

**Social partners' and EURES staff  
awareness of EU-level labour mobility  
information and services**

**REPORT**  
**September 2023**

© European Labour Authority, 2023

Reproduction is authorised provided the source is acknowledged.

For any use or reproduction of photos or other material that is not under the copyright of the European Labour Authority, permission must be sought directly from the copyright holders.

Neither the European Labour Authority nor any person acting on behalf of the European Labour Authority is responsible for the use which might be made of the following information.

**Contents**

- Executive summary ..... 5
- 1. Introduction ..... 6
  - 1.1. Background and objectives ..... 6
  - 1.2. Methodology ..... 6
  - 1.3. Introductory remarks on the response rates of the surveys ..... 7
  - 1.4. Overview of the participants ..... 7
- 2. EURES Members, Partners and NCOs: expectations, awareness and satisfaction ..... 9
  - 2.1. Expectations regarding labour mobility services ..... 9
    - 2.1.1. Labour mobility services currently needed ..... 9
    - 2.1.2. Labour mobility services currently not sufficiently provided ..... 11
  - 2.2. Future needs and potential services to increase satisfaction ..... 14
    - 2.2.1. Improving the satisfaction of end-users regarding labour mobility services ..... 14
    - 2.2.2. Other missing labour mobility services ..... 18
  - 2.3. Perception on the effectiveness of the services provision ..... 20
  - 2.4. General awareness of the existence of the entities ..... 22
  - 2.5. Details on the awareness and cooperation per entity ..... 25
  - 2.6. Details on the satisfaction with cooperation per entity ..... 26
  - 2.7. Other sources of information ..... 30
- 3. Workers' and employers' representatives: expectations, awareness and satisfaction ..... 31
  - 3.1. Expectations regarding labour mobility services ..... 31
    - 3.1.1. Labour mobility services currently needed ..... 31
    - 3.1.2. Labour mobility services currently not sufficiently provided ..... 33
    - 3.1.3. Cross-insights between the two strands of the survey ..... 34
  - 3.2. Future needs and potential services to increase satisfaction ..... 34
    - 3.2.1. Improving the satisfaction of end-users regarding labour mobility services ..... 34
    - 3.2.2. Labour mobility services that were not mentioned and are still missing ..... 35
    - 3.2.3. Cross-insights between the two strands of the survey ..... 36
  - 3.3. Perception on the effectiveness of the services provision ..... 37
  - 3.4. General awareness of the existence of the entities ..... 39
  - 3.5. Details on the awareness, familiarity and usage per entity ..... 42
  - 3.6. General information on the entities provided to the members ..... 43
  - 3.7. Details on the members' information per entity ..... 44
  - 3.8. General satisfaction with the entity ..... 46
    - 3.8.1. Personal satisfaction ..... 46
    - 3.8.2. Members' satisfaction ..... 48
  - 3.9. Other sources of information ..... 51
- 4. Conclusions and recommendations ..... 53
  - 4.1 Conclusions ..... 53
  - 4.2 Recommendations ..... 54
- ANNEX – Summary of the survey questionnaire ..... 55

## Table of figures

Figure 1: Types of services currently needed by jobseekers or employers, N=161.....	9
Figure 2: Types of services currently needed by jobseekers or employers according to EURES Members, N=81	10
Figure 3: Types of services currently needed by jobseekers or employers according to EURES NCOs, N=43 ....	10
Figure 4: Types of services currently needed by jobseekers or employers according to EURES Partners, N=37	11
Figure 5: Needed services not sufficiently provided, N=161 .....	12
Figure 6: Needed services not sufficiently provided according to EURES Members, N=81 .....	12
Figure 7: Needed services not sufficiently provided according to EURES NCOs, N=43 .....	13
Figure 8: Needed services not sufficiently provided according to EURES Partners, N=37.....	14
Figure 9: Needs to improve end-users' satisfaction with labour mobility services, N=161 .....	15
Figure 10: Needs to improve end-users' satisfaction with labour mobility services: respondents from Poland, N=66 .....	16
Figure 11: Needs to improve end-users' satisfaction with labour mobility services: Belgian respondents, N=12 ..	17
Figure 12: Needs to improve end-users' satisfaction with labour mobility services: German respondents, N=13 .	18
Figure 13: Labour mobility services not previously mentioned that are still missing, N=161 .....	19
Figure 14: Labour mobility services not previously mentioned that are still missing for EURES Partner organisations, N=37.....	19
Figure 15: Effectiveness of information on websites, N=161 .....	20
Figure 16: Effectiveness of printed materials, N=161 .....	21
Figure 17: Effectiveness of personalised approach, N=161 .....	21
Figure 18: Effectiveness of information on websites and printed materials according to EURES Members and EURES NCOs, N=124.....	22
Figure 19: General awareness of existing entities, N=161 .....	22
Figure 20: Percentages of respondents that selected a number of entities, N=129.....	23
Figure 21: Averages of knowledge on services and target audiences .....	24
Figure 22: Averages of knowledge on access and satisfaction with cooperation .....	25
Figure 23: Satisfaction with the cooperation with Your Europe Advice, N=20 .....	27
Figure 24: Satisfaction with cooperation with SOLVIT, N=52 .....	27
Figure 25: Satisfaction with the cooperation with Enterprise Europe Network, N=24 .....	28
Figure 26: Satisfaction with cooperation with free movement bodies, N=15.....	28
Figure 27: Satisfaction with cooperation with national liaison offices, N=12 .....	29
Figure 28: Satisfaction with the information received through the Your Europe portal, N=71 .....	29
Figure 29: Other entities to which jobseekers and employers turn, N=161.....	30
Figure 30: Types of services currently needed by workers and employers, N=66.....	31
Figure 31: Types of services currently needed by workers and employers according to trade unions, N=21.....	32
Figure 32: Types of services currently needed by workers and employers: respondents from Germany, N=14 ...	32
Figure 33: Needed services not sufficiently provided, N=66 .....	33
Figure 34: Actions needed to improve end-users' satisfaction with labour mobility services, N=66 .....	35
Figure 35: Labour mobility services not previously mentioned that are still missing, N=66 .....	36
Figure 36: Effectiveness of information on websites, N=66 .....	37
Figure 37: Effectiveness of printed materials, N=66 .....	37
Figure 38: Effectiveness of personalised approach, N=66 .....	38
Figure 39: Effectiveness of personalised approach channels according to employer associations, N=36 .....	38
Figure 40: General awareness of existing entities, N=66 .....	39
Figure 41: Percentages of respondents per number of entities selected, N=58 .....	40
Figure 42: Knowledge on services, target audiences and access to the entities .....	41
Figure 43: Informing respondents' members on the existing entities, N=66 .....	44
Figure 44: Personal satisfaction with the entities' services and timeliness .....	46
Figure 45: Personal satisfaction with the entities' channels and ways of providing services .....	47
Figure 46: Personal satisfaction with the EURES services.....	48
Figure 47: Members' satisfaction with the entity and services.....	49
Figure 48: Members' satisfaction with the entities' channels and ways of providing services .....	50
Figure 49: Members' satisfaction with the EURES services .....	51
Figure 50: Other entities to which jobseekers and employers turn, N=66.....	52

# Executive summary

This report consolidates the findings of a survey aimed at exploring awareness of labour mobility services, ran by the European Labour Authority in November and December 2022. Details on the background and objectives of the project are available in the main part of this report, point 1.1.

The term *labour mobility services* refers to the existing information and advice tools aimed at promoting and supporting labour mobility for EU citizens and businesses. The following entities were the subject of the survey: Your Europe Advice, SOLVIT, Enterprise Europe Network, the bodies to promote equal treatment and to support Union workers and members of their family (further: the free movement bodies, FMBs), and the national liaison offices for the posting of workers (further: NLOs). In addition, social partners were surveyed on EURES, and both strands explored awareness, use and satisfaction with the Your Europe portal as a source of information.

The survey was divided in two strands, one for EURES Members, Partners, and National Coordination Offices (NCOs), and the other adapted for workers' and employers' representatives. The objective was to explore the awareness of the respondents on the existing labour mobility services in the European single market, and furthermore to get insight into their and/or their members' or clients' usage of and the resulting satisfaction with the services.

Based on the findings, there is a need for **intensifying promotion** of the existing labour mobility services, increasing their visibility and raising awareness about the assistance they provide. The range of topics covered, and services provided by the explored entities is extremely wide. Before extending their scope or considering setting up (a) new service(s), it must be ensured that the existing ones are known and used by citizens and businesses engaged in labour mobility.

Strengthening **cooperation and synergies between different entities** and services they provide is equally important. Entities are not sufficiently aware of each other's mandates, thus missing the opportunity to refer their clients to the most appropriate service. A number of respondents see a solution in establishing a single access point to labour mobility information and services. Indeed, since many of the issues related to labour mobility are fundamentally connected — particularly from users' perspective — addressing them separately is both less effective and less efficient.

Workers' and employers' representatives consider the information on rules and procedures one must follow when engaging in labour mobility as particularly needed. To be useful in practice, information must be clear, concise and concrete. This is often not the case. Given the complexity of labour mobility patterns, applicable legislation and institutions involved, all involved in information provision should review and, if needed, **refine the way in which information on the applicable rules and procedures is presented**.

Based on the survey results, **web portals** are the most valued information source. To remain relevant, their owners should continuously improve their structure, completeness, up-to-datedness and clarity. However, when the situation of a particular user requires it, easy and flexible access to **individual support provided by dedicated experts** comes into play. The capacity of the experts to adapt the provided information to a concrete case is as equally important as their responsiveness, since timeliness is often crucial.

Finally, there are currently dozens of websites providing information on all sorts of labour mobility topics, emanating from a variety of actors, sometimes containing unclear, incomplete or outdated information. The possibility to access all the relevant information from a single-entry point remains a high priority for many respondents. In that sense, a number of them see **a role for ELA** in shaping a more coherent and user-friendly labour mobility information landscape.

# 1. Introduction

## 1.1. Background and objectives

The European Labour Authority (ELA) is committed to improving labour mobility information provision and access to dedicated services, including identifying existing gaps and developing solutions to mitigate them, in cooperation with its EU-level and national stakeholders.

Based on initial assessments conducted by ELA, there is a growing need for straightforward information on the rules applicable to the posting of workers to other Member States and related administrative matters. Moreover, in the general view of the Authority, providing accessible and effective assistance services for both workers and employers is in the interest of all business sectors and actors wishing to exercise their right to free movement of both workers and services.

Existing labour mobility services – such as Your Europe Advice<sup>1</sup>, SOLVIT<sup>2</sup>, EURES<sup>3</sup>, Enterprise Europe Network<sup>4</sup>, national liaison offices for the posting of workers<sup>5</sup> (further: NLOs) and the bodies to promote equal treatment and to support Union workers and members of their family<sup>6</sup> (further: the free movement bodies or FMBs), as well as the Your Europe portal<sup>7</sup> — play an important role in the dissemination of information on labour mobility and provision of assistance to mobile workers and their employers. Nevertheless, there is still room for improvement in different aspects of labour mobility information and services provision.

Following the above consideration, the Authority developed a survey with the goal of exploring the awareness of and cooperation with the existing EU labour mobility services by EURES affiliated actors on one hand, and the awareness and use of services by workers' and employers' representatives on the other hand. In particular, the survey aimed to assess the current level of respondents' awareness of the existence of the aforementioned services, their general understanding of the scope and mandate of the services and, where relevant, the way they (or their members) use the services or cooperate with them, and the extent of their satisfaction. Additionally, views on the existing needs and possible improvements were also surveyed.

## 1.2. Methodology

In order to gather insights from actors representing workers and employers, as well as from EURES-associated actors (EURES Members, Partners and National Coordination Offices), the survey was split in two strands, tailored for these two respondents' groups. Although the questions therefore varied, as the EURES affiliated version does not include questions on EURES itself, comparison of the results is possible to some extent. Where relevant, sections highlighting the nuances or similarities between the two strands are included in the following pages.

The survey was shared through ELA's Stakeholder Group (composed of EU-level social partners) and National Coordination Offices for EURES, who in turn circulated it among their own stakeholders (namely, national level social partners and EURES Member and Partner organisations).

---

<sup>1</sup> An EU service providing legal advice on EU law to the public

<sup>2</sup> A service provided by the national administration in each EU country and in Iceland, Liechtenstein and Norway, helping citizens and businesses when their EU rights are breached by public authorities in another Member State

<sup>3</sup> A cooperation network designed to facilitate the free movement of workers within the EU-27 countries plus Switzerland, Iceland, Liechtenstein and Norway

<sup>4</sup> An international support network for small and medium-sized enterprises (SMEs) with international ambitions

<sup>5</sup> Nominated according to art. 4 of Directive 96/71/EC

<sup>6</sup> Bodies designated under article 4 of Directive 2014/54/EU

<sup>7</sup> An interface providing access to a network of national portals in compliance with Regulation (EU) 2018/1724 on the single digital gateway

The questions were designed in accordance with the initial goals of the survey and went through review within ELA and social partners.

The survey was published on 17 November 2022 and closed on 15 December 2022.

For readability purposes, the results presented in the following document are rounded up to full numbers, which may cause some percentages not to add up to a perfect 100.

### **1.3. Introductory remarks on the response rates of the surveys**

The strand of the survey aimed at EURES affiliated respondents was completed 161 times, and 66 of these contributions (i.e. 41% of the responses) emanated from respondents from Poland. Although a representative sample was not a prerequisite for the survey, such a significant proportion of respondents from one country must be noted.

Three respondents provided multiple answers to the identification question regarding the type of organisation they represented. Although these additional answers were not deleted, it explains the discrepancy in the number of collected answers for this question (164) and the total of respondents for this strand of the survey (161).

The strand of the survey aimed at workers' and employers' representatives was completed 68 times. Amongst these, however, two respondents were omitted, as they replicated another contribution and included identical text in the open-text boxes. Only the most recent version of this contribution was taken into account in the following results. This therefore leaves 66 respondents for this strand of the survey.

Amongst those, it should also be noted that 27% of the respondents were from Belgium and 21% from Germany. Respondents from these countries are therefore overrepresented in the results of this strand of the survey. In addition, respondents established in Belgium may represent an organisation active at the EU-level and not a national social partner. Similarly, given that the surveys were disseminated by ELA stakeholders, the respondents reached this way may better understand the topic of labor mobility than the average user and this possibility should be considered when drawing conclusions based on the results of the survey.

### **1.4. Overview of the participants**

Among the 161 participants of the strand of the survey aimed at EURES affiliated respondents, as mentioned above, respondents from Poland were by far the most represented, with almost 41% of the total number of respondents. Respondents from Spain constituted almost 10% of the total, and those from Germany and Belgium 8%, each. Respondents from the Netherlands and Italy represented around 6% of the total, each. Norway, Croatia and Lithuania formed 3-4% of respondents, each. France, Greece and Hungary were represented by two respondents per country, constituting a little over 1% of respondents, each. Bulgaria, Estonia, Luxembourg, Malta, Slovakia and Switzerland had one respondent, each.

The majority of respondents (83%) were employed in a public employment service. Six respondents were employed by a regional government and administration, and five by a national government or administration. Four respondents represented an education or training provider, while three worked for an employer association. Three respondents were employed by another employment service, and two represented a local government or administration. One respondent worked for a trade union. Finally, six respondents who opted for *Other* stated Voluntary Labour Corps, patronages, cross-border employment bodies, public law corporations and Education and Labour Centre as their place of employment.

While 50% of the respondents represented EURES Members<sup>8</sup>, 27% came from EURES National Coordination Offices (NCOs)<sup>9</sup>, and 23% from EURES Partner organisation<sup>10</sup>.

Among the 66 participants of the second strand of the survey aimed at workers' and employers' representatives, in addition to 18 based in Belgium and 14 based in Germany, as previously mentioned, 17 other Member States were also represented by at least one respondent.

Most of the respondents represented an employer association (55%), while 32% represented a trade union and 14% selected the *Other* option. Amongst those, six respondents further specified that they represented a private company, while one came from an EU-level trade union and two from a chamber of skilled crafts (and trade).

---

<sup>8</sup> EURES Members are entities responsible for providing EURES services to end-users, contributing to the pool of job vacancies and to the pool of CVs on the EURES portal. EURES Members are most often public and private employment services.

<sup>9</sup> EURES National Coordination Offices (NCOs) are entities responsible for, inter alia, the organisation of work relating to the EURES network in the participating country which appointed them.

<sup>10</sup> EURES Partners are entities participating in the EURES network by providing one or two of the services mentioned above.



# 2. EURES Members, Partners and NCOs: expectations, awareness and satisfaction

## 2.1. Expectations regarding labour mobility services

### 2.1.1. Labour mobility services currently needed

When asked about the type of labour mobility services most needed by jobseekers and employers, the majority of respondents pointed to *Job placement and counselling services* (over 73% of respondents) and to the *Provision of information on working conditions in other MS* (over 72% of respondents). Many respondents also noted the need for a *Provision of labour market information* (68%), and the *Provision of information on living conditions in other MS* (63%).

The services indicated as needed by the fewest respondents were *Advice on EU law in the Single Market*, *Business advice to enterprises with international ambitions*, and *Support to citizens and businesses when EU rights are breached by public authorities in another EU country*. This question also included an *Other* option providing the possibility to respondents to comment further. Individual answers provided included the provision of information on cross-border labour, information for employers on remote working, information on social security and taxation for frontier workers, information on self-employment opportunities, as well as information on Covid-19 conditions in other EU countries.

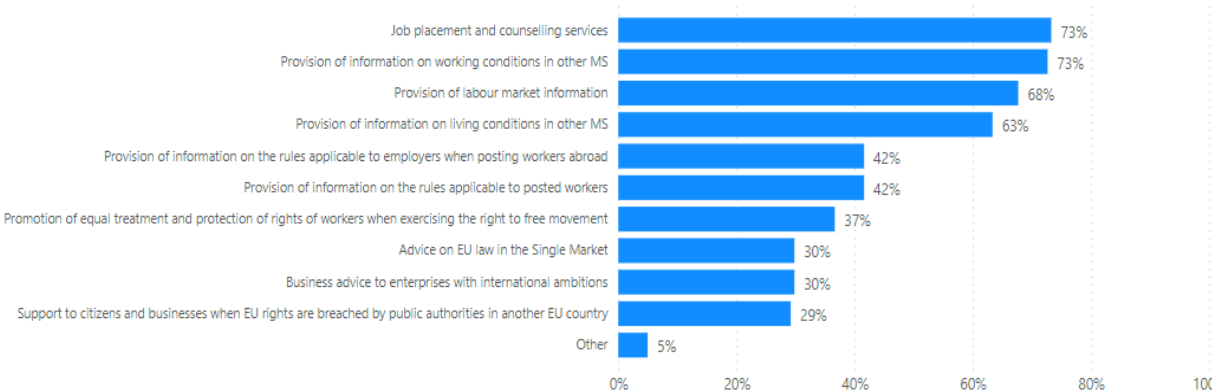


Figure 1: Types of services currently needed by jobseekers or employers, N=161

In particular, EURES Member organisations signalled the highest need for *Job placement and counselling services*, as well as the *Provision of information on working conditions in other MS*, which is aligned with the overall results.

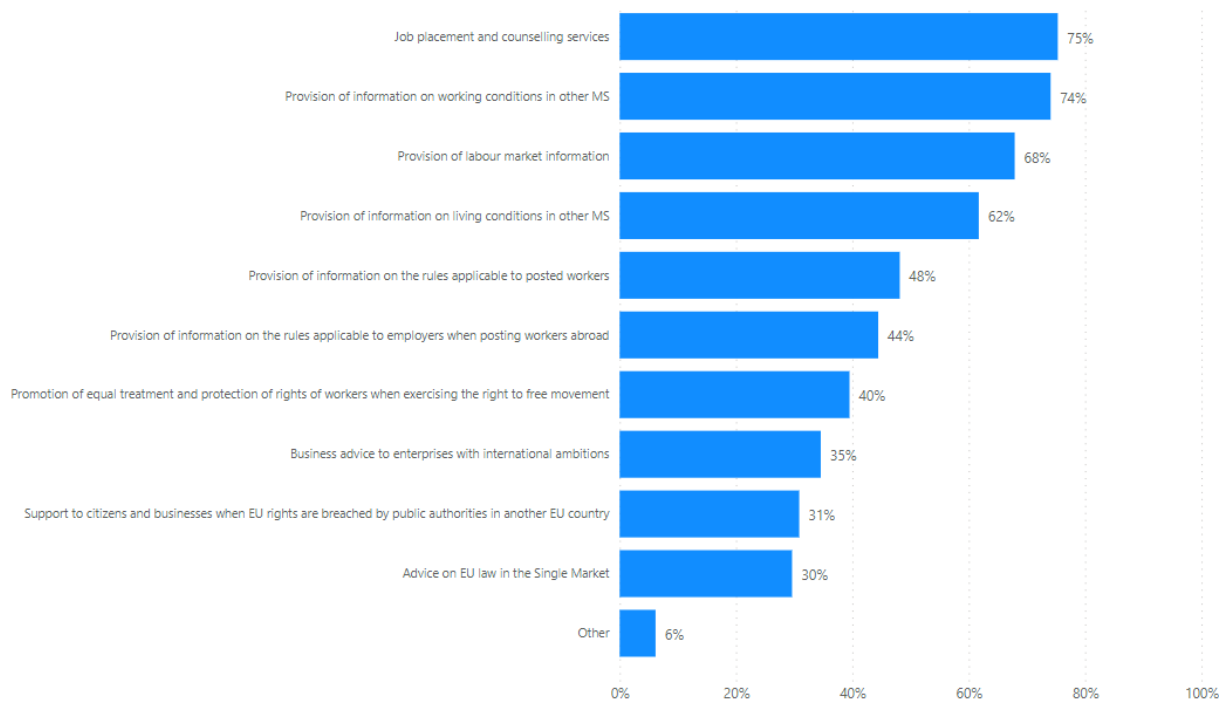


Figure 2: Types of services currently needed by jobseekers or employers according to EURES Members, N=81

Respondents belonging to EURES NCO organisations also flagged the perceived need for *Job placement and counselling services* (84%).

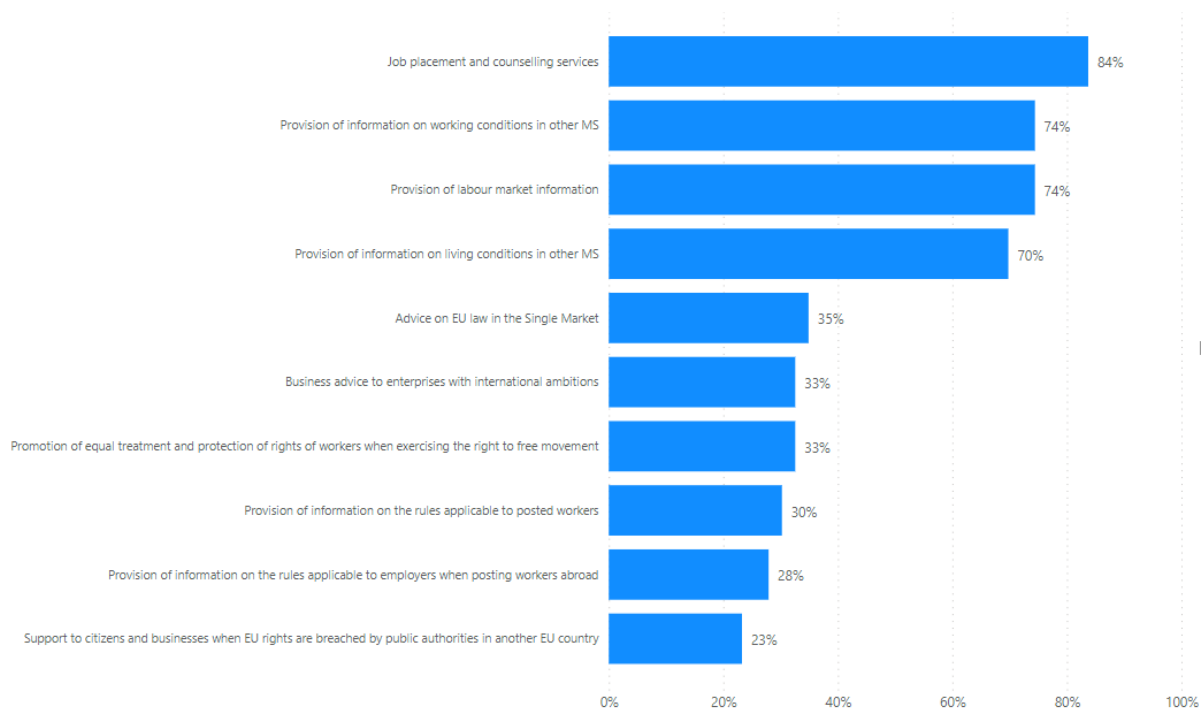


Figure 3: Types of services currently needed by jobseekers or employers according to EURES NCOs, N=43

Finally, in terms of needed services, EURES Partner organisations mainly indicated *Provision of information on working conditions in other MS*, followed by *Provision of labour market information*, and *Provision of information on living conditions in other MS*. It can be noted that *Business advice to enterprises with international ambitions* scored only 16% amongst the EURES Partners, while it is perceived as needed for more than a third of the EURES NCO or Member respondents.

