

DIGITS

Soft DIGITal Skills building for TCN women

Programme: Erasmus+

Action Type: KA220-ADU - Cooperation partnerships in adult education

Grant Agreement No: 2021-1-PL01-KA220-ADU-000033746

Duration: 01-10-2022 - 01-10-2024 (24 months)

Countries: Poland, Greece, Romania, Belgium, Austria, Germany

Project Result 1: Developing a common understanding regarding the modern digital inclusion needs of TCN women in Europe.

NATIONAL REPORT

GREECE

symplexis



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Document Identification:

Project Result	PR1: Developing a common understanding regarding the modern digital inclusion needs of TCN women in Europe.
Task	Desk and field research of digital inclusion needs of TCN women National Report, Greece
Project Result Lead	Symplexis
Author(s)	Symplexis
Dissemination level	Confidential/internal (restricted to Consortium members and the EC).
Version	0.1 (draft)
Date	02/2023



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Executive summary

From October 2022 to February 2023, Symplexis and the Hellenic Immigrant Forum conducted this survey on the digital skills of female third-country nationals living in Greece. During the research process it seemed difficult to define the level of digital skills of TCN women, as there is great diversity in terms of their exposure to the internet and new technologies. It is evident that an important role in this relationship of migrant women with digital media is held by the time, the country of origin and the circumstances under which a migrant woman came to the host country. Each story is different and directly and rapidly influences the migrant women's own desire to develop digital skills or to maintain a more technophobic approach towards digital tools.

Through both the literature review and fieldwork, an attempt was made to address key difficulties that exclude TCN women from digital life. Language barriers, poverty and the different cultural backgrounds of migrant and refugee women contribute to their digital exclusion. Furthermore, the findings of the research showed the gendered dimension of the migration phenomenon, as many migrant women are trapped in social roles and obligations imposed by their gender and thus prevent them from entering the digital labour market. In this light, interviewees unanimously stressed the empowering nature that a digital education should have for TCN women, with the goal of being economically independent, networking and discovering their multiple skills. In addition, they argued that the role of cultural mediator can mitigate the cultural gap in terms of their entry and advancement in the labour market.

In Greece, the migration phenomenon has undergone quantitative and qualitative changes over time. At this point it was essential to have contact with people from migrant communities as well as with staff from the reception areas. To complete the data, following the literature survey and online questionnaires, interviews and focus groups were conducted with volunteers and workers in the field of migrant education. At the same time, a focus group was completed with TCN women themselves who provided their personal experiences about their digital literacy. More specifically, 16 TCN women took part in the online survey and the questionnaires were accessible in Greek and English. Symplexis conducted online interviews and focus groups with 7 educators and professionals working with migrant population. In parallel, Greek Forum of Migrants conducted in person focus group with 10 TCN women. They also conducted in person and online interviews with 6 key stakeholders. After that the research team of Symplexis selected 3 good practices focus on trainings and European projects targeted to TCN women, who are digital and labour field oriented and initiatives.



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1. Introduction

The COVID-19 pandemic has underlined the enormous contributions migrants make to their communities across the world, as well as the need for cohesive integration support for the promotion of migrants' own health and well-being. In many societies, representing a significant portion of the 'frontline' workforce, migrants have been disproportionately affected by the pandemic – both physically and in terms of access to information and services. The adaptation of systems to allow for online service provision has been a key focus for service providers during this global health crisis, but for many migrants – and other vulnerable groups – accessing such online support can be difficult.

The European Commission's EU action plan on integration and inclusion 2021-2027 highlights particular concerns around lack of internet connection, language barriers, lack of e-ID and lack of digital skills on the part of third-country nationals (TCNs) across Europe. More specifically, many migrants that are internet non-users are at particular risk of social isolation, due to their digital exclusion. It's true that migrants also face additional barriers to digital inclusion, due to a reliance on others to translate the websites of service providers and social media platforms to their native languages. While the pandemic has prompted more innovative approaches to service delivery, digital inclusion is of paramount importance.

Although the digital sector is rapidly growing, creating hundreds of thousands of new jobs every year, the share of women in this sector is decreasing. Women and especially Third-Country National (TCN) women are under-represented at all levels in the digital sector in Europe. Women in Poland, Romania and Greece are the least likely to be taking part in the digital economy, either through employment, use of the internet, or skills. TCN women have limited opportunities to access digital skills training and to access digital employment opportunities. Therefore, migrants who lack access to online connectivity, digital devices and skills have been further isolated during the pandemic.

Consequently, the main objective of the **DIGITS** project is to improve the digital inclusion of TCN women in selected EU countries through practical tools and tailored educational interventions to ensure a better quality of life for them. More specifically, the DIGITS project aims to improve national and transnational understanding of the digital inclusion needs of TCN women in the EU. It is important to develop practical tools and gather useful resources in terms of digital inclusion and thus social justice for women with a migrant-refugee background.

To this end, the DIGITS consortium will prioritize increasing participation rates among people with fewer opportunities, specifically migrant and non-digitally literate women, in line with the principles of the 2020-25 Gender Equality Strategy as a vehicle for the promoted gender perspective in the proposed action. Our approach will be integrated to improve the capacity of professionals and stakeholders who have direct access to TCN women on how to develop their digital skills and ultimately empower them. Also, a specific objective is to raise awareness



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among professionals, relevant stakeholders and the public on the digital inclusion needs of TCN women.

Each county involved in PR1 entitled “**Developing a common understanding regarding the modern digital inclusion needs of TCN women in Europe**” (Poland, Greece, Austria, Germany) will produce its own brief national report presenting the main findings and conclusions of the tasks assigned under PR1. In parallel, the output leader (Symplexis) will produce a brief transnational report, consolidating the findings of all national reports. The key aim of these reports is to identify the policy needs and define key principles regarding the digital inclusion of TCN women. Undoubtedly, this task will provide a solid base so that research institutions can extend this analysis and design relevant research at wide scale.

More in detail, the present **national report** will present:

- 1) Summary of the desk research exercise identifying the prior learning background and existing digital skillset of TCN women in Greece.
- 2) Key findings reached through the online survey.
- 3) Key findings reached through the organized focus group(s)/interviews in Greece with professionals working with TCN women.
- 4) Key findings reached through the organized focus group(s)/interviews in Greece with TCN women.
- 5) Key findings reached through the targeted consultation with selected key stakeholders in Greece.
- 6) Presentation of selected good practices that focus on initiatives, capacity building programmes, trainings etc. targeted to TCN women, especially those who are digital field oriented and initiatives, projects, trainings etc. addressing educators and/or professionals or volunteers, aimed at advancing TCN women-related teaching practices.
- 7) National level conclusions and recommendations that should be linked with the digital capacity building programme for TCN women.



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2. Desk research

2.1 Key figures and statistics regarding TCN women in Greece

At a time when populations are on the move, pushed by economic poverty and seeking a better future with dignity for themselves and their families, the female migrant is the protagonist and engages herself in a struggle to claim both for herself and her family a better life. Women migrate for diverse reasons from leaving behind poverty, conflict, and climate-related disasters to escaping deeply entrenched gender inequalities, including sexual and gender-based violence and lack of access to livelihoods and resources. Many women migrate in pursuit of work or educational opportunities and the possibility of a better life for themselves and their families. Comprising roughly half of the world's 272 million migrants, migrant women are agents of change and leaders who contribute to their countries of origin, transit, and destination economically and socially in multiple ways. They bring diverse talent and expertise and send financial remittances to their families and communities, allowing economies to thrive.

Based on data from the Organization for Economic Co-operation and Development (OECD), in 2020, 20.000 new immigrants obtained a residence permit longer than 12 months in Greece (excluding EU citizens), -53.2% compared to 2019. This figure comprises 8.2% labour migrants, 42% family members (including accompanying family), 3.5% who came for education reasons and 46.3% other migrants. In addition, 11.000 intra-EU postings¹ were recorded in 2020, a decrease of -35% compared to 2019. These posted workers are generally on short-term contracts.

Migration is a gendered process and impacts women and men differently. It is entrenched in a globalized sexual division of labour in which there is a demand for migrant workers in specific service sectors such as domestic and care work. More specifically, according to the OECD, 26% of migrant women in the European Union have low skilled employment in 2020. This is due to EU companies that frequently employ migrant women in low- and middle-skilled occupations. Migrant women are overrepresented in household services in the EU. Furthermore, these professions are frequently precarious, uncertain, and informal. As a result, migrant women are more likely to lose their jobs and be denied severance compensation or social security benefits. The economic crisis in Greece, as well as the accompanying austerity measures, had an impact on TCNs' entry and integration into the labor market. As a result, rising unemployment and labour rights restrictions created a difficult and unfavorable climate for TCNs to enter the labor market. It also applies to migrant women who work as private caregivers, domestic workers, or cleaners; their employability has been harmed because of the public's perception of such

¹ A "posted worker" is an employee who is sent by his employer to carry out a service in another EU Member State on a temporary basis, in the context of a contract of services, an intra-group posting or a hiring out through a temporary agency (European Commission, Employment, Social Affairs & Inclusion, n.d., Posted workers).



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services as a luxury. In practice, because third-country nationals are primarily low-skilled workers in low-skilled jobs, they are especially exposed to adverse economic situations.

According to the International Migration Outlook 2022 for Greece, in 2021, the number of first asylum applicants decreased by -40.1% to reach around 23 000. Most applicants came from Pakistan (3.400), Afghanistan (3.200) and Syria (2.900). The largest increase since 2020 concerned nationals of Bangladesh (860) and the largest decrease was nationals of Afghanistan (-7.900). Of the 37.000 decisions taken in 2021, 44% were positive. In 2021 the migrant population in Greece reached 1.4 million, of which 54% is women migrants. The main countries of birth are Albania (48%), Georgia (7%), Russia (5%). In 2021 the foreign-born population represented 13.1% of the population.

Following the Generation 2.0, in 2022, population for Greece was approximately 10.6 million persons. Early 2022, around 781.000 people of migrant origin resided legally in Greece. Of these, around 686.500 were third-country nationals with residence permits, while beneficiaries of international protection (refugees and subsidiary protection status) were about 59.300 and asylum seekers were approximately 35.180.

