

# Your first Eures job: Contribution to youth mobility and professional growth

Inquiry Report





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# 1. Introduction

*Your first EURES job* (YfEj), supports young nationals of the EU, Norway and Iceland aged 18-35 finding a job, traineeship or apprenticeship in any EU country, Norway or Iceland, different from the country of residence.<sup>1</sup>

YfEj ran as a pilot within the EU flagship initiative “*Youth on the Move*” and the Youth Opportunity Initiative in 2011. Starting from 2015, the pilot became a target-mobility programme integrated in EURES services and the annual calls for proposals are reserved to the EURES National Coordination Offices in the different countries.

EURES is a European network of employment services aimed at promoting freedom of movement for workers. The network aims at enabling every EU citizen to enjoy equal access to opportunities, despite linguistic barriers, cultural differences, bureaucracy, different labor laws and the lack of uniform recognition of degrees.

Regarding Italy, the EURES National Coordination Office (UCN), previously based at the Ministry of Labor and Social

Policies, since 2017 has been framed within the National Agency for Active Labor Market Policies (ANPAL).

ANPAL coordinated three YfEj projects related to the EC calls 2014 (YfEj 4.0), 2016 (YfEj 5.0) and 2018 (YfEj 6.0).

This survey was carried out in relation to YfEj 6.0. In relation to YfEj 6.9, in addition to the UCN EURES-ANPAL, the partnership is made up of a total of 12 co-applicants representing Italy (Giacomo Brodolini Foundation, Metropolitan City of Roma Capitale, EURODESK Italy and La Sapienza University), Romania, Bulgaria, Greece, Holland, Portugal, Spain, Croatia and Cyprus, in addition to 14 associates from Italy, Poland and Finland. This executive consortium is significant in its geographical representation of Member States (11 countries in total), as well as in the involvement of 8 additional EURES National Coordination Offices, public and private organizations of different kinds, and the employment public services network through the participation of Italy Eures Network.

YfEj 6.0 provides young people and employers with a range of services, such as:

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## For young job-seekers:

- access to job opportunities in Europe;
- support for registration and access to the project, information days and seminars;
- direct advice;
- induction training sessions;
- *career day*.

## For employers:

- access to job opportunities in Europe;
- support for registration and access to the project, information days and seminars;
- direct advice;
- induction training sessions;
- *career day*;
- support in identifying needs and defining job offers;
- a large CV database from all over Europe;
- support for registration to the project;
- matching;
- defining job interview procedures;
- support for the definition of the integration program considering the increased amount of *benefit* since the last edition.

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1 <https://www.yourfirsteuresjob.eu/it/home>

Such services are free of charge and individually tailored. They are combined with funding related to several mobility support measures included in the program:

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#### **For young job-seekers:**

- up to 600 euros to cover travel and living expenses for the selection interview;
- the interview;
- up to 1400 for relocation to the EU, Norway or Iceland to start a work experience, internship or apprenticeship;
- up to 2000 euros for the language course;
- up to 500 euros of additional allowance for the interview or relocation, for young people with special needs;
- up to 600 euros for a maximum of 3 months to subsidize salaries received by the trainees;
- 400 euros for the costs of recognizing qualifications and / or qualifications.

#### **For SMEs:**

- up to 2000 euros for each worker / trainee / apprentice hired through the project who received a specific "integration program" (basic or);
- The allocated budget is about 3 million euros for funding aimed at young workers and about 520,000 euros to SMEs.

Compared to YfEj 4.0 and 5.0, the latest edition (YfEj 6.0) presented some important changes:

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- in addition to the opportunity for young job-seekers to carry out internships and work experiences, apprenticeship experiences were also added;
- solidarity sectors were also involved along the private sector following the *European Solidarity Corps* project coordinated by UCN between 2017 and 2019;
- a *final internship declaration format* was developed, drafted by the employer, which makes transparent and visible all tasks and activities carried out by the intern during the work-based experience. The filling of such format by the employers has been under periodic monitoring by the project staff;
- in collaboration with the Eurodesk Italy network, partner of the project, *Mobility Orientation Workshops* were created for young people residing in southern Italy in order to strengthen and provide information and useful tools for professional mobility in another European country;
- a pilot activity on the quality of internships was run. This led to the establishment of a working group with EURES advisers to define a checklist on the required quality criteria for the admissibility of extra-curricular internships, for guidance on regulations / conventions in different European countries, dedicated country information as well as the definition of additional quality criteria for internship experiences enforced by the UCN, for the award of the "Top EURES Employer Label" to virtuous employers.

# 2. Inquiry Methodological approach and tools

## 2.1. Goals

The survey aims to carry out an analysis of the targeted mobility projects *Your first EURES job* (YfEj) implemented by ANPAL - EURES National Coordination Office starting from 2015 (editions YfEj 4.0, YfEj 5.0 and YfEj 6.0) to assess the extent of their contribution to the improvement of mobility and professional growth of the participants. Another primary aim is the assessment of the quality of support provided by the network of YfEj Advisers, drawing on the feedback given by recipients participating in the survey. It should be noted that by *recipients* we mean both young people looking for opportunities to enter / re-enter the world of work thanks to an experience in a country other than that of origin, and employers offering jobs, internships or apprenticeships. The two categories are considered as two distinct targets in the survey, specifically: the young job-seekers target and the employers target (we will refer to them as such from now on). Another aim of the survey is to draw some useful considerations from this long-standing experience for possible future developments of similar initiatives (learning).

The research method adopted for the survey and its key element is an online questionnaire for the recipients of YfEj projects (editions YfEj 4.0, YfEj 5.0 and YfEj 6.0). The questionnaire is formulated differently for the two targets that benefited from YfEj support.

The scope of the analysis becomes evident in the topics touched upon in the two distinct questionnaires which are obviously from the two different but complementary perspectives of young job-seekers and employers. The range of the areas of the questionnaire goes from the motivations which pushed people to participate in the program, to the quality of the information received, from the effects of participation on professional and private life, to the expectations and quality of work and skills acquired, from received assistance to bureaucratic and administrative difficulties.

## 2.2. Targets

As mentioned earlier, there are two targets in the survey. Let's consider the characteristics of the two targets group in more detail.

First, all young nationals between 18 and 35 from EU countries, Norway and Iceland who have benefited from the mobility support measures<sup>2</sup> provided by the project.

A further distinction: on the one hand, those who have been *placed* for work, internship or apprenticeship under YfEj 4.0, 5.0. and 6.0<sup>3</sup>; on the other hand, those who, despite not having been placed, have received at least one of the available financial benefits (*others*).

Secondly, employers as all those who have benefited from the services of the project, and offered job opportunities (and have actually offered a job or traineeship or apprenticeship opportunity to a young job-seeker) in the different countries.

## 2.3. Research Question Matrix

Two separate questionnaires were developed and proposed according to the two different targets of the survey - young job-seekers and employers. Both questionnaire refer to the same research areas, the same conceptual dimensions and the same research questions included in the following Chart 1, defined as Research Questions Matrix.

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2 Please see paragraph 1.3.

3 Participants in YfEj 6.0 are all those registered until mid-2020.

**Chart 1:** *Research Question Matrix*

AREA	DIMENSION	RESEARCH QUESTION
<b>PARTICIPATION ANALYSIS</b>	Recipients background information	Who are the YfeJ participants? (age, country, education level, previous professional experience, participation in mobility programmes)
	How the recipients got to know about the project	
	Motivations	What are the motivations leading young people to enrol in YfeJ? What are the motivations leading employers to engage in YfeJ?
<b>EFFECTIVENESS</b>	Suitability to participants'/employers' background, interests, expectations	To what extent was the work-based experience in line with participants' background and employers' expectations?
	Quality of work	To what extent the tasks and working arrangements were satisfactory and consistent with those outlined in the contract? Response to COVID-19 emergency.
	Improvement for participants and hosting organisations	To what extent did the YFEJ work-based experience improve participants' mobility, personal growth and professional life? What types (length, sector, country, etc) of work-based experience were the most and the least effective, for which groups and in which contexts To what extent YfeJ ensures that expectations of individuals and employers are met? What advantages would hiring young people through mobility programs bring to employers?
<b>EFFICIENCY AND QUALITY OF THE INFORMATION AND OF ASSISTANCE</b>	Accessibility, comprehensiveness and quality of the information	What information and support do individuals and employers receive? To what extent do the information available online and provided by advisers meet individuals and employers' information needs?
	Administrative costs	To what extent the administrative procedures and the amount of paper work ensure the effective participation to YfeJ?
	Quality of the assistance received	To what extent employers and individuals are satisfied with the financial and non- financial support received?
<b>THE FUTURE OF YOUR FIRST EURES JOB</b>	Avenues for improvement	Is there any opportunity for using alternative forms of support other than the existing ones? What changes can be made to the YfeJ model?

The first column of the table includes the areas of analysis covered by the survey; the second column defines the conceptual dimensions for each area; the third column lists the research questions formulated for each dimension. In addition to participation analysis, the survey covers: *effectiveness; efficiency and quality of the information and assistance received; the future of YfEj.*

## 2.4. The two questionnaires

From this moment on, we will refer to two different subgroups of the young job-seekers target, respectively the subgroup of the *placed* ones which include those who have experienced professional mobility abroad through the YfEj project, and the *others* who include those who have not had this experience abroad even though they participated in YfEj and availed themselves of the services and of at least one of the financial benefits. The questions of the questionnaire are available in Appendix A as a table, to highlight the correspondence between the questions and the conceptual research questions matrix presented in paragraph 2.3. The questionnaire for the employers group is presented as a table in Appendix B.

# 3. Outcomes analysis

## 3.1. Methodology of Analysis

The STATA<sup>4</sup> package was used for data analysis. Analysis on the two databases (young people and employers) was carried out separately. Both databases were obtained by merging the information collected in the survey with what was already available on the two reference sample, using as “keys” people’s email addresses, names and surnames.

### 3.1.1. Recipients

The analysis of the data relating to the beneficiaries is carried out with the aid of contingency tables<sup>5</sup> created for each of the questions in the questionnaire (analyzed characteristics) with age, gender, level of education, thus obtaining three tables for each question. The difference between obtained distributions was then calculated for all the tables, and an ideal table where frequencies were equally distributed to measure how far our respondents were far from these (thanks to the *Chi-Square* statistics) was outlined. The Chi-Square statistic not only yields a measurement of this difference but above all, tells us what the probability is that this difference does **not** depend on a relation between the two elements<sup>6</sup>. In particular, in our case, this probability is considered sufficiently low if it is lower than 0.05. In examining the results, the value of the probability associated with the Chi-Square is indicated only in cases where it is significant.

### 3.1.2. Employers

The analysis of information collected on employers has been examined through frequency distributions.

## 3.2. Young Job-seekers

The survey considered 328 young people out of 4,334 people who were invited to participate (response rate 7.6%); among those, 24.4% attended the YfEj 4.0 edition (the first), 47.6% at YfEj 5.0 (the second) and 28.0% at YfEj 6.0 (the third and current edition). Young participants are mainly aged between 27 and 35 years (84.5%), and men are slightly predominantly (56.4%):

## 3.3. Placed young participants

### 3.3.1. Introduction

In the total of 234 respondents who found a job in Europe thanks to YfEj, there is a higher number of men in comparison to women (53.4% to 46.6%), 85.9% are between 27 and 35 years of age.

With regards to the level of education, 80.3% have at least a bachelor degree, 14.1% have a high school diploma or other post-secondary specialization but without a degree, whereas only 5.6% has a level of education at most equal to that of middle school. This confirms what has already been noted in the case of other similar mobility programmes: a presence of participants in mobility projects with a medium-high educational background. This is because people are more frequently driven to seek mobility experiences after they finish their education.

The *placed young participants* are mainly Italian (53.0%). The other nationalities listed according to the number of participants are: Spanish (13.2%), Romanian (6.0%), French (5.1%), Greek or Portuguese (3.0%), Hungarian and Dutch (2, 6%) and Polish (2.1%). The remaining 9.4% of the respondents are evenly distributed among Belgian, Bulgarian, Cypriot, Czech, Croatian, German, Danish, Finnish, Lithuanian, Slovenian and Slovak nationalities.

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4 STATA is a very flexible statistical package, widely used in academic research and in private companies for the analysis of statistical data, designed to perform a variety of functions: database management; statistical-econometric analysis; graphic analysis.

5 The contingency tables present the distributions of a statistical sample simultaneously with respect to two different elements, highlighting how upon variation of one elements, the other varies as well.

6 A probability test is associated with the Chi-Square statistics. This test aims to confirm the hypothesis of independence between the two characteristics. A low value of this probability indicates that this hypothesis is to be rejected and therefore there could be a relation between the two characteristics.

