

Unintended Obstacles to Intra-EU Migration

- The Case of Munich, Germany

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Abstract

One of the fundamental rights in the European Union is the Freedom of Movement of Persons. This right, that allows citizens of EU Member States to move and reside freely anywhere within the Union is not only a key factor for the European integration project, but is also of substantial economic importance. However, the actual experience of migrants moving within the European Union is not always as unproblematic as the legal basis suggests. Looking at case law from the European Court of Justice, reports and surveys on migration in the EU, general obstacles to intra-EU migration are revealed. Furthermore, specific hurdles for the city of Munich, Germany are empirically researched by looking at governmental documents and conducting an online survey, showing that Munich is a relatively good place to move to as an EU-migrant, albeit with issues when it comes to public authorities and discrimination when looking for accommodation.

Keywords: European Union, Freedom of Movement of Persons, intra-EU migration, Munich, European integration

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“Every citizen of the Union shall have the right to move and reside freely within the territory of the Member States, subject to the limitations and conditions laid down in the Treaties and by the measures adopted to give them effect”

(Treaty on the Functioning of the European Union, Article 21, Paragraph 1)

1. Introduction

This paper is not about high-politics. This paper is not even about low-politics. This paper is about the experience of citizens that is a consequence of the idea that was to drastically further the unification of Europe after the first steps of integration on the continent after World War II: the Freedom of Movement of Persons in the European Union, one of the four fundamental freedoms of EU law. It is often forgotten, that politics does not end with the enactment of a law. Legal provisions almost always have unintended consequences or shortcomings that are monitored and discussed by the media and the population at large, leading to tweaks or reforms of said law. However, in the case of the Freedom of Movement, there seems to be little to no interest from many stakeholders to analyze if the provisions have any issues that should be addressed. Is this because everything works as it should? Or are there indeed obstacles to intra-EU migration? Furthermore, can these possible obstacles be solved on the political level or are they out of the grasp of law makers?

Speaking in terms of political science theory, this paper concerns itself with the ‘Evaluation’ stage of the often used policy cycle. It describes the steps

that a legal provisions usually takes, starting with agenda-setting, followed by policy formulation, policy decision and implementation. The last step, evaluation, in this case of the legal provisions of the Freedom of Movement in the European Union shall be the looked into in more detail.

As Young states, “[t]he policy cycle emphasizes that the story does not stop with policy implementation, but that the intended, inadequate, and unintended effects of policies often feed back into the policy process” (Wallace et al. 2010: 46). One of the questions arising in this case is, however, if there is this mentioned “feed back”. If so, from where does it come? Does it come from all the stakeholders involved, i.e. the European Union, national governments and local authorities? Is there enough research done on the street-level, asking the intra-EU migrants themselves about their experiences? These issues with the evaluation seems to be problematic in the EU in general. While the laws are made at the level of the European Union, the implementation is generally the role of the Member States. This distance between the law-makers and the affected people also leads to a lack of feedback for their own regulations because the Commission does not have the same access to information on the effectiveness of the legal provisions as the Member States do (Wallace et al. 2010: 65).

With the EEC Treaty from 1957 the Freedom of Movement of workers was introduced, followed by the first Regulation for this provision in 1961, consequently developed through more legal provisions. Now laid down in Article 21 and Article 45 in the Treaty of Lisbon¹, Paragraph 2 of Article 45 states that “[s]uch freedom of movement shall entail the abolition of any discrimination based on nationality between workers of the Member States as regards employment, remuneration and other conditions of work and employment.” In 2012², more than 13.6 million EU citizens, representing 2.7% of the total population, made use of that right. Although this is a substantial number, with 4.1% (or 20.7 million)(Eurostat 2013), the number of third-country nationals is still larger although they do not enjoy the rights stemming from the Freedom of Movement of Persons.

¹ Articles 21 and 45, Treaty on the Functioning of the European Union

² This means that Croatia and its citizens is excluded from the data, as it was not a Member State yet.

The specific rules for the Freedom of Movement of Persons are laid down in its own secondary legislation (Directive 2004/38/EC), but a deep analysis of this directive is not the aim of this paper, as the author is more interested in the real-life experience of intra-EU migrants. However, the provisions from this directive will be addressed in order to analyze if its intentions align with what European Union citizens experience when making use of their right to free movement.

This right is without question a very important one, and the Freedom of Movement of Persons is in the author's opinion one of the European Union's greatest achievements in terms of representing the strife for an ever closer Union and a unified Europe. Politically desired and fully intended obstacles, such as the deferral of the Freedom of Movement of Persons when the last Member States joined in 2004, 2007 and 2013, aside: Is the migration of an EU citizen to another Member State as smooth as can be expected from the current provisions for the Freedom of Movement of Persons and what can be done to improve it, if necessary? These questions will be analyzed by looking at the legal provisions, case law from the European Court of Justice, prior research on this matter done in Europe as a whole as well as in Munich, Germany, which is serving as a case study for this paper. Finally, an online survey of intra-EU migrants in Munich was conducted to empirically look at the experience of EU citizens moving to Germany's third largest city. The paper will conclude with proposals for removing these obstacles and for further research.

2. Research Question

The author of this paper wants to empirically analyze, if there are unintended obstacles when an EU citizen migrates to another European Union Member State, and if so what they are, as well as what can be done about these issues. Therefore, the aim of this paper shall be to find out:

Are there unintended obstacles when EU citizens migrate to the city of Munich, Germany. If so, what are they and how can they be alleviated?

For the purpose of this paper, the author wants look at the experience of non-German European Union citizens that moved to the city of Munich, Germany. Were there significant obstacles when moving to Germany's third largest city? Did the migrants have trouble registering their residence at the city administration office? When opening a bank account? Were they discriminated against when looking for a job or for accommodation? These and other questions will be researched in relation to European Union citizens that left their home country and moved to another Member State.

3. Why This Matters

1. Personal motivation

When the author of this paper, a German citizen, moved to Lund in Sweden, for his masters program, he had to register with Migrationsverket in order to receive his residence permit. He was supposed to register online and attach a confirmation from Lund University that he is taking part in a study program at the university, a letter that states that he can support himself and a letter from his health insurance stating that he is covered in Sweden. The last document, however, lead to unforeseen issues. About two weeks after registering, he received a letter, in difficult bureaucratic Swedish, which stated that the letter from his health insurance was not satisfactory for Migrationsverket. Albeit having private health insurance, which goes beyond the national health insurance in terms of medical treatment and medication expenses covered, the official at Migrationsverket did not seem to be familiar with the German health insurance system, consequently deeming the health insurance not satisfactory to grant the residence permit.

Therefore, another letter from the health insurance was sent in that would explain his health insurance status in more detail. In the letter, it stated that **all** medical expenses, may they come from a regular examination or from staying in a hospital, as well as medication costs, are covered. After handing in this letter, the official at Migrationsverket sent another letter, stating that the health insurance confirmation letter was still not satisfactory, without naming specific reasons. The author of this paper then called Migrationsverket in order to clarify further on this matter. The official of Migrationsverket barely spoke English, which is astonishing, considering that in the author's experience, Swedes generally can speak English quite well, but especially because this person worked at the immigration department. So the author handed the phone to a Swedish friend, and

after they talked in Swedish for a while, the Swedish friend explained why the letter was not acceptable for the official. The issue was that there were no limits to medical coverage in the insurance policy, which the official in charge could have known from the word 'all' in the letter. Migrationsverket wanted a detailed list of all medical treatments that are covered and also up to which amount of money.

Shortly after the call, another letter. Again in such difficult Swedish, that even Swedish friends of the author had to read it several times before understanding its content. It stated that three months, that time period that EU migrants have to register in Sweden, have passed. Citing several Swedish laws, it then continued turning down the registration for the residence permit in Sweden without the possibility to object. Migrationsverket demanded, that the author of this thesis applies for a visa in order to stay in Sweden. After looking up the cited laws, the Swedish friend discovered that all the laws were only valid for non-EU citizens and that there is always a right to object to a decision for EU migrants. Fortunately, shortly after, the regulations in Sweden changed, and EU citizens did not have to register with Migrationsverket anymore, so the author just left it at that, ignoring the letter demanding to apply for a visa. Although no larger issues arose from this in the end, the experience of moving to Sweden was still a cumbersome one. This did not seem to be a single, unfortunate occurrence, as other people in the circle of friends of the author had similar issues with the Swedish Migration Board.

However, such problems are not limited to Sweden. When the author's sister's fiancé, who is a French citizen, moved to Munich, Germany in 2007 and wanted to register his address at the city office, he was asked why he did not have a visa in his passport. After stating that he did not need a visa, the clerk had to ask several other colleagues if this was true. The same thing happened to him again when he tried to receive a business permit for a restaurant he opened in the beginning of 2014. The author of this paper was even present then, and the clerk at the city office insisted that he could not get a business permit without a visa and a work permit. After explaining to the clerk that this was not true, and again, after asking a colleague, the clerk granted the business permit.

Apart from these hurdles of bureaucratic incompetence, there might be many other obstacles for intra-EU migrants, may they move for work or study.

Finding an apartment, language barriers, building up a new social environment, or discrimination by locals are just some of the problems that may occur and cannot be solved citing Directive 2004/38/EC.

2. General relevance

This section of the paper should be understood as an extension of the personal motivation to write this thesis. It is included to demonstrate and emphasize the relevance of looking into this matter in more detail. It will not be used to analyze the out-comings of the empirical study.

Broader research on this matter, looking at migration within the European Union generally, can be mostly divided into two categories: the economic and the Europeanization theory perspectives. While the economists mostly look at the reasons and motivations, consequences and (dis)advantages of intra-EU migration in an economic sense, the political scientists frame this topic in a more normative way, talking about benefits to Europeanization and European Integration, or at times even about the emergence of a true European citizen. While these approaches are not directly relevant to the aim of this paper, they give an overview over why intra-EU migration is important for European citizens, the Member States and the Union as a whole. They show why the Freedom of Movement of Persons was established to begin with and what consequences these migration flows do already have, or might have in the future. Therefore, a brief overview over these two different approaches shall be given in the following paragraphs.

1. Normative ideas and Europeanization

The Free Movement of People is one of the biggest achievements of the European Union. At the same time, it does not seem to use its full potential, as people moving around the European Union are still confronted with problems that should, politically speaking, not be there. In normative terms, people with EU citizenship should face as little obstacles as a person moving in their own country.

In reality, this might be hard to achieve, just thinking of the differences in culture and language that might be present between Member States, as well as wrongly implementing the Directive or simply not applying it due to a lack of information. Nonetheless, it is desirable that the experience is as positive and unproblematic as possible and there are presumably numerous ways in which it can still be improved. After all, well-meant legal provisions are not worth the paper they are written on, if the experience following from them does not match the aims the law is striving for. Such obstacles and negative experiences can even be detrimental to the creation of a European identity.

For proponents of the European integration project, intra-EU migration is of importance as it can be said that Europeans who make use of their right of the Freedom of Movement will be more enthusiastic about the unification of the continent than non-movers. They will also promote this idea more than their immobile counterparts (Recchi 2008: 213).

Most theories on the importance of intra-EU migration fall into this realm of Europeanization theory. Ruxandra Paul, however, takes a quite particular approach by describing the influence of the Freedom of Movement of Persons on the relationship between the nation state and the individual living in that state. With the possibility to freely move around the European Union, “EU citizens become gradually emancipated from the restraints previously imposed upon them by national governments” (2014: 21) or in other words, the de-commodification³ of workers. Furthermore, it reduces the risk of illegal migrant labor and their abuse.

University students are also a vital part of migration in the European Union, especially considering the efforts of the EU in the form of the Erasmus program. Foreign students do not only enrich the university culture with fresh perspectives, but are also a potential source of labour for companies looking for skilled workers, that are even already familiar with the environment, they might be working in the future. Christof Van Mol looks at the intra-european mobility of students in higher education and the influence of Erasmus exchanges on the emergence of a European identity. Between 1987 and 2011, some 2.3 million

³ commodification: “treating workers like mere merchandise”, Paul 2014: 21

students made use of the Erasmus program (Van Mol 2014: 1). The role of the internationalization of higher education, according to Van Mol, is the socialization of young Europeans, which will lead “the to creation of European citizens” and a “pan-European identity” (Van Mol 2014: 30 and 91), which he also supports with a quantitative analysis, looking at students from Austria, Belgium, Italy, Poland and the UK. He groups students from respective country into “non-mobile”, “potentially-mobile”, “future-mobile” and “mobile”, with the result that in the “future-mobile” and “mobile” categories (i.e. students who already did or are very certain that they will take part in a study exchange), the identification with Europe was higher, in some cases even significantly (Van Mol 2014: 94-101). These results are confirmed by another study conducted in the UK, that sees students having completed a year abroad being more positive about European integration (King and Ruiz-Gelices 2003: 246).

2. Economic benefits of migration

Apart from the normative or political side, there is also an economic and financial one. While Member States with high unemployment have to support their citizens with social benefits, which come at a high cost, the economically stronger regions with a lack of skilled workers loose out on economic output that these workers could produce. Migration in the EU will therefore lead to more efficiency in the labor market as well as for demand and supply of works (Batić 2012: 267). In simpler terms, companies could run their business in a better way, if they can fill all their posts with skilled workers while migrants have more opportunities to find employment. Intra-EU migrants serve therefore as ‘productivity enhancers’ (Recchi 2008: 213). Additionally, this will lead to more tax and social benefit income for the receiving Member States. Shortly, an unemployed EU citizen who moves to another EU country to take up employment is generally a win-win for both the country of origin and the country the migrant moves to.

One example for the benefits of intra-EU migration is the contribution in form of money transfers and investments that migrants make in their communities of origin, as can be observed in rural areas of Poland and Romania (Paul 2014: 24, and Neumann 1996: 51-53). Another advantage of the Freedom of Movement

compared to guest worker programs of the past, is that migrants can easily return to their home countries, not having to fear that their decision to move to another country is a permanent one (Boswell and Geddes 2010: 184), making it more probable that they will actually make the decision to migrate. Furthermore, one of the negative effects for the sending country is alleviated as well: the phenomenon of brain-drain, or the loss of highly skilled workers, which usually leave the country in times of economic turmoil first (Neumann 1996: 50). They are free to return to their country of origin when the economic situation improves without the fear of any consequences in the country they had been working in, such as the loss of a visa.

The avoidance of illegal labor through the Freedom of Movement, that was mentioned in the previous section, also leads to more tax revenue and social contributions for the receiving Member State. This could be observed when comparing Germany and Austria on the one side, and Sweden and the UK on the other, during the transitional measures after the accession of the EU-10 in 2004. While Sweden and the UK allowed migrants from the new Member States to work right away, Germany and Austria implemented transitional measures until 2011 and had consequently fight fake self-employment or illegal work, while workers in Sweden and the UK paid their contributions (Holtslag et al. 2014: 94-95).

Migration within the EU does also play a role when it comes to innovation, as highly skilled workers moving around spread ideas to the respective companies or institutions (Recchi 2008: 213), leading to more competitiveness of Europe. In connection to this, international student mobility also plays a role. The economic rationale is to ensure development, and with the economic integration in the EU, the integration of higher education was seen as “an instrumental role in preserving the economic future of Europe” (2014: 28). Furthermore, a period of study in another Member State is perceived as increasing the geographical mobility of the students in their future when taking up employment. This, in turn, would lead to again more competitiveness of Europe among the global players (Van Mol 2014: 29). Another study also showed that graduates from the UK that have completed a year abroad are more likely to continue to a post-graduate program, to receive higher incomes and are less prone to unemployment (King and Ruiz-Gelices 2003: 246).

4. Legal provisions and case law

1. Directive 2004/38/EC and connected agreements

Apart from Article 21 of the Treaty on the Functioning of the European Union, that establishes the right to the Freedom of Movement generally, specifics are laid down in the Directive 2004/38/EC (henceforth: “the Directive”). It amends Regulation (EEC) No 1612/68, while at the same time voiding the aforementioned Regulation’s Arts. 10 and 11, as well as nine other Directives⁴ in order to combine them into one comprehensive provision. It entered into force with the publishing in the Official Journal of the European Union on April 30th, 2004, having to be adopted two years from that date into the national law of Member States (Arts. 40 and 41). Provisions, that are relevant to this thesis will be briefly presented for the reader to get an overview, which rights intra-EU migrants actually have. This is necessary especially to understand when obstacles concerning wrong implementation or application by local authorities of this Directive take place. The rights in this directive are applicable to all citizens of a Member State as well as their families (Arts. 1 to 3). While entering another Member State is always allowed without a visa for up to three months (Arts. 5 and 6), EU citizens staying longer than this period of time, have special provisions. Arts. 7 through 15 describe the requirements and procedures for this group of migrants, stating that such a person must either (a) be (self-)employed in the hosting Member State, (b) must have sufficient resources and health insurance during the stay, (c) must be following a study program while also presenting the sufficient resources and health insurance, or is (d) a family member of a person that fulfills the criteria (a), (b) or (c). It should also be noted, that mentioned

⁴ Directives 64/221/EEC, 68/360/EEC, 72/194/EEC, 73/148/EEC, 75/34/EEC, 75/35/EEC, 90/364/EEC, 90/365/EEC and 93/96/EEC, see Directive 2004/38/EC, Art. 38

“sufficient resources” may not be a fixed amount by Member States, “but they must take into account the personal situation of the person concerned” (Art. 8 Para. 4). Although there are more provisions for special cases, the presented paragraphs should cover the most common situations that intra-EU migrants have to deal with. They are therefore omitted for the reason of keeping this overview brief.