2.2 Migration policy in Greece

According to the Federal Agency for Civic Education (2022). *Migration and Migration Policy in Greece*, Greece's migration policy since the 1990s has predominantly sought to manage and reduce inflows of migrants. Between 1998 and 2008 several regularization programs sought to address the presence of a growing number of people living in the country irregularly by facilitating the acquisition of residence/work permits for undocumented migrants. Between 2008 and 2014 the policy focus was on border control and a reform of the asylum system. However, in 2010, an attempt was made to improve integration processes by facilitating naturalization for second generation children as well as by granting TCN's residing in Greece the right to vote and to stand for election at the municipality level (Law 3838/2010). However, those aspects of the law, referring to the naturalization of second-generation migrants and the right to vote, were ruled unconstitutional in 2013 and the previous system was reinstated.

Throughout 2014-2015 legislative changes sought to address gaps regarding the settlement and integration of migrant groups already present in the country. In 2014, the Immigration and Social Integration Code (L4251/2014) was introduced. An important element of the Code was the introduction of a long-term residence permit for TCN's that reflected the European obligation for adoption of the relevant European Directive. The Codification also facilitated the passing of a new law (L4332/2015) offering citizenship to second generation children born and/or educated in Greece and providing refugees with the possibility to apply for naturalization after three years of stay. In 2019, the Greek government introduced a mandatory written citizenship test prior to a verbal interview and increased to seven years of stay the requirement for naturalization of refugees.



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Greek migration policy overall has been restrictive since the early 1990s, especially as regards asylum. Particularly since the refugee crisis of 2015, several legislative changes have sought to grapple with the asylum-seeking population in the country by placing a strong focus on deterrence. Most notable is the International Protection Act (IPA) (Law 4636/2019) that was amended shortly after its adoption on 1 November 2019 (by L4686/2020). These two reforms restricted access to the asylum procedure further and regularized the practice of detention of asylum seekers for up to 18 months while massively reducing access to material care. The Greek government gives emphasis on border security, especially along the land border with Turkey in the Evros region. Persistent controversial issues since 2020 remain the alleged pushbacks at the Greek-Turkish borders, poor reception conditions (especially on the Greek islands in the Aegean) and an insufficient framework of assistance for asylum seekers and recognized refugees, as well as issues concerning the education for asylum-seeking minors and young adults, and the need for integration.

Furthermore, following the International Migration Outlook 2022 for Greece, in October 2020, the citizenship code was amended (Ministerial Decision Prot. No. 2984/2021) and established for the first time specific and strict economic criteria for applicants for Greek citizenship. The decision clarifies that applicants must prove that their annual income ensures an adequate standard of living without burdening the Greek welfare system. In 2021, new provisions relating to residence permits for investors were put in place, allowing investors to apply for a residence permit without coming to Greece. They still must come to Greece to submit biometric data within one year from the application date.

As of 1 October 2021, the Ministry of Migration and Asylum took the responsibility for implementing the financial assistance programme for applicants for international protection implemented until then by UNHCR.

In August 2021, the Greek Government introduced a new legislation initiative aiming to accelerate deportations of irregular migrants. The new legislation reduces the period for deportations from 30 days to between a week and 25 days and make it more difficult for migrants to challenge a deportation order by applying a stricter definition to what can be regarded as “humanitarian grounds”.

Thirty years after receiving the first large-scale inflow of immigrants and seven years after the European “refugee crisis”, Greece is still grappling with its transformation from a sending and transit country to a destination for migrants and refugees. However, what is apparent so far is that that the largest percentage of migrants and refugees are still seeing Greece as a transit country and not as a destination.



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2.3 COVID-19 digital transformation and impact in Greece

The impact of the COVID-19 pandemic has caused significant problems to many different public sector functions worldwide extending further than just public health. To protect citizens and keep services functional, the digital transformation of the public sector was selected by many countries as the most reliable solution, a policy with the goal of servicing citizens on time and efficiently. Following the examples of other countries, Greece also moved in the same direction, successfully managing to respond to the strict demand times and implement many digital services such as Gov.gr (<https://www.gov.gr>), a central platform for public administration information and services, the digital platform myDeskLive.gov.gr for remotely serving citizens and businesses by conducting digital appointments and the creation of the Paperless Prescription Service. Also, Greece has developed a digital multi-channel vaccination platform that supports its overall vaccination strategy. These are prime examples of how successful this transition has been for Greece, considering how far behind it was lagging compared to other advanced countries, and the progress made in such a short period of time.

In parallel, the COVID-19 pandemic has underlined the enormous contributions migrants make to their communities across the world, as well as the need for cohesive integration support for the promotion of migrants' own health and well-being. In many societies, representing a significant portion of the "frontline" workforce, migrants have been disproportionately affected by the pandemic – both physically and in terms of access to information and services. The adaptation of systems to allow for online service provision has been a key focus for service providers during this global health crisis, but for many migrants – and other vulnerable groups – accessing such online support can be difficult.

The European Commission's EU action plan on integration and inclusion 2021-2027 highlights particular concerns around lack of internet connection, language barriers, lack of e-ID and lack of digital skills on the part of third-country nationals (TCNs) across Europe. Services targeting and accessible to TCNs have been adapted to varying extents across the EU.

In June-July 2021, Greece started COVID-19 vaccinations in migrant camps of Lesbos, Samos, and Chios islands. On mainland camps, the authorities launched a vaccination campaign available to all those without social or health security number. To ensure that everyone can access vaccination, Greek authorities issued a temporary social security number (AMKA) to all foreigners and uninsured individuals TCNs². In August 2021, the Ministry of Migration and

² Humanitarian organisation INTERSOS launched the campaign "Vaccines for All" to open up access to COVID-19 vaccines for undocumented people in Greece. The campaign called for the removal of existing barriers to vaccinations, including simplified registration, and a clear statement from the government that everyone in Greece can be vaccinated, without fear of immigration consequences. It also aimed to raise awareness and build trust among migrant communities around the vaccination. The campaign was joined by the Greek Forum of Migrants and the Greek Forum of Refugees as implementing partners. On 2 October 2021, the Greek government published Law 839/2021, which includes a provision making it possible for undocumented people and stateless persons in



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Asylum activated the online platform for automatic renewal of residence permits until December 2021.

In March 2021, in the context of the digital transformation of the asylum process, the Ministry of Migration and Asylum proceeded to digital issuance of a Tax Identification Number (AFM) to TCNs or stateless persons who are holders of the International Protection Applicant Status. In September 2021, a one-year renewable visa was created for digital nomads working from Greece, whether self-employed or employed by a foreign company. This visa grants holders immigration status, under income conditions, but does not allow them to change status or work in Greece. By the end of September 2021, all 27 EU countries had at least two digital services targeting TCNs.

It's true that the capacity of digital services to bring people together and to offer remote support to those that need it has been truly accentuated by this health crisis. The pandemic has also made it very clear, however, that there are vulnerable, isolated groups across the EU and in Greece for whom online access remains difficult if not impossible, and that therefore greater, concerted effort is needed to achieve full digital inclusion. This could involve investing in digital skills and language training for third-country nationals, facilitating their access to digital infrastructure by providing subsidies for the purchase of internet connections, smartphones, and laptops, and creating community-driven forums and programmes wherein digitalization can be promoted in an inclusive and culturally sensitive fashion.

2.4 Obstacles and challenges for TCN women inclusion in Greece

Under the European HEAL project (<https://healproject.eu>) which aims to facilitate the integration of TCN women victims of trafficking, surveys show that TCN women living in Greece face difficulties in combining work and raising their children. Furthermore, the lack of language skills constitutes a major difficulty for TCN women residing in Greece, as it can also lead to further challenges related to socialization, accessing services and employment.

Furthermore, according to the survey of Symplexis for the European project ICT4TCN (<https://ict4tcn.eu>), it's obvious that for TCN women the knowledge of the national language is fundamental to socio-economic participation and integration, as also recognition of qualifications. The lack of them lead inter alia to being occupied in jobs that does not match the skills and qualifications. Furthermore, regarding the Key obstacles for TCN women in accessing online support services include lack of internet connection, lack of technology, language barriers, lack of e-IDs, lack of digital skills (including familiarity with particular types of technology), and lack of time and space at home. Discriminatory practices are another obstacle for the migrant population and specifically for migrant women. Third-country nationals could still be subject to discrimination in recruitment processes. Other challenges faced by TCNs while

Greece to obtain a provisional social security number (PAMKA) so that they can register for COVID-19 vaccination (Picum 2021, Greek Forum of Migrants, 2021).



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entering the labour market, include the creating tolerance in mainstream society. It's important to mention the combating discrimination, as well the promoting civic participation and citizenship engagement through providing information on rights, responsibilities and obligations, access to services and transferring of values. The procedure of integrating a high number of newly arrived TCNs also creates difficulties for a large part of the migrant population. At last, other barriers highlighted and reported by migrants especially for Greece are origin, religion, or social background.

In practice, also policy formulation and implementation fail to address challenges that migrants encounter when seeking secure employment, such as the inability to transfer skills and credentials to a European context, the precarious legal status, insufficient education and language skills, and limited work experience. This is clearly linked to the polarization and fragmentation of policies aimed at facilitating migrants' entry to the labor market, as well as the Public Employment Services' limited involvement in migrant labor market integration. It is also linked to the characteristics of the Greek labor market.

Third-country nationals, particularly those who have only been in Greece for a short time, are primarily forced into the underground economy and undeclared work, a problem that is particularly pressing considering the current economic situation. This is a reality also for people who are 7-10 years in Greece and remain unrecognized and unreported and whose number is unknown leading to more undeclared work. Despite the increased number of labor inspections, there has been no progress up to now, mainly because of the non-systematic application of those inspections. As a result, migrants are typically trapped in low-wage, low-skilled jobs in the informal sector, with no labor rights, no social insurance, and little possibilities to improve their socioeconomic status.

To address these challenges, countries need to strengthen skills anticipation systems to inform migration policies, increase access to education and training, and establish bilateral or multilateral recognition of qualifications and skills. Skills partnerships are also essential in facilitating peer learning and contribute to fair migration for all.

2.5 Employment and other relevant policies affecting TCN women in Greece

In accordance with the latest legislation, Third-country nationals entering our country for the purpose of work must hold one of the following legal documents:

- Residence permits with the right to work.
- Certificate of submission of supporting documents for the issue of a residence permit with the right to work.
- Visa with the right to work.



