



**GROUND TRUTH
SOLUTIONS**

MIXED MIGRATION PLATFORM

**REFUGEE, ASYLUM SEEKER &
MIGRANT PERCEPTIONS**

VIENNA/AUSTRIA

– QUANTITATIVE ROUND –

June 14, 2017

MIMP | MIXED
MIGRATION
PLATFORM

CONTENTS

OVERVIEW	3
INTRODUCTION	3
SUMMARY FINDINGS	3
READING THIS REPORT	4
HIGHLIGHTS	5
SURVEY QUESTIONS	6
Q1. AWARENESS OF SERVICES AND SUPPORT	6
Q2. RELEVANCE OF SERVICES	8
Q3. PRIORITY NEEDS	9
Q4. COMPLAINTS MECHANISMS	9
Q5. PROFESSIONAL ASYLUM ADVICE	11
Q6. FEELING WELCOME IN AUSTRIA	13
Q7. SPENDING TIME USEFULLY	14
Q8. SOCIAL SUPPORT	16
Q9. RESPECT - AID PROVIDERS	18
Q10. RESPECT - GOVERNMENT AUTHORITIES	18
Q11. SAFETY - AUSTRIA	18
Q12. SAFETY - RESIDENCE	19
DEMOGRAPHICS	20
SECONDARY DATA	22
RECOMMENDATIONS	22
NOTE ON METHODOLOGY	23
BACKGROUND	23
SURVEY DEVELOPMENT	23
SAMPLE SIZE	23
SAMPLING METHODOLOGY	23
DATA DISAGGREGATION	23
LANGUAGE OF THE SURVEY	23
DATA COLLECTION	23
WORKS CITED	24

OVERVIEW

Introduction

This report analyses data collected from refugees and asylum seekers currently living in Vienna. It is the first in a series of quantitative and qualitative data collection rounds under the [Mixed Migration Platform](#) looking at refugee, asylum seeker and migrant perceptions of the services provided in Austria. Interviews for the survey were conducted face-to-face with 376 refugees, asylum seekers and migrants at institutions that counsel, support and provide accommodation for asylum seekers in Vienna. While respondents were approached at these facilities, they were not necessarily making use of the counselling services on offer. Respondents may have made use of other available services such as language courses, registering for asylum procedures and housing.

The goal of this survey is to provide insight into the experiences and perceptions of refugees, asylum seekers and migrants to (i) better inform the overall response in Austria, (ii) to enable NGOs to provide more effective programmes, and (iii) to encourage governmental agencies to adopt data driven policy responses. Respondents were asked to score each closed question on a scale of 1 to 5, with open-ended questions included to provide deeper insights. A qualitative round of data investigation and validation by Ground Truth Solutions in the next few months will delve deeper into some of the issues that surfaced in this quantitative survey. More background and information on the methodology can be found at the end of this report.

Summary Findings

1. Lack of information about available services and support

Generally, respondents do not feel well informed about the support and services available to them, particularly regarding employment and labour market integration, asylum procedures, and education. The majority prefer receiving face-to-face information through counselling centres and from their main contact at their accommodation.

2. Priority needs are mostly met

Respondents feel that the available services meet some of their most important needs. Syrians and Iraqis report a higher level of satisfaction with available services than Afghans. Additionally, there is less satisfaction among those not taking official German language classes.

3. Most important needs

Respondents identify language courses, housing, education, and employment as their most important needs.

4. Lack of awareness on how to lodge complaints and make suggestions

Sixty-one percent of respondents are unaware of how to lodge complaints or make suggestions. This is particularly prevalent among respondents without formal education or those not enrolled in certified German classes, a high proportion of whom are from Afghanistan.

5. Half of all respondents have received professional asylum advice

Just over 50% of all respondents have received professional advice about their asylum procedures and the majority of them believe it is useful. Syrians are more likely than Afghans or individuals from other countries* to

have received such advice. Not knowing who or where to ask is the most common reason for not having received professional advice.

6. Surveyed individuals feel welcome in Austria

Respondents generally feel welcome in Austria. Austrians being friendly and accommodating is the most common reason for this, while racism, discrimination, and “feeling foreign” are the most common responses from those who feel unwelcome.

7. Spending time in useful ways

Most refugees, asylum seekers and migrants included in this survey feel they can spend their time in useful ways, typically learning German, but also caring for family, and playing sports. Among those who do not feel they can spend their time in useful ways, not having enough to do, unemployment and language barriers are perceived as underlying causes.

8. Not all feel socially supported

Overall, respondents are divided as to whether they feel socially supported in Austria. Afghans and respondents from other countries feel far less supported than Syrians. For those responding positively, Austrian and Arabic friends constitute the most valuable source of support. For those who feel less supported, learning German and having more interactions with locals are identified as important first steps.

9. Respondents feel treated with respect by aid providers

Respondents overwhelmingly feel that aid providers treat them with respect. Iraqis and Syrians are generally more positive than respondents from other countries.

* Throughout this report, the term “other countries” will be used to refer to individuals from Iran (74%), Palestine (6%), Egypt (4%), Tunisia (4%), Yemen (4%), Algeria (2%), Morocco (2%), Pakistan (2%), Bangladesh (2%) and Tajikistan (2%).



10. Respondents feel treated with respect by government authorities

Almost all respondents feel that government authorities treat them with respect.

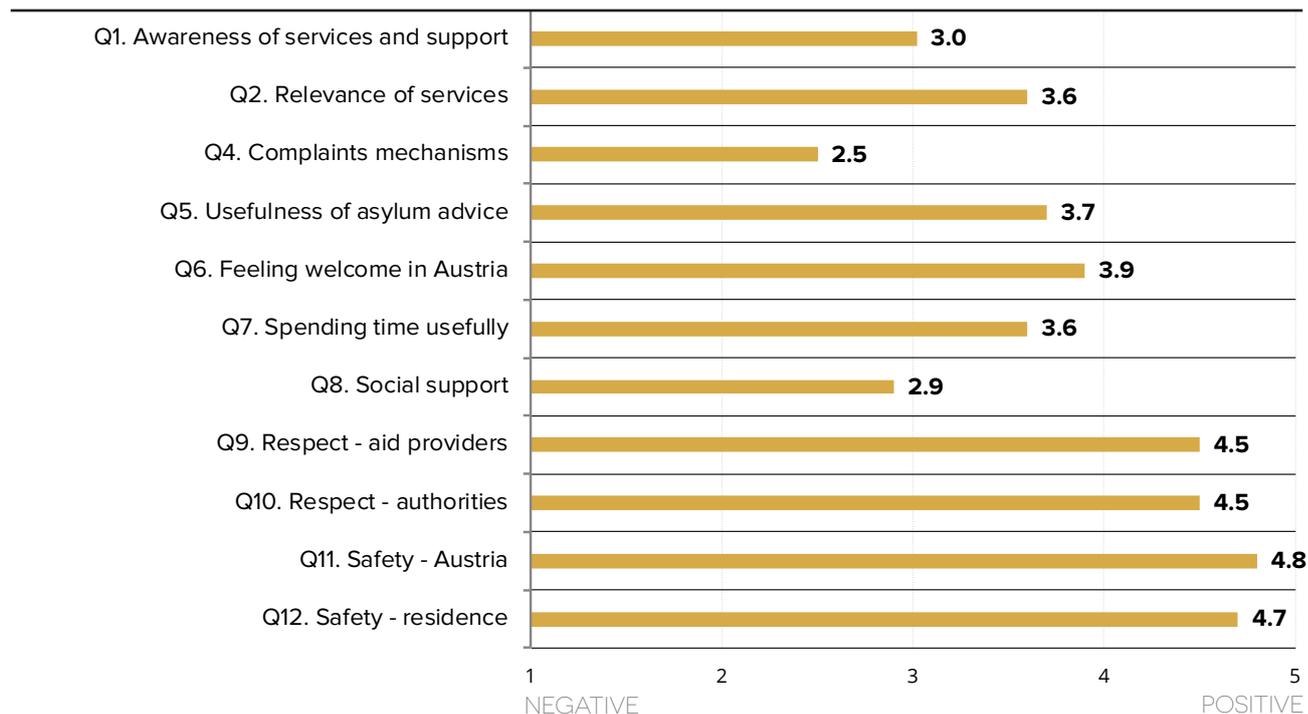
11. Vast majority feel safe in Austria

Almost 90% of respondents indicate feeling “completely” safe in Austria. Fear of deportation, crime, and local resentment are cited as some of the reasons for feeling unsafe.

