



EU TWINNING PROJECT
"Establishment of Efficient System for Prevention and Suppression
of Illegal Migrations on the Territory of the Republic of Serbia"



CYBERCRIME AND THE LINKS TO IRREGULAR MIGRATION AND HUMAN TRAFFICKING



Editor
Dr Vladimir Urosevic



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EXCERPTS FROM REVIEWS

„The results obtained by applying scientific and sociological methods and statistical analysis on the obtained data, indicate that various causes lead to the cyber crime expansion, deriving from social, material and technological conditions and contemporary circumstances. These social, technological and criminal interdependencies also have great impact on the field of irregular migration and human trafficking. That was a basic concept of the research carried out in this project, whose results are presented in the publication.

This research in the field of irregular migration and human trafficking has broader implications, given that they encompass a large number of respondents of different categories of persons, among who were experts in both fields. For this reason, the results can be used by other institutions and could provide a solid basis for further, deeper and more specific research in the field of irregular migration and human trafficking, but also in the field of cyber crime, as well as in future research of new forms of criminal activities within these areas of crime.

Given the importance of social networking and modern forms of communication through information networks, as well as characteristics of cyber crime, it is an evident fact that all segments of society and the international community in general, are highly responsible for establishing effective regulation in this area, timely protecting the users of information and communication technologies, as well as for combating crime in the area of irregular migration and human trafficking.

Based on the research conducted within the Project, it can be concluded that the results obtained under the research and presented in the publication, reveal the true current situation in the area of cyber crime and crime in the area of irregular migration and human trafficking in the Republic of Serbia, and therefore can be of great benefit and could be used for further research and adoption of concrete measures in these areas.

Based on everything that has been mentioned and attached in the document, as a reviewer I believe that this publication has a significance and a level of scientific monography.”

*Professor dr Ozren Dzigurski
Faculty of Security Studies, University of Belgrade*

„The subject of this research consists of two criminal phenomena that at first glance have nothing in common, except for their criminal nature and substantial expansion, so they require an adequate social response with a view to their prevention and suppression. Although traditional methods of irregular migration and human trafficking, with some modifications and adjustments, remain the same, modern information and communication technologies that are used by perpetrators of these crimes provide a powerful and multifunctional tool for developing and concealing their

criminal activities. The area where there is a compound of irregular migration, human trafficking, and information and communication technologies represent a framework of this research from which scientifically validated results are presented in this publication.

Topics dealt by the authors in this publication refer to the conceptual determination of cybercrime, its forms, methods of prevention and suppression, and on the other side, to the scope and extent of the abuse of information technologies for the purpose of irregular migration and human trafficking in the Republic of Serbia.

The publication shows the mechanism for monitoring and preventing these criminal phenomena and presents the overview of the current situation in our country based on the available data. The publication enables readers to see the importance of establishing an effective system for preventing cyber crime, irregular migration and human trafficking, especially when information and communication technologies are used for the purpose of irregular migration and human trafficking.

This research has even broader implications, given that the empirical part included a significant number of respondents from different categories, which included experts in both fields. The presented results can serve as a solid basis for further research in the field of irregular migration, human trafficking and cyber crime, as well as for research of interrelations within these criminal phenomena.

Scientific and technical quality of the manuscript is undeniable because some foreign and local experiential knowledge in these fields are confirmed theoretically and empirically. Furthermore, some new links and relationships have been discovered between the segments that are subject to the research and they have never been written about before.

From the professional aspect, this is a support to all entities that deal with these issues to better identify those that cause the problems and the very problems and to cope with them in the most adequate way. The publication will serve to motivate scientists and professional workers to continue to work in this field, but also to solve operational problems in the constant fight against all forms of irregular migration, human trafficking and cyber crime.

The value of this monography is based on the relevance of the subject to the research, grounded and properly conducted research methodology, the survey sample of over 2,000 respondents, tables, graphs and the accompanying text that illustrate the results of empirical research, comprehensive and relevant literature used in theoretical considerations, and an accurate analysis of the international and national legislation. Although the book is made of the parts written by many authors from different scientific fields and institutions, the text is linguistically and stylistically quite uniform.

The content and the chapters are logically arranged and correct. Language and style are clear and precise. Bibliography is relevant and current, and it is quoted in accordance with scientific standards.

I think that the book has the characteristics of a scientific monography due to its importance, comprehensiveness and other relevant elements. “

*Professor dr Bozidar Banovic
Faculty of Law, University of Kragujevac*

„Like a mythical god Janus, the Internet has two faces, one of which appears as a global, distributed, multimedia and interactive information system, while the other appears as a universal global communication infrastructure. Both aspects of Internet could be abused for criminal activity, specifically in the area of irregular migration and trafficking in human beings, as it is emphasized in the study "as the goal, the mean and the crime scene."

The research has shown that the majority of perpetrators of cyber crime in Serbia belongs to the age group between 25 and 35 years, which is in line with global trends, indicated also by the term Generation Y, born between 1980 and 2000. It is a generation that grew up with the Internet and widely spread use of computers in the society.

Specifically in the area of irregular migration and human trafficking, criminal offences are primarily conducted through personal contact and not by sophisticated use of information and communication technologies. This can be understood when you consider the low educational and social status of the participants, who mostly come from the margins of the social ladder.

It was noticed that asylum seekers are using High-Tech products increasingly. The organizers of crime are using resources in the field of information and communication technologies, especially mobile phones and Internet sites with fake ads to recruit people, organize transport or exploit the victims.

This monography, in addition to the results that will be of immediate benefit in establishing an efficient system for prevention and suppression of illegal migrations on the territory of the Republic of Serbia, can be of greater importance for designing and implementing the appropriate measures at the national level for the prevention and suppression of criminal offences in the field of cyber crime.

It could also be useful in the education of all stakeholders in the fight against this type of crime. The monography represents a valuable scientific contribution in several scientific disciplines that deal with the abuse of information and communication technologies, whether they belong to the field of technological or social sciences. Future researchers will find here the abundance of information under the category of cyber crime or, in general, abuse of computers, to enrich and deepen their further research.

The publication has monographic character by its scope, depth of analysis and references reviewed"

Professor dr Dusan Starcevic
Faculty of Organizational Sciences, University of Belgrade

trafficking; especially in the field of the criminal use of ICT. This research also has broader implications, since it involves a large number of respondents from all social categories, including experts for these fields. The results will hopefully be used by other institutions, and will provide a basis for deeper and more accurate research in the field of irregular migration, human trafficking, hi-tech crime and other related types of crime.

It is the desire of the Ministry of the Interior and scientists, who came together to conduct this research for more than a year, that the research results presented in this monograph are used to improve the system of prevention and suppression of crimes, as well as to serve as an inspiration for further engagement, scientific development and improvement of practice in these areas.

We are aware of the fact that this is an endless field of research, and criminal activity, but we hope that this publication will draw attention to the need for a systematic and responsible approach to what are socially dangerous occurrences that have been significantly transformed during the XXI century.

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USE OF HIGH TECHNOLOGIES AND IRREGULAR MIGRATION

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1. INTRODUCTION

Modern migration is characterised by an increase in volume and diversity of migration flows. According to UN estimates, in 2013, there were 232 million of international migrants in the world compared to 154 million in 1990⁷³¹. For many of these migrants, destination countries were member countries of the European Union. Therefore, migration, migration policies and capacity building for migration management are more and more in the focus of national and European institutions. Global approach to Migration and Mobility – GAMM⁷³², innovated in 2011 is the framework of external migration policy of the EU and the basis for cooperation between the European Union countries and other countries. It is based on common interests and challenges. Key priorities are the following: improvement of the organisation of legal migration and facilitating mobility, prevention and reduction of the volume of irregular migration in an efficient and humane manner, strengthening the synergies between migration and development and strengthening of international protection system and the external dimension of asylum.

In recent years, migration records an increased feminization and increase of volume of irregular, temporary and circular migration flows. International Labour Organisation estimates that irregular migrants constitute 10 to 15% of the total number of migrants in the world⁷³³. When it comes to the European Union, the latest estimates suggest that the number of irregular residents in 27 EU member states ranged between 1.9 and 3.8 million in 2008⁷³⁴. The most numerous in this population are the persons who have crossed the border legally but stayed in the country of destination after visa expiry. They most often work in the grey economy together with migrants who have crossed the border with forged documents or outside the official border crossings and with persons who have been rejected application for asylum⁷³⁵. Work in grey zone creates a risk of labour exploitation of irregular migrants. "With the risk of labour exploitation, illegal migrants, and especially girls, are threatened with sexual exploitation."⁷³⁶ At the external borders of EU, 72.437 illegal border crossings were recorded in 2013, out of which 605 with assistance of smugglers, mostly by hiding in vehicles⁷³⁷. The knowledge obtained on the basis of research show that there is a general upward trend for the use of smugglers' services. Borders are crossed in the

731 Trends in International Migrant Stock: The 2013 Revision, Press release, UN <http://esa.un.org/unmigration/wallchart2013.htm> (retrieved 11.09.2013)

732 Global Approach to Migration and Mobility, European Commission, Home affairs http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/international-affairs/global-approach-to-migration/index_en.htm (retrieved 11.11.2013)

733 International Labour Organisation (2004), towards a fair deal for migrant workers in the global economy, Report VI, International Labour Conference, 92nd Session, International Labour Office, Geneva. <http://www.ilo.org/public/portugue/region/eurpro/lisbon/pdf/rep-vi.pdf> (retrieved 16.12.2013)

734 Vogel D., V. Kovacheva, H. Prescott (2011), The Size of the Irregular Migrant Population in the European Union – Counting the Uncountable, *International Migration*, 49 (5), 10.

