



## Qualitative Services at local level for Emigrants and Refugees

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# National Report Czech Republic: Results from needs analysis survey

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## Q-SER Consortium

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The Q-SER Consortium consists of:

MUNICIPALITY OF EGALEO	Greece
IOM Mezinarodni organizace pro migraci v Praze	Czech Republic
INTRACOM GMBH	Germany
MEDIA CREATIVA 2020, S.L.	Spain
SOCIAL COOPERATIVE ENTERPRISE DROSOSTALIDA	Greece
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# 1. SECTION A: SURVEY'S RESULTS

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## 1.1. Research methodology

The on-line survey was translated from original English version created in Google Forms from the paper version into the Czech language. The on-line questionnaires were sent to 15 potential respondents within February and March 2018. IOM Prague used its long-term experience and relations with organizations working with migrants including public bodies in the Czech Republic. Respondents from public sector – Ministry of Social Affairs, Labour Offices, Fund for Further Education and Integration Centres for Foreigners were asked to fill out the questionnaire. In total 13 responses (anonymous) were received out of the 15 sent questionnaires. The expected number of questionnaires according to the Q-SER project plan was 10.

## 1.2. Research barriers or difficulties

Thanks to IOM Prague long term cooperation and good knowledge of experienced public sector employees working with foreigners, there were no difficulties with identification and contacting proper respondents. 13 out of 15 sent questionnaires were filled out.

## 1.3. Sample description

In order to analyze broad scale of answers IOM Prague sent questionnaires to public servants with different level and length of work experience with migrants (from 1 to 15+), age (from 25 to 65 categories), gender, kind of organization etc.

## 1.4. Results

More than half of the respondents (7 out of 13) are women and majority (10) are in age categories between 35-55 years. The native language of all respondents is Czech. The respondents have high level of education (5 postgraduate and 7 other university education). They all work in the public sector when providing citizens as well as migrants with the following services:

- Social services - 30,8%
- Citizen Service centers - 30,8%
- Education – 15,4%
- Employment - 23,1%

The length of their general professional experience varies from 1 to 20+ categories. Regarding their current work in the public sector departments, 38,5% work here between 1-5 years, 30,8% between 6-10 years, 15,4% between 11-15 years and 15,4% longer. The important finding for the project is that public servants see some limits in quality of provided services and believe they need some kind of help to meet the service needs of migrants. Only 7% of the respondents assess the current level of service that his/her department provides to migrants (in terms of meeting their needs) as satisfying while 61,5% assess it as moderate and 30,8% as incomplete.



More than half of the respondents have participated in a training program on intercultural education in the past. However, all of them participated in another training program for employees which means they are experienced in this area.

Moreover, more than 60 % of the respondents followed an online course at work in the past. One respondent prefers to use a smart phone for online learning. Six prefer tablet and six prefer desktop PC. As a learning activity, they prefer at most video or non-formal education games. Almost 40% of the respondents are ready to spend more than two hours with the training. Another 40% percent are ready to spend up to two hours and only one fifth one hour.

What regards motivation of respondents their answers were by quarters divided into categories:

- upgrading qualifications
- better service for citizens
- personal interest

Adaptation skills and Intercultural communication abilities are two most popular competencies the respondents would like to improve at most from such educational program.

## 1.5. Key findings

The results of the survey are in line with its aims. The results represent current level of experience of the respondents with integration of migrants as well as their needs. The results show that most of the respondents have already quite high level of experience and attended intercultural courses in the past. Despite this fact, majority of the respondents is interested in another intercultural education programs provided within the Q-SER project. Although they expressed different kind of motivations and expectations, they all are keen to improve their level of work in integration of migrants.