All of these provisions are also valid for citizens from Norway, Iceland and Lichtenstein, which are not members of the European Union, but are part of the European Economic Area. Through a multilateral agreement (Agreement on the European Economic Area 1994), these countries joined the Internal Market of the EU and thereby introducing the rules for the Freedom of Movement of Persons as well . As a consequence, they are treated the same as EU citizens when it comes to moving to one of the EU member states. Furthermore, Switzerland entered into a bi-lateral agreement (Agreement on the Free Movement of Persons 2002) with the European Union for the same purpose (Boswell and Geddes 2010: 183).

2. Freedom of Movement and the European Court of Justice

When searching for flaws in a legal provision, another source besides direct research through surveying done on a given law, is looking at court cases, as they usually occur when the law text is unclear or does not work the way it is intended. Another aspect when it comes to EU law specifically, is wrong implementation by the Member States. EU citizens going to court over this matter can be a direct indicator for this or other shortcomings and unforeseen issues with the Directive on the Free Movement of Persons. The European Court of Justice (ECJ) had seemingly a large impact on the development on the provisions for the Freedom of Movement (Recchi 2008: 206). Therefore, legal cases concerning the Freedom of Movement deliberated in front of the ECJ will be looked at henceforth. However, the historic role of the ECJ will be presented shortly, while only cases from 2004 and later will be looked into in more detail in order to avoid

presenting court rulings, that have been taken into account in the Directive already.

When it comes to the Freedom of Movement of Persons, the European Court of Justice became really active in the early 1970s. While there was already Freedom of Movement for full-time workers, the Court extended this right in several court cases to other groups. One of these cases was *Levin*⁵, that also made it possible for part-time workers and by extension to women who were predominately working in part-time jobs. Consequently, the Court also gave these rights to part-time workers who need supplemental benefits, students, tourists and jobseekers⁶ (Groenendijk 2014: 316). In 2004, much of the case law was turned into actual law, with the Directive 2004/38, that was presented above.

Looking at the case law since 2004, several cases in the area of Free Movement of Persons seem to surround the rights of family members of EU citizens, that are not EU nationals themselves. Furthermore, there was case concerning the status of an intra-EU migrants not following the proper bureaucratic procedures in the receiving Member State. Although there are were also other cases, for example surrounding the expulsion of criminal EU citizens to their Member State of origin, the cases surrounding the rights of third-country national family members and administrative procedures seem to be the most relevant for this thesis. The reason for this is that these issues are probably the most commonly occurring issues, that intra-EU migrants run into, when they move to other Member States. Without any claim of comprehensiveness, three exemplary cases surrounding these themes shall therefore be presented to show that even with the Directive from 2004, there are still questions about definitions and provisions that are interpreted by the Member States differently, often contrary to the aims of the Directive. These can be seen as examples for obstacles to intra-EU migration, that were not intended by the law makers in the European Union.

⁵ Levin [1982] ECR 1035

⁶ 249/83 *Hoeckx* [1985] ECR 973, 293/83 *Gravier* [1985] ECR 593, 186/87 *Cowan* [1989] ECR 195 and C-292/89 *Antonissen* [1991] ECR I-745

The first court ruling, that will be presented is about the rights of children and their caretakers. In a case from 2004, a Chinese woman who had given birth to a child which had Irish nationality demanded the right for both of them to live in the United Kingdom. Sufficient resources and health insurance, as demanded by the Directive, were at their disposal. The court ruled that even under-aged persons enjoy the same rights as adults, when it comes to the Freedom of Movement of Persons. Not granting the primary caretaker the right of residence would deprive the under-aged EU citizen of her or his rights, as she or her are dependent on the caretaker. Therefore, the court decided that the Chinese mother must be granted the right of residence (Case C-200/02 Zhu and Chen [2004] ECR I-9925: Paragraphs 20, 45 and 46, in Chalmers et al. 2010: 467-468). With this ruling, the court expanded the definition for family members from the Directive by also including third country national caretakers of under-aged children with EU citizenship. It should also be noted, that it can be deducted from the ruling, that the caretaker does not necessarily have to be the parent or a family member of the child. Furthermore, assuming that the child will stay in school in a Member State, by the time the child comes of age, the caretaker should already be eligible for permanent resident status. It also follows that other rights laid down in the Directive, such as the right to work, do have to be granted as well (Chalmers et al. 2010: 468).

Secondly, in a case from 2005, the definition of 'dependant', as set out in Article 2(2)(d) of the Directive, was developed further by the ECJ. More concretely, the Chinese mother-in-law of a German national residing in Sweden was refused the Right of Residence by the Swedish Migration Board, demanding an official document by Chinese authorities to prove the dependency of the mother-in-law. The ECJ turned down this demand by the Swedish Migration Board, arguing that this dependency can be proven in any appropriate way. However, according to the judgment, the state of dependency must exist prior to moving to the European Union, effectively excluding third country nationals that could take care of themselves in their home country, but not anymore after moving to their family in the EU. Still, the court reaffirmed with this case that authorities cannot demand a certain type of evidence, but must accept any appropriate form of proving dependency (Case C-1/05 Jia v. Migrationsverket [2007] ECR I-1, in Chalmers et. al. 2010: 465-466).

The third and last case is concerning administrative formalities surrounding the provision of identification by an intra-EU migrant in order to receive a residence permit. In the Case C-215/03 *Oualane v Minister voor Vreemdelingenzaken en Integratie* [2005] ECR I-1215 (in Chalmers et al. 2010: 274), a French citizen did not register with the local authorities in the Netherlands, where he lived, so he had no residence card. Neither did he possess a valid passport. The Dutch officials deemed him being illegally in the Netherlands. The court constituted that this was not the case, as the right of residence is a right conferred upon him by the Treaties and is neither dependent on the possession of valid identification documents nor the compliance with administrative procedures, as long as the person can prove that she or he is an EU citizen. In such a case, the EU citizen can therefore not be expelled (Chalmers et al. 2010: 474). The Directive, in fact, is quite clear about this, as it states in Article 25(1) that possessing a residence card cannot be “a precondition for the exercise of a right or the completion of an administrative formality, as entitlement to rights may be attested by any other means of proof” (Directive 2004/38/EC). This means that registering with local authorities should have no other function than keeping track of persons living in their territory, but is not a prerequisite for granting EU citizen rights. As established in previous case law, punishments in such cases must be “proportionate and non-discriminatory”, comparable for example to the failure of a native to register an address with the authorities (Chalmers et al. 2010: 475).

All these three cases show that while the right of Free Movement of Persons is already developed quite far through court rulings from the past and Directive from 2004 that incorporated these rulings, there are still instances where the teleological interpretations of the European Court of Justice are necessary to clarify the Directive provisions. As a consequence, as seen in the aforementioned cases, the ECJ constantly removes obstacles to intra-EU migration, may it be for EU citizens or even third country nationals. These obstacles might in some instances be intended by the hosting Member State, but were probably not by the framers of the Directive in Brussels.

5. Previous Research

When it comes to research that is directly related to the research question of this paper, there is not much to be found. The main sources of information concerning obstacles to intra-EU migration come from the EU itself, especially from the Commission. It should also be noted, that documents from 2004 and after will be looked at in order to avoid findings of obstacles that were already addressed in the Directive currently in place.

Such a report was released in the Eurobarometer Qualitative Studies, titled “Obstacles citizens face in the Internal Market” (European Commission 2011), which conducted focus group discussion in several Member States. Topics in these discussions had a broader focus, as knowledge about the Internal Market generally, travel and purchase of goods and services were discussed as well. Furthermore, only about a quarter of the respondents had actual experience with working or studying abroad, while participants from the UK or Germany had none at all (European Commission 2011: 10). Consequently, the discussion in this field was largely based on the participants’ knowledge about rights and regulations when moving to another Member State and their assumptions of possible obstacles. Some of the findings of this report were that prospective intra-EU migrants do not inform themselves about their rights when moving within the European Union beforehand, but only look up information, when they run into an issue. Most often, this information is sought from “official authorities, the internet and family, friends and colleagues”, while national sources of information seem to be more important than those on the EU level (European Commission 2011: 7).

Some of the perceived possible obstacles when moving, that were mentioned, were language, family and finding employment. The latter also brought up the issue of the recognition of qualifications, while the respondents did not assume to run into any problems concerning Residency permits, with the “expectation [...] that movement within the EU is supposed to be easy” (European

Commission 2011: 10-11). Accommodation can be an issue, which can be seen from a comment of participants from Cyprus and Denmark, stating that for students, finding a place to live might be difficult and expensive (European Commission 2011: 81).

Generally speaking, participants in this study perceived the obstacles to be minor while the benefits were overweighing, with one Austrian even stating that moving to Germany is like moving within Austria (European Commission 2011: 82-83). As this study in large parts is not based on the actual experience of intra-EU migrants, but their perceptions of how it would be, it does not help with answering the research question of this thesis. However, it did give clues what might be actual obstacles when conducting the empirical research for this paper.

Furthermore, the European Commission released two reports titled the “EU Citizenship Report” in 2010 and 2013, which are the most comprehensive works on the matter that could be found. The 2010 report was made in order to “to obtain a comprehensive overview of the obstacles citizens still face and to propose how they can best be removed”, identifying 25 main obstacles (European Commission 2010: 4), while also acknowledging a “a gap [that] still remains between the applicable legal rules and the reality confronting citizens in their daily lives”, an insight stemming from more than 25,000 enquiries from citizens to the Europe Direct Contact Centre concerning cross border issues (European Commission 2010: 3). This is in line with and directly relevant to the research question of this paper. Among the issues that were identified in this report, were the cross-border recognition of civil status documents (European Commission 2010: 5), double taxation on car registration and problems when receiving health care in another Member State (European Commission 2010: 7-8).

Unlike in the Eurobarometer Survey described in the previous paragraph, that saw no perceived issues with Residence permits, this report does find that bureaucratic procedures do often represent an obstacle to intra-EU migrants. In fact, with 38%, this type of complaint comprised the largest proportion of issues with the Single Market. To be more specific, EU citizens criticized delays when trying to obtain registration certificates, being required to present documents that are not in line with the legal provisions. Furthermore, it is often demanded to show proof for a certain amount of economic resources, going directly against

Directive on the Freedom of Movement (European Commission 2010: 14), which only allows for demanding “sufficient resources for themselves and their family members not to become a burden on the social assistance system of the host Member State during their period of residence” (Directive 2004/38/EC, Art. 7b). Especially when EU citizens are accompanied by family members from third countries, there seem to be a large number of issues with the obtaining the right of entry and residence. Reasons for this are either a lack of national legislation for these cases or even provisions contrary to EU law (European Commission 2010: 14).

Another cumbersome procedure seems to be the recognition of academic qualifications, with 36% of higher education students citing difficulties in this matter. For professional qualifications, only 70% were acknowledged in an appropriate time, with “automatic recognition of qualifications appl[y]ing only to seven out of more than 800 professions” (European Commission 2010: 15-16) at the time, when the report was published.

Several other obstacles were addressed in this report as well, but were often rather unusual and rare cases and are omitted in this paper for reasons of conciseness. However, this already shows that the real-life experience when migrating from one Member State to another, will probably not always be as easy as it is perceived to be prior to the move. It should additionally be noted, that the obstacles addressed in this reports are almost exclusively of legal nature, meaning that they stem from a lack of legislation or a wrong implementation of EU law. It should be noted though, that this is only a portion of the issues that a migrant might run into, as larger societal problems such as discrimination, to name just one, might be existing as well. Nevertheless, it makes sense to look at this side of obstacles to intra-EU migration for the Commission, as these are the issues that it can solve the best.

In the 2013 EU Citizenship Report, a summary is given on which actions have been taken since the last report, while identifying a further twelve issues in six key areas. The report starts by stating that there is a demand by EU citizens for a “true EU labour market” while one-fifth of respondents of public consultation in 2012, that made use of their right to free movement complained about issues with “lengthy or unclear administrative procedures” (European Commission 2013: 4).

Additionally, local officials do not seem to be adequately informed about the rights of intra-EU migrants, with almost half of the respondents of the same consultation citing issues in this area (European Commission 2013: 18).

Another obstacle surrounding the theme of bureaucratic procedures that seems to be prevalent during the process of intra-EU migration, is the difference of identification documents among the Member States. Here, there are three types of problems occurring: firstly, registration certificates issued by the receiving Member State are not accepted in the private sector. Secondly, identity cards from the home country are not recognized in the Member State the migrant moves to. Finally, EU citizens have problems renewing identification documents when there is no consulate in the vicinity of the migrant's residence. In order to alleviate this problem, the Commission proposes to introduce uniform European registration certificates, that would have the function of identification documents and supposed to be accepted everywhere (European Commission 2013: 11-12).

The report furthermore highlights the contradiction of high unemployment in the EU while having vacant job posts, that cannot be filled. This seems to be due to a low level of worker mobility, which only accounts for three percent of the EU population migrating within the area of the Member States (European Commission 2013: 6). One proposed solution for this is to extend the ability to receive unemployment from the sending Member State from three to six months when moving to another EU country (European Commission 2013: 8) in order to facilitate job hunting at the destination of the migrant.

Again, the second EU citizenship shows that the process of establishing real Freedom of Movement for workers is still not completed, with intra-EU migration levels being lower than they should be. Fortunately, the European Commission seems to be constantly analyzing the situation of people migrating within the EU and tries to solve issues that they have when moving from one Member State to another by forcing national governments to implement EU law the way it was intended.

Another two documents, one commissioned again from the European Commission and that one that was not published by the European Union, but the Association of European Border Regions, are concerning themselves with cross-

border working. This makes them more specific than the analysis of this paper. Nonetheless, they show obstacles and issues that arise for people, that live in one Member State, but work in another and are partly applicable to the aim of this paper.

The “Scientific Report on the Mobility of Cross-Border Workers within the EU-27/EEA/EFTA Countries” concentrates on cross-border commuting in the European Union, presenting a largely quantitative analysis in order to rank obstacles by their importance. While the issues were devised between commuting overall, within EU-15⁷, within EU-12⁸ and between EU-12 and EU-15 cross border regions, only the overall results will be presented here for the sake of conciseness, while also concentrating on two issues applicable to migrants that permanently move to another Member states and are therefore most relevant to this paper. The largest obstacle was language, receiving a 3.03 on a scale from 1 to 5, where 1 is a minor obstacle and 5 a major one. Another issue relevant for this thesis is the acceptance of qualifications, having at 2.69 grading (Nerb et al. 2009: 44). These obstacles stem from differences in the labor market structures, the educational systems, but are also used for wage dumping by denying recognition of qualifications to a worker from another Member State in order to be able to pay the wage of an unqualified employee (Nerb et al. 2009: 50).

While language barriers are a rather obvious obstacle, looking at this analysis, it is surprising that the recognition of qualifications is not only a bureaucratic issue but is also intentionally (ab)used by employers to pay lower wages to migrant workers. This shows the need for adjustments to the legal provisions specifically in the area of qualifications quite clearly, when the current

⁷ Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, The United Kingdom (+ Andorra and Monaco), according to Gernot Nerb et al., 'Scientific Report on the Mobility of Cross-Border Workers within the Eu-27/Eea/Efta Countries', (MKW Wirtschaftsforschung GmbH Empirica Kft., 2009).

⁸ Bulgaria, The Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia, Slovenia (Cyprus and Malta are not analyzed on cross-border mobility of workers), Ibid.

law can intentionally be used to pay lower wages. This fact can be strongly assumed to have not been an intention of the law makers in Brussels.

The second report is about “Information services for cross-border workers in European border regions” (Association of European Border Regions 2012), identifying several obstacles that occur when living one Member State, but working in another. Most relevant to this thesis are, again, the language barrier, and the recognition of qualifications, as well as cultural differences (Association of European Border Regions 2012: 19). The proposed solutions from this report are, unfortunately, not applicable to permanent migrants as they are too specific for cross-border commuting. They are therefore omitted here.

To conclude this section, it can be said that it becomes evident that there still are many obstacles to intra-EU migration. It seems, however, that research in this area is mainly done by the European Union itself or organizations associated with it. It would be wishful that national governments looked into this issue themselves as well, as they might have better sources of data and information. At least for the cases of Germany or Munich, which would be relevant for this thesis, no reports could be found that look specifically into obstacles for intra-EU migrants. This is surprising, as the Germany as whole, and particularly economically strong regions such as Munich, should have an interest in investigating in this matter. Such research should be conducted not only for the sake of complying with EU law or for normative reasons, but also because Germany’s economy needs skilled workers. Providing a good migration experience would attract more of them. A more detailed look at the current situation in Germany, and more importantly, in Munich will be presented in the next section.

6. Case-study: Munich, Germany

1. General information about Germany and Munich

With a total of more than 2.7 million non-German EU citizens in 2012, Germany houses the largest number of intra-EU migrants, representing 3.4% of the total German population. It was the second most popular destination for tertiary level students from the Member States with 14.1% of all students studying abroad within the European Union (Eurostat 2013). With more than 285.000 intra-EU migrants (net migration⁹) moving to the most populous Member State in 2013 alone (Bundesministerium des Inneren 2015: 47), a new record is set yet again, continuing the rising trend of the years since the economic crisis in 2009. With 4.7% in the general population and 7.4% for people under the age of 25, Germany has the lowest (youth) unemployment rate in the European Union as of March 2015 (Eurostat 2015), making it an attractive destination for immigrants seeking employment.

Although the total net migration including third country nationals amounts to 450.000 people (Bundesministerium des Inneren 2015: 12), this is the first year that Germany has *enough* immigrants. 'Enough' in this context means that the amount of people immigrating to Germany is compensating for the loss of population due to the demographic change. It is assumed that Germany would lose 20 million people by 2060 if there was no immigration (Bertelsmann Stiftung 2015: 17), making an average of roughly 444.000 immigrants per year for the next 45 years necessary to come to Germany, just to keep the current population. Also, intra-EU migrants help to reduce problems with a shortage of skilled labor in

⁹ net migration: number of immigrants minus the number of emigrants, number includes Croatia, which joined the EU on July 1st, 2013

Germany. Baas has conducted an analysis on this, stating in most sectors, immigrants from the EU meet the demand for such skilled workers, maximizing the output of the German economy and increasing the GDP by up to 0.6% each year (2014: 142-43). These numbers show that Germany should care about its immigrants.

