



**GROUND TRUTH
SOLUTIONS**

MIXED MIGRATION PLATFORM

**REFUGEE, ASYLUM-SEEKER AND
MIGRANT PERCEPTIONS**

AUSTRIA

– AUSTRIAN STATES EXCLUDING VIENNA –

20 OCTOBER 2017

MIMP | MIXED
MIGRATION
PLATFORM

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OVERVIEW

Introduction

This report analyses data collected from refugees, asylum-seekers, and migrants currently living in the Austrian states of Burgenland, Carinthia, Lower Austria, Salzburg, Styria, Tyrol, Upper Austria, and Vorarlberg. It is the third 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. While the first [quantitative](#) and second [qualitative](#) rounds provide insight into the experiences and perceptions of mixed migrants in Vienna, this round analyses the views of refugees and other migrants living in the remaining Austrian states outside the capital, often in remote and underserved areas.

The 270 refugees and other migrants included in this round of interviews were contacted by a team of enumerators hired directly by Ground Truth Solutions. With the help of non-governmental organisations (NGOs)

and private initiatives in Austria who provided initial contacts, participants were selected through a snowball sampling approach in which interviewees were asked to provide telephone numbers of acquaintances for further interviews. Interviews were conducted over the phone between 12th July and 28th August 2017.

The goal of this survey is to provide insight into the experiences and perceptions of refugees and other migrants to (i) better inform the overall response in Austria, (ii) enable NGOs to provide more effective programmes, and (iii) encourage governmental agencies to adopt data-driven policy responses. Respondents were asked to score each closed question on a five-point Likert scale, while open-ended questions were included to provide deeper insights.

More background information on the methodology can be found in the 'Notes on Methodology' section at the end of this report.

Summary Findings

Lack of information about available services and support

Generally, respondents do not feel well informed about the services and support available to them, particularly regarding asylum procedures, employment opportunities, and education. Most prefer receiving information face-to-face in counselling centres, through contacts at their respective accommodations, and on Facebook.

Priority needs are mostly met

Over half of those surveyed feel that the services provided meet their most important needs. Respondents living in Upper Austria, Lower Austria, and Vorarlberg are least satisfied, while female respondents were more negative than males.

Most important needs

Education and employment opportunities, including more German classes, are considered their most important needs.

Lack of awareness of complaints mechanisms and obtainment of legal advice

Two-thirds of respondents are unaware of how to make suggestions or lodge complaints. Respondents who have been denied asylum are more aware of complaints mechanisms than individuals with official refugee status. Just over half of all respondents have been professionally advised on their asylum applications, and are only slightly more aware of such systems. Additionally, those receiving professional advice are divided over its usefulness, with

Afghans being the least positive while almost two-thirds of Syrians say such advice is helpful.

The majority of respondents feel welcome

Almost two-thirds of respondents feel welcome in Austria. Syrian nationals are most positive and female respondents are more positive than males. Locals being friendly and respectful is by far the most common reason for feeling welcome in Austria. Among those who feel otherwise, being treated poorly and discriminated against by Austrians, as well as the looming threat of deportation are identified as reasons why.

Most respondents feel they spend their time usefully

Most survey participants feel they are able to spend their time in useful ways and largely do so by learning German, studying, and engaging in sports activities. Compared to Iraqi respondents, Syrians are more convinced they spend their time usefully. Stark differences exist between recognised refugees and denied asylum applicants, with the former being more positive than the latter. Generally, not having enough to do, not being able to work, and there not being enough available German classes are identified as reasons why.

Respondents are divided over whether they feel socially supported

Fifty-percent of respondents feel that they are supported socially. Afghan respondents feel less supported than Iraqis and Syrians. Respondents who have not received

formal education, and those whose asylum applications have been denied, indicate feeling least supported. Learning German, more frequent interactions with locals, and employment, are identified as key avenues to increasing social support. Those who do feel supported mostly cite friends and locals as the sources of their support.