735 Clandestino Project, Final report, (2009),13.

<http://www.emnbelgium.be/publication/clandestino-project-final-report> (retrieved 6.10.2013).

736 Mijailković S., M. Žarković (2012), *Illegal Migration and Human Trafficking*, Criminal Police Academy, Belgrade, page.31.

737 Frontex, Annual Risk Analysis, (2013), 12.

http://frontex.europa.eu/assets/Publications/Risk_Analysis/Annual_Risk_Analysis_2013.pdf. (retrieved 9.11.2013).

increased volume at official crossing points, in cars and trucks or with false documents⁷³⁸.

Irregular migration has a transnational character. Since each state monitors the entry and exit of people from its territory, an essential link between irregular migration and crime derives from the fact that illegal entry and residence in the territory of a State is a criminal offence. Although the study population of irregular migrants is considerably significant in terms of protection of their fundamental rights and provision of assistance, the need for the study and control of irregular migration is mainly conditioned by the fact that they constitute a destabilising factor and a threat to the national security. This is due to their frequent association with terrorist attacks and international organised crime (drug trafficking, human trafficking, forged documents, etc.). For example, in Norway, the link between certain asylum seekers and drug trafficking has been proven⁷³⁹. Therefore, "Migration in the West is increasingly viewed through the lens of security."⁷⁴⁰ Europol estimates that half of illegal entry to the EU is achieved with the help of organised criminal groups, which result in a profit of 12 billion euros per year⁷⁴¹. In addition to smugglers, other individuals and businesses can help irregular migrants in illegal border crossings whether they are travel agents, as recorded in Bulgaria and local drivers and guides in the case of the Serbs and Hungarians on the Balkan route for irregular migration⁷⁴².

An important factor which impacts the increase of the volume of international migration, globalisation⁷⁴³. Communication and transportation revolutions seem to reduce the distance and to facilitate global connections that contribute to the development of awareness of inequalities and opportunities provided to them elsewhere⁷⁴⁴. It is expected that the use of Internet, social networks and mobile phones will contribute to cheaper illegal border crossings⁷⁴⁵.

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- 738 Futo P., M. Jandl, L. Karasakova (2005), *Illegal Migration and Human Smuggling in Central and Eastern Europe*, Migration and ethnical themes, 21 (1-2); Jandl M. (2007), *Irregular Migration, Human Smuggling, and the Eastern Enlargement of the European Union*, *International Migration Review*, 41 (2).
- 739 *Practical Measures to Reduce Irregular Migration*, European Migration Network, (2012), 45. http://ec.europa.eu/dgs/home-affairs/what-we-do/networks/european_migration_network/reports/docs/emn-studies/irregular-migration/00a_emn_synthesis_report_irregular_migration_october_2012_en.pdf. (visited 14.12.2013)
- 740 Munck R. (2008), *Globalisation, Governance and Migration: an introduction*, *Third World Quarterly*, 29 (7),1232.
- 741 Bruggeman W. (2002), *Illegal Immigration and Trafficking in Human Beings Seen as a Security Problem for Europe*. <http://www.belgium.iom.int/StopConference/Conference%20Papers/20%20Bruggeman%20Brussels%20IOM.19.09.02.pdf>. (visited 5.11.2013)
- 742 Kaizen J., W. Nonneman (2007), *Irregular Migration in Belgium and Organised Crime: An Overview*, *International Migration*, 45 (2), 123; Frontex, *Annual Risk Analysis*, (2013), 36. http://frontex.europa.eu/assets/Publications/Risk_Analysis/Annual_Risk_Analysis_2013.pdf. (retrieved 9.11.2013).
- 743 Lukić V., D. Matijević (2003), *Migration and Globalization, Regional Development and Demographic trends of the Balkan countries*, Vol. 8, Faculty of Economics, University of Niš, Niš, page. 224.
- 744 Koser K. (2008), *Dimensions and Dynamics of Contemporary International Migration Paper prepared for the conference on 'Workers without borders: Rethinking economic migration'*, Maastricht Graduate School of Governance, 18 March 2008 http://www.brookings.edu/~media/research/files/papers/2008/3/14%20migration%20koser/0314_migration_koser (retrieved 18.12.2013)
- 745 Frontex, *Annual Risk Analysis*, 2013, 62. http://frontex.europa.eu/assets/Publications/Risk_Analysis/Annual_Risk_Analysis_2013.pdf. (accessed 9.11.2013).

According to reports of Europol, persons assisting irregular migrants and smugglers, as in the case of other organised criminal activities, use Internet to a large extent for making contacts and getting familiar with legal and statutory procedures of transit and destination countries⁷⁴⁶.

Many authors also emphasize the use of high technology by smugglers (mobile phones, computer technology, internet, etc.) for advertising comfortable living in countries that are recommended for the destination, communication with irregular migrants crossing the border, as well as for making forged documents⁷⁴⁷. In addition of modern technology that smugglers have, they have proven to be very flexible, changing routes and adjusting to changes of border police measures⁷⁴⁸. The use of high technology is on the rise, except in case of smugglers and relevant border agencies for the purposes of border control and prevention of illegal border crossings and smuggling. For example, the Dutch government has announced new measures against irregular migrants in the country, which will include control of data on mobile phones and computers without a court warrant⁷⁴⁹.

Despite all this, the study of the links between migration processes and the use of high technology is a relatively new area of research within the migration, and there is a lack of research on this topic. The group of authors that has conducted research on the current state of research in Europe on the subject of high technology and migration, states that there are only a few studies dealing with the issues of security and the use of high technology for illegal activities⁷⁵⁰. Studying the use of high technology by irregular migrants and asylum-seekers is an aspect that has not been explored in our literature. There is not enough knowledge about the link between organised crime, irregular migration and the use of high technology, which should be used as a basis to deepen knowledge about their interaction, as a precondition for the creation of appropriate migration and other policies aimed at the adoption of relevant measures.

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- 746 Bruggeman W. (2002), *Illegal Immigration and Trafficking in Human Beings Seen as a Security Problem for Europe*, 4.
<http://www.belgium.iom.int/StopConference/Conference%20Papers/20%20Bruggeman%20Brussels%20IOM.19.09.02.pdf>. (accessed 5.11.2013)
- 747 Futo P., M. Jandl, L. Karasakova (2005), *Illegal Migration and Human Smuggling in Central and Eastern Europe*, *Migration and Ethnicities* themes, 21 (1-2); Kaizen J., W. Nonneman (2007), *Irregular Migration in Belgium and Organised Crime: An Overview*, *International Migration*, 45 (2); Bilger V., M. Hofmann, M. Jandl (2006), *Human Smuggling as a Transnational Service Industry: Evidence from Austria*, *International Migration*, 44 (4).
- 748 Mavris L. (2002), *Human smugglers and social networks: transit migration through the states of former Yugoslavia* Working Paper, *New issues in refugee research*, no. 72. UNHCR, 8.
<http://www.unhcr.org/3e19aa494.pdf> (accessed 23.11.2013); Futo P., M. Jandl, L. Karasakova (2005), *Illegal Migration and Human Smuggling in Central and Eastern Europe*, *Migracijske i etničke teme*, 21 (1-2).
- 749 Picum's Main Concerns about the Fundamental Rights of Undocumented Migrants in Europe, 2010, 13.
<http://picum.org/en/publications/reports/25189> (accessed 13.10.2013)
- 750 Borkert M., P. Cingolani, V. Premazzi (2009), *Study on 'The State of the Art of Research in the EU on the Uptake and Use of ICT by Immigrants and Ethnic Minorities (IEM)'* IMISCOE Working Paper No. 27, 19, 20.
<http://www.imiscoe.org/images/documents/wp27.pdf> (accessed 7.10.2013)

2. SERBIA AND IRREGULAR MIGRATION

In recent years, in the area of irregular migration, Republic of Serbia has been facing the abuse of the asylum system and visa-free regime with EU countries and the increased number of irregular transit migrants from third countries who are trying to go to some of the EU member states. By the Stabilisation and Association Agreement between the European Communities and their Member States and the Republic of Serbia, Serbia has obliged to promote integration policy, respect the principle of prohibition of expulsion and protection of rights of asylum seekers and refugees and prevention and control of irregular migration alongside with adoption of EU standards in terms of integrated border management.