So why was Munich chosen as a case-study and not the whole of Germany? The author of this paper is originally from Munich and therefore familiar with the city. Due to lack of time and resources, concentrating on one city seemed like the logical choice. One should keep in mind that obstacles that arise for intra-EU migrants can differ vastly depending on where they move to, i.e. finding an apartment in Munich might be hard and a job easy, while it might be the opposite in Berlin. Instead of finding a vast array of results, that might even contradict each other, the author decided to concentrate on a locally limited scope. This will lead to more clear and meaningful results.

Munich is Germany's third largest city. At the end of February 2015, it had almost 1.5 million inhabitants. According to the German Federal Employment Agency, with an unemployment rate of 2.9%¹⁰ in April 2015 (Bundesagentur für Arbeit 2015), it has the lowest rate among the four German cities with more than one million in population, the others being Berlin, Hamburg and Cologne. It regularly gets top spots in national and international city rankings, that look at economic development, future employment perspectives, infrastructure and living quality (Landeshauptstadt München 2014b: 9). In Mercer's Ranking of Quality of Living 2015, it ranked number 4 among 230 worldwide cities analyzed, taking the top spot in Germany (Mercer 2015). From 2009 to 2013, the employment rate¹¹ rose by 9.3% (Landeshauptstadt München 2014b: 14) and the GDP at market

¹⁰ Note: The unemployment rates calculated by the German Federal Employment Agency (GFEA) are not calculated by ILO standards and therefore differ from the numbers presented at Eurostat that do use the ILO standards. The numbers calculated from the GFEA tend to be higher than the numbers calculated by the ILO as the GFEA includes unemployed people taking part in educational measures, among others. This can be seen with the national unemployment rate, which is as of March 2015, 4.7% according to Eurostat, while the GFEA sees it at 6.8%.

¹¹ Employment rate represent persons in employment as a percentage of the population of working age (15-64 years). Source: The European Union Labour Force Survey, Methods and Definitions, 1998 edition, Eurostat, p.13.

prices by 5.4% in 2010, another 6.5% in 2011 and 3.3% in 2013 (Statistisches Amt München 2014).¹²

The good economic situation of the city can also be fund in its finances. In 2014, the city of Munich had a surplus of almost 1.2 billion Euros (Landeshauptstadt München 2015b). Still, the future prospects see Munich continuing its upward trend in the next years. On a yearly average, in the region of Munich 60.000 job posts for skilled workers will stay vacant until 2020, with particular need for academics. After that, the number is estimated to rise to 93.000 with a rise in demand for workers that have an expertise in commerce¹³ (Landeshauptstadt München 2013: 155). It should also be noted that in a survey conducted in 2013, Munich was top city in Germany when it comes to chances of finding employment (Landeshauptstadt München 2013: 157).

Therefore, it seems logical that the city would attract a large number of migrants. The current situation and the trends concerning EU migrants will be looked at in the next section, while also looking at apparent obstacles when moving to Munich, as well as what the city and other organizations do to alleviate these issues.

2. EU migrants in Munich

1. General Information on EU migrant population in Munich

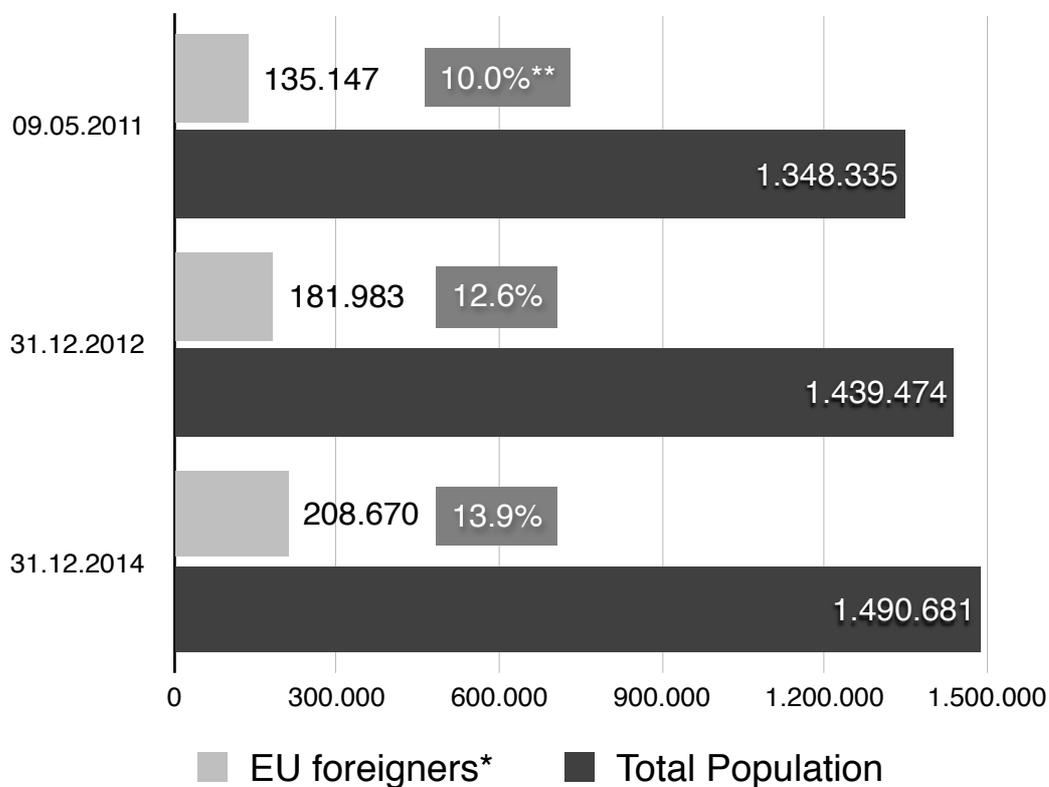
According to the statistics, as of December 31st, 2014, there were 208.670 non-German EU citizens living in Munich. The most prominent nationalities were 29.254 Croat, 26.388 Greek and 25.978 Italian citizens. The largest foreign group outside the EU and also of all countries were Turks with 39.433 people, to give a comparison (Statistisches Amt München 2015). This is a 54.4% rise compared to May 2011 (Bayerisches Landesamt für Statistik 2011) and 14.6% compared to

¹² GDP statistics for Munich for 2013 and later were not available at the time of writing.

¹³ Estimates by the Bavarian Chamber of Commerce

December 31st, 2012¹⁴. Not only did the number of EU migrants rise strongly in absolute terms, but also in relative proportion to the total population from 10% in 2011 to almost 14% in 2014 (see Figure 1 below). Between 2008 and 2012, the five largest groups of immigrants were all from EU countries, namely Rumania (8.093¹⁵), Bulgaria (5.844), Poland (4.358), Hungary (4.259) and Greece (3.292),

Figure 1: EU-migrant population in Munich from 2011-2014



Sources:

2010: Bayerisches Landesamt für Statistik, “Zensus 2011 München”: 7 and 12
 2012: Landeshauptstadt München, “Interkultureller Integrationsbericht 2013”: 45 and 53
 2014: Statistisches Amt München, “Die ausländische Bevölkerung nach der Staatsangehörigkeit 2014”

* Croatia was not an EU Member until 2013. Therefore, Croat citizens were added to the figures for 2010 and 2012 to make the numbers comparable.

** of total population

¹⁴ Croatia was not a member of the EU in 2012. Therefore, Croats were added to the number of EU citizens to make the numbers comparable.

¹⁵ Total amount of persons immigrating from 2008 to 2012

which is seen as a consequence of the recent financial and economic crisis in Munich's Intercultural Integration Report 2013.¹⁶

According to the report, Munich is perceived as an attractive location for science and high tech for academics and researchers. This becomes apparent when looking at the labour statistics, indicating that in 2011, 21.9% of immigrants had an academic qualification, compared to 27.3% of the German population. The number of foreign tertiary students rose by ca. 12% from 2008 to 2011. In the winter semester 2011/2012, there was a total of more than 6.000 students from EU countries studying at universities and other tertiary educational institutions in Munich (Landeshauptstadt München 2013: 51-52).

This clearly shows that Munich makes for a good case to analyze the experience of intra-EU migrants, as their number is rising strongly and the large demand for skilled labor in the coming years will probably continue this trend. It should therefore be of great importance to the city of Munich to make sure that the migration process for persons coming from other EU Member State is as smooth and convenient as possible.

2. Obstacles to EU-migrants in Munich...

When looking for data and reports about the hurdles for EU-migrants when settling in Munich, the amount of information that can be found is rather little. However, some sources show that not everything is working as it is supposed to.

One example for bureaucratic obstacles from *Süddeutsche Zeitung* is the case of a 35 year old woman with academic background, who wanted to attend a German language course in Munich. While she already spoke Romanian, Spanish, French and English, she wanted to study German as her aim was to work as a lawyer. She therefore called the Munich branch of the Federal Department for Migration and Refugees to ask for information and apply for subsidies for the language course. While the first official barely spoke English, the second one she was forwarded to refused to speak English to her entirely. As the second official

¹⁶ Title in German: Interkultureller Integrationsbericht 2013

only spoke German, the woman asked her German supervisor to call on her behalf. He was told that enquiries can generally not be answered in any other language than German, as this is the official language of Germany. The newspaper reporting on this incident asked the Nuremberg (the second largest city in Bavaria) branch of the same Department to comment on this and officials there were surprised about the attitude of their colleagues in Munich. Eventually, the woman's application for subsidies was granted, but it was the German supervisor who received this information, in German (Kastner 2013). This is a good example of how street-level bureaucrats can put up obstacles, where there should not be any and it reminded the author of this paper of his experience when dealing with the Swedish Migration Board.

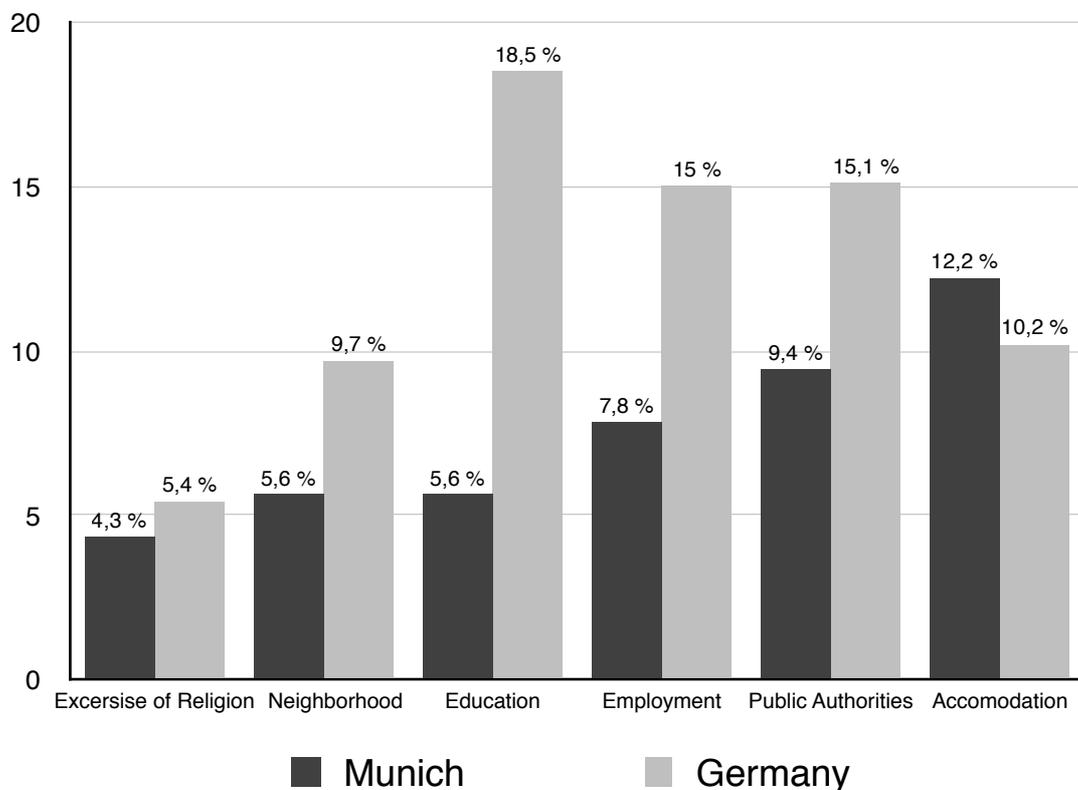
Another newspaper article from the same newspaper looked into the housing situation of EU-migrants. The lack of affordable accommodation and high rents are issues even known to locals from Munich, but some real estate owners seem to take advantage of the vulnerable position of foreigners coming from other Member States, as they are often forced to take any kind of accommodation they can get. This led to an Eastern-European couple with a child paying 790 Euros for a 12 sq. meter room in an apartment building in Munich. While this is technically legal as the rental contract was for short-term use, according to a social worker cited in the article, this is not a single case and especially common with Bulgarian and Romanian immigrants. He stated furthermore that EU-migrants almost never consult lawyers, even if they feel mistreated (Mühleisen 2013).

Additionally, the head of the "Information Center Migration and Work" by the city administration of Munich, stated that 35% of migrants from Bulgaria and Romania working in the low income sector, that come to the center for counseling, actually have an academic degree (Landeshauptstadt München 2013: 161). This indicates that there might also be obstacles when it comes to the recognition of qualifications or discrimination of citizens from those two Member States in particular.

These cases show that there definitely seem to be unintended obstacles to intra-EU migration in Munich, but they do not show how often these issues occur. In its Intercultural Integration Report 2013, the city administration of Munich

analyzed the issue of discrimination towards migrants in a quantitative manner. The survey asked questions on this matter in the fields of accommodation, employment, public authorities, neighborhood, exercise of religion and education. This was based on a prior study in this field for the whole of Germany in order to be able to compare the results. It should be noted though, that this survey was not directed at EU-migrants specifically and does not look at issues that only concern them, such as receiving information about their rights as EU citizens.

Figure 2: EU-27 migrants' Experience with Discrimination



Explanation: For the survey, 3.009 citizens of Munich were interviewed. 2.981 respondents answered the question about their migrational background and were used for the analysis. They were asked wether they were discriminated against “not at all”, “rather little”, “so and so”, “rather much” or “very much” within the last 12 months. The above figures add together all responses other than “not at all” from migrants from the EU-27, as Croatia was not a member of the European Union when the survey was conducted.

Source: Compiled data of six graphs from “Interkultureller Integrationsbericht 2013”,
 Landeshauptstadt München: 29 and 206-211

Looking at the results from the survey (see Figure 2 above), the first thing that becomes apparent, is that EU-migrants in Munich seem to experience less discrimination compared to the results for the whole of Germany in all categories except accommodation. The perceived discrimination in this area is also the highest among all for the respondents in Munich. This is explained with the strongly constrained housing market in Munich (Landeshauptstadt München 2013: 206). The opposite seems to be the case when it comes to employment. Here, the proportion of people that feel treated unequally are nearly only half as high as in Germany as a whole, which can be attributed to the generally good job market and low unemployment in Bavaria's capital (Landeshauptstadt München 2013: 207). Although the positive response rate to discrimination by public authorities is a third lower than Germany-wide, with 9.4%, it is still the second highest, hinting at deficiencies in the public sector of Munich. This is despite the fact that the registration procedures for EU nationals in Germany are generally deemed an example of good practice and in the spirit of EU legislation (Groenendijk et al. in: Craig and De Búrca 2011: 761). The case about the Migration Department only wanting to communicate in German with a foreigner described in the previous section comes to mind. Although it should be noted again, that this survey is based on perceived and not actual discrimination, the city administration of Munich should further look into the reasons for this particular value being comparatively high.

In the three categories with the least perceived discrimination, Exercise of Religion, Neighborhood, which is meant to be understood as the experience in the immediate social environment, and Education, the positive response rates are all lower than in the German survey, with the latter two being at less than two-thirds and less than a third. This speaks for Munich, but a qualitative component to this survey would have been wishful in order to be able to analyze what the issues, that migrants run into, actually are.

At least, the city administration of Munich seems to be aware that there are still obstacles for EU-migrants and tries to tackle them, which is also a topic in the Intercultural Integration Report. In the following paragraphs, the efforts of the local authorities and other organizations shall therefore be presented. Their activities might also lead to more clues as to what hurdles immigrants from other Member States run into, when they move to Munich and live there.

3. ...and what is done about them

The Intercultural Integration Report does not only present the current situation of migrants in Munich, but also measures that have been taken by the city administration. In the end of 2009, a service center was introduced that helps foreigners making good use of the qualifications that they acquired outside of Germany. It provides migrants with information on the recognition of qualifications, as well as directly helping them with all procedures involved. Furthermore, a mentoring program was introduced, that introduces help-seeking migrants to other workers with a similar background, that already went through the process of having qualifications recognized and that successfully found appropriate employment (Landeshauptstadt München 2013: 159). This indicates, that there might be problems with the recognition of qualifications, although the report does not indicate how often this service is frequented by EU-migrants, as it is open to immigrants from all countries.