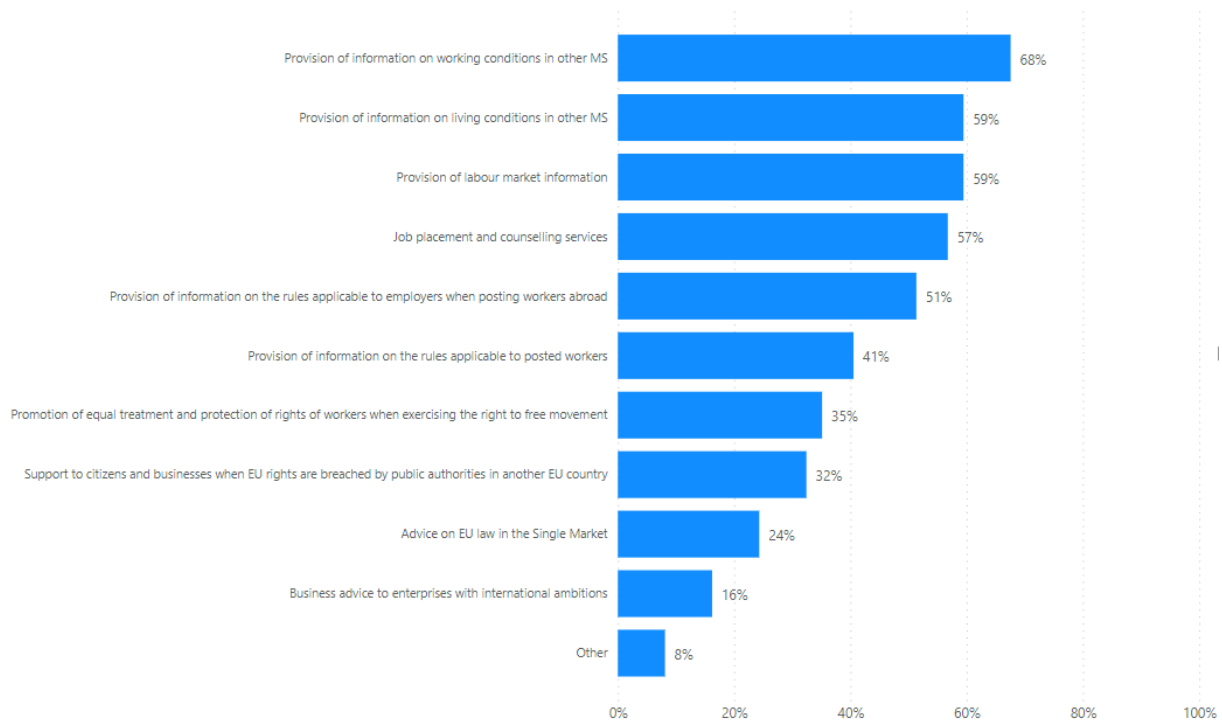


Figure 4: Types of services currently needed by jobseekers or employers according to EURES Partners, N=37

When scrutinising the results per country, it may be noted that respondents from Belgium, Germany and Lithuania signalled the biggest need for information on living and working conditions in other Member States, while Croatian, Dutch, Italian, Norwegian and Polish respondents pointed to job placement and counselling services as most needed.

## 2.1.2. Labour mobility services currently not sufficiently provided

When asked about the services currently insufficiently provided, 34% of the respondents pointed to *Business advice to enterprises with international ambitions*. This could appear as a contradiction, given that this option was ranked ninth amongst the most needed services. However, this ninth position still amounted to 30% of the respondents, which is more or less in line with the share reached here. An identical proportion of respondents (34%) picked *Provision of information on the rules applicable to employers when posting workers abroad*, followed by *Provision of information on the rules applicable to posted workers* (32%) and *Support to citizens and businesses when EU rights are breached by public authorities in another EU country* (32%). Regarding the two options on the posting of workers, it must be noted that posting is not a topic under EURES mandate. The fact that EURES respondents recognise the need for more support around this topic speaks volumes about its importance. Amongst the additional comments, a few respondents raised the issue of teleworking within the EU, which is perceived as a topic not sufficiently covered by existing regulation. Respondents from the Netherlands were more prone to select *Business advice to enterprises with international ambitions* (50%) and *Job placement and counselling services* (40%), while respondents from Germany were more numerous in selecting *Advice on EU law in the Single Market* (62%). One respondent noted that national labour inspectorates could be providing more practical information to jobseekers on living conditions, taxes, or healthcare abroad.

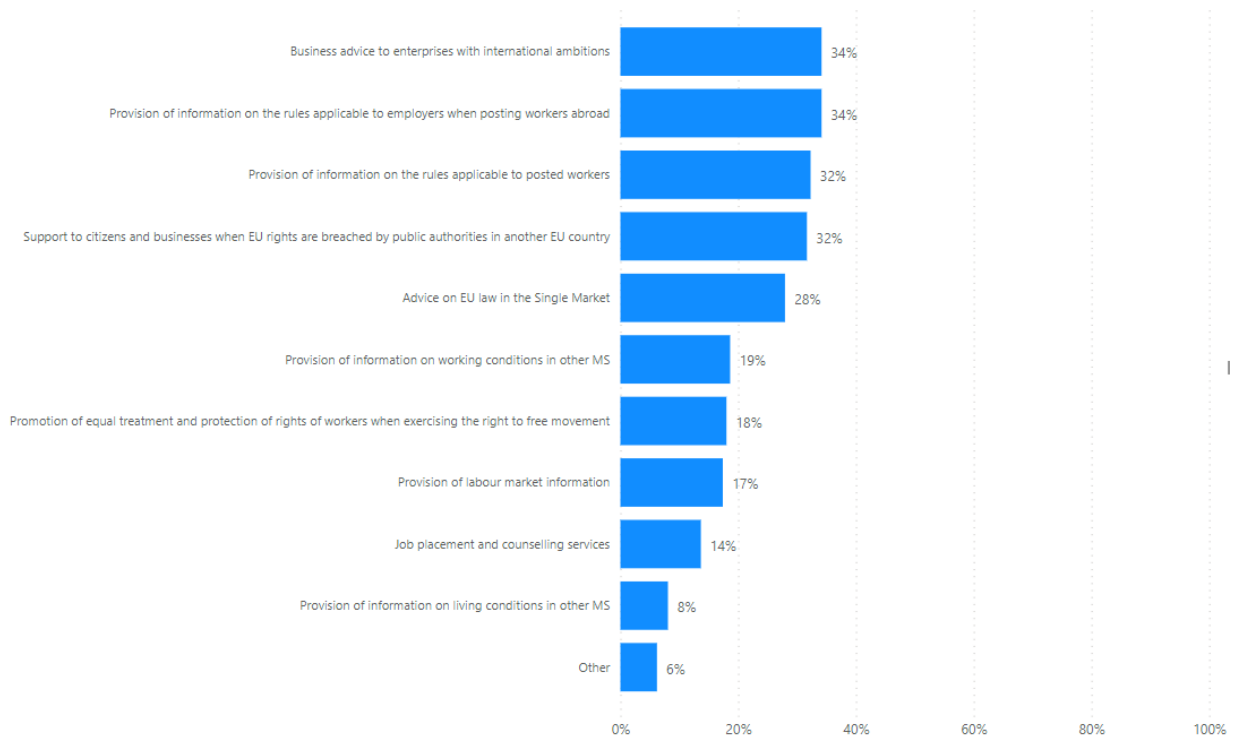


Figure 5: Needed services not sufficiently provided, N=161

In particular, the answers of EURES Members to the question on the insufficiently provided services suggests that there is currently not enough *Provision of information on the rules applicable to employers when posting workers abroad*, nor *Provision of information on the rules applicable to posted workers*. This is also aligned with the results of all the combined respondents, although EURES Members respondents select *Business advice to enterprises with international ambitions*, one of the two most selected results for the combined respondents, slightly less often.

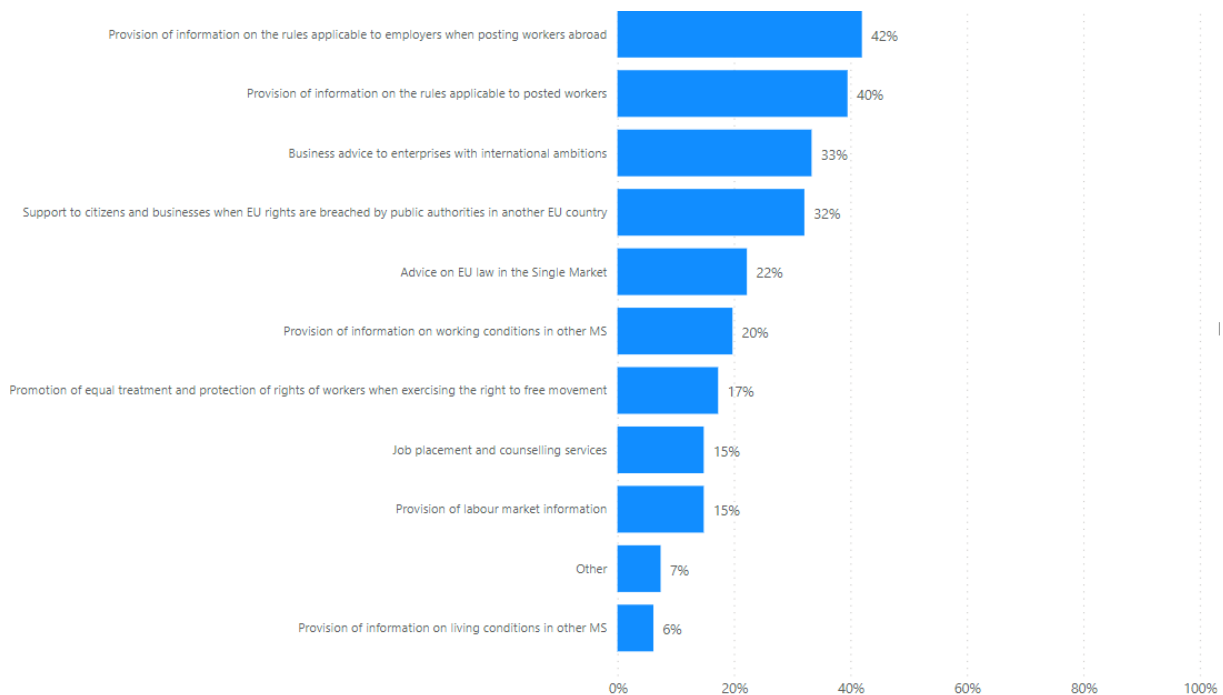


Figure 6: Needed services not sufficiently provided according to EURES Members, N=81

EURES NCOs placed *Advice on EU law in the Single Market* at the top of the list of services not sufficiently provided, with a significant share of 37%, together with *Business advice to enterprises with international ambitions*. Amongst the individual comments provided, respondents also signalled the need for information on remote workers, or that while EURES and NCOs are currently providing information on labour law and working conditions, there is still a gap in terms of providing information on basic services and amenities, such as taxes, healthcare, or sick leave for example.

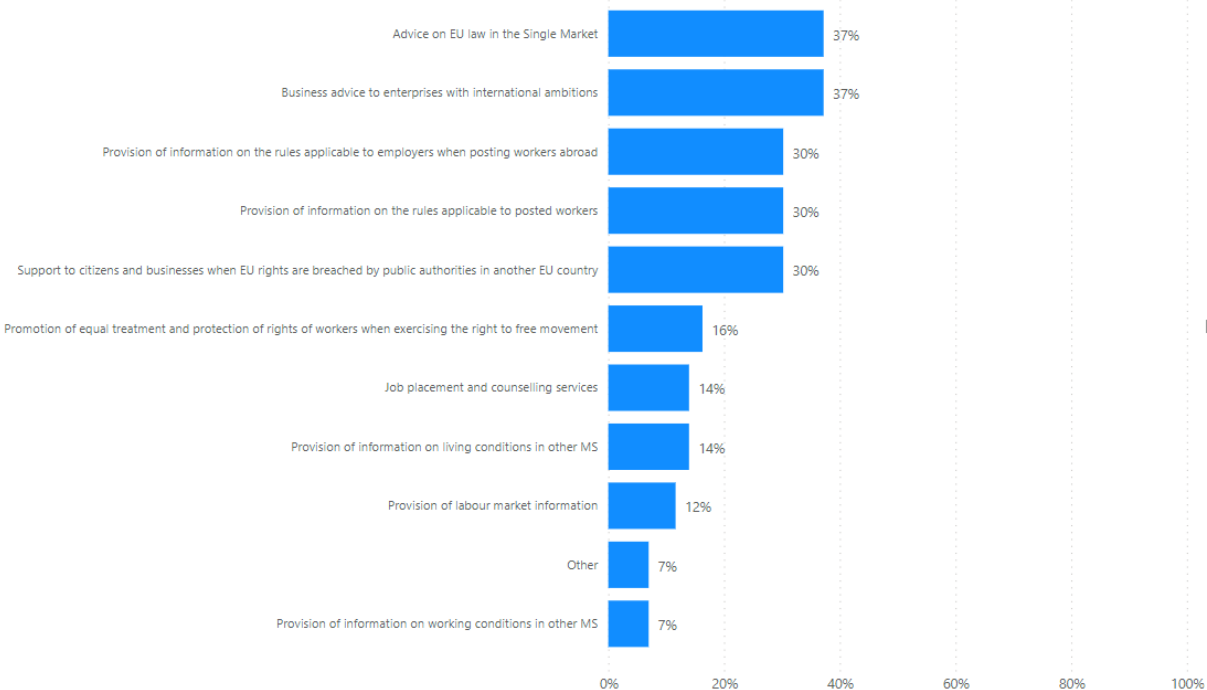


Figure 7: Needed services not sufficiently provided according to EURES NCOs, N=43

Finally, while *Business advice to enterprises with international ambitions* scored low in terms of needs for the EURES Partners, in the view of a third of their respondents it is also not sufficiently provided at the moment, similarly to *Support to citizens and businesses when EU rights are breached by public authorities in another EU country*.

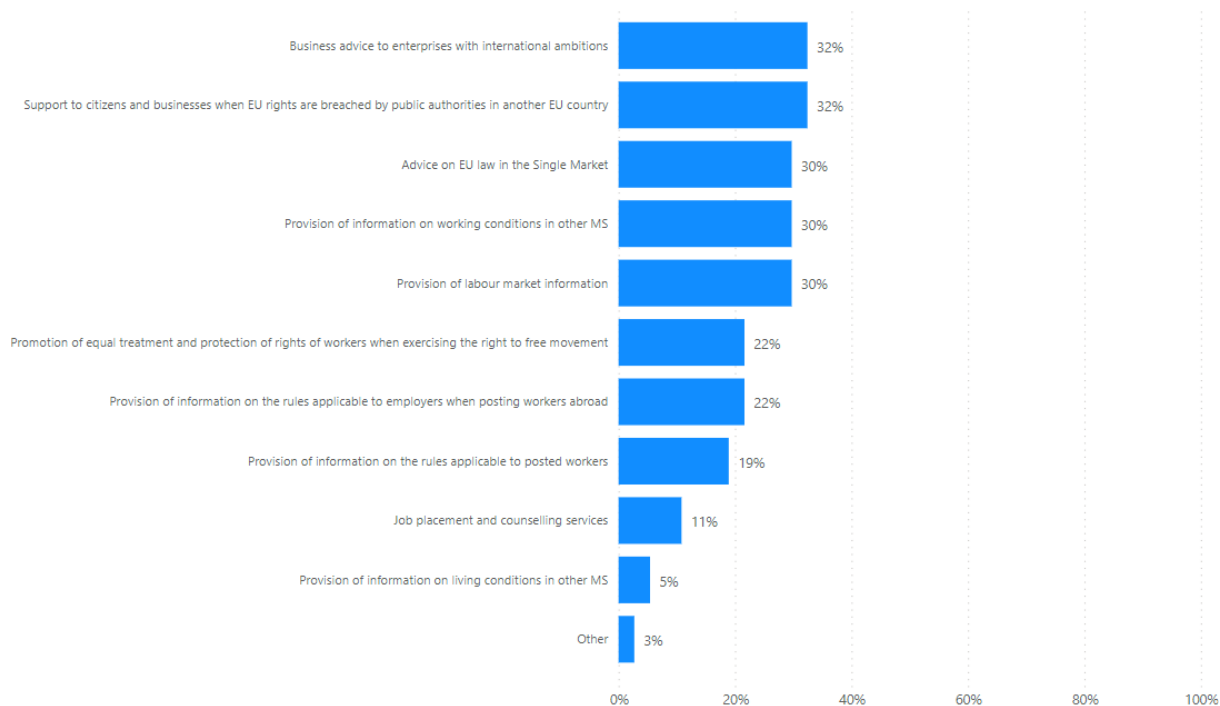


Figure 8: Needed services not sufficiently provided according to EURES Partners, N=37

In terms of results per country, when asked about the services currently not sufficiently provided, respondents from Belgium, the Netherlands and Lithuania indicated *Business advice to enterprises with international ambitions*, and respondents from Germany and Norway pointed to *Advice on EU law in the Single Market*. Respondents from Italy signalled a need for the *Provision of information on rules applicable to posted workers*, while respondents from Poland pointed to a need for the *Provision of information on the rules applicable to employers when posting workers abroad*. In the case of respondents from Spain, there is a need for *Support to citizens and businesses when EU rights are breached by public authorities in another EU country*. Additionally, individual comments emanating from respondents from Spain mentioned existing language barriers for labour mobility, for example in administrative services in another EU Member State.

## 2.2. Future needs and potential services to increase satisfaction

### 2.2.1. Improving the satisfaction of end-users regarding labour mobility services

When asked about the factors most needed to improve the end-users' satisfaction with labour mobility services, 78% of respondents mentioned the promotion and increasing visibility of existing labour mobility services. This is an element visible throughout the survey, where participants called for better promotion of a service or pointed to the general public's low awareness of the existence of certain services. Respondents also pointed to the need for facilitation of cooperation between different services, which was likewise mentioned in comments section in other parts of the survey. Many respondents warned against working in silos when providing information and advice on labour mobility, and the difficulties in information exchange between organisations with a similar focus. Efforts could be made to increase coordination between these services. 53% of respondents also pointed to a need to increase the accessibility of labour mobility services. With the internet and social media constituting some of the main sources of information for jobseekers and workers, there may be a need to improve and ease

access to services provided digitally. Some respondents also expressed the need for online and physical meeting spaces to facilitate the spread of information. Some respondents also pointed to the EURES portal, noting that it could be improved and more user-friendly.

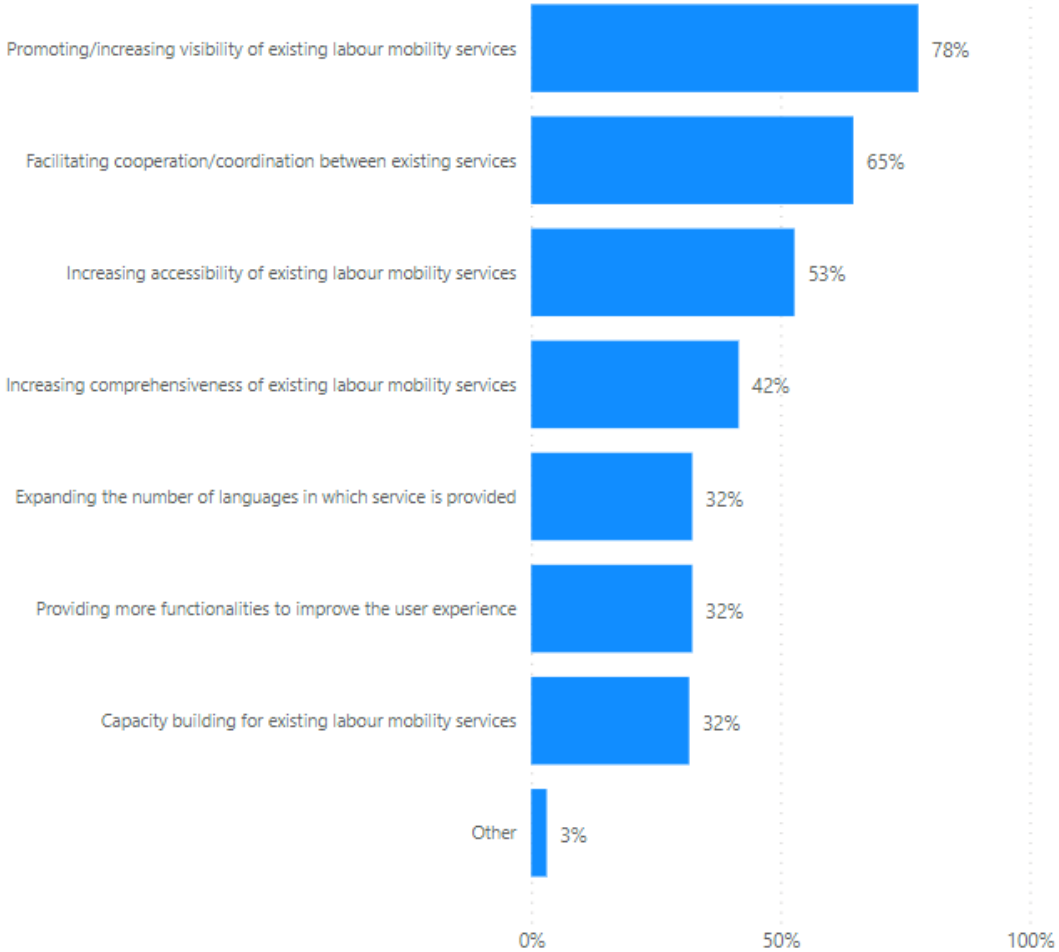


Figure 9: Needs to improve end-users' satisfaction with labour mobility services, N=161

In particular, respondents whose organisation is a EURES Member called for increased visibility of the services in order to increase the end-users' satisfaction. Moreover, they signalled a need to individualise their approach to individual cases of clients and information seekers, for which an updated EURES portal, as well as increased staff count, would be most beneficial.

On that same question, compared to the other respondents, respondents from EURES National Coordination Offices significantly more often indicated the necessity to increase the visibility of existing labour mobility services and to facilitate cooperation between the existing services.

Respondents from Poland indicated a strong need for *Promoting/increasing visibility of existing labour mobility services* (67%) as well as *Increasing accessibility of existing labour mobility services* (52%).

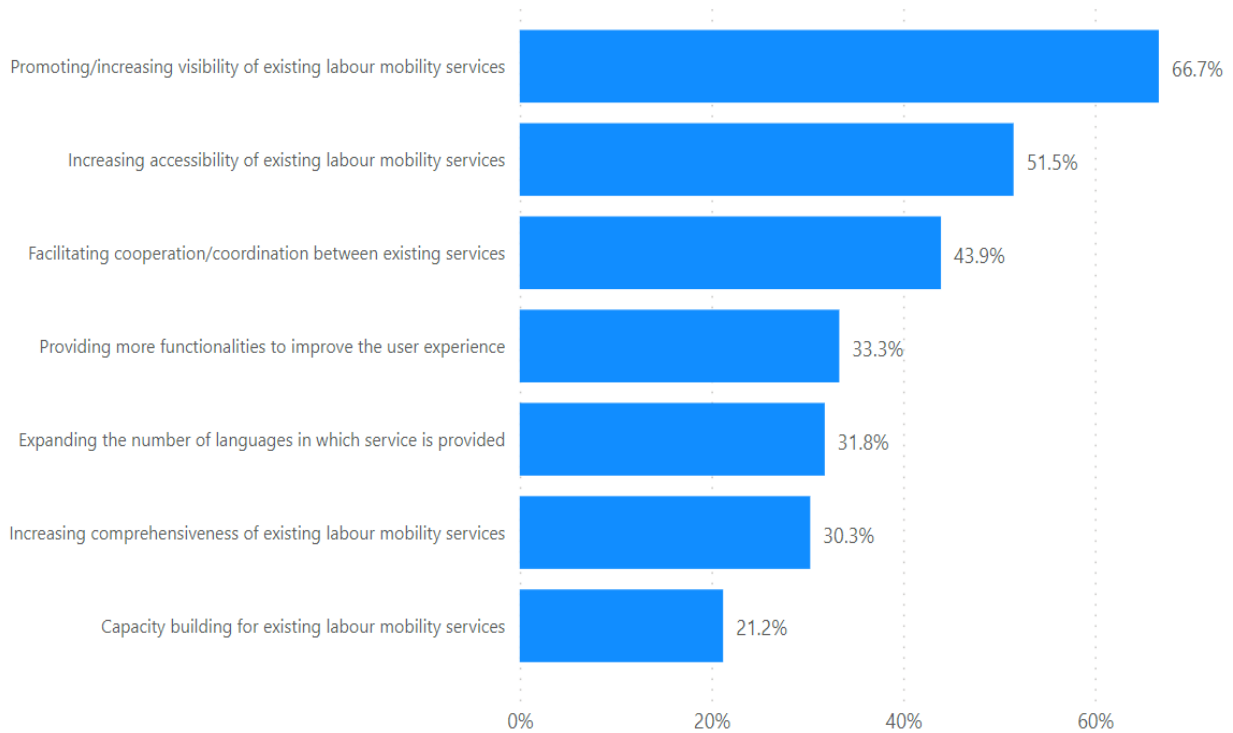


Figure 10: Needs to improve end-users' satisfaction with labour mobility services: respondents from Poland, N=66

All the respondents from Belgium pointed out the need for *Facilitating cooperation/coordination between existing services*, and 83% of them also selected *Promoting/increasing the visibility of existing labour mobility services and their mandates*.