Generally, Laws and migration policy play an important role in the process of irregular migration. In this sense, increased volume of irregular migration flows poses new social and legal challenges to Serbia. Republic of Serbia is a signatory to the UN Convention against Transnational Organised Crime, Protocol to Prevent, Suppress and Punish Human Trafficking, especially Women and Children and Protocol against Smuggling of Migrants by Land, Sea and Air⁷⁵¹. In order to introduce high standards for control of external borders to which it has committed itself by signing the Stabilization and EU Accession Agreement, Government of Republic of Serbia adopted the Strategy for Integrated Border Management (2006). This strategy is based on the European concept of integrated border management with the objective of establishing and maintaining long-term border open for the movement of people and trade, but safe and closed for all forms of cross-border activities that threaten the security and stability in the region, including illegal migration and human trafficking⁷⁵². Contribution in this field was achieved by adopting a new Law on border protection (2008)⁷⁵³, harmonized with European standards, and the Decree on more specific regulation of manners of exercising powers of border police officers and duties of persons crossing the state border (2011)⁷⁵⁴. This decree expands the powers of the border police in the area of questions and evidence of the purpose of travel in order to prevent abuse visa-free regime with the European Union. The main objectives of Republic of Serbia in fight against irregular migration and human trafficking are defined in the Strategy to counteract illegal migration in the Republic of Serbia for the period 2009-2014. (2009)⁷⁵⁵, and Strategy for combating human trafficking in the Republic of Serbia (2006)⁷⁵⁶ and they are related to the improvement of the institutional framework, improvement of efficiency and effectiveness in combating irregular migration and human trafficking, prevention and assistance, and protection and reintegration of victims.

751 Law on confirmation of the United Nations Convention against transnational organised crime and additional protocols, Official Gazette of FRY – International Agreements, no. 6/01.

752 Strategy of Integrated Border Management in Republic of Serbia, Official Gazette of R Serbia, no. 11/06.

753 Law on state border protection, Official Gazette of Republic of Serbia, no. 97/08.

754 Decree on more detail regulation about the manner of police powers implementation when border police officers are in question as well as duties of persons who cross the state border, Official Gazette of Republic of Serbia, no. 39/2011.

755 Strategy of combating illegal migrations in Republic of Serbia for the period of 2009–2014. Official Gazette of Republic of Serbia, no. 25/09.

756 Strategy of fight against human trafficking in Republic of Serbia, Official Gazette of R Serbia, no. 111/06.

The Constitution of Serbia guarantees the right to asylum. The Asylum Act (2007)⁷⁵⁷ defines the conditions and procedures for granting and termination of the right to residence and protection, and the rights and obligations of asylum seekers and those granted the right to asylum in the Republic of Serbia. Also, promotion of principle of non-expulsion and return, non-discrimination, family unity, gender equality, care of persons with disabilities and others. After the establishment of a visa-free regime between Serbia and the countries of the Schengen zone in late 2009, bilateral intergovernmental agreements on readmission were signed with Denmark, Norway, Canada, Croatia, Bosnia and Herzegovina, Macedonia, Albania and Moldova. Readmission Agreement⁷⁵⁸ regulates the return and reception of Serbian citizens, who do not fulfil or no longer fulfil the conditions in force for entry, stay or residence on the territory of EU Member States. The introduction of visa-free travel regime between Serbia and the EU member states caused an increase in the number of unfounded asylum applications in the EU. According to the number of asylum applications filed in EU, citizens of the Republic of Serbia were in fifth place⁷⁵⁹ in 2011. The return of irregular migrants is listed as one of the priorities of the strategic EU response to migration pressures⁷⁶⁰. During 2012, an increase in the number of repatriated citizens of countries outside the EU was recorded, where the number of Serbian citizens increases as much as 51% accounting for more returned in regard to the previous year⁷⁶¹. Republic of Serbia approved 6,581 applications for readmission in 2012. based on Readmission agreement,. The largest number of Serbian citizens returned from Germany, Sweden and Switzerland, and mostly they were persons of Roma nationality (61.8% of 2012.)⁷⁶².

Due to its geographical position, Serbia is an important transit point in the case of irregular migration, and drugs. Out of 35,000 registered illegal border crossings in the Western Balkans countries in 2012, as much as 40% was accounted for Serbia⁷⁶³.

Also, it is believed that even 80% of drug in Europe comes through the territory of former Yugoslavia, including Serbia, which originates from Afghanistan, Pakistan and

757 Law on Asylum, Official Gazette of R Serbia, no. 109/07.

758 Law on confirmation of agreements between Republic of Serbia and European Community on readmission of persons who illegally stay, Official Gazette of R Serbia, no. 103/07.

759 Eurostat, The number of asylum applicants registered in the EU27, (2011). http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/3-23032012-AP/EN/3-23032012-AP-EN.PDF (retrieved 12.10.2013)

760 Practical Measures to Reduce Irregular Migration, European Migration Network, (2012), 17. http://ec.europa.eu/dgs/home-affairs/what-we-do/networks/european_migration_network/reports/docs/emn-studies/irregular-migration/00a_emn_synthesis_report_irregular_migration_october_2012_en.pdf. (visited 14.12.2013)

761 Frontex, Annual Risk Analysis, (2013), 77. http://frontex.europa.eu/assets/Publications/Risk_Analysis/Annual_Risk_Analysis_2013.pdf. (retrieved 9.11.2013).

762 Republic of Serbia Government, (2013), Migration Profile of R Serbia for 2012., 50. http://www.google.rs/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0CDMQFjAB&url=http%3A%2F%2Fwww.kirs.gov.rs%2Fdocs%2Fmigracije%2FMigracioni_profil_Republike_Srbije_za_2012.pdf&ei=qhrsUsLDJMKjtAak_YHwBA&usq=AFQjCNFWyt7JwwZfh8QEXc_E4OjqfusskKA&sig2=AaePO2V_uotKeWFFileJhg(visited on 29.10.2013)

763 Frontex, Annual Risk Analysis, (2013), 33. http://frontex.europa.eu/assets/Publications/Risk_Analysis/Annual_Risk_Analysis_2013.pdf. (visited on 9.11.2013).

Iran⁷⁶⁴. Serbia's borders are largely outer borders of the EU, and the accession of Croatia

To the European Union 1.07.2013. Length of the external borders of Serbia to the EU has further increased. Since the smugglers quickly adapt to changes, changing smuggling routes, it can be expected that Croatia's accession to EU influence on the direction in irregular migration.

The largest number of foreign citizens who illegally enter the territory of the Republic of Serbia is trying to go further in other EU countries. The most numerous were citizens of Afghanistan and Syria among the irregular migrants in 2012 in Serbia, who accounted for most of the population of asylum seekers in the EU in the same year. This confirms the connection between the system of asylum and irregular migration, i.e. the fact that the application for asylum is often an alternative to immigration⁷⁶⁵. The Western Balkan countries registered an increase in smuggling of migrants in vehicles, especially on the border between Serbia and the Republic of Macedonia, with the participation of Afghans accounting for 45% of the total number of trafficked persons in 2012⁷⁶⁶. After passing through Turkey and Greece, the secondary movement of Afghans who make up the largest proportion of irregular migration flows of the Western Balkan route is through Macedonia, Serbia and Hungary to the EU. However, during 2013 in the structure of irregular migration flows in Serbia, there has been a reduction in the number of irregular migrants originating from Afghanistan to the prevailing share of persons from Syria, Somalia and Eritrea.

Irregular migration usually takes place in stages that are in charge of a number of smaller criminal organisations that cooperate transnationally⁷⁶⁷. As advised by smugglers, irregular migrants apply for asylum in case of arrest. Also, smugglers often leave them near the asylum centres, from where they again hit the road after a while. These centres also become part of the planned route for irregular migrants⁷⁶⁸. Since they travel longer distances, asylum centres in Serbia are commonly used as a place for rest for irregular migrants. They stay for a while in the territory of the Republic of Serbia, in the reception centres (Banja Koviljača and Bogovađa), filing an application for asylum. Persons seeking international protection in Serbia usually express intention to seek asylum in front of police officers at the border or after entering the territory of

764 Mavris L. (2002), Human smugglers and social networks: transit migration through the states of former Yugoslavia Working Paper, New issues in refugee research, no. 72, UNHCR, 1. <http://www.unhcr.org/3e19aa494.pdf> (retrieved 23.11.2013)

765 Hysmans J. (2006), *The Politics of Insecurity. Fear, Migration and Asylum in the EU*, London, Routledge; Kraler A., M. Rogoz (2011), Irregular migration in the European Union since the turn of the millennium – development, economic background and discussion, Database on Irregular Migration, Working paper 11/2011. <http://irregular-migration.net/> (retrieved 12.12.2013)).

766 Frontex, Annual Risk Analysis, (2013), 27. http://frontex.europa.eu/assets/Publications/Risk_Analysis/Annual_Risk_Analysis_2013.pdf. (9.11.2013).

767 Frontex, Europol, 2007 Determination of High Risk Routes Regarding Illegal Migration in the Western Balkan Countries, 10. <http://www.bing.com/search?q=Frontex,+Europol,+2007+Determination+of+High+Risk+Routes+Regarding+Illegal+Migration+in+the+Western+Balkan+Countries&src=IE-TopResult&FORM=IE11TR&conversationid=> (retrieved 26.12.2013)

768 Futo P., M. Jandi, L. Karasakova (2005), *Illegal Migration and Human Smuggling in Central and Eastern Europe*, Migracijske i etničke teme, 21 (1-2). Bilger V., M. Hofmann, M. Jandi (2006), *Human Smuggling as a Transnational Service Industry: Evidence from Austria*, International Migration, 44 (4).

the country. While the asylum procedure is underway⁷⁶⁹, after completion of the medical examination, these persons are placed in the centre for asylum seekers.