It is worth noticing that among the *placed* respondents, the majority has already finished their mobility experience (56.4%). Among those who have finished the YfEj experience and those who are still in it, the relative majority is located among the participants in the YfEj 5.0 edition (53.0% and 46%).

It seems that the destination is significantly linked ( $p = 0.012$ ) to age, given that the vast majority of participants (more than 80%) are aged between 27 and 35 for all destinations with only two exceptions: Austria and the Netherlands where there is a greater concentration between 18 and 26 years-old (just over 40%).

Concerning gender, it emerges that there is a higher number of men in some countries (Belgium, Bulgaria, Poland, Sweden, Slovak Republic, Spain, France and the United Kingdom) and women in others (Denmark, Ireland, Luxembourg, Malta, the Netherlands, and Portugal), most likely this difference depends on the amount of job opportunities in a specific occupational sector in a particular country.

### 3.3.2. Participation

This first section of the questionnaire explores the way participants became aware of the existence of the project and their motivations to take part in YfEj.

#### Background information

It is also worth noticing that the majority of the *placed* interviewees has discovered the existence of YfEj thanks to Social Networks, institutional websites, or other media (20.9%), or during recruitment events / job fairs / information seminars (19.23%). The channels through which YfEj became known to participants also change according to age and level of education. At the lowest ISCED level (0-2), social media and the internet are more important (46.2%). The “*My future employer*” option is the most frequent one, especially among recipients with ISCED level 5+ (36.2%) and aged between 27 and 35 years.

The large majority of *placed* young participants (71.4%) stated not to have had any previous experience (men and women). Those who claim to have had it (28.6%), mainly participated in the Erasmus + and Leonardo / *Lifelong Learning Program*, and in a few cases, in the Youth program.

#### Motivations

There are two main reasons behind the choice to take part in the project (for a total of 64.5%) and those show how participants have a very clear perception of the purpose of YfEj and, at the same time, their personal and professional goals. The first reason is *the difficulty finding work in one's own country of origin* combined with *the desire to move permanently to another EU country* or to Iceland or Norway. The

second reason is the need to *improve one's professional and personal skills*. Another important reason, which comes up less frequently (48.7%), is the interest in *having a life experience abroad* whereas the possibility of *benefiting from the services provided by YfEj* seems to be the “least motivating” one (13.3%).

The services offered by the programme are correctly considered as a support to achieve one's goals and not as an end in themselves. In fact, 55.6% of respondents stated they would still have looked for job opportunities in another EU country or in Iceland or Norway, regardless of the possibility of participating in the YfEj initiative.

The difficulty in finding work in the country of origin or the desire to move permanently to another EU country is thus the most common motivation among respondents with ISCED 3-4 level (78.8%) who would have sought job opportunities abroad (76.9%) even if they had not known of the existence of YfEj. Improving personal and professional skills in a new work environment or having a life experience abroad are more frequently indicated among recipients with ISCED 0-2 and ISCED 5+ levels. When considering the two age groups, it emerges that the desire to improve their personal and professional skills is a prevalent choice only among the youngest ones (18-26 years), whereas the desire to have a life experience abroad is a more frequent motivation among those aged between 27-35 years.

### 3.3.3. Mobility Programme Effectiveness

#### Suitability to participants' background, interests and expectations

Overall the expectations of the participants are met by the YfEj experience: 65.0% of respondents states that their mobility experience (completed or ongoing) is *consistent* with their training / professional background and 24.4% states that it is at least *in part consistent*.

Given that respondents are divided in age groups, the reason for the *mismatch* is about areas of *professional autonomy* and *working methods* especially within the 18-26 years old group, and *tasks and duties carried out* by respondents aged 27-35.

If we look at the *mismatch* along the level of educational, the reason is motivated firstly by *professional autonomy* (with the exception of the group with the intermediate level of education), followed by *tasks and duties carried out* (for all except for the group with lower education levels), and *working methods*.

Overall, the level of satisfaction of the expectations is quite high and it is therefore possible to conclude that the matching of supply / demand is effective as well as the quality checks carried out on employers, and the opportunities offered.

## Quality of work

A vast majority of respondents (88.9%) performed or carry out tasks in line with the provisions of the mobility contract.

The YfEj experience was overall satisfactory for the participants (on a 5-point scale from not satisfied to very satisfied, the majority felt very satisfied or satisfied) and the level of satisfaction is significantly higher among women, with regard to some aspects<sup>7</sup>:

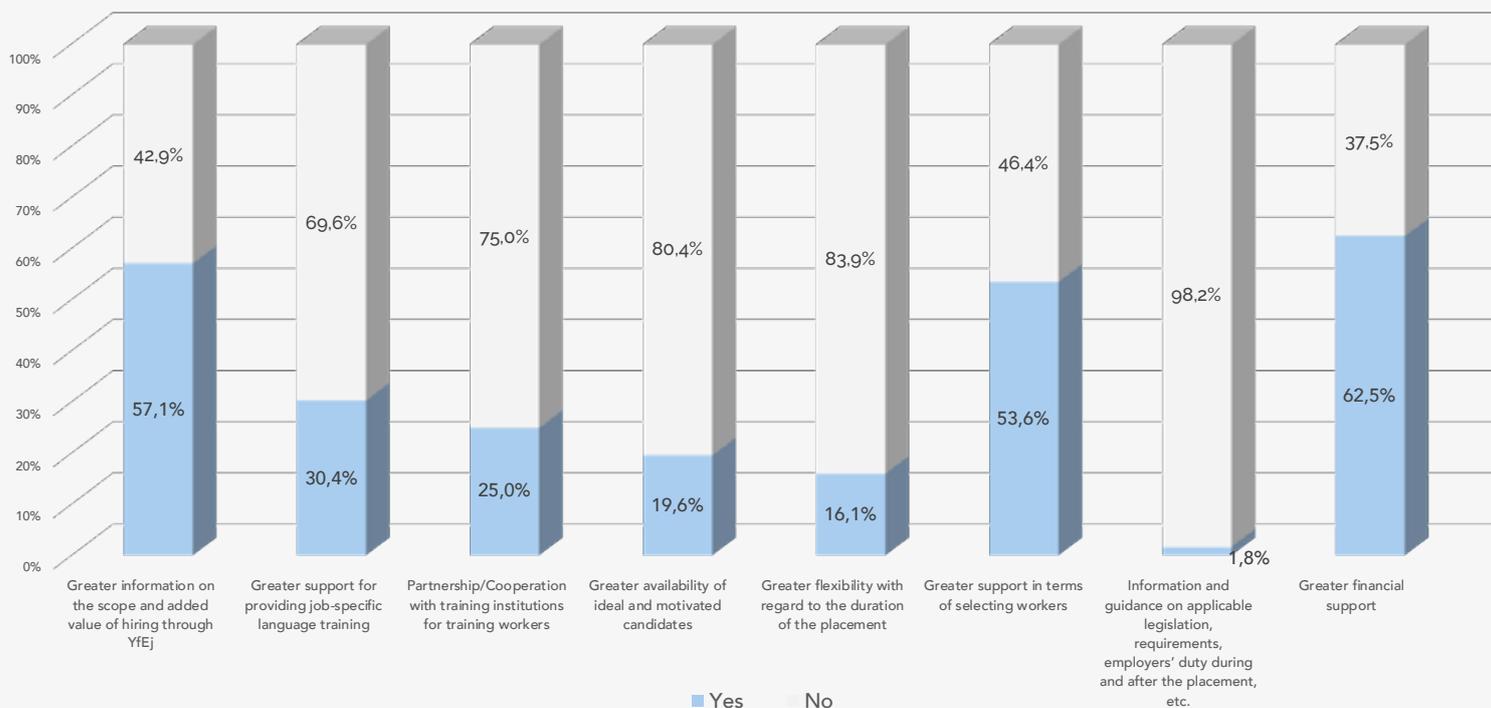
- opportunities for training / improving skills,
- career growth prospects,
- remuneration conditions,
- mentoring from the supervisor / tutor.

Even greater satisfaction emerges in the over-27 age group with regards to all aspects above mentioned, with the sole exception of the *work – life balance*.

## Skills improvement for participants.

Respondents positively rate the YfEj mobility program (Chart 1) on a five-point scale (between *definitely no*, to a lesser extent, *partly*, to a large extent, *definitely yes*) with regards to skills, believing their skills greatly improved (between 50% and 80%) on all the suggested aspects, and mostly women are emphasizing this aspect where gender differences emerge (leadership skills, work ethics, capacity of initiative, flexibility or adaptability).

**Chart 1:** Answers to the question Q 2.6: how much did your work-based experience contribute to the improvement of skills relevant to your professional growth?



Source: Enquiry YfEj IT, fall 2020. N=328.

## 7 The aspects the interviewees were asked to give feedback about were:

- work activities;
- training opportunities / skills improvement;
- career growth prospects;
- remuneration conditions;
- work-life balance;
- mentoring from the supervisor / tutor;
- working climate - perception of the work environment;
- quality of relations with colleagues and supervisors.

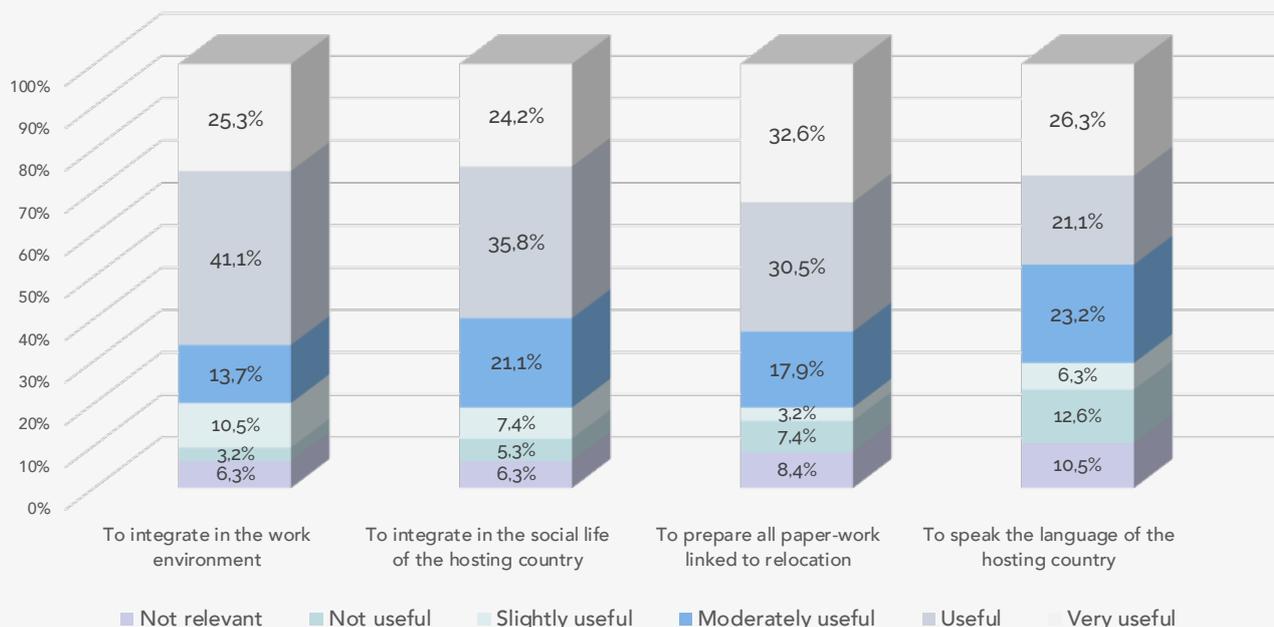
From a wider perspective, the majority of participants to the survey believes that the YfEJ experience has contributed at least in part to:

- increase their employability, where men show a more radical opinion than women but overall less positive ( $p = 0.039$ ), a positive attitude is more common among respondents with intermediate or high Education / Training level (ISCED 3-4 and ISCED 5+) and under the age of 26; improve their technical skills specifically related to the job description, especially among participants with a low or intermediate level of Education / Training (ISCED 0-2 and ISCED 3-4) and under 18 years of age;
- change their mindset in terms of tolerance, openness and adaptability to change. This is a widespread opinion among all participants, of all ages and levels of Education / Training, whereas a gender-based difference emerges with women giving a less extreme but more optimistic opinion as a whole ( $p = 0.045$ ).

The interviewees evaluated four types of difficulties they encountered during their YfEJ experience, with a scale from 1 to 4 (1 = greater difficulty). The greatest difficulties encountered: speaking the language of the host country (48.7%), becoming familiar with the culture and social life of the host country (19.7%), showing adequate technical skills (16.7%), and finally relocating the host country (15.0%). It is therefore confirmed that language continues to be the main barrier encountered in the development a mobility project.