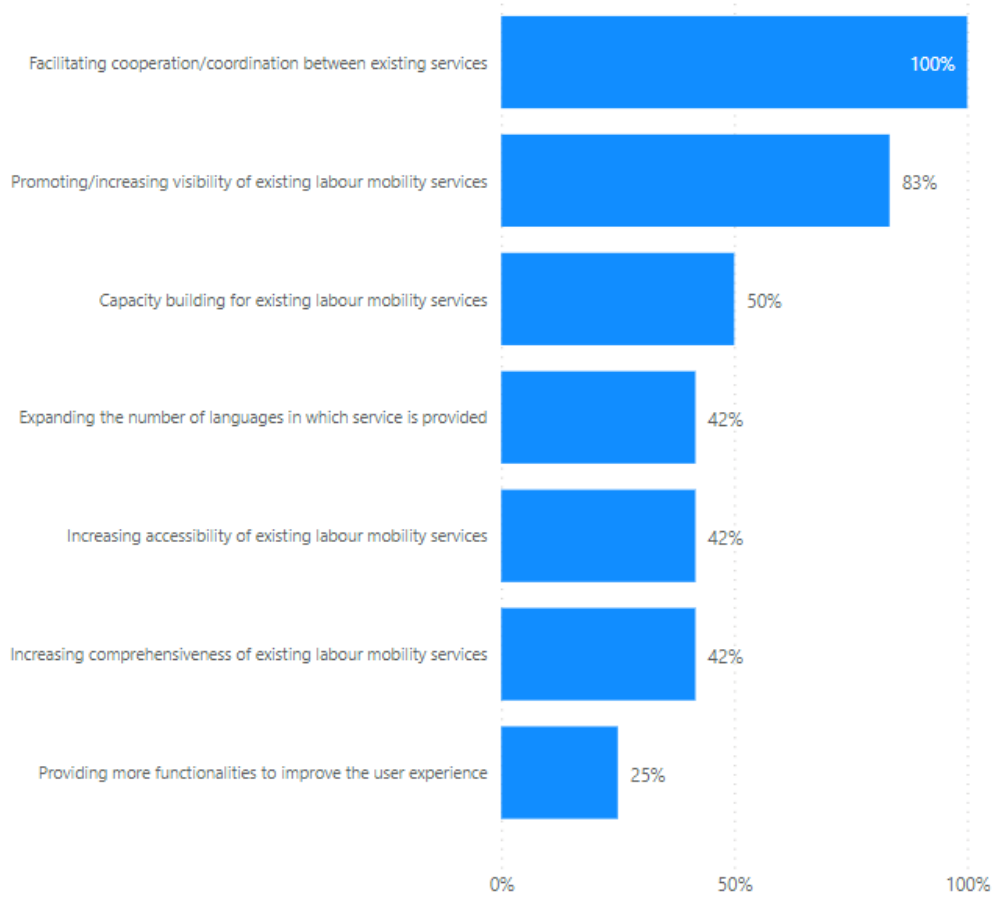


Figure 11: Needs to improve end-users' satisfaction with labour mobility services: Belgian respondents, N=12

Respondents from Germany indicated the biggest need for *Promoting/increasing the visibility of existing labour mobility services and their mandates* (92%).

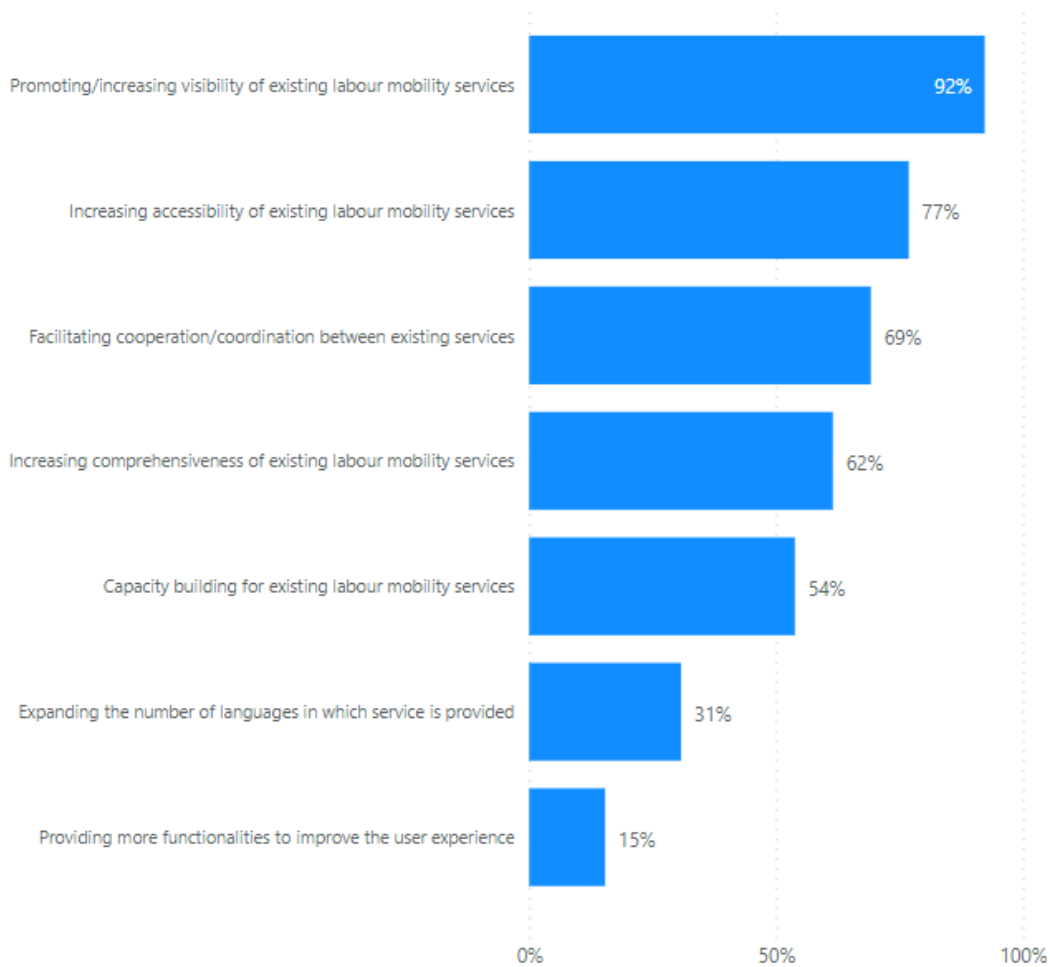


Figure 12: Needs to improve end-users' satisfaction with labour mobility services: German respondents, N=13

## 2.2.2. Other missing labour mobility services

On the topic of labour mobility services previously not mentioned and still missing, 57% of respondents pointed to the *Provision of information and guidance on administrative steps to be taken when in another EU country (e.g. residence for workers and their family members)*, and 52% to the *Provision of information on the rules applicable to specific types of labour mobility (e.g. seasonal workers, frontier workers, pluri-active/multinational workers, cross-border teleworkers...)*. Moreover, respondents raised the issue of a lack of regulation of teleworking in the EU, leading to an unclear legal position of teleworkers. The lack of post-recruitment services for employees, as well as a comprehensive navigation through the different existing labour mobility services were mentioned as necessary for the future.

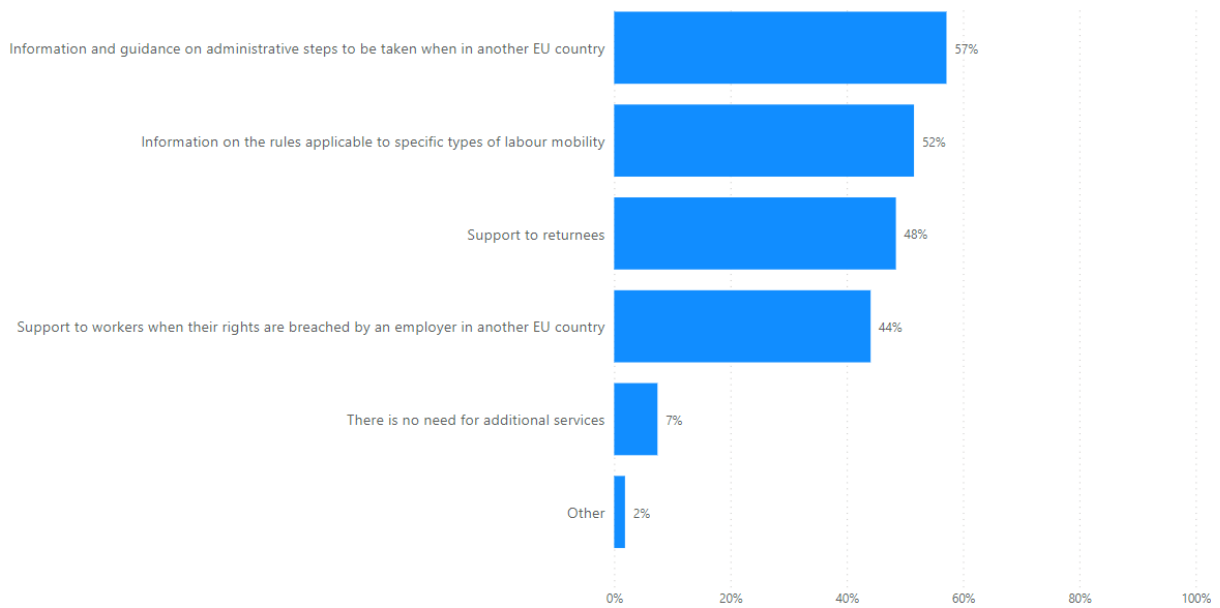


Figure 13: Labour mobility services not previously mentioned that are still missing, N=161

Respondents whose organisations are EURES Partners indicated significantly more often the *Provision of information and guidance on administrative steps to be taken when in another EU country (e.g. residence for workers and their family members)*.

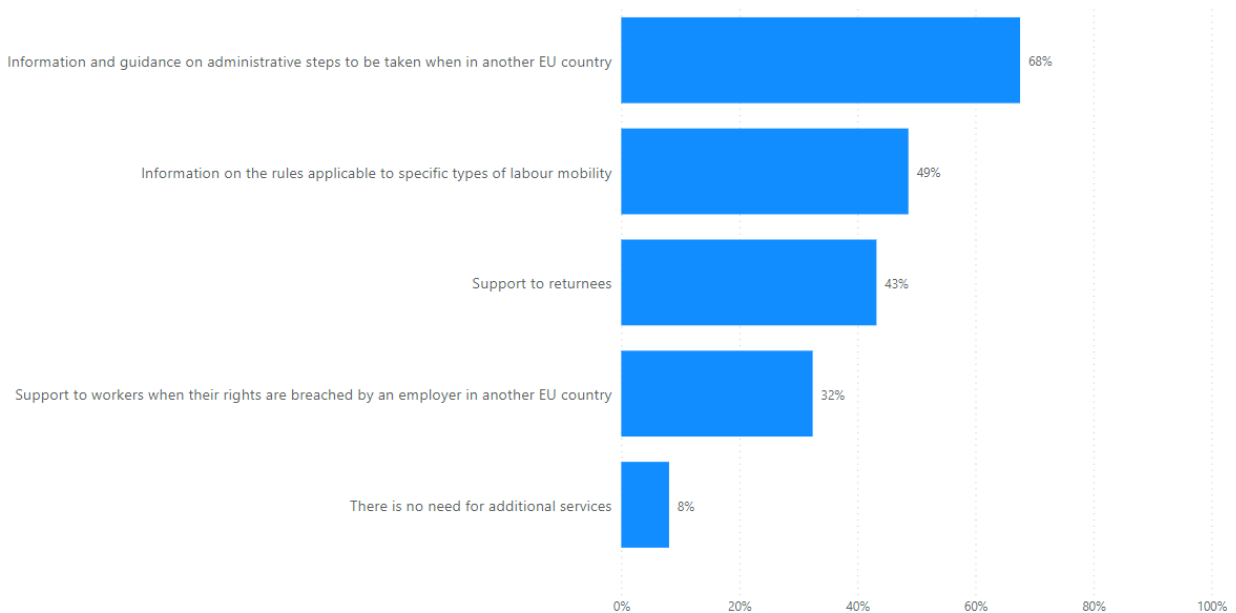


Figure 14: Labour mobility services not previously mentioned that are still missing for EURES Partner organisations, N=37

For this second question, respondents from Germany significantly more often selected *Provision of information and guidance on administrative steps to be taken when in another EU country* and *Provision of information on the rules applicable to specific types of labour mobility (69%)*.

Respondents from Poland also primarily pointed to the need for *Provision of information and guidance on administrative steps to be taken when in another EU country (e.g. residence for workers and their family members)*, but with a share of 53%, in lower proportion than the average of all respondents.

Additionally, in the case of respondents from Spain, *Support for returnees* was widely selected, as 80% of the respondents identified it as a missing service.

### 2.3. Perception on the effectiveness of the services provision

When assessing the effectiveness of the ways information on labour mobility is presented on public websites, the highest proportion of respondents pointed to videos and video tutorials (71%), followed by guided navigation (49%) and FAQs (48%), as the most helpful tools in the dissemination of information. Among printed materials, leaflets, infographics and brochures were considered effective by 50% or more of the respondents, with reports scoring very low (14% of respondents found them to be effective), pointing to the fact that — in view of the majority of respondents — brief and visual representation of information is easier to understand for the target audience. In-person contacts have been judged as a highly effective method of disseminating information (77% of respondents), with email (66%) and phone communication (55%) not far behind. It can also be noted that filling in a contact form is considered as an effective method of personalised communication for the intended audience by less than a quarter (23%) of the respondents. Overall, interactive and visual methods of communication and dissemination of information are deemed as the most effective ones of their categories, with social media mentioned most often as an alternative method of communication by individual respondents in the additional comments and other remarks sections.

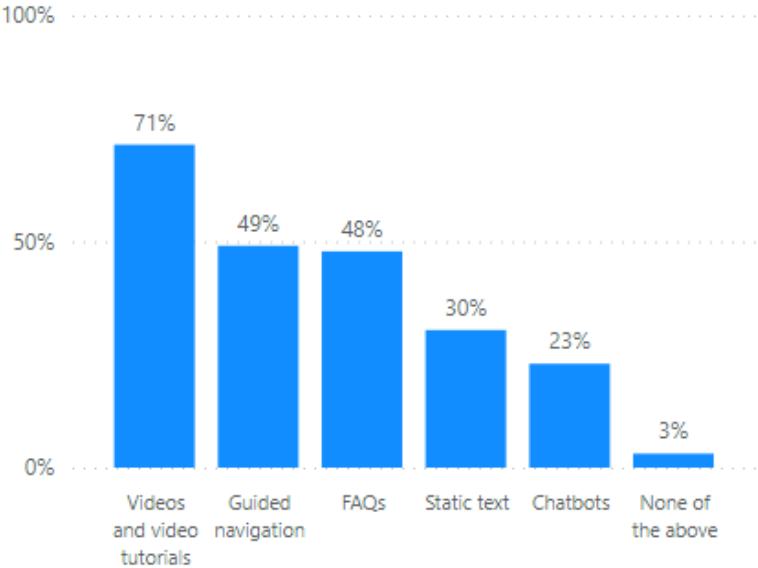


Figure 15: Effectiveness of information on websites, N=161

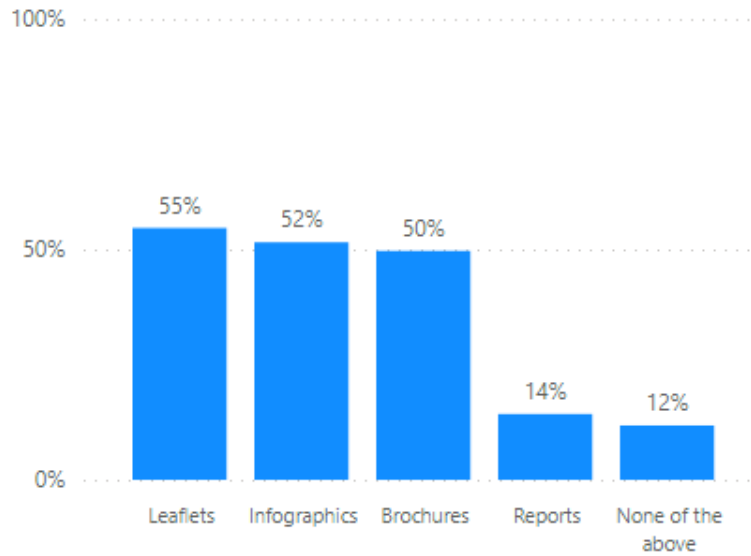


Figure 16: Effectiveness of printed materials, N=161

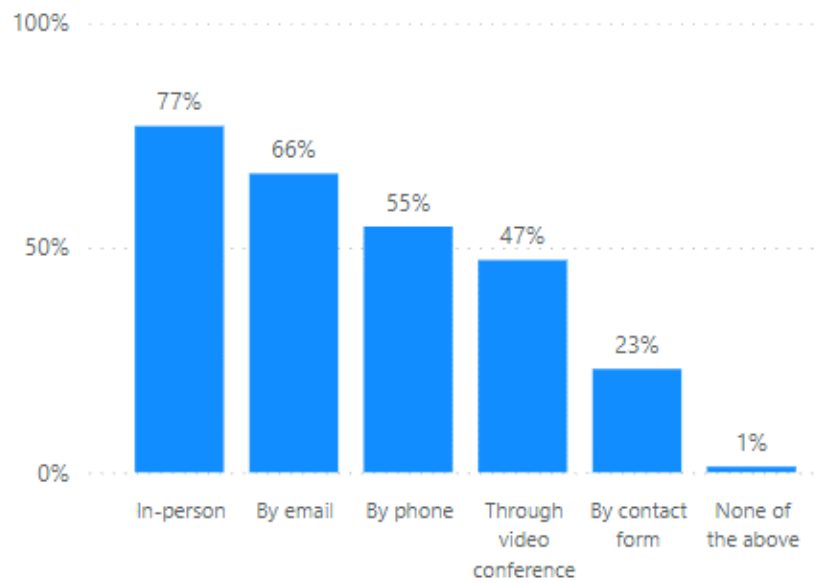


Figure 17: Effectiveness of personalised approach, N=161

Overall, as a cluster, EURES Members and EURES NCOs signalled a need to increase audio-visual provision of labour mobility information through different channels, and provided more input on additional activities for EURES to take into account: social media presence, transnational projects, workshops and events, counselling. Respondents from EURES Partner organisations, on the other hand, provided sparse input on the topic.

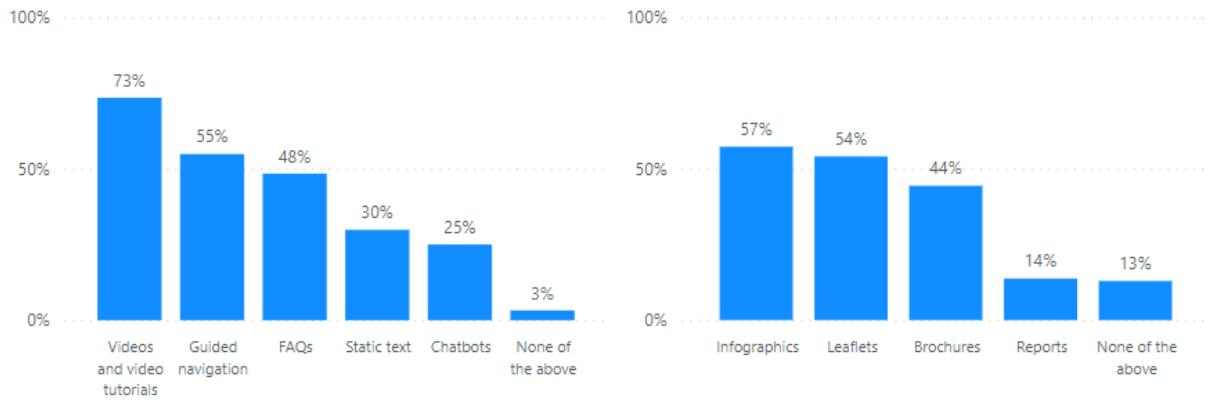


Figure 18: Effectiveness of information on websites and printed materials according to EURES Members and EURES NCOs, N=124

It can also be noted that respondents mentioning the need to provide labour mobility services through social media were all employed by Polish institutions.

## 2.4. General awareness of the existence of the entities

In general, SOLVIT and the Your Europe portal scored highest in terms of the respondents' awareness of entities overall. Over 60% of respondents were familiar with SOLVIT, and close to 58% knew of the Your Europe portal. Other entities are known by less than 30% of respondents each, with the national liaison offices for the posting of workers at the end, indicated as known by only 11% of respondents. It should also be noted that a fifth of the respondents mentioned that they knew none of the proposed entities.

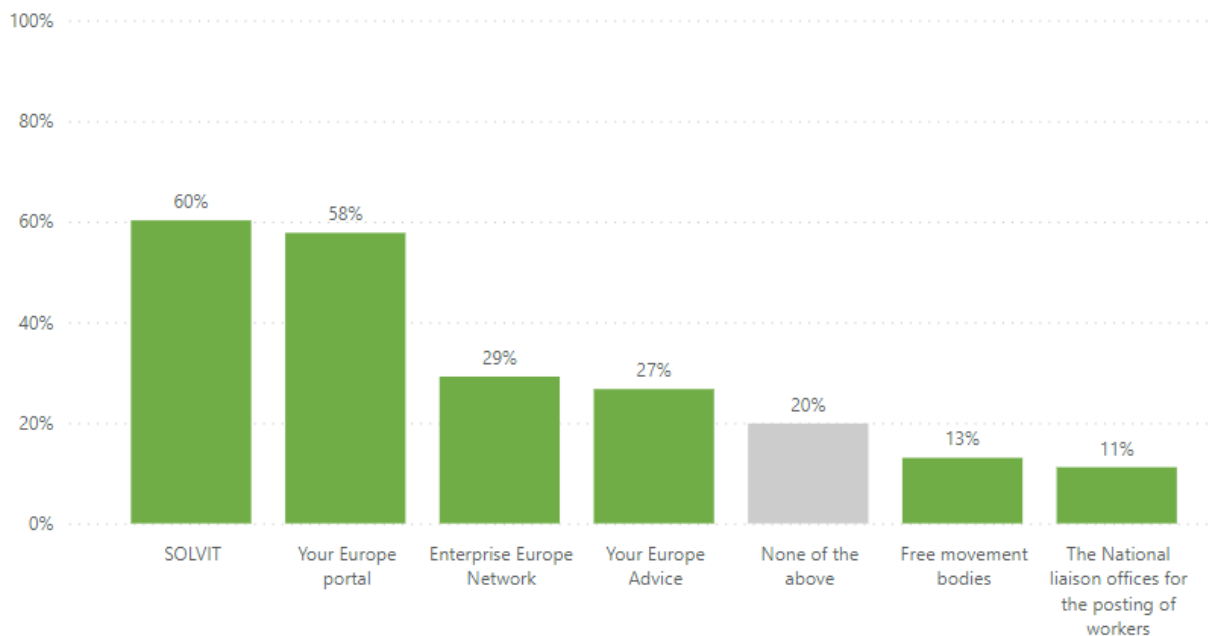


Figure 19: General awareness of existing entities, N=161

Not taking into account the 32 respondents that selected *None of the above*, the respondents selected an average of two to three services in the list, while the median was set at two services selected. 57% of the respondents selected one or two entities in the list, and only 10% of the respondents selected five or more. The respondents selecting only one entity most frequently selected SOLVIT and the Your

Europe portal. Finally, it may be noted that amongst the 38 EURES NCO respondents that knew of at least one entity, 88% selected two or more.

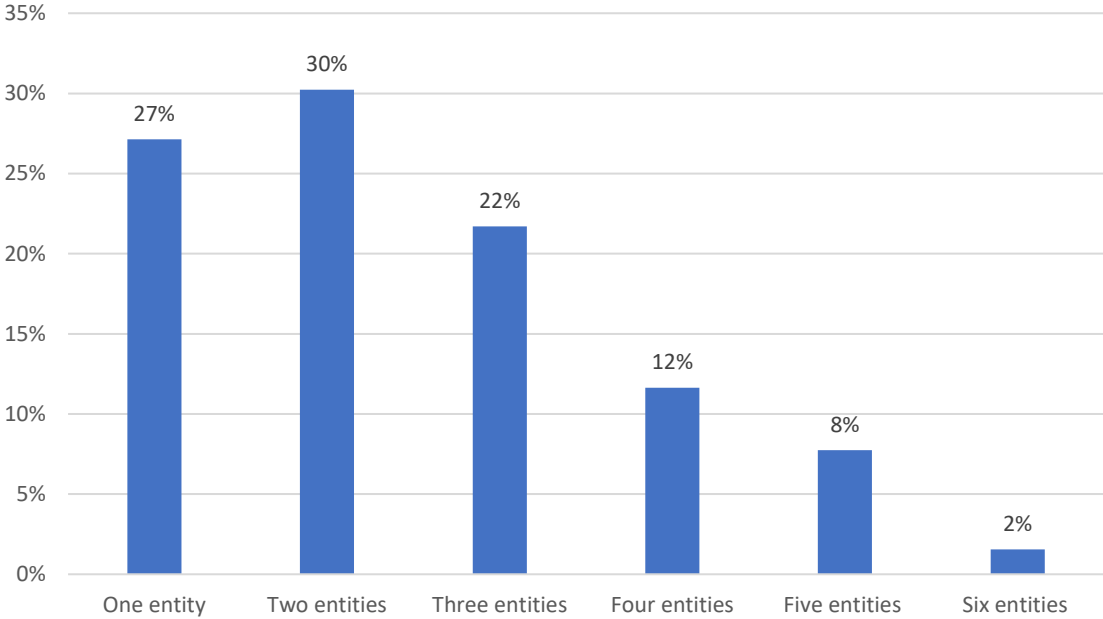


Figure 202122: Percentages of respondents that selected a number of entities, N=129

When looking at this question under the prism of the type of EURES respondents', EURES Partners were the least aware of the entities, as 41% of them selected *None of the above*. In parallel, none of the entities appeared to be known by more than 43% of these respondents. Conversely, EURES NCOs were the most likely to know of at least one service, as only 12% of them selected *None of the above*. They also displayed high level of awareness regarding SOLVIT (70%) and the Your Europe portal (65%). These levels could be compared with those of EURES Members, as SOLVIT was selected by 69% of Members' respondents, and the Your Europe portal by 61%. In their case, 15% of the respondents selected *None of the above*.