12. Strong feelings of safety within places of residence

The vast majority of respondents also feel completely safe in their place of residence. Those who do not feel safe most commonly identify the behaviour of other residents and overcrowding as contributing to their perceived lack of safety.

OVERVIEW OF MEAN SCORES PER QUESTION



Almost all questions were consistently answered more positively by respondents from Syria, followed by Iraqis and Afghans - a trend that correlates with the acceptance rate of asylum applications based on the country of origin in Austria in 2016 (see Demographics section). This trend is especially pronounced where respondents are asked whether they know how to lodge complaints (Q4) and if they feel socially supported in Austria (Q8). Interestingly, the responses to these two questions are also positively correlated.

The results in this survey generally support the long-term advocacy goals of NGOs assisting refugees, asylum seekers and migrants in Austria. These include the importance of professional legal advice throughout asylum application procedures (Q5), more capacity for and quicker access to German language classes (Q3), earlier integration into the labour market (Q7) and greater resources for support and counselling services.

Reading this report

This report uses bar charts for both open and closed Likert scale questions. The charts show the distribution (in %) of answer options chosen for a particular question, with colours ranging from dark red for negative answers to dark green for positive ones. The mean or average score is also shown for each question on a scale of 1 to 5. Answers to open questions were grouped and are shown in bar charts, displaying the most common responses and how frequently they were given by respondents to the question.

For each question, we indicate the main conclusion from the data. We also identify issues that might require further exploration or inquiry. This can be done by comparing the perceptual data with other data sets that are available to organisations in Austria. Another approach is to clarify what lies behind the perceptions that surfaced in the survey directly through community engagement, such as focus group discussions, key informant interviews, and other forms of dialogue.



HIGHLIGHTS

QUANTITATIVE ROUND

61%

DO NOT KNOW HOW TO
LODGE **COMPLAINTS** AND
MAKE **SUGGESTIONS**



PEOPLE NEED:

1. LANGUAGE COURSES
2. HOUSING
3. EDUCATION

81%

FEEL **COMPLETELY**
SAFE IN THEIR PLACE OF
RESIDENCE

49%

HAVE NOT RECEIVED
PROFESSIONAL **ASYLUM**
ADVICE



PREFERRED INFORMATION SOURCES:

1. COUNSELLING CENTRES
2. CONTACT AT RESIDENCE
3. FACEBOOK

88%

SAY THEY FEEL **AID**
PROVIDERS TREAT THEM
WITH **RESPECT**

41%

DO NOT FEEL **SOCIALLY**
SUPPORTED IN AUSTRIA



TO FEEL SOCIALLY CONNECTED IN AUSTRIA, PEOPLE NEED:

1. TO LEARN GERMAN
2. MORE CONTACT WITH LOCALS
3. EMPLOYMENT

90%

SAY THEY **FEEL**
COMPLETELY SAFE IN
AUSTRIA

SURVEY QUESTIONS

Q1. Awareness of services and support

Do you feel informed of the kind of services and support that are available to you?



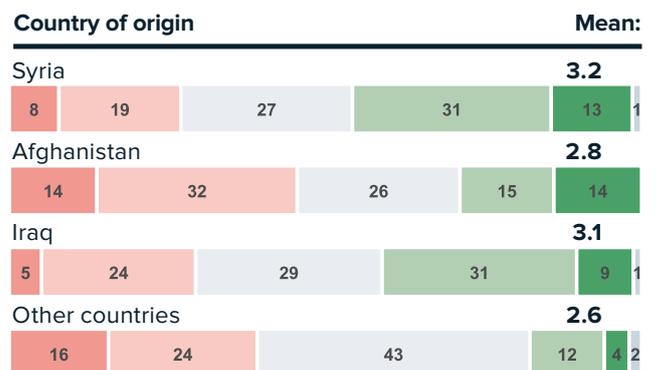
(values in %)

Mean: 3.0



Generally, respondents do not feel well informed about the services and support available to them. In their 2015 country report for Austria, the Asylum Information Database (AIDA) found that asylum seekers' access to sufficient information on procedures, rights, and obligations is "difficult" in Austria.¹ Specifically, the report cites as problematic insufficient access to non-governmental organizations (NGOs) and the Office of the United Nations High Commissioner for Refugees (UNHCR) in detention centres and remote locations (excluding borders), and the lack of tailored information for unaccompanied minors.

Respondents from Syria and Iraq feel considerably better informed than those from other countries.



Those who are not taking certified German classes feel least informed.



Respondents who have not received professional asylum advice feel less informed about available services and support than those who have.

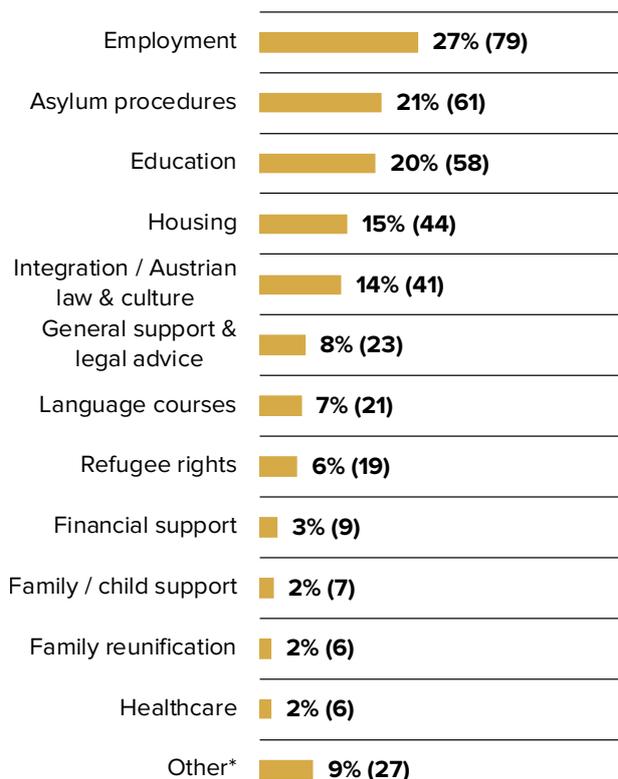


¹Knapp, Anny. "Asylum Information Database. Country Report: Austria." p. 46.



Follow-up question to Q1 asked to everyone:

What would you like to know more about?



Respondents would like to be better informed about labour market integration, education, and asylum procedures. The AIDA country report notes that information on procedures, rules, and obligations are scarce because asylum legislation changes so often, frustrating efforts to find employment.² Furthermore, because asylum seekers are not typically registered as unemployed with the public employment service (*Arbeitsmarktservice Österreich*), they do not have access to free vocational training. Thus, it “very much depends on the initiative of the asylum seeker to find a job offer.”³

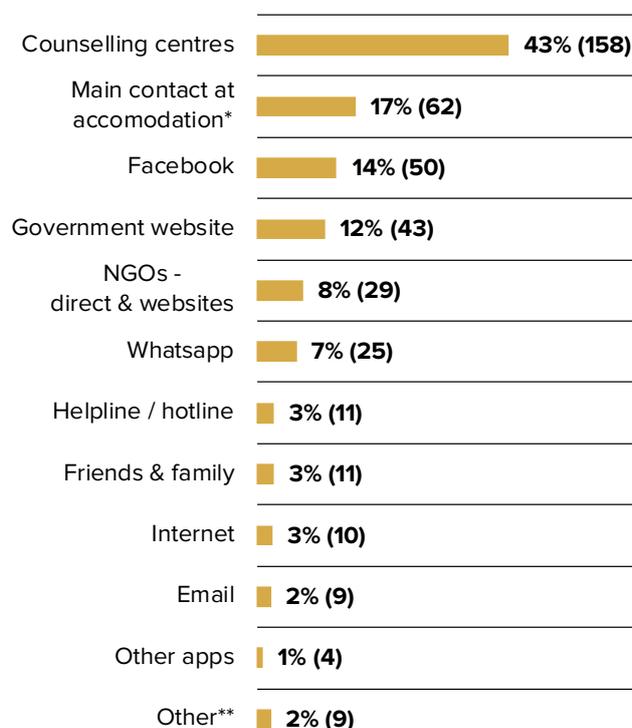
Regarding social integration and Austrian laws, respondents would like to learn more about Austrian culture and history, as well as civic duties and responsibilities. References to general support and legal advice relate to planning for individuals’ “futures” and establishing an understanding of Austrian institutions and authorities.