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- Beneficiaries of international protection (refugees and beneficiaries of a subsidiary protection status) as well as applicants for international protection (six months after the issue date of the International Protection Applicant's card).
- TCN's who have been granted a certificate of deferral of removal (Article 24, Law 3907/2011, GG A`7) or a certificate of non-removal for humanitarian reasons (Article 78, Law 3386/2005) by the competent police authority, which is valid, provided that they are holders of a valid work permit, also have access to the labour market.
- Work permit for the employment of illegally residing third-country nationals in the agricultural economy under Article 13A of Law 4251/2014.
- Greek nationals, holders of a Special Identity Card, under the provisions of Law 2790/2000 (GG A' 24) may work with this card.

The Department of Greek Workers' Support Abroad, the Department for Foreigners' Work in Greece and the Department of Equal Treatment at Work, Directorate for Individual Regulations, Ministry of Labour and Social Affairs are responsible for regulating and monitoring the implementation of the legislation on the employment of TCN's in the Greek territory.

In April 2013, Greece introduced a National Strategy for the inclusion of third-country nationals. The Strategy places emphasis on training and skills development of TCNs in Greece; thus, it sets out the categories of professions for which there have been increased needs in the last five years, such as: seasonal employment (tourism), transfer of fishery workers, highly qualified workers, and transfer of seasonal workers to the agricultural economy. In addition, the strategy also includes measures on access to social and health services, reception, and introductory courses, combating informal employment by fostering legitimate employment, combating discrimination and the promotion of equal treatment, putting strong emphasis on vulnerable groups such as women, children, older adults, and disabled people. The National Strategy has also highlighted the need for an integration policy that facilitates access to jobs, higher salaries, or highly qualified jobs, to first and second-generation third-country nationals, by improving recognition of the education and professional training they have received abroad.

More concretely, the National Strategy plan foresees the following:

1. Provide information on the work context (IKA, OGA, OAEE (TEBE, TAE, TSA), OAED, security contributions, stamp etc.).
2. Establish a site for offering and demanding employment.
3. Promote third country citizens' information on the way to deal with discrimination they may be subject to and encourage them to file complaints.
4. Enhance corporate social responsibility.
5. Facilitate TCNs' approach with prospective employers.
6. Guide TCN's in high development areas that create jobs.
7. Create personalized programmes or implement mentoring actions by businesses or civil society organizations.
8. Encourage TCN's to make full use of their skills and competencies.



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9. Improve the recognition of skills and relate skills to market needs.
10. Attract highly skilled workers to the EU (and the country).
11. Offer immigrants access to the pilot project entitled 'Minimum Guaranteed Income' carried out in the reference year to support low-income people, granted on condition of a previous five-year legal residence in the country.

Note that this pilot project included income support and social services, such as the provision of a booklet for the uninsured, heating allowance, social tariff of Public Power Corporation (PPC), access to social groceries as well as training and re-training programmes aimed at reintegration into work.

In February 2018, following a decision of the Hellenic Manpower Employment Organization, the possibility to provide a certification from the reception facility was added for asylum seekers willing to register themselves at the OAED (Manpower Employment Organization) registry.

In January 2019, the government presented for public consultation a proposal for a new strategy, resulting in the July 2019 National Integration Strategy. This strategy contains provisions regarding education, labour market integration, racism and xenophobia, among others. At the beginning of 2022 a new National Strategy for the Integration was uploaded for public consultation by the Ministry of Migration and Asylum receiving various comments and criticism (Generation 2.0, 2022).

Other significant policies and measures for social inclusion through labour market integration implemented in Greece, addressed to TCN women are the following:

- The ENGAGE “Development of inclusive iNteGratiOn pAthS 4 miGrant women” project addresses integration-related needs of third-country national (TCN) women, who typically face more barriers and challenges in their efforts to enter the labour market than TCN men. The project’s aim is to create social, cultural and employment pathways for the integration of TCN women in the host communities between 2021-2023.
- The ENFEM “Female Third Country National Integration in Local Communities through Employability and Entrepreneurship Local Oriented Strategies” project is implemented by ADDMA within the framework of the AMIF (Asylum, Migration, and Integration Fund) European program, with the aim of integrating female TCN’s. From the end of 2021, the project aims at exchanging practices at a European level, through a cross-sectoral network, and at the development of local strategies to facilitate the socio-economic integration of TCN women through employability and entrepreneurship.
- Generation 2.0 RED started in 2022 to implement, together with other distinguished European partners, the project "Worldplaces-Workplaces Working with Migrant Women", which is addressed to women of migrant profile residing in Attica, regardless of their age. With this project, the Employability Service will provide a programme exclusively oriented to women who wish to join or reintegrate equally into the labour market, while focusing on achieving a work-life balance.



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- The European project ETHIKAS "Empowering Migrant Women Using Design THInKing ApproacheS for Sustainable Entrepreneurship" aims to support the social and sustainable entrepreneurship of migrant women through people-centered approaches, equipping them with the skills, knowledge and mindset needed to build a system that works for everyone: society, the economy, and the environment. The main objective is to design and test new adult learning opportunities between 2022 and 2024, especially for migrant women adults with low levels of education and skills.

2.6 Soft skills and digital labour marker training needs for TCN women in Greece

According to the Foundation for Economic and Industrial Research (IOBE), digital skill augmentation has proven successful in improving productivity according to industry data. More specifically, when the labor force in an economy has advanced digital skills, one would expect the economy to perform better in technological adoption. Workers familiar with the use of computers, software and networks can easily be trained on new equipment, which is typically operated through computers, or new services accessed through software and online platforms. Greece is one of the countries of the European Union, where women have managed to break the glass ceiling of the field of technology and ICT. Data from Eurostat shows that women in Greece accounted for more than one quarter of the employed ICT specialists. A wide range of initiatives and policy measures have been launched to address the gender gap within the ICT sector, raise the digital skills of girls, women (and young people in general) and ensure that women can access digital jobs and upskilling opportunities. Activities also aim to contribute to the EU Digital Decade targets of 20 million ICT specialists and 80% of people with basic digital skills by 2030.

However, the structural limitations of the Greek context as well as the lack of an integrated plan for the integration of migrants, refugees and asylum seekers result in the fact that the training needs of these communities are not met, whether this concerns women as a distinct group or the migrant population in total. Sporadic efforts are taking place in refugee accommodation sites or as part of the NGO community offering outlets to the need of training, but without an overarching strategy and without guaranteeing the sustainability of funding sources, these initiatives are often short-lived and non-cumulative towards the end goal, which is the successful, long-term integration.

Language training is offered in various sites and often within the camps, but this is not overviewed by a national authority guaranteeing continuity, progress, and certification. English language classes as well as IT skills classes are also offered by various organizations and in various sites, but then again, this is not part of a general scheme, which results in the lack of certification as well as duplication of services. It is true that the provision of IT skills is of



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outmost importance, given the centrality of the internet is contemporary forms of job-seeking, but all these efforts must become part of an integrated plan. The integration is a longer and more complex issue than reception and response to emergency, involving all sectors of the host society and, hence, synergies with all stakeholders but also central coordination.

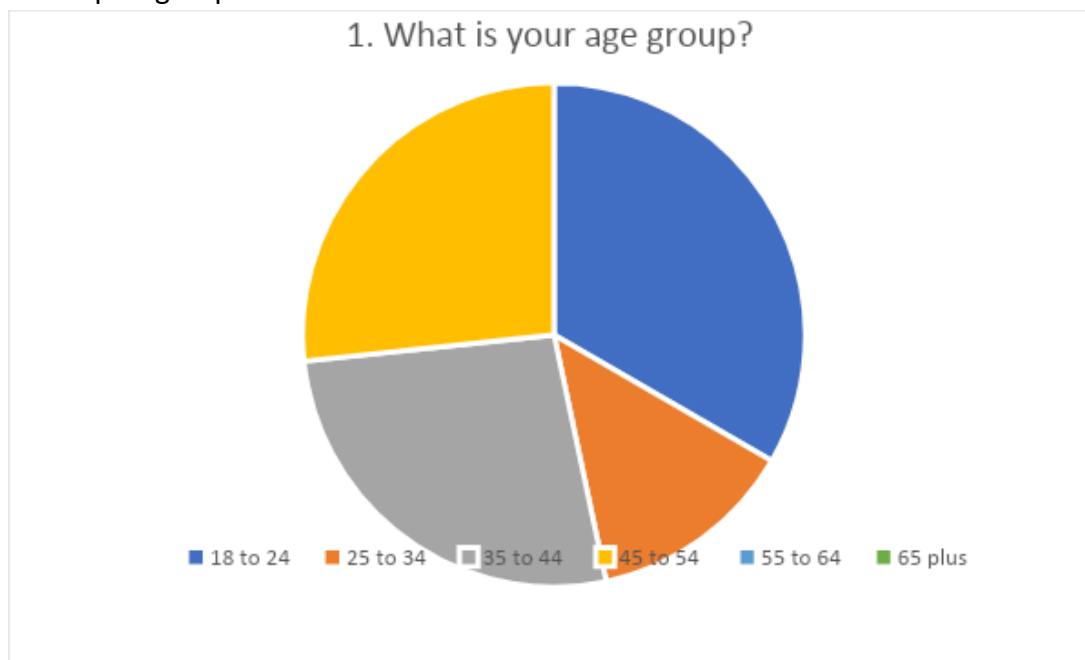
3. Field research

3.1 Online survey

In Greece, Symplexis and Greek Forum of Migrants conducted the first part of field research through the online survey. It was important to translate the Greek questionnaires in English language to receive more answers. On 10 of January 2023, Symplexis posted the Greek questionnaire on Facebook and during the next two weeks Greek Forum of Migrants forwarded the English questionnaire to migrant women living in Greece. In total, 16 TCN women answered the online survey.

