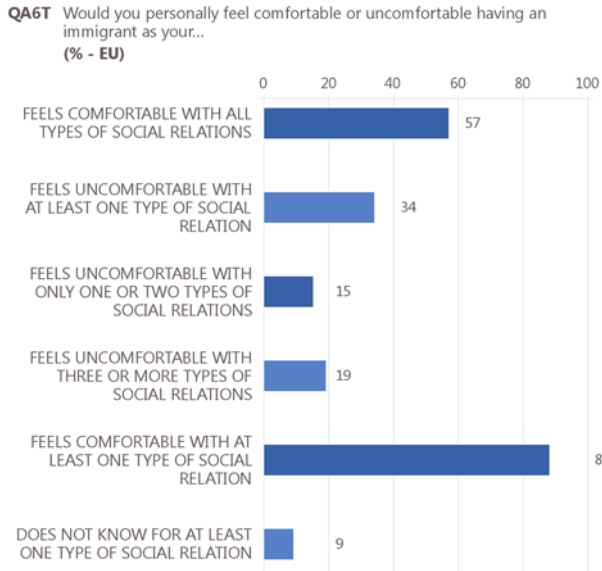
	In your neighbourhood (e.g. shops, restaurants, parks and streets)	In your workplace	When using public services (e.g. hospitals, local authorities' services, public transport)	At a childcare centre, school or university	During sport, volunteering or cultural activities	When using household services (e.g. home helps, cleaners, repair technicians or babysitters)
EU28	45	30	30	21	19	11
 Subjective urbanisation						
Rural village	36	26	23	17	15	7
Small/ mid size town	44	30	28	20	20	11
Large town	57	35	45	27	23	18

Over half of Europeans feel comfortable with immigrants, but this varies widely across countries.

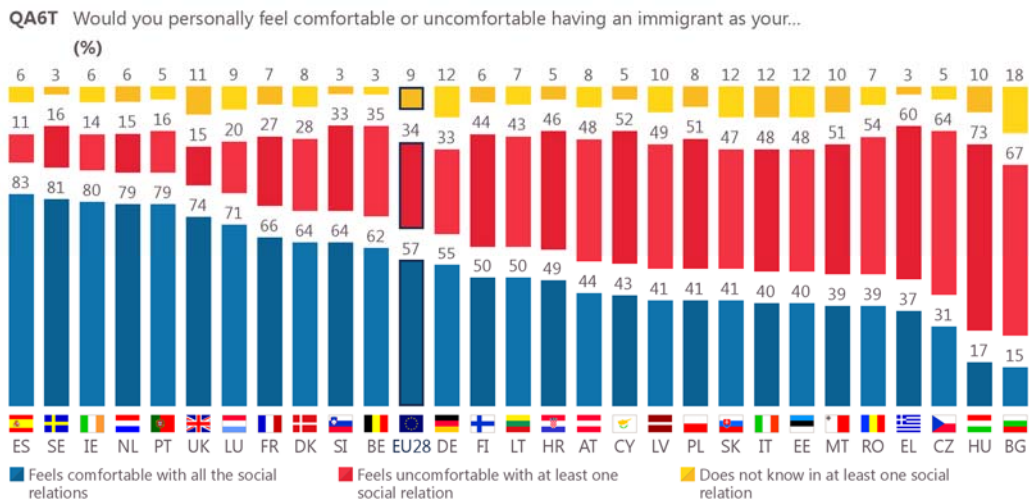
Over half (57%) of respondents say that they would feel comfortable having any type of social relations with immigrants (manager, work colleague, neighbour, doctor, family member (including partner), friend)¹¹. Just over a third (34%) feel uncomfortable with *at least* one of these types of social relations. 15% feel uncomfortable with *only* one or two of these relations, while 19% feel uncomfortable with three or more types of social relations.

¹¹ QA6. Would you personally feel comfortable or uncomfortable having an immigrant as your... Manager, Work colleague, Neighbour, Doctor, Family member (including partner), Friend. ONE ANSWER PER LINE Totally comfortable, Somewhat comfortable, Somewhat uncomfortable, Totally uncomfortable, Don't know.

In all cases, a majority of respondents would feel comfortable having social relations of any of the types explored with immigrants.



There are wide differences at the country level. Indeed, in Spain (83%), Sweden (83%), Ireland (80%), the Netherlands and Portugal (both 79%) around eight in ten respondents feel comfortable with all the social relations explored in this study. At the other end of the scale, Bulgaria (15%) and Hungary (17%) stand out with the lowest proportions of respondents who would feel comfortable with immigrants, with less than one in five giving this answer for at least one of the social relation explored.



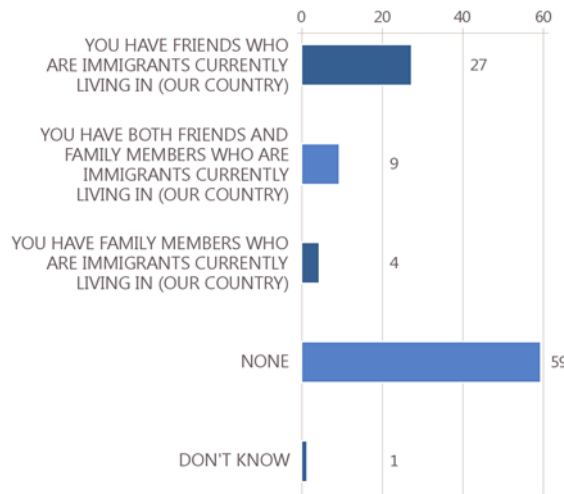
4 Personal ties with immigrants

Four in ten Europeans have either friends or family members who are immigrants.

40% of respondents say that they have friends or family members who are immigrants currently residing in their country, while 59% do not¹². Having immigrants as friends is the most common positive response, mentioned by 27% of those polled. Over one in ten (13%) have an immigrant as a family member, including 9% who have immigrants as both friends and family members.

QA7 Please tell me which of the following statements applies best to you?

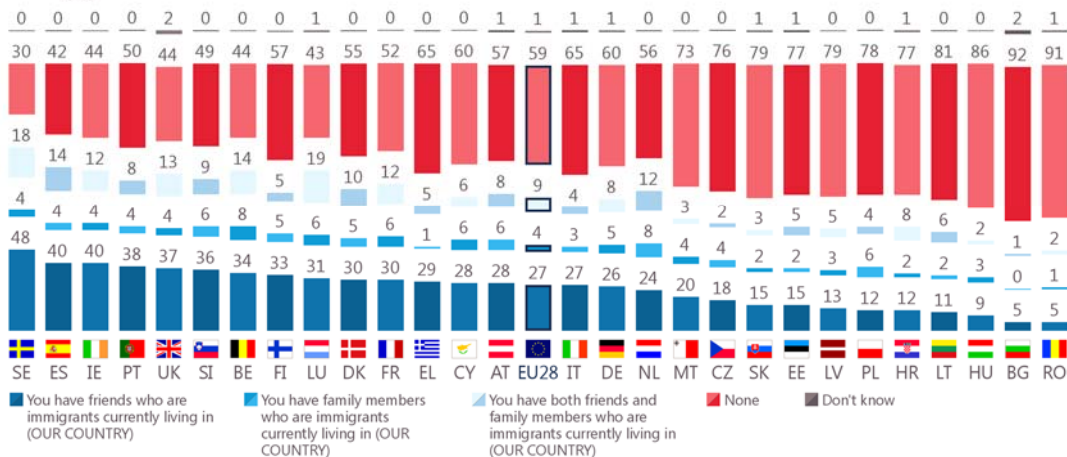
(% - EU)



At the country level, there are clear differences on this question. In all but seven of the 28 Member States, at least 50% of those polled say that they have neither friends nor family who are immigrants currently living in their country. This is particularly the case in 10 countries of Central and Eastern Europe, where over 75% give this reply. This reflects the fact that these countries have lower than average proportions of non-EU immigrants.

QA7 Please tell me which of the following statements applies best to you?

(%)



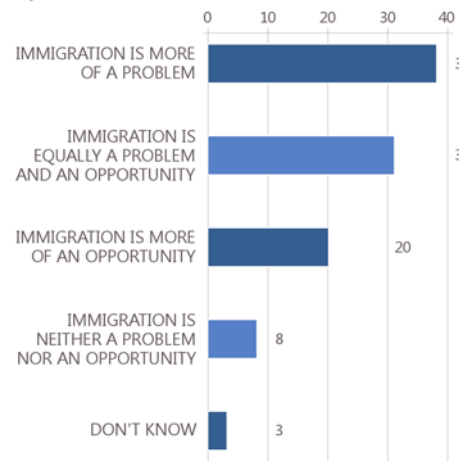
¹² QA7. Please tell me which of the following statements best applies to you? ONE ANSWER ONLY You have friends who are immigrants currently living in (OUR COUNTRY), You have family members who are immigrants currently living in (OUR COUNTRY), You have both friends and family members who are immigrants currently living in (OUR COUNTRY), None, Don't know.

