

Final Survey Results Report

Cooperation for innovation and the exchange of good practices



Questionnaire about refugee awareness and digital/social competence of youth workers/volunteers	
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Executive Summary

The following report presents selected results from the survey “Questionnaire about refugee awareness and digital/social competence of youth workers/volunteers”. The quest was created as part of KA2 project “Volunteers 4 ALL”, Strategic Partnership in the field of Youth, supported by Erasmus Plus Programme. The project is led by Sdruzhenie Alternativi International from Bulgaria and other partner organisations are: Associazione di Promozione Sociale Futuro Digitale – Italy, OESTERREICHISCHE JUNGARBEITERBEWEGUNG, OEJAB – Austria and Asociación Projuven – Spain.

The overall objective of the study was to detect the lack of youth workers’ digital literacy on addressing the needs of refugees and asylum seekers and to produce a new knowledge on the topic. All the results resource is collected and analysed very carefully and the receive information will be used for building e-learning courses for the project - Intellectual Output 1.

This report covers a wide range of volunteer and youth worker opinions on questions regarding the refugee awareness and digital competence of youth workers, and begins with a summary of the key findings drawn from the survey analysis and strategic recommendations. The recommendations are followed by general conclusions and detailed findings.

Specifically, we examine:

- The importance of the digital skills for the volunteers in their daily work and their main needs regarding the work with immigrants/refugees;
- The gaps inside NGOs as to how ICTs and social media are employed by volunteers and youth workers for the purpose of helping migrants before, during and after their migration journey;
- Participant’s opinion about the use of social media in addressing the needs of refugees and asylum seekers;



Project description:

The number of people seeking refugee status in Europe has soared over recent years. This is due in large part to war in Syria and Iraq. As thousands of refugees and migrants move across Europe, many are making use of technology in order to make their journey safer and share life-or-death information. For refugees coming from war-torn Syria or Iraq, the digital infrastructure is as essential as food and shelter. It is a blessing but also a curse. The digital traces that they leave behind make refugees vulnerable to surveillance, intimidation and exploitation by state and non-state actors. Fears about security and privacy force them to depend upon unreliable and alternative sources circulating on social media by smugglers, dealers and handlers. Going digitally underground, for example by using closed platforms like WhatsApp, exposes refugees to even greater risks.

Volunteers 4 All (V4A) aims to foster digital skills of volunteers and youth workers in order to provide support to refugees during their journey to Europe but also to promote social inclusion, tolerance, respect for diversity and non-discrimination and to raise awareness. All participants' involved in the project will be youth workers or volunteers interested in working and dealing with young refugees and interested in the use of social media in their daily work of youth workers/volunteers.

The project foresees the elaboration of E-learning courses, Creation of a new resource, a "Volunteers 4 All Guide", Training event and Final 4 All conference.



Methodology

The “Questionnaire about refugee awareness and digital/social competence of youth workers/ volunteers” was conducted online using a self-administered questionnaire that was available through an open-access link from November 28 to February 20, 2018. A total of 242 Volunteers and Youth workers across Europe participated and gave their opinion on competence needs and problems related to refugee crisis (see appendix for survey). Respondents were not asked to provide their names, addresses, or contact information in the questionnaire.

The survey was conducted online and could be completed in multiple sessions. A typical respondent spent no more than 10 minutes to complete it. The questionnaire was created using EUSurvey service, an European Commission's official survey management tool, launched in 2013 and distributed to participants through the partner networks, web platforms, presented during the training sessions in different countries, professional discussions with colleagues, seminars, informal talks, staff meetings. The design and development of the survey was based on combination of closed (single and multiple choice questions) and open-ended questions was used to collect comprehensive and meaningful data. Completely open-ended questions allowed the research team to probe more deeply into their needs and issues. Thus, this provided new insights, brought to light new examples or illustrations, and allowed for different interpretations.

The “Questionnaire about refugee awareness and digital/social competence of youth workers/ volunteers” was prepared by Asociación Projuven in English, with inputs from all partners.

Key Findings

** The numbers in brackets preceding statements refer to the survey question number as indicated in the main report.*

(Q1) The widely held perception from both program and partner countries that female participants were in the majority for Erasmus + project involvement was supported by the “Volunteers 4 ALL” project Survey. In fact, the first finding of our survey showed that 54.55% or 132 of the respondents are females and 43.8% or 106 male participants. Four of the people questioned didn’t indicate their gender (1.65%).

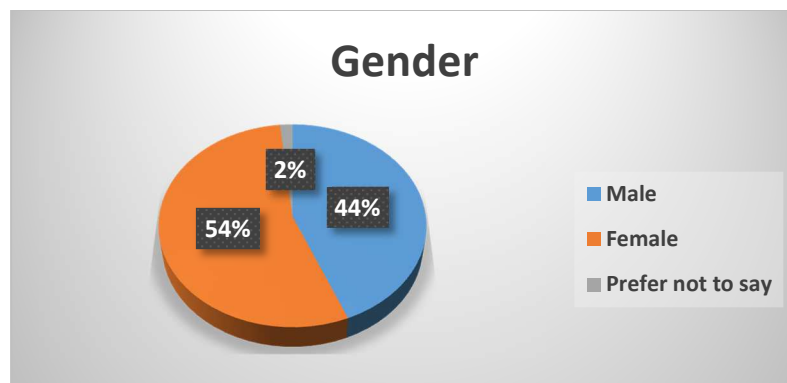


Fig.1, related to Q1* Indicate your gender

(Q2) The majority of respondents who completed the survey were are aged 26-33 years old (45.87% or 111 participants), followed by 18-25 years old (22.73% or 55 participants). This result follows our expectations, particularly it reflects the target group that we focused at the beginning of the survey design, related always to the aims of the project. In the final analysis, of the 242 questioned 39 people (16.12%) are at age group 41+ years old and the 37 people (15.29%) are at age group 34-40 years old.

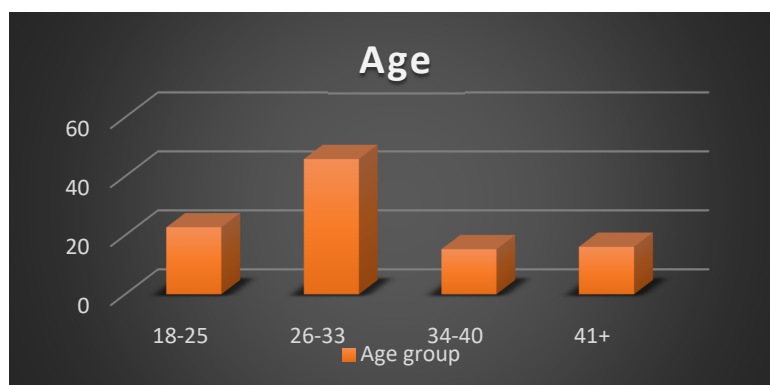


Fig. 2, related to Q2* What is your age group?

(Q3) The survey was extensively disseminated among volunteers involved in the NGO sector and a select group of youth workers. The partner consortium within

the project, composed by NGO (Austria, Bulgaria, Italy and Spain) all implemented a similar strategy for dissemination to the target group and we all ensured that survey was written understandable since the target participants involved in it represented variety of countries. As expected, a significant percentage of those who completed the survey were residents from the partner countries: Austria 23.97% or 58 participants, Bulgaria 23.55% or 57 participants, Italy 26.86% or 65 participants and Spain 21.49% or 52 participants. Also 4.13% or 10 people questioned don't belong to the project consortium countries.