Additionally, the Department of Public Order, being in charge of Residence Registration and other procedures that require direct contact to citizens, opened another service center in 2013 for international skilled labor, being mainly directed highly qualified immigrants and their families. It supports them even prior to moving to Munich and after with all bureaucratic procedures, finding accommodation, schools for the families' children etc. Similarly, another project called "Active Migrants in the local labor market"¹⁷ (short: AMIGA), financed by the European Union and supervised by the Department of Employment and Economic Affairs of Munich, aims at promoting Munich to highly qualified migrants (Landeshauptstadt München 2013: 159). It is specifically geared towards migrants from the new Member States of the European Union. Just like the aforementioned service center, AMIGA provides migrants with mentors, but also supports foreign graduates from universities in Munich and migrants that want to establish their own business. Additionally, it conducts seminars on the local labor market as well as job fairs with local companies. Finally, it is also the task of AMIGA to monitor the local labor market and give recommendations to the city administration for future measures that need to be taken in terms of integration of foreign labor (Landeshauptstadt München 2014a: 30).

¹⁷ German title: "Aktiv auf dem lokalen Arbeitsmarkt"

Although these offerings by the city of Munich seem to be there to help immigrants, they are probably not as selfless as they seem to be, but should rather help to alleviate issues stemming from the aforementioned lack of skilled workers in Munich. The mentioned initiatives do not help much at finding out, which issues migrants have to resolve. However, they show that not all services provided in Munich are necessarily offered for the sake of the well-being of immigrants, but maybe also for alleviating the city's own problems.

The second major issue, that the Intercultural Integration report directly acknowledges, are short-comings in the provision for German language courses to EU migrants. While the provision of general language courses is satisfying, there seems to be a lack of courses for specific occupations. This leads to EU migrants often leaving Germany again after their first year, as they cannot use their full potential on the job market without the required language skills (Landeshauptstadt München 2013: 160).

In contrast to this, there are also organizations, which help the less fortunate migrants, that are not well educated and usually end up in some sort of irregular employment schemes or badly paid jobs. One institution by the city of Munich is AMIGRA (not to be confused with the aforementioned AMIGA), the anti-discrimination office for people with a migration background.¹⁸ Here, migrants can receive information and legal advice if they feel that they have been discriminated against. Furthermore, AMIGRA regularly writes reports on discrimination issues in Munich, as well as raising awareness in the general population by organizing events against discrimination. Short stories on its webpage show, that there are many instances of discrimination of EU-migrants, especially with casual discrimination in every day life situations such as taking public transport or grocery shopping (Landeshauptstadt München Direktorium 2015).

Apart from the city of Munich, there are offers from the Workers Welfare Organization Munich (AWO München 2015), the catholic (Caritas 2015) and the protestant church (Diakonie Deutschland 2015). Interestingly, all these three

¹⁸ in German: Antidiskriminierungsstelle für Menschen mit Migrationshintergrund

NGOs name Romanians and Bulgarians as the main target group for their social work. While the Workers Welfare Organization helps people from these two EU Member States finding employment in Munich, the other two are more concerned with helping homeless migrants as well as families living in poverty. It is very remarkable that three of the most prominent social welfare organizations in Munich specifically name Romanians and Bulgarians as the biggest group of migrants to seek for help. This shows clearly, that despite a seemingly good experience for EU-migrants moving to Munich overall, citizens from these two countries are facing large obstacles when making use of their right to free movement in the European Union.

To conclude this section of the paper, it can be said that the existence of programs and organizations geared towards EU-migrants, helping them with finding employment, housing, bureaucratic procedures and other hurdles, there definitely seems to be a demand for such services. This indicates that moving to Munich as a citizens of another EU member state is probably still not as easy as it supposed to be, even if Munich seems to be doing better than other parts of Germany. Especially large social welfare organizations concentrating on Romanian and Bulgarian migrants show that there is definitely a need to look into this issue in more detail. However, looking at Munich's yearly Europe Report in 2014, topics surrounding intra-EU migration are conspicuously missing completely (Landeshauptstadt München 2015a), which indicates that EU-migrants, their current situation and their problems are not on top of the agenda in Munich's administration. This is surprising considering the staggering growth in migrants moving to Germany's third largest city from other Member States every year. So far, we have seen a mixed record of Munich as an EU migrant destination. The Intercultural Integration Report from 2013 suggests that the city is doing a rather good job, while NGOs indicate that there are indeed many migrants from within the EU, that still struggle finding their place in Munich's society, which warrants for a closer empirical look at the current situation.

7. Online Survey: the Methodology

As the empirical part of this Master thesis, an analysis of how the experience for intra-EU migrants actually is, will be presented. Comparing this experience with the law, this analysis is conducted in order to show not only the shortcomings, but also the limits of the legal provisions. It will try to show where to improve the experience of intra-EU migrants in order to make the Freedom of Movement not only a right on paper, but normality for European Union citizens. Other hurdles that can be revealed, if they exist, are also broader problems such as discrimination in the daily life, which cannot be alleviated through an adjustment of the legal basis. Nonetheless, they can be tackled and improved through other means. Generally speaking, the survey can be categorized as ‘exploratory research’, asking individuals that are directly affected about their experiences (Sue and Ritter 2012: 2).

1. Goal, audience and structure of the survey

The goal of this online survey was to question migrants from EU Member States, as well as EEA and Swiss citizens that are legally being treated the same, that currently live in Munich, about their experiences in the process of moving to and afterwards living in the city directly. While some research resembling this one already exists, none of it is specifically for intra-EU migrants but for the whole foreign population of Munich. Questions are therefore often of broad nature, being limited to inquiries on discrimination. This survey tries to add another layer of analysis to this matter by asking questions that are more tailored to EU citizens in Munich and therefore expand on the prior research in this area. The survey was conducted between March 1st and April 30th 2015.

Eligible as participants for this empirical were only people that fulfill the following criteria, in order to fit the purpose of the paper with regard to the choice of Munich, Germany as the case study. The participants:

1. **live in the greater area of Munich**, as this is the city chosen for the empirical study. The reason for limiting the study geographically is that different places might different outcomes. Especially when it comes to bureaucratic procedures, every municipality has different procedures. Other factors such as the job market and the housing situation might differ vastly as well. Incorporating the whole of Germany for example would therefore not make it possible to make a clear analysis. Reasons for choosing Munich were iterated in the prior chapter, introducing the case study of Munich.
2. **have citizenship from an EU Member State, from an EEA country or Switzerland.** Norway, Iceland, Lichtenstein and Switzerland were included in the target group additionally to citizens from EU Member States, as they are treated equally due to agreements between the EU and these states, as was explained in the section on legal provisions.
3. **do not have German citizenship**, even in combination with the citizenship of another EU/EEA Member State or Switzerland. This will exclude participants which do not have to follow the bureaucratic rules for EU citizens and who avoid being perceived as a migrant due to their German citizenship.
4. **was/is in Munich for at least three months.** This is to exclude participants that only stayed in Munich for a short time or touristic purposes. Furthermore, they do not have to register their residence, as well as being unlikely to go through processes typical for migration, such as looking for an apartment or employment.

Questions were asked from the following themes, adjusted to the chosen case-study:

- personal background/motivation to move to Munich
- bureaucratic procedures (residence registration, taxes, insurances etc.)
- housing (finding an apartment etc.)

- language and cultural barriers
- social contacts (making friends, discriminatory behavior by natives etc.)
- employment/education (finding a job / educational program etc.)

As a tool for the online survey, SurveyMonkey¹⁹, an online-based platform was chosen, as it offered all the analytical functions that the author of this paper was looking for. SurveyMonkey did not only allow for accumulated results, but also for filtering answers by single respondents or certain chosen answers, cross-referencing by nations, as well as many other useful tools. The survey was formulated in simple language, as the potential group of respondents consists of the general EU-migrant population, irrespective of their language skills and educational background (Sue and Ritter 2012: 72). The survey was both in German and English, as the author has good command of both these languages and at least one of them can be assumed to be understood by the majority of the potential participants. Through this, the language barrier of not understanding the language of the survey could be at least partly alleviated, raising the potential response rate (Sue and Ritter 2012: 101).

At the very beginning of the survey, a starting page, explaining the purpose of the survey and presenting the author of this thesis was displayed, as well as assuring the respondents of the anonymity of their answers (Sue and Ritter 2012: 28-29). This was followed by four contingency questions that were asked in order to sort out participants that do not fit the profile that was described above (Sue and Ritter 2012: 67). Following the contingency questions, standard demographic questions (Sue and Ritter 2012: 69) were included as SurveyMonkey allows to filter by certain groups of respondents, such as persons from a certain country. Throughout the questionnaire, suggestive wording was avoided and questions were formulated in a non-leading way (Sue and Ritter 2012: 73). Examples for this are the non-existence of the word 'obstacles' in the survey, albeit being in the title of this thesis. Other negatively connoted words like 'discrimination' were avoided, where possible, as well, especially in the questions themselves in order not to suggest a negative response. Even the order of questions was chosen deliberately. Based on own experiences living in Munich, assuming that most negative responses would be present in the section on

¹⁹ www.surveymonkey.net

accommodation, this part of the survey was included at the end. This was done in order not to invoke generally negative associations in the respondents' thoughts that would influence the answers in other categories.

In order to decrease non-responses and abortions of the survey, the total answering time was kept below ten minutes, as longer times lead to less participants taking part or finishing the survey. In total, 29 closed-ended and 8 open-ended questions were posed in the survey (see Annex for the exact questions). The closed-ended questions were almost exclusively multiple-choice questions that in some instances also allowed for non-responses in the form of an 'don't know'-option to keep frustration levels among participants low. The open-ended questions were presented as text-boxes where participants could voice their opinion freely or give additional information. They were, however, optional to not frustrate the respondent too much and keep the survey short to avoid abortions. Finally, participants were offered an incentive (Sue and Ritter 2012: 133) in the form of a raffle of one of ten Amazon.de vouchers, in case they completed the survey and entered their e-mail address in the last page. This was done in order to raise the motivation of the potential participants to actually start and complete the survey.

2. Advantages, limitations and risks of online surveys

Like any method of empirical study, online surveying has advantages and disadvantages. One of the up-sides of such online-based questionnaires is the speed in which results can potentially be received (Sue and Ritter 2012: 18), being able to gather many answers in a relatively short time span. The survey was mainly distributed through Facebook, being posted by the author of this thesis in his profile and groups for immigrants in Munich, such as group for Spanish people in Munich. Furthermore, it was shared by several of the authors friends and also posted by them in even more groups. This made for a potentially large enough audience of several hundred people. As the survey is accessed through a link on the internet, respondents have a greater feeling of anonymity and will therefore give fewer socially desirable answers, meaning that they will tend to

answer honestly instead of answering what they think might be expected from them (Sue and Ritter 2012: 18 and 53). Another advantage is that, making use of the tools provided by SurveyMonkey, the platform used for the survey, the analysis could be sped up as results did not have to be compiled first.

On the down side, there is a risk of the survey being too long, which will lead to abortions (Sue and Ritter 2012: 18-19). Furthermore, internet users are being confronted with online surveys quite often when browsing the web, which can lead to an over-saturation with offers to take part in such a survey. This in turn can lead to decreased motivation to take part in another online questionnaire. The potential respondent can also not be additionally motivated after posting the survey as its author has no direct contact with her or him. There is also the issue of the participants skewing towards being younger, as older people are less likely to use the internet and consequently also less likely to take part in the survey (Sue and Ritter 2012: 19).

3. Advantages and limitations of Munich as a case-study

Limiting the study to the city of Munich also brings its pros and cons. It is good to limit the survey to a small geographical entity in order to be able to make clear inferences, as the pre-conditions for employment, accommodation and other factors will be comparable among all respondents. As mentioned earlier in this paper, the chances of finding a job or an apartment could be reversed in Berlin when compared to Munich, making the results less valuable as they lose validity. Despite being only one city, Munich still has a large enough EU-migrant population (see Chapter 6 for more information) to justify research in this area.

The large foreign population in total numbers and in proportion, however, will probably also lead to a bias in the category of bureaucratic procedures as city officials in Munich are probably more accustomed to dealing with persons from other countries. This could potentially lead to a better result than it would have in another city with a smaller foreign population. Munich can also be assumed to be more liberal and cosmopolitan than for example the countryside surrounding it,

which will possibly lead to less discrimination of foreigners. Furthermore, low unemployment will probably skew the results towards fewer problems for immigrants to find a job, while the tense housing market in Munich will lead to more problems in that area. Finally, Austrians and Swiss surely have a special position in such research due to linguistic and cultural proximity to Germans.

8. Which obstacles are there and how can they be removed?

In this chapter, the findings from the research about obstacles for EU-migrants in Munich and the online survey will be combined, categorized and proposals to remove this hurdles will be presented. However, shortcomings in the outcome of the online survey have to be addressed first. Despite letting the survey run for two months, sharing it numerous times, the number of responses was low. There were 31 respondents, out of which 18 completed the survey, two aborted and eleven participants were disqualified due to not fulfilling the criteria described in the methodology chapter.

The low turnout is certainly puzzling, but it can maybe be explained with the answering time being to long, even though the author assumed that ten minutes would be appropriate for such a survey. Another possibility is that the general interest in answering this questionnaire was at a low level due to the already mentioned over-saturation with surveys or the lack of negative experiences. When looking at the results of the survey, there were actually rather few issues that EU-migrants had moving to Munich. The turnout might have been higher if the experience was worse and the targeted respondents would have perceived the survey as a way to voice their discontent. Albeit at a very low degree of confidence, the author of this thesis sees the low number of answers as a result in itself, assuming that citizens coming from other Member States living in Munich now, are generally rather content with their current situation. Following this short self-reflection on the unexpected outcome of the survey, the obstacles that were found will be analyzed and proposed solutions will be presented.

1. Bureaucratic obstacles

One of the few questions that showed discontent of EU migrants, was in the category of bureaucracy and procedures. The question asked was “How was your experience with bureaucracy and other procedures in Munich?” (Q13²⁰). The possible answers were “negative”, “somewhat negative”, “neutral”, “somewhat positive” and “positive”. The possible choices were assigned numerical values ranging from 1 for negative to 5 for positive. While other procedures, such as obtaining health care, opening a bank account or signing up for a cell-phone contract received an average of higher than 4, procedures concerning tax and at the city office had 3.14 and 3.28. It seems also that dealing with city officials is such a bad experience, that the overall impression of bureaucracy and procedures in Munich suffers. While the average of all categories would have been 3.83, asking for the overall impression of the respondents, the value was just 3.17. In the open-ended question of this section (Q17), one Spanish citizen complained that “*German bureaucracy is in my opinion exaggerated*”, while another Spaniard stated that “*unfortunately, many civil servants are not nice and friendly*”. In other questions, respondents were asked whether they received information on their rights as EU citizens or other support of any kind by the city officials (Q14 and Q15). Only one respondent was informed about his rights without asking, while two-thirds received no information at all. 15 of the 18 respondents were not offered any assistance. The rather negative view on the city administration from the survey is in line with the numbers from the Intercultural Integration report (Landeshauptstadt München 2013: 206-11) that was already presented. Here, public authorities had the second worst value when it came to discrimination, even if the level was lower than in Germany as a whole. The case of the Federal Department for Migration not wanting to respond in English from the same section is one indicator, which type of problems EU-migrants have to face.

It seems evident that in the area of bureaucratic procedures and the city administration, there are obstacles. It is also an area that would be relatively easy to solve for the local government. While complicated German tax laws cannot be changed, the city can offer EU-migrants more support when they have issues.

²⁰ This indicates the number of the question, which can be found in the Annex of this thesis.

Generally, officials should receive better training in order to learn how to deal with citizens from other Member States. The Registration procedures could also be made easier by digitalizing them, as one Swedish respondent from the survey suggested (Q17). It would also help EU migrants if they received information on their rights and procedures (Holtslag et al. 2014: 114), which currently does not seem to be the case in Munich. The city has introduced a help desk dealing specifically with EU migrants, giving them information and helping them with bureaucratic procedures, but apparently does not promote it enough for migrants to make use of it. Another obstacle in connection to bureaucracy is the recognition of qualifications. While a more than half of the respondents did not have issues getting their qualifications accepted, particularly migrants from Romania and Bulgaria seem to have issues with this (Landeshauptstadt München 2013: 161). The process itself should be streamlined and the already existing service center (see section 6.2.3.) should be promoted more. Conclusively, it can be said that bureaucracy in Munich seems to be a rather large obstacle, while being solvable by the same local government that strives to attract more migrants to fill vacant job posts. The administration of Munich should therefore concentrate a large proportion of their attention on augmenting the migration experience in the field of bureaucratic procedures.

2. Obstacles through discrimination

Another category of obstacles that is a lot harder to solve, are issues stemming from society itself, namely discrimination. While laws can be put in place, and actually are already in place, that punish discriminatory behavior, proving discrimination in reality is hard. Often, people that were discriminated against also do not go to court, being aware of this. Proof of this was presented in the section on EU-migrants in Munich. Especially when it comes to accommodation, it seems to be rather common that EU-migrants are ripped off with exaggeratedly high rents, if they find accommodation at all. In the report from Munich's government, discrimination in the category of accommodation took the top spot, being the only one higher than the German average. Conversely, in the self-conducted online survey, five out of 18 respondents felt discriminated when looking for housing (Q35). On the same 1 to 5 scale from the inquiry about

bureaucratic procedures, the availability of accommodation had a value of only 2.00, or in words “somewhat negative” on average. The pricing and the overall experience also resulted in values of 2.35 and 2.41 respectively, indicating that finding an apartment in Munich is indeed not an easy task. However, one Spanish citizen acknowledged that it seems to be hard finding a place to live regardless of the nationality, saying “*I believe finding an apartment in Munich is not easy being a native from Munich or not*” (Q36). Still, migrants moving to Munich from other EU states should get all the support they can get, being in a disadvantageous position compared to natives. The local government should therefore increase the support for NGOs that help migrants finding accommodation and give them legal advice to avoid unlawful rental contracts. Even if the city cannot or does not want to provide these services itself, it can refer migrants to organizations that do by informing newly arrived EU migrants when registering with the city administration office. Although obstacles concerning accommodation cannot be solved directly due to the general shortage of housing in Munich, giving more support to foreigners from the EU moving here can increase their chances of finding appropriately priced apartments.