5 General perceptions about the impact of immigrants on the EU societies and their integration

Nearly four in ten Europeans think that immigration is more a problem than an opportunity, but this varies significantly by country.

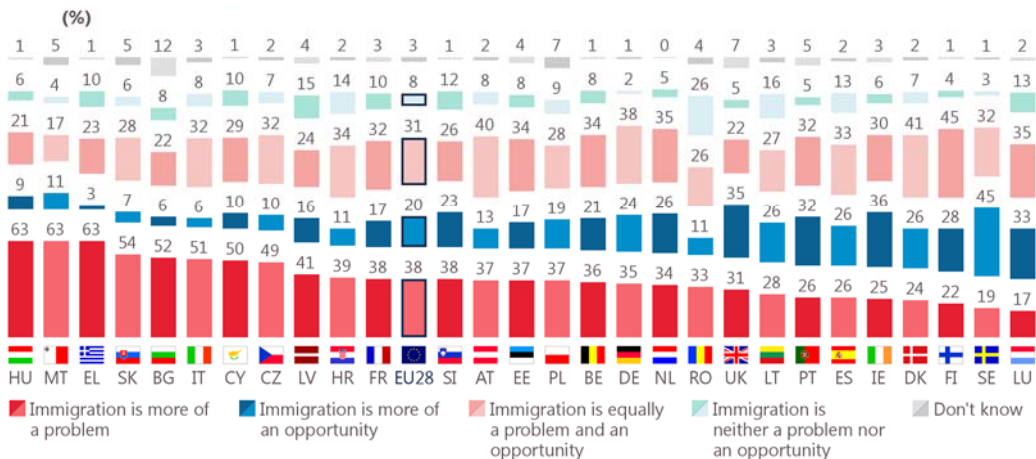
38% of Europeans think that immigration from outside the EU is more of a problem than an opportunity¹³. 31% see it as equally a problem and an opportunity, while 20% see it as more of an opportunity and 8% see immigration as neither a problem nor an opportunity. Adding up these categories, we can conclude that just over half (51%) see immigration as an opportunity, even if some of those respondents also see it as a problem. On the other hand, it could also be concluded that nearly seven in ten (69%) regard immigration as a problem, even if some respondents also see it as an opportunity.

QA2 Generally speaking, do you think immigration from outside the EU is more of a problem or more of an opportunity for (OUR COUNTRY) today? (% - EU)



There are significant differences at the country level, particularly in the proportions of respondents who see immigration as more of a problem, or as more of an opportunity. In general, countries with higher proportions of respondents who see the presence of immigrants as more of a problem also have higher proportions of people who think that there are more immigrants staying illegally than legally in their country.

QA2 Generally speaking, do you think immigration from outside the EU is more of a problem or more of an opportunity for (OUR COUNTRY) today? (%)

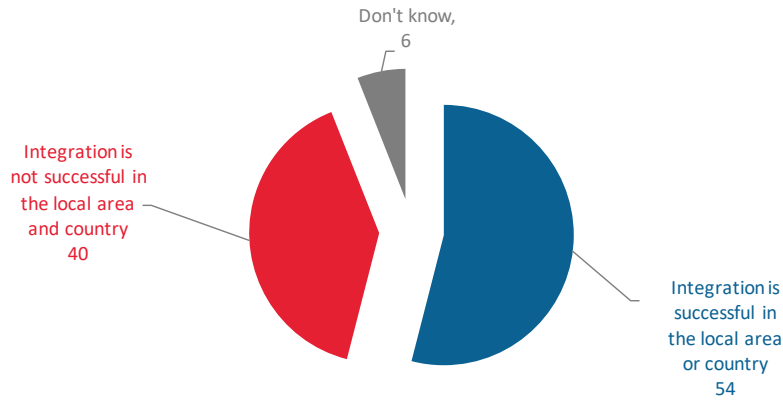


¹³ QA2. Generally speaking, do you think immigration from outside the EU is more of a problem or more of an opportunity for (OUR COUNTRY) today? ONE ANSWER ONLY Immigration is more of a problem, Immigration is more of an opportunity, Immigration is equally a problem and an opportunity, Immigration is neither a problem nor an opportunity, Don't know.

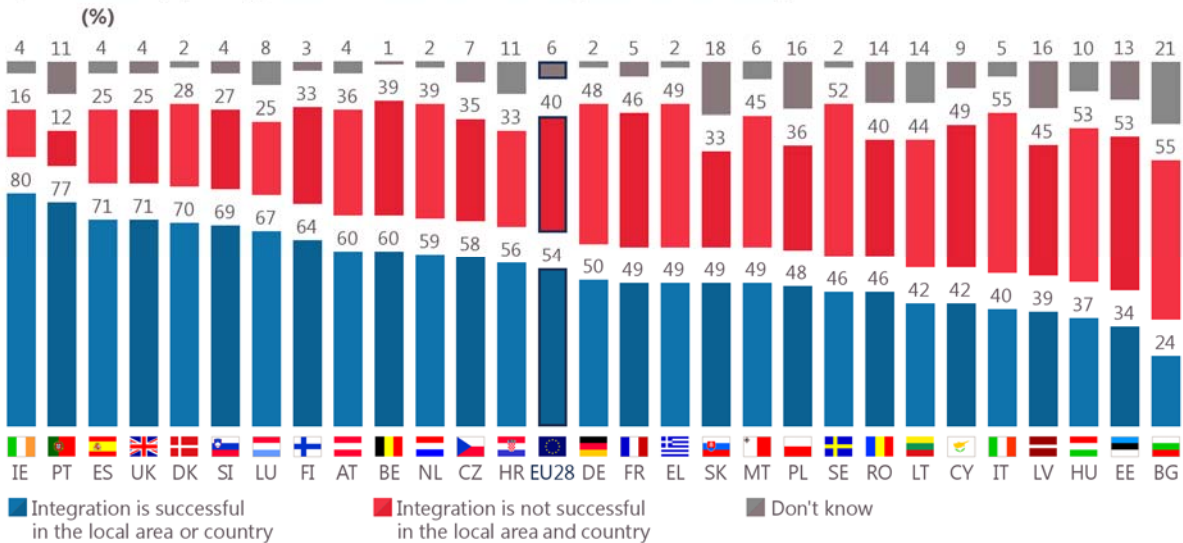
Just over half of Europeans think that integration of immigrants is successful, but this figure varies widely between countries.

Overall, just over half (54%) of respondents who replied to the question agree that integration is successful in the local area or country, while just under half (40%) disagree with this and 6% say they do not know¹⁴. However, there is significant country-level variation on this question.

QA8T Generally speaking, how successful or not is the integration of most immigrants living... (% - EU)



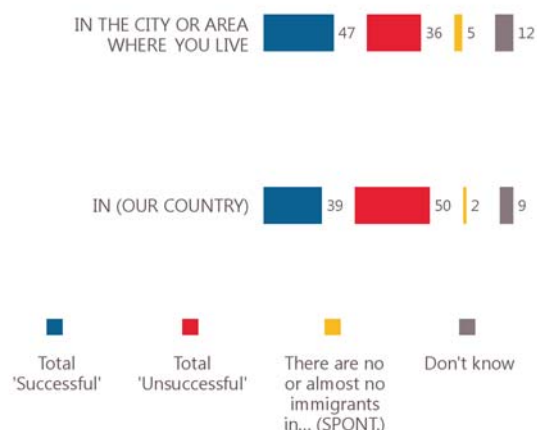
QA8T Generally speaking, how successful or not is the integration of most immigrants?



Looking at the disaggregated results, respondents are more likely to agree that integration is successful in their city or local area, with nearly half (47%) of those polled giving this response, compared with just under four in ten (39%) of those who agree integration is successful in their country.

¹⁴ QA8. Generally speaking, how successful or not is the integration of most immigrants living... In the city or area where you live, In (OUR COUNTRY)? ONE ANSWER PER LINE Very successful, Fairly successful, Not very successful, Not at all successful, There are no or almost no immigrants in (OUR COUNTRY), Don't know.