The participants presented a good level of awareness for all entities but were most familiar with the specific services or information offered by SOLVIT, the Your Europe portal and the free movement bodies (FMB). The services offered by Your Europe Advice appear to be the least familiar for all respondents. Respondents were also most familiar with the target groups of the Your Europe portal, as well as the free movement bodies. By contrast, knowledge on how to access the services provided by the entities was much lower than the average knowledge on the entities themselves. Most respondents were familiar with how to access the free movement bodies and Your Europe Advice, while fewer respondents knew how to access the Enterprise Europe Network (EEN). Regarding the statement on satisfaction, respondents were the most satisfied with the provision of information by the Your Europe portal, and less satisfied with cooperation with other entities.

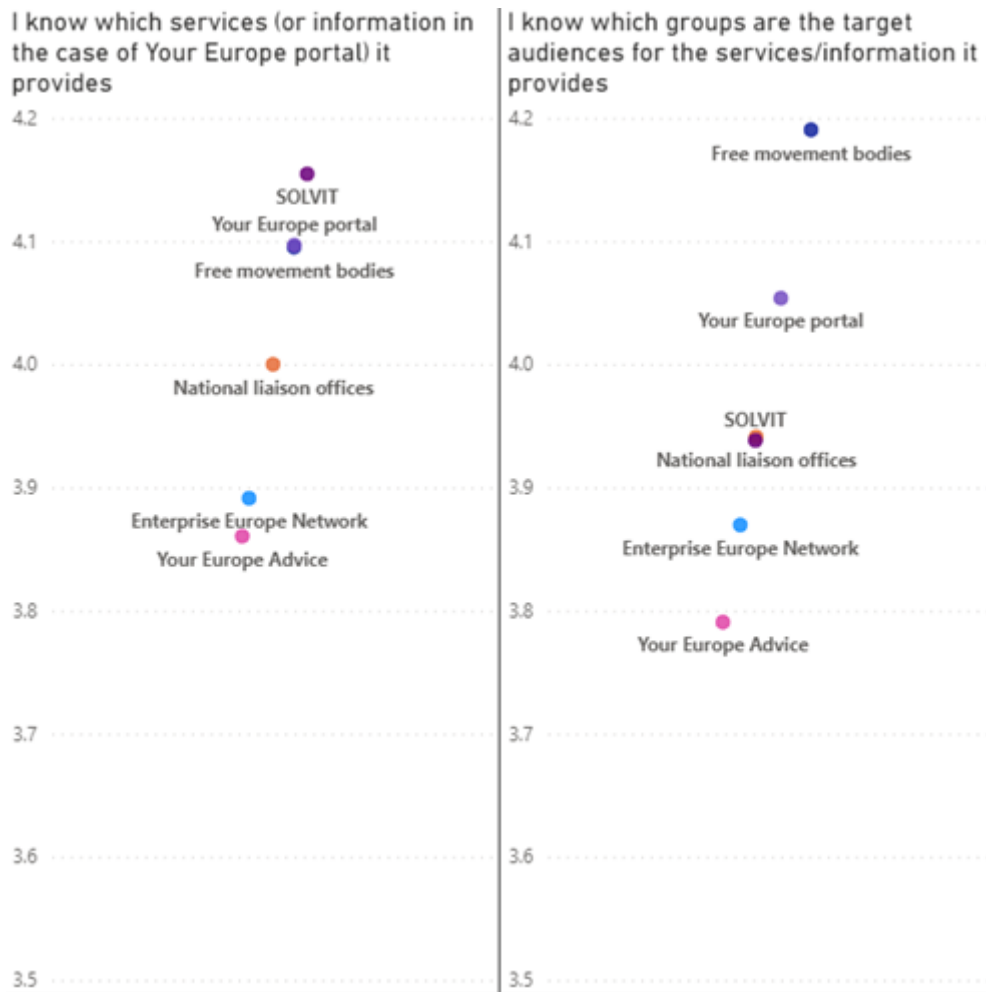


Figure 21: Averages of knowledge on services and target audiences





Figure 22: Averages of knowledge on access and satisfaction with cooperation

The figures above present averages (arithmetic means) for the Likert scales questions on awareness and satisfaction with cooperation by assigning a numerical value to each proposition as follows: Strongly agree = 5; Agree = 4; Neutral = 3; Disagree = 2; Strongly disagree = 1.

## 2.5. Details on the awareness and cooperation per entity

This section elaborates on the consolidated average scores that are displayed under figures 21 and 22. These questions were however only appearing for respondents that had indicated that they know of the entity in question, as shown in figure 19. The number of respondents that indicated that they know of the entity and were therefore able to answer the questions here below is specified next to the entity's name (N=x).

- **Your Europe Advice (N=43)**

Participants were overall very familiar with the way to access, target audiences and services offered by Your Europe Advice, with over 60% of either *Agree* or *Strongly agree* answers for each category. Nevertheless, only 7% of respondents' organisations have implemented a structured cooperation with

the entity. 35% of respondents mentioned that their organisation referred clients to Your Europe Advice, while almost 54% declared that their organisation does not cooperate with Your Europe Advice.

It may be noted that over 50% of EURES Member organisations did not cooperate in any way with Your Europe Advice, while by contrast over 60% of EURES Partner organisations cooperated to some extent with the entity.

- **SOLVIT (N=97)**

Knowledge on the services provided by SOLVIT scored very high (almost 62% respondents), with overall familiarity with access to its services and target audience (above 60% in each category). It may be noted that over 50% of respondents cooperated with SOLVIT by establishing a structured cooperation, for example by regularly exchanging of information, organising meetings, attending events or mutual learnings.

- **Enterprise Europe Network (N=47)**

Respondents were very aware of the services, target audience and access to the Enterprise Europe Network, with over 70% respondents familiar with all three aspects. It should however be noted that an outstanding majority correspond to the answer *Agree*, whereas only 13% to 17% of the expressed answers correspond to *Strongly agree*, hence the lower positioning of EEN on the consolidated Likert scales overviews of the previous section. Over 50% of respondents have cooperated with the Enterprise Europe Network, either through client referrals, structured cooperation channels, or at events.

It is worth noting that over 80% of respondents from EURES Partner organisations answered that their organisation did not cooperate in any way with Enterprise Europe Network.

- **Free movement bodies (N=21)**

A big proportion of those knowing the free movement bodies expressed awareness of who their target audience is, how they can be accessed and what services they provide, with over 70% positive responses for each category. Over 70% of the respondents' organisations have cooperated with the free movement bodies, either through referrals, within a structured cooperation, or as observers and information providers.

- **National liaison offices for the posting of workers (N=18)**

Overall, the responses indicated high familiarity with the national liaison offices for the posting of workers (NLOs) services, target audience and access to their services among those respondent that are aware of the existence of the NLOs. Two respondents strongly disagreed when asked about their knowledge on accessing the NLOs services. Nevertheless, close to 65% of the respondents' organisations cooperated with national liaison offices through mutual referrals or structured cooperation.

- **Your Europe portal (N=93)**

Over 80% of respondents were familiar with both the target audiences for the Your Europe portal as well as the type of information it provides, and more than 75% have actually made use of the information provided on the portal. The majority of respondents used the portal for information on social security systems in the EU (68%), unemployment abroad (55%), transferring unemployment benefits (47%), as well as work permits and posted workers (44-45%). Based on the answers provided, the information contained on the portal is perceived as comprehensive and complete.

## **2.6. Details on the satisfaction with cooperation per entity**

*The questions on satisfaction regarding the services of the entity only appeared for respondents that had indicated that they cooperate in some way with the entity, as mentioned in the section here above (2.4. Details on the awareness and cooperation per entity). The number of respondents that indicated*

to cooperate to some extent with the entity and therefore were able to answer the questions is specified next to the entity's name (N=x).

- **Your Europe Advice (N=20)**

On average, respondents were either neutral or satisfied with their cooperation with this service, with 10% answering *very satisfied*. Accordingly, 70% of respondents did not see the need to improve cooperation with Your Europe Advice. Those who did indicated the need for stronger synergies between other labour mobility services, the exchange of good practices, the exchange of information on the types of advice that jobseekers look for, and enhanced cooperation with other services at events.

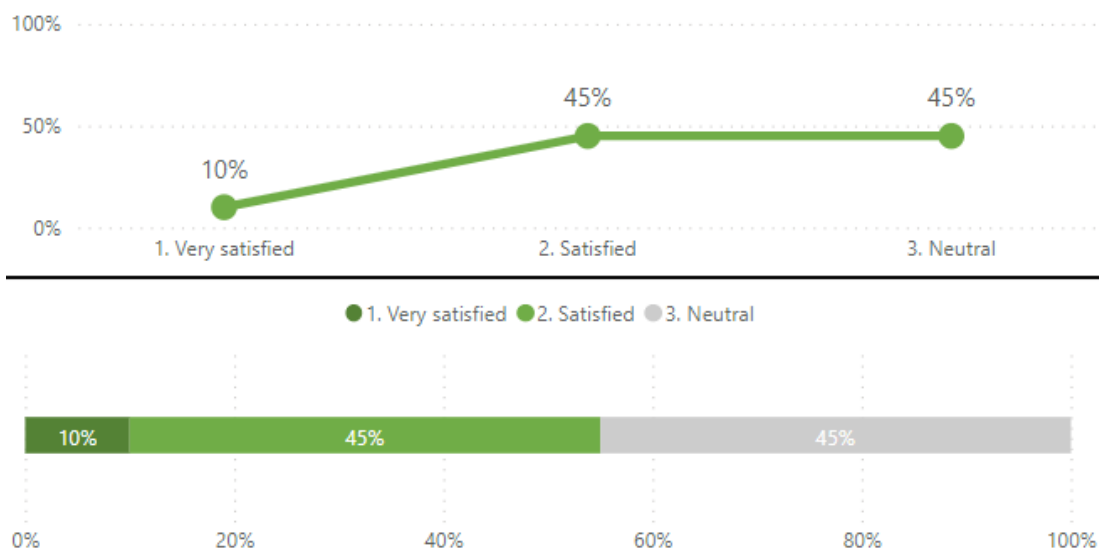


Figure 23: Satisfaction with the cooperation with Your Europe Advice, N=20

- **SOLVIT (N=52)**

Over 60% of respondents stated that they are satisfied with their cooperation with SOLVIT, mentioning its responsiveness and openness to collaboration. Correspondingly, only 37% of respondents saw the need to improve or expand their current cooperation with SOLVIT. Some respondents expressed the need to establish specific contact points within the service and to improve public information (i.e., the website). Other respondents called for pooling individual services and increasing cooperation, as well as exchanging information between services dealing with similar topics.

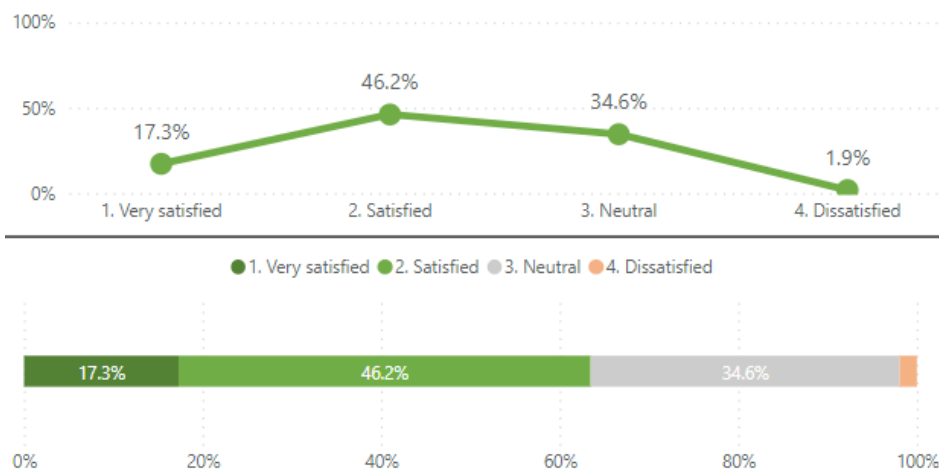


Figure 24: Satisfaction with cooperation with SOLVIT, N=52

- **Enterprise Europe Network (N=24)**

Over 60% of respondents were overall satisfied with their cooperation with Enterprise Europe Network, mentioning the service's professionalism and focus on collaboration as major assets. Nevertheless, almost 38% of respondents saw room for improvement or expansion of the current cooperation, pointing to the need for deeper understanding of the services they offer, better integration with EURES services for employers, and an increase in the number of co-organised events.

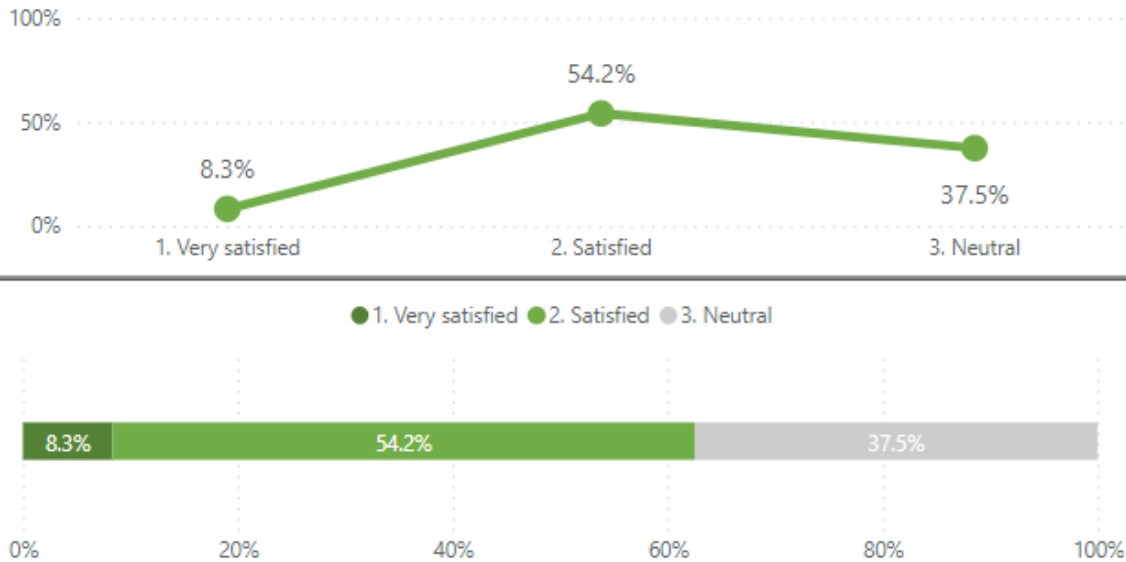


Figure 25: Satisfaction with the cooperation with Enterprise Europe Network, N=24

- **Free movement bodies (N=15)**

Almost 67% of respondents were satisfied with their current cooperation with the free movement bodies, but 33% also signalled a demand to improve or expand the current cooperation. The objective of these changes would be, according to respondents' answers, to increase activity of the free movement bodies, enhance the knowledge for improved profiling of cases and boost overall access to the services.

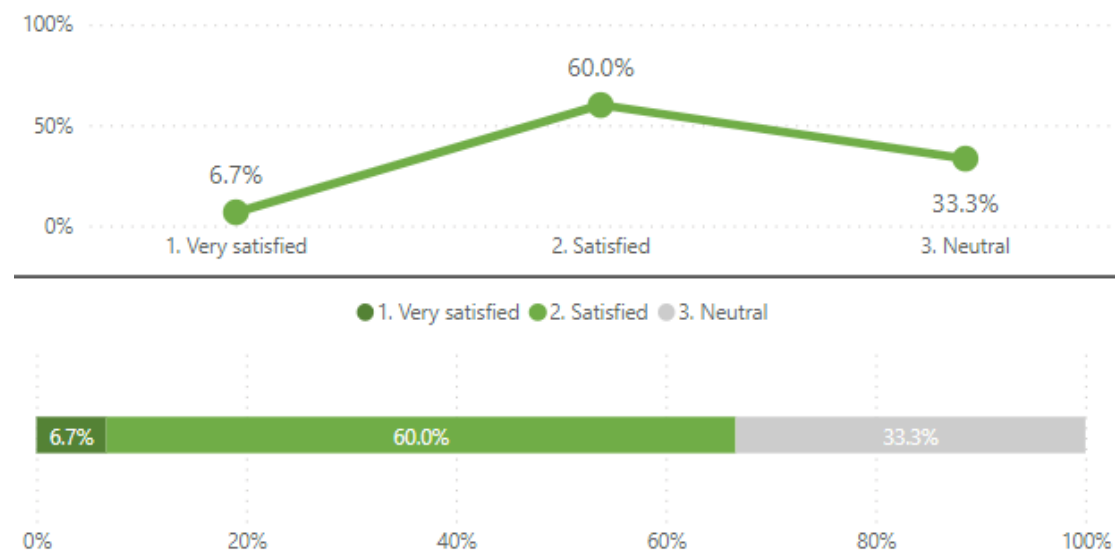


Figure 26: Satisfaction with cooperation with free movement bodies, N=15

- **National liaison offices for the posting of workers (N=12)**

Overall, two-thirds of respondents (67%) were satisfied with current cooperation of their organisation with national liaison offices for the posting of workers (NLOs). Only 17% of answers indicated the need to improve or expand cooperation, proposing more regular meetings with the NLOs for the presentation of new rules or requirements in the field of the posting of workers.

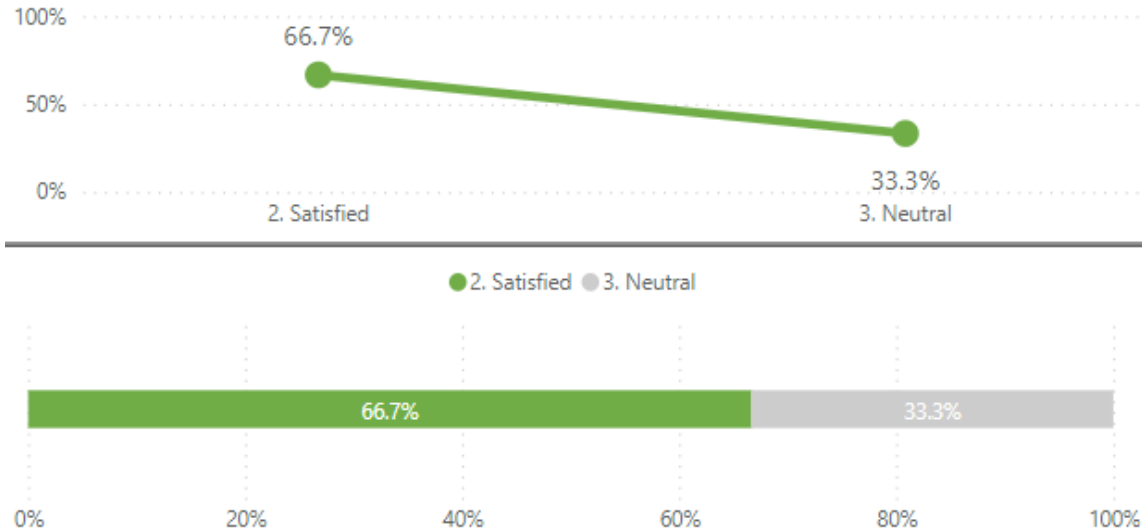


Figure 27: Satisfaction with cooperation with national liaison offices, N=12

- **Your Europe portal (N=71)**

Due to the nature of the Your Europe portal, the appearance of the questions on satisfaction depended on the use of information provided by the Your Europe portal. Over 80% of respondents signalled their satisfaction with the portal, pointing to the user-friendliness, clarity and practical use of the information provided, as well as the overall legible structure of the website. One respondent described it as 'one of the most useful EU websites'. Given the high satisfaction rate, only 18% of respondents indicated the need to improve or expand the information provided on the portal. These respondents flagged the need for more visibility of the portal, as well as for availability of more information for visitors without prior knowledge on the labour market. Some respondents also emphasised the need for regular updates of the content and improvement of portal's search engine.

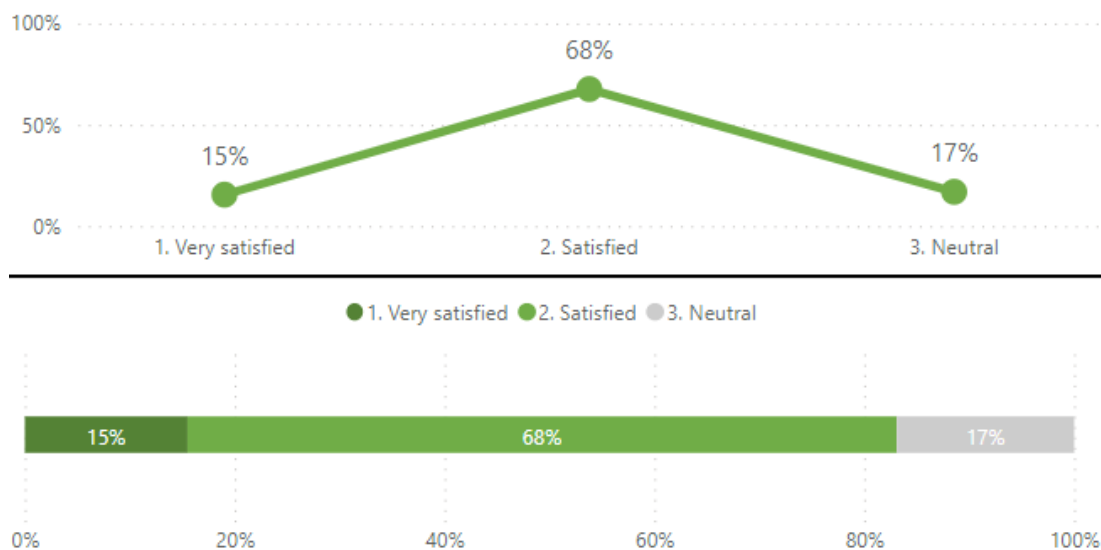


Figure 28: Satisfaction with the information received through the Your Europe portal, N=71

## 2.7. Other sources of information

When asked to which other sources of information and support jobseekers, workers and employers most often turn to, excluding the services listed in the survey, the overwhelming majority of respondents (78%) pointed to public authorities as the primary source of information and support on labour mobility. Nearly 43% of respondents indicated employer organisations, and 33-35% pointed to embassies, trade unions and private entities as sources of information on the topic. Some respondents also explained in the additional comments that information seekers turn to social media in the first instance, indicating that EURES should establish itself as a more visible source of information on labour mobility, including through search engines and social media channels.

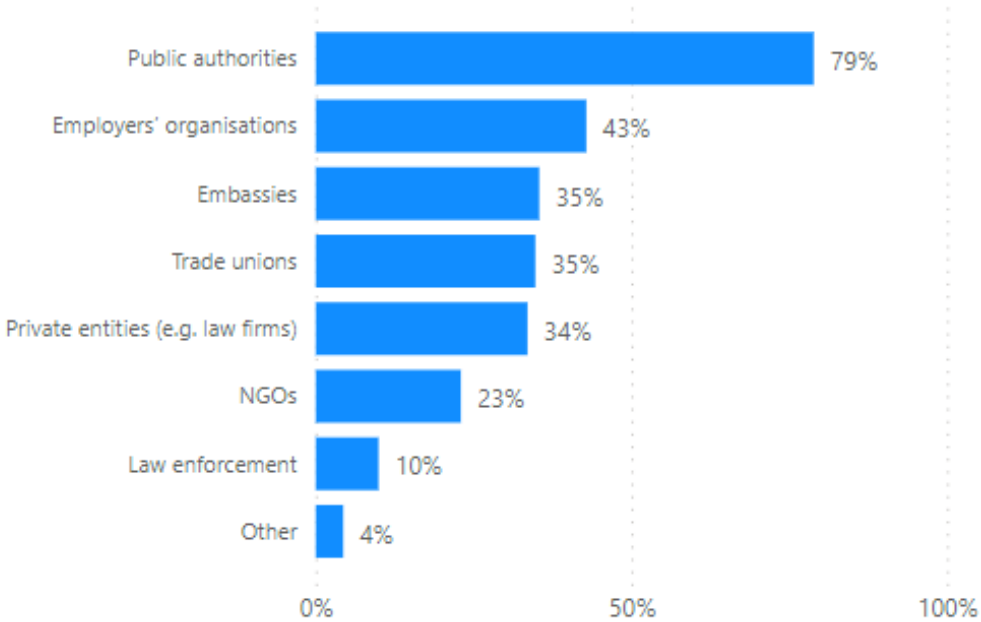


Figure 29: Other entities to which jobseekers and employers turn, N=161

Clustered together, respondents from EURES NCOs and EURES Member organisations did list EURES in the comments as a source of additional information on labour mobility, however public authorities and trade unions gathered more answers.