However, most of these people abuse the right of asylum and do not wait for the resolution of their applications, so proceedings are suspended⁷⁷⁰. From total of 2,723 persons in 2012 who expressed the intention for asylum in Serbia, only 12% have applied for asylum or 8% in 2011.⁷⁷¹ Some of irregular migrants in Serbia who had applied for asylum and were placed in asylum centres were discovered in trains to Hungary trying to get into the EU⁷⁷². Other authors indicate the phenomenon of disappearance of asylum seekers during the procedure of determining their requirements. The increase in the abuse of the asylum system and asylum centres was recorded in a number of EU countries (Hungary, Poland, Slovakia, Slovenia⁷⁷³). Out of 13,000 persons applied for asylum in Slovenia in 2000 even 12,600 left the country during the consideration of their request⁷⁷⁴

The inability to determine the identity of irregular migrants - asylum seekers, since most of them do not have any documents, is a big problem. This is important both from the point of monitoring the occurrence, as well as for safety reasons. Some authors point out that the centres for asylum migrants are the tool for migration control of the population of asylum seekers, while in the country. Studying of centres for asylum seekers in the Czech Republic suggests that they have to give over "means for communications"(cell phones) to competent authorities on their arrival at these centres, during their stay, in order to prevent their escape. Also, the security services recruit informants among asylum seekers⁷⁷⁵. This is so because the asylum seekers themselves admit they have knowledge that a certain number of them intentionally want to stay longer in centres for asylum. These individuals act as intermediaries between smugglers and asylum-seekers located in the centre, providing contact information of the place and time of their meeting or leave⁷⁷⁶.

769 Decision may be issued up to 60 days.

770 Лукич В. (2013), Миграционные тенденции в Сербии, 279, Сербские научные исследования 2012. Сборник научных статей. – М.: Экон-информ, Москва, составитель А.Н. Новик, 1-481.

771 Government of the Republic of Serbia, (2013), Migration profile of the Republic of Serbia for 2012., 42. http://www.google.rs/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=OCDMQFjAB&url=http%3A%2F%2Fwww.kirs.gov.rs%2Fdocs%2Fmigracije%2FMigracioni_profil_Republike_Srbije_za_2012.pdf&ei=qhrsUsLDJMKjtAak_YHwBA&usg=AFQjCNFWyt7JwZfh8QEXc_E40jqfussKA&sig2=AaePO2V_uotKeWFFileJhg (retrieved 29.10.2013)

772 Frontex, Annual Risk Analysis, 2013, 35. http://frontex.europa.eu/assets/Publications/Risk_Analysis/Annual_Risk_Analysis_2013.pdf. (retrieved 9.11.2013).

773 Jandl M. (2004), Research Note "The Relationship between Human Smuggling and the Asylum System in Austria." *Journal of Ethnic and Migration Studies*, 30 (4); Futo P., M. Jandl, L. Karasakova (2005), *Illegal Migration and Human Smuggling in Central and Eastern Europe, Migracijske i etničke teme*, 21 (1-2).

774 Požun B. J. (2001), "Just passing through: illegal immigrants find new back door to Europe in Slovenia," *Central Europe Review*, 3 (4). <http://www.ce-review.org/01/4/pozun4.html> (retrieved 10.12.2013)

775 Szczepanikova A. (2012), *Between Control and Assistance: The Problem of European Accommodation Centres for Asylum Seekers*, *International Migration*, 51 (4), 133, 134.

776 Bilger V., M. Hofmann, M. Jandl (2006), *Human Smuggling as a Transnational Service Industry: Evidence from Austria*, *International Migration*, 44 (4), 77.

3. RESEARCH METHODOLOGY

For the purposes of this study 53 interviews with asylum seekers at the Asylum Centre were conducted in Koviljača Spa resort and 45 interviews with irregular migrants. Category of irregular migrants included returnees on the basis of agreements on readmission of persons arrested during illegal border crossing, control of roads, accommodation facilities, bus and train stations, people with forged documents, people in the centre for accommodation of minors of foreign nationality without parental care or custody guardians at the Department of Education of children and youth "Vasa Stajić" in Belgrade, people in the immigration detention centre in Padinska skela in Belgrade, and people under asylum procedure who are not placed in centres for asylum seekers, yet. Persons employed in the aforementioned institutions and members of the police and border police conducted interviews in June 2013. In addition to interviews with asylum seekers and irregular migrants, as a supplement to the research, a survey was conducted among persons employed in state institutions and non-governmental organisations, which was completed by 92 persons in June 2013. The collected data were analysed with statistical analysis in Microsoft Excel and SPSS programs. The aim of the survey was to deepen the knowledge about the link between irregular migration and the use of modern technology based on specific cases in practice. The authors of the final report of the project *Clandestino*⁷⁷⁷ indicate the usefulness of the practice of interrelation of data obtained from irregular migrants and police officers in order to further verify the acquired knowledge.

The study included a survey conducted among six travel agencies, members of the National Agency of Serbia travel agencies - YUTA containing questions about the observations and knowledge of employees about the relationship between travel and irregular migration.

The study of population of irregular migrants is followed by numerous difficulties since many of them have no documents or give false information. Therefore, although this study is not representative, due to the small sample, the empirical results were used to indicate the extent to which irregular migration in Serbia is in connection with organised crime, with an emphasis on the use of high technology in the migration process.

4. RESULT ANALYSIS

4.1. Asylum Seekers

Studied population of asylum seekers included 53 persons located in the centre for asylum seekers in Koviljača Spa resort. The largest number of respondents originates from Syria (20.8%) and Algeria (11.3%). It is about male population (90.6%) aged 19-34 (64.2%) in urban areas (92.5%), which is predominantly married (67.9%). The largest number of respondents (69.8%) has secondary education, and from persons known to have education, 60% acquired education in technical and

⁷⁷⁷ *Clandestino* Project, Final report, (2009),9.
<http://www.emnbelgium.be/publication/clandestino-project-final-report> (retrieved 6.10.2013).

technological fields. Since most of them are unemployed (98.1%), they declared their economic status as very poor (47.2%). Migration from economic reasons is indicated by age-sex structure of the study group of asylum seekers, since the refugee population is usually composed of the entire family⁷⁷⁸. Out of 69.8% of respondents who speak one or more foreign languages most of them speak English (37.7%). The majority of respondents knew someone who had already stayed in Serbia (73.6%), which indicates the journey by known routes.

Confirmation of migration network activities is the fact that 75.5% of the asylum seekers has family and friends in some of European countries.

Special attention during the interviewing of asylum seekers in Serbia is dedicated to the use of modern technologies in order to examine their impact on the migration process. A large number of respondents have mobile phones (47 persons or 88.7% of respondents), while a much smaller number of them have computers (35 persons or 66.0%). It is important to note that the asylum seekers who have declared they have a computer, 60% of them have a laptop or notebook computer.

A total of 44 respondents (83.0%) know how to use a computer, and in this respect a statistical significance was observed with regard to the relation between the use of computer / Internet and education of asylum seekers, i.e. that people with higher education have better knowledge for computer use and use internet more. Also, there is a correlation between the use of Internet and knowledge of foreign languages, which proves that people who use Internet most often speak some of foreign languages (76.5%).

Although 44 asylum seekers claim to know how to use computer as much as 46 (86.8%) of them use social networks, and 47 (88.7%) know to access Internet, which indicates dishonesty of respondents in answering. Only seven asylum seekers (13.2%) have no profile on any social network. Many respondents use multiple social networks, and most used social networks are Facebook, Google+ and Twitter.

Despite the large volume of use of computers, social networks and phones, 18 asylum seekers (33.9%) think that these tools have not helped them in making decision to migrate from the country of origin, 20 respondents (37.7%) believe that these devices helped them a little to make a decision easier, while only 15 persons (28.3%) believe that use of computers and mobile phones helped them a lot in making decision on migration

Total of 23 asylum seekers (43.4%) believe that use of computers or cell phones was not helpful in determining the country of destination, while 30 asylum seekers or 56.6% believe that the use of computers or mobile phones helped them in determining the country of destination (15 persons or 28.3% of the respondents think they helped a little, while the same number think it helped them a lot). Knowledge of a foreign language has an impact on the use of computers / mobile phones in determining the destination country ($p < 0.05$), i.e. respondents who know some foreign languages have had help of the use of mobile phone / computer in determining the country of destination.

When the use of computers or mobile phones is concerned when determining routes of travel, respondents' opinions are quite divided. Total of 17 respondents (32.1%) felt that they did not help them during migration, the same number of asylum

778 Lukić V., V. Nikitović (2004), Refugees from Bosnia and Herzegovina in Serbia: A Study of Refugee Selectivity, *International Migration*, 42 (4), 95. Nikitović V., V. Lukić (2010), Could Refugees Have a Significant Impact on the Future Demographic Change of Serbia?, *International Migration*, 48 (1), 6.

seekers thought they helped them very little, while 19 persons (35.8%) said that the use of computers or mobile phones made them easier in making a decision about the route of movement. There are statistically significant differences ($p < 0.05$) in assistance from the use of these devices in determining the route of movement in relation to the gender of respondents, that is, use mobile phones or computers did not help in determining the destination country to the majority of women (80.0%), while only 27, 1% of men share the same opinion.