The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

* “Other” includes more information on dealing with paperwork and why people are being treated unfairly.

Follow-up question to Q1 asked to everyone:

How would you like to receive information?



Surveyed individuals indicate a preference for receiving their information at counselling centres. The majority of responses involve face-to-face interaction with other people, as opposed to digital or telephone-based sources of information.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

* “Main contact at accomodation” was selected by respondents currently residing in public *and* private accomodation. Thus, it does not necessarily imply a designated ‘contact’ at one of the surveyed institutions, but could instead simply be an aquantance at a private accomodation.

** “Other” includes postal services, schools or colleges, information that is easier to understand, Arabic information, word of mouth and events.

² Knapp, Anny. "Asylum Information Database. Country Report: Austria." p. 46.

³ Knapp, Anny. "Asylum Information Database. Country Report: Austria." p. 46.



Q2. Relevance of services

Are your most important needs met by services provided?



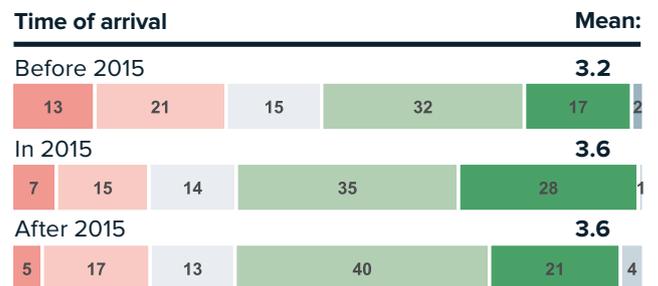
(values in %)

Mean: 3.6



While more than half of the respondents feel that the services manage - to varying degrees - to meet their needs, almost a quarter feel that their needs are not being sufficiently addressed.

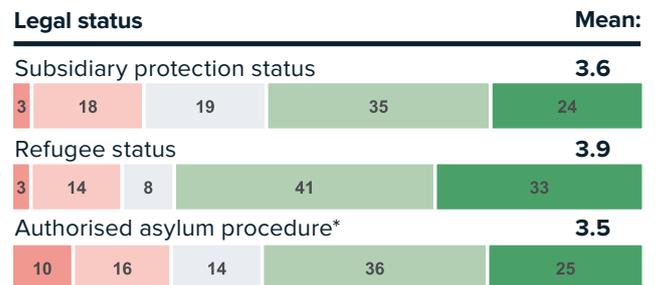
Respondents who arrived in Austria before 2015 are slightly less convinced than those who arrived later that available support addresses their most important needs.



Respondents not currently taking certified German classes are less satisfied with the relevance of available support.



Respondents whose asylum procedure has been authorised give slightly more negative scores than those with refugee status.

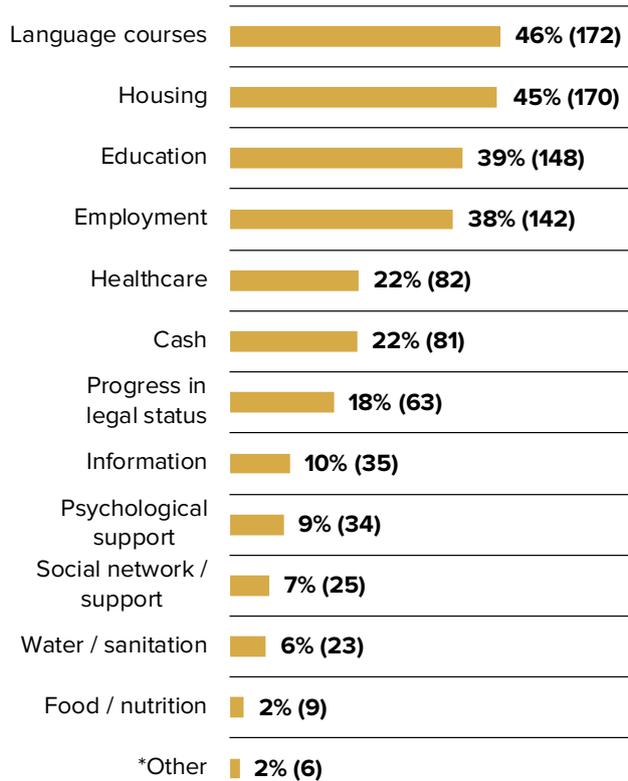


*An authorised asylum procedure means that an asylum application has been accepted by the authorities and is pending approval. The asylum seeker is permitted to remain in Austria for the duration of the procedure, after which his or her application is approved or denied.



Q3. Priority needs

What are your most important needs?



When asked what their most important needs are, respondents most often cite language courses, housing, education, and employment.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

* "Other" includes clothing, family and raising children, music lessons and mobility.

Q4. Complaints mechanisms

Do you know how to make suggestions or complaints about the support you received?



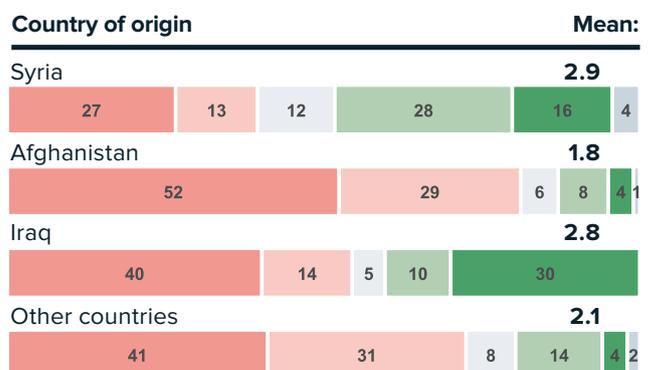
(values in %)

Mean: 2.5

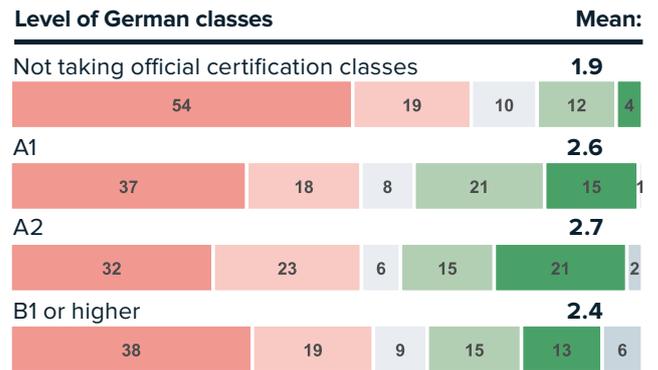


Respondents are generally unaware of how to make suggestions and lodge complaints.

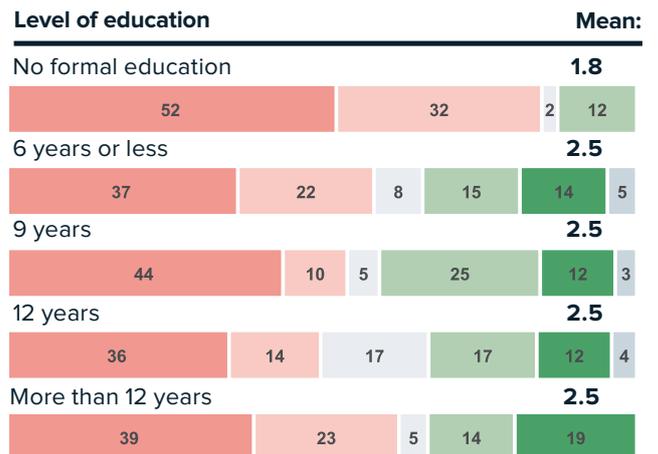
In line with previous questions, Afghans and respondents from other countries are substantially less aware of how to make suggestions and lodge complaints than respondents from Syria and Iraq.