# 3. Workers' and employers' representatives: expectations, awareness and satisfaction

## 3.1. Expectations regarding labour mobility services

### 3.1.1. Labour mobility services currently needed

When asked about the type of labour mobility services most needed by jobseekers, workers and employers, the participants most often selected *Provision of information on the rules applicable to posted workers* (71%). *Provision of information on working conditions in other MS* was selected by 70% of the respondents, followed by *Provision of information on the rules applicable to employers when posting workers abroad*, which was selected by 68% of the respondents.

Additional comments and statements provided under the *Other* option included, amongst others remarks on the calculation of remuneration, on taxation and social security requirements, on the support to be provided in the context of violation of workers' rights, or on the need for more standardisation and harmonisation.

On the other end of the spectrum, the respondents least often selected *Job placement and counselling services* (18%).

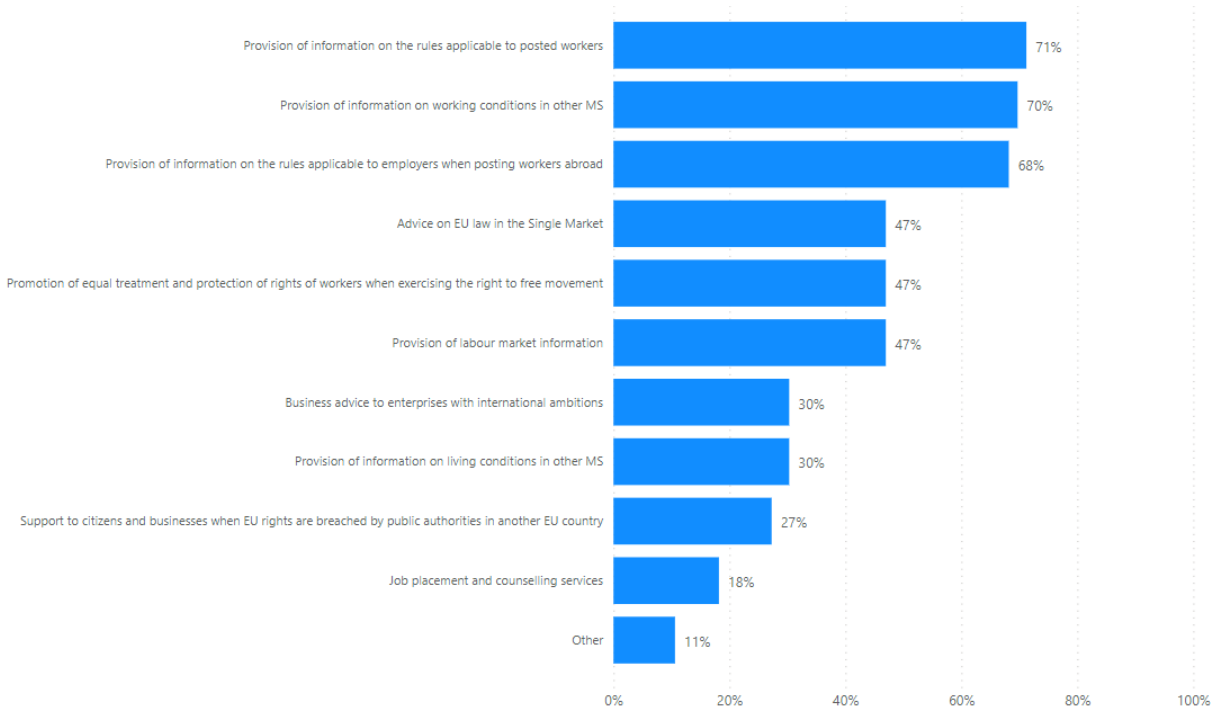


Figure 30: Types of services currently needed by workers and employers, N=66

When looking at the options selected by respondents belonging to trade unions, 81% have selected *Provision of information on the rules applicable to posted workers* and *Provision of information on working conditions in other MS*, which is a higher percentage than for the total of respondents. More significantly, 90% of them selected *Promotion of equal treatment and protection of rights of workers when exercising the right to free movement*, whereas it was only selected by 27% of the remaining respondents.

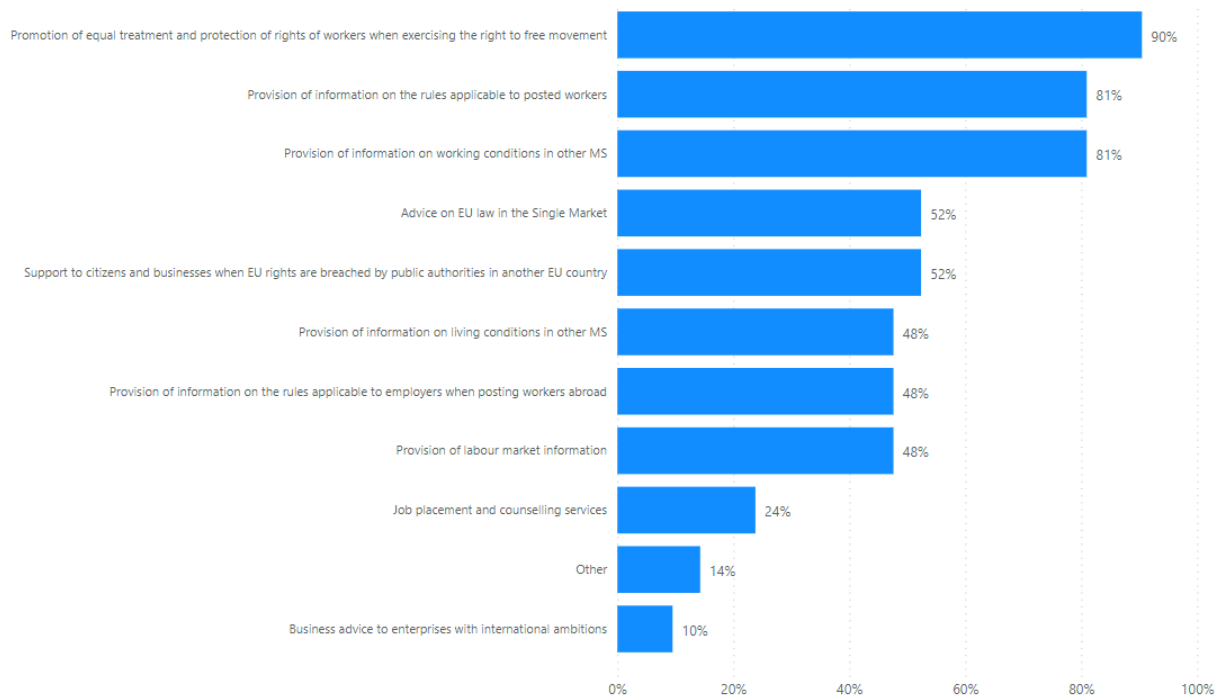


Figure 31: Types of services currently needed by workers and employers according to trade unions, N=21

For employer associations, *Provision of information on the rules applicable to employers when posting workers abroad* ranks higher, with 72% of the respondents selecting this option. This even goes up to 100% of the nine respondents of the *Other* type of organisation category.

When looking at the results by country of respondents, the same three options remain at the top of the list, although it can be noted that 93% of respondents from Germany have selected the two options regarding the rules applicable to workers and employers engaged in posting.

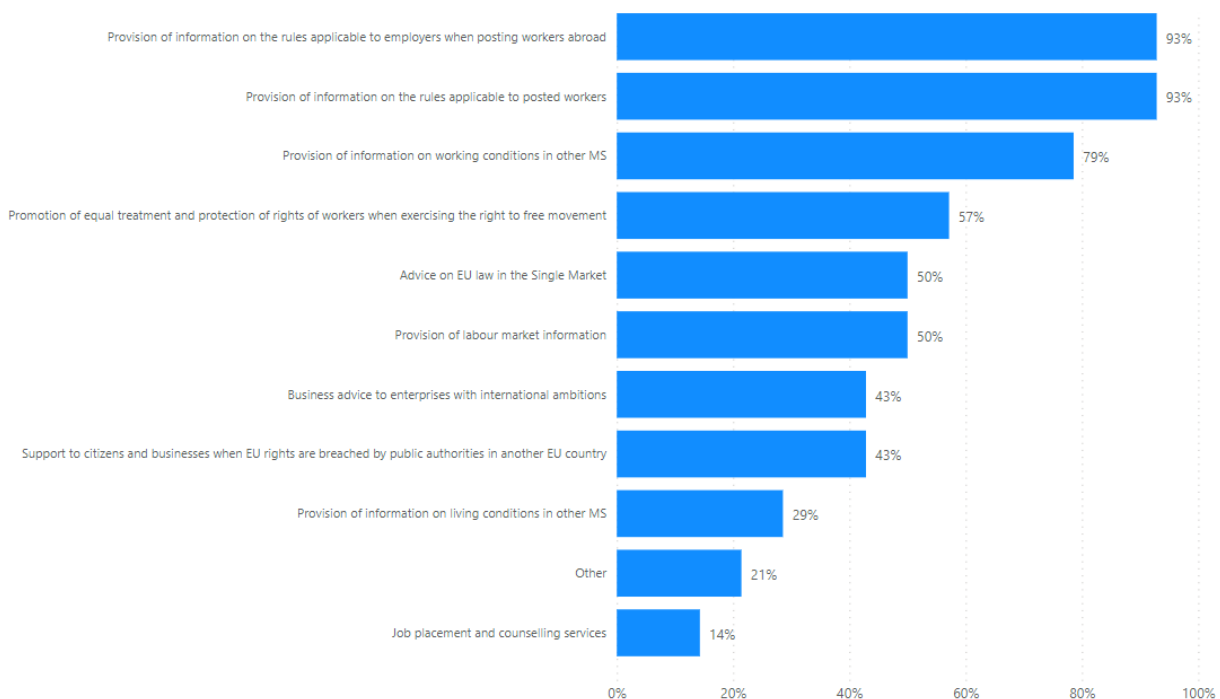


Figure 32: Types of services currently needed by workers and employers: respondents from Germany, N=14



### 3.1.2. Labour mobility services currently not sufficiently provided

When asked about the labour mobility services that the respondents perceived as not sufficiently provided, the same three options came out at the top of the list as in the previous question, although in a slightly different order. *Provision of information on the rules applicable to posted workers* was again the most selected option (53%), directly followed by *Provision of information on the rules applicable to employers when posting workers abroad* (50%), and *Provision of information on working conditions in other MS* (42%).

Additional comments and statements provided under the *Other* option included remarks on the needed support in the case of violations of workers' rights (either by public authorities or by employers) and the fact that the services already exist, but they need to supply more information. A certain focus was laid on the need to centralise and simplify the provided information, given its complexity and the different standards and structures that exist. In this context, the possible role of the European Labour Authority as a harmonising and centralising agent was also highlighted.

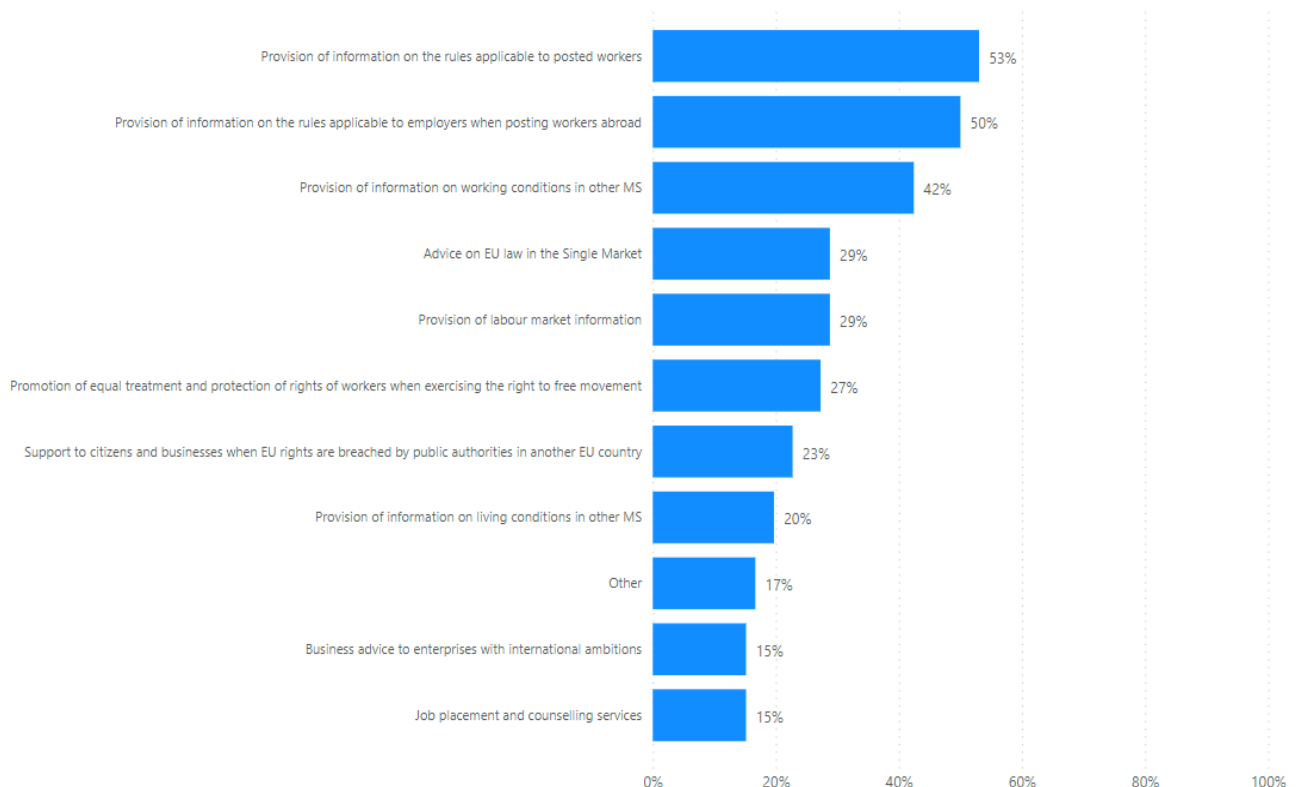


Figure 33: Needed services not sufficiently provided, N=66

For this question, similar to the question on labour mobility services currently needed, respondents from employer associations were selecting the rules applicable to employers more often, and the trade unions' representatives were selecting the rules applicable to posted workers option more often.

Regarding the results per country, the results of the ranking for respondents from Belgium follow a similar order as the general ranking, although with slightly fewer selections per option. This could indicate that those respondents are more informed on the already existing services than respondents from other countries, possibly because, as mentioned, they could be well-versed in the topic due to the nature of the organisation they work for.

In the case of respondents from Germany, the percentages per option are significantly higher, with *Provision of information on the rules applicable to employers when posting workers abroad* being selected by 64% of them (compared to 46% of respondents from the remaining countries), which could indicate that the respondents, knowing the services or having experience with them, are able to identify the gaps in the provision of these services. Indeed, filtering the results of this question based on the

respondents that have actually used a service demonstrated that these users had systematically selected at least one option more often than the remaining group of respondents (except in the case of the free movement bodies users, as it comprises only 2 respondents). Actual users of labour mobility services are more likely to be able to identify the current gaps in the provision of those services. Finally, as Germany is a country with high mobility of posted workers, both inwards and outwards, it is reasonable to assume that social partners, workers and employers are already familiar with the complexity of the topic, and hence see that the information and services related to the topic are not being sufficiently provided.

### **3.1.3. Cross-insights between the two strands of the survey**

When taking a step back and looking at both strands of the survey, the first key difference between the EURES affiliated respondents and the workers' and employers' representatives is that *Job placement and counselling services* was selected by a vast majority of the first category (71%), whereas less than one out of five workers' and employers' representatives selected it. Similarly, *Provision of information on living conditions in other MS* was deemed needed by 63% of the respondents affiliated with EURES, while less than a third of the second group of respondents selected it. The fact that jobseekers and employers address EURES daily for job placement and counselling services is probably reflected in EURES affiliated respondents' perception of the most needed services.

Conversely, options regarding the applicable rules to either posted workers (71%) or employers when posting their workers (68%) were largely selected by workers' and employers' representatives, but only by 42% of the EURES affiliated respondents. Considering that posting of workers is not amongst the topics dealt with by EURES, the proportion of EURES respondents who recognised the relevance of this topic for workers and employers speaks for itself.

Both groups however selected *Provision of information on working conditions in other MS* in similar proportions.

Regarding the services estimated to be insufficiently provided, there was a notable discrepancy between EURES affiliated respondents that tended to indicate *Business advice to enterprises with international ambitions* as such (one of the two most selected options with 34%), whereas it was only selected by 15% of workers' and employers' representatives. In general, it can be noted that in the case of workers' and employers' representatives, the two most selected options were picked by 50% and 53% of the respondents, while the top two options for EURES affiliated respondents gathered 34% of selections. If this demonstrated that EURES affiliated respondents were less unanimous regarding the insufficiently provided services, taking this reasoning further could also indicate that a larger share of them perceived the services as already sufficiently provided, given no *None of the above* option was available.

## **3.2. Future needs and potential services to increase satisfaction**

### **3.2.1. Improving the satisfaction of end-users regarding labour mobility services**

When asked what is in their opinion needed to improve end-users' satisfaction when using labour mobility services, the 66 respondents mostly selected *Promoting/increasing the visibility of existing labour mobility services and their mandates* (62%), *Facilitating cooperation/coordination between existing services* (53%), and *Increasing accessibility of existing labour mobility services* (53%). Amongst the options that were selected by the lowest number of respondents, *Providing more functionalities to improve the user experience* was selected by just over a quarter of the respondents.

This could therefore indicate that further communication efforts and initiatives aiming at raising awareness were perceived as needed by the respondents.

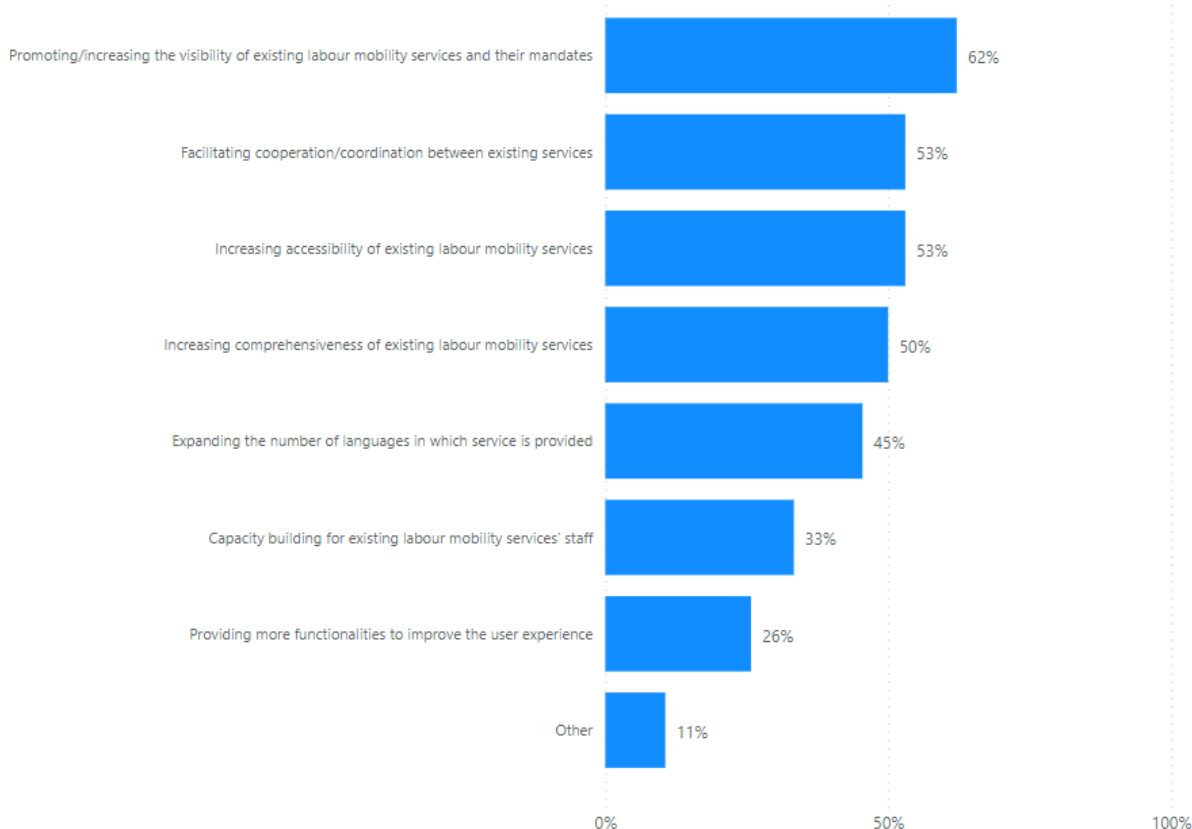


Figure 34: Actions needed to improve end-users' satisfaction with labour mobility services, N=66

Respondents based in Belgium tended to select *Increasing accessibility of existing labour mobility services* more than the general average (67%). For respondents from Germany, providing information in additional languages was also an important element, as *Expanding the number of languages in which service is provided* was selected by 71% of them. This was also the score reached by *Promoting/increasing the visibility of existing labour mobility services and their mandates* and *Facilitating cooperation/coordination between existing services*, which was significantly higher than for the total of respondents.

It can be noted that employer association respondents opted more often for *Increasing comprehensiveness of existing labour mobility services* (58%), while only 38% of trade union respondents selected it. For the latter group, visibility and accessibility are the key elements.

Interestingly, when filtering the results so that only respondents who have used at least one of the explored services are included, *Facilitating cooperation/coordination between existing services* became the most selected option, at 67%, together with *Promoting/increasing the visibility of existing labour mobility services and their mandates*.

### 3.2.2. Labour mobility services that were not mentioned and are still missing

When asked about the previously unmentioned types of labour mobility services that the respondents believe are currently missing, *Provision of information on the rules applicable to specific types of labour mobility (e.g. seasonal workers, frontier workers, pluri-active/multinational workers, cross-border teleworkers...)* was most often indicated, with 70%. It is followed by *Provision of information and guidance on administrative steps to be taken when in another EU country (e.g. residence for workers and their family members)*, at 58%. It is also worth mentioning that only 8% of respondents believed no additional services were needed.

The additional comments and other remarks submitted by the respondents tended to confirm some trends that appeared throughout the survey, namely regarding the need for single entry points and further user-friendliness of the services, the need to simplify and harmonise rules where possible, and the need to provide support on the concrete situation of the user, rather than in general terms.

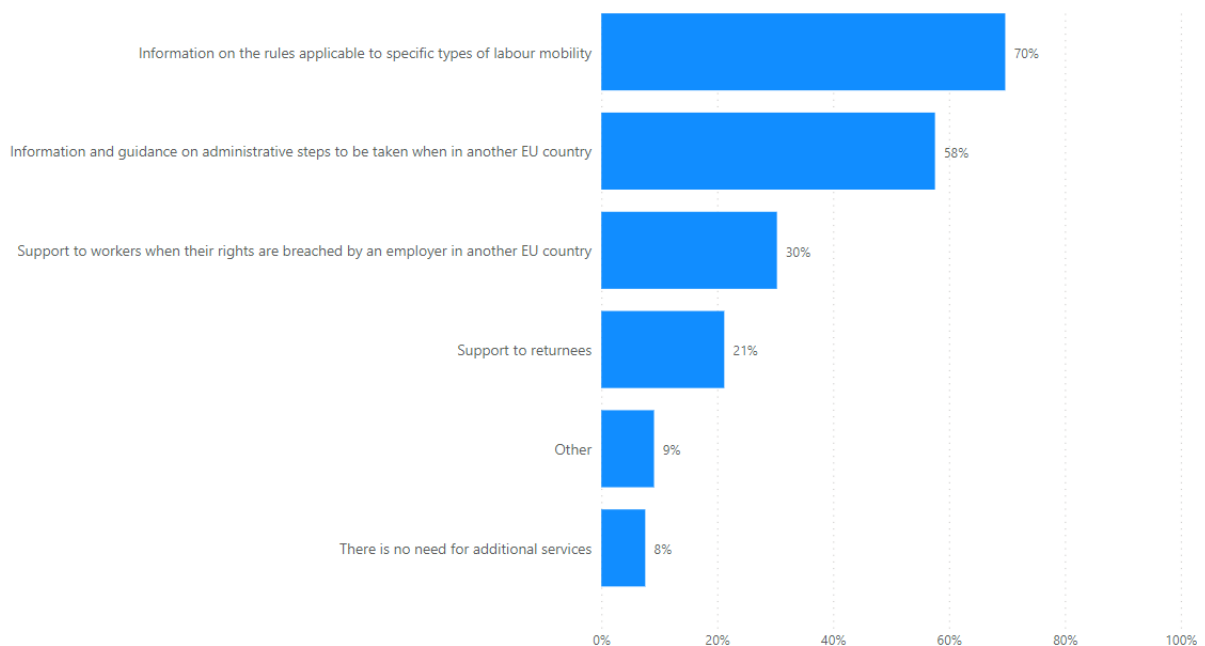


Figure 35: Labour mobility services not previously mentioned that are still missing, N=66

A larger proportion of respondents from Germany selected *Provision of information on the rules applicable to specific types of labour mobility (...)* (79%) compared to the total of respondents, while they selected all other options less often.