Out of the *placed* job-seekers who benefited from an integration program offered by the employers<sup>8</sup>, 40.6% of those who responded to the survey found this program useful (on the scale *not relevant, not useful, in part, slightly useful, moderately useful, useful, very useful*) as shown in Chart 2.

**Chart 2:** Answers to question Q 2.11: If you benefited from the Employer Integration Program, how useful do you believe it has been for you in the following areas?



Source: Enquiry YfEJ IT, fall 2020. N=328.

8 For SMEs accepting applicants in mobility for a job, traineeship or apprenticeship, it is possible to receive financial support (flat rate) to cover part of the costs of an integration program for the newly hired young worker. The integration program provides introductory training (professional training and / or language course), possibly combined with other post-placement support (as administrative support and assistance for any administrative procedures), with the aim of facilitating job placement. The fixed amount is based on the country and the complexity of the training program offered.

Those with a lower level of education (ISCED level 0-2) positively evaluate the program with respect to integration into the work environment, as well as the social life and speaking the language the host country. Respondents with intermediate Education / Training level (ISCED level 3-4) believe the program to be useful in assisting in the preparation of administrative documentation related to the relocation, and for improving the language of the host country. Finally, respondents with a high level (ISCED 5+) evaluate the program to be significantly useful, especially in facilitating integration into the social life of the host country. Regarding the employment situation at the time of the survey, 13.3% of young people are unemployed, 73.1% employed, 7.3% are in training / education. 6.4% marked "other" and provided detailed answers included in Box 1 indicating living conditions related to forms of income support offered by governments for the COVID 19 emergency or seeking other employment, especially as a free lance. The majority of those who claimed to be employed have a high level of education (ISCED 5+, 76.0%) and are between 27-35 years of age; among those who were in Education/Training, respondents with a low level of education (ISCED 0-2) did not appear and the majority is aged between 18-26 years; among those who were unemployed, the majority has a low level of education (ISCED 0-2 23.0%) and there are no differences in age.

Those who indicated to be currently employed are mostly on permanent (76.6%) and full time (96.5%) contracts. They work in the same sector they worked in during the YfEj mobility experience (72.5%), but in most cases (64.9%) they are not working in the same company and, for the most part, (67.8%) they have improved their professional standing. Divisions by gender and level of education / training do not show any relevant differences. It is worth noticing that, with regards to age, most of the respondents who claimed to be employed full-time are under 26 years old and most of the respondents who stated to have improved their professional position are aged over 27.

**Box 1:** Answers to question Q 2.13 What is your current employment/education status - Other: Please specify Employed and attending a Master

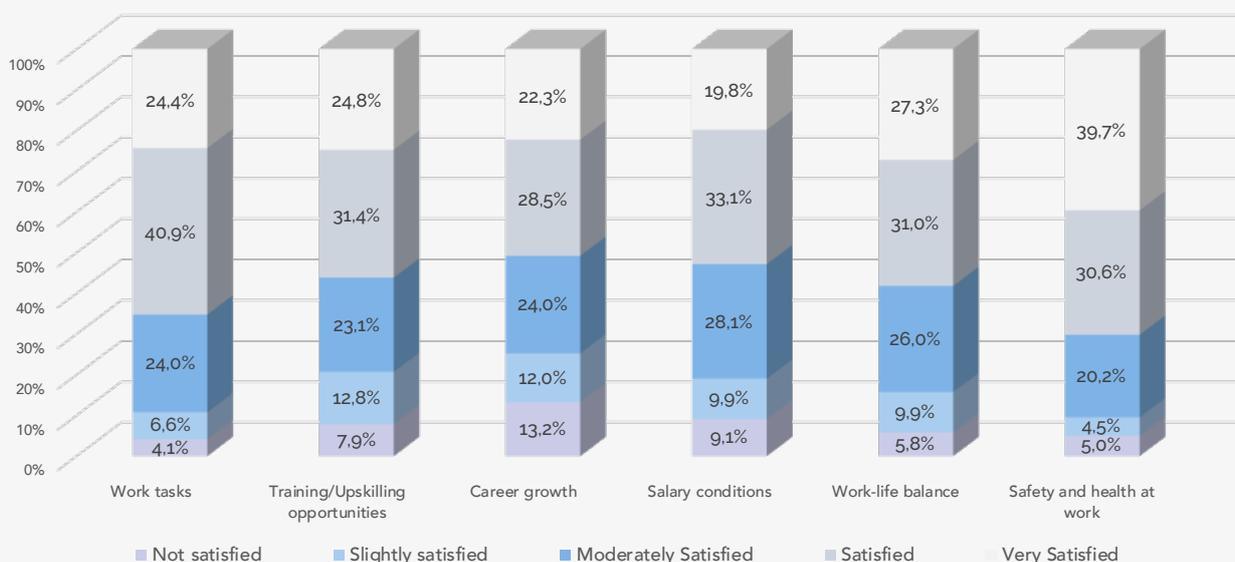
- Layoff Scheme for Covid-19
- Employed following the end of the apprenticeship period
- Employee awaiting recognition of the qualification
- On maternity leave
- My employment contract was temporarily suspended due to Covid 19
- Seasonal worker
- Looking for a new job
- I work as a freelance
- I work but not in a field related to my studies

Source: Enquiry YfEj IT, fall 2020. N=328.

Considering the occupational sectors, about two thirds of the respondents who were placed through YfEj are in the following areas: health and social assistance (20.7%), professional, scientific and technical activities (17.4%), information and communication (16.0%) or in other service activities (13.0%).

Those who are employed expressed an overall higher degree of satisfaction with their position (see 3), especially with respect to the possibility of achieving a work – life balance, the tasks carried out and health and safety on the workplace (on the scale: *dissatisfied, slightly satisfied, moderately satisfied, satisfied, very satisfied*).

**Chart 3:** Answers to Question Q 2.20: Do you feel satisfied with your current work situation, considering the following dimensions?



Source: Enquiry YfEj IT, fall 2020. N=328.

The highest satisfaction values about all the options mentioned above are expressed by respondents with the lowest Education / Training level (ISCED 0-2) and by those aged between 18-26 years.

Out of the 7.3% of the respondents to the survey in education, the majority is in vocational training (23.5% those with ISCED level 5+ and age between 18-26 years), a bachelor degree (11.8% mainly those with ISCED 3-4 level and ages between 18-26 years), a master's degree (17.65%, those with ISCED level 5+ and age between 18-26 years) or in a PhD (17.65%, mainly those with ISCED level 5+ and age between 27-35 years).

The reasons provided for returning to training/education following the YfEj experience are:

- *to finish studies, according to plans made before registering for YfEj*: about 23.5% (answer given only by men with intermediate Education / Training (ISCED 3-4) and under the age of 26);
- *to broaden knowledge required in specific subjects for the professional future*, about 35.3%; in this case there are no gender differences to point out, whereas with respect to the level of Education / Training there is a higher presence of people with a high level (ISCED 5+) and aged over 27;
- *change professional plans because following the YfEj experience, one's interests have changed*, about 29.4%; option marked by respondents with an intermediate level of education (ISCED 3-4) and for those under the age of 26 years;

The majority of the *placed* participants is *satisfied or very satisfied* (52.5%) with regards to their situation at the time of the survey, and believe that their position *can improve* over the next 5 years (75.2%).

38.0% of *placed* respondents *live in their country of origin*, whereas 33.3% *live in the country of their YfEj experience with the intention of staying*. Interestingly, as many as 17.1% *live in the country where they had their YfEj experience but at the time of the survey was planning to move to a different country*; only 11.5% *live in the country where they had their YfEj experience but aim to return to their country of origin*.

Among those who do not want to return to their country of origin, the reason for not returning is to be found mainly in the availability of better working *opportunities* (40.7%), in better *remuneration conditions* (for 37.9% of respondents, especially for men 44, 7% to 30.4%;  $p = 0.076$ ), in better *working conditions* (35.2%), in the appreciation of *cultural aspects* of the host country (19.3%) or for *family reasons* (only 13.8%, predominantly women 18.8% compared to 9.2% for men  $p = 0.093$ ).

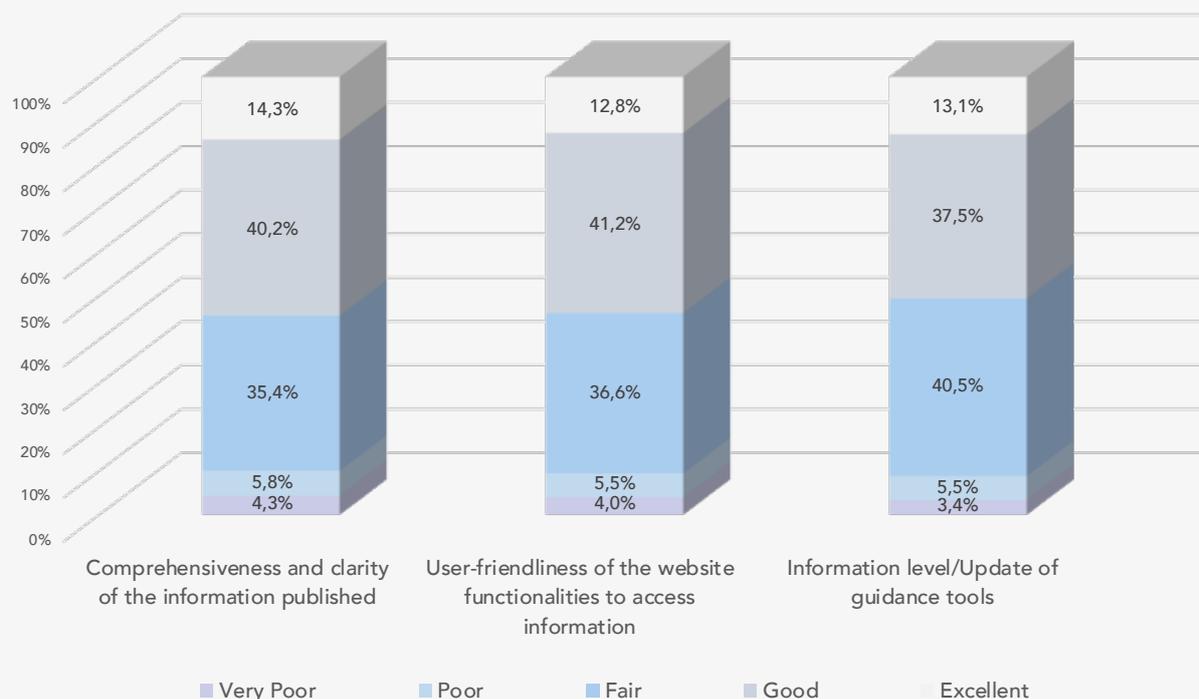
It is interesting to note that among those stated *they are living in the country where they had the YfEj experience but want to return to their country of origin*, the answer was chosen more frequently by those with a lower level of education (ISCED level 0-2) or over the age of 27. Among those who *answered in the country where I had my YfEj experience and I intend to stay*, the majority of respondents are aged between 18-26. Among the respondents who stated that *they do not want to return to their country of origin*, the reason for this choice is mainly linked to the availability of *better opportunities* (especially in the 27-35 age group) and in *better remuneration conditions*, especially among respondents with a lower or a very high level of Education / Training (ISCED 0-2 and 5+), and in *better working conditions*, especially among those in the 18-26 age group. Among those who answered *family reasons and cultural aspects*, the majority is in the 27-35 age group and with an intermediate level of education (ISCED 3-4).

### 3.3.4. Efficiency and quality of the information and assistance received

#### Accessibility, comprehensiveness and quality of the information

Chart 4 shows the marks attributed by placed interviewees (on the scale: very poor, poor, fair, good, excellent) when asked about the information/guidance tools published in the YfEj portal and social networks. In this case gender differences are significant (31.2% of women marked fair against 43.2% of men, and 62.4% of women marked good/excellent compared to 45.6% of men  $p = 0.070$ ).

**Chart 4:** Answers to question Q 3.1: How do you evaluate the information/guidance tools published in the YfEj portal and on social networks?



Source: Enquiry YfEj IT, fall 2020. N=328.

The comprehensiveness and clarity of information provided by EURES Advisers in relation to important organizational aspects of the YfEj project (scale: *very poor, poor, fair, good, excellent*) are considered positively (fair or good) by the majority of respondents (especially by the youngest ones). In particular, with regard to general information, access procedures, and related economic benefits, the majority of respondents (especially women) regard it as excellent.