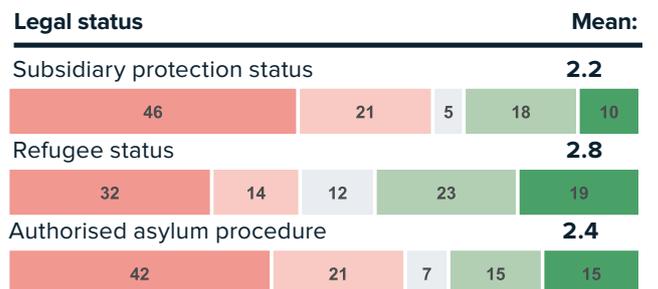
Respondents currently enrolled in certified German classes are generally better informed of complaints mechanisms.



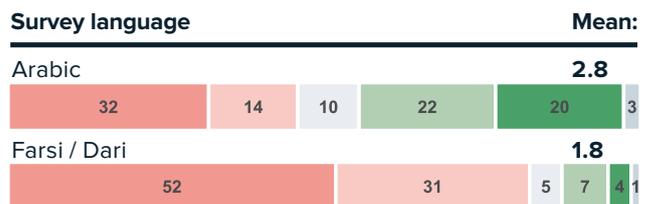
A lack of awareness about how to raise issues and concerns is most prevalent amongst those with no formal education. This is particularly relevant for Afghan respondents, of whom 27% have no formal education. This is supported by a qualifications analysis conducted by the *Arbeitsmarktservice* in 2016; of 1,401 Afghan respondents, 25% had no formal education.⁴



Respondents with subsidiary protection status and an authorised asylum procedure feel less aware of complaints mechanisms than those with refugee status.



Farsi and Dari speaking respondents feel considerably less aware of complaints mechanisms when compared to Arabic speakers.



Respondents who have not yet been professionally advised on asylum matters feel less aware of complaints mechanisms than those who have.



⁴ Arbeitsmarktservice Österreich. "Arbeitsmarktintegration geflüchteter Menschen: Bilanz und Ausblick."



Q5. Usefulness of asylum advice

No
Yes

Have you received professional advice about your asylum procedure?

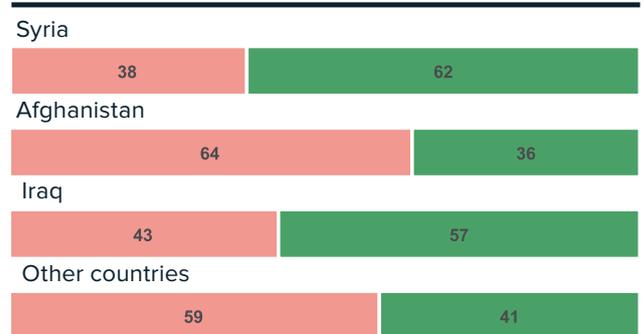
(values in %)



Just over half of those surveyed have been professionally advised on their asylum procedures. Asylum seekers in Austria are entitled to professional legal advice only under specific circumstances. If an asylum seeker decides to appeal a denied asylum application, if another country is found to be responsible for processing an application or when those seeking asylum are unaccompanied minors, Austrian authorities are compelled to provide legal advice.⁵ However, other asylum seekers, at various stages of their asylum procedure, are not entitled to professional asylum advice, even when they are covered by the Austrian basic social services system (*Grundversorgung*).

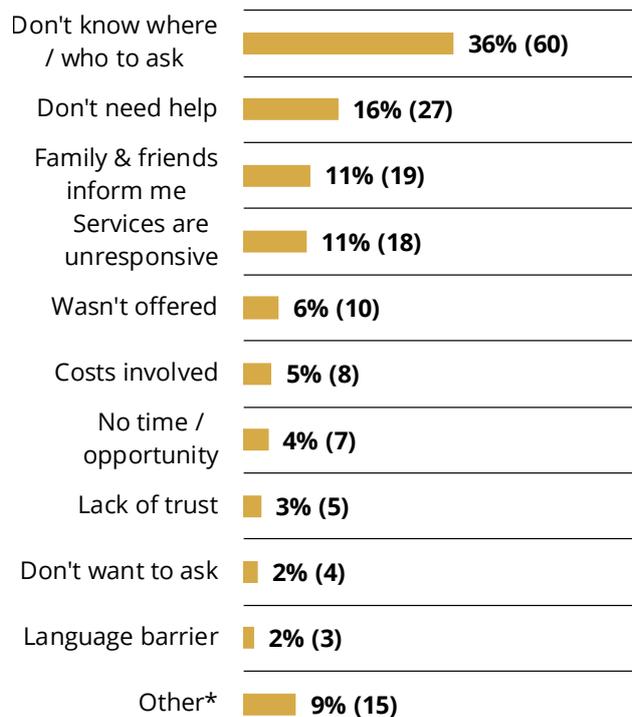
While most Syrian and Iraqi respondents say they have received professional advice, the same can only be said for just over a third of Afghans and respondents from other countries.

Country of origin



Follow-up question for those who responded "no" to Q5:

Why not?



The majority say they simply did not know how or where to request such services. This underscores the results of the aforementioned AIDA country report in terms of access to information. Not needing help or advice is the second most common response, often because respondents say they have already received procedural advice from friends and family.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

* "Other" includes not knowing why, having been denied asylum, stress, waiting for advice, and not having tried.

⁵ Bundeskanzleramt. "Rechtsberatung".



Follow-up question asked to those who responded "yes" to Q5:

Does it help you to better understand your situation?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Completely
- Do not want to answer

(values in %)

Mean: 3.7

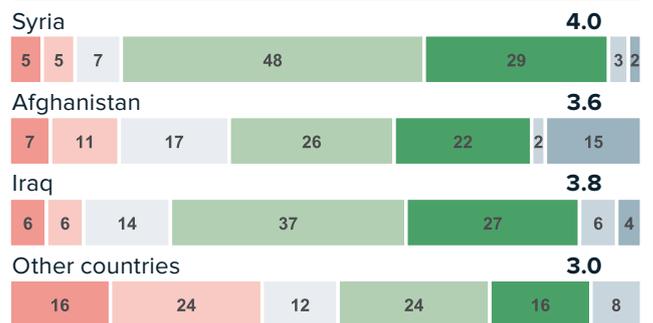


Those respondents who have received professional advice on asylum procedures generally feel it was helpful.

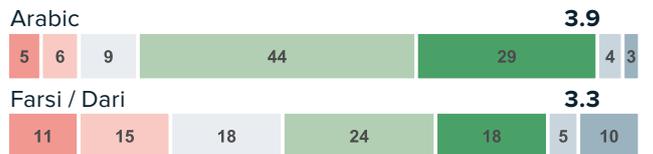
Individuals from Afghanistan, Iraq and Syria are more positive about the efficacy of professional asylum advice than those from other countries.

Farsi and Dari speaking respondents are slightly less convinced of the usefulness of professional asylum advice.

Country of origin Mean:



Survey language Mean:



Q6. Feeling welcome in Austria

Do you feel welcome in Austria?