QA8 Generally speaking, how successful or not is the integration of most immigrants living... (% - EU)



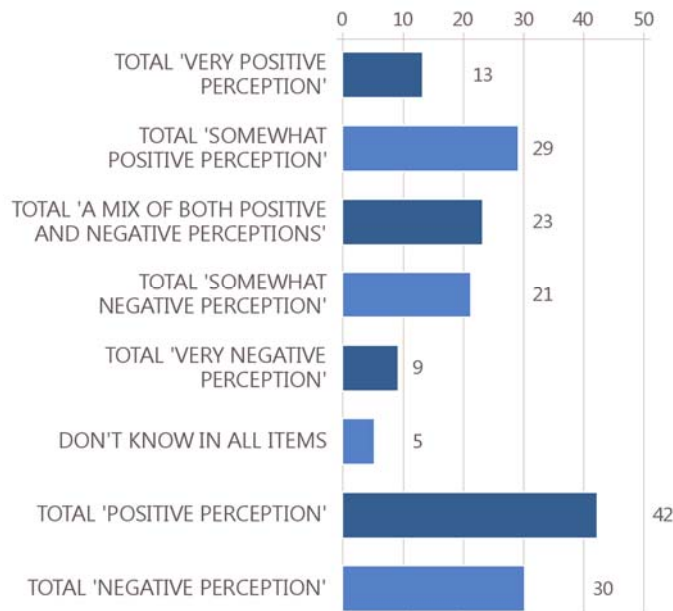
Europeans' perceptions of the impact of immigrants on their societies differ significantly between Member States.

Overall more than four in ten Europeans have positive perceptions of the impact immigrants have on society with less than one in five (13%) respondents having very positive perceptions and around three in ten (29%) having somewhat positive perceptions¹⁵. Around a quarter (23%) of respondents hold a neutral perception on the contribution of immigrants to society. Overall three in ten (30%) have negative perceptions, with around a fifth (21%) having somewhat negative and less than a tenth (9%) a very negative perception¹⁶.

¹⁵ QA9. There are different views regarding the impact of immigrants on society in (OUR COUNTRY). To what extent do you agree or disagree with each of the following statements? Overall, immigrants... Have an overall positive impact on the (NATIONALITY) economy, Are a burden on our welfare system, Take jobs away from workers in (OUR COUNTRY), Help to fill jobs for which it is hard to find workers in (OUR COUNTRY), Bring new ideas and/or boost innovation in (OUR COUNTRY), Enrich (NATIONALITY) cultural life (art, music, food etc.), Worsen the crime problems in (OUR COUNTRY) ONE ANSWER PER LINE Totally agree, Tend to agree, Tend to disagree, Totally disagree, Don't know.

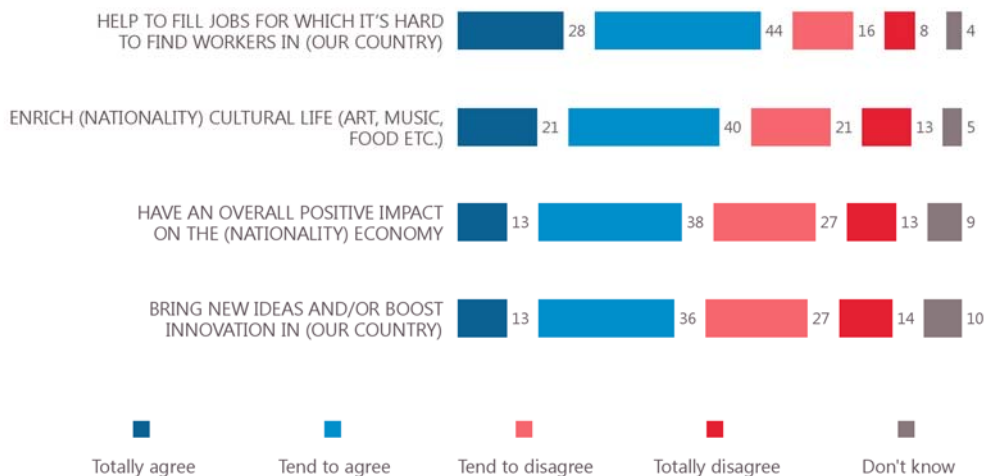
¹⁶ To understand the overall perception interviewees have about the immigrant's impact on society, all given answers in items QA9.1 to QA9.7 for each survey respondent were summed up in an index based on a rate card which is explained in detail in the main report.

QA9T Perception regarding the impact of immigrants on society (% - EU)



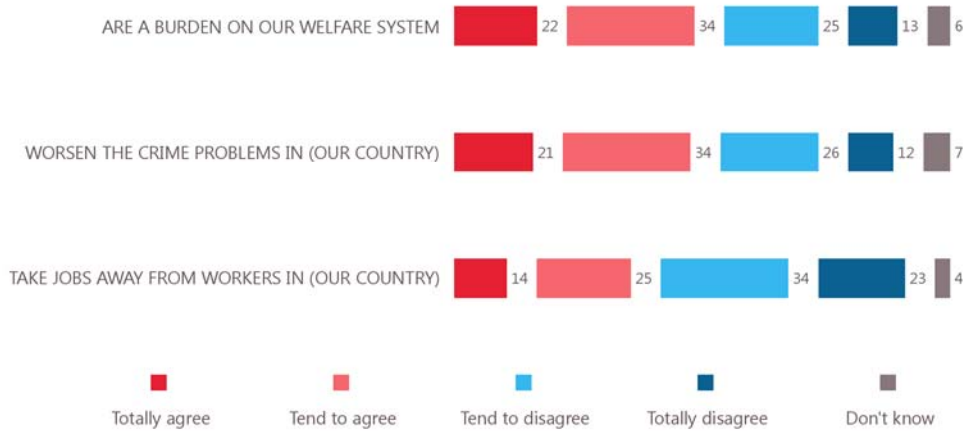
72% respondents agree that immigrants make it easier to fill jobs in their country for which it is difficult to find workers. A slightly smaller majority (61%) of respondents agree that immigrants have enriched the cultural life of their country. 51% of respondents think that immigrants have a positive impact on the economy and just under half (49%) agree that immigrants bring new ideas and boost innovation in their country while 41% disagree.

QA9 There are different views regarding the impact of immigrants on society in (OUR COUNTRY). To what extent do you agree or disagree with each of the following statements? Overall, immigrants... (% - EU)



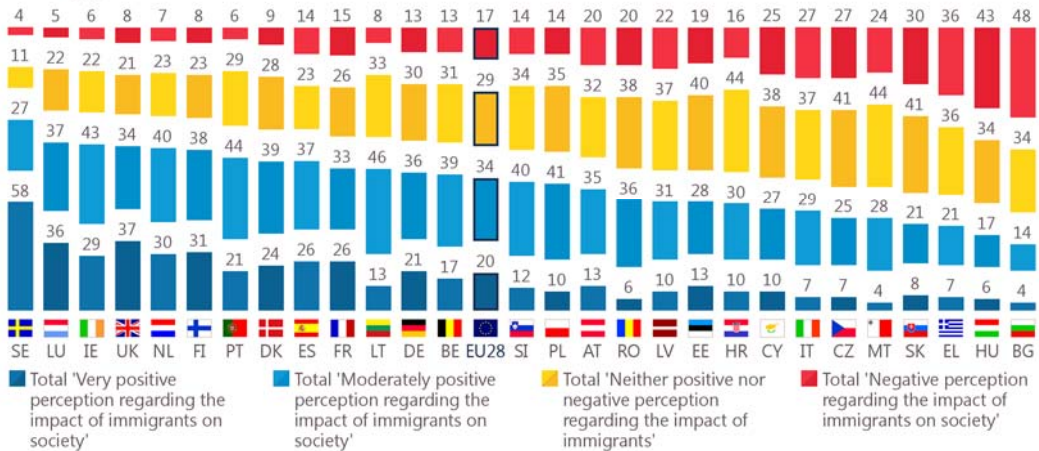
Respondents were also asked three negatively-phrased questions about the impact of immigrants on the host society. Over half of respondents agree that immigrants are a burden on their country's welfare system (56%) and that they worsen crime problems their country (55%) while 38% disagree with both statements. Significantly fewer agree that immigrants take jobs away from workers (39%) and 57% disagree.