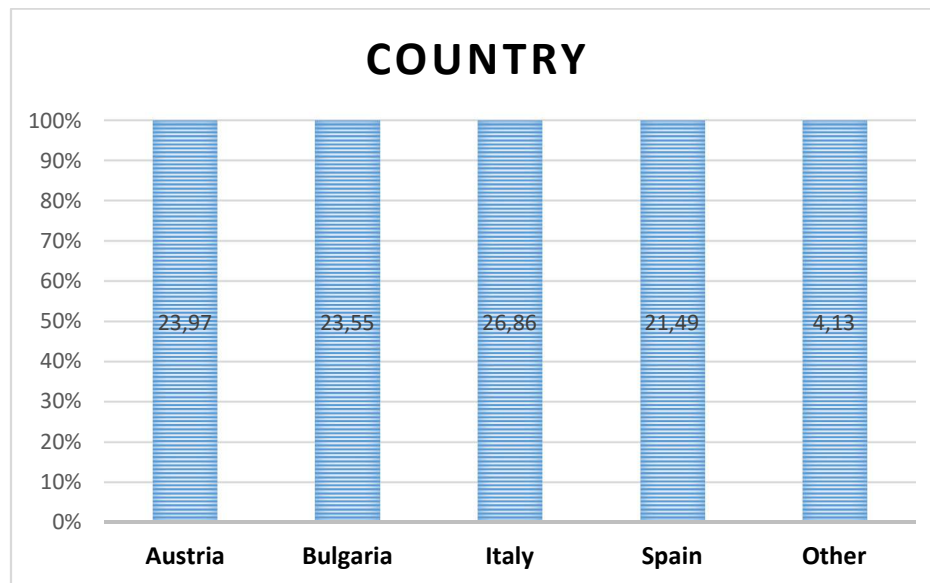


Fig. 3, related to Q3* In which country do you live?

(Q4) The next question required participants indicate if they are affected by the refugee crises of our time. 160 people or 66.12% gave a positive reply, pointing their country as transit country (75 people, 30.99%), destination country (76 people, 31.4% and "other" (9 people, 3.72%). The survey shows that the rest of the respondents don't feel affect by the refugee crisis (82 people or 33.88%).

However, the positive reply of over two thirds of the participants in the survey, didn't surprise us, as in the last years Europe experienced an unprecedented influx of refugees and migrants. According to Eurostat Statistic (Asylum quarterly report)¹, Italy is one of the main destination countries and for the fourth quarter of 2017 received 23 000 asylum applicants. In relative terms, Bulgaria have recorded the largest relative decreases of first time asylum seekers (more than - 70 % less each) in the fourth quarter of 2017 compared with the same quarter of 2016. In contrast, Spain has recorded the largest relative increase of first time asylum seekers (55% more) in the fourth quarter of 2017 compared with the

¹ http://ec.europa.eu/eurostat/statistics-explained/index.php/Asylum_quarterly_report

same quarter of 2016. According to the first instance decisions - relate to decisions on applications granted to all asylum applicants - Germany issued by far the most total first instance decisions during the fourth quarter of 2017 (76 400 decisions), followed by France (30 600), Italy (21 600), Sweden (20 800), Austria (15 000) and Greece (7 500).

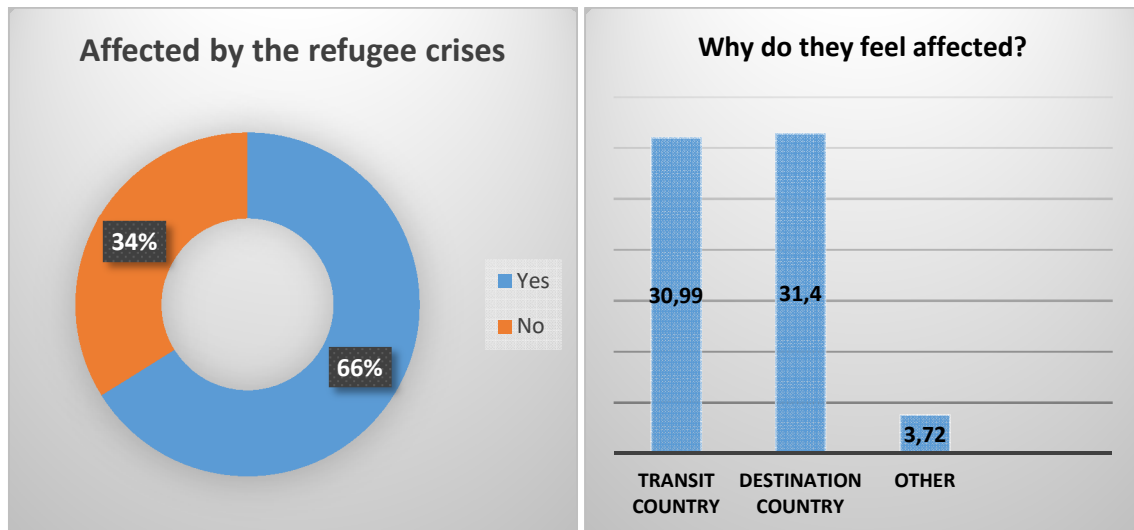


Fig. 4, related to Q4* Are you affected by the refugee crises of our time?

Fig 5, related to Q4* (positive reply chose) You are living in:

(Q5) Survey respondents were asked to express their opinion on which is the biggest problem refugees face once they arrive in Europe. The majority of them (47.52% or 115 people) indicated legal issues about asylum seeking, follow by language problems – refugees don't speak local language and find hard to communicate with locals (29.55% or 72 participants). Fewer, but still many (17.36% or 42 people) pointed health issues - first aid, insurance or emergency – such as biggest problem for refugees and only 13 respondents chose practical difficulties – how to take metro, buy a new SIM card or buy from the supermarket.

These results can be also found in the chart below.

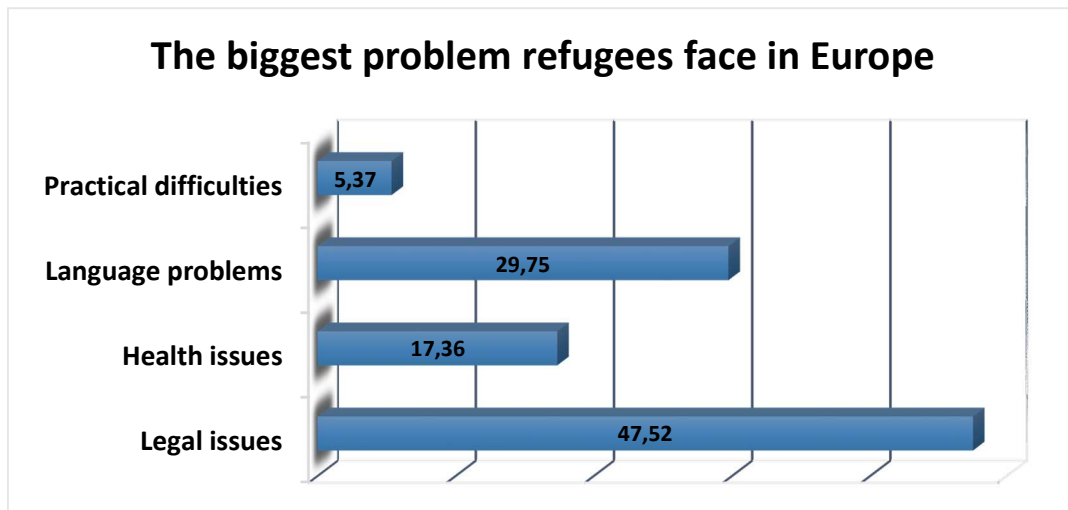


Fig. 6, related to Q5* In your opinion, which is the biggest problem refugees face once they arrive in Europe?

(Q6) With the following question, we wanted to know how closely survey participants could accept people fleeing war or persecution, asking them “Would you let them live..?”. 36.36% or 88 people answered that they would let them live in their neighbourhood, follow by 21.9 % or 53 people who would let them live in their city, town or village and 21% or 51 people would accept refugees in their household. Only 7 people or 2.89% indicated that they would refuse refugees entry to their country. In particular, one person from Austria and Spain, two from Bulgaria and three from Italy. However, our survey result show that the majority of the respondents are willing to let refugees live in their countries, towns, neighbourhoods and homes.