As it concerns the findings of the online survey, they are presented below:

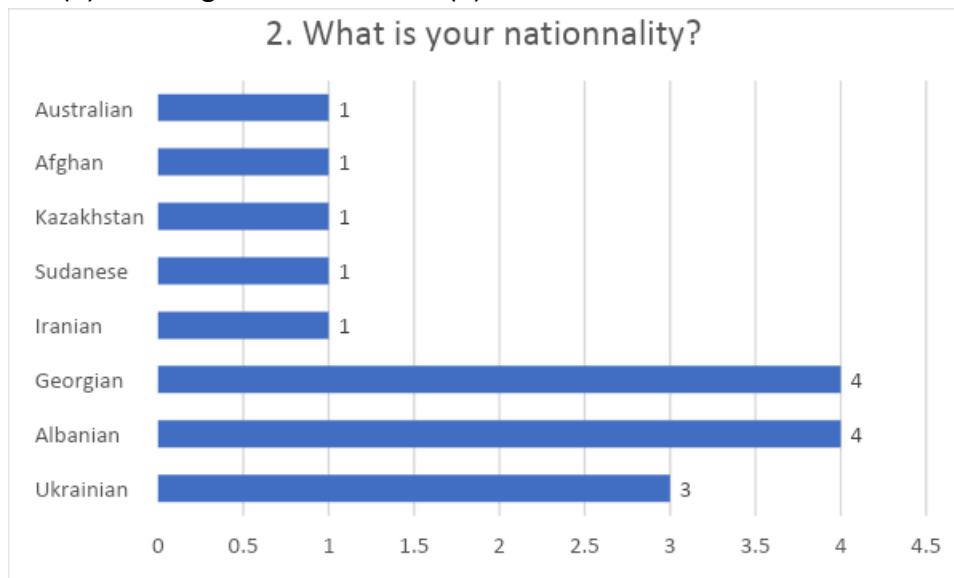
Among 16 TCN women, five (5) represented the 18-24 group, two (2) women responded from the group of 25-34, four (4) from the 35-44 group, one from the 55-64 group, and none from the 65 plus group.



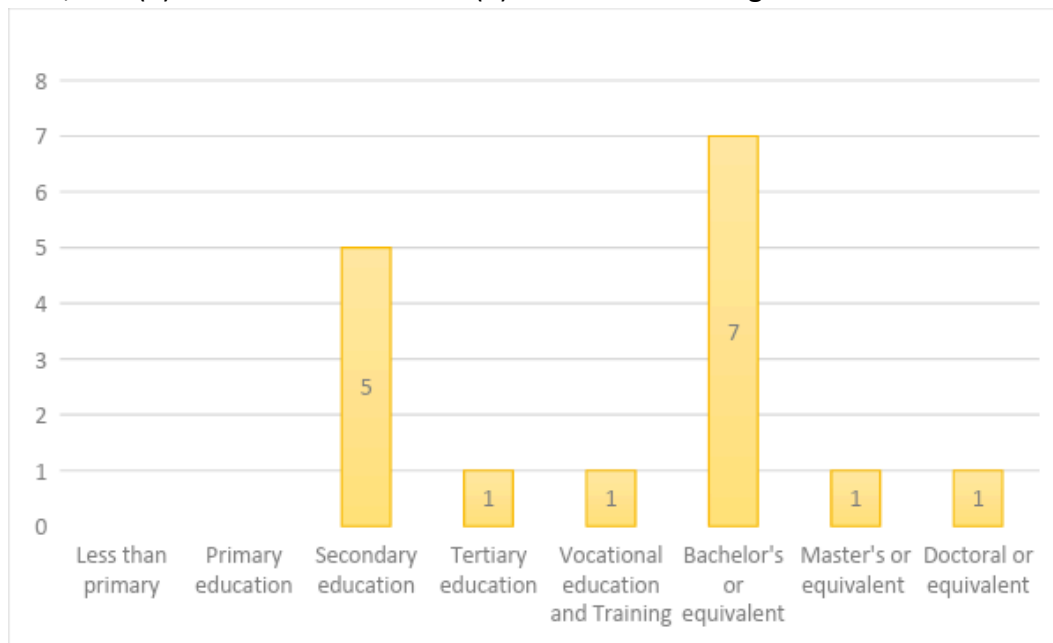
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Regarding the nationality of respondents, three (3) women come from Ukraine, four (4) from Albania, four (4) from Georgia, one (1) from Sudan, one (1) from Iran, one (1) from Kazakhstan, one (1) from Afghanistan and one (1) from Australia.



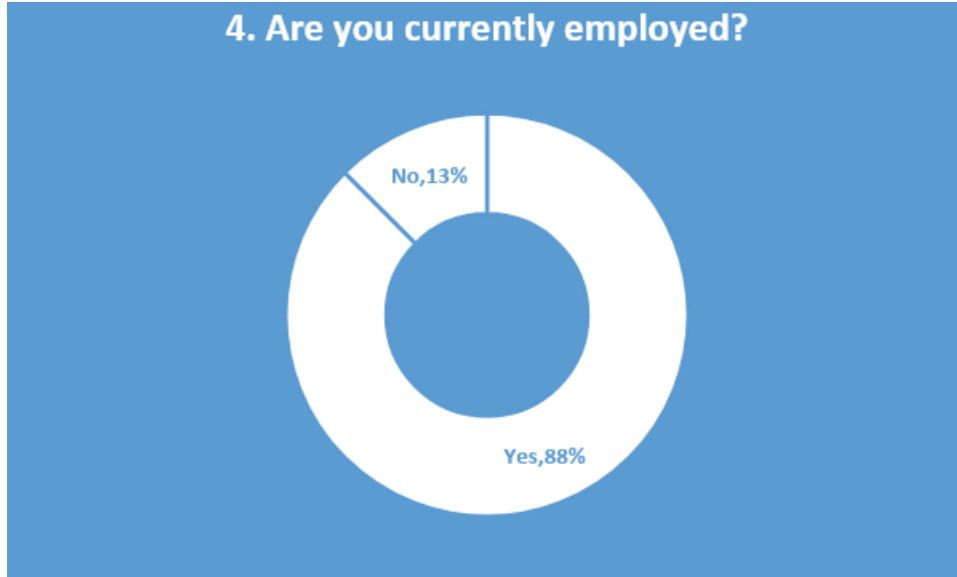
None of our respondents finished only less than primary or primary education. Five (5) of the women finished secondary education, one (1) finished tertiary education and one (1) vocational education and training. Also, seven (7) TCN women received higher education at the bachelor level, one (1) at the master and one (1) at the doctoral degree.



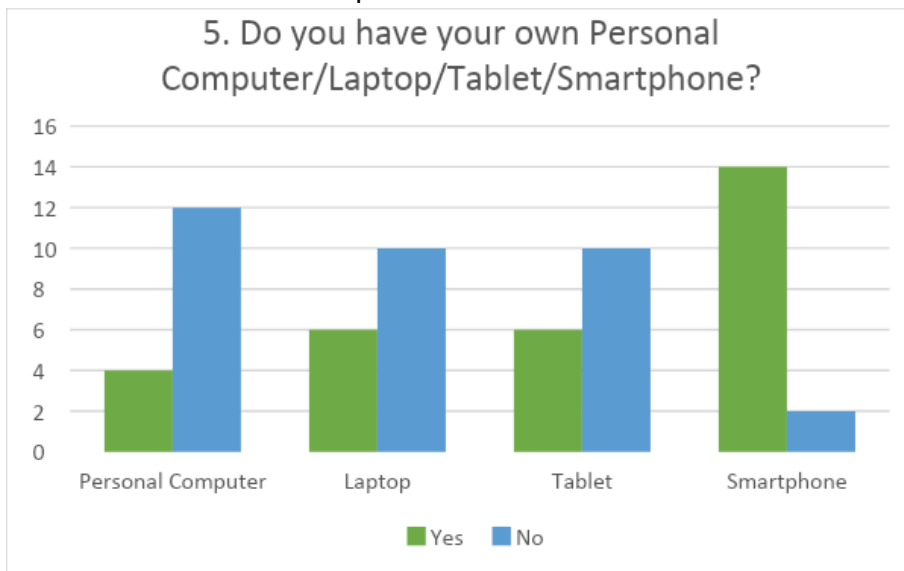
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Out of 16 respondents, 14 are currently employed which makes 87% of the group and only two (2) are not employed at this time, that means 13% of the group. The jobs listed in the survey consist of: two (2) women working in cleaning services such as maid and housekeeper and one (1) working as a hotel employee. Plus, one (1) woman works in the field of skin care, one (1) is teacher, one (1) is social anthropologist, one (1) is insurance agent, one (1) is project officer and two (2) are interpreters.



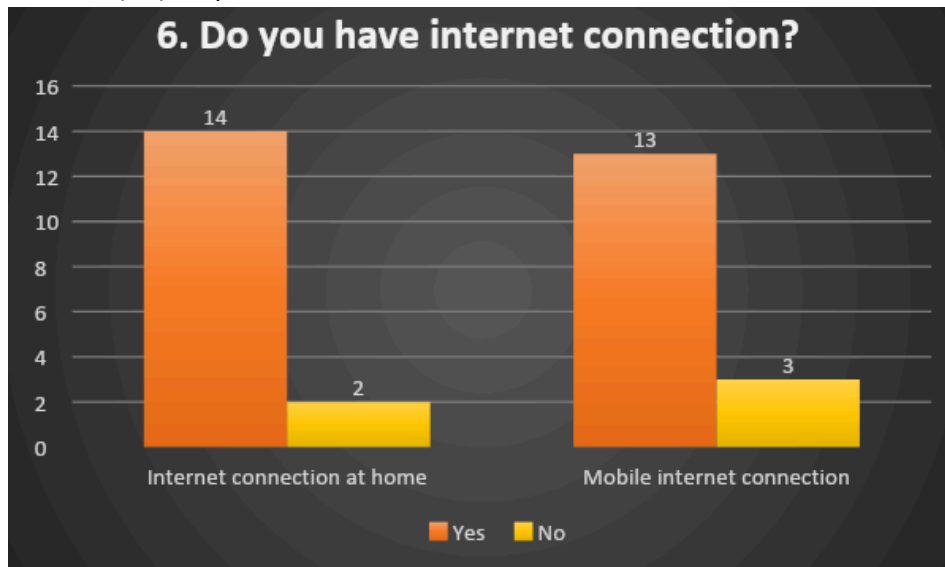
The majority of the respondents do not own a personal computer, laptop, or tablet. Yet most of them have their own smartphone.