The respondents in the lower level of education group (ISCED 0-2), have an extremely positive opinion of the information on the YfEj project, especially information about administrative, welfare and tax obligations, provided for by the legislation of the receiving country and those relating to the procedures for accessing the project and its support measures, and preparatory language courses

### Administrative costs

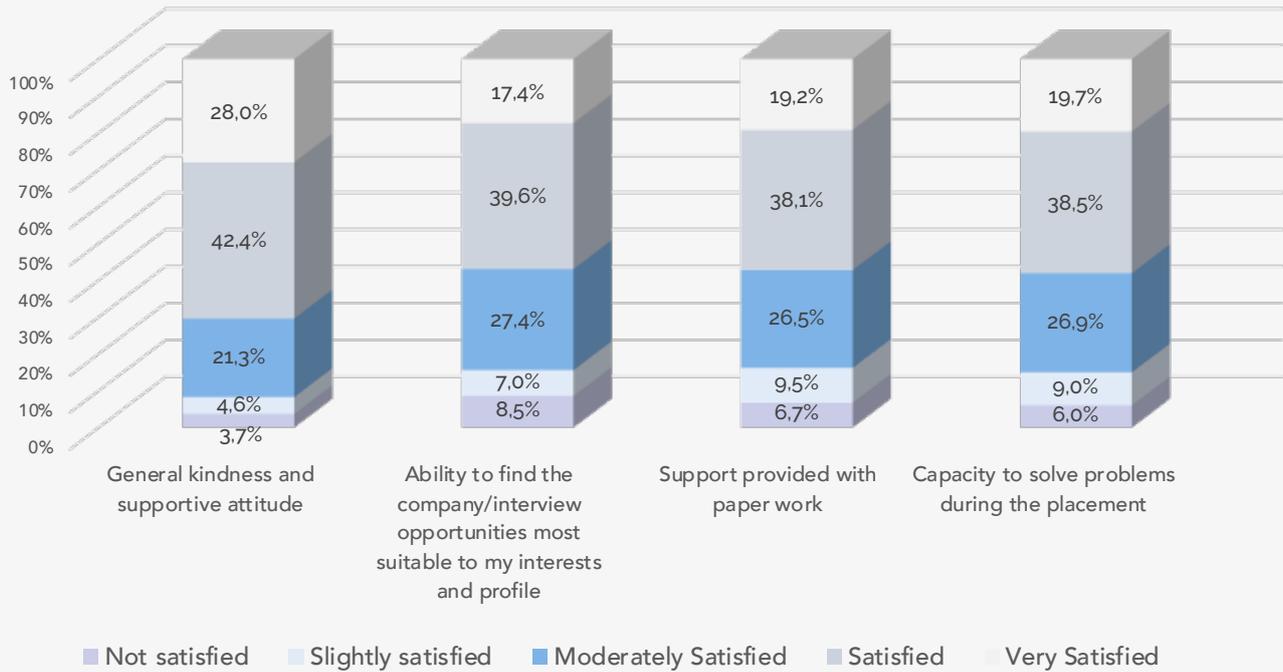
Respondents' satisfaction regarding speed and lack of complexity of some procedures is extremely high in the three given aspects: *ease in using the registration procedure; ease of the procedures for receiving benefits; timeliness of payment/reimbursement of benefits*, and concerning the latter, this was especially true among participants over 27.

### Quality of the assistance received

There is a substantial positive opinion on the amount of benefits received (with 77.4% of respondents choosing yes, and only 13.3% considering them inadequate).

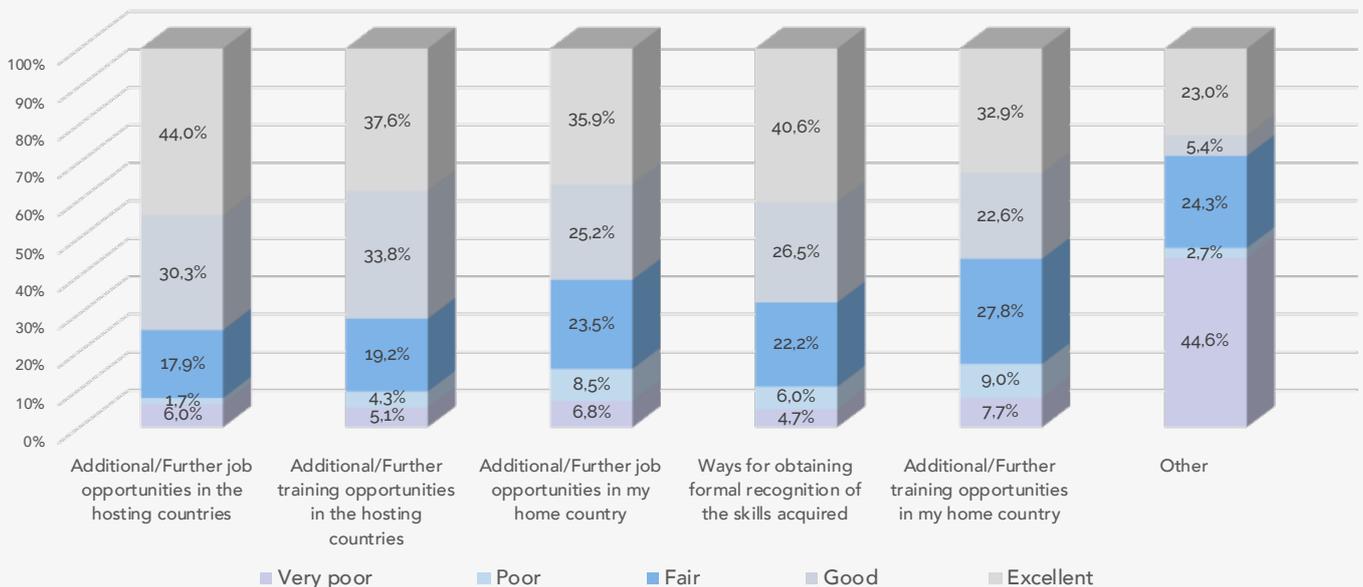
The feedback given by the vast majority of respondents on the support received by EURES Advisers is generally positive (Chart 5), especially about *kindness and availability for support* as well as the *ability to find company / interview opportunities more suitable to the interests and profile of the applicant*.

**Chart 5:** Answers to question Q 3.5: How do you evaluate the support received by EURES project advisers in relation to the following dimensions?



Source: Enquiry YfEj IT, fall 2020. N=328.

**Chart 6:** Answers to question Q 3.6: What kind of information and support do you consider useful to receive at the end of the work-based experience?



Source: Enquiry YfEj IT, fall 2020. N=328.

### 3.3.5. The future of YfEj

#### Future developments

The most recurring words to define the YfEj experience are *extraordinary, opportunity, positive, brilliant, effective, efficient, helpful, effective, beneficial*.

The positive aspects, as shown in Chart 7, are definitely more present than negative ones, which unfortunately were nonetheless a part of the experience of interviewees who reported exploitation, confusion and excessive bureaucracy.

**Chart 7:** Answers to question Q 4.1 "Based on your experience with YfEj, how would you describe it in one word? (Please answer in one word – preferably an adjective or adverb)"



Source: Enquiry YfEj IT, fall 2020. N=328.

In view of the possibility of further funding from the European Commission for mobility programmes such as YfEj, 93.2% of *placed* respondents all expressed a very positive feedback about their experience.

as possible. Nonetheless, some participants were able to continue their activity in smart-working mode.

### 3.3.6. COVID 19 emergency's impact

COVID 19 emergency seems to have had a limited impact on the recipients of the YfEj 6.0, which was underway at the onset of the pandemic: 17% of the participants to YfEj 6.0 edition who responded to the survey reported encountering some kind of problem. Unfortunately, some have seen their contract canceled without any form of financial support or postponed due to the mobility limits imposed by the pandemic, others have been infected at work, others have been stuck in the host country for quarantine or have abandoned the experience because dissatisfied with anti-pandemic resolutions enforced by the employer. Unfortunately, the situation did not allow for many solutions other than, in some cases, postponing the experience to a later date or returning to the country of origin as soon

## 3.4. Young job-seekers (*others*)

### 3.4.1. Introduction

The *others* group consists of 94 out of 328 respondents, namely recipients of YfEj who have used the services and at least one of the financial benefits of the project but were not *placed*. Please note that, given the significant numerical difference between those who have been *placed* and the *others*, the comparison between the results is only indicative and therefore not conducted in a systematic way.

The majority of the group *others* is represented by men (62.5%). Their age is on average higher as 77.7% are over 27 years old. With regards to the level of education, 10.7% have a basic level (ISCED 0-2), 8,9% an intermediate level and the remaining 80.4% has a high level<sup>9</sup>

9 It should be noted that, unfortunately, information on the level of education in the database was not available for all the *Others*

Most of the participants to the survey in the subgroup *others* are of Italian nationality (72.3%), followed by Spanish (10.6%) and Polish (5.2%), the remaining 11.9% is divided equally among eight other countries (Czech Republic, Greece, France, Croatia, Hungary, Latvia, Portugal, Romania).

### 3.4.2. Participation

#### Background information

The majority of respondents in this group discovered the existence of YfEj thanks to *social networks, institutional websites or other media* (29.8%) or during *Recruitment Events/Job Fairs/Information Seminars* (25.5%). Employment agencies (20.2% especially among people aged under 26), *My future employer* (19.2%), *other informal channels* (13.8%) and *EURES Advisers* (8.5%) play a smaller role.

The large majority of respondents affirmed not to have participated in other EU mobility programs (education or employment sector), whereas among those who did (24.5%), the majority took part in the Erasmus+ program (78.6%). The main reasons behind the choice to participate in YfEj draw *placed participants* closer to the *others*: *difficulty finding work in their home country or being willing to move permanently to another EU country or to Iceland or Norway* (63.8%, especially under-26); the need to *improve personal and professional skills* (64.9%); the interest in *having a life experience abroad* (44.7% especially true for men,  $p = 0.008$ ) and it was the case for *placed participants*, the opportunity of *benefiting from the services provided by YfEj* seems to be the "least motivating" reason (13.8%).

Unlike *placed* job-seekers, the program seems to have provided valid incentives to the *others*, given that the majority of respondents in the latter group would not have looked for opportunities abroad without it (56.4%), especially among the less young ( $p = 0.034$ ).

### 3.4.3. Mobility Program Effectiveness

#### Improvements for participants

8.5% of young *others* are unemployed (especially those aged over 27), 75.5% are employed, 10.6% are in training/education.

Those who stated to be currently employed are, for the most part, on a permanent contract, 73.2% of the *others* are

mostly men or over-27 and in full-time employment; 94.4% of the *others* are mainly men whereas the remaining 5.6% is in part-time employment and mainly consist of women and young people. 16.9% and 8.5% of the *others* are employed but with a fixed-term contract or in respectively in apprenticeship/traineeship (mostly women in both cases).

The participants of the *others* subgroup are mostly in these occupational sectors: *health and social assistance or information and communication* (both 23.9%), professional, scientific and technical activities (18.3%), education (7, 0%) or in other service activities (5.6%).

Those who are employed generally expressed a higher degree of satisfaction about their position (especially the youngest), and in particular with regard to *safety in the workplace* (64.8%, especially among men) and the *tasks performed* (59.2 % especially for women) and training opportunities and skills improvement (50.7% especially among men) with respect to the suggested scale of satisfaction (*dissatisfied, slightly satisfied, moderately satisfied, satisfied, very satisfied*).

It is worth noticing that, although this group has not found *placement* through YfEj despite having benefited of its services and benefits, as many as 33.0% *live abroad and intend to stay* whereas 48.9% *live in their country of origin* (mainly men). The 5.3% *live abroad but intend to return to their country of origin* while 12.8% *are abroad but would like to go to another country*.

### 3.4.4. Efficiency and quality of the information and assistance received

#### Accessibility, comprehensiveness and quality of the information

Interviewees in the subgroup *Others* expressed a positive or very positive (*good or excellent*) opinion on information / guidance tools published on the YfEj portal and social networks (scale: *very poor, poor, fair, good, excellent*). In particular, with respect to:

- comprehensiveness and clarity of the information published, 59.6%;
- ease of use of the website features to access information, 55.3%;
- level of information/updating of guidance tools, 55.3% (prevalence of women in both responses).

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participants but only for 58.3% of them. Because of that, it was decided not to follow through with the analysis about this aspect on the data collected from the survey.



## 3.5. Employers

### 3.5.1. Introduction

Employers who responded to the questionnaire are 56, only 9.4% of those who have been contacted. 18 of those belong to the category of SMEs.