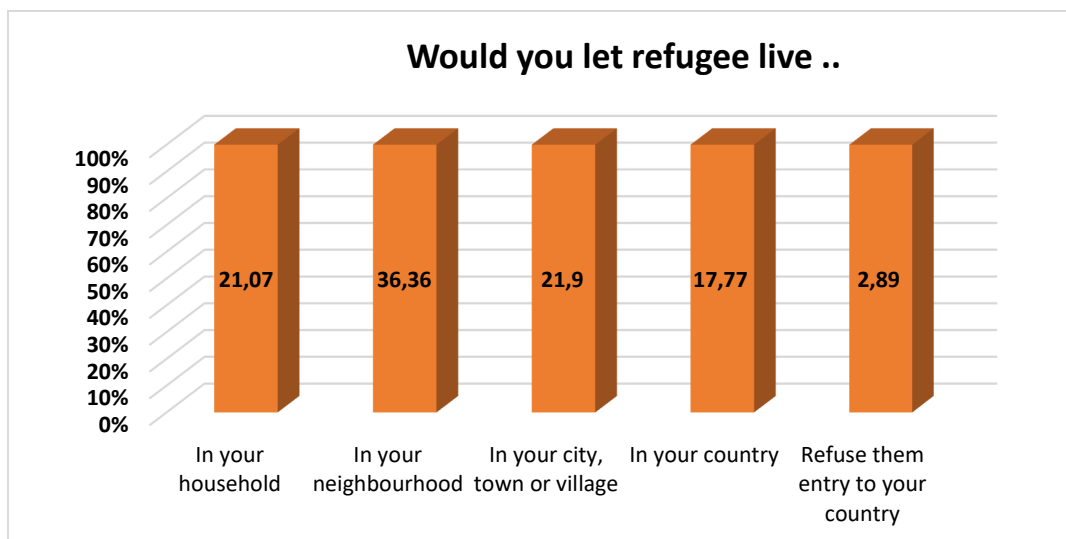


Fig. 7, related to Q6* How closely would you personally accept people fleeing war or persecution? Would you let them live...?

(Q7) The survey question related to the number of activities which ensures the sensibilization of young people about refugee crisis show different answers but we suppose that this derive due to the different nations of the people that answered the survey. However, almost half part of the respondents 48.35% or 117 people responded “Yes, partly”, while 21.49% or 52 people stated that definitely there are initiative in their country which ensure the sensibilization of the young people about the refugee crisis.

On the other hand, 23.55% or 57 people answered that in their country there are very few initiatives. On those who chose the following survey option 22 are from Italy, 12 are from Austria, 10 are from Spain and 9 are from Bulgaria. The other 4 answers cannot be identified since they belong to the respondents from “Other” countries. Only 6.61% or 16 respondents said that in their country there are not initiative who ensure the sensibilization about the current refugee problems.

The following survey results show us once again that there is an urgent need of new awareness campaigns about the hidden crisis of millions refugees around Europe. While some of them manage to adapt and prosper, others face isolation, poverty and exploitation. They are facing distinct challenges as they struggle to rebuild their lives in their new adopted cities.

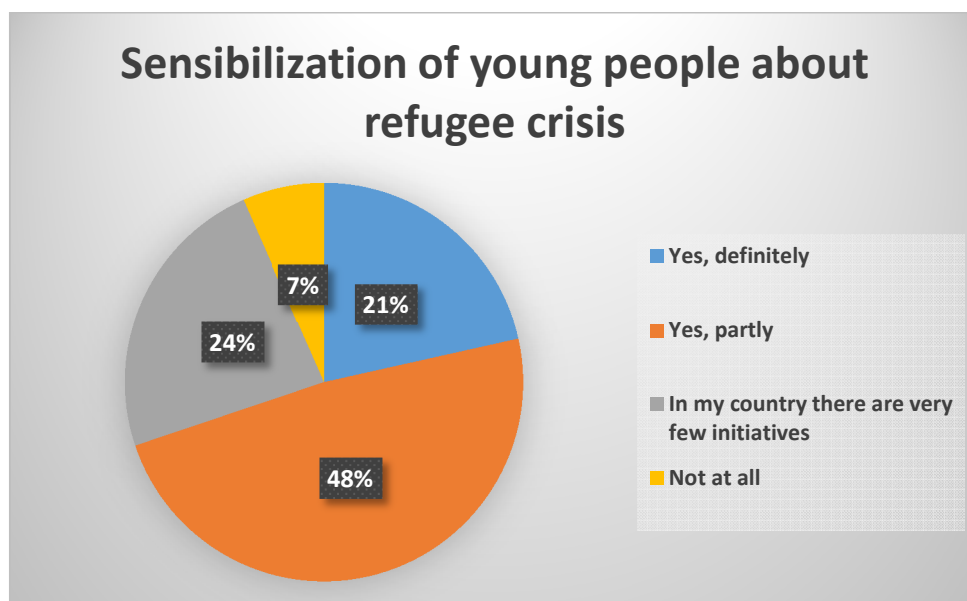


Fig. 8, related to Q7* Do you think your country has a number of activities which ensures the sensibilization of young people about refugee crisis?

(Q8) We asked our participants to express their opinion about the importance of digital literacy and use of social media in addressing the needs of refugees and

asylum seekers. 47.11% or 114 respondents stated that they are “very important”, followed by 32.23% or 78 respondents that defined the following ones as “important”. Fewer, but still many (19.94% or 41 people) answered that digital literacy and use of social media are “somewhat important”. Only 3.31% or 8 participants said that they are “not very important”.

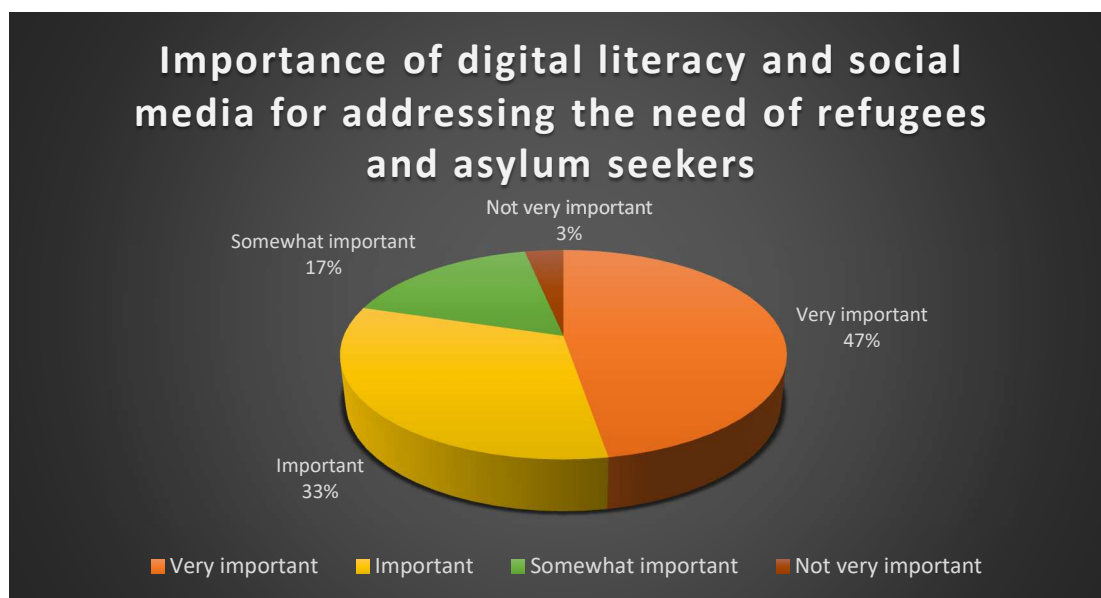


Fig. 9, related to Q8* Do you think, are digital literacy and use of social media important to address the needs of refugees and asylum seekers?

(Q9) As our target group were mainly volunteers and youth workers who work with refugees we asked them to indicate which services and applications they use in their daily work with refugees. This question offered a multiple answers option and, thus, there are in total 696 answers. However, despite the diverse range of responses, a few categories share the 3 first places with highest scores. 59.09% of the respondents (143 answers) use Facebook, Instagram and Twitter in their work with refugees, followed by 56.61% (137 answers) who use “Chats (WhatsApp, Viber, etc.)”. Third place is for “email”, 43.8 % or 106 answers, followed by Google Maps with 64 answers or 26.54%. The importance of Video platforms such as Youtube, Vimeo, etc. is also significant and received 20.25% or 49 answers. Another used application are video-chats such as Skype, Google Hangouts, etc. (18.18% or 44 answers), followed by the “Online file storage and collaboration (Google, Drive, Dropbox)” with 17.36% or 42 answers. The option “Forums, blogs” received 16.53% or 40 answers and “mainling lists” are used by 14.05% or 34 respondents. Finally, 11.98% (29 answers) indicated that they do not use services and applications in their work with refugees and 3.31% or 8 people chose “Other” as option.