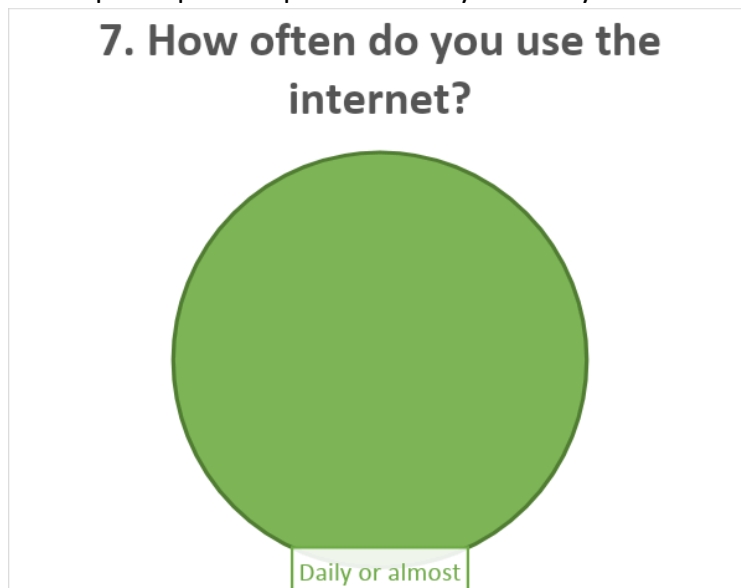
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In terms of access to an internet connection fourteen (14) respondents have it at home, and thirteen (13) respondents have a mobile internet connection.



All the participants replied that they use daily or almost daily the internet.



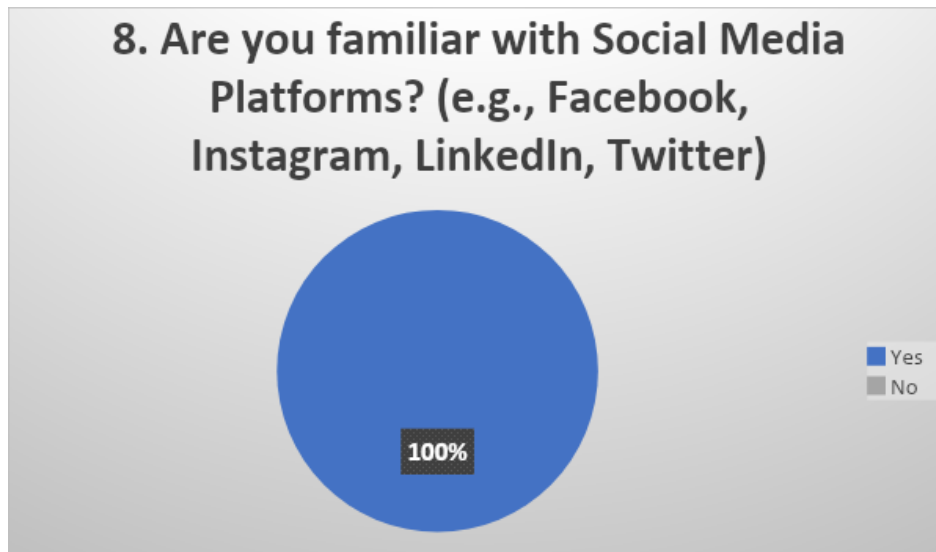
Similarly, all sixteen (16) women answered that they are familiar with Social Media Platforms. Among the answers about social media, the most frequent ones were Facebook (13) and Instagram (11). Only one (1) woman uses LinkedIn and one (1) Twitter. Some women pointed in



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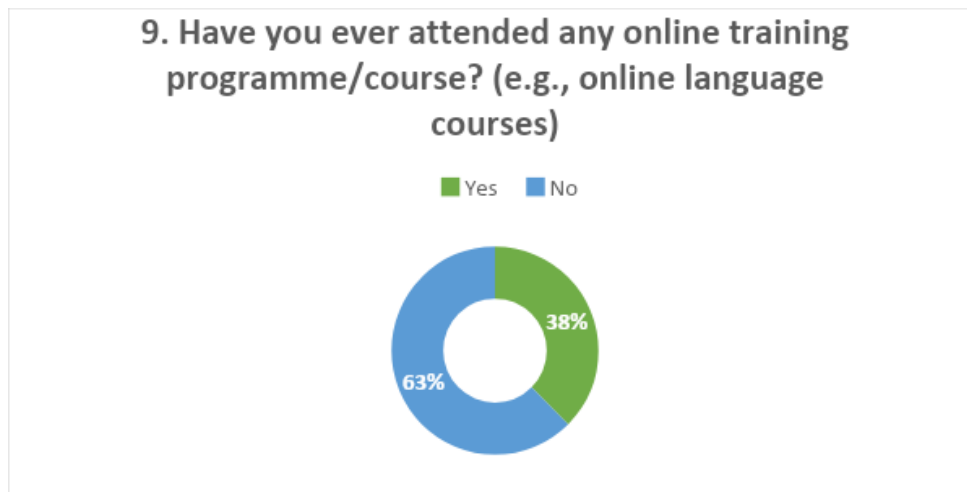
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the direction of platforms not mentioned as an example in the question, such as: TikTok, Telegram, WhatsApp.



On the topic of attending online training programmes/courses, ten (10) TCN women replied that they don't have experience of this.

One replied that she had attended online university classes, for nine months, another had participated in three-hour seminars and training programmes for up to three months. Another woman attended a Greek language course for 6 months and another participant took online self-improvement courses.



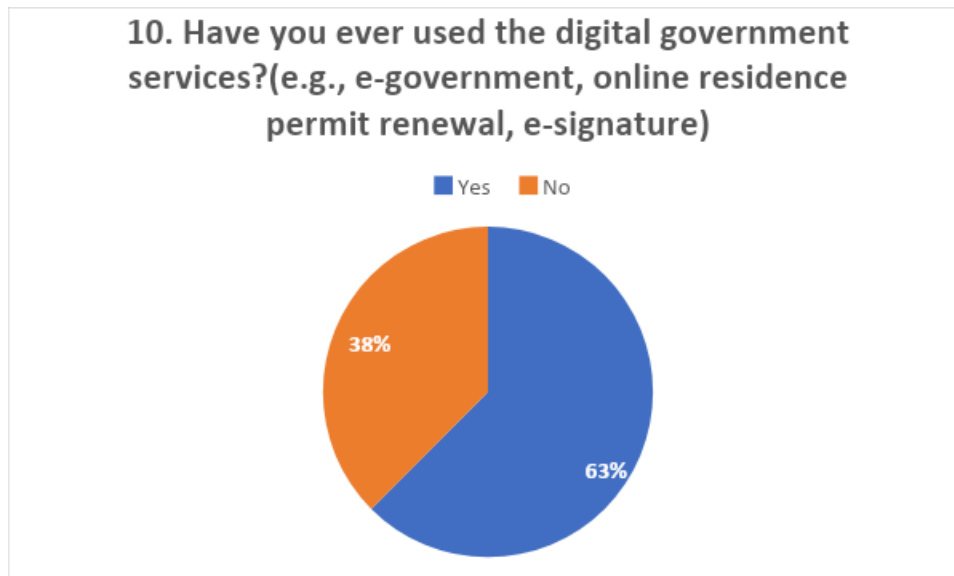
In the question related to using digital government services. Out of all respondents, ten (10) women claimed they have been using some of those services.



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Four (4) of them have already used Gov.gr and two (2) of them TAXISnet. To the same question, one woman replied that she had made an online hospital appointment, two had issued an online residence permit renewal and another replied that she had made an online affidavit.



According to the next question (number 11): *How much important do you think they are the following soft digital skills?*

- Create a CV using an online template.

For 12 women is very important, for 3 is important and for 1 is neutral.

- Create a professional profile on social media.

For 10 women is very important and for 6 is important.

- Online networking.

For 11 women is very important, for 3 is important and for 2 is neutral.

- Collaboration via online platforms and relevant tools.

For 9 women is very important, for 5 women is important, for 1 is neutral and for 1 is somewhat important.

- Effective online communication.

For 11 women is very important, for 4 women is important and for 1 is neutral.

- Being creative online.

For 9 women is very important, for 5 is important and for 2 is neutral.



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- Time management/ organizational online skills.

For 11 women is very important, for 4 is important and for 1 is neutral.

- Online entrepreneurship.

For 9 women is very important, for 5 is important, for 2 is neutral.

- Searching for jobs online.

For 10 women is very important, for 5 is important and for 1 is somewhat important.

- Searching for training opportunities online.

For 10 women is very important, for 6 is important.

- Stress management with the help of online tools.

For 7 women is very important, for 7 is important and for 2 is neutral.

- Being safe and responsible online.

For 12 women is very important, for 3 is important and for 1 is neutral.

- Use of e-government platforms.

For 11 is very important, for 4 is important and for 1 is neutral.

Based on the sample's opinion, the majority of TCN women accept the importance of many soft digital skills.

Furthermore, Regarding the next question fifteen (15) women answered that using a smartphone or tablet is absolutely useful and fourteen (14) agreed that it is absolutely useful sending/receiving/printing E-mails and making Internet calls/video calls. The digital skill of finding and managing information on the internet is absolutely useful for thirteen (13) TCN women.

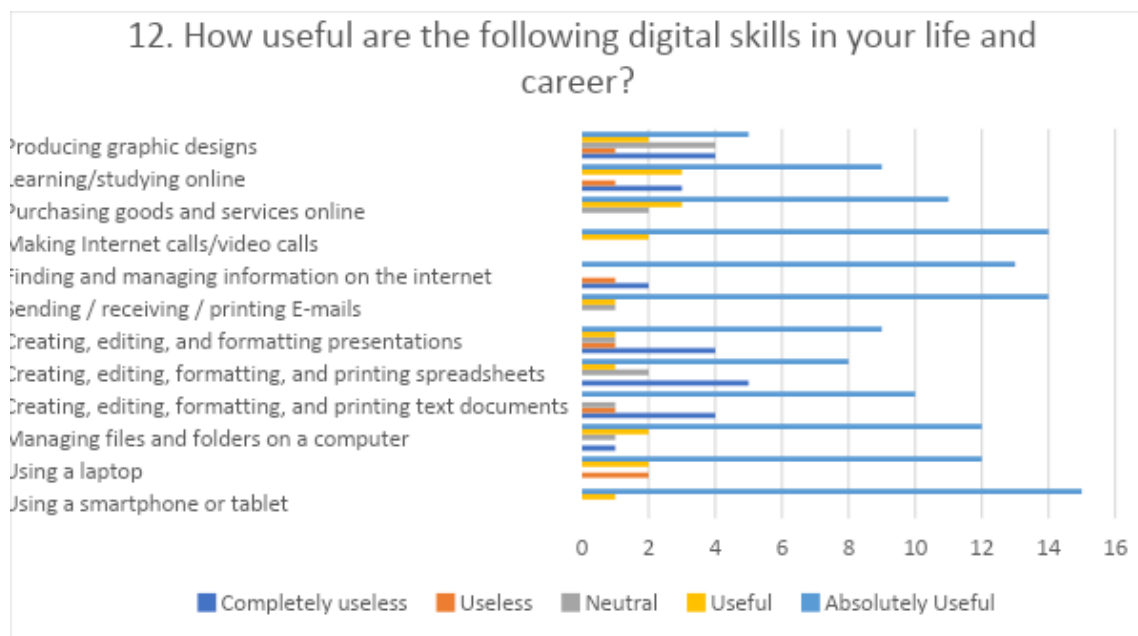
Only five (5) women found Producing graphic designs absolutely useful and four (4) of sixteen (16) found it absolutely useless.