Although not as high as with accommodation, there seems to be discrimination as well when it comes to employment. While in the already presented survey conducted by the city of Munich, 7.8% of respondents answered that they have encountered unequal treatment, this number is only half as high as the total number for Germany (see Figure 2). Similarly, in the online survey conducted for this thesis, more than 70% of the participants answered that they had little to no issues with this. Only two respondents encountered discrimination (Q32). Still, especially in this area, obstacles should be removed as much as possible as the Freedom of Movement was originally intended for workers. One approach to this could be anonymizing job applications by omitting names and origin in order to avoid decisions based on nationality, even if they are unconscious. This would have to be done by federal law, which is out of the competence of Munich’s government, but it could promote an initiative for companies to do this voluntarily.

As stated in the beginning of this section, discrimination is an issue that can hardly be solved through changing laws or streamlining procedures. The local government in Munich should consider the aforementioned proposals, as well as

explaining the benefits of intra-EU migration to the native population through EU events and public initiatives to reduce discrimination in the long run.

3. Linguistic obstacles

While the most important obstacles in the case of Munich have already been addressed, another area of contempt can be looked at as well, albeit not being as pressing as the aforementioned hurdles. When it comes to making integration of migrants smoother for both the person in question and the hosting entity, one key factor is speaking the native language. While none of the respondents in the online survey that did not already speak German complained of major issues using other languages (Q22), the city of Munich should consider expanding on its offers for German language education. One model for this could be establishing free e-learning courses (Holtslag et al. 2014: 115), that would be offered in the official languages of the European Union, being cheap to maintain after the initial set-up costs and available to migrants at any time. With the excellent financial situation that Munich is in, as described in the section on general information on the city, the local government could also offer free languages courses in its institutions for adult education and give incentives for migrants passing certain language examinations. Furthermore, coordinating with companies to offer language education even to full-time migrant employees, as well as subsidizing it, is another measure that would lead to EU-migrants having less issues in their daily life in Munich.

9. Conclusion

All that said, Munich does not seem to have any substantial obstacles for EU-migrants that move to the city, at least if one is not Romanian or Bulgarian. There are issues in the area of bureaucratic procedures, which the local government should tackle by educating their civil servants more and better. Solving the problems with the shortage of housing and the consequential discrimination of migrants is harder to solve, but the city can support migrants directly with help desks or indirectly through NGOs that help intra-EU migrants. The current fiscal situation should allow the city to do more in this area, as well as promoting the importance of EU-migrants to the general population and offering more opportunities for the citizens of other Member States to study German.

Further research into this matter should concentrate on the situation of the aforementioned Bulgarians and Romanians, which seem to face the highest hurdles when moving to Munich. Conducting qualitative research on this matter, however, will not be easy. The author of this paper attempted to interview city officials in the Department of Migration concerning the problems that migrants have in their daily lives, but was informed that as a general rule, no data is passed on to third parties due to data protection regulations. This is also the case for general information, even if the identities of the persons concerned stay unknown. Reaching those people as a single research is hard, as can be seen from the result of the online survey conducted for this thesis, so the government of Munich is advised to look into this matter itself and solve the revealed issues if it wants to become a more attractive destination for migrants from the EU.

The author of this paper is well aware that the results of this thesis do not represent the general situation for migrants of the whole EU. Obstacles found by the Commission seem to differ vastly from the problems that were uncovered in Munich. However, it would be interesting to compare the experience of intra-EU migrants in Munich with those in similar geographic entity. Other cities of this

size, also having a strong economy and a tight housing market are for example the Swedish and Danish capitals of Stockholm and Copenhagen. Conducting research on this matter there would probably lead to different outcomes, but looking at the solutions for obstacles could initiate a process of mutual learning in order to apply best practices. While the European Commission does seem to be quite active in researching and tackling obstacles to intra-EU migration, it mainly does so in areas where it can solve problems itself. The Commission should not only pursue this path, but also encourage local governments to conduct their own gathering of information, which would lead to a better overall experience when making use of the right to the Freedom of Movement of Persons, no matter where a EU citizen moves to in the European Union.

(the end)

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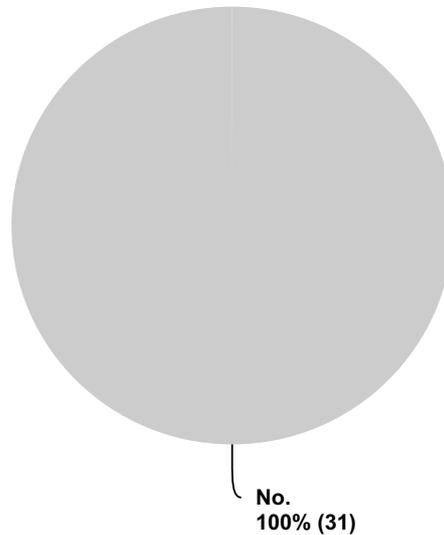
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Annex - detailed survey results²¹

²¹ Note: The last two entries from the survey were deleted, as they consisted from general comments with no significance to the survey outcome itself and a field to enter the e-mail address to take part in the Amazon voucher raffle. The latter was omitted from the document reasons of data protection.

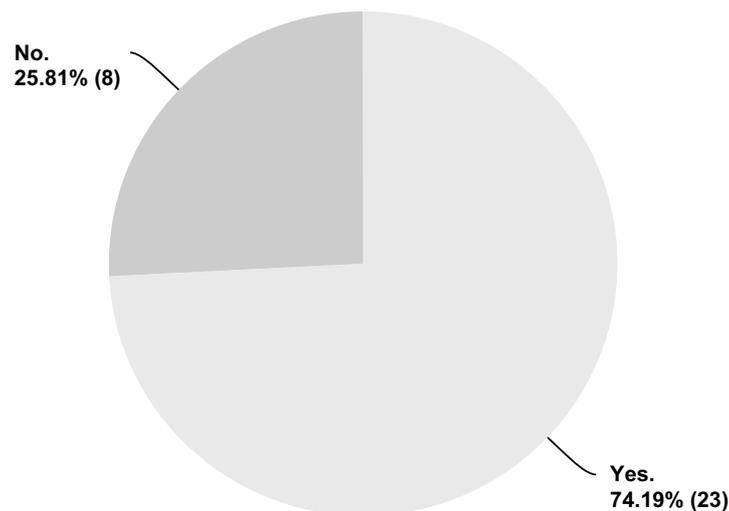
Q1 Did you have German citizenship at the time when you moved to Munich? (even in combination with another citizenship)

Answered: 31 Skipped: 0



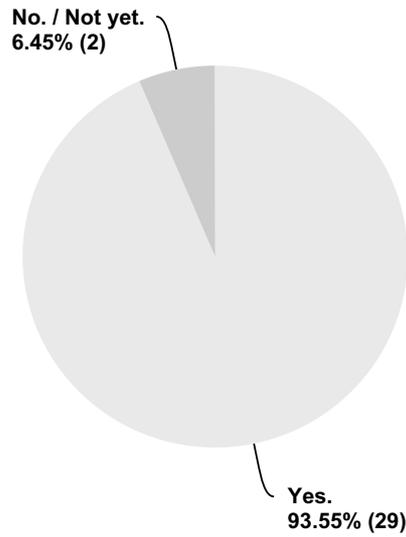
Q2 Did you have EU citizenship, or citizenship from Norway, Iceland, Lichtenstein or Switzerland, when you moved to Munich? (even in combination with another citizenship)

Answered: 31 Skipped: 0



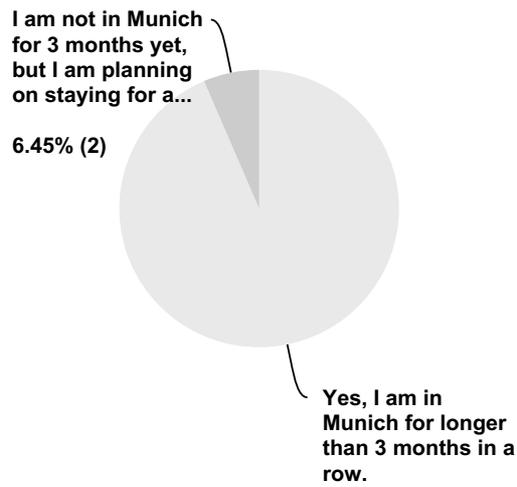
Q3 Do you currently live in Munich ("Landeshauptstadt München")?

Answered: 31 Skipped: 0



Q4 Is your stay in Munich for longer than 3 consecutive months?

Answered: 31 Skipped: 0



Q5 From which EU/EEA country are you a citizen?

Answered: 20 Skipped: 11

Answer Choices	Responses	Count
Spain	30%	6
France	15%	3
Italy	15%	3
Austria	10%	2
Finland	5%	1

Ireland	5%	1
Luxembourg	5%	1
Poland	5%	1
Romania	5%	1
Sweden	5%	1
Total		20

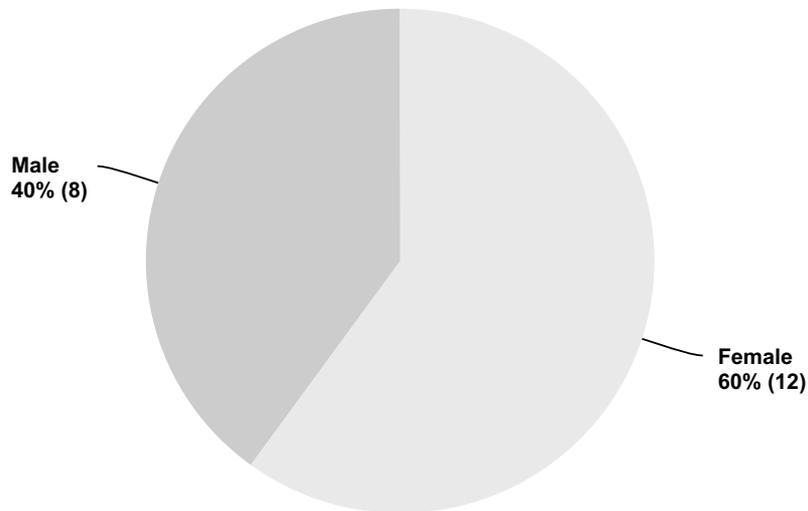
Q6 Optional: If you have more than one citizenship, please write down below which one. Optional: Wenn du mehr als eine Staatsbürgerschaft hast, kannst du diese im folgenden Textfeld eintragen.

Answered: 2 Skipped: 29

#	Responses	Date
1	UK	4/16/2015 12:47 AM
2	Tunisian	4/7/2015 4:30 PM

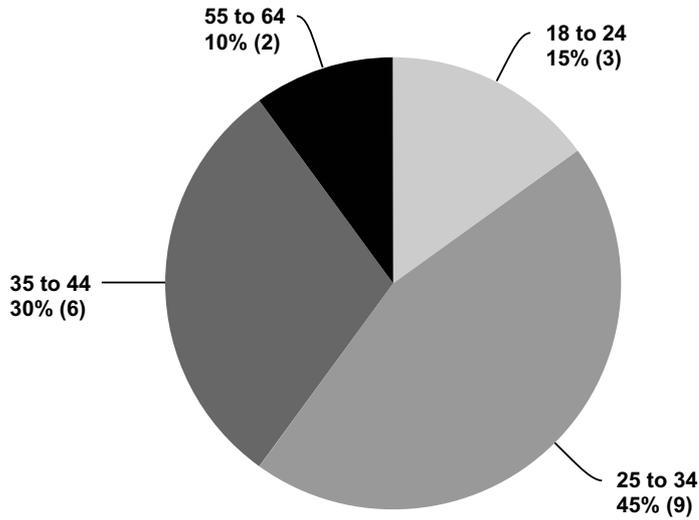
Q7 What is your gender?

Answered: 20 Skipped: 11



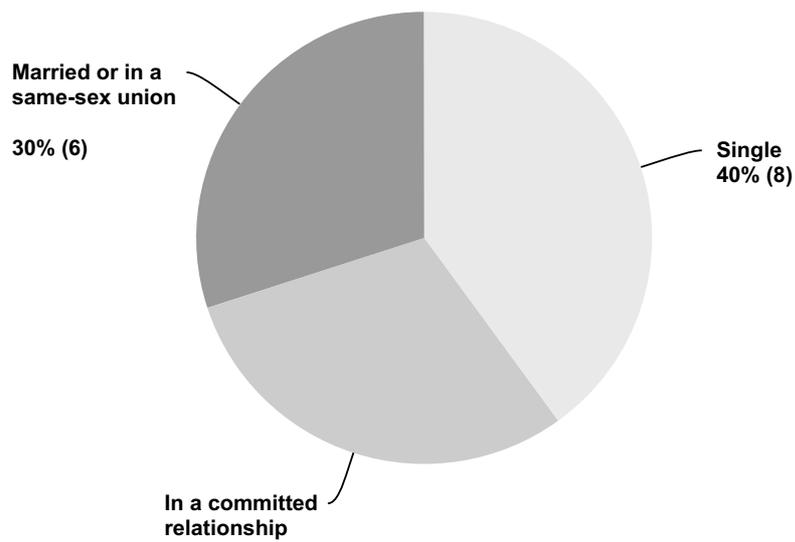
Q8 What is your age?

Answered: 20 Skipped: 11



Q9 What is your marital status?

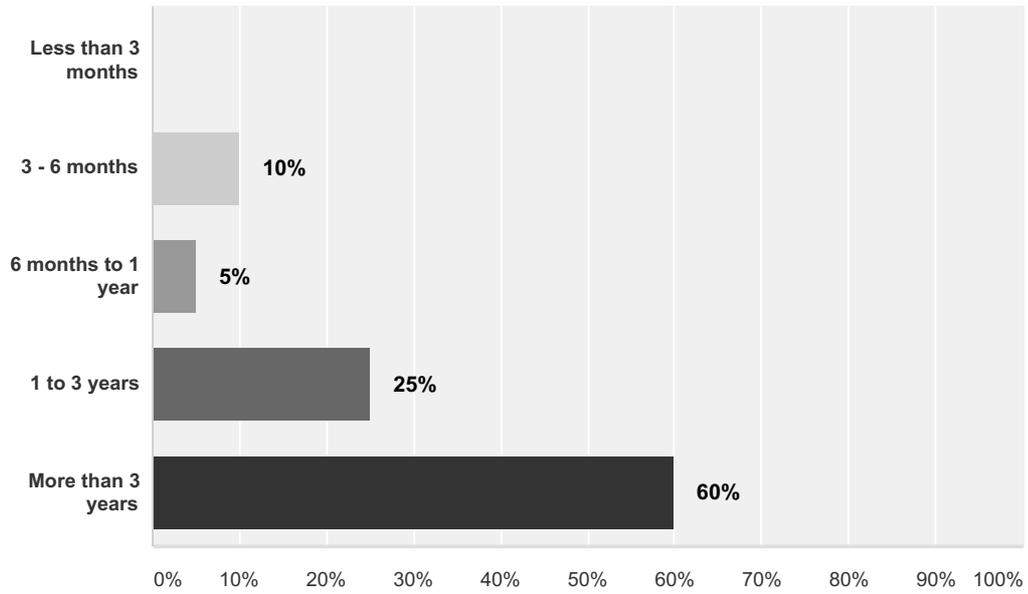
Answered: 20 Skipped: 11



Answer Choices	Responses	Count
Single	40%	8
In a committed relationship	30%	6
Married or in a same-sex union	30%	6
Total		20

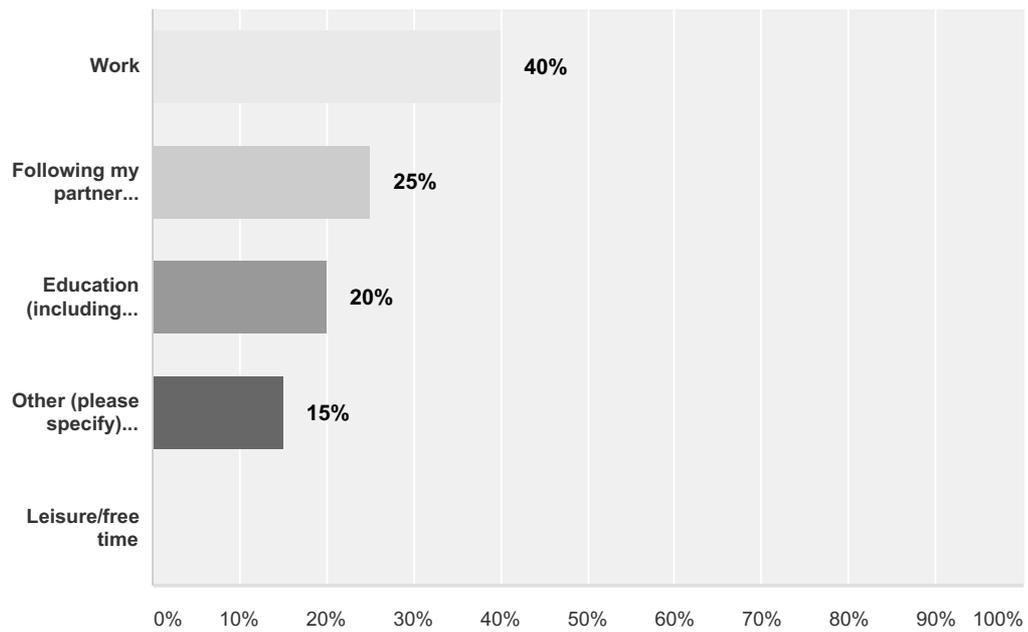
Q10 How long have you lived in Munich?