The question "Did the use of computers or mobile phones influence determination of the route of your movement?" was crossed with the question "How much the use of your computer / mobile phones helped you in making decision to migrate / determine the destination of migration?" which confirmed a statistically significant difference ($p < 0.001$), that is, the majority of people whom the use of computer / mobile phone was not helpful in making a decision on migration / determining the country of destination nor it helped in determining the route of movement.

Use of computers or mobile phones has helped a lot to 21 asylum seekers (39.6%) to migrate independently, without help of other persons; 15 persons (28.3%) believe that the use of modern technology helped them very little in migration; while 17 respondents (32.1%) stated that they did not find this helpful. There are statistically significant differences ($p < 0.05$) in relation to sex, where use of computers and mobile phones did not help the majority of women (80.0%) to migrate on their own without help of others, while 43.7% of men consider that the use of cell phones or computers helped them a lot to migrate.

There are differences in the use of computers / mobile phones for independent migration both in relation to the country of origin of asylum seekers ($p < 0.05$). Use of mobile phones or computers helped most to respondents from Algeria (23.8%), Syria (19.1%) and Afghanistan (14.3%) to migrate independently, without help of others.

Differences in the use of computers and mobile phones as assistance to asylum seekers to migrate independently in relation to language skills are highly statistically significant ($p < 0.005$). Respondents who knew foreign languages used mobile phones or computers as helpful assistance in migrating.

High statistical significance ($p < 0.001$) was confirmed when crossing the question whether the use of computers / mobile phones assist asylum seekers to independently migrate with the question of how the use of computers / mobile phones assist asylum seekers in determining the country of destination and route of movement. In both cases, it was confirmed that the majority of respondents who use modern technology neither had help by its use to migrate nor had benefit from computers / cell phones when determining the country of destination or route of movement.

Use of computer or mobile phone has helped as many as 34 asylum seekers (64.2%) to get in contact with other migrants - smugglers, while 11 of them found it to be of very little help to them, and 23 of them (43.4%) answered that it was of great help to them in achieving contacts. Only 19 respondents (35.9%) believe that the use of computers or cell phones did not help them to get in contact with other migrants - smugglers.

There are significant differences with respect to language skills ($p < 0.005$), i.e. respondents who know a foreign language used more cell phones or computers to get in contact with other migrants or smugglers.

The question of using a mobile phone or computer to get in contact with other migrants or smugglers was crossed with questions about use of computers or mobile phones when making a decision about the country of destination, the route of movement or independent movement of migrants, and a positive correlation was confirmed in all cases.

It is quite an even number of asylum seekers who used computers or cell phones to communicate with migrant-smugglers during migration (26 or 49.1%) and those who did not communicate with migrants or smugglers when migrating (27 or 50.9%).

The largest number of respondents (32 persons or 60.4%) think that they would manage to come to Serbia without help of computers / mobile phones, and only seven of them (13.2%) believe that they would not be able to migrate without the use of modern technology

Only 12 migrants (22.6%) would recommend to other potential migrants to migrate independently, on their own or to use computer-cell phone as help to transfer from the country of origin to the country of destination, while 24 respondents (45.3%) would not recommend it. Other respondents (17 or 32.1%) could not decide upon this issue.

4.2. Irregular migrants

Irregular migrant population in this study consisted of 45 irregular migrants of whom the largest number has been interviewed in Belgrade (51.1% of respondents) and Presevo (11.1%). Majority of respondents originate from Serbia (28.9%), Afghanistan (15.6%) and the Autonomous Province of Kosovo and Metohija (11.1%). It is the male population (82.2%), mostly aged 19-33 (73.3%), mostly from urban areas (91.1%) and Roma (40%). The largest number of respondents (28.9%) has elementary education. Since most of them are unemployed (97.8%), they mainly declared that their economic status was poor (46.7%). Most of the respondents do not speak any foreign language (55.6%).

Special attention in the study of irregular migrants has been paid to the use of modern technologies and their help in achieving process of migration - smuggling. The largest number of irregular migrants have a cell phone (42 persons or 93.3%), while only 14 respondents or 31.1% has computers. However, more than half of irregular migrants (24 people or 54.5% of the persons who gave the answer to this question) know how to use a computer. Logical connection between education and computer skills is observed. All persons with secondary or college / university degree are familiar with the work on computer, compared to those with no education or incomplete primary education who mainly do not know how to use a computer (63.6% or 87.5%).

The largest number of irregular migrants do not use the Internet (27 persons or 60.0% of respondents). If we compare the use of internet in relation to the degree of irregular migrants, we can conclude, as in the case of use of computers that people who use Internet usually have a higher education degree. Knowledge of a foreign language also has an impact on Internet use ($p < 0.005$). Out of total number of people who speak a foreign language, 65.0% use Internet, while out of total number of irregular migrants who do not speak a foreign language only 20.0% use internet. Although 18 respondents said they used the Internet, 20 persons alleged to use social

networks, suggesting untruthfulness while giving answers. More than half of irregular migrants do not use social networks (25 persons or 55.6% of respondents). The most used social network Facebook is used by 13 respondents. There was a statistically significant ($p < 0.05$) when it comes to social networking and educational attainment of irregular migrants, i.e. persons who have a higher level of education more often use social networks. Although 18 respondents said they used Internet, 20 persons stated the use of social networks, suggesting untruthfulness while giving answers. More than half of irregular migrants do not use social networks (25 persons or 55.6% of respondents). The most used social network is Facebook used by 13 respondents. There is a statistical significance ($p < 0.05$) when it comes to the use of social networks and education degree of irregular migrants, i.e. persons who have a higher level of education use more often social networks.

The largest number of irregular migrants considers that the use of computers and mobile phones did not help them to make the decision to migrate from the country of origin, then in determining the country of destination and route of movement. The share of persons who answered in the previous questions that the use a mobile phone or computer has helped them a lot ranges from 13 to 20%. There is a correlation between the use of computers and mobile phones to determine the route of movement / make decision on the country of destination and the education degree of irregular migrants. Irregular migrants who have no education, have not finished primary school or have only primary education are the persons who have declared that the use of modern technology did not help them in determining the country of destination and route of movement.

Determination of the route of movement and the country of destination is impacted by knowledge of foreign languages. Most irregular migrants who speak some foreign languages, state that the use of modern technology has helped them in determining the country of destination or route of movement (70% or 65%), while it did not help to the majority of irregular migrants who do not speak a foreign language, as they state (64 or 84.0%).

Out of total number of irregular migrants, 16 (35.6%) believe that the use of mobile phone or computer did not help them to migrate without somebody else's assistance, 24 irregular migrants (53.3%) think that it helped them quite a bit, and only five respondents (11.1%) think that it helped them a lot. However, 26 irregular migrants (57.8%) felt that the use of a cell phone or computer helped them to get in contact with other irregular migrants and smugglers (12 people thought it helped them a little and 14 that it helped them a lot). For 19 respondents (42.2%) the use of modern technology did not help in making contacts with other irregular migrants or smugglers.

Education degree of irregular migrants has an impact on the use of cell phones or computers to assist irregular migrants to migrate alone ($p < 0.01$). The use of modern technology has helped a lot to respondents with a college or university degree for independent migration, while the use of modern technologies helped a little or did not help at all to irregular migrants with lower education degree to migrate independently. Statistical significance exists in the correlation of questions related to independent migration with the help of technology and the questions on knowledge of foreign languages. Irregular migrants who know some of foreign languages had more help of the use of modern technology to migrate without assistance. For 20% of people who know a foreign language, the use of modern technology did not help in the

independent migration, and to 48% in case of persons who do not know any foreign language. Knowledge of foreign language proved to be significant in contact with other migrants or smugglers. Use of computer / mobile phone has helped a lot of irregular migrants in contact with other migrants or smugglers; for 50% of people who speak a foreign language and only 16% of respondents who do not know any foreign language.

Generally, irregular migrants did not communicate with other irregular migrants or smugglers during migration (33 people or 73.3% of respondents), while only 12 migrants (26.7%) used modern technology for this purpose. Compared with the question of whether the use of a computer or phone assist irregular migrants to get in contact with other migrants or smugglers, differences were confirmed which were statistically significant ($p < 0.001$). Even 83.3% of irregular migrants who used cell phones or computers for communication during their migration found the use of modern technology as very helpful in contacts with other irregular migrants or smugglers.

Less than half of irregular migrants (21 or 46.7%) think that they could be able to migrate without use of a computer or a mobile phone, while only six of irregular migrants (13.3%) felt that they could not be able to migrate without the help of modern technology. Other respondents were not sure whether they would need help of modern technology during migration.

The test was carried out to find out whether there is a difference in the number of irregular migrants who could not be able to migrate without use of a mobile phone or computer and those who had help by these devices in contacts with other irregular migrants or smugglers, confirming that there is a statistically significant difference ($p < 0, 01$). Most irregular migrants, who consider to have been able to migrate without the use of modern technology, said that use of phones or computers did not help them in establishing contacts with other irregular migrants or smugglers and vice versa.