At the same time for five (5) women, believe that creating, editing, formatting, and printing spreadsheets is an absolutely useless skill. Also, four (4) participants concern absolutely useless the skills of creating, editing, formatting, and printing text documents and presentations.

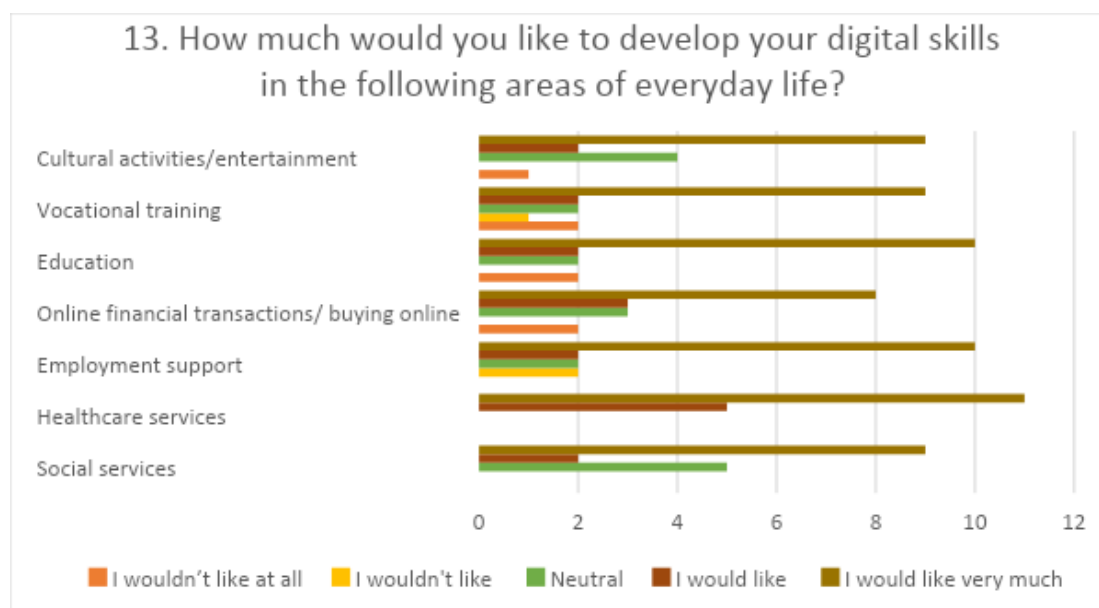


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On the thirteenth question of the online survey, eleven (11) women revealed that they would like very much to develop their digital skills in the areas of healthcare services. Plus, ten (10) participants agreed that they would like very much to develop their digital skills in the field of education and employment support.



In total, 7 TCN women were interested in receiving more information and/or participating in the educational training programme for migrant women to develop their soft digital skills and



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knowledge, but 1 didn't leave her email address. While the other 9 did not express such an interest.

3.2 Interviews and focus groups with educators/professionals

The last week of January the research team of Symplexis conducted 2 online focus group and 2 online individual interviews by Webex with 7 educators and professionals. The first focus group was organized on the 27th of January 2023 with two teachers who volunteered for a year at a school for migrants. More specifically one of the interviewees is a social anthropologist, she was also a volunteer in a refugee camps in Attiki for 6 months. The other interviewee is a historian with experience in education. In addition to educational services, this migrant school provides food, necessities and information on the rights of the migrant population. In this institution the interviewees taught Greek to adult migrants. They reveal that with their orientation the migrant women took Greek language certification for their work. In some cases, the agency also provides psychological support and empowerment to migrant women through a solidarity network in cooperation with other organizations.

According to the experience of the two volunteers, their migrant students had smartphones and easily continued their lessons online during the pandemic. With the help of the volunteer staff they got to know Webex, E-mail, Viber so they did not miss their classes. However, lack of good internet access was a frequent obstacle in their education. In addition, as they report, the poor level of Greek and English is a major obstacle to their entry into the digital labour market. A key aspect is that they are not aware of the necessity of digital skills as they work in manual jobs. Many times, the cultural level of migrant women hinders their professional rehabilitation. In the school of migrants exclusively the volunteers undertake to provide some basic knowledge to have an online communication among themselves. There was a lack of digital coaching, but there was a social worker and staffed staff at the refugee camp who provided information on digital management of issues. The challenge facing the migrant school is the lack of organization and underfunding. The interviewees are convinced that despite the unfavorable conditions, migrant women have the will to develop and, above all, the need to hope that they will improve their daily lives. Regarding the education of TCN women, they emphasize that priority is given to individualized approaches and categorization of educational material according to their needs. Cultural mediators and interpreters also have an essential role in keeping this educational programme fully informed.

The second focus group took place on the same day and involved three workers who worked in reception areas in Samos through a family programme, which allowed them to have daily contact with refugee women. One of the interviewees is a sociologist working in the child protection programme in Samos, the second interviewee is a graduate in English literature and



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has previous experience as a coordinator in reception areas with refugee minors and families arriving in Greece and the third interviewee is a social worker in the refugee field working in a shelter in Athens.

According to their experience all three agree that the women were Smartphones and internet access within the camp. The women themselves had basic knowledge of social media, maps, and Google translator. Also, in the majority they had WhatsApp. However, they found it difficult to bank and had neither laptops nor PCs. The problem lies in the fact that they do not know Greek, nor English and they do not have a good internet signal. Of course, if they have no money they cannot buy MB on a daily basis. In addition, there is no proper information about the facilities and possibilities they can have through the internet beyond entertainment. In the program they were working in there was no professional status in the staff that was intertwined with the development of digital skills. There was no IT course. Currently there is an organization that does a computer course with a subscription to the Coursera platform and individuals who participate receive certification upon completion of the course, which is responsive.

They have the sense that the staff of the organisation they were working for would be interested in further developing their skills in providing digital education to female third country nationals which would be a positive development and a useful idea even if it was done as a piston by an organisation. Perhaps it could be combined with a form of training for teaching staff. Asked about the DIGITS project, they agreed that it was very interesting. It could be implemented and benefit the refugee population but nowadays it is necessary especially for women who want to integrate socially and professionally in Greece. Women need to have access to social services, health services and be active in the labour market with opportunities to work online. Any training programme for digital skills should include the process of how to get on the internet, search for information, check the quality of the connection, use video conferencing applications (zoom, skype), search job sites and create a professional profile. Creating a CV, basic Microsoft tools (word, excel) as well as social media and especially LinkedIn for professional networking are essential.

On January 29th, an individual interview was held with an English teacher who has been working with refugees for the last 4 years in camps in various parts of Greece. She is currently at the camp in Serres and is giving English lessons to children from 6 to 17 years old within the camp. More specifically she does remedial teaching in cooperation with public education from 13:00-17:00 after school. It helps in the proper integration of the children in the Greek school.

As she points out, the majority have smartphones and internet access. The youth are very comfortable with social media. They are not familiar with government platforms but there are agencies for example that make appointments for vaccination. They are gradually learning to write emails. They have not developed their digital skills. During the course a tablet is provided



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and, on this occasion, the young people, girls and boys are trained to search for information via Google and to create personal emails. In fact, the challenge is that they do not know the Greek language. Also, the population rotates, they are quickly granted asylum and their stay is short (max 3 months), so they do not have time to be adequately trained. Another challenge is the emotional part, if they are not interested in staying in Greece, they don't want to learn the Greek platforms. She also mentions that the young people participate in the employability programme, so the jobs offered to them are agricultural jobs in the fields. However, we also need to look at the cultural background of migrant women. Iraqi women have not learned to work, they have been trained in the exclusive role of mother, wife, and housewife. It is difficult for them to understand their rights unlike Ukrainian women who have a Westernized lifestyle, they know the necessity of a resume and new technologies. These are women who have studied and wish to continue working after their move. This is where the role of cultural mediators is essential.

In the refugee camp, the educational staff uses the Akelious educational platform that helps the newly arrived people to learn Greek and English. The young people learned to use the platform and became familiar with the world of the internet with the support of the teachers. Certainly, for the same any training of the instructors is beneficial because now the needs are digitized. Any training would facilitate the work of trainers and improve the quality of life of the refugee population with more professional prospects. During the interview she mentions that for her regular attendance is the challenge. Within the camp there are career guidance sessions through the employability programme and there are some cooperative computer courses 1 hour per week for students up to 17 years old. Young people are easily trained, actively involved. In fact, she believes that when there is a good attitude and good cooperation, everything works to their advantage. Of course, the information for women from the Middle East is essential. The priority is for them to learn how to use the computer, to understand the advantages of technology for their convenience and of course to show their potential, to work, to socialize, etc. The idea of the DIGITS project is very good and hopefully it will be utilized.

On January 31st, the second interview took place with an adult educator who works for an organisation that supports vulnerable groups and migrant women. As she says, her work is about better integration of migrant women into society. Through research she did for a project with a similar theme she found that many migrant women have a superficial knowledge of some applications such as email, excel. The issue is to improve their skills in digital tools. 95% of TCN women have access to the internet, however their use is limited to communication with family and relatives and not to professional networking. Almost all have smartphones, but not tablets or laptops. Also, to book a doctor's appointment online they need basic information that they do not have. They can almost never easily navigate the internet in either English or Greek, so this is a daily obstacle. The lack of digital skills is also related to the lack of language



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skills. For example, they cannot write keywords to search for something via Google. They also do not know the governmental framework, where to go, which phone number to call to get help. The language issue is huge because most women do not know any international language (English, German). They try to learn Greek, which in the long run helps them to integrate. Without language proficiency it is difficult to navigate the internet.