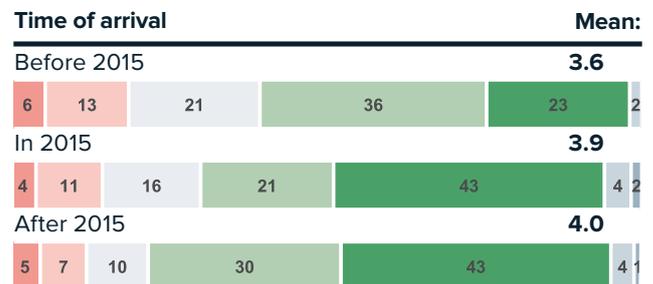
(values in %)

Mean: 3.9



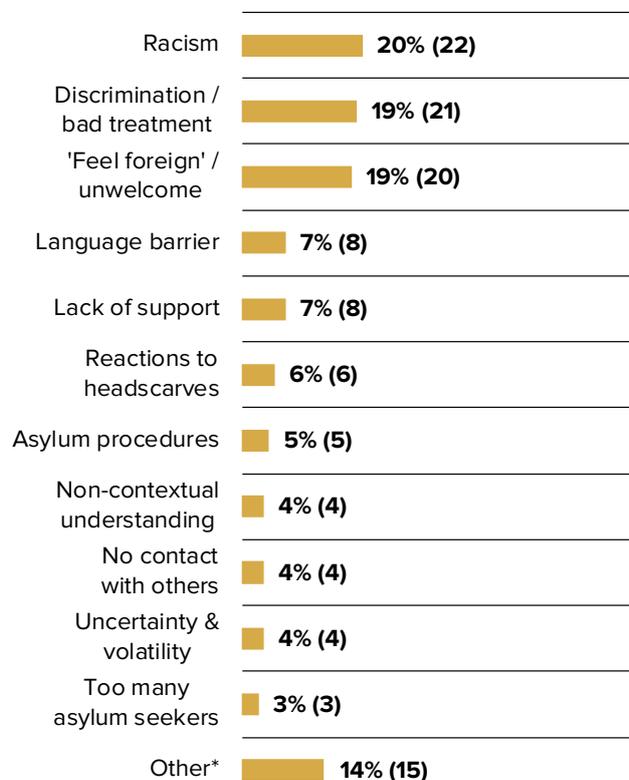
Generally, respondents feel welcome in Austria. The 2016 *Integrationsbarometer* published by the Austrian Integration Fund found that migrants view their coexistence with Austrians positively.⁶ However, the study found that Austrians are slightly less positive of migrants, especially when the question is framed as living together with Muslims.

Respondents who arrived in Austria prior to 2015 feel slightly less welcome in Austria, than those who have arrived in the country from 2015 onwards.



Follow-up question for those who responded 1, 2, or 3 to Q6:

Why not?



Experiences of racism, discrimination, being mistreated, and "feeling foreign" are the most commonly cited reasons for respondents feeling unwelcome. In a 2016 survey conducted by *Statistik Austria*, 34% of migrant respondents indicated they felt discriminated against in Austria.⁷ Some female respondents in this survey specifically feel these sentiments are directed towards them because of their headscarves. Other respondents feel locals lack contextual understanding and take the actions of a few individuals to represent all refugees, asylum seekers and migrants.

The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

* "Other" includes local indifference, being excluded from the labour market, wanting to go to another country, and poor living conditions.

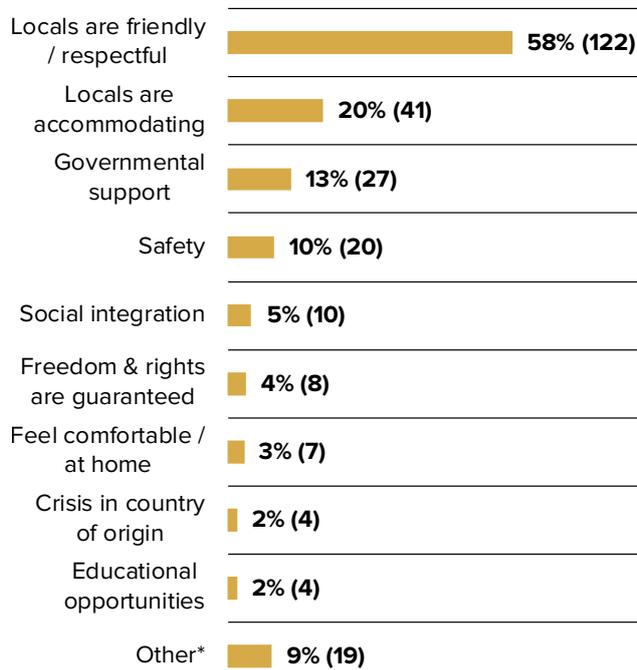
⁶ Hajek, Peter / Siegl, Alexandra. "Integrationsbarometer 1/2016. Integrationsumfrage." p. 9.

⁷ Statistik Austria. "Migration & Integration: Zahlen, Daten, Indikatoren." p. 16.



Follow up question for those who responded 4 or 5 to Q6:

Why?



Approximately 60% of respondents who feel welcome in Austria say that locals are friendly, respectful, accommodating, or helpful. Governmental support and feeling safe are also cited as reasons for feeling welcome. The graph shows the most common responses and how frequently they were mentioned. The percentages do not total 100% because respondents could give multiple answers.

* "Other" includes the European mindset, the absence of racism and employment opportunities. A few respondents answered this question in the negative, stating that they did not feel welcome.

Q7. Spending time usefully

Do you feel you can spend your time in a useful way?



(values in %)

Mean: 3.6



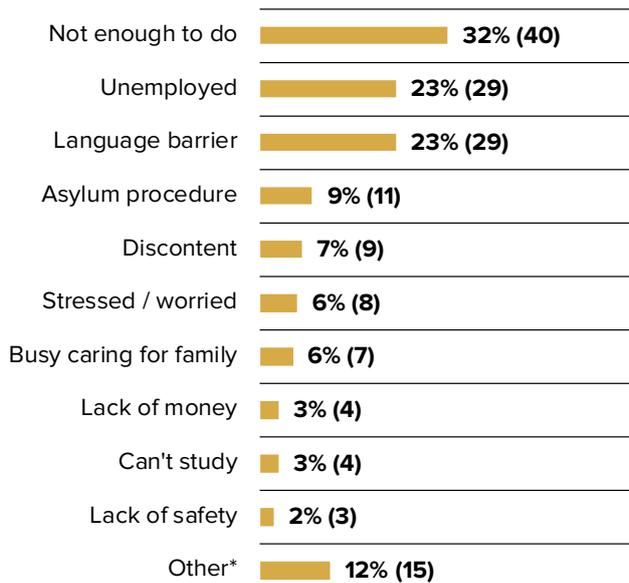
The majority of respondents feel that they can - to varying degrees - spend their time in useful ways.

Those enrolled in a certified B1 class or higher feel far more able to spend their time productively than those enrolled in less advanced courses.



Follow-up question for those who responded 1, 2, or 3 to Q7:

Why not?



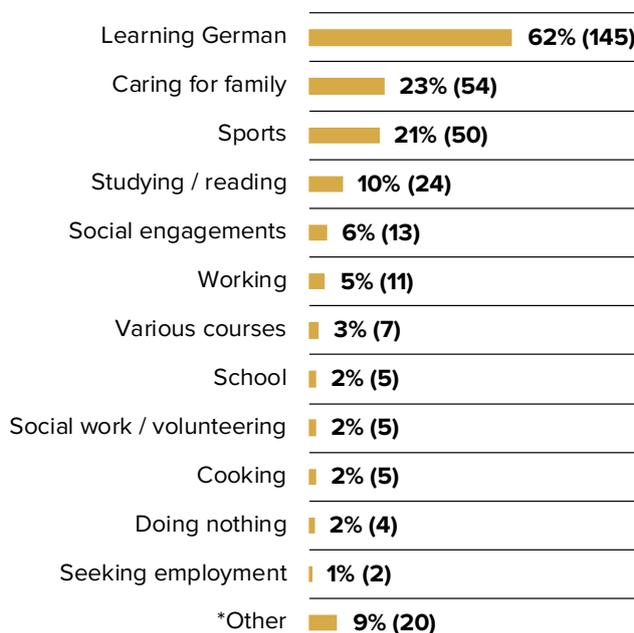
The most frequently cited reasons are not having enough to do, being prevented from working or unable to find work, and not being able to speak the language. Responses relating to unemployment are often coupled with references to asylum procedures.

The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

* "Other" includes being tired, having recently arrived, the absence of a daily routine, not having time, and a more general lack of information.

Follow up question for those who responded 4 or 5 to Q7

How do you spend your time?



Of the 235 respondents who feel that they are able to spend their time in useful ways, most of them do so by learning German. However, many cited a range of activities including, predominantly, caring for and spending time with their families, and various forms of exercise and sport.

The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

* "Other" responses include organisational duties, walking, getting to know the city, preparing for university, and activities like sewing, cooking, and surfing the internet.



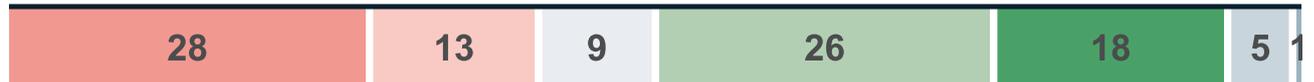
Q8. Social support

Do you feel socially supported by any kind of community / group or individual in Austria?