Only four irregular migrants (8.9%) would recommend other, potential migrants to transfer alone, with help of computer-cell phone, from country of origin to country of destination, 24 (53.3%) would not recommend them to migrate on their own, while 17 irregular migrants (37.8%) may recommend other potential migrants to migrate on their own, with help of mobile phone or computer.

4.3. Irregular Migrants – Operational knowledge

The survey conducted with the aim of deepening the knowledge about the link between high technology and irregular migration, based on the cases in practice included 92 respondents employed in state institutions and non-governmental organisations, out of whom majority work in the public sector (90 or 97.8%). there is an equal number of respondents who act preventively, in repressive or humanitarian way towards irregular migrants (34.8% of respondents act preventively, 32.9%, repressively, and 32.3% in a humanitarian manner), although most of them act both in preventive and repressive manner. The largest number of respondents (54 or 59.3%) has knowledge that irregular migrants they encountered used Internet during migration. On the other hand, there is quite even number of respondents who are aware that irregular migrants used social networks during migration (45 respondents, or 49.4% of the persons who answered this question) and those who do not have this knowledge. The

most used social network by irregular migrants was Facebook (12 or 27.3%), followed by Twitter and Google+.

The majority of respondents (74 or 82.2% out of persons who answered this question) have knowledge that irregular migrants used mobile phones or computers in illegal border crossing/ stay, while 16 individuals (17.8%) stated that they have no such knowledge. However, only 25 respondents (27.8% of the persons who answered this question) have knowledge that irregular migrants use special applications on mobile phones or computers (GPS) in order to determine the route of movement. Slightly more than half of respondents (52 or 57.1%) have the experience that irregular migrants used a computer or mobile phone to contact their families, while only eight respondents (8.8%) believe that irregular migrants did not make contacts with their families by this way during migration. Other persons have declared not to have any knowledge on this occurrence (31, or 34.1% of the persons who answered this question).

The majority of respondents (42 or 45.7%) think that the use of computers or mobile phones helped a lot irregular migrants to come on their own, without any help of other persons come to Serbia. 30 persons or 33.3% has no knowledge about this topic while 17 (18.9%) of respondents believe that use of a mobile phone or computer helped very little to irregular migrants in the migration process. Most of the respondents are aware that use of a mobile phone or computer assisted irregular migrants to get in contact with other irregular migrants or smugglers. As many as 50 people or 56.8% think that it helped them a lot when migrating while 16 persons or 18.2% of the respondents thought that the use of a cell phone or computer helped them a little to get in contact with other irregular migrants or smugglers. Other respondents (22 or 25%) have declared that they have no knowledge on this subject.

37 respondents (42% of the total number of respondents who answered this question) say that irregular migrants would not be able to achieve the current flow on the way of irregular migration without the use of a computer or mobile phone, while 40 persons (45.5%) answered this question with "maybe." Only 11 respondents (12.5%) believe that irregular migrants could manage to travel the same journey without help of modern technology. The largest number of people (47 or 53.4%) was not aware whether irregular migrants used cell phones / computers in public places, in order to determine or establish, by themselves, the further route of their movement (internet cafe, park, shopping centre, square or other public place), 27 persons (30.7%) said yes, while 14 respondents (15.9%) said they had no cases of irregular migrants using cell phones / computers in public places.

4.4. Tourist Agencies

When the survey conducted among travel agencies is considered, questions such as: "Has there been any cases of forged documents with passengers?" "Has any travel agency lost its license because of connections with human trafficking?" "Has any travel agency lost license due to irregular migration?" "has any person employed in a travel agency been sentenced for human trafficking?" "Has any person employed in a travel agency been fined for irregular migration?" "has there been any cases of organised trips abroad for so-called. "Sex tourism"?" "Has there been any cases of organised transportation of minors for criminal activity?" "has there been any cases of

traveling abroad for offering illegal medical services? "All agencies have responded negatively. One affirmative answer was given only to the question "Has there been any cases when some individual passengers stayed abroad when traveling?" on the grounds that they have no information, but that they had heard that there have been many such cases.

5. COMPARATIVE ANALYSIS OF THE USE OF MODERN TECHNOLOGIES IN IMPLEMENTATION OF MIGRATION-SMUGGLING PROCESS (ASYLUM SEEKERS, IRREGULAR MIGRANTS, IRREGULAR MIGRANTS-OPERATIVE KNOWLEDGE)

Asylum seekers (88.7%) and irregular migrants (93.3%) possess mobile phones to a great extent. However, more important finding is that asylum seekers have laptops and notebook computers to a larger extent, and computers in general in relation to irregular migrants.

Table 1. *Asylum seekers and irregular migrants according to possession of mobile phones*

Possession of mobile phone		Asylum seekers	Irregular migrants
Yes	Number	47	42
	%	88,7	93,3
No	Number	6	3
	%	11,3	6,7

Table 2. *Asylum seekers and irregular migrants according to possession of computers*

Possession of computer	Asylum seekers		Irregular migrants	
	Number	%	Number	%
Yes, desktop	14	26,4	10	22,2
Yes, laptop	21	39,6	4	8,9
No	18	33,9	31	68,9
Total	53	100,0	45	100,0

Statistically significant differences have been established ($p < 0,01$) in knowledge of computer skills between asylum seekers and irregular migrants, that is, irregular migrants have less knowledge how to work on computer (53,3%) in regard to asylum seekers, of whom even 83,0% know how to use computer.

Table 3. *Asylum seekers and irregular migrants according to computer skills*

Computer skills	Asylum seekers		Irregular migrants	
	Number	%	Number	%
Yes	44	83,0	24	53,3
No	9	17,0	20	44,4
Not entered	-	-	1	2,2
Total	53	100,0	45	100,0

Tests were carried out within the study to find out whether there are significant differences in the process of irregular migration in Internet use among populations of asylum seekers, irregular migrants and smugglers. Results of the analysis indicate that asylum seekers use more Internet (88.7%), compared to irregular migrants (40%) and irregular migrants - operational knowledge (58.7%), and this difference is highly statistically significant. According to the operative findings, more than half of the smugglers (52.8%) also use Internet.

Table 4. *Use of Internet in the process of irregular migration*

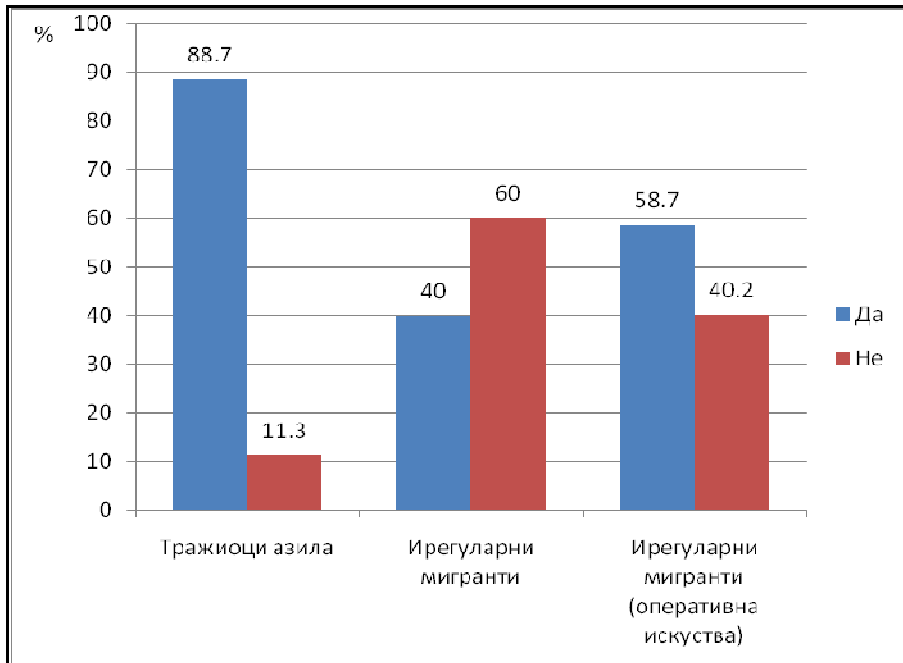
Do respondents use Internet	Asylum seekers	Irregular migrants	Irregular migrants (operational experience)	Smugglers (Operational experience)	Total
Yes	47	18	54	46	165
No	6	27	37	41	111
Not entered	-	-	1	1	2
Total	53	45	92	88	278

Irregular migrants - Irregular migrants (operational experience): ($\chi^2=4.52$, $df=1$, $p<0.05$)

Irregular migrants - Asylum seekers: ($\chi^2=54.08$, $df=1$, $p<0.001$)

Irregular migrants (operational experience) - Asylum seekers: ($\chi^2=13.81$, $df=1$, $p<0.001$)

Irregular migrants - Irregular migrants (operational experience) - Asylum seekers: ($\chi^2=25.72$, $df=4$, $p<0.01$)



Asylum seekers, Irregular migrants, Irregular migrants (operative experiences)
blue=yes, red=no

Graph 1. Use of Internet in the process of irregular migration

As with the use of Internet, there are differences between asylum seekers, irregular migrants and irregular migrants (operating experience) also with the use of social networks that are extremely high statistical significance. In the structure of the observed population even 86.8% of asylum seekers use social networks, or 48.9% according to operational knowledge on irregular migrants and 48.3% in the case of smugglers. Irregular migrants use social networks least in the process of irregular migration (44.4%).