QA9 There are different views regarding the impact of immigrants on society in (OUR COUNTRY). To what extent do you agree or disagree with each of the following statements? Overall, immigrants... (% - EU)



The overall country-level results vary significantly. Again, the perception of a positive or negative impact of immigrants on society seems to be correlated with the actual share of immigrants in a country's total population. For instance, respondents in countries such as Sweden, the UK or Luxembourg, where the proportion of immigrants is higher than 8%, have a positive perception, while those in Hungary or Bulgaria, where the proportions are lower than 2%, have a negative perception of their impact on society.

QA9T Perception regarding the impact of immigrants on society (%)

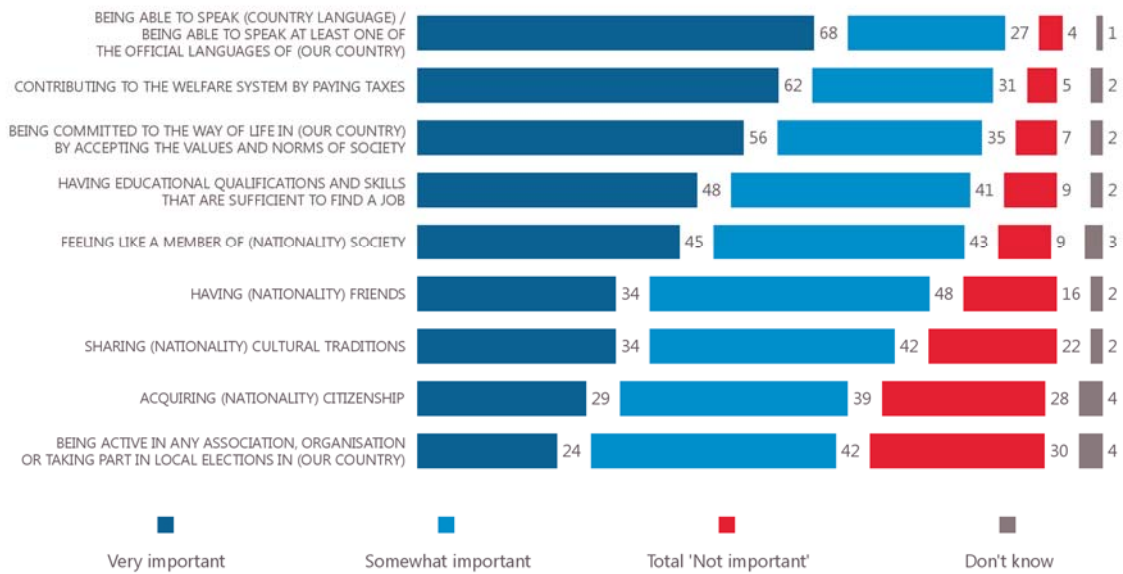


II. INTEGRATION AS A MULTI-FACETED PROCESS

A majority of Europeans think it is very important for their integration that immigrants speak the language of the country they move to, contribute to its welfare system and are committed to the values and norms of the host society.

There is general agreement that each of the explored factors for the successful integration of immigrants is important¹⁷.

QA10 People have different views about what it means to be well-integrated into (NATIONALITY) society. How important is each of the following for the successful integration of immigrants in (OUR COUNTRY)? (% - EU)



In all countries, a majority of respondents agree with the statements that it is important for integration that immigrants speak (at least one of) the languages of the host country, contribute to the welfare system through paying taxes, accept the values and norms of the host society, have qualifications and skills that are sufficient to find a job, feel like a member of society, have friends with the nationality of the host country, share the cultural traditions of the host country and moreover, that they are active in associations and organisations or participate in local elections.

There is however significant variation on the issue of whether the acquisition of citizenship is important for integration. In 24 Member States, a majority of respondents think it is important and the highest proportions are found in Slovenia (83%), Ireland (82%) and Spain (80%). In four cases – Cyprus (49%), Lithuania (42%), Luxembourg (37%) and Malta (35%) – less than half of those polled think that this is important, and in 20 of the 28 Member States at least a quarter of respondents see it as unimportant. In three cases, over half of those polled see it as unimportant: Lithuania (51%), Malta (58%), and Luxembourg (61%).

¹⁷ QA10. People have different views about what it means to be well-integrated into (NATIONALITY) society. How important is each of the following for the successful integration of immigrants in (OUR COUNTRY)? Sharing (NATIONALITY) cultural traditions, Feeling like a member of (NATIONALITY) society, Being able to speak (COUNTRY LANGUAGE) / Being able to speak at least one of the official languages of (OUR COUNTRY), Being committed to the way of life in (OUR COUNTRY) by accepting the values and norms of society, Being active in any association, organisation or taking part in local elections in (OUR COUNTRY), Contributing to the welfare system by paying taxes, Having (NATIONALITY) friends, Having educational qualifications and skills that are sufficient to find a job, Acquiring (NATIONALITY) citizenship ONE ANSWER PER LINE Very important, Somewhat important, Not very important, Not at all important, Don't know.

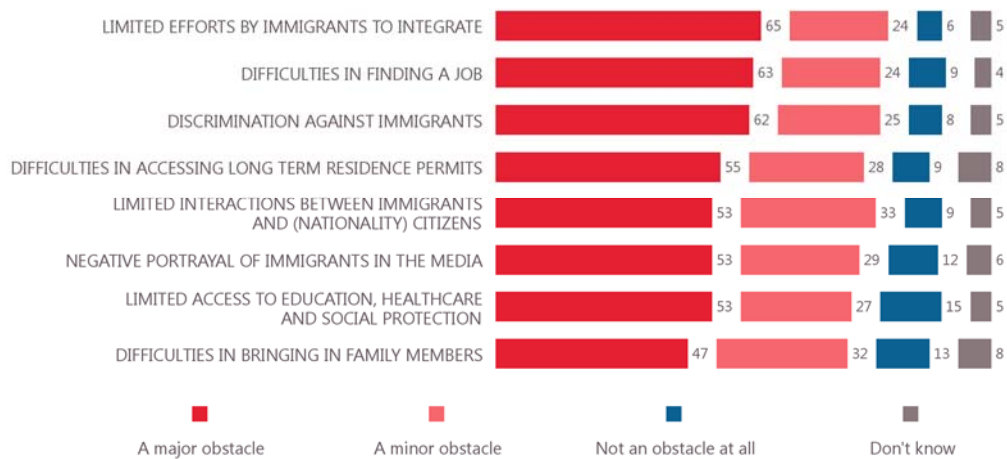
III. POTENTIAL OBSTACLES TO INTEGRATION AND MEASURES TO SUPPORT THE INTEGRATION OF IMMIGRANTS

1 Potential obstacles to integration

Over six in ten respondents think that the integration of immigrants could be severely hampered if they face discrimination, experience difficulties in finding a job, or make limited efforts to integrate.

A majority of respondents see each of the explored situations as potential (at least minor) obstacles to integration, and in all but one case a majority think that these situations could prove to be a major obstacle to integration¹⁸.

QA11 Please tell me for each of the following issues if they could be a major obstacle, a minor obstacle or not a obstacle at all for the successful integration of immigrants in (OUR COUNTRY)? (% - EU)



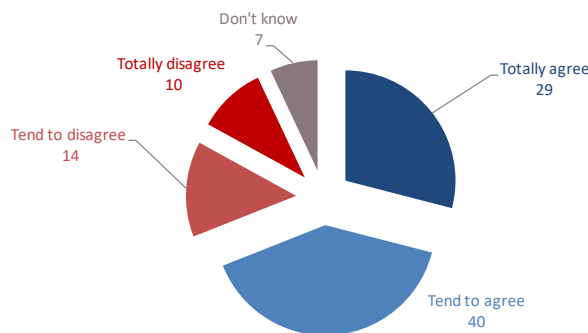
¹⁸ QA11. Please tell me for each of the following issues if they could be a major obstacle, a minor obstacle or not a obstacle at all for the successful integration of immigrants in (OUR COUNTRY)? Discrimination against immigrants, Limited efforts by immigrants to integrate, Difficulties in accessing long term residence permits, Difficulties in finding a job, Limited access to education, healthcare and social protection, Limited interactions between immigrants and (NATIONALITY) citizens, Negative portrayal of immigrants in the media, Difficulties in bringing in family members. ONE ANSWER PER LINE A major obstacle, A minor obstacle, Not an obstacle at all, Don't know.