### 3.5.2. Participation

#### Background information

The majority of interviewed employers discovered the existence of YfEj thanks to informal channels (26.8%) thus confirming the important role word of mouth plays in disseminating information even to find out about programs promoted directly by EU institutions. An equally important role is played by EURES Advisers and social networks, institutional websites or other media (both chosen by 19.6% of respondents). This is followed by employment agencies (16.1%) and recruitment events / job fairs / information seminars (12.5%).

#### Motivations

The main motivation (51.8%) for using YfEj services for staff recruitment is the existence of financial support to facilitate the process of integration at work: a positive result

for YfEj which is aimed in particular at SMEs, to promote exchanges, growth and processes of internationalization. The opportunity of hiring people with skills not available on the labor market of their own country is also a significant factor (44.6%). Other reasons of a certain, albeit less, relevance (respectively 33.9% and 32.1%) are: to increase the multicultural dimension of the company and to test and train potential future employees.

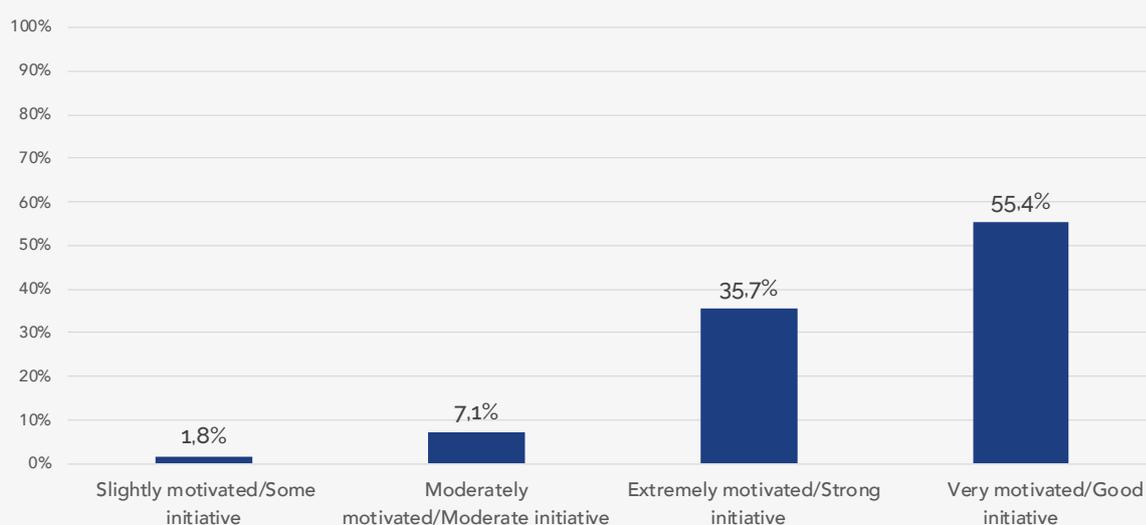
### 3.5.3. Mobility Program Effectiveness

#### Suitability to participants' background, interests and expectations

The majority of the employers positively rate the competences of YfEj program participants (workers/ trainees / apprentices): as many as 16.1% consider them to be extremely prepared, 50.0% very prepared and 25% moderately prepared. A smaller group (8.9%) expressed little satisfaction with the competences of the participants.

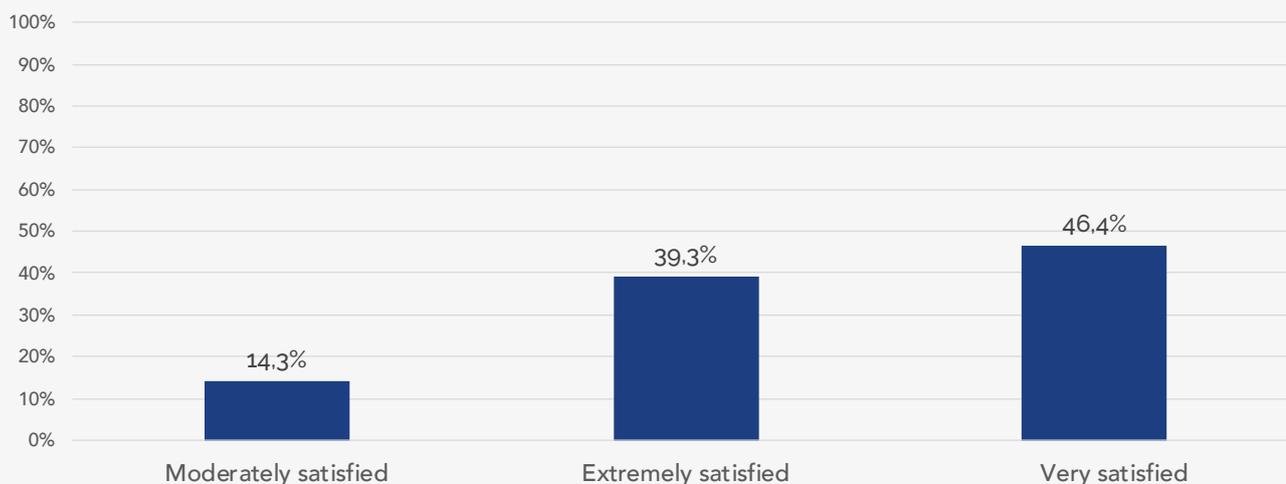
The motivation of the participants is regarded even more positively: 35.7% met extremely motivated people, 55.4% highly motivated people, and 7.1% moderately motivated people. Only 1.8% of employers encountered low motivation. Team-working is a common skill among the recipients of the YfEj program considering that 39.3% of the employers are extremely satisfied, 46.4% very satisfied and 14.3% moderately satisfied with their experience with young YfEj participants.

**Chart 9:** Answers to question Q 2.2 : How would you evaluate YfEj workers/trainees/apprentices in terms of motivation and initiative?



Source: Enquiry YfEj IT, fall 2020. N=56

**Chart 10:** Answers to question Q 2.3: How satisfied were you with YfeJ workers'/trainees'/apprentices' ability to work in a team?



Source: Enquiry YfeJ IT, fall 2020. N=56

Such positive feedback can only be reflected in the decision to propose an employment contract to the participants at the end of the program, decision taken in 58.9% of cases.

These results depict a positive opinion of the YfeJ program which, on one hand, provides an adequate selection of young participants and, on the other hand, a careful analysis of the employers given that there is a high level of satisfaction on both sides of the supply/ demand line.

### Quality of work

Considering the support measures offered by YfeJ to workers / trainees / apprentices to facilitate their entry and placement in the company, 32.1% of the employers regard such measures as positive. 25% of the employers consider the economic contribution for the relocation to be extremely important, whereas 19.6% believe that language training is a priority. Finally, subsidizing trainees' salaries is considered as an additional value of the program by 12.5% of the employers participating in the survey.

For those employers who have implemented integration programs, the modules that have proved most useful are in order of preference:

- Induction training with respect to technical skills (42.9%);
- Preparatory language training (41.1%);
- Induction training regarding soft skills (10.7%);
- Company visits / Mentoring support (12.5%);
- Support for accommodation (35.7%).

The overall assessment of the program is positive (46.4%) because of many reasons, including: it helps to overcome cultural differences and consolidate the working team more quickly and effectively; it offers enriching opportunities for job-seekers and employers participating in the program, it has been enriching for the organization, it offers safety to workers and makes them more motivated.

Slightly more than half of those who positively valued the integration program, rates the experience acquired thanks to it, as positive to some extent (54.0%). In particular, tutoring, the development of individualized training courses such as language courses, but also technical language courses, setting up of functional internal services for international recruitment or for the training of staff from other countries.

### Improvement for participants and hosting organizations

In assessing how the experience in the company has contributed to the growth and professional prospects of workers / trainees / apprentices hired thanks to the YfeJ program, the interviewees were asked to take into account several aspects (leadership, team-work, write effectively, speak effectively, etc.) evaluating each aspect individually (according to the scale; definitely no, to a lesser extent, partly, to a large extent, definitely yes).

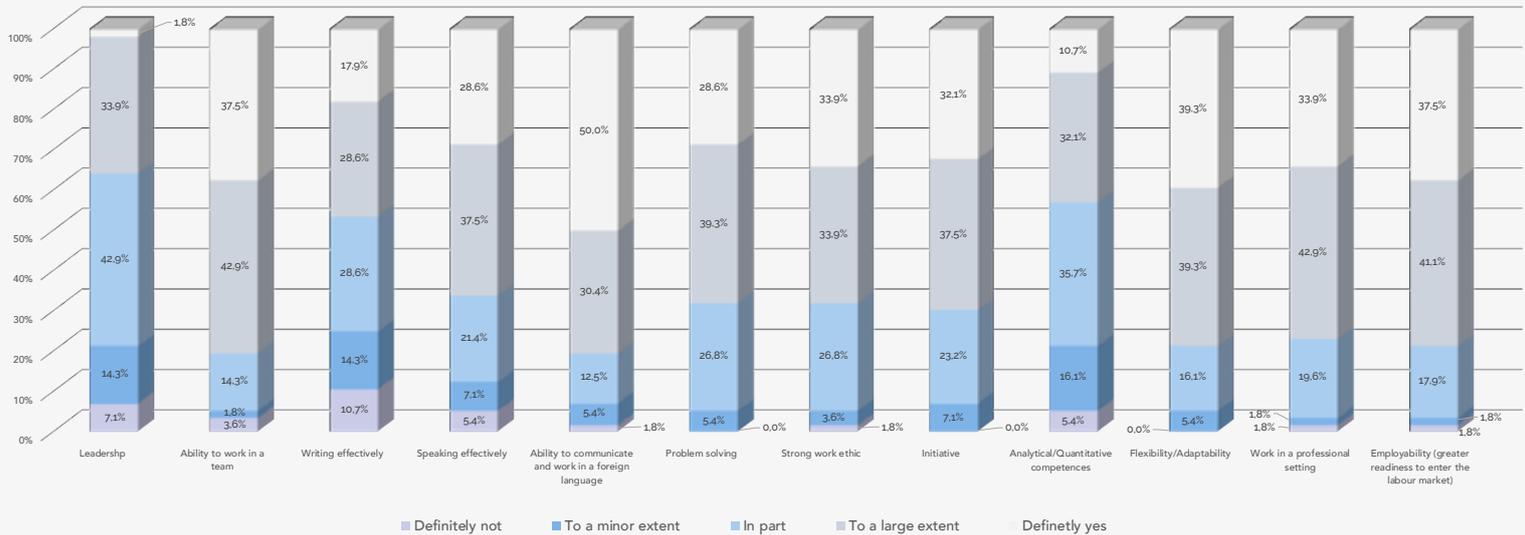
Employers also encountered some difficulties:

- greater difficulties in
  - » helping workers/trainees/apprentices to settle in the host country (33,9%);
  - » finding the right task for workers/trainees/apprentices (25,0%);

- intermediate difficulties in:
  - » integrating workers/trainees/apprentices into the work place (39,3%).

Despite the difficulties, the overall feedback on the experience is positive, especially with regard to its contribution to the training of young people.

**Chart 11:** Answers to question Q.2.11: In your opinion, how much the experience in your company contributed to the workers'/trainees'/apprentices' professional growth and prospects?

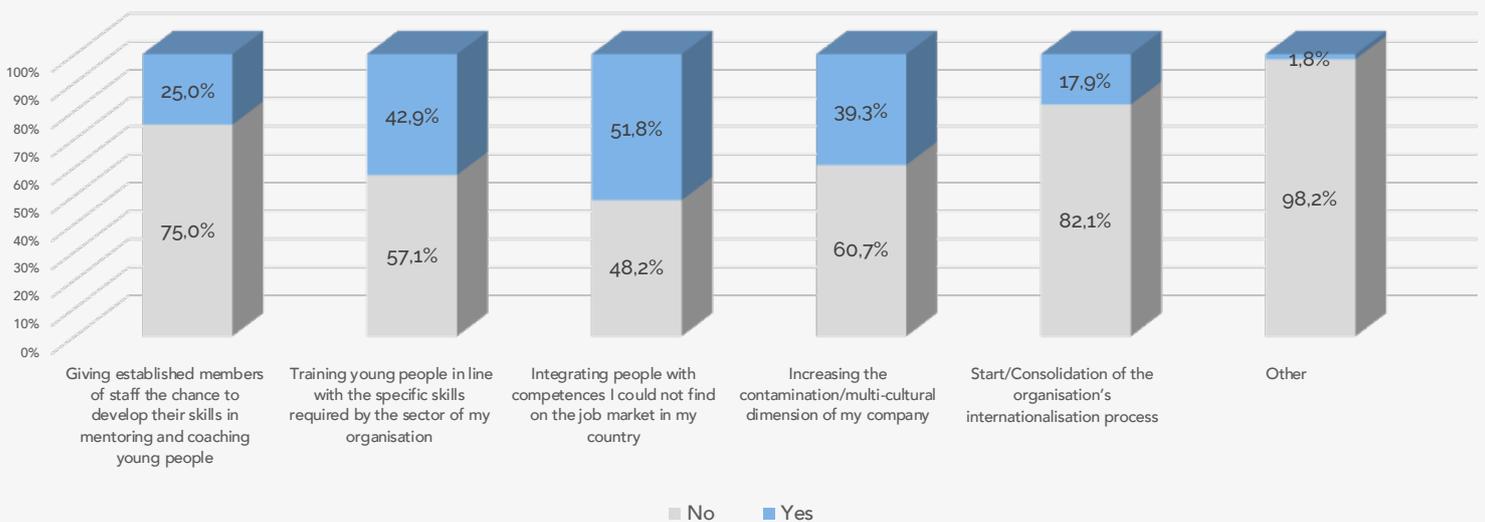


Source: Enquiry YfEj IT, fall 2020. N=56

In conclusion, employers believe that the main benefits of hiring young people through European mobility programs such as YfEj mainly lie in integrating people with skills they have not been able to find on their own country's labor

market (51,8%) and training young people in line with the specific skills required by the sector of their organization (42,9%).