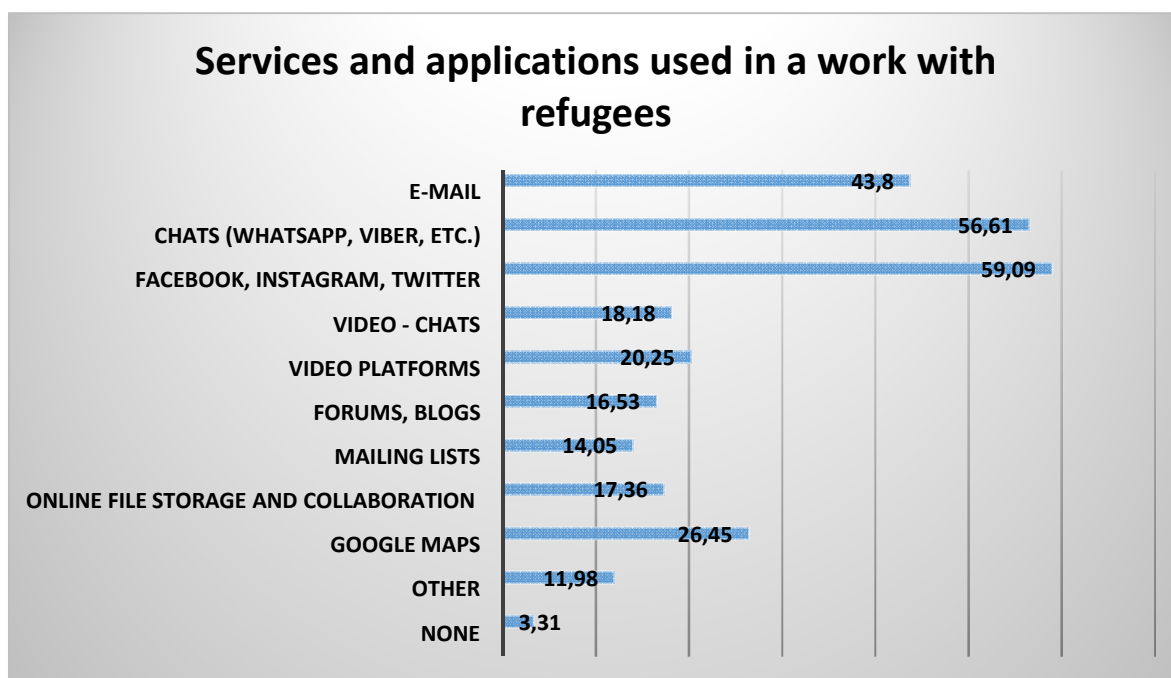


Fig. 10, related to Q9* Which of the following services and applications do you use in a work with refugees?

(Q10) After analysing which services and applications are used by the participants in the survey in their work with refugees we wanted to know also for what purpose they use them. The following question also offered a multiple answers option and, thus, there are in total 515 answers. However, the majority of the respondents – 57.85% or 140 people, selected “training/education” as main purpose of using digital and social media, followed by “Daily communication” – 41.74% or 101 people. The following three options have a few difference in the percentage between them: “promotion of young group activities” 34.71% or 84 answers, “online counselling” 33.06% or 80 answers and “campaigning” 30.58% or 74 answers. Moreover, our survey results indicated that 13.22% or 32 people don’t use digital and social media in their work with refugees, which also correspond with one of the previous analysed question and its last possible option where 29 people indicated that they do not use service and applications in their work with refugees. In addition, the possible choice “other” was chose by 1.65% or 4 people.

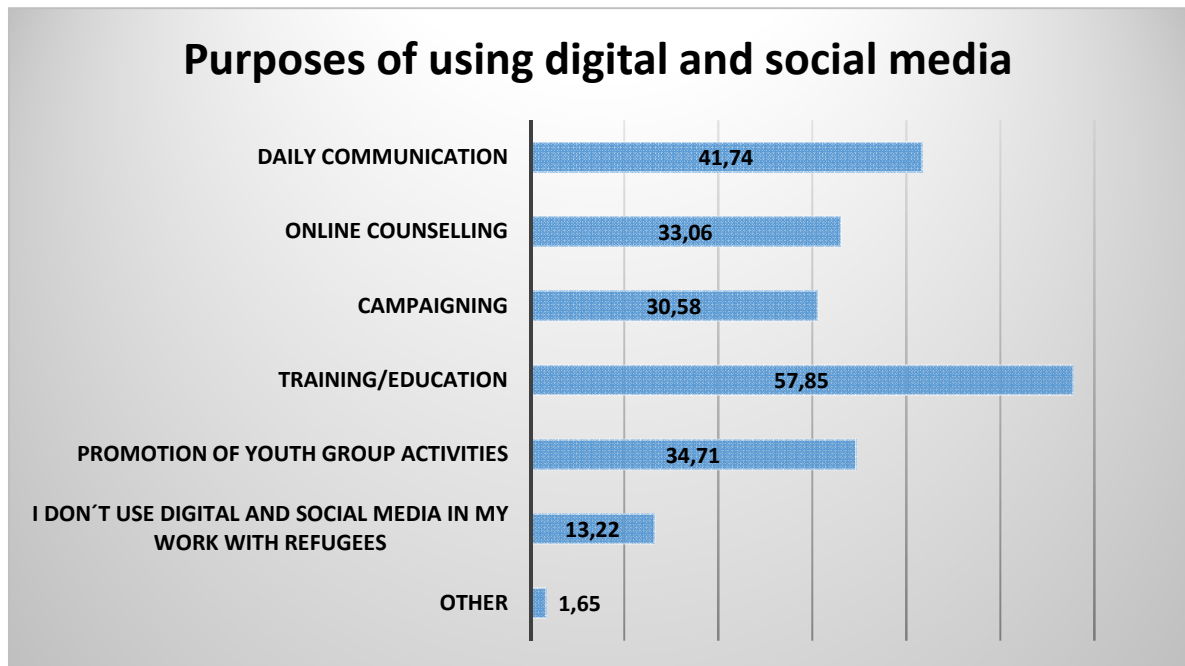


Fig. 11, related to Q10* For what purposes do you use digital and social media in your work with refugees?

(Q11) We asked respondents what are according their opinion the main challenges of using digital technologies and social media. As result of this questions, we identified that “Lack of training on how to use technology to support youth work with refugees” (57.44% or 139 people) and “lack of digital literacy among staff” (51.65% or 125 people) were one of the biggest challenges for them. 38.02% or 92 of the respondents consider the lack of ICT equipment as a challenge, followed by 33.88% or 82 people who pointed that “keeping staff digital skills up to date is challenging given the pace of technological change”. However, this question offered a multiple answers option and for this reason we could not identified who is the main challenge of using digital technologies and social media for our target group.

In addition, project partners will organize as much as possible activities and workshops in their communities in order to train youth workers/volunteers against the challenges encountered in their work with refugees, creating new modern and innovative working places for them and their local community. Moreover, the design of the OU1 will be define taking into consideration the analysed of this survey, so all defined challenges will be tackle in the e-learning modules.