2 Measures to support the integration of immigrants

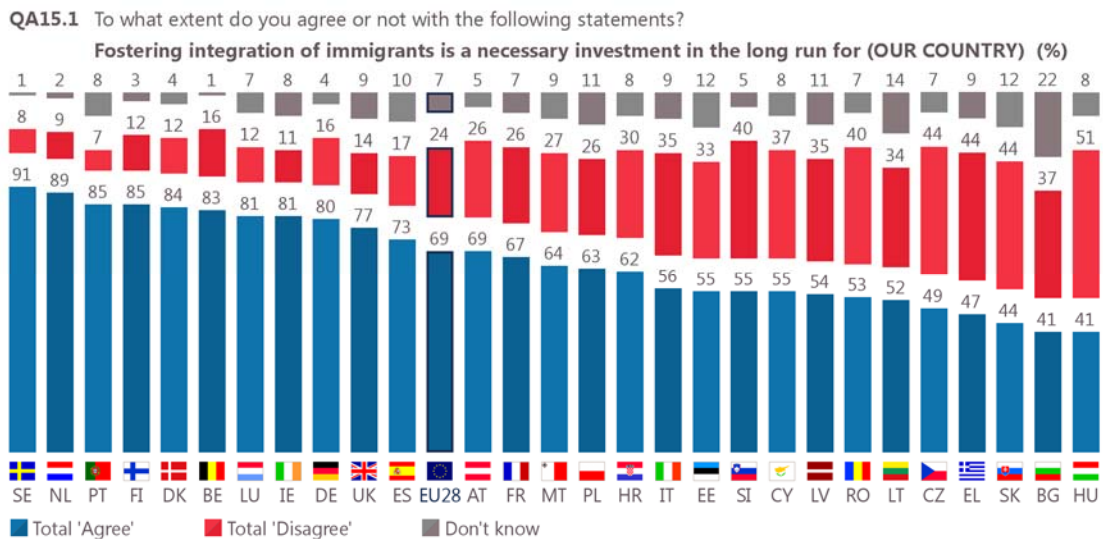
Nearly seven in ten Europeans say that integrating immigrants is a necessary investment in the long-run for their country.

A clear majority (69%) of respondents agree that fostering integration of immigrants is a necessary investment for their country in the long run¹⁹.

QA15.1 To what extent do you agree or not with the following statements?
Fostering integration of immigrants is a necessary investment in the long run for (OUR COUNTRY)? (% - EU)



This is the case in 23 out of the 28 Member States where the majority of respondents agree with the benefits of integrating immigrants in the long run.

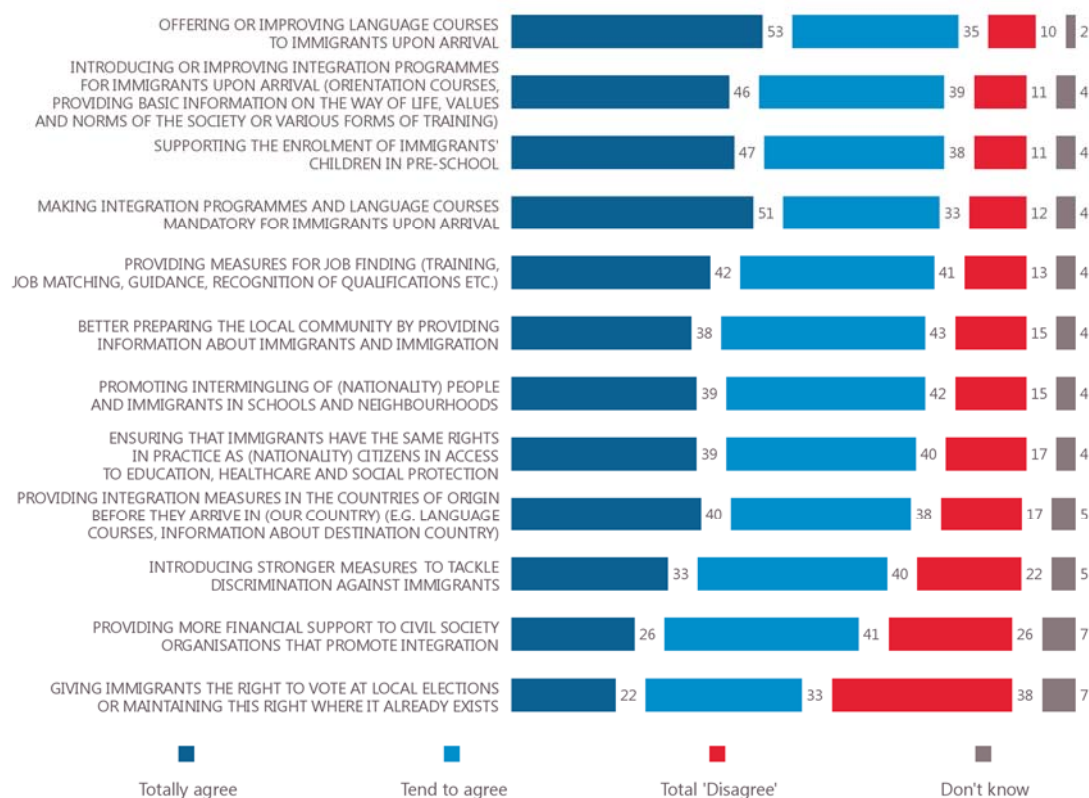


¹⁹ QA15a. To what extent do you agree or not with the following statements? Fostering integration of immigrants is a necessary investment in the long run for (OUR COUNTRY)?, ONE ANSWER PER LINE Totally agree, Tend to agree, Tend to disagree, Totally disagree, Don't know.

Most Europeans agree that a range of possible measures to support the integration of immigrants would have a positive effect.

In each case, a large majority of respondents agree that various proposed measures intended to support integration of immigrants would achieve their intended goal²⁰.

QA12 To what extent do you agree or disagree that each of the following measures would support integration of immigrants?
(% - EU)



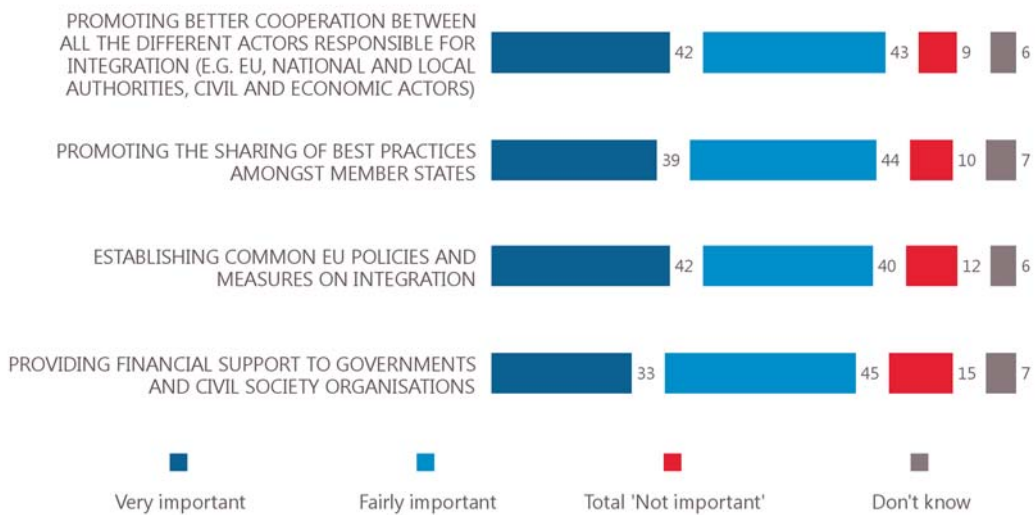
At the country level, there are differences between the proportions of respondents who *totally* agree with these statements, but there are no large differences in the proportions of those who agree overall. Therefore, while some of the previous questions above show a large divide across EU Member States, such as on the perceived impact of immigrants on the host society or whether immigration is more of an opportunity or more of a problem, there is a consensus in replies across Member States when it comes to possible measures to support integration, as well as the need for these measures.

²⁰ QA12. To what extent do you agree or disagree that each of the following measures would support integration of immigrants? Providing integration measures in the countries of origin before they arrive in (OUR COUNTRY) (e.g. language courses, information about destination country), Better preparing the LOCAL COMMUNITY by providing information about immigrants and immigration, Introducing or improving INTEGRATION PROGRAMMES for immigrants upon arrival (orientation courses, providing basic information on the way of life, values and norms of the society or various forms of training), Offering or improving LANGUAGE courses to immigrants upon arrival, Making integration programmes and language courses MANDATORY for immigrants upon arrival, Supporting the enrolment of immigrants' children in pre-school, Providing measures for JOB FINDING (training, job matching, guidance, recognition of qualifications etc.), Ensuring that immigrants have the SAME RIGHTS in practice as (NATIONALITY) citizens in access to education, healthcare and social protection, Promoting intermingling of (NATIONALITY) people and immigrants in schools and neighbourhoods, Giving immigrants the RIGHT TO VOTE at local elections or maintaining this right where it already exists, Introducing stronger measures to tackle DISCRIMINATION against immigrants, Providing more financial support to CIVIL SOCIETY ORGANISATIONS that promote integration. ONE ANSWER PER LINE Totally agree, Tend to agree, Tend to disagree, Totally disagree, Don't know.