Table 5. Use of social networks in the process of irregular migration

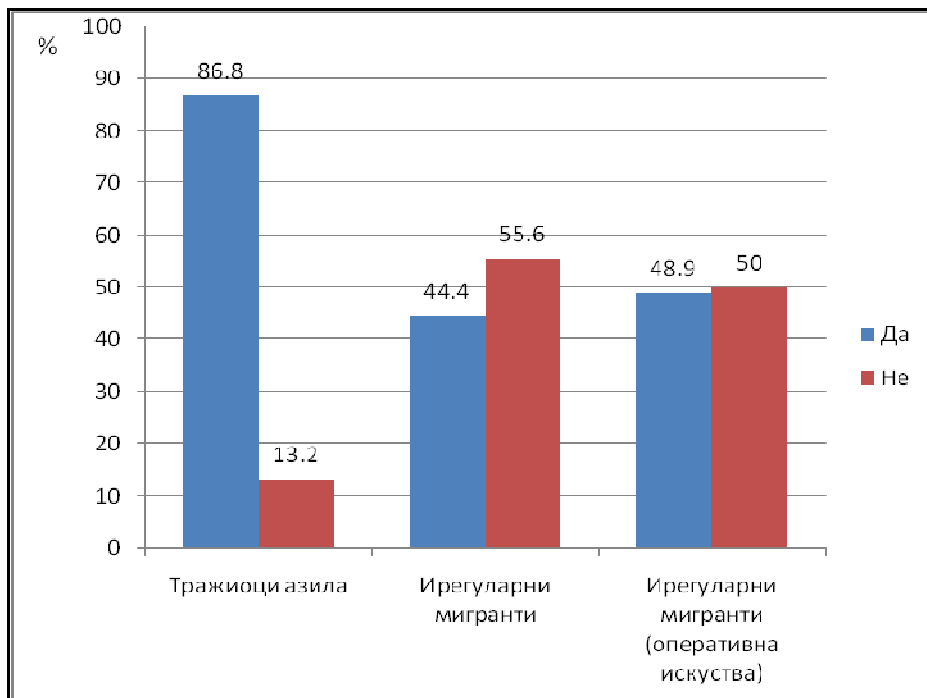
Do respondents use social networks	Asylum seekers	Irregular migrants	Irregular migrants (operational experience)	Smugglers (Operational experience)	Total
Yes	46	20	45	42	153
No	7	25	46	45	123
Not entered	-	-	1	1	2
Total	53	45	92	88	278

Irregular migrants - Irregular migrants (operational experience): ($\chi^2=0.28$, $df=1$, $p>0.05$)

Irregular migrants - Asylum seekers: ($\chi^2=13.88$, $df=1$, $p<0.001$)

Irregular migrants (operational experience) – Asylum seekers: ($\chi^2=13.35$, $df=1$, $p<0.001$)

Irregular migrants – Irregular migrants (operational experience) – Asylum seekers: ($\chi^2=16.13$, $df=4$, $p<0.001$)



*Asylum seekers, Irregular migrants, It did not help me, Very little, It helped me a lot
blue=yes, red=no*

Graph 2. Use of social networks in the process of irregular migration

Many respondents indicated that they used more than one social network. The most commonly used social networks are: Facebook used by 79.2% of asylum seekers, 44.2% of irregular migrants, 43.5% of irregular migrants (operational experience) and 46.6% of smugglers, followed by Twitter, Google+, Foursquare and others.

Table 6. Most often used social networks in the process of irregular migration

Do you use social networks	Asylum seekers	Irregular migrants	Irregular migrants (operational experience)	Smugglers (Operational experience)
Facebook	42	19	37	41
Google+	42	6	16	12
Twitter	31	2	21	14
Foursquare	1	1	-	0
LinkedIn	-	-	4	3
Other	21	1	7	2
No account	5	24	41	7

28.3% of asylum seekers and 20.0% of irregular migrants think that the use of cell phones or computers helped them a lot to make a decision to migrate, while 37.8% of respondents in both groups consider that it helped them a little, while 33.9 % of asylum seekers and even 42.2% of irregular migrants are of the opinion that the use of modern technology did not help them in making decisions on migration

Table 7. Use of mobile phones or computers

Use of mobile phones or computers when making decision on migration	Asylum seekers		Irregular migrants	
	Number	%	Number	%
It did not help me	18	33,9	19	42,2
Very little	20	37,7	17	37,8
It helped me a lot	15	28,3	9	20,0
Total	53	100,0	45	100,0

Although statistically significant differences between asylum seekers and irregular migrants in the determination of the country of destination have not been proved when use of computer or mobile phone is in question, it is observed that the population of asylum seekers has a higher percentage of persons to whom the use of these devices helped during migration.

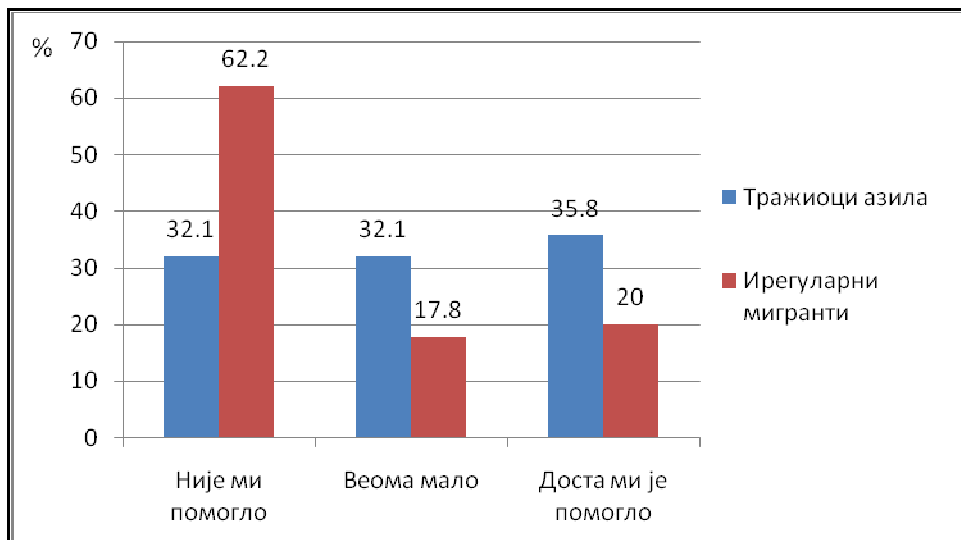
Table 8. Use of computers or mobile phones

Use of computers and mobile phones when determining the country of destination	Asylum seekers		Irregular migrants	
	Number	%	Number	%
It did not help me	23	43,4	22	48,9
Very little	15	28,3	17	37,8
It helped me a lot	15	28,3	6	13,3
Total	53	100,0	45	100,0

The difference between the population of asylum seekers and irregular migrants in how the use of mobile phones or computers helped them in determining the route of movement is statistically significant ($p < 0.05$), i.e. use of a mobile phone or computer helped more to asylum seekers than to irregular migrants in determining the routes of movement.

Table 9. Use of computers/mobile phones

Use of computer and telephone when determining the route of movement	Asylum seekers		Irregular migrants	
	Number	%	Number	%
It did not help me	17	32,1	28	62,2
Very little	17	32,1	8	17,8
It helped me a lot	19	35,8	9	20,0
Total	53	100,0	45	100,0



Graph 3. Use of computers/mobile phones
Asylum seekers, Irregular migrants, It did not help me, Very little, It helped me a lot

The majority of respondents have operational knowledge that irregular migrants and smugglers used mobile phones or computers (82% of irregular migrants and 85% of smugglers) in the process of migration

Table 10. Use of mobile phones or computers during illegal border cross

Use of mobile phone or computer		Irregular migrants (operational experience)	Smugglers (Operational experience)
Yes	Number	74	74
	%	82,2	85,1%
No	Number	16	13
	%	17,8	14,9

However, according to operative findings, the majority of irregular migrants (70.6%) and smugglers (77.3%) did not use specific applications (GPS) on their mobile phones or computers in determining the routes of movement, in the process of irregular migration.

Table 11. Use of special applications (GPS) on mobile phones

Use of special applications (GPS) on mobile phones or computers in the process of irregular migration	Irregular migrants (operational experience)		Smugglers (Operational experience)	
	Number	%	Number	%
Yes	25	27,2	17	19,3
No	65	70,6	68	77,3
Not known	2	2,2	3	3,4

There is a huge difference among all the study groups - asylum seekers, irregular migrants and irregular migrants (operational experience) - compared to how the use of mobile phones or computers, helped them to migrate on their own. The use of modern technology helped very little to the largest number of irregular migrants to migrate on their own, without somebody else's help, while the use of modern technology helped a lot to the majority of asylum seekers and irregular migrants, according to operational experience. We may conclude that the use of modern technology helped to 64.4% of irregular migrants in the migration process, 98.3% of irregular migrants (operational experience) and 67.9% of asylum seekers.