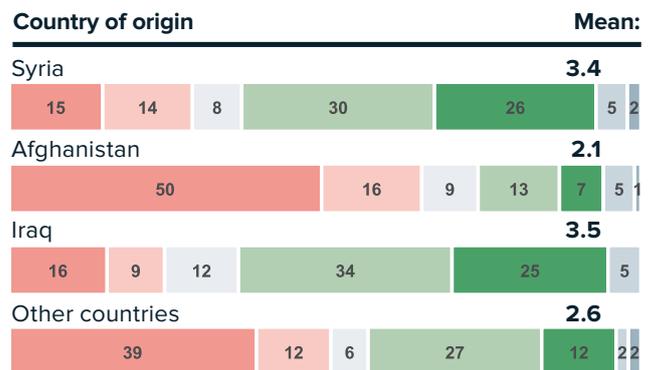
(values in %)

Mean: 2.9

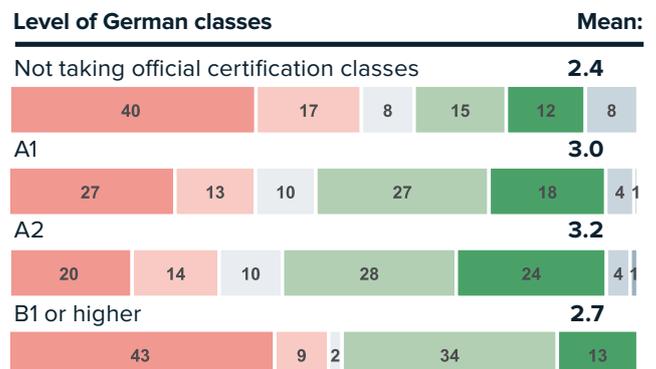


Responses are almost equally divided among those who feel supported socially and those who do not.

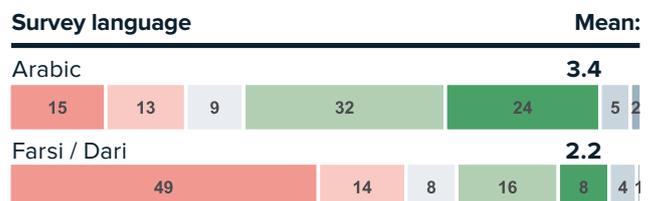
The majority of Iraqi and Syrian respondents feel that they receive social support in Austria from one source or another. However, a high proportion of respondents from Afghanistan and other countries indicate that they lack these support systems entirely.



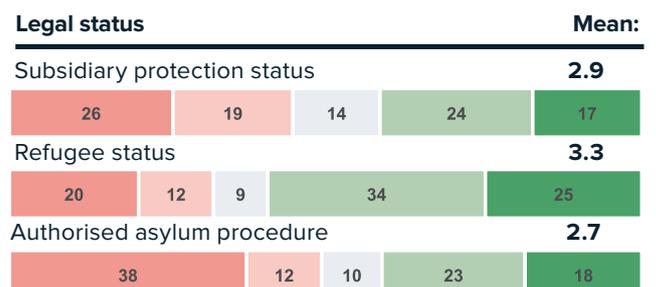
Respondents not enrolled in a certified German class feel less supported than respondents taking certified lessons.



Farsi and Dari speaking respondents feel substantially less supported than Arabic speakers.



In line with the results from Q4 (complaints mechanisms), respondents with refugee status respond more positively than those with subsidiary protection status or an authorised asylum procedure.

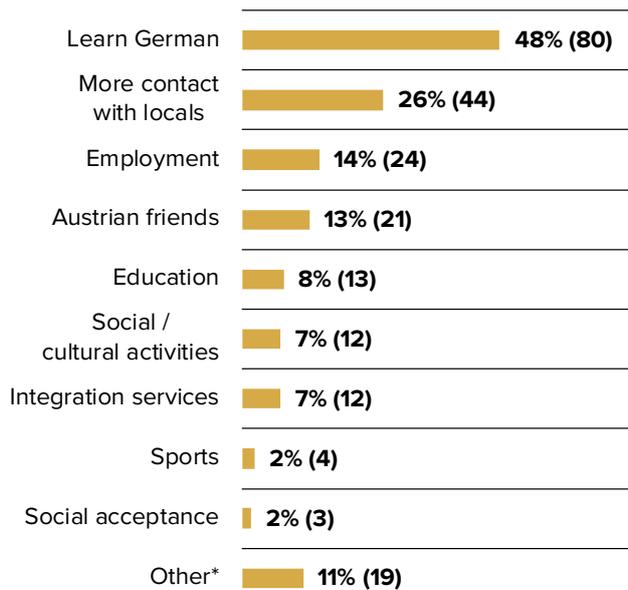


Respondents who have received professional asylum advice feel considerably more socially supported than those who have not.

Received professional asylum advice					Mean:
No					2.4
43	18	9	18	12	
Yes					3.4
18	10	9	36	27	

Follow up question for those who responded 1, 2, or 3 to Q8:

What would help you feel socially connected in Austria?



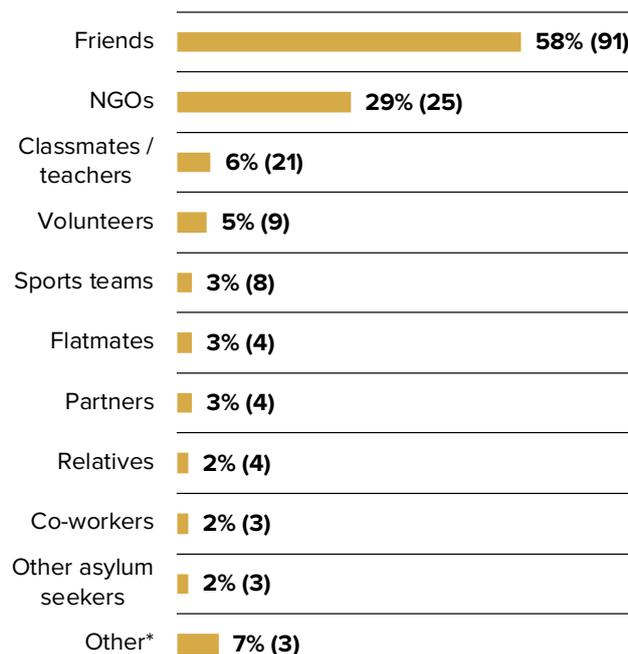
Respondents who indicate they feel little or no support in Austria most commonly say learning German would help them feel more connected. Having more contact with locals and building friendships, especially through work, are interrelated themes that emerge in a number of responses.

The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

* "Other" responses include housing, psychological support, family reunification, and a greater willingness to help.

Follow up question for those who responded 4 or 5 to Q8

What community, group or individual?



The overwhelming majority of respondents who feel socially supported identify friends as their source of support. Of the 91 respondents who cite friends, 38 and 32 specifically reference Austrian and Arabic friends, respectively.

The graph shows the most common responses and how frequently they were mentioned by those who responded to this question. The percentages do not total 100% because respondents could give multiple answers.

* "Other" responses include Austria as a whole, references to other nationals (Turkish and Bosnian locals), tutoring, a theatre group, and locals in general.



Q9. Respect - aid providers

Do aid providers treat you with respect?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Completely
- Do not know
- Do not want to answer

(values in %)

Mean: 4.5



The vast majority of respondents feel that aid providers treat them respectfully.

Respondents from Syria, Afghanistan and Iraq are more positive about treatment from aid providers than those from other countries.

Country of origin	Mean:
Syria	4.6
Afghanistan	4.4
Iraq	4.7
Other countries	4.2

Q10. Respect - authorities

Do government authorities treat you with respect?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Completely
- Do not know
- Do not want to answer

(values in %)

Mean: 4.5



Most respondents feel that government authorities treat them with respect.

Q11. Safety - Austria

Do you feel safe in Austria?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Completely
- Do not know
- Do not want to answer

(values in %)

Mean: 4.8



The majority of respondents feel “completely” safe in Austria.



Follow-up question for those who responded 1, 2 or 3 to Q11:

Why not?