In line with previous observations, 78% of employers' associations representatives selected *Provision of information on the rules applicable to specific types of labour mobility (e.g. seasonal workers, frontier workers, pluri-active/multinational workers, cross-border teleworkers...)* and 58% of them selected *Provision of information and guidance on administrative steps to be taken when in another EU country (e.g. residence for workers and their family members)*.

On the other hand, while these two options remained important for trade union respondents, their most selected option was *Support to workers exercising the right to free movement when their rights are breached by an employer in another EU country* (71%).

### 3.2.3. Cross-insights between the two strands of the survey

In terms of needed improvements to increase end-users' satisfaction with labour mobility services, the hierarchy of answers was almost the same between the two strands of the survey. In both cases, promoting and increasing the visibility of the existing services was the most selected option. One interesting observation may be that a higher share of workers' and employers' representatives selected *Expanding the number of languages in which service is provided* (45.5%) compared to EURES affiliated respondents (32%).

Regarding the types of labour mobility services that are still missing, *Provision of information on the rules applicable to specific types of labour mobility (e.g. seasonal workers, frontier workers, pluri-active/multinational workers, cross-border teleworkers...)* was significantly more often selected by workers' and employers' representatives (70%) compared to EURES affiliated respondents (52%). In general, the two options that were significantly more often selected by workers' and employers' representatives were also the most selected options of the EURES affiliated respondents. But while the focus of the workers' and employers' representatives was clearly set on these two options, leaving the third most selected one at a significantly lower share of 30%, EURES affiliated respondents were more

eager to select other options too. For example, 48% of them selected *Support to returnees*, compared to 21% of the workers' and employers' representatives.

### 3.3. Perception on the effectiveness of the services provision

In general, most respondents deemed information on websites provided through FAQs (67%) and via guided navigation (64%) as most effective. In terms of personalised approach, the respondents appeared to favour emails (80%) and phone conversations (61%). In-person contact, interestingly, was only selected by 36% of the respondents. Finally, printed materials have generally been selected by a lower number of respondents, with brochures being selected the most in this category (47%). Furthermore, for 23% of the respondents, none of the proposed printed materials options appeared to be effective ways of providing information.

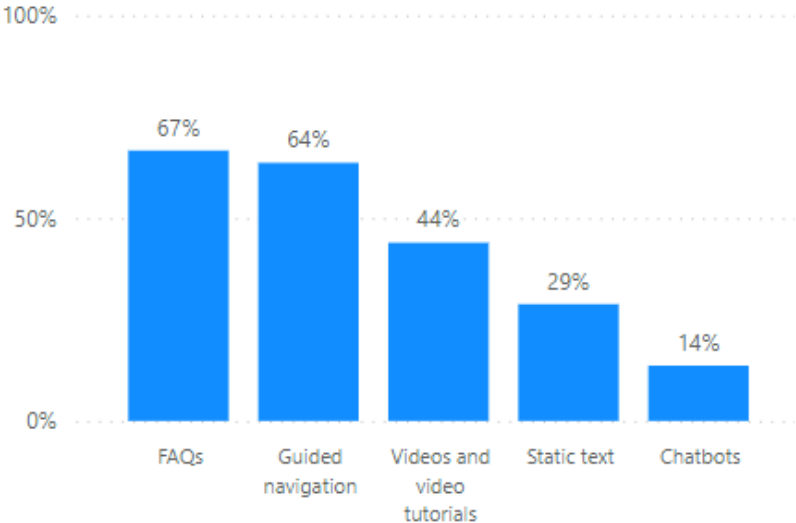


Figure 36: Effectiveness of information on websites, N=66

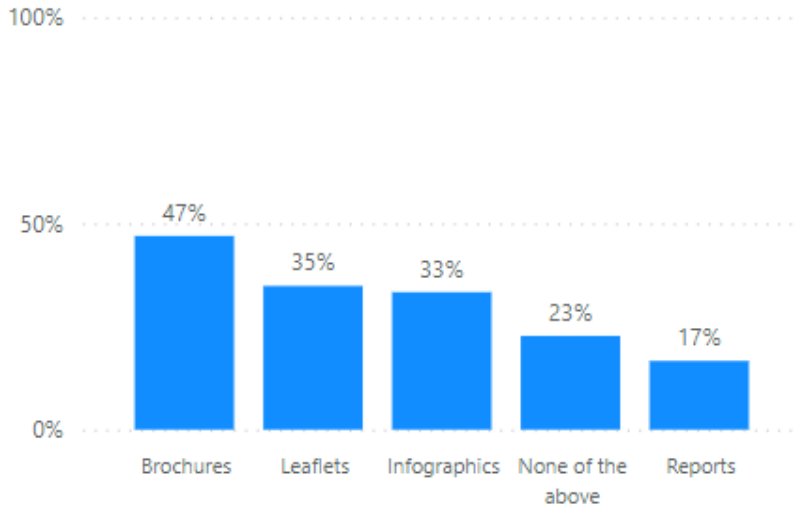


Figure 37: Effectiveness of printed materials, N=66

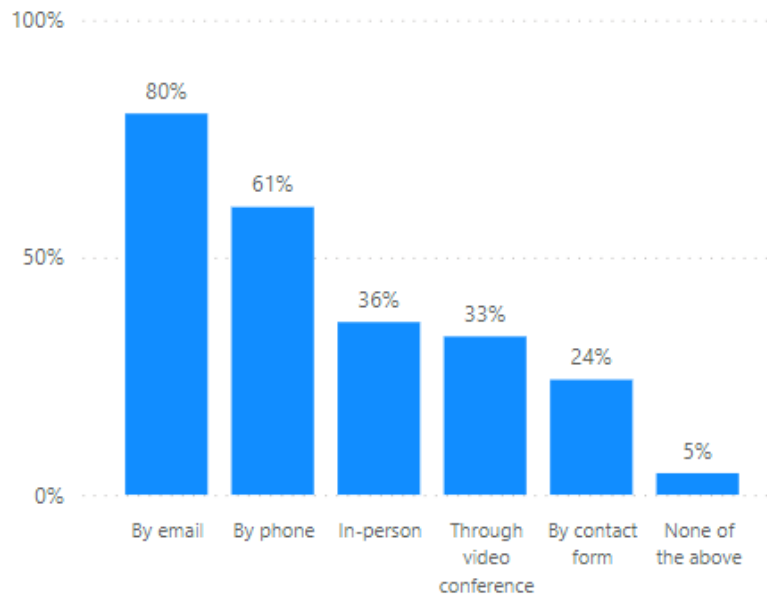


Figure 38: Effectiveness of personalised approach, N=66

More employer associations respondents have selected FAQs than the average of other respondents, and emails in particular were deemed to be effective, with 92% of respondents from employer associations indicating such.

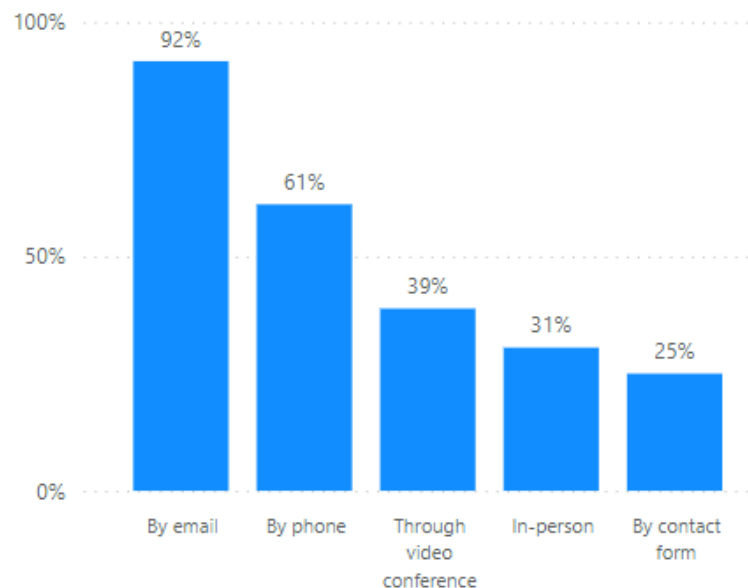


Figure 39: Effectiveness of personalised approach channels according to employer associations, N=36

Trade union respondents on the other hand selected emails less, but in-person contact more often (57%). They were also more prone to select at least one of the printed materials options, with only 14% selecting *None of the above* for that category. The nine respondents belonging to the *Other* type of organisation all selected emails as an effective way of providing services, while a third of them selected *None of the above* for the printed materials category.

Observing both strands of the survey, several differences between in responses should be noted. First and foremost, EURES affiliated respondents appeared to value in-person contact above all the other types of service provision, while it was not considered as the most effective form of service provision by most of the workers' and employers' representatives. In this category of respondents, even trade union respondents opted for it to a lesser extent than the EURES affiliated respondents (57% compared to 77%). Similarly, videos and tutorials were selected by 71% of the EURES affiliated respondents, while it was only picked by 44% of the other category's respondents, who favoured FAQs (67%) and guided

navigation (64%). This could be interpreted in the sense that EURES affiliated respondents believe in providing dynamic and visual information to their users, while investing in in-person contact to answer more specific questions and issues, whereas the representatives of workers and employers may prefer well-structured information and straightforward explanations and solutions regarding their concrete cases, also favouring the efficiency of email communications over in-person meetings.

Additionally, it should be noted that printed materials were also favoured by EURES affiliated respondents, while that is not the case for employer’s representatives, and slightly less the case for trade unions’ representatives, especially regarding infographics.

### 3.4. General awareness of the existence of the entities

When asked which of the offered entities they know, most respondents selected EURES (80%). It scored significantly higher than all the other entities, as the national liaison offices for the posting of workers were the second most selected option at 38%. It can also be noted that 12% of the respondents did not know any of the listed entities.

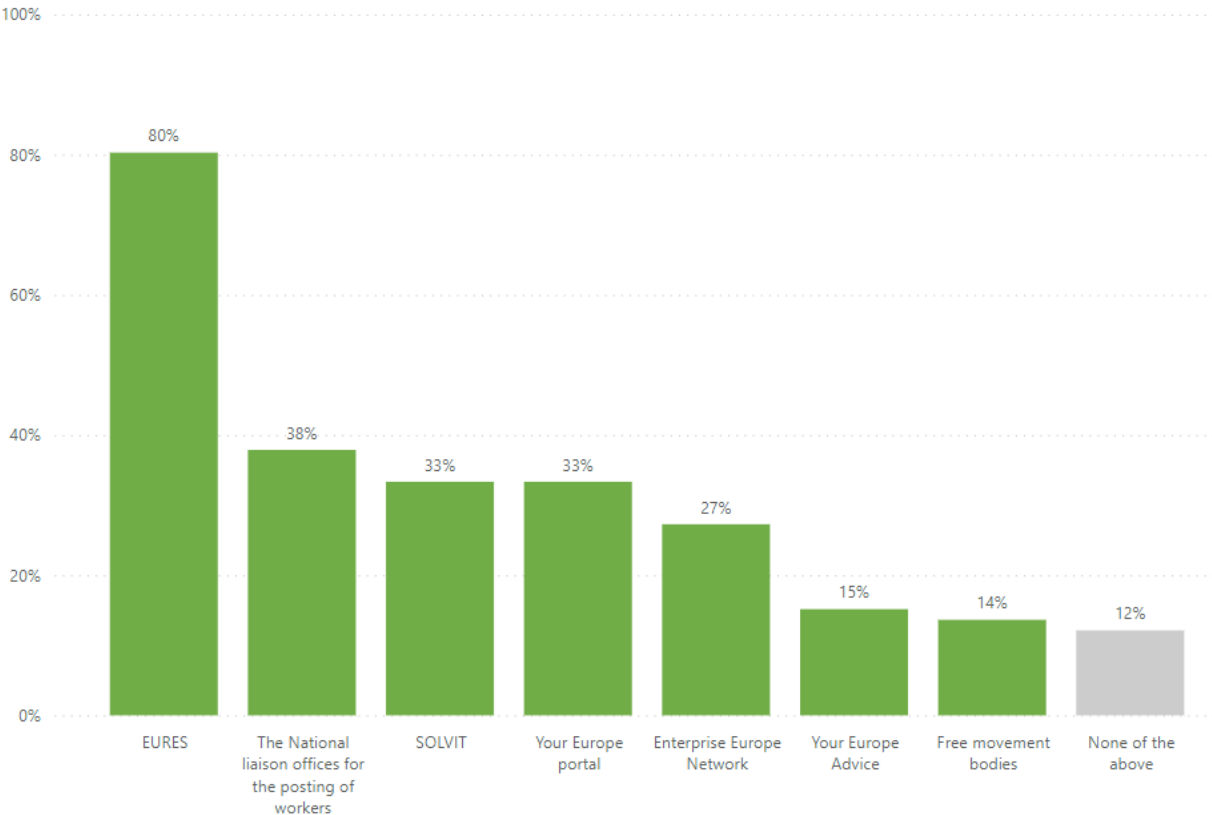


Figure 40: General awareness of existing entities, N=66

When excluding the eight respondents that did not know of any of the entities, the respondents on average selected between two and three entities in the list. The median number of selected entities was set at 2. 52% of these respondents selected one or two entities, whereas 14% knew of at least five. For respondents who knew of only one entity, EURES was the most frequent choice, joined by the NLOs when looking at respondents who knew of two services.

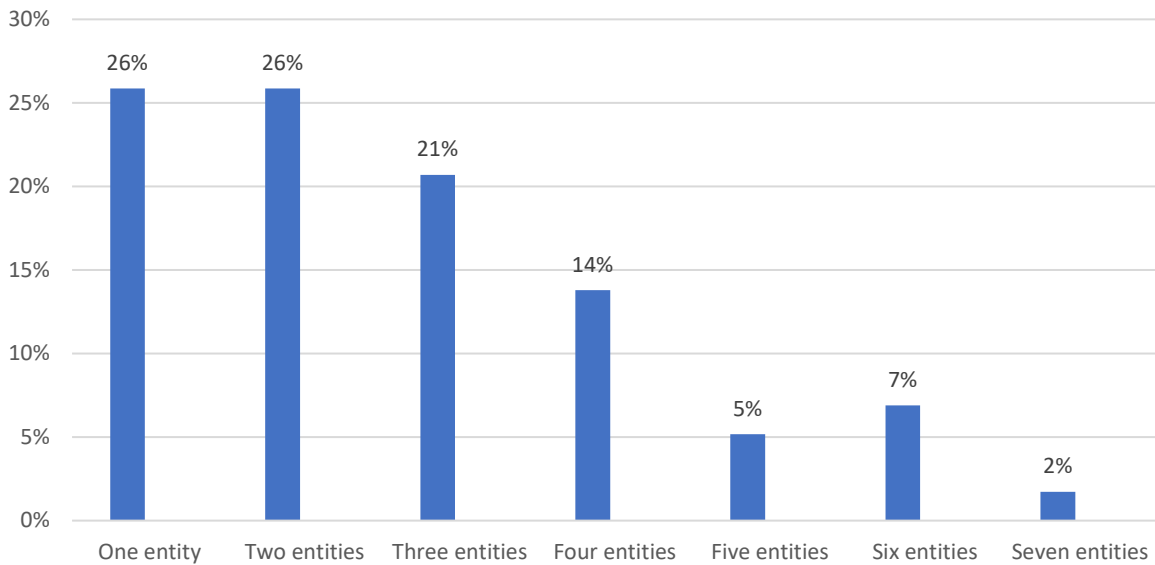


Figure 41: Percentages of respondents per number of entities selected, N=58

When looking at this question under the prism of the type of organisation, EURES was exceptionally well known by the respondents belonging to a trade union, as all of them selected the option. All the other entities also tended to be known by a larger percentage of respondents from trade unions, at the notable but (due to the target group of the service) understandable exception of Enterprise Europe Network.

In return, respondents from employer associations have selected Enterprise Europe Network more often than the other respondents (36%).

Finally, 50% of the respondents belonging to the *Other* type of organisation category that mentioned they work for a private company selected the option *None of the above* (three out of six respondents). While this is a truly small sample, it reinforces the hypothesis that most of the respondents to this survey may be more familiar with the labour mobility services than an average end-user, and that the overall results must be considered in this light.

No decisive difference appeared from the results per country, although it could be noted that German respondents selected NLOs less often than the total of other respondents. In conjunction with the need for more information and services on the posting of workers expressed by the same group, this result reinforces the repeated impression that the labour mobility services currently on offer are not known well enough among their target audience.



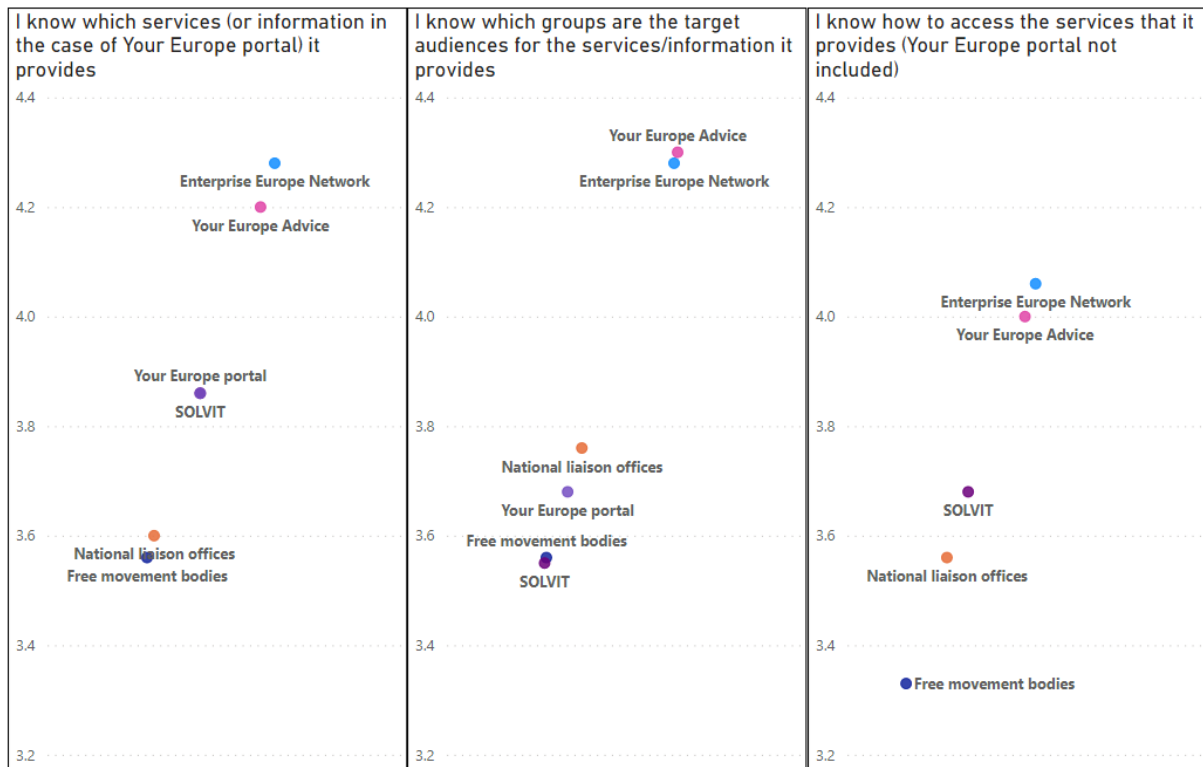


Figure 42: Knowledge on services, target audiences and access to the entities

The table above presents averages (arithmetic means) for the Likert scales questions on awareness by assigning a numerical value to each proposition as follows: Strongly agree = 5; Agree = 4; Neutral = 3; Disagree = 2; Strongly disagree = 1.

Regarding the awareness of different aspects of the entities, Enterprise Europe Network and Your Europe Advice consistently got very positive assessments from the respondents, whether it regarded knowledge on the provided services, the target audience for the services or their accessibility. It should be noted, however, that all entities achieved positive levels, as the mark 5 corresponds to a respondent selecting *Strongly agree* and the mark 1 equals to the *Strongly disagree* selection.

Comparing the two strands of the survey, even though the general awareness of workers' and employers' representatives on the entities is generally lower than that of EURES affiliated respondents, interesting contrasts can be highlighted. For instance, the former category was distinctively more aware of NLOs (38% compared to 11%), whereas the EURES affiliated respondents were vastly more aware of SOLVIT and the Your Europe portal. Surprisingly, almost 20% of EURES affiliated respondents mentioned that they do not know of any of the services displayed, which is a higher share than the 12% of workers' and employers' representative respondents. In the latter category, focusing on respondents from employers' associations and actors of the *Others* category raised that percentage to 18%.

When looking at the questions enquiring about the respondents' awareness of specific aspects of the services, the results were very contrasted between the two main categories of respondents. EURES affiliated respondents tended to assess their knowledge of the services provided by SOLVIT, the Your Europe portal and the free movement bodies very positively, whereas workers' and employers' representatives expressed having more information on the services provided by Enterprise Europe Network and Your Europe Advice. For the latter category of respondents, these two services also reached higher scores than the others in the questions regarding knowledge of the target audience and the accessibility of the services, while the three services mentioned by EURES affiliated respondents often reached lower figures. In turn, EURES affiliated respondents often attributed lower scores to their

own awareness about Enterprise Europe Network and Your Europe Advice, while consistently assessing their awareness of SOLVIT, Your Europe portal and the free movement bodies positively.

### 3.5. Details on the awareness, familiarity and usage per entity

*This section elaborates on the consolidated average scores that are displayed under figure 42. These questions were however only appearing for respondents that had indicated that they know of the entity in question, as shown in figure 40. The number of respondents that indicated that they know of the entity and were therefore able to answer the questions here below is specified next to the entity's name (N=x).*

- **Your Europe Advice (N=10)**

The 10 respondents indicated good levels of awareness regarding the three statements on Your Europe Advice, namely *I know which services are provided*, *I know which groups are the target audience for the services*, and *I know how to access the services provided by the entity*. Only one respondent out of 10 selected *Neutral* for the first two statements, and two out of 10 selected it for the third one. Employer associations and respondents from the *Others* type of organisation category were even more positive, with only the last statement receiving a *Neutral* from one respondent.

In terms of usage, only 3 of the 10 respondents indicated that they made use of a service provided by Your Europe Advice. It can however be noted that all three of them used Your Europe Advice regarding *Recognition of professional qualifications* and *Social security*.

- **SOLVIT (N=22)**

Regarding the statement on the provided services, respondents generally agreed that they knew what these services are (68%). There was less awareness on the target audience of these services however, as just over 50% of the respondents agreed or strongly agreed with that statement. It can also be noted that for each statement, between five and seven respondents selected *Neutral*. Only one respondent from Belgium, representing a private company that employed mobile short-time workers, selected *Strongly disagree* for all the statements. The eight respondents from Germany were also generally more positive in their review of the statements.

Less than a quarter of the respondents (five out of 22) that knew SOLVIT have actually made use of one of its services. For those users, *Free movement of workers* and *Recognition of professional qualifications* are the mostly used thematic areas. Three users pointed out their perceived incapacity of SOLVIT to respond to some requests, or even the reluctance of businesses to contact the service because of the fear of the local authorities' reaction (in Denmark).

- **Enterprise Europe Network (N=18)**

Respondents generally agreed or strongly agreed with the different statements, in particular the knowledge of its services, where only two respondents indicated *Neutral*. The statement on the accessibility of the services was the only one to receive a *Disagree* answer from two participants. Interestingly, these participants emanated from employer associations, which represented 13 of the 18 respondents. On the other hand, the respondents from trade unions or the *Other* category all selected either *Agree* or *Strongly agree* for all the statements.

Amongst these 18 respondents, six have actually made use of a service by the Enterprise Europe Network, of which four belonged to employer associations, and two belonged to the chambers of skilled crafts (and trade). No thematic area was particularly more selected by the users.

- **Free movement bodies (N=9)**

Amongst the respondents, five consistently agreed or strongly agreed to the statements, whereas the remainder of respondents either selected *Neutral* or *Disagree*, with one occurrence of *Strongly disagree*. While employer associations respondents tended to agree with the statements, only one out of the four

trade union respondents agreed with them, whereas the three remaining either disagreed, strongly disagreed or were neutral.

Only two out of the nine respondents have actually made use of the services of the FMB. It can however be noted that both of them indicated that they used it for *Legal advice on the application of EU and national law*.

- **National liaison offices for the posting of workers (N=25)**

Although the respondents generally tended to agree with the statements, 32% of them selected *Neutral* regarding the accessibility of the services. In the case of trade unions respondents, the total of *Neutral*, *Disagree* and *Strongly disagree* reached 50% of answers, although they were more eager to agree and strongly agree to the other statements. To a smaller extent, the inverse effect was observed with employer associations, although none of these respondents selected *Strongly disagree*.