There is widespread strong agreement about the importance of potential measures to be taken by the EU to support the integration of immigrants.

A majority of respondents think that each of the measures by the EU explored to support integration are important²¹. Namely, over eight in ten think that promoting better cooperation between all the different actors responsible for integration (85%), promoting the sharing of best practices amongst Member States (83%) and establishing common EU policies and measures on integration (82%) are important. Just under eight in ten have this view of financial support from the EU to governments and civil society organisations (78%).

QA17 The EU can support the integration of immigrants in EU Member States in a number of ways. Please tell me how important or not each of the following is...? (% - EU)



A majority of respondents in all countries think that these measures are important.

²¹ QA17. The EU can support the integration of immigrants in EU Member States in a number of ways. Please tell me how important or not each of the following is...? Promoting the sharing of best practices amongst Member States, Promoting better cooperation between all the different actors responsible for integration (e.g. EU, national and local authorities, civil and economic actors), Providing financial support to governments and civil society organisations, Establishing common EU policies and measures on integration. ONE ANSWER PER LINE Very important, Fairly important, Fairly not important, Not at all important, Don't know.

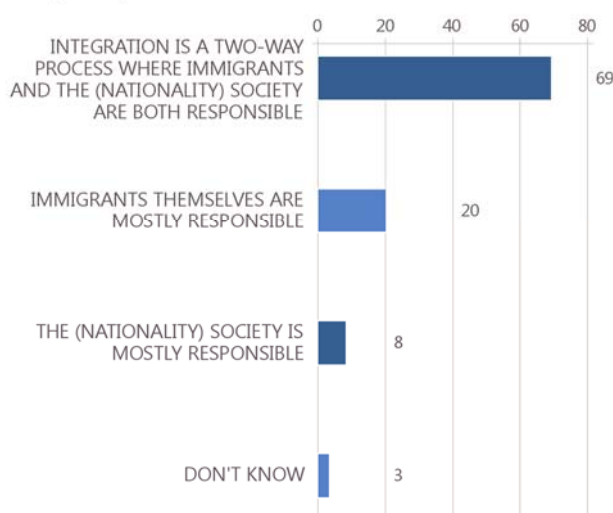
IV. THE ROLES AND RESPONSIBILITIES OF VARIOUS ACTORS TO FOSTER A SUCCESSFUL INTEGRATION

1 Integration: a two-way process

Most Europeans view integration as a two-way process in which both host society and immigrants are responsible.

When asked about the responsibility of immigrants and the host society for bringing about successful integration, the majority of respondents (69%) say that this is the responsibility of both immigrants and the host society²². 20% say that immigrants themselves are mostly responsible for this, while just under one in ten (8%) think that the host society is mostly responsible for the integration of immigrants.

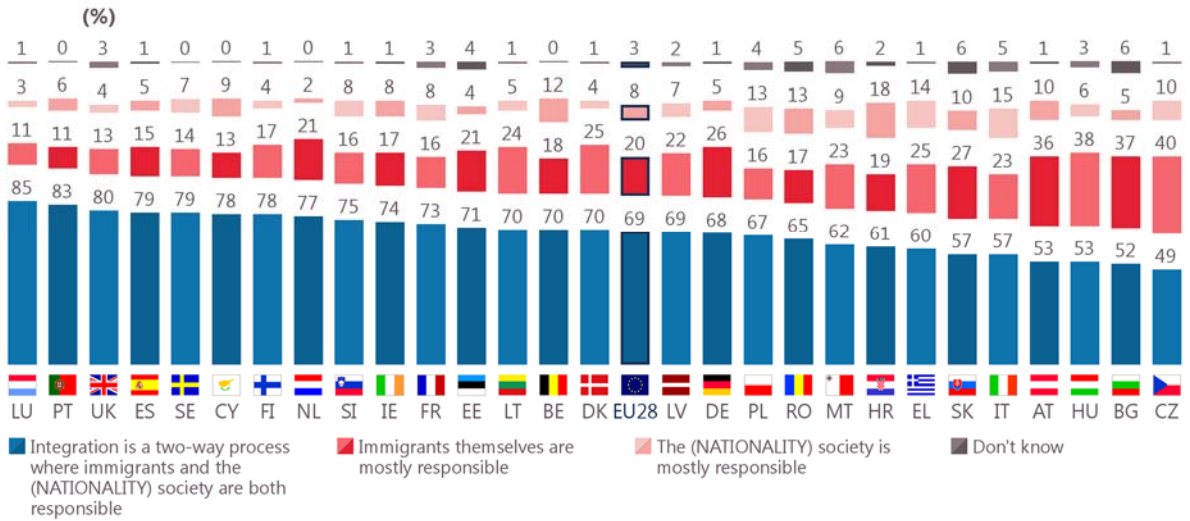
QA14 Thinking about the successful integration of immigrants into (NATIONALITY) society which of the following statements is closest to your personal view?
(% - EU)



In almost all countries, a majority of respondents think that the responsibility for successful integration of immigrants lies with both immigrants and the host society. However, this varies from just over half of those polled in Bulgaria (52%), Hungary (53%) and Austria (53%) to over eight in ten respondents in Luxembourg (85%), Portugal (83%) and the UK (80%). In the Czech Republic, less than half (49%) of those polled think that both immigrants and the host society are responsible for integration and 40% think that immigrants themselves are mostly responsible.

²² QA14. Thinking about the successful integration of immigrants into (NATIONALITY) society which of the following statements is closest to your personal view? ONE ANSWER ONLY Immigrants themselves are mostly responsible, The (NATIONALITY) society is mostly responsible, Integration is a two-way process where immigrants and the (NATIONALITY) society are both responsible, Don't know.

QA14 Thinking about the successful integration of immigrants into (NATIONALITY) society which of the following statements is closest to your personal view?

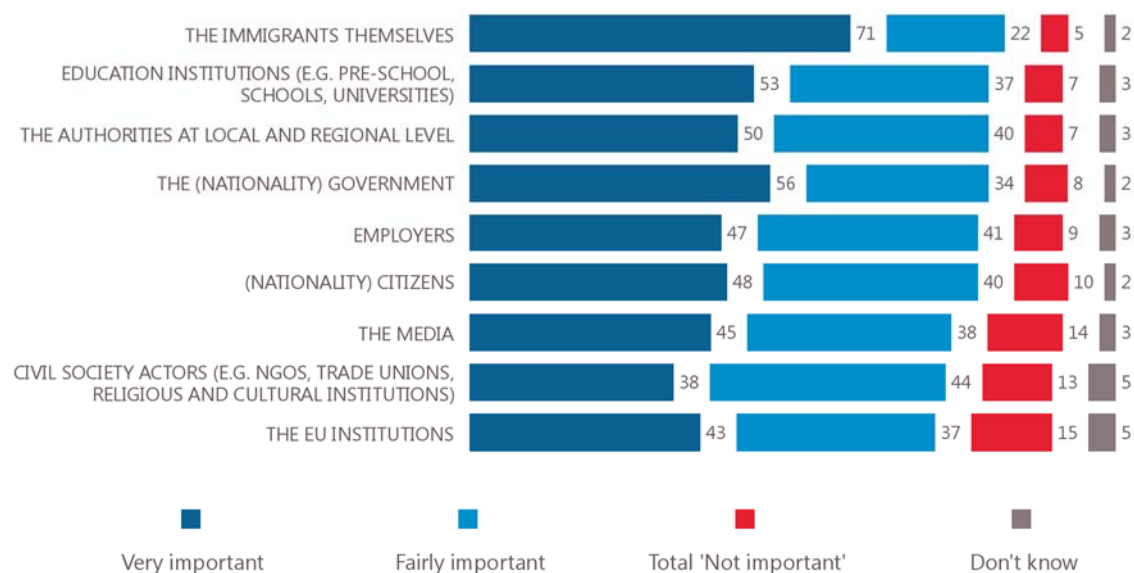


2 The role of various actors in the integration of immigrants

A majority of Europeans agree that many different actors play a vital role in the integration of immigrants into their host country.