Of the fifteen respondents who indicate not feeling safe in Austria, four cite fears relating to deportation and authorities. Others refer to being the victim of a crime, local resentment, difficulties adapting to a different society, a general lack of safety, and a sense of uncertainty regarding the future.

Q12. Safety - residence

Do you feel safe in your place of residence?



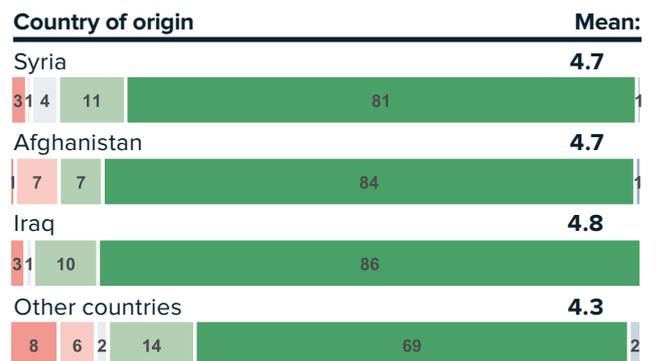
(values in %)

Mean: 4.7



The vast majority of respondents feel safe in their place of residence, with 81% indicating they feel “completely” safe.

Individuals from other countries feel less safe in their place of residence than those from Iraq, Syria and Afghanistan.



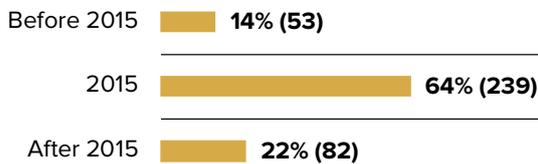
Respondents not currently taking officially certified German classes feel slightly less safe in their place of residence than those that are.



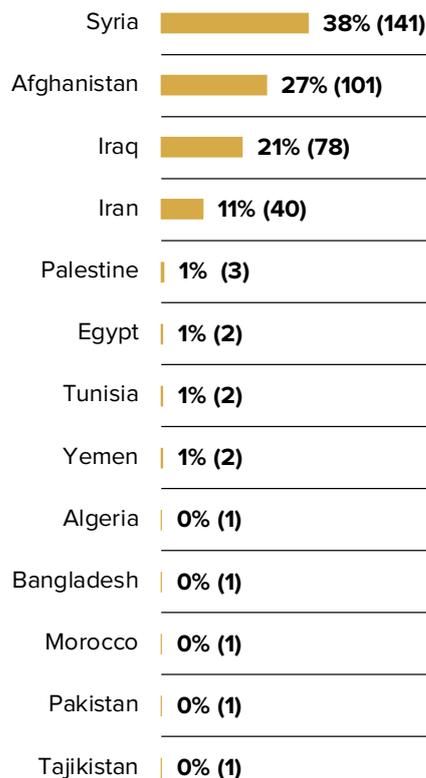
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 376 respondents in this quantitative round. Each graph includes percentages, as well as the frequency in parentheses.

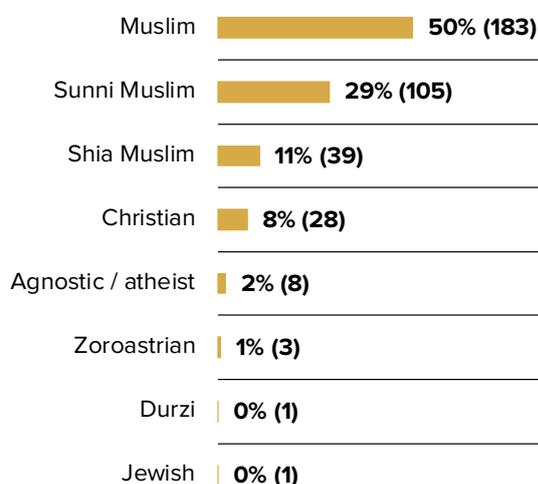
Time of arrival



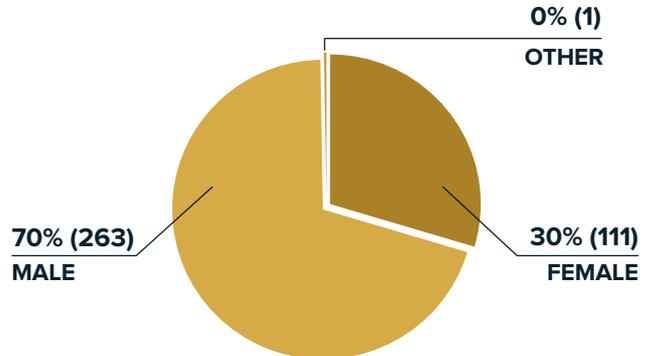
Country of origin



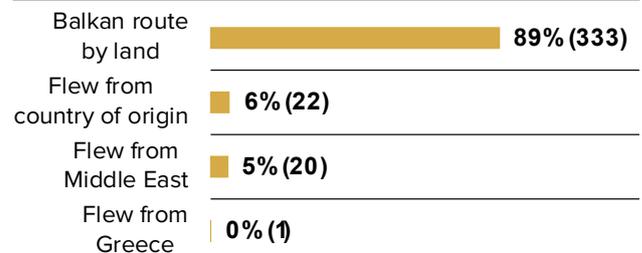
Religious affiliation



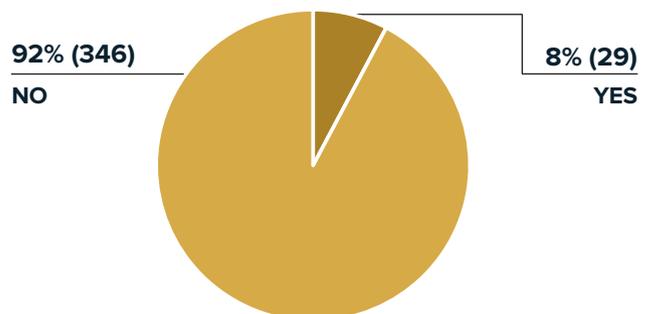
Gender



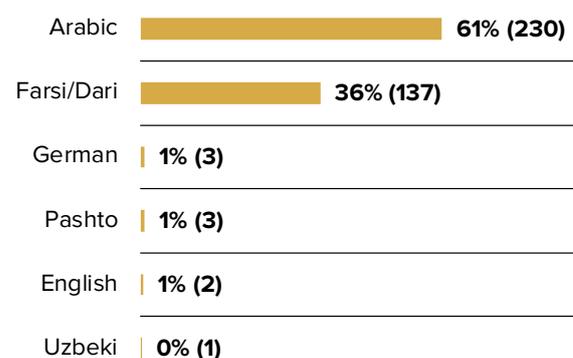
Means of getting to Austria



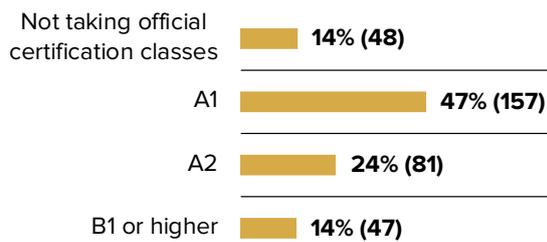
Did you come to Austria through an official family reunification process?