Answered: 20 Skipped: 11



Q11 What was your main purpose to move to Munich?

Answered: 20 Skipped: 11

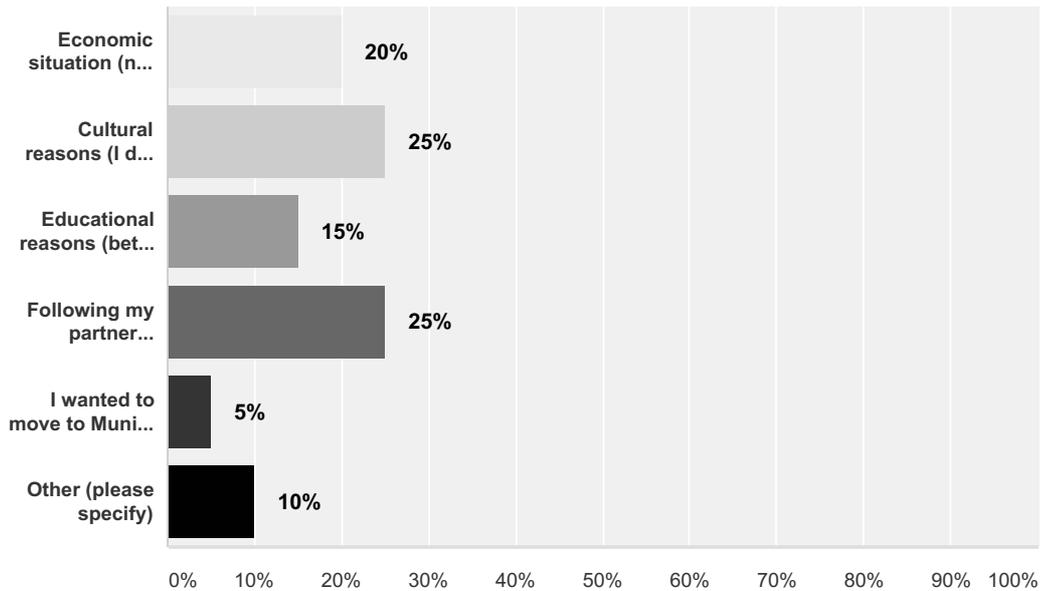


Answer Choices	Responses
Work	40% 8
Following my partner (wife/husband/girlfriend/boyfriend etc.) or family der Familie Ich folge meinem Partner (Ehefrau/-mann, FreundIn etc.) oder	25% 5
Education (including apprenticeships and language courses)	20% 4
Other (please specify) Sonstiges (bitte angeben)	15% 3
Leisure/free time	0% 0
Total	20

#	Other (please specify)	Sonstiges (bitte angeben)	Date
1	Work/German/Partner		4/22/2015 10:40 PM
2	Die Sprache		4/21/2015 7:04 PM
3	Reiselust		4/7/2015 1:43 PM

Q12 What was your main reason to leave your home country/city and move to Munich?

Answered: 20 Skipped: 11



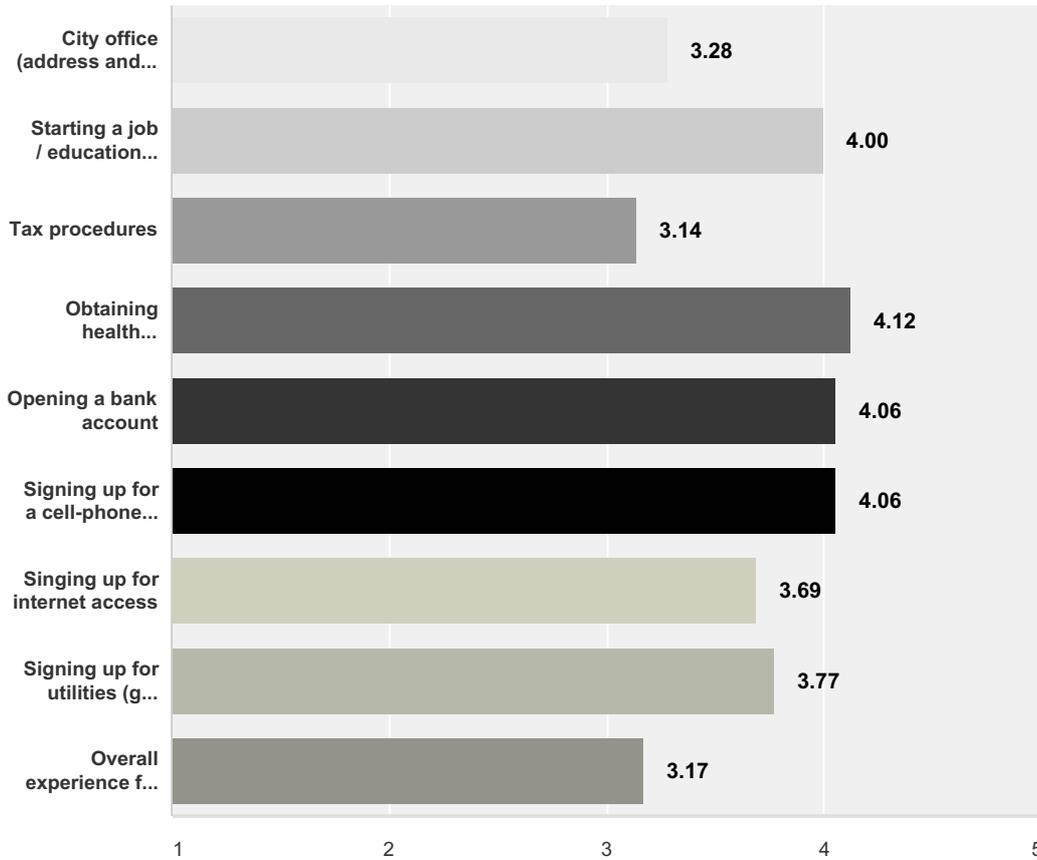
Answer Choices	Responses
Economic situation (no jobs at home or better jobs in Munich etc.)	20% 4
Cultural reasons (I did not like where I lived before / I wanted to see something new etc)	25% 5
Educational reasons (better education in Munich / what I wanted to study was not available at home etc.)	15% 3
Following my partner (wife/husband/girlfriend/boyfriend etc.) or family	25% 5
I wanted to move to Munich because I like the city	5% 1
Other (please specify)	10% 2
Total	20

#	Other (please specify)	Sonstiges (bitte angeben)	Date
1	Wollte deutsch lernen und ich kannte schon die Stadt		4/21/2015 7:04 PM
2	I wanted to getaway from the Swedish weather		4/2/2015 2:30 PM

Q13 How was your experience with bureaucracy and other procedures in Munich? If you did not do one of these things, please choose "Not applicable" for the respective category. Please evaluate the

following procedures. (1 = Negative, 5 = Positive)

Answered: 18 Skipped: 13

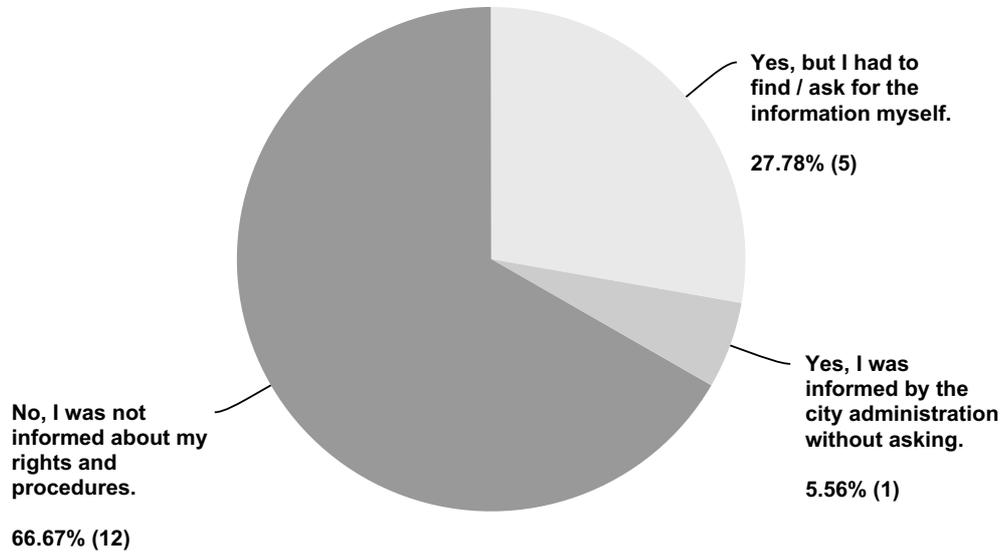


	Negative (1)	Somewhat negative (2)	Neutral (3)	Somewhat Positive (4)	Positive (5)	Not applicable / Don't know	Total	Weighted Average
City office (address and residence registration etc.)	11% 2.00	22% 4.00	22% 4.00	17% 3.00	28% 5.00	0% 0.00	18	3.28
Starting a job / education program	0% 0.00	6% 1.00	22% 4.00	22% 4.00	33% 6.00	17% 3.00	18	4.00
Tax procedures	17% 3.00	6% 1.00	17% 3.00	28% 5.00	11% 2.00	22% 4.00	18	3.14
Obtaining health insurance	6% 1.00	11% 2.00	11% 2.00	6% 1.00	61% 11.00	6% 1.00	18	4.12
Opening a bank account	0% 0.00	11% 2.00	11% 2.00	28% 5.00	39% 7.00	11% 2.00	18	4.06
Signing up for a cell-phone contract	0% 0.00	11% 2.00	17% 3.00	17% 3.00	44% 8.00	11% 2.00	18	4.06
Singing up for internet access	6% 1.00	11% 2.00	22% 4.00	17% 3.00	33% 6.00	11% 2.00	18	3.69
Signing up for utilities (gas, electricity etc.)	6% 1.00	6% 1.00	17% 3.00	17% 3.00	28% 5.00	28% 5.00	18	3.77
Overall experience for bureaucracy and other procedures	11% 2.00	17% 3.00	28% 5.00	33% 6.00	11% 2.00	0% 0.00	18	3.17

Q14 Were you informed about your rights

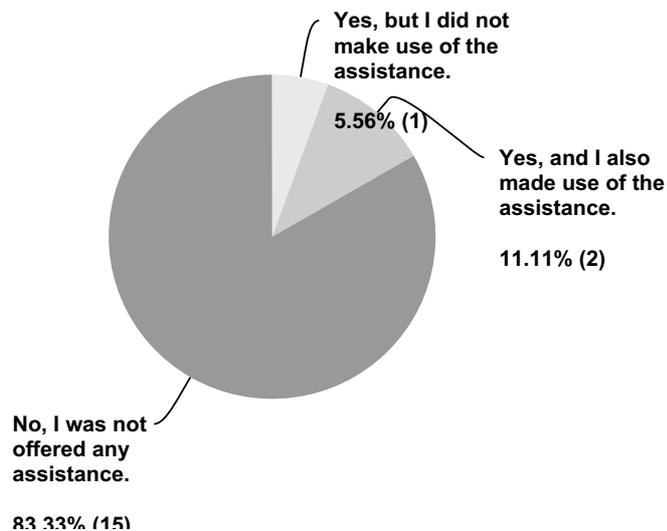
as an EU/EEA migrant by the Munich city administration and did you get information on the administrative procedures when registering in Munich?

Answered: 18 Skipped: 13



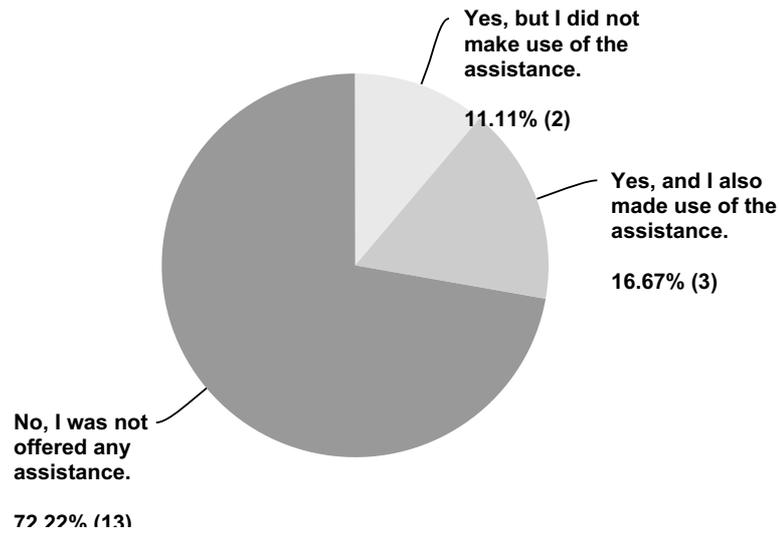
Q15 Were you offered assistance for registrations and other procedures by the Munich city administration?

Answered: 18 Skipped: 13



Q16 Were you offered assistance for registrations and other procedures by an organization other than the city of Munich?

Answered: 18 Skipped: 13



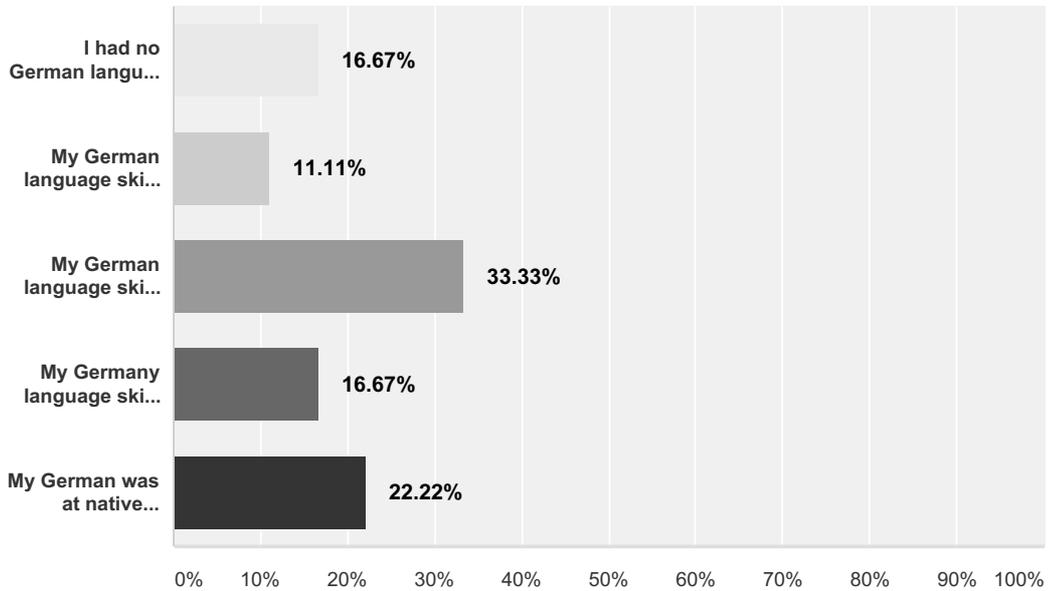
Q17 Optional: If you have additional comments concerning bureaucracy and procedures in Munich, feel free to write it here:Optional: Wenn du irgendwelche weiteren Kommentare zu Bürokratie und Prozeduren in München hast, kannst du diese gerne hier eintragen:

Answered: 5 Skipped: 26

#	Responses	Date
1	Kirchensteuer. I said that I was Catholic but I was not informed that I had to pay taxes for that. I would have said nothing because yes, I am Catholic but somehow imposed (baptism, etc.).	4/22/2015 10:44 PM
2	Deutsche Bürokratie ist meine Meinung nach übertrieben	4/21/2015 7:07 PM
3	freundlich und nett sind viele Beamter leider nicht.	4/21/2015 1:50 PM
4	Mein Partner war Deutsche und sie könnte schon wie hier Alles funktioniert, so ich brauchte Keine hilfe	4/3/2015 1:40 AM
5	Most of it can be digitized.	4/2/2015 2:38 PM

Q18 How good were your German language skills when you moved to Munich?

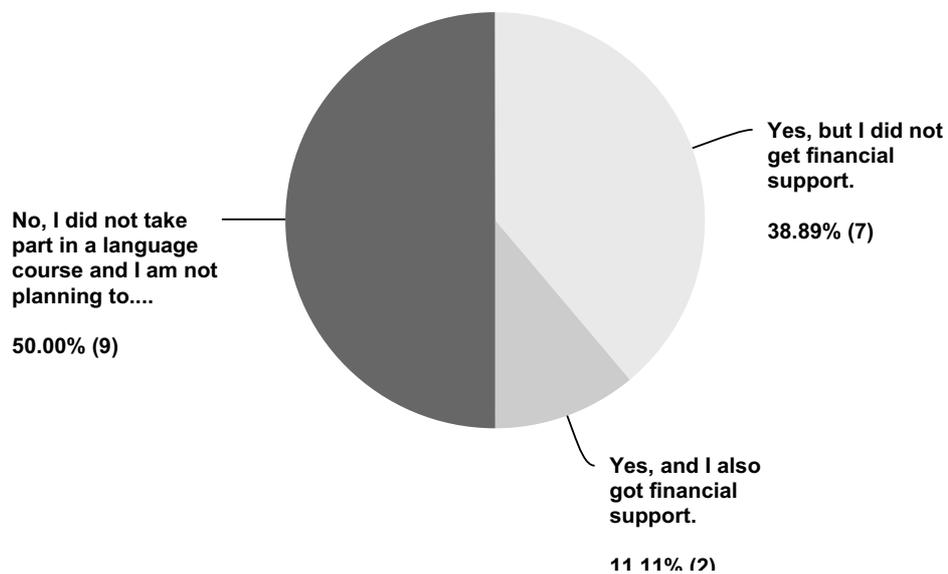
Answered: 18 Skipped: 13



Answer Choices	Responses
I had no German language skills.	16.67% 3
My German language skill was at the beginners level (if applicable: CEFR A1 & A2).	11.11% 2
My German language skill was at the intermediate level (if applicable: CEFR B1 & B2).	33.33% 6
My German language skill was at the advanced level (if applicable: CEFR C1 & C2).	16.67% 3
My German was at native level.	22.22% 4
Total	18

Q19 Did you take part in a German language course after moving to Munich and did you get financial support for it?