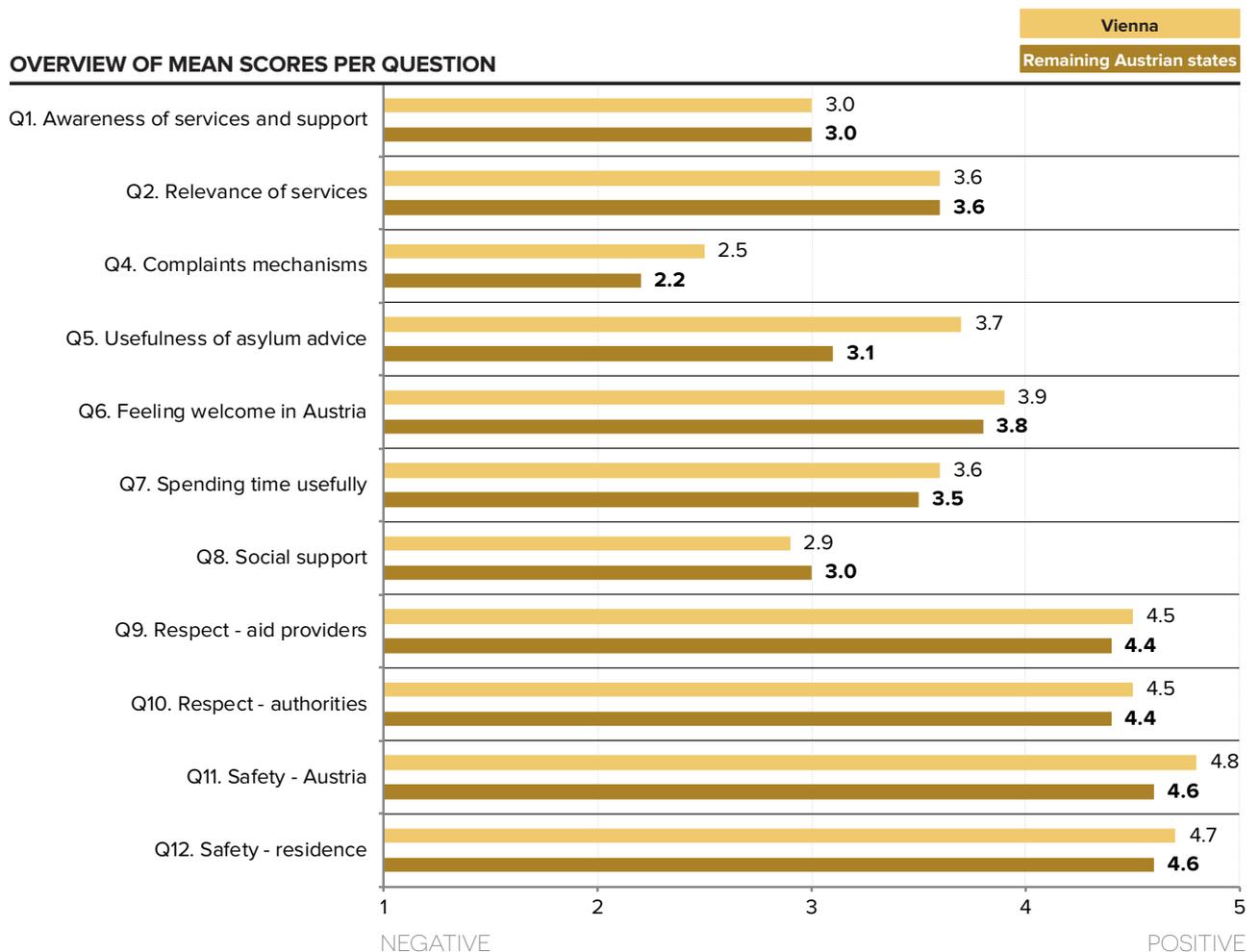
Most feel that they are treated with respect by aid providers and government authorities

While subtle differences across provinces exist, over 85% say they are treated respectfully by aid providers. Roughly the same percent of respondents feel that government authorities treat them with respect. Respondents with refugee status are more positive in their assessments than denied applicants and those with an authorised asylum procedure.

The majority feel safe in Austria

Almost all respondents report feeling safe in Austria. Again, individuals who have been denied asylum feel less safe than those with refugee status or an ongoing asylum procedure. Fears of deportation and life-threatening conditions in their home countries, particularly in Afghanistan, are cited as reasons for feeling unsafe. Additionally, just under 90% feel safe in their place of residence.