In terms of usage, nine out of the 25 respondents have made use of a service provided by the NLOs (26%), mostly by reaching out to the NLO of the country of destination (67%) rather than the one where the business itself is located (33%).

- **Your Europe portal (N=22)**

Of the 22 respondents that knew about the Your Europe portal, more than three quarters agreed or strongly agreed with the first statement. The results were less decisive regarding the target audience statement, as *Neutral* reached a share of 27%. Almost 60% of the respondents still agreed or strongly agreed with that statement. It can also be noted that employer associations appeared to be more aware of the information and nature of the Your Europe portal compared to the trade union respondent

Out of the 22 respondents, 12 have made use of the Your Europe portal, and while most thematic areas have been selected by at least one respondent, most of them (67%) used the Your Europe portal for information on posted workers.

- **EURES (N=53)**

Overall, between around 60% and 75% of respondents agreed or strongly agreed with the statements in the case of EURES. Whether the respondents originated from a trade union, employer association, or other type of organisation, the results remained remarkably similar. However, respondents from Belgium tended to agree less to the statement on accessibility.

In terms of usage, 18 respondents have used services of EURES (34%). Amongst the used EURES services, the EURES Job Mobility Portal stood out, being used by 50% of the EURES users. On the other end of the spectrum, the European (Online) Job Days platform was only used by one respondent (6%). Given this EURES service aims at connecting jobseekers and employers with open vacancies, it is no surprise that using it was less relevant for the respondents of this survey. It is also worth noting that the five users based in Belgium all made use of *Support services for frontier workers and employers in cross-border regions*. Four of them also used advice from a EURES Adviser, which is then followed by other services that were selected by one or two of the Belgian users.

### **3.6. General information on the entities provided to the members**

*This question aimed at identifying which entities the respondents informed their members about. Although this question was accessible to all respondents, given its purpose, it can be expected that only those who indicated that they knew an entity would also have indicated that they informed their members about it.*

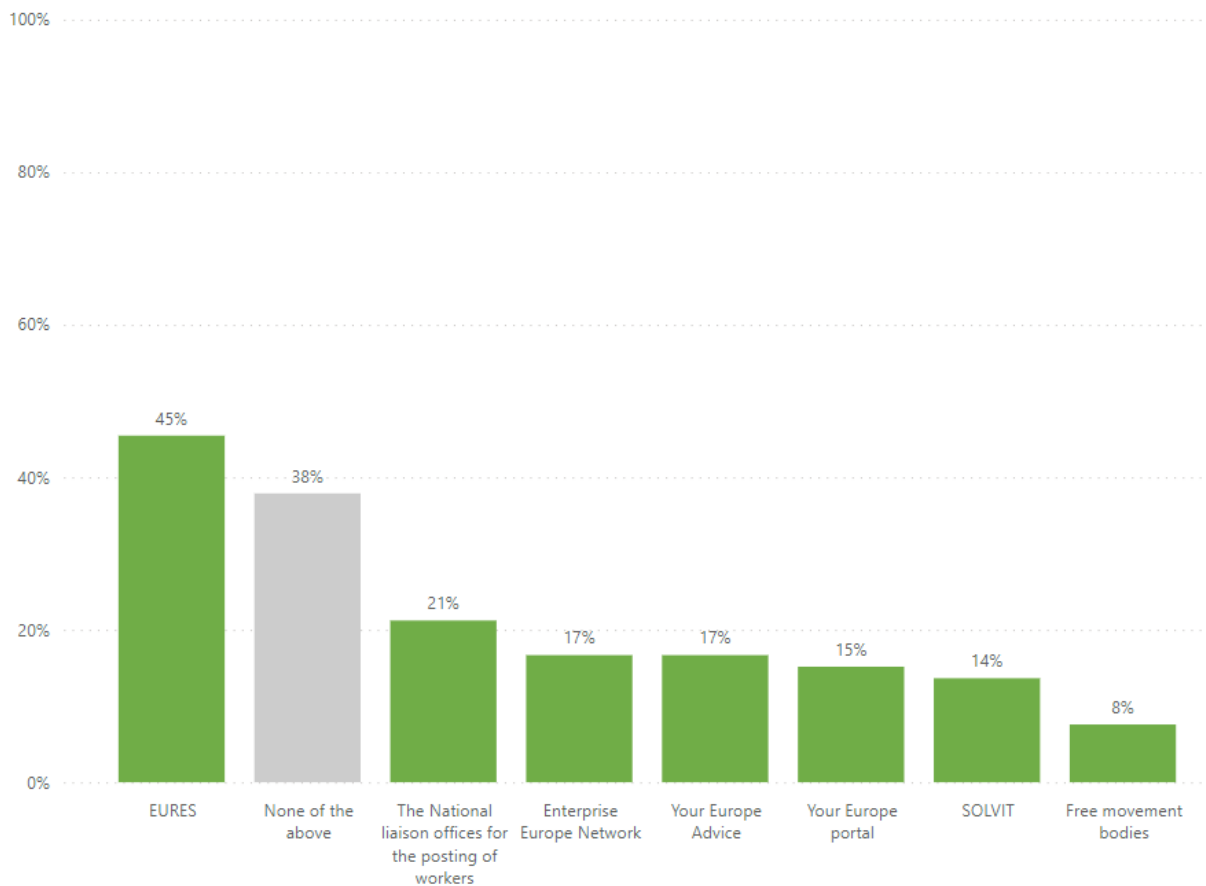


Figure 43: Informing respondents' members on the existing entities, N=66

EURES was the main entity respondents informed their members about, with 30 respondents (45.5%) indicating having done so. The second most selected option was, however, *None of the above*, with 38%. This shows that informing their members was not a common practice amongst the respondents, but this observation should also be further refined, as filtering the results showed that 76% of the trade union respondents did inform their members about EURES. In counterpart, 44% of employer association respondents did not inform their members about any service. When looking at the results per country, it also appears that respondents from Germany informed their members particularly about SOLVIT, Enterprise Europe Network and Your Europe Advice compared to the remainder of countries.

### 3.7. Details on the members' information per entity

*This section elaborates on the previous question on the general information of the respondent's organisation members. These questions therefore only appeared for respondents that had indicated that they inform their members on the entities in question. The number of respondents that answered the questions for each entity is specified next to the entity's name (N=x).*

- **Your Europe Advice (N=11)**

Only 11 respondents stated that they informed their members about Your Europe Advice. Amongst the specific services of Your Europe Advice that respondents informed their members about, *Advice provided by Your Europe Advice on rights when working in another EU country* was selected the most (64%). This corresponds to all five of the included trade union respondents. The second most selected answer was *None of the above*, which was selected by 27% of the 11 respondents. In this case, three of the six employer associations respondents selected this option.

All respondents indicated that they did not know whether their members have used the services of the entity, except for one, who said they did not use Your Europe Advice.

- **SOLVIT (N=9)**

Amongst the nine respondents that informed their members about the entity, six informed them specifically about the *Working abroad* thematic area. *Family benefits*, *Health insurance* and *Getting professional qualifications recognised* were also selected by 44% of these nine respondents. The latter was selected by three of the four employer associations respondents, whereas all three of the trade union respondents selected the first two, in addition to *Pension rights*, *Unemployment benefits*, and *Working abroad*.

Four of the respondents confirmed that their members have used SOLVIT, while three did not know and two believed they did not.

- **Enterprise Europe Network (N=11)**

Amongst the respondents that informed their members about EEN, 45.5% informed them on the fact that EEN can provide them with *Links to potential international partners*, while 36% selected *Personalised advice by network experts* and *Support to access funding programmes*. It should also be highlighted that nine of the 11 respondents belonged to the employer association category, while the other two came from chambers of skilled crafts (and trade).

Four respondents were able to confirm that their members have made use of EEN, while four others did not know, and three believed their members did not use EEN.

- **Free movement bodies (N=5)**

Only five respondents mentioned that they informed their members about the FMB. For three of them, it consisted of informing their members that the FMB could provide them with *Legal advice on the application of EU and national law*. Two of the respondents however stated that they did not inform their members about any of the suggested options, without providing further comments.

Only one of the five respondents confirmed that their members have used the services of the FMB

- **National liaison offices for the posting of workers (N=14)**

Amongst the 14 respondents that informed their members about the NLOs, there was an equal share of the NLO of the country of origin and the NLO of the country of destination.

Three respondents were able to confirm that their members have used NLOs, whereas nine did not know and two believed they did not.

- **Your Europe portal (N=10)**

Although only three of the 10 respondents that informed their members about the Your Europe portal indicated that, to their knowledge, their members have used information from the Your Europe portal, 60% of those 10 respondents also mentioned *Posted workers* and *Work permits* as the thematic areas consulted by their members (there was no dependency between these two questions). For five out of 10 respondents, *Social security systems in the EU* was also a thematic area for which their members consulted the Your Europe portal. The three thematic areas mentioned above also appeared to be the most important in the eyes of employer associations respondents.

- **EURES (N=30)**

EURES is the entity the respondents informed their members the most about. In particular, the EURES Job Mobility Portal was selected by 43% of the 30 respondents. *Advice by EURES Adviser*, *Support services for frontier workers and employers in cross-border regions* and *Other information and guidance and support services for workers and employers* were also selected by around a third of the 30 respondents.

In terms of usage, 23% of respondents confirmed that their members have used EURES, whereas 63% did not know, and 13% (four out of 30) believed they did not.

### 3.8. General satisfaction with the entity

The following sections on satisfaction present averages (arithmetic means) for the Likert scales questions on satisfaction by assigning a numerical value to each proposition as follows: Strongly agree = 5; Agree = 4; Neutral = 3; Disagree = 2; Strongly disagree = 1. The questions take the form of two sets of four statements, the first set being directed at the respondents' personal satisfaction, and the second set examining their members' satisfaction. The statements concern the satisfaction with the provided services or information, the satisfaction regarding the timeliness to provide the services or the information, the satisfaction regarding the way or channel used to provide the services or the information, and the satisfaction regarding the support provided by the different EURES services. It should also be noted that these questions appeared in function of the respondent's usage and the usage of the members of his organisation. Given the sample of respondents was limited in some cases, the following section is mainly illustrative and will not be further detailed in a subsequent section of this report.

#### 3.8.1. Personal satisfaction

In general, Your Europe Advice, the Your Europe portal, Enterprise Europe Network and EURES were positively assessed in terms of satisfaction by the respondents, both in terms of service provision and timeliness. The respondents also appeared to be very satisfied with the Your Europe Advice's channel of service provision.

On the other hand, the free movement bodies were not well assessed by the respondents, although that should be balanced by the fact that only two respondents provided responses.



Figure 44: Personal satisfaction with the entities' services and timeliness



Figure 45: Personal satisfaction with the entities' channels and ways of providing services

In terms of EURES services, the *Support services for frontier workers and employers in cross-border regions* presented the highest level of satisfaction. It was followed by *EURES Adviser* and *Targeted Mobility Schemes*. *Information on and access to post-recruitment assistance* achieved the lowest satisfaction level, although it must be stressed that the sample of respondents was very small.

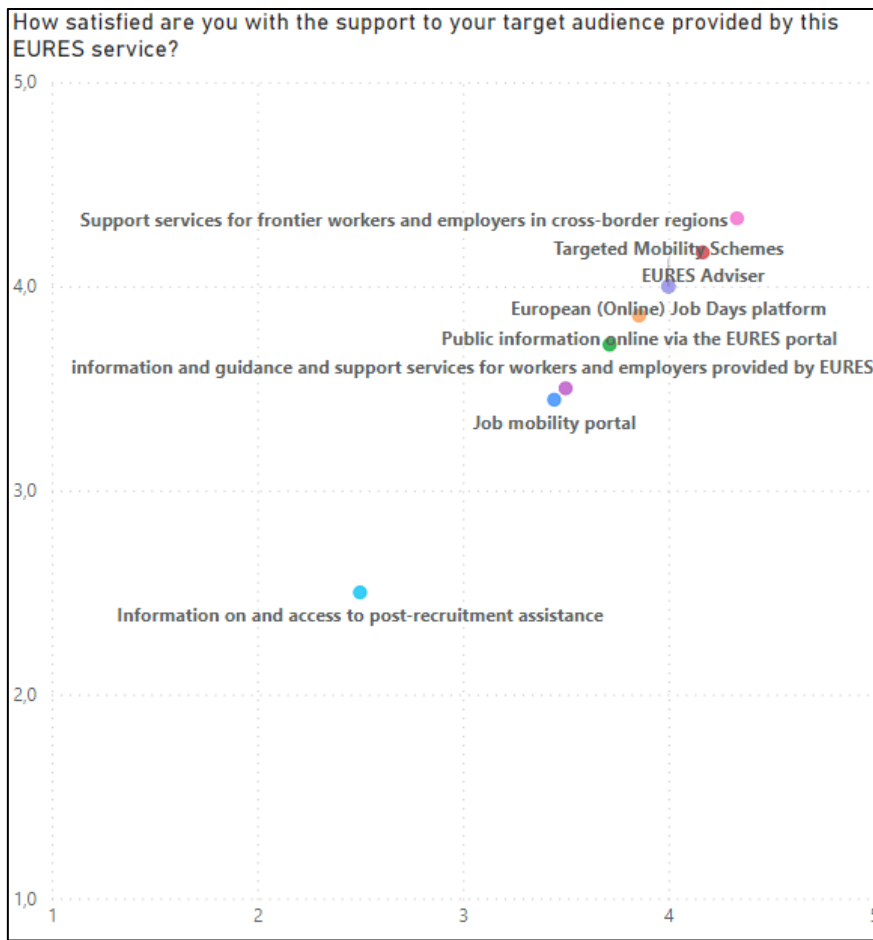


Figure 46: Personal satisfaction with the EURES services

The questions on satisfaction varied between both strands of the survey, which hinders a full comparison of the provided answers and, furthermore, the number of respondents for these questions was generally low in the case of workers' and employers' representatives.

However, it can be noted that three services consistently achieved higher levels of satisfaction for the workers' and employers' representative respondents: Your Europe Advice, EURES and the Your Europe portal. While EURES was obviously not surveyed for the EURES affiliated respondents, it is interesting to note that this category of respondents' satisfaction with the information provided by the Your Europe portal was also very positive. On the other hand, Your Europe Advice gathered the most *Neutral* responses of all services.

### 3.8.2. Members' satisfaction

Regarding the members' satisfaction, EURES, SOLVIT and the Your Europe portal achieved higher levels of satisfaction. EURES and SOLVIT also achieved higher satisfaction levels in terms of timeliness. They were only topped by EEN in the satisfaction regarding the way or channel in which the services were provided.



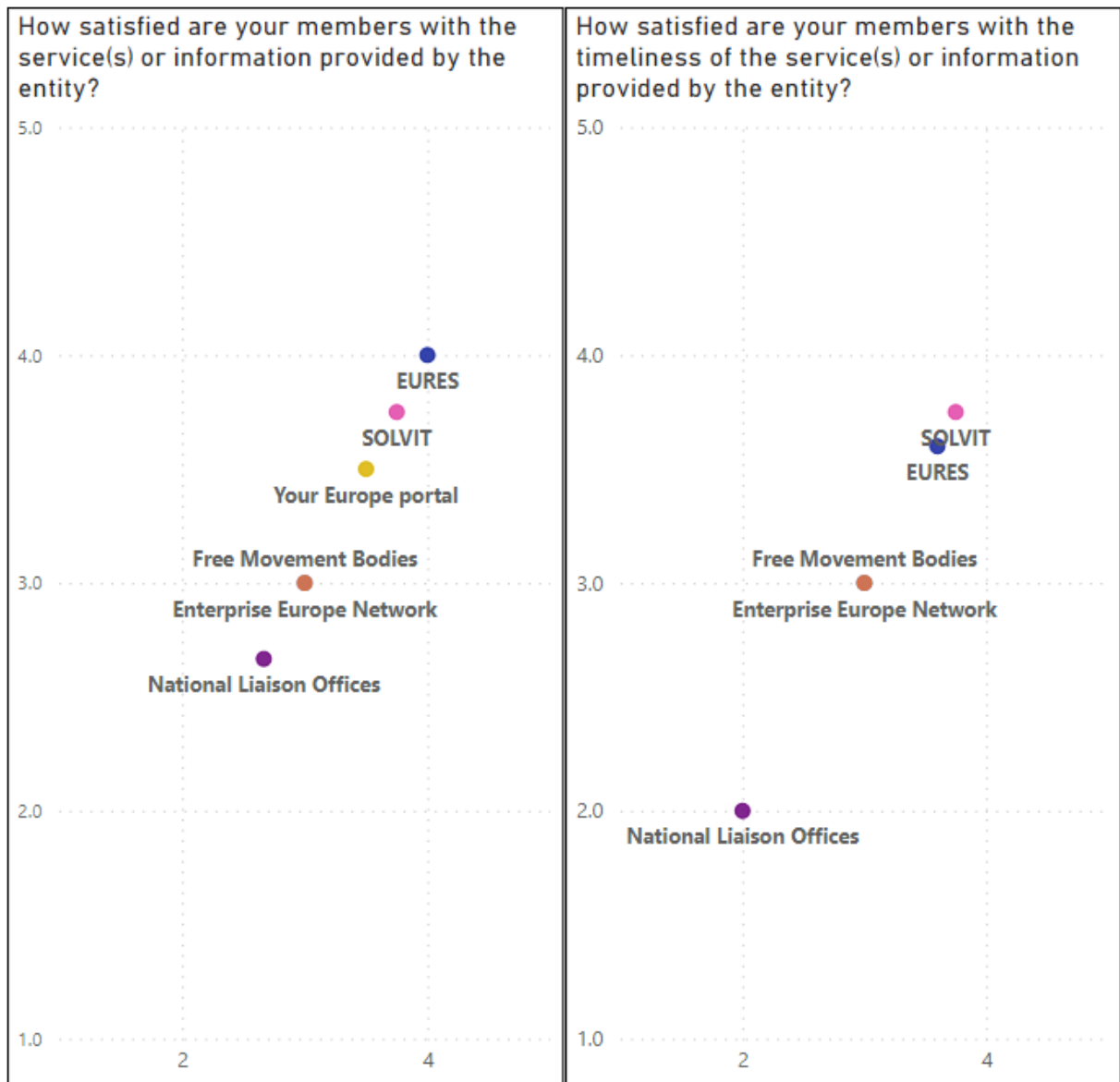


Figure 47: Members' satisfaction with the entity and services

The NLOs achieved the lowest levels of satisfaction of the members of the respondents' organisations. Regarding the EURES services, the same three services achieved higher levels of satisfaction as in the personal satisfaction section.

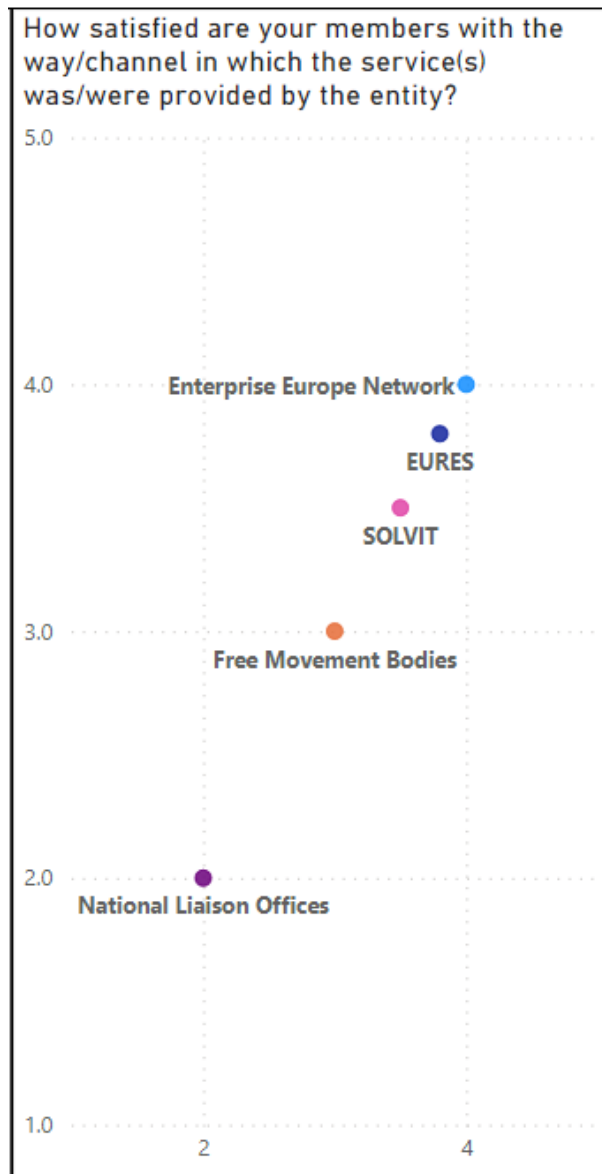


Figure 48: Members' satisfaction with the entities' channels and ways of providing services



Figure 49: Members' satisfaction with the EURES services

### 3.9. Other sources of information

This question aimed at identifying the other sources of information and support to which the respondents or the members of their organisation turn, in addition to the mentioned entities. Amongst the proposed options, *Public authorities* were the most selected, with 71% of the 66 respondents. *Employers' organisations* came up as a second most selected option, with 52%. In third and fourth position, *Private entities (e.g. law firms)* were selected by 41% of the respondents, and *Trade unions* by 38%.

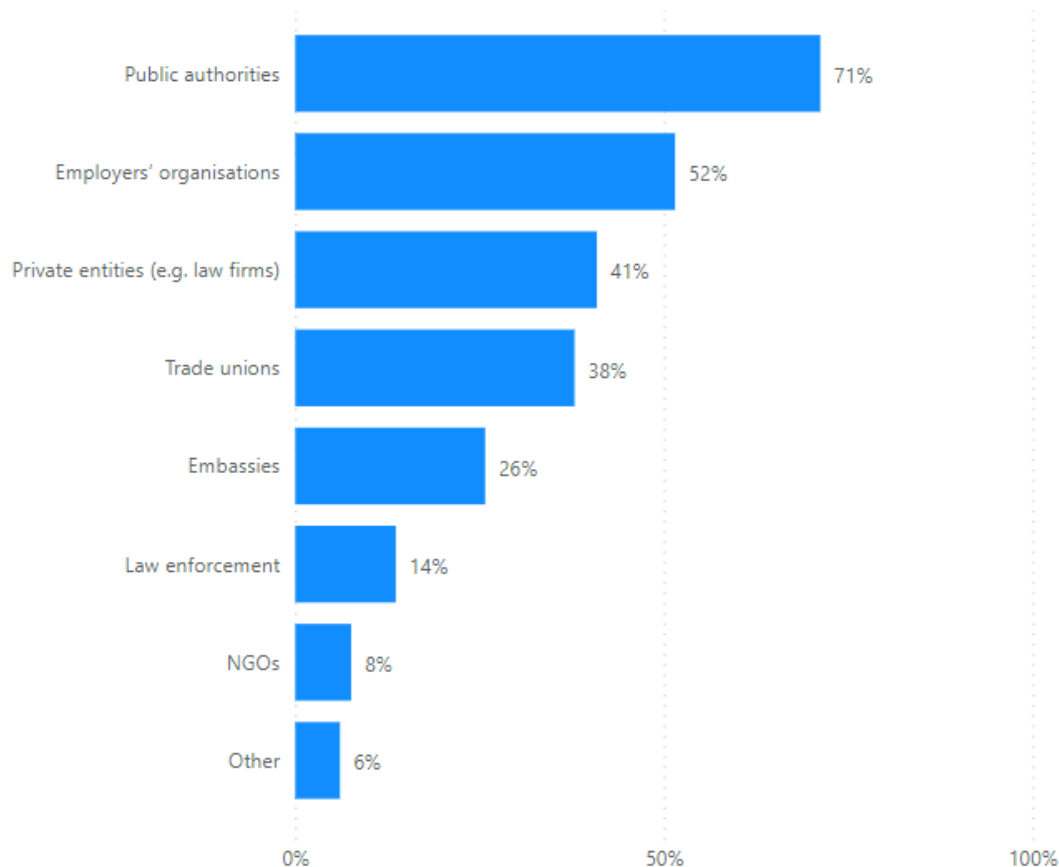


Figure 50: Other entities to which jobseekers and employers turn, N=66

Unsurprisingly, three quarters of the respondents belonging to employer associations selected *Employers' organisations* (27 of the 36 respondents of that category), while 86% of trade union respondents selected *Trade unions*. *Public authorities* was selected by 76% of the trade union respondents, while the employer associations respondents were slightly less numerous to select it, reaching 64%. They however selected *Private entities* in 53% of their responses, whereas only 19% of trade union respondents selected this option.

The additional comments and further details provided by the respondents also highlighted the need for tailored and concrete information on their specific case. As this tailored information is not always available, some respondents and their members turned to law firms, their dedicated internal departments, a private company, or other companies experiencing the same situation.

As for other sources that could provide labour mobility information and support, the answers of both strands of the survey appeared to be aligned, and no dramatic contrast appeared. It may be noted that the role of public authorities was slightly more highlighted by the EURES affiliated respondents, as was the role of NGOs. The latter was selected by only 8% of the workers' and employers' representatives, compared to 23% of the other category. In turn, workers' and employers' representatives selected private entities more often than the EURES affiliated respondents.