Answered: 18 Skipped: 13



Q20 Optional: Please indicate from where you got financial support, in case it applies to you. Else, leave this field empty. Optional:

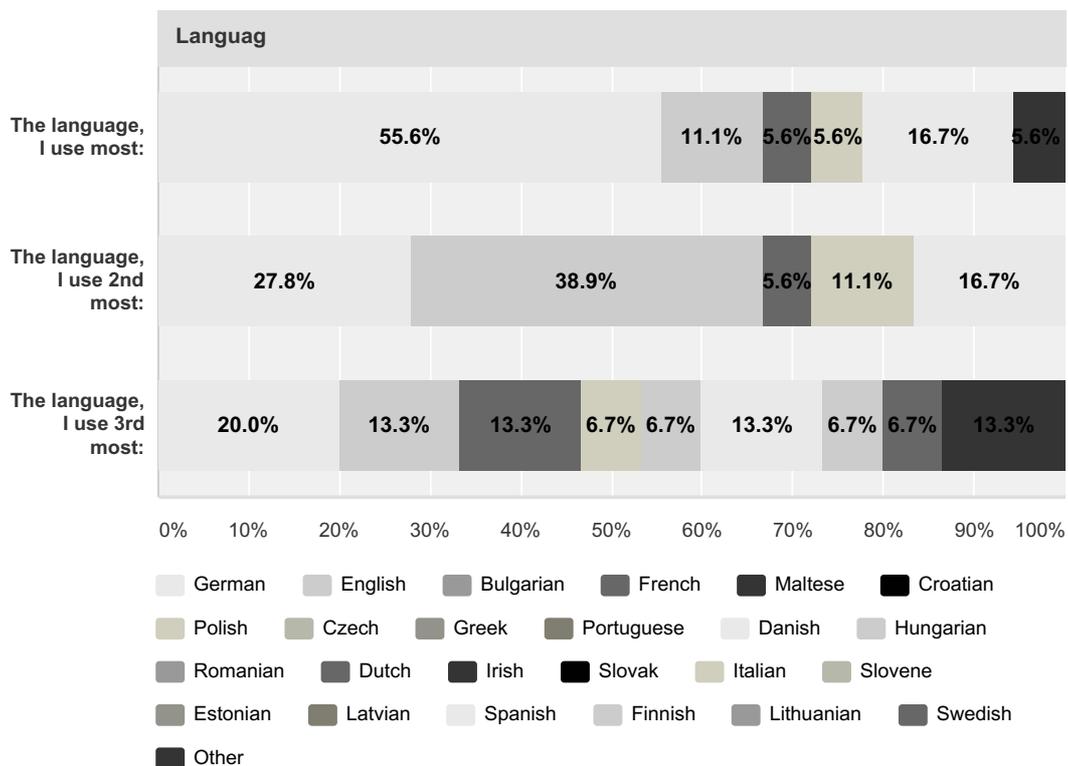
Gebe bitte an, woher du finanzielle Unterstützung bekommen hast, falls dies bei dir zutrifft. Ansonsten lasse das Feld bitte frei.

Answered: 4 Skipped: 27

#	Responses	Date
1	Eltern	4/21/2015 7:09 PM
2	Integrationskurs bis B1 Niveau vom Staat unterstützt	4/21/2015 1:53 PM
3	From my employer	4/2/2015 2:40 PM
4	Eltern	4/2/2015 1:30 PM

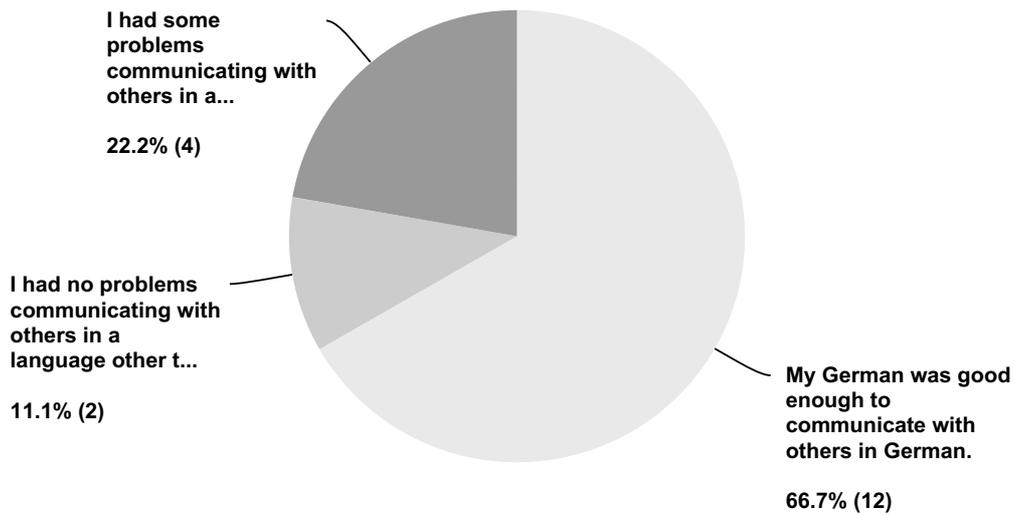
Q21 Which language(s) do you mainly use in daily life? Please choose up to 3 of them by which you use most.

Answered: 18 Skipped: 13



Q22 How was your experience when communicating with others in relation to a possible lack of German language skills right after moving to Munich?

Answered: 18 Skipped: 13



Answer Choices	Responses
My German was good enough to communicate with others in German.	66.7% 12
I had no problems communicating with others in a language other than German.	11.1% 2
I had some problems communicating with others in a language other than German, but in general, it was OK.	22.2% 4
I had many problems communicating with others in a language other than German.	0.0% 0
Total	18

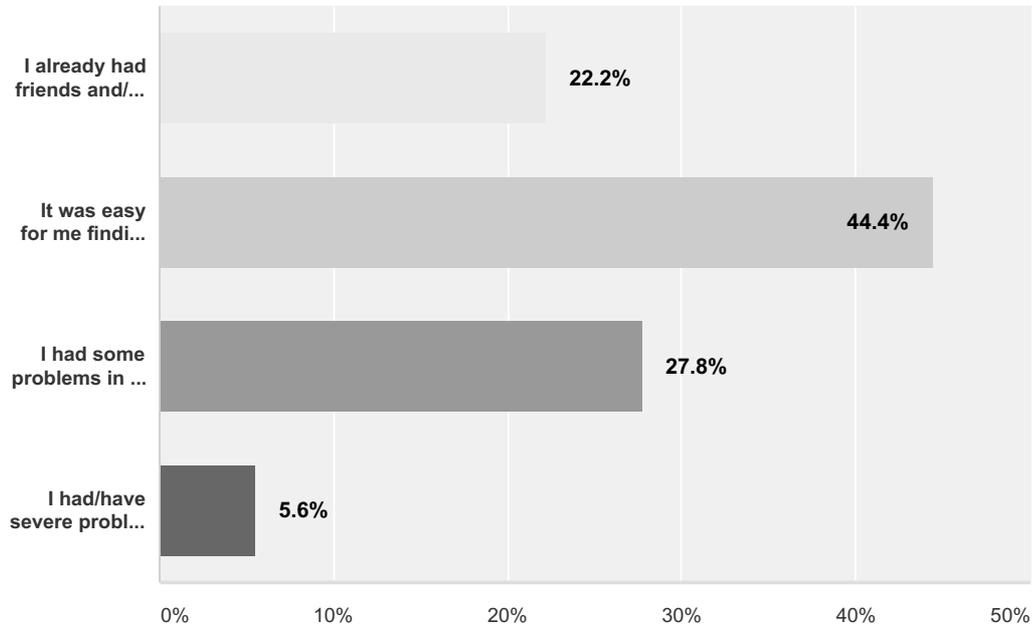
Q23 Optional: If you have additional comments concerning communicating with others in Munich, feel free to write it here:Optional: Wenn du irgendwelche weiteren Kommentare zur Kommunikation mit anderen hast, kannst du diese gerne hier eintragen:

Answered: 1 Skipped: 30

#	Responses	Date
1	Ich kommuniziere mit anderen auf Deutsch aber habe Probleme, um zu verstehen und mich auszudrücken. Die Sprache, die ich am zweit häufigsten verwende: Englisch, nur weil ich Übersetzerin auf Englisch bin und arbeite jeden Tag mit englischen Texten.	4/30/2015 8:41 AM

Q24 How was your experience with building up a social network (friends, relationships etc.) after moving to Munich?

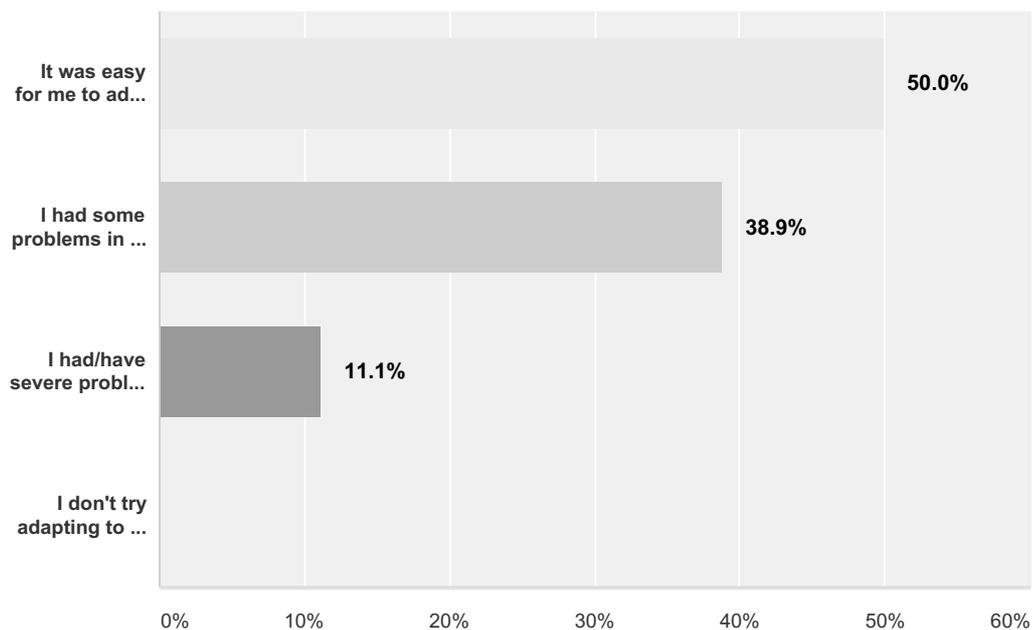
Answered: 18 Skipped: 13



Answer Choices	Responses
I already had friends and/or family in Munich before moving.	22.2% 4
It was easy for me finding social contacts in Munich.	44.4% 8
I had some problems in the beginning, but eventually, I was able to find social contacts in Munich.	27.8% 5
I had/have severe problems finding social contacts in Munich.	5.6% 1
Total	18

Q25 How was your experience with adapting to the local culture, customs and people's mentality in Munich?

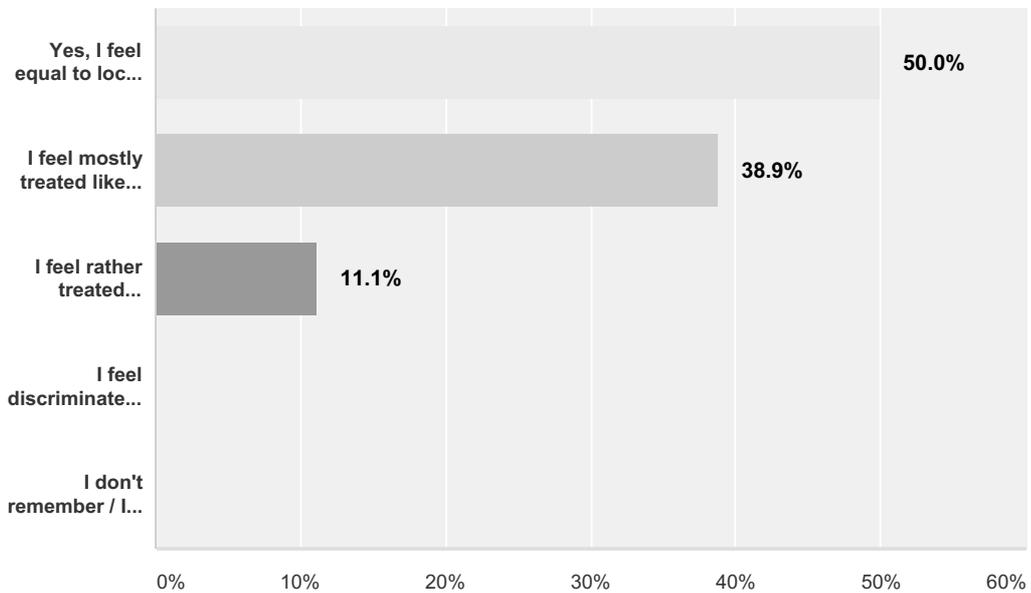
Answered: 18 Skipped: 13



Answer Choices	Responses
It was easy for me to adapt to the local culture and customs in Munich.	50.0% 9
I had some problems in the beginning, but eventually, I was able to adapt to the local culture and customs.	38.9% 7
I had/have severe problems adapting to the local culture and customs.	11.1% 2
I don't try adapting to the local culture and customs.	0.0% 0
Total	18

Q26 Do you feel treated equally to locals from Munich in daily life (when going to the supermarket, going to a bar etc.)?

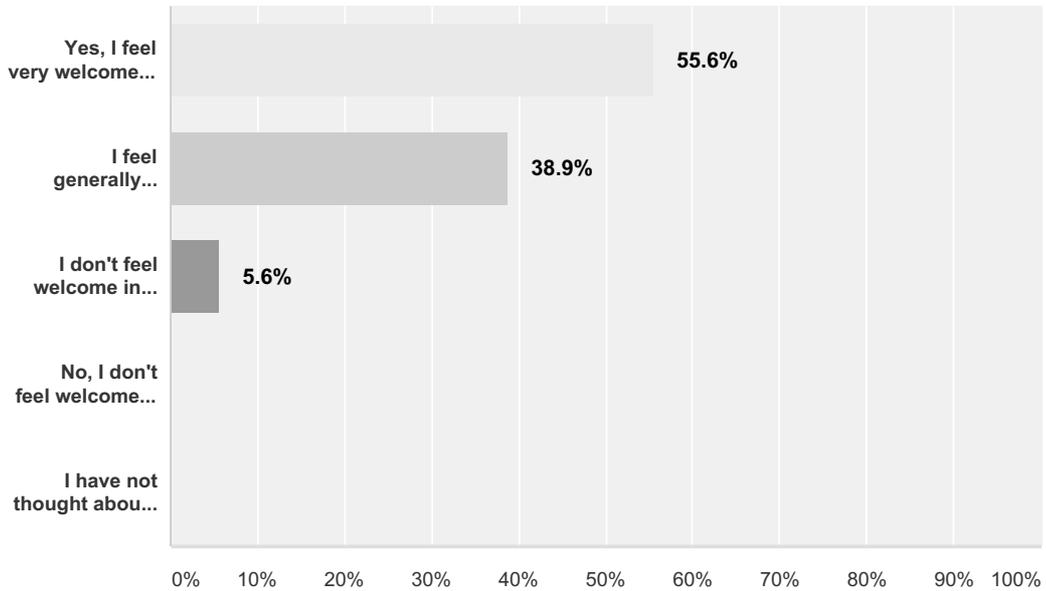
Answered: 18 Skipped: 13



Answer Choices	Responses
Yes, I feel equal to locals from Munich in daily life.	50.0% 9
I feel mostly treated like locals from Munich in daily life, but not not always.	38.9% 7
I feel rather treated differently than locals from Munich, but I did not have any severe issues in daily life.	11.1% 2
I feel discriminated compared to locals from Munich in daily life.	0.0% 0
I don't remember / I have not thought about it.	0.0% 0
Total	18

Q27 Do you generally feel welcome in Munich?