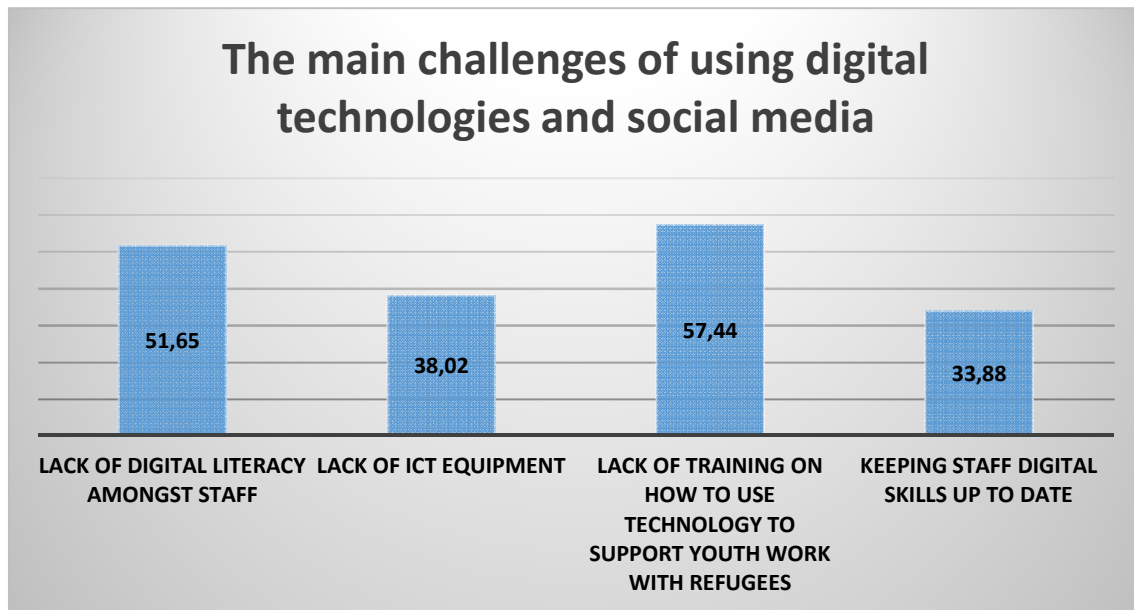


Fig. 12, related to Q11* According to your opinion, what are the main challenges of using digital technologies and social media?

(Q12) Important for us to know was the main needs of our respondents regarding their work with immigrants/refugees. The following question also offered a multiple answer option and, thus, there are different needs that share almost the same position. However, despite that, two categories share the first 2 places with highest scores. 28.51% of the respondents (69 answers) stated that the most important for them is to “have specific training on the topic”, while 27.27% (66 answers) of the respondents highlighted the need to “exchange practices with other youth workers”. 16.12% or 39 respondents said that they need “to meet experts in the field”, while for 14.88% or 36 respondents was important “to understand the process”. The last possible option was positively surprised for us, since 13.22% or 32 of the respondents said that they already have competencies on the topic. We were very glad to know that also professionals in the field were involved in the compilation of our survey.

However, despite the fact that there were surveyed people who already have enough competence on the topic, the survey results support our proposal on the need for an e-learning courses to be developed in order to address the currents needs of youth workers and volunteers working in the migrant/refugee field. This question provided answers which gave an overview of the knowledge gaps and skills of our target group and all analysed information will be taken into consideration once we set up the topics of our e-learning modules.

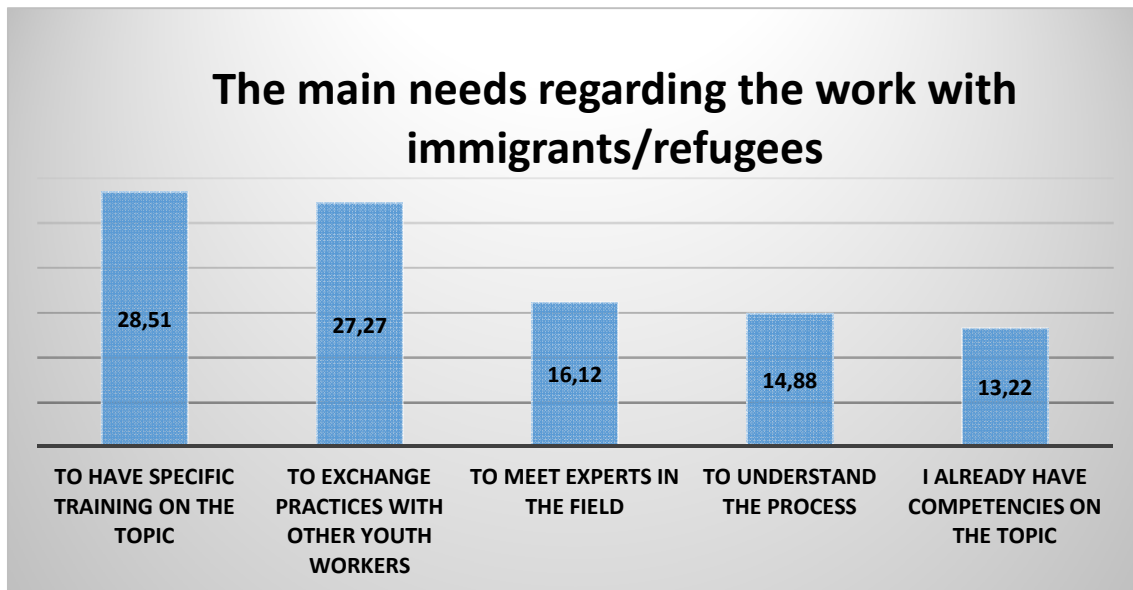


Fig. 13, related to Q12* Which are your main needs regarding the work with immigrants/refugees?

(Q13) One of the specific objective of our project consortium is to empower volunteers to fully exploit all the potentials of social media and digital skills, and to provide them good practices and tips on how to reach refugees and engage them via social media channels. Based on this, we asked survey participants in what digital and social areas they would like to improve their skills. The majority of the respondents, 36.75% (89 answers), would like improve the use of social media tools in their refugee work. 21.49% or 52 respondents considered important to acquire basic digital literacy skills and another 15.7% or 38 survey participants responded that they need knowledge on how to create online platform, websites and blogs. Only 15.7% (38 people) indicated that they would like to know how to create apps for refugees.

However, 6.2% or 15 people do not want to improve any skills. We believe these answers are coming from the respondents who indicated in the previous question that they already have competencies in the topic so for them there is no need to acquire a new knowledge.

Finally, our last option “Other” was chosen by 4 participants who had an opportunity to specify what they would like to improve. Between the open answers were mentioned the need of advance skills, educational and andragogic skills.

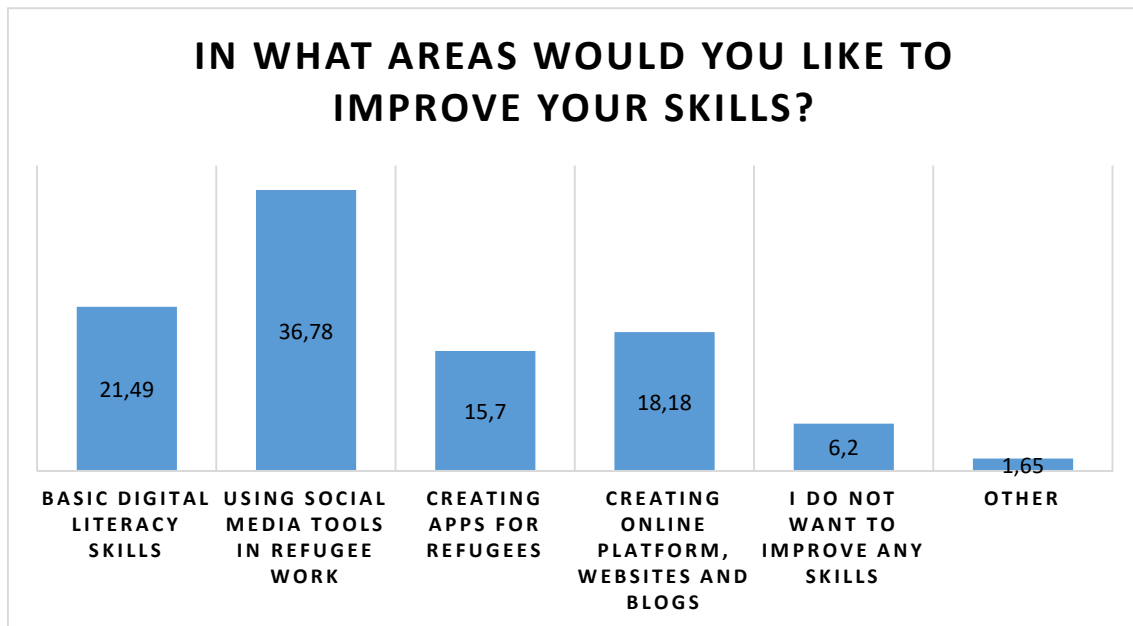


Fig. 14, related to Q13* Which are your main needs regarding the work with immigrants/refugees?

(Q14) We were curious to know what will be the need of social/digital media over the coming three years for our respondents. The majority of the survey respondents 168 or 69.42% indicated that “it will increase”. This date also confirms the importance of introducing volunteers and your workers to the possibilities of digital media to get engaged, tell a story, make sense of events, raise awareness and provoke change, using fully all the potentials of social media and digital skills.