There is widespread agreement that different key actors are important in the integration process, but opinions vary on how important they are²³.

QA13 In your opinion, how important or not is the role of each of the following actors for the successful integration of immigrants?
(% - EU)



A majority in all countries agree that every explored actor's role is important for the successful integration of immigrants. This is even the case when it comes to the EU institutions, whose role is seen as important by a majority of respondents in all countries, although this varies from 67% of respondents in the Czech Republic to 93% in Cyprus and Portugal.

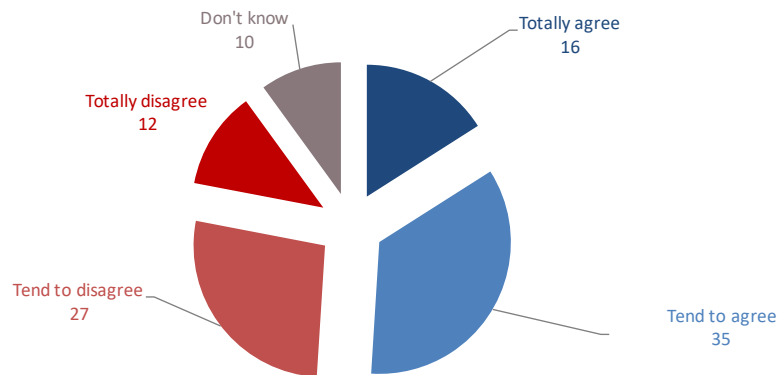
²³ QA13. In your opinion, how important or not is the role of each of the following actors for the successful integration of immigrants? The immigrants themselves, (NATIONALITY) citizens, The (NATIONALITY) government, The EU institutions, The authorities at local and regional level, The media, Education institutions (e.g. pre-school, schools, universities), Civil society actors (e.g. NGOs, trade unions, religious and cultural institutions), Employers. ONE ANSWER PER LINE Very important, Fairly important, Fairly unimportant, Not at all important, Don't know.

3 Evaluation of governments' actions to foster the integration of immigrants

Opinions are split about the action of national governments to foster the integration of immigrants with around half of Europeans who think their government is doing enough, while just under four in ten disagree.

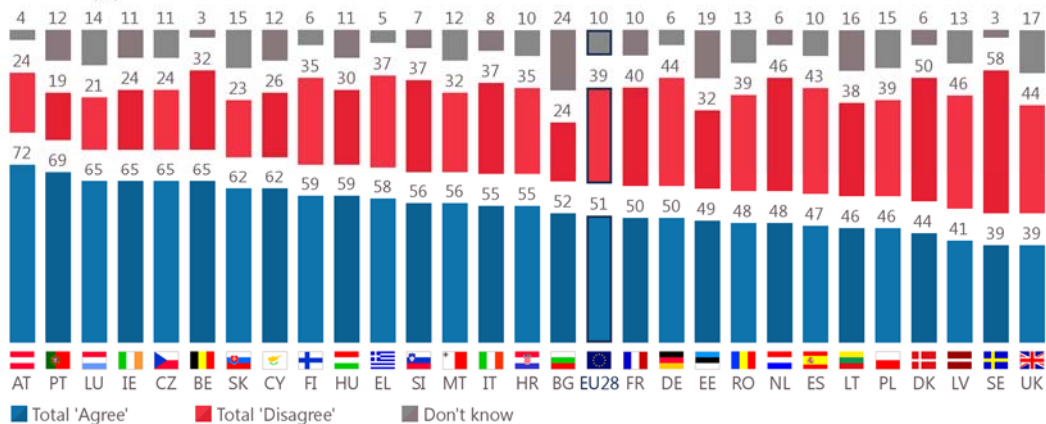
Just over half (51%) of respondents agree that the government of their country is doing enough to foster the integration of immigrants, while just under four in ten (39%) disagree. One in ten (10%) do not express an opinion²⁴.

QA15.2 To what extent do you agree or not with the following statements?
The (NATIONALITY) government is doing enough to foster the integration of immigrants into our society (% - EU)



In 10 of the 28 Member States, less than half of the respondents say that their government is doing enough to foster the integration of immigrants: Estonia (49%), Romania, the Netherlands (both 48%), Spain (47%), Lithuania, Poland (both 46%), Denmark (44%), Latvia (41%), Sweden and the United Kingdom (both 39%).

QA15.2 To what extent do you agree or not with the following statements?
The (NATIONALITY) government is doing enough to foster the integration of immigrants into our society (%)



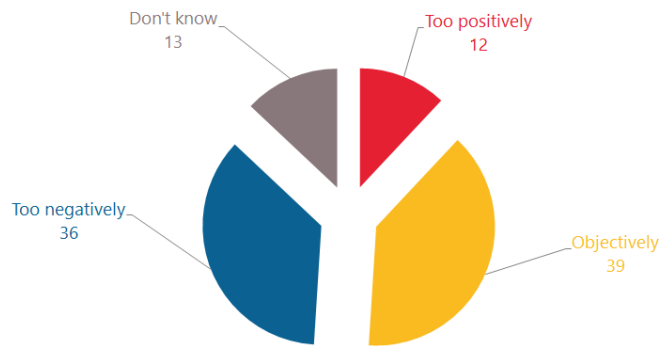
²⁴ QA15b. To what extent do you agree or not with the following statements? Fostering integration of immigrants is a necessary investment in the long run for (OUR COUNTRY)?, The (NATIONALITY) government is doing enough to foster the integration of immigrants into our society. ONE ANSWER PER LINE Totally agree, Tend to agree, Tend to disagree, Totally disagree, Don't know.

4 The role of the media

Over a third of Europeans think that the media present immigrants too negatively.

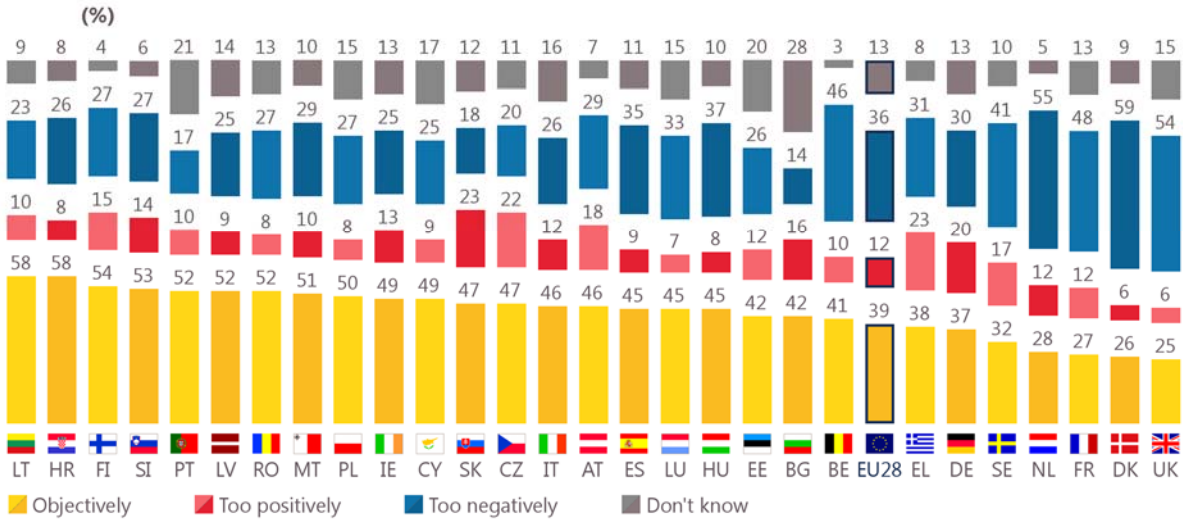
Respondents are split on the question of whether the media present immigrants objectively, or too negatively²⁵. Nearly four in ten (39%) say that the media presentation of immigrants is objective, while almost as many (36%) say that immigrants are shown in a too negative way and three times less (12%) think that immigrants are presented too positively by the media. A similar proportion do not know (13%) what they think about this question.

QA16 When matters concerning immigrants are presented in the media, do you think that they are presented too positively, in an objective way or too negatively? (% - EU)



There are significant differences between countries on this question.

QA16 When matters concerning immigrants are presented in the media, do you think that they are presented too positively, in an objective way or too negatively? (%)



²⁵ QA16. When matters concerning immigrants are presented in the media, do you think that they are presented too positively, in an objective way or too negatively? ONE ANSWER ONLY Too positively, Objectively, Too negatively, Don't know.