# 4. Conclusions and recommendations

## 4.1 Conclusions

### Awareness

Except in case of EURES, the entities that were the subject of the survey—Your Europe Advice, SOLVIT, Enterprise Europe Network, national liaison offices for the posting of workers and the free movement bodies, including the Your Europe portal as an information source—are not sufficiently known among those involved in labour mobility. The fact that EURES is well-known among social partners according to the results may stem from the long-lasting cooperation of EURES with social partners, mainly in the cross-border partnerships. Moreover, only a fraction of respondents aware of services' existence have used them or informed their members about them.

### Use and satisfaction

Those who have used them are relatively satisfied with the services provided, except in case of two services. It should be noted that in both cases, the number of respondents expressing their dissatisfaction was very low.

### Information and support needed

Easily accessible, unambiguous and up-to-date information on the rules applicable in posting of workers situations and on working conditions in other Member States is found to be needed but currently not sufficiently provided by the existing entities. Likewise, not structurally provided, but sought after, is information on and support with the administrative rules and procedures to be followed by mobile workers and their employers - in particular in specific or new types of labour mobility. Support to workers when their rights are breached by an employer in another country and support to returnees follow.

### Channels

According to survey respondents, internet-based tools can be an efficient channel for information provision. A prerequisite is that the needed information is accessible through a single-entry point, is easy to navigate (FAQs and guided navigation, as well as video tutorials are found to be efficient), encompasses EU and national level information and offers the possibility for quick and tailored individualised support. Employers' representatives who participated in the survey consider email as the most efficient channel for providing individualised support, while trade unions and EURES respondents consider that end-users prefer in-person support. When asked about the efficiency of providing information through printed materials, more than half of EURES respondents, and slightly fewer social partners' representatives find leaflets, brochures and infographics to be efficient.

Overall, for a service to be effective and the user satisfied, it must be **tailored, all-encompassing and responsive**.

## 4.2 Recommendations

To meet the end-users' needs, raise their satisfaction, but also facilitate their compliance with the existing rules, drawing from the findings of the survey ELA proposes the following activities.

### **Strengthen the existing services**

EURES, as a widely known service among the respondents, can play a significant role in meeting workers' and employers' needs for information and guidelines. Further investigating users' needs and adapting the available information on the EURES portal accordingly, by developing new content or linking to already available, relevant and quality sources of information is one aspect. Widening EURES staff understanding of other entities' mandates to be able to help individuals navigate through labour mobility information and services landscape is another.

As assistance in case of posting workers abroad features prominently as sufficiently provided service, activities aimed at strengthening national liaison offices for the posting of workers, making them more accessible to users and further improving information on the single posting websites must be continued.

### **Facilitate structural cooperation between the existing labour mobility services**

Improving accessibility and comprehensiveness of and cooperation between the existing services can raise satisfaction with the current labour mobility assistance services. Many issues related to labour mobility are fundamentally connected, and addressing them separately is counterintuitive for users. Improving mutual understanding and establishing close cooperation between the entities is a step towards meeting the detected need for services' comprehensiveness. Workshops, mutual learning events and trainings, organised both at national and European level, can be used to achieve this goal.

### **Combine high quality online information with tailored individualised support**

Improving the existing national and EU level portals and websites covering labour mobility information is an ongoing exercise. ELA's websites' reviews and recommendations for improvements based on findings, as well as making available examples, checklists, templates and guidelines for presenting information in a user-friendly and user-centred way can facilitate the process.

Suggesting or developing tools and/or technical solutions for making the existing information and the most appropriate assistance services more accessible and easier to find is a closely related and equally relevant step. For these to be effective, engagement of and cooperation with the Member States and the European Commission services is essential.

The availability of information, clearly described processes to follow and tools for fulfilling the requirements imposed on mobile workers and their employers can reduce the perceived need for individualised support. However, given how complex individual cases and the related rules one must follow can be, quick and tailor-made individualised support must be available. Increasing the clarity of general information to end-users will make room for offering this kind of support, without increasing the number of staff members providing the services.

### **Promote and communicate more intensively on the existing services, both towards end-users and social partners acting as intermediaries**

Complementary to all of the above, it is necessary to continuously promote the existing information sources and entities providing services to mobile workers and their employers. Coordinated national and EU-level campaigns targeted by a topic or an audience is one approach. Engaging the service providers, social partners and other stakeholders to act as multipliers and spread the message when working closely with end-users, is another. The two are not mutually exclusive, but rather synergetic. The prerequisite for this approach to work is high awareness and a good understanding of the scope of services among all involved. If successful, this will result in end-users' higher awareness of and satisfaction with the services, in which case they become their most valuable promoters.

# ANNEX – Summary of the survey questionnaire

## 1. Survey design

This document offers an overview of the different questions that were included in the survey. Each question is consolidated into a corresponding table to highlight its key components.

The table is constituted of the following elements:

- **Dependencies:** In order to avoid asking redundant or irrelevant questions to the respondents, some questions only appeared if a specific answer has been selected in a previous question. For each question, this row of the table therefore indicates whether a previous question was linked to the current question, and what answer to the former would have triggered the appearance of the latter.
- **Question:** In addition to the question's numbering, this row contains the actual text of the question as it was displayed in the survey.
- **Response type:** This component highlights the format applied to the corresponding question and the modalities to answer. The most flexible type of response is 'Free text', which was solely used in this survey as a means to optionally complement answers that require additional input. The survey was mainly built on 'Single choice' and 'Multiple choice' questions.
- **Options:** This item displays the list of options the respondent could pick an answer from in the case of 'Single choice' or 'Multiple choice' questions.
- **Optional:** In some instances, picking a certain option of response triggered the possibility to provide additional input in the same question. This is for example the case when a respondent picks the option 'Others' in a 'Single choice' or 'Multiple choice' question, as a subsequently appearing 'Free text' type of box allowed him to provide additional information.

## 2. Survey questionnaire

### 2.1. Identification questions

The following questions meant to facilitate the processing of the survey results by identifying the type of organisation responding, its relationship with EURES if relevant, and its country of origin. That way, the reporting could be more accurate and tailored to different perspectives. However, anonymity prevails and no information was required regarding the person completing the survey or the name of the organisation they were active in.

Element	Description
Groups of respondents	<ul style="list-style-type: none"> <li>EURES NCOs, Members or Partners</li> </ul>
Dependencies	Not applicable
Question	<b>Q.1 Is your organisation a EURES NCO, Member or Partner?</b>
Response type	Single choice
Options	<ol style="list-style-type: none"> <li>Yes, my organisation is a EURES NCO</li> <li>Yes, my organisation is a EURES Member</li> <li>Yes, my organisation is a EURES Partner</li> </ol>

Element	Description
Groups of respondents	<ul style="list-style-type: none"> <li>EURES NCOs, Members or Partners</li> <li>Workers' and employers' representatives</li> </ul>
Dependencies	Not applicable
Question	<b>Q.2 What type of organisation do you represent?</b>
Response type	Multiple choice
Options	<p><i>EURES NCOs, Members or Partners :</i></p> <ol style="list-style-type: none"> <li>Public employment service</li> <li>Other employment service</li> <li>Education and training provider</li> <li>Trade union</li> <li>Employer association</li> <li>National government or administration</li> <li>Regional government or administration</li> <li>Local government or administration</li> </ol>



	<p>9. Other</p> <p><i>Workers' and employers' representatives :</i></p> <ol style="list-style-type: none"> <li>1. Trade union</li> <li>2. Employer association</li> <li>3. Other</li> </ol>
<b>Optional (Free Text)</b>	<i>If 'Other', please explain what type of organisation</i>

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<b>Q.3 In which country has your organisation been established?</b>
<b>Response type</b>	Single choice
<b>Options</b>	[List of EEA and CH in drop-down menu]
<b>Optional (Free text)</b>	Not applicable

## 2.2. Expectations and needs questions

This section surveyed the general expectations and needs identified by the respondents regarding labour mobility services. The responses of this section provided insights on the priorities of the respondents in term of what they perceive as needed and missing, and the manner in which these services were or should be provided.

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<b>Q.4 What type of service to facilitate labour mobility is currently needed by jobseekers or employers?</b>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Advice on EU law in the Single Market</li> <li>2. Provision of labour market information</li> <li>3. Provision of information on working conditions in other MS</li> <li>4. Provision of information on living conditions in other MS</li> </ol>

	<ol style="list-style-type: none"> <li>5. Business advice to enterprises with international ambitions</li> <li>6. Promotion of equal treatment and protection of rights of workers when exercising the right to free movement</li> <li>7. Provision of information on the rules applicable to employers when posting workers abroad</li> <li>8. Provision of information on the rules applicable to posted workers</li> <li>9. Support to citizens and businesses when EU rights are breached by public authorities in another EU country</li> <li>10. Job placement and counselling services</li> <li>11. Other</li> </ol>
<b>Optional (Free text)</b>	<p><i>Please provide additional comments, if any, about the option(s) you selected</i></p> <p><i>If 'Other', please explain what type of service</i></p>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<b>Q.5 In your experience, which of the needed services to facilitate labour mobility are currently not sufficiently provided?</b>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Advice on EU law in the Single Market</li> <li>2. Provision of labour market information</li> <li>3. Provision of information on working conditions in other MS</li> <li>4. Provision of information on living conditions in other MS</li> <li>5. Business advice to enterprises with international ambitions</li> <li>6. Promotion of equal treatment and protection of rights of workers when exercising the right to free movement</li> <li>7. Provision of information on the rules applicable to employers when posting workers abroad</li> <li>8. Provision of information on the rules applicable to posted workers</li> <li>9. Support to citizens and businesses when EU rights are breached by public authorities in another EU country</li> <li>10. Job placement and counselling services</li> </ol>

	11. Other
<b>Optional (Free text)</b>	<i>Please provide additional comments, if any, about the option(s) you selected</i>  <i>If 'Other', please explain what type of service</i>

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<b>Q.6 In your experience, what are the most effective forms to provide services to facilitate labour mobility in the EU?</b>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ul style="list-style-type: none"> <li>• <i>Information on websites:</i> <ol style="list-style-type: none"> <li>1. Static text</li> <li>2. FAQs</li> <li>3. Guided navigation</li> <li>4. Chatbots</li> <li>5. Videos and video tutorials</li> <li>6. None of the above</li> </ol> </li> <li>• <i>Printed materials:</i> <ol style="list-style-type: none"> <li>1. Leaflets</li> <li>2. Brochures</li> <li>3. Reports</li> <li>4. Infographics</li> <li>5. None of the above</li> </ol> </li> <li>• <i>Personalised approach:</i> <ol style="list-style-type: none"> <li>1. By phone</li> <li>2. By email</li> <li>3. By contact form</li> <li>4. Through video conference</li> <li>5. In-person</li> <li>6. None of the above</li> </ol> </li> </ul>
<b>Optional (Free text)</b>	<i>If there are other forms to provide services please specify below</i>

### 2.3. Awareness of the entities

This section contains one question that assessed whether the respondent knew about the different entities that provide services. This multiple-choice question was decisive, as the selected options triggered specific questions on the entities and the services they provided in the subsequent section.

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<b>Q.7 Which of the following entities do you know?</b>
<b>Response type</b>	Multiple choice
<b>Options</b>	<p><i>EURES NCOs, Members or Partners</i></p> <ol style="list-style-type: none"> <li>1. Your Europe Advice</li> <li>2. SOLVIT</li> <li>3. Enterprise Europe Network</li> <li>4. National liaison offices for the posting of workers</li> <li>5. Free movement bodies (bodies promoting equal treatment and supporting workers in the European Union and their family members established under Directive 2014/54/EU)</li> <li>6. Your Europe portal</li> <li>7. None of the above</li> </ol> <p><i>Workers' and employers' representatives</i></p> <ol style="list-style-type: none"> <li>1. EURES</li> <li>2. Your Europe Advice</li> <li>3. SOLVIT</li> <li>4. Enterprise Europe Network</li> <li>5. National liaison offices for the posting of workers</li> <li>6. Free movement bodies (bodies promoting equal treatment and supporting workers in the European Union and their family members established under Directive 2014/54/EU)</li> <li>7. Your Europe portal</li> <li>8. None of the above</li> </ol>
<b>Optional</b>	Not applicable

Element	Description
Groups of respondents	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
Dependencies	Not applicable
Question	<b>Q.8 About which of these entities do you inform your members?</b>
Response type	Multiple choice
Options	<ol style="list-style-type: none"> <li>EURES</li> <li>Your Europe Advice</li> <li>SOLVIT</li> <li>Enterprise Europe Network</li> <li>National liaison offices for the posting of workers</li> <li>Free movement bodies (bodies promoting equal treatment and supporting workers in the European Union and their family members established under Directive 2014/54/EU)</li> <li>Your Europe portal</li> <li>None of the above</li> </ol>
Optional	Not applicable

## 2.4. Tailored questions on the entities

This section contains questions on the entities that were selected in the previous section. The questions aimed at identifying which particular services provided by an entity the respondents were aware of, had used, or had informed their stakeholders about. Given the questions were repeated for all the entities selected in the previous section, only the example of Your Europe Advice is displayed here. EURES respondents were asked about the cooperation with the services and not the usage, except in the case of the Your Europe portal. It should also be noted that in the particular case of the Your Europe portal, given the variety of information covered, a question on the consulted topics was included to encapsulate further detail. For the workers' and employers' representatives' questionnaire questions regarding the member's usage of particular EURES service were added to encapsulate further detail.

The list of possible entities was as follows:

- EURES (*only for workers' and employers' representatives*)
- Your Europe Advice
- SOLVIT
- Enterprise Europe Network
- National liaison offices for the posting of workers

- Free movement bodies
- Your Europe portal (including questions on the topics covered)

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Your Europe Advice' in Q.7
<b>Question</b>	<p><b>Q.9 To what extent do you agree with the following statements related to Your Europe Advice:</b></p> <p>1. I know which services Your Europe Advice provides</p> <p>2. I know which groups are the target audience for the services that Your Europe Advice provides</p> <p>3. I know how to access the service that Your Europe Advice provides</p>
<b>Response type</b>	Single choice/Matrix
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Strongly agree</li> <li>2. Agree</li> <li>3. Neutral</li> <li>4. Disagree</li> <li>5. Strongly disagree</li> </ol>
<b>Optional</b>	Not applicable

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> </ul>
<b>Dependencies</b>	If 'Your Europe Advice' in Q.7
<b>Question</b>	<p><b>Q.10 Does your organisation cooperate with Your Europe Advice?</b></p>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Yes, my organisation refers/referred clients to Your Europe Advice</li> <li>2. Yes, Your Europe Advice refers/referred clients to my organisation</li> <li>3. Yes, my organisation has established structured cooperation with Your Europe Advice (for example in the form of regular information exchange, meetings, taking part in each other's events or mutual learnings, etc).</li> </ol>

	<p>4. Yes, Your Europe Advice provides/provided legal advice to the staff of my organisation</p> <p>5. Yes (Other)</p> <p>6. No</p>
<b>Optional (Free text)</b>	<p><i>Please provide additional comments, if any, about the option(s) you selected</i></p> <p><i>If 'Yes (Other)', please describe in what way you have cooperated or are currently cooperating</i></p>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Your Europe Advice' in Q.7
<b>Question</b>	<b>Q.11 Have you made use of a service provided by Your Europe Advice?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>Yes</li> <li>No</li> </ol>
<b>Optional</b>	Not applicable

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.10
<b>Question</b>	<b>Q.12 For which of the following thematic areas did you make use of Your Europe Advice?</b>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ol style="list-style-type: none"> <li>Social security</li> <li>Free movement of persons and right to reside</li> <li>Visas</li> <li>Recognition of professional qualifications</li> <li>Taxation and customs</li> <li>Vehicles and driving licenses</li> <li>Free movement of workers</li> </ol>

	8. Other
<b>Optional</b>	<i>Please provide additional comments, if any, about the option(s) you selected</i>  <i>If 'Other', please specify which other thematic areas</i>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Your Europe Advice' in Q.8
<b>Question</b>	<b>Q.13 About which of the Your Europe Advice services do you inform your members?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>Advice provided by Your Europe Advice on rights when travelling in another EU country</li> <li>Advice provided by Your Europe Advice on rights when living in another EU country</li> <li>Advice provided by Your Europe Advice on rights when working in another EU country</li> <li>Advice provided by Your Europe Advice on rights when retiring in another EU country</li> <li>Advice provided by Your Europe Advice on rights when studying in another EU country</li> <li>Advice provided by Your Europe Advice on rights of consumers within the EU</li> <li>Support with solving problems with a public body regarding EU rights</li> <li>Other</li> <li>None of the above</li> </ol>
<b>Optional</b>	Not applicable

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Your Europe Advice' in Q.8
<b>Question</b>	<b>Q.14 To your knowledge, do your members use Your Europe Advice?</b>
<b>Response type</b>	Single choice



<b>Options</b>	1. Yes 2. No 3. Do not know
<b>Optional</b>	<i>If 'Yes', please specify which service, if known</i>

## 2.5. Tailored questions on the satisfaction regarding the services

This section contains questions on the entities and services that were selected in the two previous sections. For EURES NCOs, Members and Partners, the questions aimed at assessing the satisfaction of the respondents regarding their cooperation with the entity, while also considering improvement opportunities. For workers' and employers' representatives, the questions aimed at assessing the satisfaction of the respondents in using the services of the entities and their perception of their target audience's satisfaction, while also considering improvement opportunities. Given the questions were repeated for all the relevant entities, the example of Your Europe Advice is again displayed to illustrate the structure. In the specific case of the Your Europe portal, the questions were slightly adapted so the satisfaction towards the information was assessed rather than the cooperation also in the case of EURES respondents. For the workers' and employers' representatives' questionnaire, similarly to the previous section, in the particular case of EURES, given the variety of services provided through different channels, the services are addressed individually to capture information in a more granular level of detail.

The list of possible entities was as follows :

- EURES services (*only for workers' and employers' representatives; nine EURES services individually assessed*)
  - o Support to employers in recruitment or to workers in finding employment
  - o EURES job mobility portal
  - o European (Online) Job Days platform
  - o Provision of public information online via the EURES portal
  - o Advice by EURES Adviser
  - o Support services for frontier workers and employers in cross-border regions
  - o Support in the context of the EURES Targeted Mobility Schemes
  - o Information on and access to post-recruitment assistance
  - o Other information and guidance and support services for workers and employers
- Your Europe Advice
- SOLVIT
- Enterprise Europe Network
- National liaison offices for the posting of workers

- Free movement bodies
- Your Europe portal (*satisfaction regarding the information*)

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> </ul>
<b>Dependencies</b>	If any answer other than 'No' in Q.10.
<b>Question</b>	<b>Q.15 How satisfied are you with the cooperation with Your Europe Advice?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Neutral</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> </ol>
<b>Optional (Free text)</b>	<p><i>If ['Very satisfied' or 'Very dissatisfied'], please explain the reason behind this</i></p> <p><i>Please provide additional comments, if any, about the option(s) you selected</i></p>

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> </ul>
<b>Dependencies</b>	If any answer other than 'No' in Q.10.
<b>Question</b>	<b>Q.16 Do you believe your cooperation with Your Europe Advice should be improved or expanded?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
<b>Optional (Free text)</b>	<i>If 'Yes', please explain why and how</i>

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.11

<b>Question</b>	<b>Q.17 How satisfied are you with the service provided by Your Europe Advice?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Neutral</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> </ol>
<b>Optional (Free text)</b>	<i>If ['Very satisfied' or 'Very dissatisfied'], please explain the reason behind this</i>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.11
<b>Question</b>	<b>Q.18 Did the service provided by Your Europe Advice meet your needs?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> </ol>
<b>Optional (Free text)</b>	<i>Please explain the reason behind this</i>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.11
<b>Question</b>	<b>Q.19 How satisfied are you with the timeliness of the service provided by Your Europe Advice?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Neutral</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> </ol>

<b>Optional (Free text)</b>	<i>If ['Very satisfied' or 'Very dissatisfied'], please explain the reason behind this</i>
-----------------------------	--

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.11
<b>Question</b>	<b>Q.20 How satisfied are you with the way/channel in which the service was provided by Your Europe Advice (e.g. by phone, in person, by email, online)?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>Very satisfied</li> <li>Satisfied</li> <li>Neutral</li> <li>Dissatisfied</li> <li>Very dissatisfied</li> </ol>
<b>Optional (Free text)</b>	<i>If ['Very satisfied' or 'Very dissatisfied'], please explain the reason behind this</i>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.11
<b>Question</b>	<b>Q.21 Do you believe the service provided by Your Europe Advice should be improved or expanded?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>Yes</li> <li>No</li> </ol>
<b>Optional (Free text)</b>	<i>If 'Yes', please explain why and how</i>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.14

<b>Question</b>	<b>Q.22 To your knowledge, how satisfied are your members with the service provided by Your Europe Advice?</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Neutral</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> </ol>
<b>Optional (Free text)</b>	<i>If ['Very satisfied' or 'Very dissatisfied'], please explain the reason behind this</i>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.14
<b>Question</b>	<b>Q.23 To your knowledge, did the service provided by Your Europe Advice meet your members' needs? (if information available)</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. No</li> <li>3. Do not know</li> </ol>
<b>Optional (Free text)</b>	<i>Please explain the reason behind this</i>

<b>Element</b>	<b>Description</b>
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.14
<b>Question</b>	<b>Q.24 To your knowledge, how satisfied are your members with the timeliness of the service provided by Your Europe Advice? (If information available)</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> </ol>

	<ol style="list-style-type: none"> <li>3. Neutral</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> <li>6. Do not know</li> </ol>
<b>Optional (Free text)</b>	<i>If ['Very satisfied' or 'Very dissatisfied'], please explain the reason behind this</i>

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	If 'Yes' in Q.14
<b>Question</b>	<b>Q.25 To your knowledge, how satisfied are your members with the way/channel in which the service was provided by Your Europe Advice (e.g. by phone, in person, by email, online)? (If information available)</b>
<b>Response type</b>	Single choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Very satisfied</li> <li>2. Satisfied</li> <li>3. Neutral</li> <li>4. Dissatisfied</li> <li>5. Very dissatisfied</li> <li>6. Do not know</li> </ol>
<b>Optional (Free text)</b>	<i>If ['Very satisfied' or 'Very dissatisfied'], please explain the reason behind this</i>

## 2.6. Other sources of information

This section contains a question that aimed at identifying potential additional sources or actors to which jobseekers, workers and employers may have turned to for labour mobility information.

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<i>EURES NCOs, Members or Partners:</i>

	<p><b>Q.26 To your knowledge, which entities — apart from those listed above — do jobseekers, workers and employers turn to for labour mobility information and support?</b></p> <p><i>Workers' and employers' representatives</i></p> <p><b>Q.26 Which other sources do you or your members turn to for labour mobility information and support?</b></p>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Public authorities</li> <li>2. Trade unions</li> <li>3. Employers' organisations</li> <li>4. NGOs</li> <li>5. Embassies</li> <li>6. Law enforcement</li> <li>7. Private entities (e.g. law firms)</li> <li>8. Other</li> </ol>
<b>Optional (Free text)</b>	<p><i>Please provide additional comments, if any, about the option(s) you selected</i></p> <p><i>If 'Other', please specify the sources used to acquire labour mobility information and support</i></p>

## 2.7. Future outlook questions

This last section was general and not appearing depending on the previously provided responses. It consisted of two questions aiming at identifying opportunities for improvement in the future.

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<b>Q.27 What is, in your opinion, needed to improve end-users' satisfaction with labour mobility services?</b>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Increasing visibility of existing labour mobility services</li> <li>2. Facilitating cooperation/coordination between existing services</li> <li>3. Capacity building for existing labour mobility services</li> </ol>

	<ol style="list-style-type: none"> <li>4. Increasing accessibility of existing labour mobility services</li> <li>5. Increasing comprehensiveness of existing labour mobility services</li> <li>6. Expanding the number of languages in which service is provided</li> <li>7. Providing more functionalities to improve the user experience</li> <li>8. Other</li> </ol>
<b>Optional (Free text)</b>	<i>If 'Other', please explain what type of support</i>

Element	Description
<b>Groups of respondents</b>	<ul style="list-style-type: none"> <li>• EURES NCOs, Members or Partners</li> <li>• Workers' and employers' representatives</li> </ul>
<b>Dependencies</b>	Not applicable
<b>Question</b>	<b>Q.28 In your experience, what type of labour mobility service not previously mentioned, are employers and workers still missing?</b>
<b>Response type</b>	Multiple choice
<b>Options</b>	<ol style="list-style-type: none"> <li>1. Support to workers exercising the right to free movement when their rights are breached by an employer in another EU country</li> <li>2. Provision of information and guidance on administrative steps to be taken when in another EU country (e.g. residence for workers and their family members)</li> <li>3. Provision of information on the rules applicable to specific types of labour mobility (e.g. seasonal workers, frontier workers, pluri-active/multinational workers, cross-border teleworkers...)</li> <li>4. Support to returnees</li> <li>5. Other</li> <li>6. There is no need for additional services</li> </ol>
<b>Optional (Free text)</b>	<p><i>Please provide additional comments, if any, about the option(s) you selected</i></p> <p><i>If 'Other', please explain what type of labour mobility service</i></p>