Table 12. Use of mobile phones/computers as help to respondents to migrate on their own without help of any other person

How much did computer-mobile phone help you to migrate on your own Without help of other persons to arrive to this place	Asylum seekers		Irregular migrants		Irregular migrants (operational experience)		Total
	Number	%	Number	%	Number	%	Number
It did not help me	17	32,1	16	35,5	1	1,7	34
Very little	15	28,3	24	53,3	17	28,3	56
It helped me a lot	21	39,6	5	11,1	42	70,0	68
Total	53	100,0	45	100,0	60 ⁷⁷⁹	100,0	158

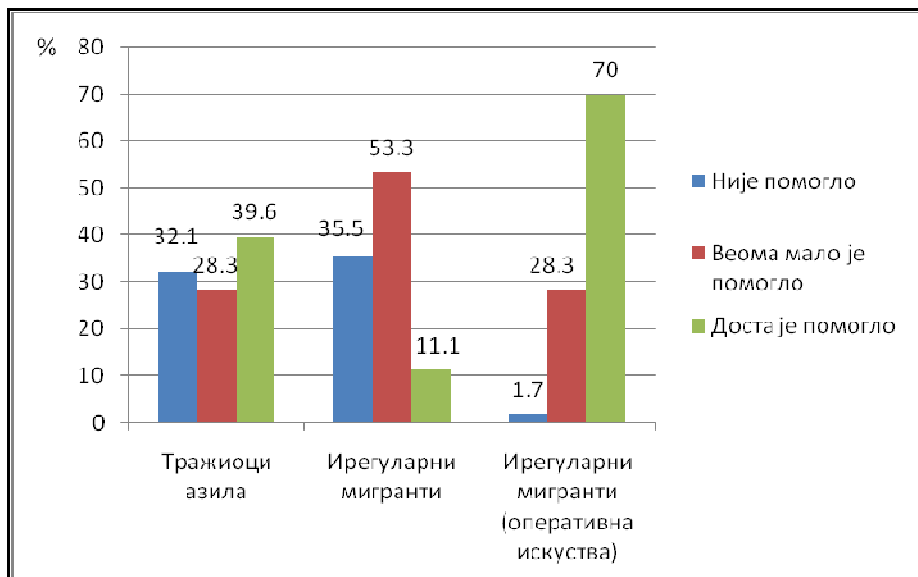
Irregular migrants - Irregular migrants (operational experience): ($\chi^2=42.28$, $df=4$, $p<0.001$)

Irregular migrants - Asylum seekers: ($\chi^2=11.38$, $df=4$, $p<0.001$)

Irregular migrants (operational experience) - Asylum seekers: ($\chi^2=20.99$, $df=4$, $p<0.001$)

Irregular migrants - Irregular migrants (operational experience) - Asylum seekers: ($\chi^2=57.90$, $df=6$, $p<0.001$)

⁷⁷⁹ That they have no knowledge on this topic was stated by 30 respondents while there are no data for another two respondents.



Asylum seekers; Irregular migrants, Irregular migrants(operational experience)

Blue: It did not help me

Red: Very little

Green: It helped me a lot

Graph 4. *Use of mobile phones/computers as help to respondents to migrate on their own without help of any other person*

The hypothesis (if there are any statistically significant differences between the studied populations) was tested with respect to the use of mobile phones and computers to get in contact with other migrants or smugglers, and it was confirmed that there were statistically significant differences ($p < 0.001$). The use of mobile phone or computers was quite helpful in contact with other migrants or smugglers for most irregular migrants (75.8%), according to operational information, while (43.4%) of asylum seekers (31.1%) of irregular migrants has the same opinion. In population of irregular migrants the largest participation of people (42.2%) declared that the use of modern technology did not help them in contacts with other irregular migrants or smugglers, while 35.8% of asylum seekers share the same opinion. However, none of the respondents from the group of irregular migrants (operational experience), who had knowledge of this occurrence does not consider that the use of mobile phone or computer didn't help irregular migrants to achieve contact with other migrants-smugglers, at least to some extent. Also, according to operational findings, the use of mobile phones or computers helped a lot to a number of smugglers (70%) to get in touch with other human traffickers and irregular migrants

Table 13. Use of computers-mobile phones for making contacts with other migrants-smugglers

How much computer-mobile phone helped you in contacts with other migrants-migrant smugglers	Asylum seekers		Irregular migrants		Irregular migrants (operational experience)		Smugglers (Operational experience)	
	Number	%	Number	%	Number	%	Number	%
It did not help me	19	35,8	19	42,2	0	0,0	2	2,3
Very little	11	20,7	12	26,7	16	24,2	2	2,3
It helped me a lot	23	43,4	14	31,1	50	75,8	62	70,5
Total	53	100,0	45	100,0	66 ⁷⁸⁰	100,0	66	100,0

Most of the irregular migrants did not communicate with other irregular migrants or migrant smugglers during the migration process (33 persons or 73,3% respondents), while only 12 irregular migrants (26,7%) has used modern technology during migration. In case of asylum seekers, the same number of respondents answered affirmatively to the question dealing with communication with migrants/smugglers during migration.

Table 14. Use of computers-mobile phones for communication with irregular migrants/smugglers during migration smuggling

Did respondents communicate with migrants/smugglers during migration	Asylum seekers		Irregular migrants	
	Number	%	Number	%
Yes	26	49,1	12	26,7
No	27	50,9	33	73,3
Total	53	100,0	45	100,0

There are statistically significant differences between irregular migrants and asylum seekers when making contacts with other irregular migrants or migrant smugglers via mobile phones or computers during migration that indicate that asylum seekers have communicated more with smugglers than irregular migrants.

According to operational information, the majority of smugglers and a significant number of irregular migrants would not have managed on the way of irregular migration or migrant smuggling without the help of mobile phone or computer. However, there is still prevailing opinion in a population of asylum seekers and irregular migrants that they would have been able to realise irregular migration even without the help of high modern technology. However, operational findings suggest that most of irregular migrants would not have been able to come to Serbia without the help of mobile phone or computer.

780 Twenty two respondents declared that they are not aware of whether irregular migrants or migrant smugglers used computers/mobile phones for contacts with other migrants or smugglers during migration while data for other persons have not been entered, yet.

Table 15. Realisation of migration-smuggling process without the help of computers-mobile phones

Would you manage to come to Serbia without the help of computers/mobile phones	Asylum seekers		Irregular migrants		Irregular migrants (operational experience)		Smugglers (Operational experience)	
	Number	%	Number	%	Number	%	Number	%
Yes	32	60,4	21	46,7	11	12,5	6	6,8
No	7	13,2	6	13,3	37	42,0	54	61,4
Perhaps	14	26,4	18	40,0	40	45,5	28	31,8
Total	53	100,0	45	100,0	88 ⁷⁸¹	100,0	88	100,0

The questionnaires for irregular migrants and smugglers (operational experience) had the question whether they have information that these people have used mobile phones or computers in public places in order to organise and continue smuggling route for irregular migrants (internet cafe, park, shopping centre, square or other public place). The majority of respondents (who answered that question) do not have that information, and about a third of respondents (30% of irregular migrants and 35% of smugglers) are aware that the observed group has used mobile phones or computers in public places.

Table 16. Use of mobile phones/computers in public places in order to organize and create further route of irregular migrants smuggling

Use of mobile phones/computers by migrants in public places	Irregular migrants		Smugglers	
	Number	%	Number	%
Yes	27	30,6	31	35,2
No	14	15,9	11	12,5
Not known	47	53,4	46	52,3
Not entered	4	4,5	-	-
Total	92	100,0	88	100,0

A very small number of respondents declared that they would recommend other potential migrants to transfer from the country of origin into the country of destination on their own or by use of computers/mobile phones. Although there are no statistically significant differences between irregular migrants and asylum seekers on this issue, data show that it would be done to a greater extent by asylum seekers.

781 Data have not been entered for four respondents.

Table 17. Recommendation to potential migrants to transfer from the country of origin into the country of destination on their own or by help of computers/mobile phones

Would you recommend other potential migrants to transfer from the country of origin into the country of destination on their own or by use of computers/mobile phones?	Asylum seekers		Irregular migrants	
	Number	%	Number	%
Yes	12	22,6	4	8,9
No	24	45,3	24	53,3
Perhaps	17	32,1	17	37,8
Total	53	100,0	45	100,0

5. CONCLUSIONS AND RECOMMENDATIONS

The results of research indicate a link between irregular migration and the use of high technology. The population of asylum seekers use more high technology in the process of migration in relation to irregular migrants. What is common to both populations is the fact that computers / mobile phones were more used for communication with other migrants or smugglers than for independent travel. Also, the extent of the use of high technology depends on the demographic and socioeconomic characteristics of respondents, and men, people with higher education level and those who speak a foreign language use more high technology in the process of irregular migration.

There is evident observation of links between irregular migration and the use of high technology both by respondents employed in governmental and non-governmental organisations, including members of the police institutions throughout Serbia and the members of the border police, gained through operational experience. However, in order to act preventively they need much better technical equipment of their units. The transnational character of irregular migration and the high proportion of secondary movement in the structure of flows of asylum seekers by territorial origin, impose the need for further and better international cooperation on the issue of irregular migration.

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