They face the same barriers to entering the digital labour market. We must not forget that these women have too many family responsibilities. They are not so easily available. There are countries in the Middle East where women are not allowed to move around alone or work. Women are not aware of the professions that need digital skills, and they need information. In fact, the interviewee herself has worked as a trainer to provide digital and online training for migrant and refugee women and she observes that many times they cancel courses and meetings. They cannot plan properly as they have many roles, and this hinders their availability. For this she wants to find the right timing, they may be interested but there is drop out without mentioning the reason for the drop out. This is also a cultural characteristic. It needs a personalized approach in this case. It takes time, patience for the trainer to find out how to communicate and train the group. To engage them we need to follow their specifics. For example, some women also seek emotional support. Asked about the DIGITS project, he believes that there is a great need for such a mobilization. In the beginning, a proper analysis of women's needs should be done through interviews. This will help the training staff to know the motivation and aspirations of the target group. They need to know the importance of the training programme. Certainly, the statistics show that in all trainings there is drop out and it is expected. The training must be adapted to the everyday life of the migrants. In addition, the training material should include the state digital tools to help them with benefits, accommodation, and the permits they need to issue. Women will have the opportunity to learn how to search for jobs, answer emails and build their resumes.

3.3 One-to-one interviews/ focus group(s) with TCN women

The focus group was held on 8 of February 2023 in the conference hall of Greek Forum of Migrants, with the aim to identify the existing situation regarding the soft digital skills and competences of TCN women in the modern society.

In this specific focus group, researchers invited ten (10) TCN women who had migrated to Greece and all ten (10) showed up. Participants of the focus group were from Afghanistan, Albania, Ukraine, Nigeria, Mauritania, Ethiopia, Senegal.

In the beginning of the discussion information regarding the program was shared and participants were asked for the consent of the focus group, including voice recording.



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Eight (8) of the participants have attended digital education, seven (7) of them would consider their digital educational level as very low, one (1) participant's has high level of digital skills since she covered basic steps at school, and improved them at university, and two (2) of them never attended digital education.

Regarding the level of digital skills one of the interviewees shared with us, her experience with Facebook, "I started to explore Facebook on my own by uploading pictures. I was paying people to upload photos on my Facebook profile and one night I said to myself, if these people can do it I can do it too. I started to explore the platform and learn to use it properly" she said. Among us there was another TCN woman who learnt Excel, Word, creating e-mail, and Corel by herself.

It is important to mention that 50% of participants are unemployed, and those who are employed work in the field of hospitality and food services. One of the members of this focus group lost a position as a receptionist because she does not have knowledge of digital skills.

Five (5) out of ten (10) attended online language courses, but it was difficult for them to follow since they do not have basic digital skills, are unfamiliar with online platforms such as zoom, teams, google meet etc. They also mentioned that they are feeling uncomfortable during online classes and prefer to have on site classes.

All ten (10) TCN women agreed that they need help and detailed guidelines with government online services, even though most of them were not new arrivals in Greece. To cover their needs through governmental platforms in the best situation they ask for help to their children (if they have one and child is in the proper age to help), neighborhood, migrants' communities, and friends.

They all agreed that it is crucial to attend classes for digital skills, since after the COVID-19 everything became digitals. Some of them attended online classes with the topic of digital skills online, something that was very hard for them due to the language difficulties and once again due to the unfamiliarity with online platforms.

According to our discussion TCN woman and their friends want to learn, and develop themselves, however they face many challenges to follow whole program of the classes due to everyday life problems: family, kids, economic issues, at least 12 hours of work, language difficulties and not having device (laptop, PC). They all agreed that TCN woman in Greece need digital literacy, since everything all over the world is becoming digital, and unknowledge of it makes hard for them to be active in the contemporary world.

During the discussion participants mentioned that Greece does not include third country nationals as the members of society, since everything in the governmental platforms are written



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in Greek, even the steps of the procession and in the public sectors almost all the employees do not speak English. TCN women feel that Greece in the relation with other EU countries is at least 10 years backwards, regarding digital world and online facilities.

All the ten (10) participants confirm that they would like to attend classes to develop digital skills. They suggested to start teaching by low level of digital skills Facebook, Instagram, WhatsApp, Viber, E-mail, Google Maps, uploading and downloading files, photos, documents, later on Word and Excel, but they all highlighted the importance of explaining step by step gov.gr, booking appointment in the hospital, TAXISnet and generally governmental platforms.

3.4 Targeted consultation with selected key stakeholders

One-to-one interviews with stakeholders were held in the offices of the Greek Forum of Migrants and one of the interviews was held in the office of the Turkish Community Social Cooperative Enterprise of the Turkish Community - Pigi. Interviews lasted 15-20 mins and were held in English and in Greek depending on the knowledge of the language of the people who were interviewed.

We interviewed six (6) stakeholders all of them have emigrated to Greece from TCN countries, among participants were project managers from the Social Cooperative Enterprise of the Turkish Community - Pigi (Turkish refugees), from the organization Hidden Goddess (Iranian and Afghan Women group), from the Albanian Community in Greece, from the Youth Group of Georgians in Greece, the president of the Senegalese Community in Greece and the project manager from the organization Solidarity Mission.

In the beginning of each interview, information regarding the program was shared with the participants and they were asked for the consent of the one-to-one interviews, including voice recording. During the interview researchers asked 10 identical questions to each of the interviewed people.

All the responsible persons of communities or organizations have as a main goal the integration of immigrants and refugees in Greek society, by creating a safe place for them and supporting their members and beneficiaries through the provided services such as informative hub, by referring them to the organization related with their needs, free language lessons, seminars, cultural events, workshops, etc. In fact, one of the interviewed stakeholders from the organization Solidarity Mission mentioned that they also provide services related with social entrepreneurship, social media, and online services. All of six (6) organizations/communities participating in this interview have as a target main group refugees and migrants and among them are TCN women. Generally, their target group is the migrant and refugee community and more specifically one is dealing mostly with Senegalese, the other with people from Turkey, the other from Albania, Iran and Afghanistan and there is one that deals mostly with the youth migrant population, but they are also accessible and open to everyone.



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According to the experience of stakeholders from Turkish Community Social Cooperative Enterprise of the Turkish Community - Pigi, Hidden Goddess Iranian-Afghan Women group, Albanian Community, Youth Group of Georgians in Greece, Senegalese Community in Greece, and Solidarity Mission the level of digital skills currently is very low among TCN women living in Greece, of course there are migrants and refugees who are familiar with digital skills, but the majority of them is unfamiliar with the subject. They only know how to use android in their telephone but for very basic actions. One of the stakeholders pointed out that the TCN women who are in Greece have knowledge of digital skills which is of two speeds. One speed is high because they were working with digital software back in their countries of origin and the other speed is low because they were not even allowed basic education in their countries, so they don't even know how to read. They don't know how to use a laptop; they just know how to use their mobile to communicate with their parents. And they learn it because they communicate with them. But if I ask them if they know that they can find for example a location of a place or something else. They don't know anything.

Challenges faced by TCN women wishing to develop their soft digital skills and to enter the digital labor market according to the stakeholders regardless of the country of origin are similar. First, they do not have access to electronic devices, most of them do not own computers or laptops and of course they don't have access to stable internet connections, printers, scanners etc. The majority has never been in touch with the notion of digital skills or with the digital labor market and they need to attend courses. If they do not have the basic knowledge of digital soft skills, to gain it, they need to attend training classes or seminars. Usually most of the TCN women according to the answers of the stakeholders can't afford it due to their economic conditions. Most of them are home with their children or must work long hours. Moreover, the language barrier is also playing a huge role as a challenge for TCN women, since software is translated in English, but also the classes provided are not in their native language. It is important to highlight that all of them mentioned time management as a challenge for TCN women, because they must work and take care of their families and their children at the same time.

In the question if the staff of their organization/community is properly trained/qualified for providing online training to TCN women and if they would be interested in further building its capacities on providing digital education to TCN women all six of them answered that beside the fact that their staff have knowledge of IT skills, they are not in the position to provide lessons without any further training, nevertheless after receiving additional training on how to deliver digital education to TCN women their members and staff would be more than interested to become trainer of trainers in the above educational area and to teach their peers.

According to the interviewed individuals the scope of this project is very important and helpful for TCN women in Greece, throughout this project TCN women will be able to integrate in modern society, but also this program will motivate them to learn, to be more independent, and active members of society given that nowadays everything is the digital world. Most of the



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services are now provided online, even the services from the municipalities and the state. Moreover, they added that it is important that TCN women feel adequate and strong to help themselves and not rely on others to use the digital world. One of the stakeholders pointed out that in Greece there is a lack of help towards the TCN women from the state and the municipalities and any help from the civil society organizations is more than welcome.

Researchers asked stakeholders to share with them the topics they would like to see in a training programme for TCN women to develop their soft digital skills. According to them a training programme should cover basic level of the subject such as creating e-mail, using of Facebook, WhatsApp, Viber, Google Maps, uploading and downloading documents, files, pictures, Word and Excel and they all highlighted the importance of explaining step by step the digital services of the state that is in gov.gr, booking an appointment in the hospital, TAXISnet which is the tax authority of Greece and generally government platforms. Moreover, the stakeholders pointed out that because the residence permits and everything that concerns them is now done online it would be better for TCN women to feel comfortable in using these digital services that are for free and not pay accountants and lawyers to do it.

4. Selection of 3 - 5 good practices

Presentation of the collection on local and national practices regarding the digital inclusion of TCN women in selected EU countries. This task involves all practices referring to policies related to TCN women integration in the digital society and to effective digital capacity building programmes and initiatives.

Good Practice 1	
Title of the good practice:	Integration4all platform
URL of the practice:	https://integration4all.gr
Location /geographical coverage:	Greece
Brief description of the practice (exact nature of problem it addressed):	Integration4All aims at providing practical information towards the successful inclusion of recognized migrants, refugees and asylum seekers into the labor market and the Greek society. It addresses both potential employees and employers and contains information about working in Greece being at the same time an online informational platform and e-learning course including a variety of articles, videos, graphic illustrations, interactive educational activities, and guidance about employment in Greece.