**Figura 12:** Answers to question Q.2.13: What are the main benefits deriving from hiring young people through European mobility programmes such as YfEj?



Source: Enquiry YfEj IT, fall 2020. N=56

### 3.5.4. Effectiveness and quality of information and assistance received

#### Accessibility, comprehensiveness and quality of the information

The information/guidance tools available on the YfEj project portal and social networks is rated very positively by the interviewees (scale: *very poor, poor, fair, good, excellent*): 78% states the comprehensiveness and clarity of published information is good or excellent; 73% regarded the usability of the dedicated website to be good or excellent; 58% consider the information/updating of guidance tools to be excellent.

The role of EURES Advisers in providing information is also regarded positively: 71.4% considers the comprehensiveness of the general information received on the project to be good or excellent; 67.9% rates the procedures for interviewing candidates and for hiring a worker/trainee/apprentice through YfEj to be good or excellent; 60.7% states that the help received for drafting the job post was good or excellent; 55.3% considers the help received to complete administrative, social security and tax practices as good or excellent; 62.5% believes the help received in terms of training and mentoring is good or excellent.

#### Administrative costs

Respondents expressed general satisfaction (indicated by a large majority either satisfactory or very satisfactory on the scale: *unsatisfactory, unsatisfactory, moderately satisfactory, satisfactory, very satisfactory*) about administrative

procedures with the ease of use and the application procedure (66.0%), and the procedures for receiving benefits (67.8%). A similar feedback also emerges with regard to the promptness of paying financial benefits, among the SMEs that requested it (67.8%).

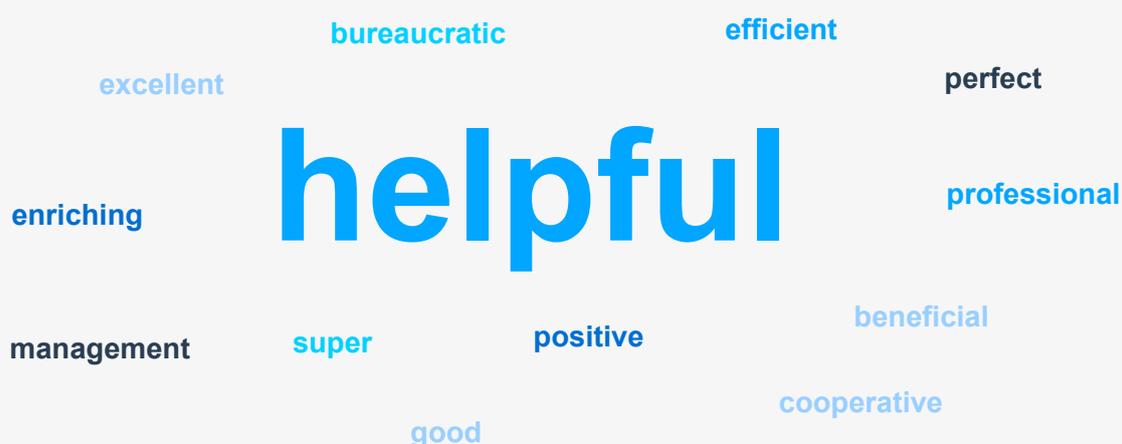
#### Quality of assistance received

The vast majority of employers believe that the amount of the benefits is reasonable (69.6%) and they are largely satisfied or very satisfied (scale: *unsatisfactory, moderately satisfactory, satisfactory, very satisfactory*) with the support received from EURES Advisers with respect to kindness and availability (87.4%), ability to find candidates most suitable to the organizational/company and sector profile (71.3%), assistance in completing procedures and online applications (80%), problem solving skills during placement (80.2%).

### 3.5.5. The future of YfEj

From the employers' point of view, the YfEj experience can be summarized in very positive terms (good, enriching, stimulating, bringing novelty, benefits, opportunities or help), as shown more in general in Chart 13, and in relation to more specific criteria (effective, efficient, professional, capable to coordinate); it is interesting to note how some employers define it as collaborative but at the same time capable to coordinate over time while looking towards the future.

**Chart 13:** Answers to question Q 4.1 "Based on your experience with YfEj, how would you describe it in one word? (Please answer in one word – preferably an adjective or adverb)"

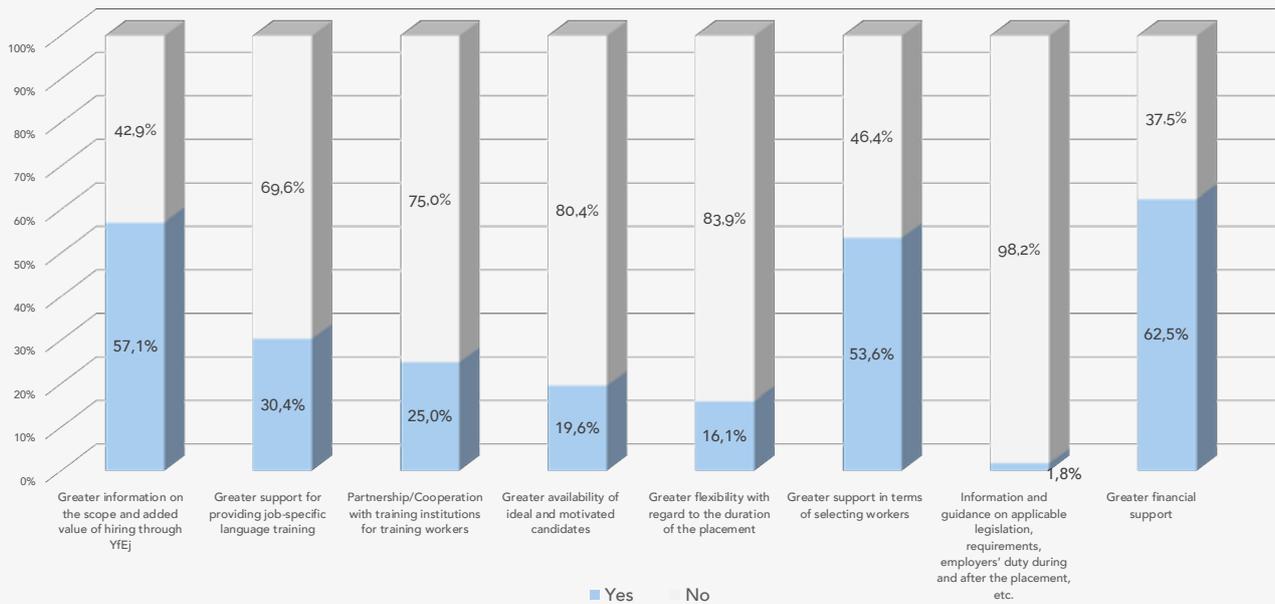


Source: Enquiry YfEj IT, fall 2020. N=56

The participants to the survey have clear ideas about what aspects of the YfEj program are susceptible to improvement to expand employer participation.

First of all, they point at financial support which, however, as already mentioned above, is considered adequate by more than 70% of the interviewees.

**Figura 14:** Answers to question Q 4.2: "In your opinion, what kind of support, if any, would favor the wider engagement of employers in YfEj?"



Given their general satisfaction with the quality of the YfEj program, employers believe that the greatest contribution they could make directly to improve it further is: disseminating information about the opportunities offered by YfEj to peer organizations and networks (54,9%), actively participate in the results about learning and work experience assessment and certification (29,6%), actively contribute to the definition of standard agreements (the remaining 15,5%).

Most of the respondents are enthusiastic about the YfEj program to the point that they consider it very or extremely likely to hire other workers/trainers/apprentices through it (78,6%) or moderately likely (16,1%). There are very few respondents who do not consider it as an option (only 5,4%).

Respondents also made suggestion for improving the program. In particular, they suggested to improve communication, specifically social media and the usability of the platform, increase forms of financial aid and improve services by further reducing bureaucratic complexities.

### 3.5.6. COVID emergency's impact

COVID 19 emergency's impact on employers who responded to the questionnaire was limited: only 19,6% mentioned they had problems coping with the emergency. Among those issues they mentioned there were the difficulties people encountered to move in between countries due especially to quarantines, the closures of activities and the decision to postpone the program, people who had to leave and return to their country of origin because of health problems of family members. In general, managing quarantines in cases where the option of remote working was not available, turned out to be problematic.

To reduce the impact of such problems, employers found temporary replacements, tried to organize smart or remote work where possible, and in some cases they even organized a place to quarantine for YfEj recipients, or simply decided to postpone the starting date of the experience.

# 4. Conclusions and recommendations

## 4.1. What we learned

The survey explored the point of view of YfEj protagonists: young job-seekers applying for mobility in EU member states plus Norway and Iceland, and employers offering real professional opportunities (work / internship / apprenticeship) to those young job-seekers.

Interviewees were thus able to point out positive and negative aspects of their YfEj experience which are all relevant to the future of targeted mobility programmes funded by the EU.

Before briefly summarizing these aspects, it is important to notice how in many statistical surveys, and in this one as well, there may be a selection effect among the respondents. In other words, those who had a positive experience are more inclined to participate in the survey than those who had a negative experience, with relapses. For this reason, excessive generosity must be taken into account in the opinions expressed by the interviewees, even though there's no lack of duly reported critical items.

Let's now consider the most important outcomes for each topic addressed:

1. **Communication** via web and social media was crucial in getting to know YfEj, the events follow in the second place. However, there are many suggestions to put more effort in advertising YfEj opportunities.
2. The **motivation** to participate in the YfEj project for young people arises from the difficulty of finding work in one's country of origin along with the desire to move abroad, whereas for employers the main reason lies in the financial support for the integration program on the job (technical or linguistic-cultural) for new employees, followed by the possibility of finding employees with profiles not available in the employers' own country: YfEj favors transnational matching and therefore perfectly fulfills one of its most important tasks.
3. The degree of **satisfaction** with respect to expectations, both of young job-seekers, and of employers, is high. For the former, the opportunity to work was consistent with their professional interests, the tasks in line with the mobility contract, and the experience was enriching under several aspects, including skills. What is then revealed about the employment status of young people is very important: at the time of the survey, many of the respondents were employed full-time and with permanent contracts and, most importantly, in many cases their occupation was related to the YfEj

experience, that is to say that young people are working in the same sector, have improved their employability or even work in the same company where they had their YfEj experience. Employers expressed very favorable opinions about participants in the project. They also noted that, upon conclusion of their experience, young people have grown professionally, and the majority of them reported to have decided to confirm the presence of the project participant in the company. With respect to the services, however, opinions are not always positive and there is still room for improvement about the offer through better personalized assistance, for example, by implementing forms of customized tutoring or specific training courses for young people.

4. Even with respect to **efficiency** and quality of information and assistance received, both young job-seekers and employers expressed very positive opinions. In particular, they praised the key role of advisers even though there is a widespread expectation of greater support in the post-placement phase: a real tutoring activity. No significant negative experiences are reported with respect to the procedures, and the quality of the assistance received is considered "good". Employers' feedback on these aspects is also very favorable. All participants expressed very positive opinions: for placed job-seekers, YfEj was satisfying and fantastic, for non-placed job-seekers it has been useful, supportive and an opportunity. For employers it was efficient, useful, innovative, interesting, professional and forward-looking. This is why everyone agrees that they would recommend YfEj to a colleague and would like the European Commission to continue funding similar initiatives.
5. The **COVID** emergency does not seem to have had a serious impact on YfEj, although from the qualitative contributions received, it seems that, in some cases, young job-seekers and employers had to postpone the experience or to suspend it. However, it should be noted that unfortunately the pandemic has most likely contributed to discourage participation in the survey of placed young job-seekers of YfEj 6.0.