V. CONCLUSION

The results of this survey point to several significant tendencies in the EU, with both positive and negative messages and implications.

One of the main findings show that around six in ten respondents interact with immigrants on a weekly basis and a large minority of Europeans have close ties with third-country immigrants, in the sense that they have them either as friends or family members. A majority of Europeans think that integration measures such as the provision of language courses, integration programmes, the promotion of intermingling of the host society's citizens and the immigrants in schools and neighbourhoods and the granting of equal rights (i.e. to healthcare, education and social security) are likely to have a positive effect on the integration of immigrants.

On the other hand, it is clear that many Europeans feel ill-informed about immigration and integration related matters; less than four in ten say that they are well-informed.

There is also a significant lack of awareness of the real extent of immigration from non-EU countries into the EU, with many Europeans overestimating how many immigrants are present in their country. On average in the EU, the proportion of immigrants is overstated by a ratio of 2.3 to 1. The largest overestimation occurs in Slovakia, where the proportion of immigrants is overstated by a ratio of around 14 to 1. On the other hand, respondents in Estonia, Croatia and Sweden the respondents' estimates of the proportion of immigrants is accurate. Overall in the EU, those with lower levels of education tend to give higher estimates of the proportion of immigrants in their country. There are also misconceptions regarding the number of illegally staying immigrants compared to those staying legally.

Overall, there are also significant variations across EU countries in the extent of respondents' personal experiences with immigrants and their level of familiarity and comfort with them. The fact that Member States differ significantly in terms of the size and nature of migration flows also helps to explain why perceptions of the issues of migration and integration also vary across countries.

With respect to general perceptions of and attitudes towards immigrants, these findings show that Europeans are significantly divided on the issue of whether immigration presents an opportunity or a problem. Europeans are around twice as likely to see immigration as a problem as they are to see it as an opportunity, while nearly a third see it as both of these things. There is a clear country divide on this issue, with over half of the respondents in Hungary, Malta, Greece, Slovakia, Bulgaria and Italy seeing immigration as more of a problem, while significant minorities of respondents in Sweden, Ireland and the United Kingdom view it as mainly an opportunity. There are also significant differences between age and education cohorts. Younger respondents, and those who are better educated, are more likely to see immigration as more of an opportunity, while older respondents and those with lower levels of education are more likely to see it as more of a problem.

The overall picture is therefore an ambiguous one: seeing immigration as a problem may not mean hostility against migrants, but rather reflect a perception that governments are not managing the issue of immigrant integration in an adequate way. Indeed, significant proportions of respondents in all countries see immigration as both a problem and an opportunity. In addition, although large majorities think the role of the national governments are important for the successful integration of immigrants, they are somewhat sceptical about the extent to which their own governments have been able to foster it: in Estonia, Romania, the Netherlands, Spain, Lithuania, Poland, Denmark, Latvia, Sweden and the United Kingdom less than half of the respondents think that their government is doing enough to foster immigrants' integration.

This is all the more important given that a majority of Europeans agree that the integration of immigrants is a necessary investment in the long run for their country. There is also a clear majority who see the EU's role as important and have a positive view of the actions that could be undertaken by the EU to support the integration of immigrants.

The aforementioned divides are also in evidence when we consider personal experiences and attitudes towards immigrants. Over half of Europeans say they feel comfortable with immigrants as friends, neighbours, work colleagues or in other social roles. However respondents in some countries (Poland, the Czech Republic, Bulgaria and Hungary) are much less likely to feel totally comfortable in these situations. Respondents in these countries are less likely to have direct experience of immigrants: indeed, many respondents in Central and Eastern Europe report low levels of contact with immigrants in any circumstances. This is understandable in light of the fact that there are significantly fewer third-country immigrants living in these countries. Moreover, older respondents, those who have lower levels of education and respondents living in rural areas and in small or mid-sized towns are less likely than younger, better educated respondents and those living in large towns to report higher levels of contact with immigrants, or to feel comfortable around them.

There are also significant differences when it comes to whether integration of immigrants into European countries is seen as a success, and the perceptions of whether immigrants have had a positive or a negative impact on their host countries. For example, while in Ireland more than three quarters of respondents see the integration of immigrants as a success, in Bulgaria only around a fifth of respondents do so. In Sweden and the Netherlands, there is an overall positive view of the impact of immigrants, while in Hungary and Bulgaria immigrants are generally felt to have had a negative impact. Importantly, in countries which have a low proportion of non-EU immigrants in their population, respondents are less likely to see integration as a success or feel that immigrants have had a positive impact. Younger respondents and those with higher levels of education are more likely to feel that integration has been a success and that immigrants have had a positive impact on their country, while respondents who are vulnerable economically are more likely to say their impact has been negative.

Europeans' perceptions of the potential obstacles to integration faced by immigrants were explored in this study as well as the measures that can be taken to facilitate this integration. On the one hand, a large majority of Europeans think that if limited efforts to integrate are made by immigrants, it represents a major obstacle. On the other hand, they also recognise that if immigrants face significant difficulties in finding jobs and also experience discrimination and red-tape, it makes integration more difficult. Younger and better educated respondents are more likely to recognise the barriers to integration that immigrants face. These results go in line with the finding that most Europeans see the integration of immigrants as a two-way process, where both the immigrants and the host society have a role to play.

Indeed, the majority of Europeans think that the responsibility of integration is on both immigrants themselves and the host society. However, this opinion is less common among respondents in Central and Eastern Europe. Those in the oldest age cohort or with lower levels of education are less likely to think integration is a *two-way process* between the host society and the immigrant, and are more likely to think that immigrants themselves should be mostly responsible for their integration.

Finally, there is a general consensus on the most important factors contributing to successful integration. Europeans think it is particularly important that immigrants are able to speak the language of the country they have immigrated to. Over nine in ten respondents hold this view. Respondents also think that both economic and cultural factors are important for successful integration: a majority agree that making contributions to the welfare systems of the host countries is important for integration, as is the acceptance of the values and norms of the societies. While there is widespread agreement on the importance of these issues, the extent to which they are regarded as important varies, with fewer respondents in Central and Eastern European countries tending to regard them as very important.

A large minority of respondents say that the media presents immigrants objectively, but a similar proportion say that the media portrayal of immigrants is too negative. Significantly fewer say that the media presents immigrants too positively. Again, these aggregate figures conceal significant country-level differences. In Greece, Slovakia and the Czech Republic nearly a quarter think that the media portrays immigrants too positively. On the other hand, in the United Kingdom, Denmark and the Netherlands over half of respondents say that the media presents immigrants too negatively, as do significant minorities of respondents in Hungary, Sweden, Belgium and France. The established socio-demographic divides are also in evidence, albeit to a lesser extent: older people and those with lower levels of education are somewhat more likely to say that immigrants are presented too positively by the media.

The responses on the underlying issue of attitudes to immigrants point to two broad divides which recur to some extent in a number of the findings of this survey. One is a regional divide which runs approximately between countries of Northern Europe and Portugal and countries of Central and Eastern Europe plus several Mediterranean countries, notably those most strongly affected by the recent migration flows (Greece and Italy). The second is a socio-demographic divide between, on the one hand, respondents who are young, who are well educated, and who are economically secure, and on the other those who are older, less well educated, and more economically vulnerable. These divides are not always in evidence, nor do they always exactly correspond to the distribution of responses, but it is clear from the analysis that many of the aggregate-level divides we observe on these questions at the European level can be explained by persistent regional and socio-demographic differences.

Overall, the results of this survey point to two conclusions, both of which give grounds for optimism as to the potential for integrating third-country migrants into EU countries. Firstly, the majority of Europeans have direct contact with or regular interaction with non-EU immigrants and a significant minority have close ties with them and interact with them at least weekly. Secondly, Europeans are broadly tolerant and accepting of immigrants and positively inclined towards the initiatives being undertaken to ensure that the integration of immigrants is successful. While this overall picture conceals a significant set of differences between countries, it is clear that the more exposed respondents are to migrants, the more favourably inclined they are towards them. It is therefore likely that in those countries where the proportion of non-EU immigrants is currently significantly lower, attitudes to immigrants and positive assessments of the prospects for their integration will improve as citizens of these countries become more accustomed to their presence. This conclusion is supported by the fact that the younger generation, and those with higher levels of education, are more likely to welcome immigrants, see their impact as positive, and more willing to consider integrating them into their lives as friends, colleagues and peers.