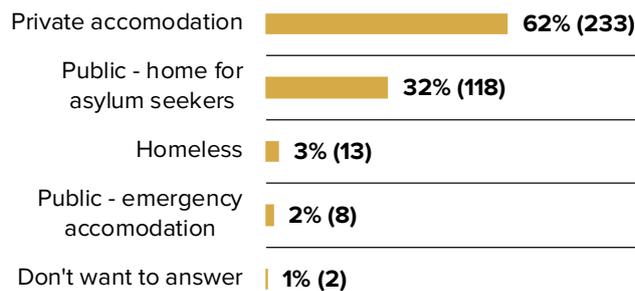
Survey language



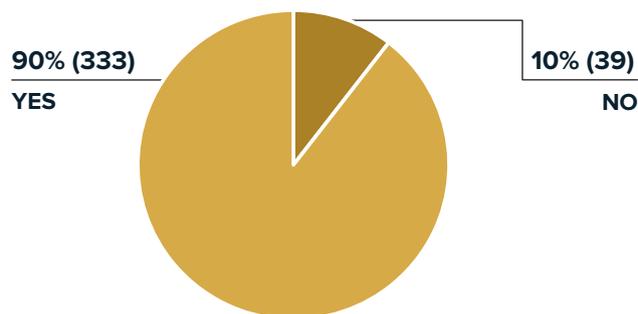
Level of German classes



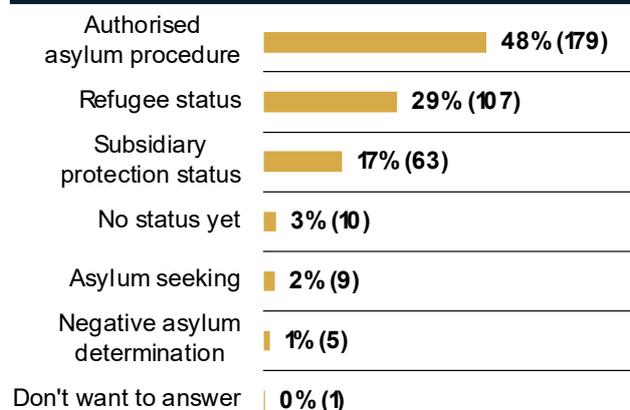
Current housing situation



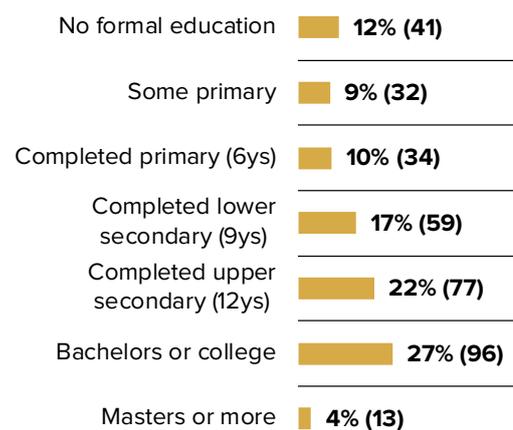
Do you use a smartphone everyday?



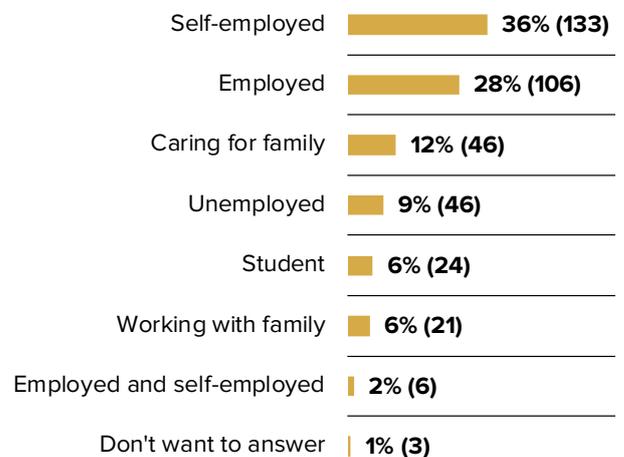
Legal status



Level of education



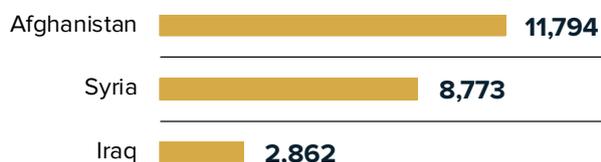
Work status before fleeing



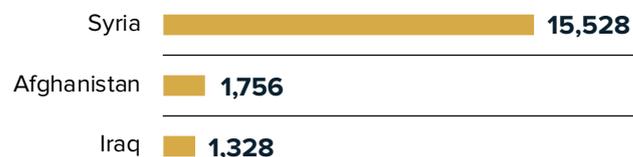
SECONDARY DATA

The graphs below depict the countries of origin of those who sought and were granted asylum in Austria in 2016, as well as the rate of acceptance of asylum applications for that year.⁸

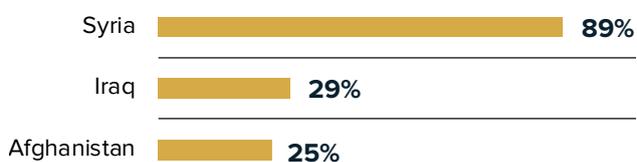
No. of asylum applications lodged in 2016



No. of asylum statuses granted in 2016



Acceptance rate of asylum applications in 2016



RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by NGOs in Austria:

- Dialogue.** Discuss the main findings with your own staff, partners, and refugees, asylum seekers and migrants, to verify and deepen the analysis. These “sense-making” discussions should focus on areas where the data suggests that further attention or action may be necessary.
- Advocacy.** Consider sharing this report with authorities and other institutions working with refugees, asylum seekers and migrants in Austria to see how, together, NGOs and authorities can address concerns or bridge gaps.
- Closing the loop.** Encourage staff to close the feedback loop by communicating changes or informing refugees, asylum seekers and migrants about how services are being adapted to take feedback into account. Ground Truth Solutions’ staff would be happy to discuss the findings with NGOs in Austria and offer advice on follow-up activities. Ground Truth Solutions will also dig deeper into these findings and share the results of more qualitative research shortly.

⁸ Bundesministerium für Inneres. “Anzahl der Asylgewährungen in Österreich nach den zehn wichtigsten Herkunftsländern im Jahr 2016.” 2017.

NOTE ON METHODOLOGY

Background

Ground Truth Solutions is one of seven partners that jointly provide analytical services under the Mixed Migration Platform (MMP). The other partners are [ACAPS](#), [Danish Refugee Council](#), [Internews](#), [INTERSOS](#), [REACH](#), and [Translators without Borders](#). The goal of MMP, which was launched in October 2016, is to provide information related to mixed migration for policy, programming and advocacy work, as well as providing information to people on the move in the Middle East and Europe. Ground Truth's contribution to the platform is the collection and analysis of feedback on the perceptions of people in different stages of displacement – in the borderlands, transit countries and states of final destination.

Survey development

Ground Truth Solutions developed this survey in collaboration with [Caritas Wien](#), [Verein Ute Bock](#) and [Volkshilfe Wien](#) to examine the experiences and perceptions of refugees, asylum seekers and migrants in Vienna. This was done not only to inform and improve the provision of services of these organisations but also to provide a more general insight into how the overall response in Austria is perceived by migrants. Ground Truth Solutions' perceptual surveys complement regular monitoring and evaluation of the response. Most closed questions use a 1-5 Likert scale to quantify answers. Several questions are followed by open-ended questions to understand why the respondent gave a particular answer.

Sampling methodology

Face-to-face interviews were conducted at three different counselling centres, two of which are run by Caritas Wien and one by Verein Ute Bock, and at three public accommodation centres for refugees, asylum seekers and migrants run by Volkshilfe Wien. It should be noted that while interviewed individuals were approached and asked

to participate at the aforementioned locations, they were not necessarily making use of the counselling services offered by these institutions. 376 interviews were conducted between the 20th and 30th of March 2017. In order to counteract the existing gender imbalances, surveyors were tasked with targeting women on the first day of the second week of data collection.

The confidence intervals for the full sample estimates are $\pm 6\%$ with a 5% false alarm rate. In other words, we can be 95% certain that the broader population's attitudes fall within 6% of the responses for the full sample, assuming no sampling or response biases. Missing responses to particular questions are excluded from mean comparisons and correlations.

Data disaggregation

Data was disaggregated by gender, age, country of origin, level of education, level of German class being attended, time of arrival, legal status, smartphone usage, and type of accommodation. The analysis in the report includes any considerable difference in the perceptions of different demographic groups. It does not, however, show the full breakdown of responses according to these categories.

Language of the survey

This survey was conducted in Arabic (61%), Farsi or Dari (36%), German (1%), Pashto (1%), English (1%) and Uzbek (0.3%).

Data collection

Data was collected in March 2017 by enumerators who were recruited and trained by Ground Truth Solutions. Interviews were conducted face-to-face and one-on-one with respondents at the aforementioned locations.

For more information about Ground Truth surveys in Austria, please contact Michael Sarnitz at michael@groundtruthsolutions.org or contact us at info@groundtruthsolutions.org.



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