## 4.2. The future of YfEj

The survey made it possible to identify some areas for improvement, especially thanks to the contributions of the participants in the open answers section. Such areas of improvement could be useful in the development of further projects as well as in the progressive definition of targeted programs for professional mobility at the community level. In particular:

- Improve communication (a more intense and wide-spread coverage), since in the opinion of the interviewees, these initiatives are not as well known as they deserve to be.
- Both the selection and matching, as well as the post-experience phase are regarded as satisfactory. It would therefore not seem necessary an integrative intervention similar to the already existing offer of information and support in the initial phase of validation and/or certification processes, accompaniment to services for employment, orientation activities and information on other opportunities for mobility abroad or job placement.
- There is instead a need to improve supporting activities while the experience is ongoing (accommodation, health care, more language support, perhaps aimed at a more technical-professional language). In this regard, it is suggested to set up an online help desk (an App), for *just in time* answers to the questions beneficiaries may pose during their experience. Furthermore, it would be useful to enhance coaching and counseling services underway to explore the difficulties of socialization and integration, encountered by the participants during their work/internship/apprenticeship experiences or any difficulties with employers (in terms of unfulfilled expectations, tasks performed, compliance with regulations and contractual rules).
- These requests reveal that greater intervention in the preparatory phase, oriented towards a certain degree of confrontation with different contexts and cultures, also in terms of empowerment and counseling, should be strengthened, as well as it should be for ongoing tutoring during the experience and at the end of it.

# Appendices

# APPENDIX A

*Recipients' questionnaire and research questions matrix*

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE	SUB-GROUP: PLACED	SUB-GROUP: ALL OTHER RECIPIENTS	
PARTICIPATION ANALYSIS	Background information on young job-seekers	Who are the YfEj participants? (age, country, education level, previous professional experience, participation in mobility programmes)  How did young job-seekers become aware of the project?	Q 1.1 How did you find out about YfEj?	X	X	
			Q 1.2 Before your enrolment in YfEj, did you participate in other EU education or employment mobility schemes (Erasmus, Leonardo, Youth, etc.)?	X	X	
			Q 1.3 If you answered “yes” to the previous question, please specify	X	X	
			Q 1.4 Is your work-based experience still ongoing?	X		
	Motivations	What are the motivations leading young people to participate in YfEj?  What pushes young people to seek YfEj support?	Q 1.5 What motivated you to look for a work-based experience in another Member State through YfEj? (Please select up to three options)	<ul style="list-style-type: none"> <li>• To increase the chances to be employed, as I was unemployed and it was difficult for me to find a job in my country</li> <li>• To benefit from the service package provided by YfEj</li> <li>• To learn a new language or improve my language skills To have a temporary work experience in another EU country, Iceland or Norway</li> <li>• To move and settle permanently in another EU country, Iceland or Norway</li> <li>• To make new friends and discover a new culture</li> <li>• To gain additional, practical training in my occupation</li> <li>• To gain additional experience and knowledge to help advance my career</li> <li>• Other: please specify</li> </ul>	X	X
			Q 1.6 Would you have worked in another EU country, Iceland or Norway without any YfEj service support?			
EFFECTIVENESS	Suitability to participants' background, interests, expectations	To what extent was the work-based experience in line with participants' background and expectations?	Q 2.1 Was the YfEj work-based experience in line with your educational/professional background?	X		
			Q 2.1.a If you answered “no” to the previous question, what was not in line with your education/professional background? (multiple choice)	X		

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE	SUB-GROUP: PLACED	SUB-GROUP: ALL OTHER RECIPIENTS
			<ul style="list-style-type: none"> <li>• Tasks performed and duties</li> <li>• Fields of professional autonomy</li> <li>• Working methods</li> <li>• Other: please specify</li> </ul>		
	Quality of work	<p><b>To what extent the tasks and working arrangements were satisfactory and coherent with the contract?</b></p> <p><b>Response to COVID 19 emergency</b></p>	Q 2.2 Did you carry out the tasks as laid down in your contract/agreement with the company?	X	
Q 2.2.a If you answered "no" or "in part" to the previous question, what was not in line with the contract/agreement? (Please select up to three options)			X		
<ul style="list-style-type: none"> <li>• Tasks were below my competence level</li> <li>• Tasks were too difficult for me</li> <li>• Working hours</li> <li>• Health and safety measures</li> <li>• Wage</li> <li>• Amount/quality of training</li> <li>• Other: please specify</li> </ul>					
Q 2.3 Do you feel satisfied with your YfEj work-based experience considering the following dimensions?			X		
<ul style="list-style-type: none"> <li>• Work tasks</li> <li>• Training/Upskilling opportunities</li> <li>• Career growth prospects</li> <li>• Salary conditions</li> <li>• Work-life balance</li> <li>• Mentoring received by the supervisor/tutor</li> <li>• Work climate (perception of the work environment)</li> <li>• Quality of the relationships with colleagues and supervisors</li> </ul>					
			Q 2.4 Did you face any problem/challenge in participating in YfEJ activities due to the COVID19 emergency?	X	
			Q 2.4.a If you answered "yes" to the previous question, what is the main problem/challenge you faced?	X	

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE	SUB-GROUP: PLACED	SUB-GROUP: ALL OTHER RECIPIENTS
			Q 2.5 What did you do to reduce the impact of the problem/challenge described above/What solutions did you find?	X	
	<b>Improvement for participants and hosting organisations</b>	<p><b>To what extent did the YFEJ work-based experience improved participants' mobility, personal growth and professional life?</b></p> <p><b>What types (length, sector, country, etc) of work-based experience were the most and the least effective, for what age groups and in what contexts?</b></p> <p><b>To what extent Yfej ensures that expectations of young job-seekers are met?</b></p>	<p>Q 2.6 How much did your work-based experience contribute to the improvement of skills relevant to your professional growth?</p> <ol style="list-style-type: none"> <li>1. Leadership</li> <li>2. Ability to work in a team</li> <li>3. Writing effectively</li> <li>4. Speaking effectively</li> <li>5. Ability to communicate and work in a foreign language</li> <li>6. Problem solving</li> <li>7. Strong work ethic</li> <li>8. Initiative</li> <li>9. Analytical/Quantitative competences</li> <li>10. Flexibility/Adaptability</li> </ol>	X	
			Q 2.7 How much did your work-based experience contribute to enhancing your employability (greater readiness to enter the labour market)?	X	
			Q 2.8 How much did your work-based experience contribute to enhancing technical skills specifically related to your job profile?	X	
			Q 2.9 How much did your Yfej work-based experience contribute to changing your mindset (in terms of tolerance, openness and adaptation to changes)?	X	
			Q 2.10 Did you benefit from the Employer <i>Integration Programme</i> ?	X	
			<p>Q 2.11 If you answered "yes" to the previous question, how useful was it for each of the following options?</p> <ul style="list-style-type: none"> <li>• To integrate in the work environment</li> <li>• To integrate in the social life of the hosting country</li> <li>• To prepare all paper-work linked to relocation</li> <li>• To speak the language of the hosting country</li> </ul>	X	

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE	SUB-GROUP: PLACED	SUB-GROUP: ALL OTHER RECIPIENTS
			Q 2.12 Based on your work-based experience, in relation to which of the following dimensions/spheres did you find greater difficulties? <ul style="list-style-type: none"> <li>• Speaking the language of the hosting country</li> <li>• Adequacy of technical skills to tasks</li> <li>• Easiness to settle in the hosting country</li> <li>• Easiness to get familiar with the culture and social life of the hosting country</li> </ul>	<b>X</b>	
			Q 2.13 What is your current employment/education status? <ul style="list-style-type: none"> <li>• Unemployed</li> <li>• Employed</li> <li>• In education/training</li> <li>• Other: please specify</li> </ul>	<b>X</b>	<b>X</b>
			Q 2.14 What type of contract do you have? <ul style="list-style-type: none"> <li>• Permanent contract</li> <li>• Fixed-term contract</li> <li>• Apprenticeship or traineeship</li> <li>• Other: specify</li> </ul>	<b>X</b>	
			Q 2.15 Your contract is: <ul style="list-style-type: none"> <li>• part time</li> <li>• full time</li> </ul>	<b>X</b>	
			Q 2.16 In which sector do you currently work? <ul style="list-style-type: none"> <li>• Agriculture, forestry and fishing</li> <li>• Mining and quarrying</li> <li>• Manufacturing</li> <li>• Electricity, gas, steam and air conditioning supply</li> <li>• Water supply; sewerage, waste management and remediation activities</li> <li>• Construction</li> <li>• Wholesome and retail trade; repair of motor vehicles and motorcycles</li> <li>• Transportation and storage</li> <li>• Accommodation and food service activities</li> <li>• Information and communication</li> <li>• Financial and insurance activities</li> </ul>	<b>X</b>	

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE	SUB-GROUP: PLACED	SUB-GROUP: ALL OTHER RECIPIENTS
			<ul style="list-style-type: none"> <li>• Real estate activities</li> <li>• Professional, scientific and technical activities</li> <li>• Administrative and support service activities</li> <li>• Public administration and defence; compulsory social security</li> <li>• Education</li> <li>• Human health and social work activities</li> <li>• Arts, entertainment and recreation</li> <li>• Other service activities</li> <li>• Activities of household as employers, undifferentiated goods and services producing activities of household for own use</li> <li>• Activities of extra territorial organizations and bodies</li> </ul>		
			Q 2.17 Is this the same sector of your YfEj work-based experience?	<b>X</b>	
			Q 2.18 Do you still work for the company/organization in which you had the YfEj work-based experience?	<b>X</b>	
			Q 2.19 Compared with the position you had during your work-based experience, did you progress to a more senior position or to responsibility roles?	<b>X</b>	
			Q 2.20 Do you feel satisfied with your current work, considering the following dimensions? <ul style="list-style-type: none"> <li>• Work tasks</li> <li>• Training/ Upskilling opportunities</li> <li>• Career growth</li> <li>• Salary conditions</li> <li>• Work-life balance</li> <li>• Health and safety on the workplace</li> </ul>	<b>X</b>	
			Q 2.21 You are currently enrolled in: <ul style="list-style-type: none"> <li>• Bachelor's Degree</li> <li>• Master's Degree</li> <li>• PhD programme</li> <li>• vocational training</li> <li>• other: please specify</li> </ul>	<b>X</b>	<b>X</b>

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE	SUB-GROUP: PLACED	SUB-GROUP: ALL OTHER RECIPIENTS
			Q 2.22 Why did you decide to return to education/training after your YfEj work-based experience? <ul style="list-style-type: none"> <li>• To complete my studies, according to the plans I had before enrolling in YfEj</li> <li>• To deepen my knowledge of specific subjects that are necessary for my professional future</li> <li>• To change my professional plans, as, at the end of my YfEj experience, I realised that my interests had changed</li> <li>• Other: please specify</li> </ul>	<b>X</b>	<b>X</b>
			Q 2.23 How satisfied do you feel with your current life?	<b>X</b>	<b>X</b>
			Q 2.24 Do you think that your personal and professional life may improve in the next five years?	<b>X</b>	<b>X</b>
			Q 2.25 Where do you currently live? <ul style="list-style-type: none"> <li>• In my home country</li> <li>• In the country where I had my YfEj work-based experience, but I am planning to return to my home country</li> <li>• In the country where I had my YfEj work-based experience and I am planning to remain in the same country</li> <li>• In the country where I had my YfEj work-based experience and I am planning to move to a different country (other than my home country and the country where I had my YfEj experience)</li> </ul>	<b>X</b>	
			Q 2.26 Where do you currently live? <ul style="list-style-type: none"> <li>• In my home country</li> <li>• Abroad, but I am planning to return to my home country</li> <li>• Abroad and I am planning to remain in the same country</li> <li>• Abroad and I am planning to move to another country</li> </ul>		<b>X</b>
			Q 2.27 If you currently live abroad and intend not to go back to your home country, what is the reason for that? <ul style="list-style-type: none"> <li>• Not relevant, I intend to go back to my home country</li> <li>• Better wages</li> <li>• Better working conditions</li> <li>• More opportunities</li> </ul>	<b>X</b>	<b>X</b>