On the other hand, 21.07% or 51 of the respondents stated that the use for them will stay the same and another 9.5% or 23 survey indicated that for them will decrease.

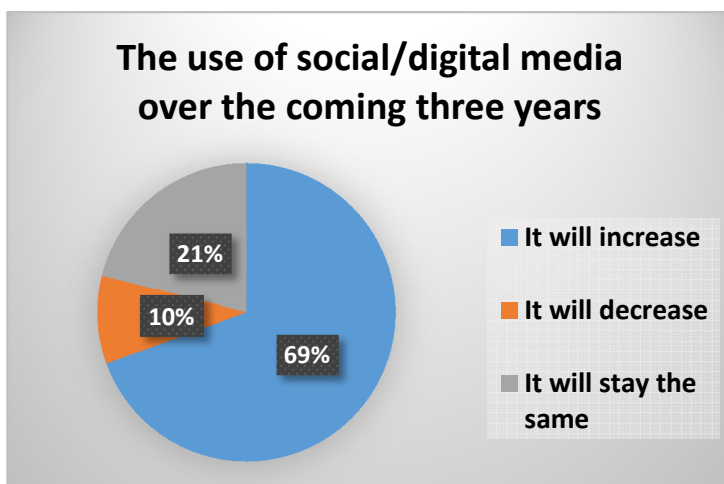


Fig. 15, related to Q14* Which are your main needs regarding the work with immigrants/refugees?

(Q15) We asked respondents which are in their opinion the digital services used by refugees

during their journey. This question offered a multiple answers option and, thus, there are in total 653 answers. However, despite the diverse range of responses, Social Media Tools such as Facebook, Twitter, Instagram was chosen as the most used digital services, 180 answers or 74.38%. The next biggest categories are sharing the 3 second places with almost equal scores – maps and navigation apps 66.53% (161 answers), followed by Chat - WhatsApp, Viber, Messenger, 64.46 % (156 answers) and Translation apps/Dictionary apps with 57.85% (140 answers). According 10 of our respondents (4.13%) social media platforms are not used and another 6 of surveyed (2.48%) chose “other” as option.

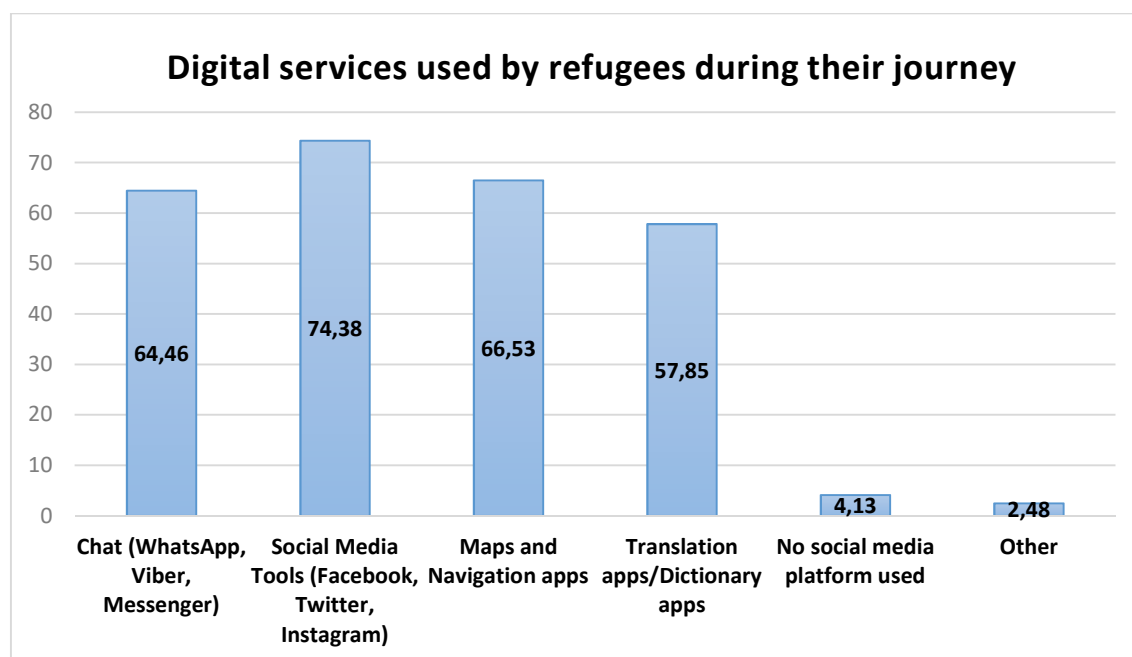


Fig. 16, related to Q15* What do you think, which digital services are used by refugees during their journey?

(Q16) The next question required from the respondents to indicate top 3 most trusted sources of information used by refugees. For 165 people or 68.16% “other refugees” are the most important and trusted sources, followed by “family and friends”, 126 answers or 52.07%. Moreover, NGOs (38.02%, 92 answers), Media channels (local and international ones, 37.19%, 90 answers) and Internet (Online groups for refugees, 36.36%, 88 answers) are sharing the next places. In general, the presence of Internet and Media channels between the first places was not surprise for us, since nowadays internet is one of the most important way to communicate with all kinds of people and read news and information from all over the world. The answer “Humanitarian organisation field staff” was chosen by 29.75% or 72 people, followed by community centre with 18.18% or 44 answers. The last positions are shared between the option “Leaflets” with 14 answers (5.79%) and “Posters in public spaces” with 13 answers (5.37%).

You can have a closer look on the results on the following table.

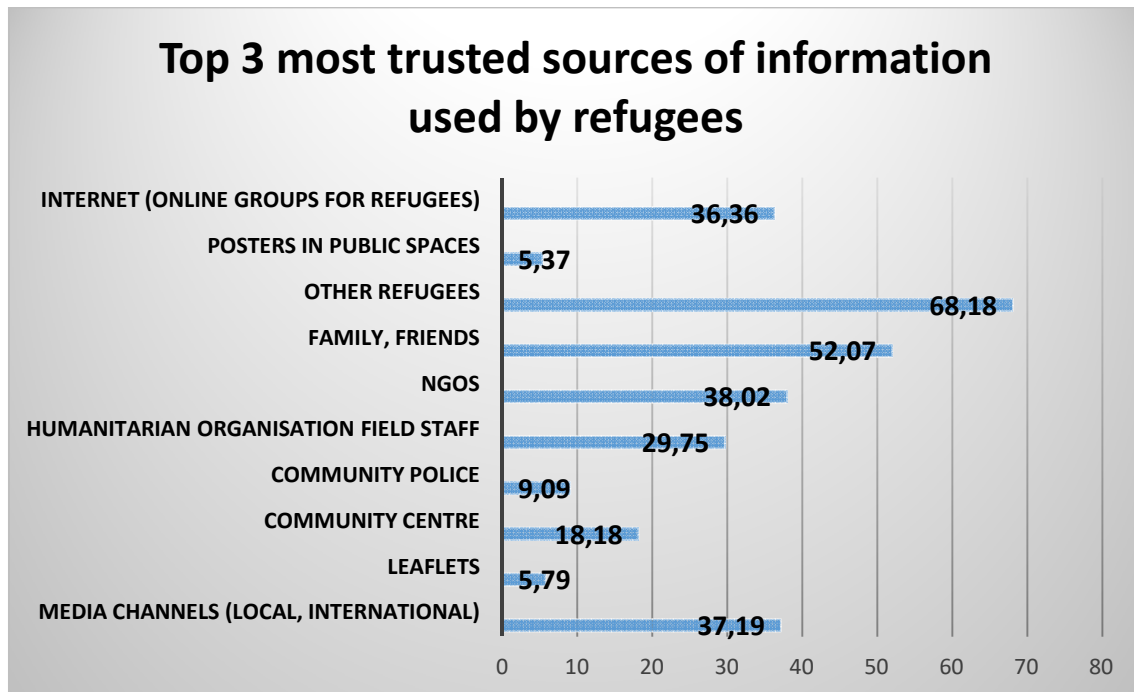


Fig. 17, related to Q16* In your opinion, what are the top 3 most trusted sources of information used by refugees?