## 1.6. Proposals for the organization and configuration of educational material of intercultural training of municipal employees

From the survey results the following proposals for the organization and configuration of educational material of intercultural training of municipal employees have arisen:

- Although the level of skills of representatives of public sector providing assistance to migrants and refugees is on quite good level in the Czech Republic, there is still space and interest for additional training
- Methods of planned trainings should be innovative and interactive
- The respondents are ready for on-line e-learning forms of training when using PC, tablets or even smartphones

## 2. SECTION B: NATIONAL CONTEXT

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### 2.1. The national framework for integration and treatment of migrants / refugees

The policy for the Integration of Foreign Nationals is based on the Principles of Policy for the Integration of Foreign Nationals in the Territory of the Czech Republic adopted by Resolutions of the Government. The Principles have been updated regularly by the Government since 1999. Policy for the Integration of Foreign Nationals has relied on the involvement of a number of ministerial departments (the Ministry of the Interior; the Ministry of Labour and Social Affairs; the Ministry of Education, Youth and Sports; the Ministry of Industry and Trade; the Ministry of Health; the Ministry for Regional Development and the Ministry of Culture) as well as other partners (non-governmental non-profit organisations and foreign nationals' organisations, regional and local governments, academic sphere, etc.). In this way, it responds to the fact that the integration of foreign nationals is a comprehensive problem concerning a number of areas. The coordination role in implementation of the policy has the Ministry of the Interior.

### 2.2. National integration policies

In accordance to the Principles of Policy for the Integration of Foreign Nationals in the Territory of the Czech Republic, the policy for the integration of foreign nationals is based on the following principles, in particular:

- practical cooperation of all those who can contribute to the successful course of the integration
- efficiency of integration measures
- improving the awareness of all parties involved in the integration process
- clear and tangible results of all integration activities
- new tools (direct collaboration with municipalities, emergency projects of municipalities)
- supporting the development of civic society – particularly in regions in connection with the creation of regional integration centers

Priorities in the Integration of Foreign Nationals and targeted measures intend to serve as conditions of key importance for the successful integration of foreign nationals in the Czech Republic include:

- the foreign national's knowledge of the Czech language;
- economic self-sufficiency of the foreign national;
- the foreign national's knowledge of this country's society;
- mutual relations between foreign nationals and the majority society.

### 2.3. Educational programs aimed at civil servants dealing with the treatment and service of migrants / refugees and in line with the integration policies

There have been various programs for the civil servants provided by experts from academia, NGOs and other institutions. One of the most systematic and long-term projects is “STRENGTHENING INTERCULTURAL COMPETENCES OF OAMP WORKERS AND OTHER PUBLIC ADMINISTRATORS” (OAMP = Department of Asylum and Migration Policy of the MoI). The project has been implemented by NGO Slovo 21 ([www.slovo21.cz/index.php/projekty-cizinci/skoleni-pracovniku-oamp](http://www.slovo21.cz/index.php/projekty-cizinci/skoleni-pracovniku-oamp)) since 2011 already. It includes 2days training for all new employees of OAMP from whole Czech Republic. The trainings are focused on original and non-traditional methods and interactive activities. The participants of trainings are those, who work in contact with clients-foreigners.

### 2.4. Good practices from programs (mainly educational) implemented in a national / European context

Raising the awareness of foreign nationals and professionals who come into direct contact with foreign nationals are regarded by the MoI as one of the priorities of the integration process. In order to raise the foreign nationals’ awareness of the matters of residence, the MoI created the immigration portal ([www.imigracniportal.cz](http://www.imigracniportal.cz)), established an infoline for foreign nationals and published a number of informational leaflets. In cooperation with NGOs, the project of assistance to long-term foreign national residents continues directly in the offices of the Department for Asylum and Migration Policy at the Ministry of the Interior.

### 3. REFERENCES

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Mol general information about migration and integration policies

<http://www.mvcr.cz/mvcren/asylum-migration-integration.aspx>

Mol on Integration policies

<http://www.mvcr.cz/mvcren/article/integration-of-foreign-nationals-in-the-territory-of-the-czech-republic.aspx>

Network of regional centres for integration of foreigners

<http://www.integracnicentra.cz/default.aspx>

Brochures about migration and integration in English

<http://cizinci.cz/en/>

Ministry of education information for foreigners

<http://www.msmt.cz/eu-and-international-affairs/czech-for-foreigners>

Information for foreigners

[www.imigracniportal.cz](http://www.imigracniportal.cz)