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE	SUB-GROUP: PLACED	SUB-GROUP: ALL OTHER RECIPIENTS
			<ul style="list-style-type: none"> <li>Family reasons</li> <li>Cultural aspects</li> <li>Other (please specify).</li> </ul>		
<b>EFFICIENCY AND QUALITY OF THE INFORMATION AND ASSISTANCE RECEIVED</b>	<b>Accessibility, comprehensiveness and quality of the information</b>	<b>What information and support did young job-seekers receive?</b>	Q 3.1 How do you evaluate the information/guidance tools disseminated through the YfEj portal and social networks? <ul style="list-style-type: none"> <li>Comprehensiveness and clarity of the information published</li> <li>User-friendliness of the website functionalities to access information</li> <li>Information level/Update of guidance tools</li> </ul>	<b>X</b>	<b>X</b>
		<b>To what extent did the information available online and provided by advisers meet the information needs of young job-seekers?</b>	Q 3.2 How do you evaluate the comprehensiveness and clarity of the information provided by EURES advisers in relation to the following dimensions? <ul style="list-style-type: none"> <li>General information about the YfEj project</li> <li>“Living &amp; working” conditions in the hosting country</li> <li>Housing in the hosting country (relocation activities)</li> <li>Administrative issues related to the work-based experience</li> <li>All administrative, social security and fiscal obligations, as envisaged by the legislation of the hosting country</li> <li>Procedures for accessing the project and related benefits</li> <li>Preparatory language courses</li> </ul>	<b>X</b>	<b>X</b>
	<b>Administrative costs</b>	<b>To what extent the administrative procedures and the amount of paper work ensure the effective participation to YfEj?</b>	Q 3.3 Please express your satisfaction in relation to the following dimensions. <ul style="list-style-type: none"> <li>User-friendliness of the application procedure</li> <li>User-friendliness of the procedures for receiving benefits</li> <li>Timeliness of payment/reimbursement of benefits</li> </ul>	<b>X</b>	<b>X</b>
	<b>Quality of the assistance received</b>	<b>To what extent are young job-seekers satisfied with the financial support and services received?</b>	Q 3.4 In your opinion, was the amount of the benefit reasonable?	<b>X</b>	<b>X</b>
Q 3.5 How do you evaluate the support received by the project advisers in relation to the following dimensions?			<b>X</b>	<b>X</b>	



# APPENDIX B

Employers' questionnaire and research questions matrix

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE
PARTICIPATION ANALYSIS	Background information on employers	How did employers become aware of the YfEj project?	Q 1.1 How did you find out about YfEj?
	Motivations	What are the motivations leading employer to engage in YfEj?	Q 1.2 What motivated you to participate in YfEj? <ul style="list-style-type: none"> <li>To hire people with competences I could not find on the job market in my country</li> <li>To hire/host young people while receiving financial support to facilitate the integration process at work (SMEs)</li> <li>To test and train potential future employees</li> <li>Corporate Social Responsibility: to train the future workforce of my sector</li> <li>To increase the contamination/multi-cultural dimension of my company</li> <li>To get support for vacancy advertisement, job matching and pre-selection of candidates</li> <li>Other: please specify</li> </ul>
EFFECTIVENESS	Suitability to employers' background, interests, expectations	To what extent is the work-based experience in line with employers' expectations?	Q 2.1 Overall, how prepared were YfEj workers/trainees/apprentices for their specific job? (Single choice) <ul style="list-style-type: none"> <li>Extremely prepared</li> <li>Very prepared</li> <li>Moderately prepared</li> <li>Slightly prepared</li> <li>Not at all prepared</li> </ul>
			Q 2.2 How would you evaluate YfEj workers/trainees/apprentices in terms of motivation and initiative? (single choice) <ul style="list-style-type: none"> <li>Extremely motivated/Strong initiative</li> <li>Very motivated/Good initiative</li> </ul>

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE
			<ul style="list-style-type: none"> <li>• Moderately motivated/Moderate initiative</li> <li>• Slightly motivated/Some initiative</li> <li>• Not at all motivated/Lack of initiative</li> </ul>
	<b>Quality of work</b>	<p><b>COVID 19 emergency's response</b></p> <p><b>What measures/benefits/services offered by YfEJ meet employers' needs?</b></p>	<p>Q. 2.3 How satisfied were you with YfEj workers'/trainees'/apprentices' ability to work in a team? (Single choice)</p> <ul style="list-style-type: none"> <li>• Extremely satisfied</li> <li>• Very satisfied</li> <li>• Moderately satisfied</li> <li>• Slightly unsatisfied</li> <li>• Very unsatisfied</li> </ul> <p>Q. 2.4 Did your company/organisation retain any of the YfEj workers/trainees/apprentices after the end of their contract?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Not decided yet</li> <li>• Not applicable as we directly hire YfEj workers through permanent contracts</li> </ul> <p>Q. 2.5 Did you face any problem/challenge in managing YfEJ activities due to the COVID19 emergency? Yes/No</p> <p>Q. 2.5.a If you answered "yes" to the previous question, what is the main problem/challenge you faced?</p> <p>Q. 2.6 How did you reduce the impact of the problem/challenge described above/What solutions did you find?</p> <p>Q. 2.7 If you had to evaluate the added value of the measures/benefits provided to workers/trainees/apprentices for your organisation, which of the following ones would you indicate?</p> <ul style="list-style-type: none"> <li>• Interview support</li> <li>• Relocation grant</li> <li>• Language training</li> <li>• Recognition of qualifications</li> <li>• Subsistence allowance for trainees</li> </ul>

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE
			<ul style="list-style-type: none"> <li>• Special needs allowance</li> <li>• Employer Integration Programme</li> <li>• Mix of benefits.</li> </ul> <p>Q 2.8 With regard to the current configuration of the Employer Integration Programme, which modules have proven to be most useful in your opinion? (Please select maximum two options)</p> <ul style="list-style-type: none"> <li>• Preparatory training (technical skills)</li> <li>• Preparatory training (language)</li> <li>• Preparatory training (soft skills)</li> <li>• Business visits/Mentoring support</li> <li>• Settlement support.</li> </ul> <p>Q 2.9 Do you consider that the overall management of the Employer Integration Programme produced positive and long-term effects on the organization's working/production processes?</p> <ul style="list-style-type: none"> <li>• No effect</li> <li>• Yes</li> <li>• Some effect</li> </ul> <p>Q 2.9.a If you answered "yes" to the previous question, please specify the types of effects.</p> <p>Q 2.10 To what extent the experience acquired while managing the Employer Integration Programme enabled your organization to develop new structured services aimed to facilitate the integration at work of new employees?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• Yes, to some extent</li> <li>• No</li> </ul> <p>Q 2.10.a If you answered "yes" or "to some extent" to the previous question, what services (i.e. new training course, tutoring etc.) have been developed?</p>

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE
	<b>Skills improvement for Employers</b>	<p><b>To what extent did the YFEJ work-based experience improve participants' mobility, personal growth and professional life?</b></p> <p><b>To what extent YfeJ ensures that expectations of employers are met?</b></p> <p><b>What benefits does hiring young job-seekers through mobility programmes creates for employers?</b></p>	<p>Q 2.11 In your opinion, how much the experience in your company contributed to the workers'/trainees'/apprentices' professional growth and prospects? (Please rate from 1 to 5 each of the following dimensions on the scale: Definitely no, to a lesser extent, partially, to a larger extent, definitely yes)</p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Ability to work in a team</li> <li>• Writing effectively</li> <li>• Speaking effectively</li> <li>• Ability to communicate and work in a foreign language</li> <li>• Problem solving</li> <li>• Strong work ethic</li> <li>• Initiative</li> <li>• Analytical/Quantitative competences</li> <li>• Flexibility/Adaptability</li> <li>• Work in a professional setting</li> <li>• Employability (greater readiness to enter the labour market)</li> </ul> <p>Q 2.12 Based on your experience, in relation to which of the following dimensions/spheres did you find greater difficulties? (Please select the three most relevant ones and rank them from 1 to 3, rank 1 = most difficult):</p> <ul style="list-style-type: none"> <li>• Communicating effectively with the workers/trainees/apprentices</li> <li>• Integrating workers/trainees/apprentices in the work environment</li> <li>• Helping workers/trainees/apprentices settle in the hosting country</li> <li>• Finding the right tasks for workers/trainees/apprentices to settle in the hosting country</li> <li>• Other: please specify</li> </ul> <p>Q 2.13 What are the main benefits deriving from hiring young people through European mobility programmes such as YfeJ?</p> <ul style="list-style-type: none"> <li>• Giving established members of staff the chance to develop their skills in mentoring and coaching young people</li> <li>• Training young people in line with the specific skills required by the sector of my organisation</li> <li>• Integrating people with competences I could not find on the job market in my country</li> <li>• Increasing the contamination/multi-cultural dimension of my company</li> </ul>

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE
			<ul style="list-style-type: none"> <li>• Start/Consolidation of the organisation's internationalisation process</li> <li>• Other: please specify</li> </ul>
<b>EFFICIENCY AND QUALITY OF THE INFORMATION AND OF ASSISTANCE RECEIVED</b>	<b>Accessibility, comprehensiveness and quality of the information</b>	<b>What information and support did employers receive?</b>  <b>To what extent did the information available online and provided by advisers meet employers' information needs?</b>	<p>Q 3.1 How do you evaluate the information disseminated through the YfEj portal and social networks?</p> <ul style="list-style-type: none"> <li>• Comprehensiveness and clarity of the information published</li> <li>• User-friendliness of the website functionalities to access information</li> <li>• Information level/Update of guidance tools</li> </ul> <p>Q 3.2 How do you evaluate the comprehensiveness and clarity of the information provided by EURES advisers in relation to the following dimensions?</p> <ul style="list-style-type: none"> <li>• General information about the YfEj project</li> <li>• Steps and procedures for interviewing candidates and for hiring a worker/trainee/apprentice through YfEj</li> <li>• Drafting a vacancy notice</li> <li>• All administrative, social security and fiscal obligations</li> <li>• Internal duties in terms of training and mentoring to be provided</li> </ul>
	<b>Administrative costs</b>	<b>To what extent the administrative procedures and the amount of paper work ensure the effective participation to YfEj?</b>	<p>Q 3.3 Please express your satisfaction in relation to the following dimensions.</p> <ul style="list-style-type: none"> <li>• User-friendliness of the application procedure</li> <li>• User-friendliness of the procedures for receiving benefits</li> <li>• Timeliness of payment/reimbursement of benefits</li> </ul>
	<b>Quality of assistance received</b>	<b>To what extent employers are satisfied with the financial support and services received?</b>	<p>Q 3.4 Do you consider that the amount of the benefit was reasonable?</p> <p>Q 3.5 How do you evaluate the support received by the advisers in relation to the following dimensions?</p> <ul style="list-style-type: none"> <li>• General kindness and supportive attitude</li> <li>• Ability to find the candidates most suitable to the organization/company profile and sector</li> <li>• Support provided through online procedures and applications</li> <li>• Capacity to solve problems during the placement</li> </ul>

AREA	DIMENSION	RESEARCH QUESTIONS	QUESTIONS IN THE QUESTIONNAIRE
THE FUTURE OF YfEj	Avenues for improvement	<p><b>Is there any opportunity for using alternative forms of support other than the existing ones?</b></p> <p><b>What changes can be made to YfEj model?</b></p>	<p>Q 4.1 Based on your experience with YfEj, how would you describe it in one word?</p> <hr/> <p>Q 4.2 In your opinion, what kind of support, if any, would favour the wider engagement of employers in YfEj?</p> <ul style="list-style-type: none"> <li>• Greater information on the scope and added value of hiring through YfEj</li> <li>• Greater support for providing job-specific language training</li> <li>• Partnership/Cooperation with training institutions for training workers</li> <li>• Greater availability of ideal and motivated candidates</li> <li>• Greater flexibility with regard to the duration of the placement</li> <li>• Greater support in terms of selecting workers</li> <li>• Information and guidance on applicable legislation, requirements, employers' duty during and after the placement, etc.</li> <li>• Greater financial support</li> <li>• Other: please specify</li> </ul> <hr/> <p>Q 4.3 What could your company do to contribute to increasing the quality of YfEj?</p> <ul style="list-style-type: none"> <li>• Actively participating in the evaluation and certification of learning and work-related achievements</li> <li>• Actively contributing to define standard agreements</li> <li>• Disseminating information about the opportunities provided by YfEj to peer organizations and employer networks</li> <li>• Other: please specify</li> </ul> <hr/> <p>Q 4.4 How likely are you to hire other YfEj workers/trainees/apprentices?</p> <hr/> <p>Q 4.5 How likely are you to recommend YfEj candidates to other employers?</p> <hr/> <p>Q 4.6 In your opinion, should the European Commission continue to fund mobility programmes such as YfEj?</p> <hr/> <p>Q 4.7 Please use this box to offer any suggestions, comments, ideas or insights on YfEj.</p>