(Q18) The following question aimed to explore respondent's knowledge on refugee applications. Surprising for us was that majority of the respondents, 47.52% or 115 people didn't know the answer options that we provided. Furthermore, more surprising for us was that just one person (0.41%) selected the option "other".

On the other hand, survey show that for the participants "Refugees welcome" is the most familiar application, 29.34% or 71 answers, followed by Refugeemap.com, 9.5% or 23 answers. The last three options Speakfree (6.2%, 15 answers), Refugee Phrasebook (4.55%, 11 answers) and Refuchat (2.48%, 6 answers) seems to be not sufficiently known.

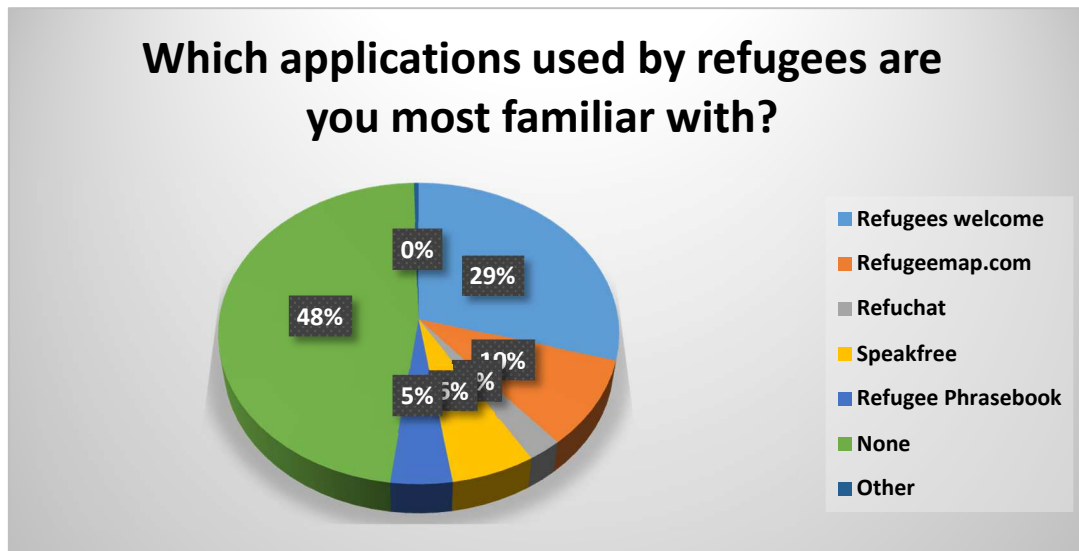


Fig. 18, related to Q17* Which applications used by refugees are you most familiar with?

(Q19) About the growing number of digital resources designed for refugees, respondents had very difficult opinions. To summarise the dates, we have ordered the answers into the following:

- Smartphone technologies have offered the opportunity to professionals and volunteers to reach out and provide ‘digital care’ to refugees and migrants in need – **26.86% or 65 people**
- They are essential for refugees seeking protection and safety – **26.03% or 63 answers**
- There is still a huge gap in the provision of relevant, reliable and timely digital news and information for refugees on their journeys and upon arrival in Europe - **20.66 % or 50 people**
- They can do more harm than good if they disseminate misinformation - **19.83 % or 48 answers**
- Option “Other” – **3.72% or 9 answers**
- Most are inadequately resourced and unsustainable - **2.89 % or 7 answers**

(Q20) For the most of the respondents the media’s public communication about the topics of refugee crisis and immigration in their country is not clear informed. The dates show that 42.98% or 104 people have selected this option, while 34.3% or 83 people said that the media’s public communication underlying only negative aspects. 20.25% of the surveyed chose neutral as an option, and 4 persons or 1.65% said that it is correct in all its aspects. Only 2 people (0.83%) indicated that in their country the media’s public communication underlines only positive aspects.

In addition, the participants from Italy stated that in their country the media's public communication are not clear informed (50.77%) while the majority of Spain chose the option "Underlining only negative aspects" (48.08%). For the survey participants from Austria, both of the mention statements are almost equal - Not clear informed, 44.83% and Underlining only negative aspects, 36.21 %, while the majority of the Bulgarian participants said that according their opinion, it is not clear informed (49.12%).

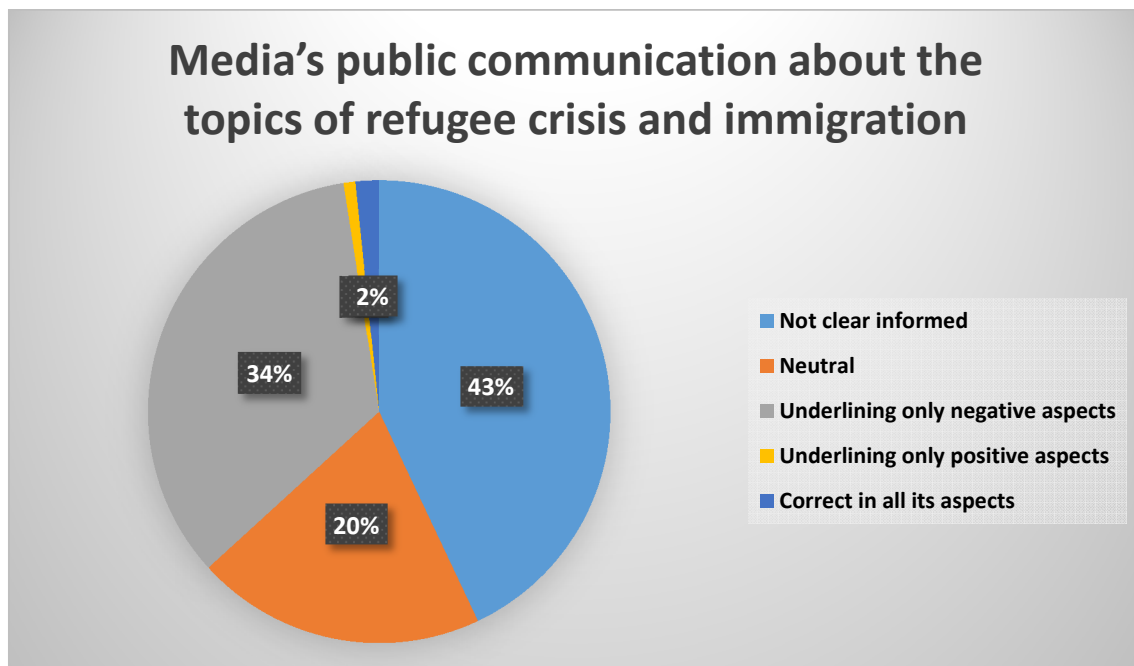


Fig. 19, related to Q20* How do you consider the media's public communication about the topics of refugee crisis and immigration in your country?

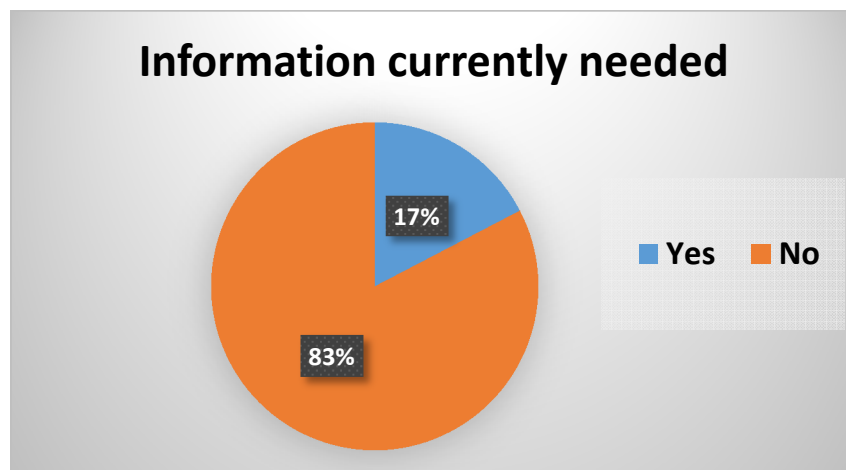
(Q21) The survey show very equal results with respect on the following question. Respondents were asked which of the listed capacity building programmes need to be strengthened at national level. The dates are presented in order, starting from the most selected option:

- legal migration & integration - 43.39 % or 105 answers
- irregular migration & return – 41.74% or 101 answers
- asylum – 38.02% or 92 answers
- trafficking in human beings – 37.19% or 90 answers
- migration & development - 35.95 % or 87 answers
- border management & visa - 29.75 % or 72 answers

(Q22) Finally, respondents were asked if there is information that is currently not accessible to refugees but they think that it is important to have access to. The

vast majority of the surveyed, 82.64% or 200 participants define “NO” as an answer to the question, while 17.36% or 42 participants selected “YES”. Despite this result, we believe that there are still some gaps between the information and communication need of refugees around Europe. Moreover, refugees tended to be confused about their status and legal rights, describing how they need basic information about the logistics of daily living but did not have common language skills to communicate with service providers.