Answered: 18 Skipped: 13



Answer Choices	Responses	
Yes, I feel very welcome in Munich.	55.6%	10
I feel generally welcome in Munich, but not always.	38.9%	7
I don't feel welcome in Munich most of the time.	5.6%	1
No, I don't feel welcome in Munich at all.	0.0%	0
I have not thought about it.	0.0%	0
Total		18

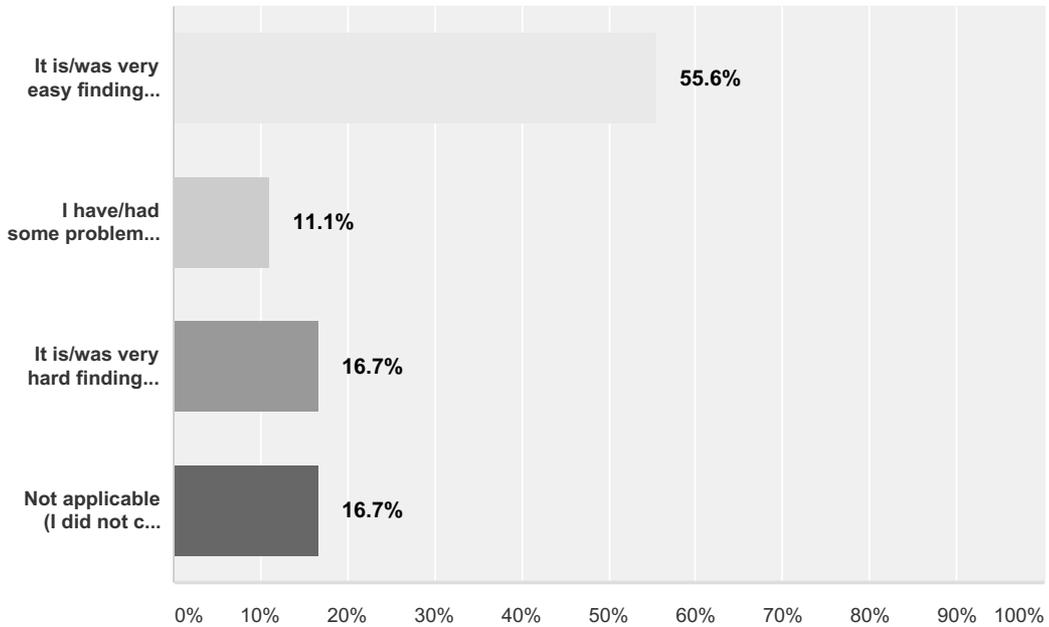
Q28 Optional: If you have additional comments concerning the social environment and culture in Munich, feel free to write it here: Optional: Wenn du irgendwelche weiteren Kommentare zur sozialem Umfeld und Kultur hast, kannst du diese gerne hier eintragen:

Answered: 2 Skipped: 29

#	Responses	Date
1	Ich habe Freunde hier aber sie sind am meistens Spaniern, einige Leute aus andere Länder aber auch Fremde und fast keinen deutschen Freund (1 oder 2).	4/30/2015 8:46 AM
2	Ich würde mich hier immer als Ausländer fühlen. Leider ist so!	4/21/2015 7:11 PM

Q29 If applicable, how was your experience finding employment or an educational program (University program, apprenticeship etc.) in Munich?

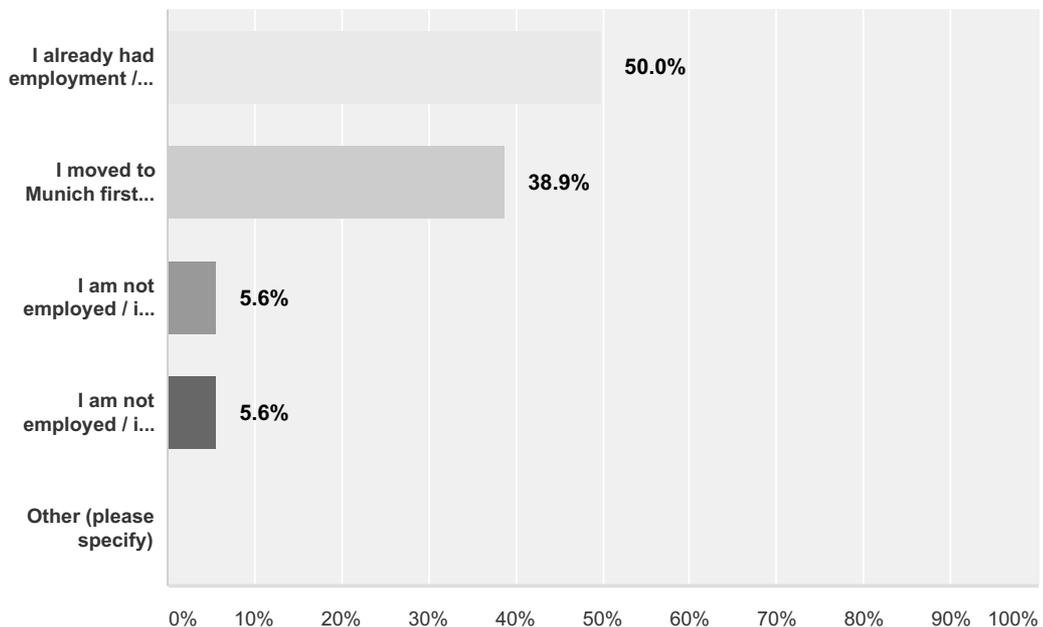
Answered: 18 Skipped: 13



Answer Choices	Responses
It is/was very easy finding employment / an educational program.	55.6% 10
I have/had some problems finding employment / an educational program.	11.1% 2
It is/was very hard finding employment / an educational program.	16.7% 3
Not applicable (I did not come to Munich to work or study)	16.7% 3
Total	18

Q30 If applicable, did you have employment or were admitted to an educational program (including language courses) before or after moving to Munich?

Answered: 18 Skipped: 13

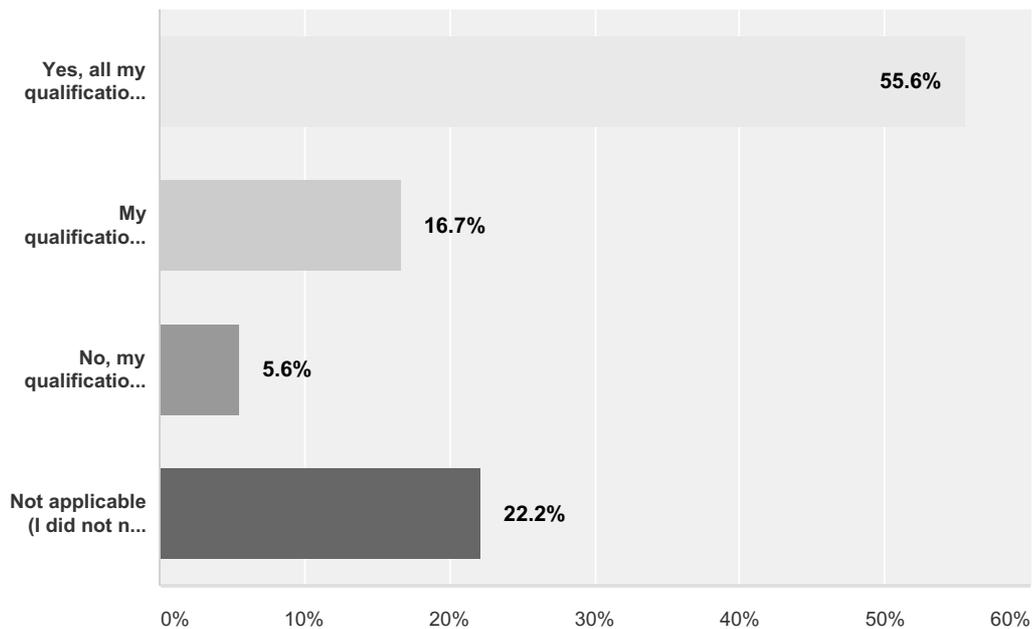


Answer Choices	Responses
I already had employment / was admitted to an educational program before moving to Munich.	50.0% 9
I moved to Munich first. I found employment / was admitted to an educational program after moving to Munich.	38.9% 7
I am not employed / in an educational program yet, but I am planning to get a job or join an educational program in Munich.	5.6% 1
I am not employed / in an educational program and I am not planning on being employed or joining an educational program in Munich.	5.6% 1
Other (please specify)	0.0% 0
Total	18

#	Other (please specify)	Sonstiges (bitte angeben)	Date
	There are no responses.		

Q31 If applicable, were your prior qualifications (school and university degrees, vocational training etc.) for your job or your educational program recognized when you moved to Munich?

Answered: 18 Skipped: 13

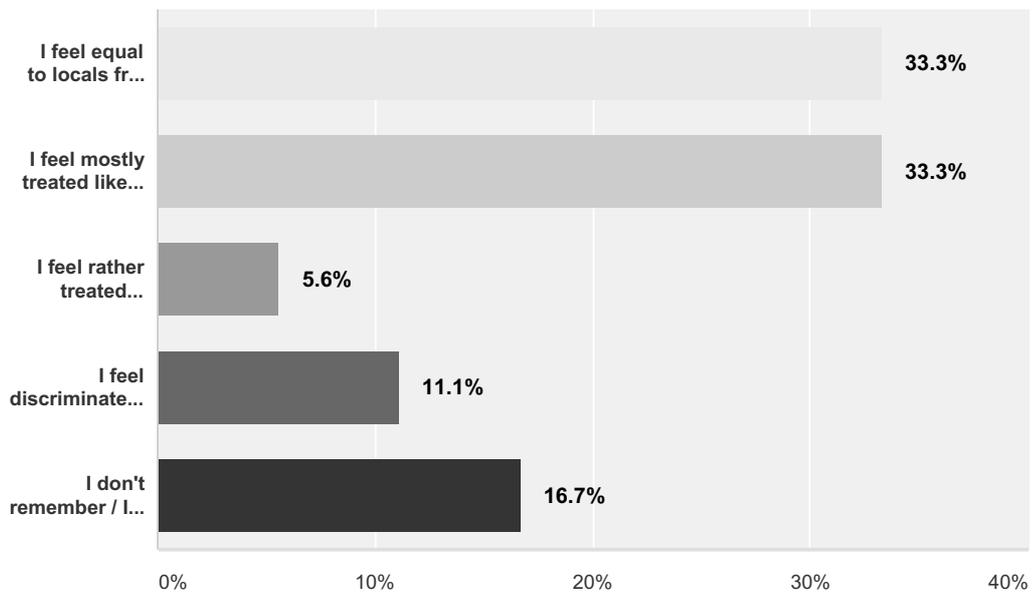


Answer Choices	Responses
Yes, all my qualifications were recognized without problems.	55.6% 10
My qualifications were accepted, but there were problems with the recognition.	16.7% 3
No, my qualifications were not recognized.	5.6% 1
Not applicable (I did not need my qualifications)	22.2% 4
Total	18

Q32 Do you feel treated equally to locals from Munich when applying for a job or an

educational program?

Answered: 18 Skipped: 13



Answer Choices	Responses
I feel equal to locals from Munich when it comes to employment/education.	33.3% 6
I feel mostly treated like locals from Munich, but not not always when it comes to employment/education.	33.3% 6
I feel rather treated differently than locals from Munich, but I did not have any severe issues when it comes to employment/education.	5.6% 1
I feel discriminated compared to locals from Munich when it comes to employment/education.	11.1% 2
I don't remember / I have not thought about it.	16.7% 3
Total	18

Q33 Optional: If you have additional comments concerning employment and education in Munich, feel free to write it here:Optional: Wenn du irgendwelche weiteren Kommentare zur Arbeit und Bildung hast, kannst du diese gerne hier eintragen:

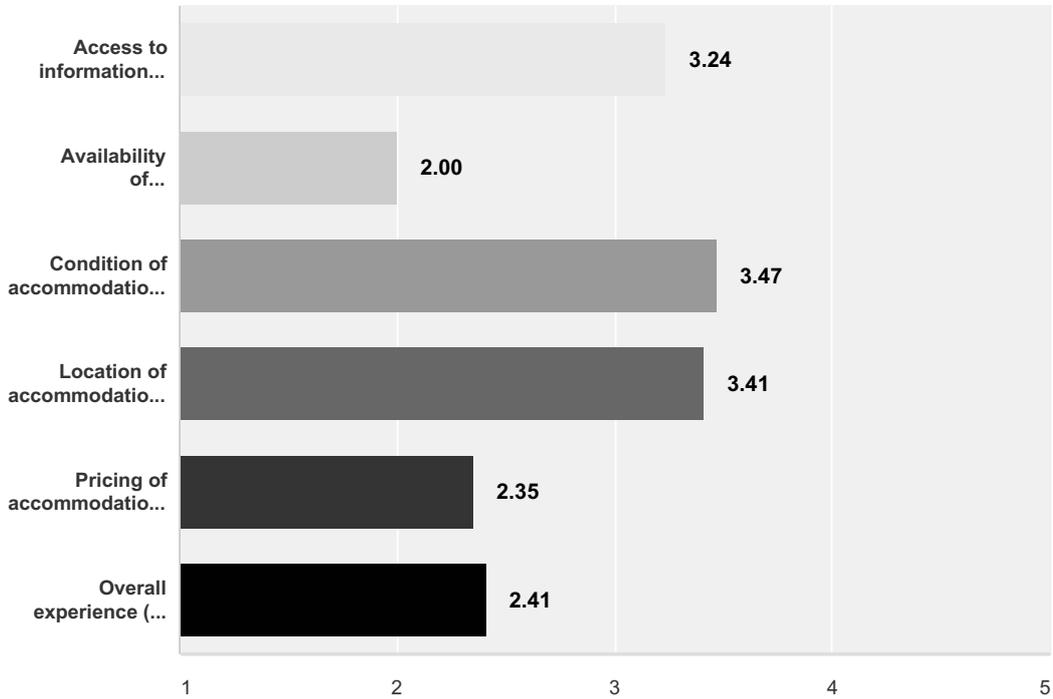
Answered: 2 Skipped: 29

#	Responses	Date
1	Ich mache nur manchmal deutsche Kurse an der MVHS. Sonst würde ich fast kein Deutsch sprechen.	4/30/2015 8:48 AM
2	wenn du sogar überqualifiziert bist, mit einem Studium, wenn es vom Ausland kommt, sehen sie es anders. muss immer die entsprechende deutsche Qualifizierung sein! deine Erfahrungen im Heimatland im Arbeitsmarkt zählen auch nicht viel	4/21/2015 2:01 PM

Q34 How was your experience with finding accommodation (apartment/dorm/etc.) when moving to Munich? If you did not

have to look for accommodation, please choose "Not applicable". (1 = Negative, 5 = Positive)

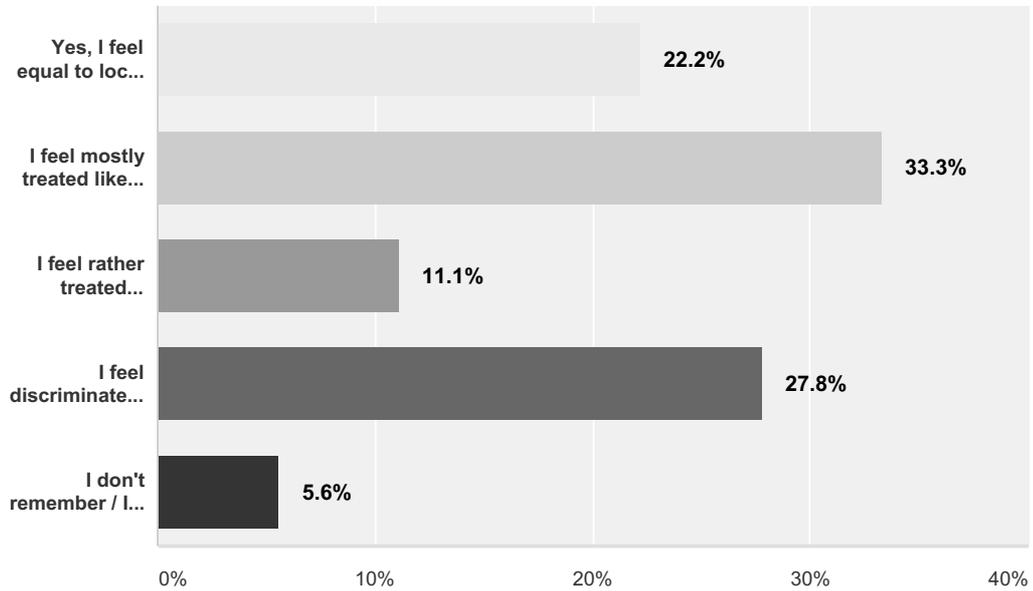
Answered: 18 Skipped: 13



	Negative (1)	Somewhat negative (2)	Neutral (3)	Somewhat positive (4)	Positive (5)	Not applicable / Don't know	Total	Weighted Average
Access to information where to find accommodation (online portals, newspapers etc.)	11% 2.00	17% 3.00	22% 4.00	28% 5.00	17% 3.00	6% 1.00	18	3.24
Availability of accommodation (Did you have several options or only one / few?)	44% 8.00	17% 3.00	22% 4.00	11% 2.00	0% 0.00	6% 1.00	18	2.00
Condition of accommodation (Was the accommodation in a good condition or was it dirty etc.?)	0% 0.00	28% 5.00	22% 4.00	17% 3.00	28% 5.00	6% 1.00	18	3.47
Location of accommodation (Was the accommodation in a convenient location?)	11% 2.00	17% 3.00	17% 3.00	22% 4.00	28% 5.00	6% 1.00	18	3.41
Pricing of accommodation (Was the place priced fairly for what it offered?)	33% 6.00	22% 4.00	11% 2.00	28% 5.00	0% 0.00	6% 1.00	18	2.35
Overall experience (How was the whole experience of finding accommodation?)	28% 5.00	17% 3.00	33% 6.00	17% 3.00	0% 0.00	6% 1.00	18	2.41

Q35 Do you feel treated equally to locals from Munich when it comes to finding accommodation?

Answered: 18 Skipped: 13



Answer Choices	Responses
Yes, I feel equal to locals from Munich when it comes to finding accommodation.	22.2% 4
I feel mostly treated like locals from Munich, but not always when it comes to accommodation.	33.3% 6
I feel rather treated differently than locals from Munich, but I did not have any severe issues when it comes to accommodation.	11.1% 2
I feel discriminated compared to locals from Munich when it comes to accommodation.	27.8% 5
I don't remember / I have not thought about it.	5.6% 1
Total	18

Q36 Optional: If you have additional comments concerning the search for accommodation in Munich, feel free to write it here: Optional: Wenn du irgendwelche weiteren Kommentare zum Wohnen in München hast, kannst du diese gerne hier eintragen:

Answered: 2 Skipped: 29

#	Responses	Date
1	München=Wohnungen=Mafia	4/21/2015 7:16 PM
2	Ich glaube ein Wohnung zu finden in München ist nicht einfach bist du Münchener oder nicht.	4/3/2015 1:48 AM

Q37 Optional: If you have any ideas about