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Institution/ Organization/ Service provider/ Implementing agency	The International Organization for Migration (IOM) and CITY College, University of York Europe Campus in Thessaloniki, Greece. The online platform has been developed by students of the Computer Science Department of CITY College as part of the INVENT project (https://invent.york.citycollege.eu)
Target Group(s)/ Beneficiaries	<ul style="list-style-type: none"> ● Migrants, refugees, asylum seekers in Greece (future employees) ● Employers
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	<p>Integration4All seeks to provide a user-friendly summary of practical information along with a step-by-step programme with tools that foster education and improve decision making.</p> <p>By navigating through its five main sections, migrants and refugees living in Greece can explore a variety of training and career paths, develop plans, and gain skills to strengthen their self-esteem, increase their career prospects and transform their lives in a meaningful way.</p> <p>At the same time future employers can get very useful information that can help them hire migrants and refugees.</p> <p>The platform works on mobile phones, tablets or computers and it is available for free in both Greek and English.</p> <p>In more detail, the sections of the website include the following:</p> <ul style="list-style-type: none"> ● Working in Greece: a) How can I work in Greece? b) Working as an employee, c) Refugees and entrepreneurship in Greece, d) Labour market in Greece. ● Information for employers: a) Reasons to hire, b) Asylums seekers and beneficiaries of international protection, working rights in Greece, c) questions and answers for employers, d) types of migration statuses and documentation papers, e) Hiring refugees via OAED, f) Hiring beneficiaries of international protection, g) hiring asylum seekers. ● Looking for a job: a) Finding a job, b) applying for a job, c) getting ready for an interview ● Education: a) Schooling options in Greece, b) Recognizing your skills and titles, c) Online courses, d) Practice Greek/English ● Integration in Greece: a) Integration support services, b) Public municipalities services, d) Hellenic Integration Support for Beneficiaries of International Protection (HELIOS) ● Success stories from migrants and refugees working in Greece
What are the conditions (institutional, economic,	This good practice can be successfully replicated for TCN women in the context of the DIGITS project since many migrant and refugee



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social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	women are in search of a job and are looking for ways to develop their soft skills for this exact purpose.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	The structure of this platform and the information that contains can be very helpful for the next steps of the DIGITS project. The abovementioned platform addresses potential employees and employers and contains information about working in Greece - including legal rights and obligations - and guidance on how to search for a job, write a CV, or prepare for an interview. A special section is dedicated to the educational component and learning opportunities, where refugees and asylum seekers can further enhance their skills. Correspondingly, the DIGITS platform will address adult educators and people supporting TCNs and TCNs/migrants/refugees at the same time.
What are the possibilities of extending the good practice more widely?	DIGITS partners from Poland, Austria and Germany can also check if such a platform exists in their countries and then all relevant online sources can be included/proposed in the DIGITS platform as “useful sources”.

Good Practice 2	
Title of the good practice:	MOMENTUM
URL of the practice:	https://www.momentumproject.eu/
Location /geographical coverage:	Greece, Italy, Spain, Portugal, Hungary
Brief description of the practice (exact nature of problem it addressed):	<p>More than 2.4 million third-country nationals aged 18-35 have arrived in the EU since 2015, with women accounting for 45.6% of this migrant population, according to Eurostat data. This proportion of people face additional barriers to integration, having to overcome difficulties and stereotypes associated with both being refugees and being women.</p> <p>MOMENTUM of Cooperation is an initiative focused on reducing barriers faced by migrant and refugee women undergoing the process of socio-economic integration. MOMENTUM aims at breaking the working silos in services provision and promoting a</p>



	whole-of-government approach to skills development and integration, responding to TCN women’s multiple vulnerabilities.
Institution/ Organization/ Service provider/ Implementing agency	<p>By using a gender-sensitive approach, MOMENTUM brings together the most relevant stakeholders - civil society organizations, governmental and non-governmental organizations, employment centers, educational institutions, social economy organizations and entrepreneurs - to generate impact and social change through dynamic collaboration.</p> <p>In partnership with local stakeholders in five EU countries – Greece, Italy, Spain, Portugal, and Hungary– MOMENTUM will deliver vocational training to young migrant and refugee women, equipping them with educational and entrepreneurial skills and tools to enter the job market.</p> <p>MOMENTUM is a programme funded by the European Union’s Asylum, Migration, and Integration Fund (AMIF).</p>
Target Group(s)/ Beneficiaries	Young migrant and refugee women (18-35 years old).
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	By the end of 2023, the MOMENTUM project aims to support 250 women through the provision of workshops, trainings, personalized counselling sessions and local language learning. In detail, 250 young migrant and refugee women will have participated in personal development activities. Plus, 175 women will have received personalized employment counselling, 150 will have improved their language skills, and 125 will have been supported through mentoring sessions.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	This good practice can be successfully replicated for TCN women in the context of the DIGITS project since many young migrant and refugee women are in search of targeted digital training opportunities to enter in the labour market through social economy as an emerging, migrant women-friendlier sector.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	MOMENTUM aims to connect with initiatives aimed at building an inclusive Europe and seeks to work in partnership with Equal@work. Created by ENAR, it is a pioneering platform that since 2009 brings together businesses, social partners, NGOs, public authorities, and academics who encourage diversity and inclusion, and aim to find solutions to enable ethnic and religious minorities to participate fully in the labour market. These actors



	<p>share best practices, explore innovative dimensions, and engage in a constructive dialogue to empower the recruitment, retention and career development of minorities and immigrants and develop creative and innovative business logic approaches.</p> <p>DIGITS could follow this idea of working with Equal@work to collect experiences to increase the impact of project activities.</p>
What are the possibilities of extending the good practice more widely?	<p>The central aim is to incorporate the project's new methods and approaches not only in the strategies and practices of the organizations involved but also in the countries' policies to address the problem of TCN women. Public authorities need to modernize to a holistic gender-sensitive governmental approach to include TCN women through their participation in policy-making meetings. Also, through this good practice, recruitment and retention processes should be improved to integrate young migrant and refugee women into the digital workplace.</p>

Good Practice 3	
Title of the good practice:	INTERNISA
URL of the practice:	https://www.internisa.eu/gr/
Location /geographical coverage:	Greece, Jordan, Spain, Tunisia, Lebanon, Palestine, Italy
Brief description of the practice (exact nature of problem it addressed):	INTERNISA is a project for the professionalization of women. This project aims to bridge the digital gender gap and provide marketable digital skills in Mediterranean territories by developing a network and a portal that brings closer the demand and supply of the labour market, providing women with digital skills, and delivering professional training in the agri-food, financial, textile, and tourism sectors.
Institution/ Organization/ Service provider/ Implementing agency	Region of Central Macedonia in Greece, AL - Balqa Applied University – ABAU in Jordan, Catalan Youth Agency, Department of Employment, Social Affairs and Families in Spain, Andalusian Federation of Towns and Provinces in Spain, ActionAid Hellas Non-Profit Organization in Greece, SQLI Services in Tunisia, Chamber of Commerce, Industry and Agriculture of Beirut and Mount Lebanon in Lebanon, ActionAid Palestine in Palestine, Arezzo Innovazione in Italy, Camera di Commercio Arezzo-Siena in Italy.



Target Group(s)/ Beneficiaries	<ul style="list-style-type: none"> ● Women (18-35 years old) ● Young people (NEETS)
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	<p>During the project, the INTERNISA network will foster the hiring of 400 women trained in digital skills through short-term crowd working & traineeships and long-term full-time jobs. Also, 1,000 women and NEETs will have free access to training resources on digital skills and 800 businesses operating in the agri-food, tourism, textile, and financial sectors will have a direct benefit. Plus, 50 public sector employees offering policy knowledge on digitalization and women's empowerment will have a direct benefit through their participation. INTERNISA's impact is to provide an inexpensive and sustainable mechanism to ensure that businesspeople, women and public authorities have access to training and know-how to develop their digital skills.</p>
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	<p>TCN women should understand the mandatory nature of digital skills in the modern labour market. It's important to develop project activities with interventions related to matchmaking of labour demand and supply to foster contacts among job seekers and employers.</p>
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	<p>Under INTERNISA women can take part in training sessions, gain knowledge of essential digital tools, learn about new jobs and network with companies. In addition, they are given the opportunity to attend debates by organizations working on women's rights and gender issues. A platform has also been created where interested women can post their CVs and get in touch with companies looking for human resources and new employers.</p>
What are the possibilities of extending the good practice more widely?	<p>With the aim of providing training in digital skills to women and know-how about digitalization approaches to businesspeople, the project will combine training in the digital sector with professional development of TCN women. To reach its objective, the project will develop online services addressed to women and employers providing training curricula and personal consulting. Finally, the project will develop a series of policy recommendations to foster professionalization of women through digital skills.</p>



5. Conclusions and recommendations

This study focuses on the digital exclusion of TCN women living in Greece. Although the digital sector is continuously developing in the European Union countries, migrant and refugee women are not yet established in the digital age. According to the literature survey, it is true that TCN women are underrepresented in the digital labour market and digital economy. It seems that they have limited digital employment and training opportunities to date. In other words, they are isolated from new technologies, online access and digital media, a situation that was exacerbated during the pandemic. More specifically, the conditions of teleworking and distance learning brought about by the pandemic put many digitally illiterate TCN women at risk of social isolation, due to their digital exclusion. Moreover, immigrant women also face additional barriers to digital inclusion due to their reliance on others to translate service provider websites and social media platforms into their native language.

Based on all the above findings of the Greek national survey, it is evident that the digital inclusion of YTX women is mandatory and should be introduced through proper training in basic digital skills after the COVID-19 pandemic. The digitization of the Greek public and private sector has been rapid, and a large part of the population has not been able to respond. The ensuing lockdowns were the catalyst for an overdue technological upgrade in Greece, pushing for widespread adoption of digital solutions. In fact, the pandemic has further highlighted the country's long-standing problems in digital connectivity, digital skills, and digital literacy. Despite this shortfall, the continuous needs of citizens and consumers have forced public authorities and companies to launch a variety of e-services and digital solutions. Likewise, it seems that telecommuting and video conferencing are here to stay given the fact that they are more financially and environmentally sustainable.

Therefore, a modern digital training program for TCN women, which will be tailored to their needs and expectations, to improve their social and professional life, is of utmost importance. The goal through the development of their digital skills is the prospect of a better job that will be consistent with their economic prosperity and self-sufficiency. Interviewees unanimously agreed on the need for educational materials that provide essential skills and knowledge needed to strengthen their position in the labor market and take advantage of the many benefits that technology provides. After all, with the entry of immigrant women into the digital world, their traditional role will also be redefined, giving them the resources for a transition in their lives on a social, professional, and economic level. She will broaden her horizons, socialize, and gain opportunities for active participation in the digitized life of the 21st century.



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7. Annexes

<https://drive.google.com/drive/folders/1yOwclRPt8dtvrFk6MQEycOLIWhl80B4>



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