From the people who gave positive reply to the question we received some of the following recommendations: opportunities and requirements of the labour market, cultural and social characteristics; labour market access, legal information, easy to understand facts; better information on the first days of emergency; need of a book on how to get essential things, such as visa, health care, bank account, etc.; refugee status recognition times; rights and duties, bureaucracy; clearly description of education possibilities; legal consultation in their native languages.



Recommended improvements

- To empower volunteers to fully exploit all the potentials of social media networks for providing a lifeline for refugees on their journeys to Europe and improve their digital skills.
- To provide volunteers good practices and tips on how to reach refugees and engage them via social media channels.
- To create an easy-to-apply training methodology to introduce volunteers to the possibilities of digital media to get engaged, tell a story, make sense of events, raise awareness and provoke change.



- Run more training events for volunteer/youth workers that can help them understand the process, exchange practices with other youth workers and experts in the field.

General conclusions from survey results

The survey data reflects the answers of 242 respondents, youth workers, volunteers, trainers, leaders in NGO sector, mainly coming from the project partner's country (Austria, Bulgaria, Italy and Spain).

Through analyse of the survey results we noticed that there are gaps inside NGOs as to how ICTs and social media are employed by volunteers and youth workers for the purpose of helping migrants before, during and after their migration journey, as well as related to the use of social media by migrants for integration in host countries, to maintaining family relations, sustaining cultural identities and in supporting a family from abroad. It is already known that smartphones are vitally important for migrants and refugees during migration, but the survey analyse show that majority of the respondents need to acquire basic digital skills and moreover, vast majority of them do not know any existing mobile application used by refugees through their journey. Furthermore, survey results show that youngsters would like to improve their skills in using social media tools in refugee work, creating online platform, websites and blog, so once again this result confirmed the need of training methodology to introduce volunteers to the possibilities of digital media.

The general conclusion that can be drawn from the questionnaire:

For the needs of volunteer/youth workers will be created 4 different e-Learning modules on relevant topic:

- I. Digital and social skills need for youth workers /volunteers in their work with refugees
- II. How NGOs can use digital tools and social media in refugee work?
- III. How refugees use social media and digital tools during their journey to Europe?
- IV. Successful strategies of NGOs for inclusion of refugees in society.



Annex 1:

Questionnaire about refugee awareness and digital/social competence of youth workers/volunteers

1. Please indicate your gender

- a. Male
- b. Female
- c. Prefer not to say

2. What is your age group?

- a. 18-25
- b. 26-33
- c. 34-40
- d. 41+

3. In which country do you live?

- a. Austria
- b. Bulgaria
- c. Italy
- d. Spain
- e. Other

4. Are you affected by the refugee crisis of our time?

- a. Yes
- b. No

If YES: You are living in:

- a. transit country
- b. destination country
- c. other

5. In your opinion, which is the biggest problem refugees face once they arrive in Europe?

- a. legal issues about asylum seeking
- b. health issues (first aid, insurance or emergency)
- c. language problems - they don't speak local language and find hard to communicate with locals



- d. practical difficulties (how to take the metro, buy a new SIM card or buy from the supermarket)
6. How closely would you personally accept people fleeing war or persecution? Would you let them live...?
- a. in your household
 - b. in your neighbourhood
 - c. in your city, town or village
 - d. in your country
 - e. or would you refuse them entry to your country
7. Do you think your country has a number of activities which ensures the sensibilization of young people about refugee crisis?
- a. Yes, definitely
 - b. Yes, partly
 - c. In my country there are very few initiatives
 - d. Not at all
8. Do you think, are digital literacy and use of social media important to address the needs of refugees and asylum seekers?
- a. Very important
 - b. Important
 - c. Somewhat important
 - d. Not very important
 - e. Not at all important
9. Which of the following services and applications do you use in a work with refugees? (multiple answers possible)
- a. E-Mail
 - b. Chats (WhatsApp, Viber, etc.)
 - c. Facebook, Instagram, twitter
 - d. Video - chats (Skype, Google Hangouts, etc.)
 - e. Video platforms (YouTube, Vimeo, etc.)
 - f. Forums, blogs
 - g. Mailing lists
 - h. Online file storage and collaboration (Google Drive, Dropbox)
 - i. Google maps
 - j. None
 - k. Other



10. For what purposes do you use digital and social media in your work with refugees? (multiple answers possible)

- a. Daily communication
- b. Online counselling
- c. Campaigning
- d. Training/Education
- e. Promotion of youth group activities
- f. I don't use digital and social media in my work with refugees
- g. Other

11. According to your opinion, what are the main challenges of using digital technologies and social media? (multiple answers possible)

- a. Lack of digital literacy amongst staff
- b. Lack of ICT equipment
- c. Lack of training on how to use technology to support youth work with refugees
- d. Keeping staff digital skills up to date is challenging given the pace of technological change

12. Which are your main needs regarding the work with immigrants/refugees?

- a. to have specific training on the topic
- b. to exchange practices with other youth workers
- c. to meet experts in the field
- d. to understand the process
- e. I already have competencies on the topic

13. In what areas would you like to improve your skills?

- a. Basic digital literacy skills
- b. Using social media tools in refugee work
- c. Creating apps for refugees
- d. Creating online platform, websites and blogs
- e. I do not want to improve any skills
- f. Other

14. Thinking of your work with refugees over the coming three years, do you think the use of social/digital media will increase, decrease, or stay the same?

- a. It will increase
- b. It will decrease
- c. It will stay the same



15. What do you think, which digital services are used by refugees during their journey? (multiple answers possible)

- a. Chat (WhatsApp, Viber, Messenger)
- b. Social Media Tools (Facebook, Twitter, Instagram)
- c. Maps and Navigation apps
- d. Translation apps/Dictionary apps
- e. No social media platform used
- f. Other

16. In your opinion, what are the top 3 most trusted sources of information used by refugees?

- a. Media Channels (Local, International)
- b. Leaflets
- c. Community centre
- d. Community Police
- e. Humanitarian organisation field staff
- f. NGOs
- g. Family, friends
- h. Other refugees
- i. Posters in public spaces
- j. Internet (Online groups for refugees)

17. Which applications used by refugees are you familiar with?

- a. Refugees welcome
- b. Refugeemap.com
- c. Refuchat
- d. Speakfree
- e. Refugee Phrasebook
- f. Other

18. What is your opinion about the growing number of digital resources designed for refugees?

- a. They are essential for refugees seeking protection and safety
- b. Smartphone technologies have offered the opportunity to professionals and volunteers to reach out and provide 'digital care' to refugees and migrants in need
- c. They can do more harm than good if they disseminate misinformation
- d. Most are inadequately resourced and unsustainable



- e. There is still a huge gap in the provision of relevant, reliable and timely digital news and information for refugees on their journeys and upon arrival in Europe
- f. Other

19. How do you consider the media's public communication about the topics of refugee crisis and immigration in your country?

- a. Not clear informed
- b. Neutral
- c. Underlining only negative aspects
- d. Underlining only positive aspects
- e. Correct in all its aspects

20. In your opinion, which of the following capacity building programmes need to be strengthened at national level? (multiple answers)

- a. irregular migration & return
- b. trafficking in human beings
- c. border management & visa
- d. asylum
- e. migration & development
- f. legal migration & integration

21. Is there information that is currently not accessible to refugees but think that it is important to have access to?

- a. Yes
- b. No

IF YES: What information is needed?