OVERVIEW OF MEAN SCORES PER QUESTION



In general, there are few differences between the perceptions of respondents living in Vienna and those living in other Austrian states. Where scores differ slightly, respondents living beyond the Austrian capital are more negative than those in Vienna – a divide that is most pronounced in the assessment of the usefulness of asylum advice (Q5). It is important to note, however, that the composition of the sample in Vienna differs to that of the remaining states of Austria in terms of respondents' country of origin. While Syrians constitute the largest proportion of respondents in Vienna, Afghans make up almost half the of the sample of those surveyed outside of Vienna.

Most questions were responded to more positively by Syrians, followed by Iraqis and Afghans – a trend that

mirrors the acceptance rate of asylum applications in Austria for the year 2016.¹ Furthermore, respondents currently living in the state of Upper Austria and Burgenland consistently respond more negatively than others.

The results in this survey generally support the long-term advocacy goals of NGOs assisting refugees and other migrants in Austria. These include the importance of professional legal advice for all throughout their asylum procedure (Q5), more capacity for and quicker access to German classes across Austria (Q8), earlier integration into the labour market (Q7), and an overall increase in the resources available for support and counselling services.

Reading This Report

This report uses simple bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1 to 5. The mean score is also shown for each closed question. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For these charts, percentages do not total 100% because respondents were given the option to provide multiple answers.

Comparisons between the data collection in Vienna and in the remaining states of Austria should take into account that the former involved face-to-face interviews while

the latter made use of telephone interviews. Breakdown results should be interpreted with care, as the number of respondents for disaggregated data may be low. A complete demographic breakdown of respondents can be found in the demographics section at the end of this report.

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.

¹Austrian Federal Ministry of Interior, *Asylstatistik 2016*. (Vienna: BM.I Sektion III – Recht, 2017), 5.

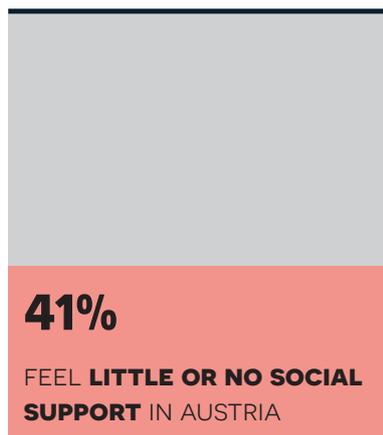
HIGHLIGHTS

AUSTRIAN STATES EXCLUDING VIENNA



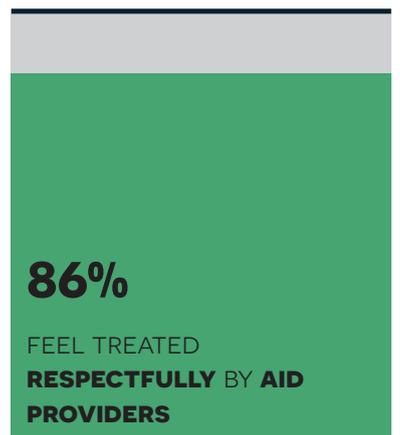
PEOPLE NEED:

1. EDUCATION
2. LANGUAGE CLASSES
3. EMPLOYMENT



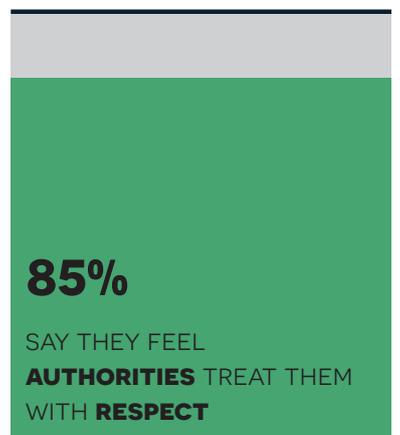
PREFERRED INFORMATION CHANNELS:

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



TO FEEL SOCIALLY CONNECTED IN AUSTRIA, PEOPLE WANT:

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



SURVEY QUESTIONS

Q1. Awareness of services and support

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



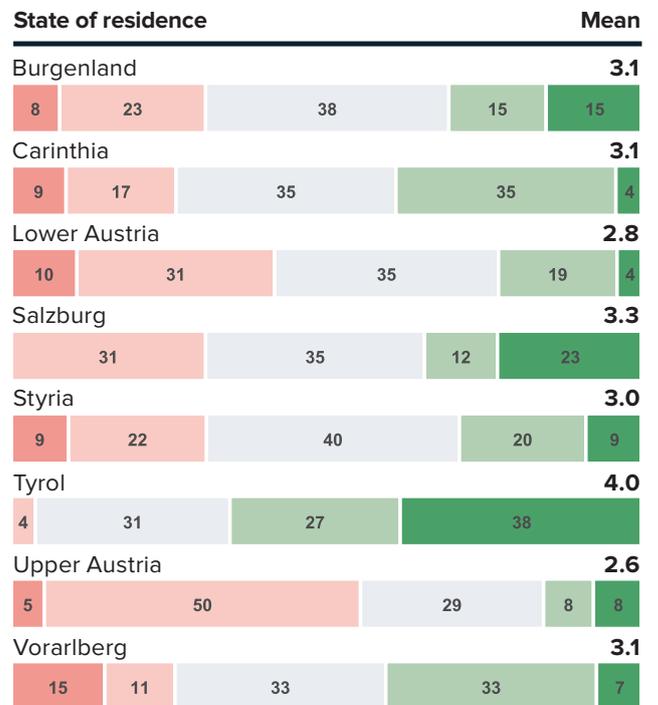
(values in %)

Mean: 3.0

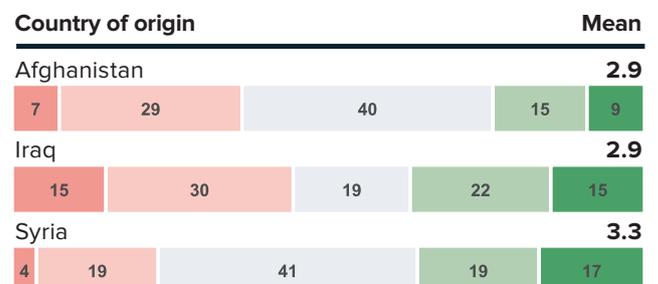


Respondents do not generally feel well informed about the services and support available to them. Results to this question closely mirror those from the interviews in Vienna in March 2017. According to the Asylum Information Database’s (AIDA) country report, the provision of information to asylum-seekers on procedures, rights, and obligations is “difficult” in Austria.² The report also notes that NGOs and the Office of the United Nations High Commissioner for Refugees (UNHCR) have limited access to remote locations.³

There are notable differences in means scores across states, with respondents from Upper Austria and Lower Austria responding least positively.



Syrian respondents feel slightly more informed about available support compared to Afghans and Iraqis. This is in line with the findings from the interviews in Vienna.



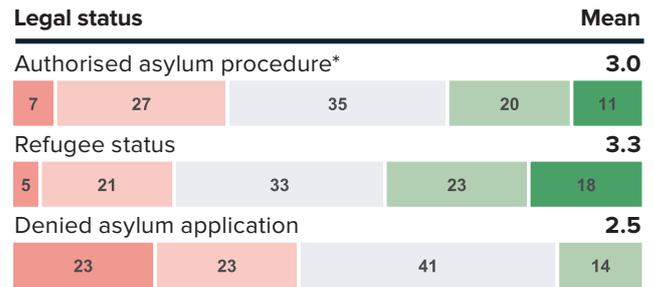
² Amy Knapp, *Country Report: Austria*. (Vienna, Asylum Information Database, 2017), 60.

³ Knapp, *Country Report: Austria*, 62.

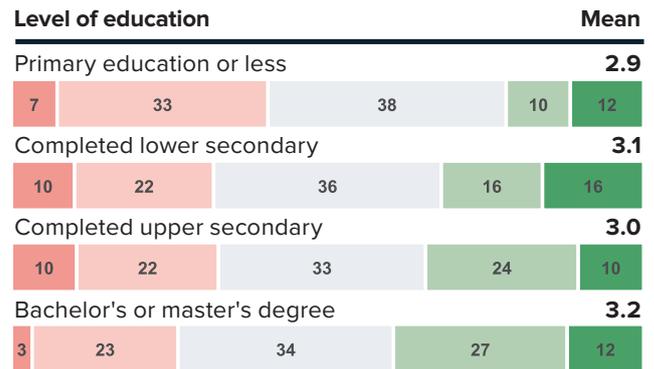


Compared to those with an authorised asylum application and approved refugee status, applicants who have been denied asylum in Austria feel less informed of available support.

Survey participants with a bachelor's or master's degree feel slightly more informed of available services and support than respondents who have been educated up to a primary level or less.

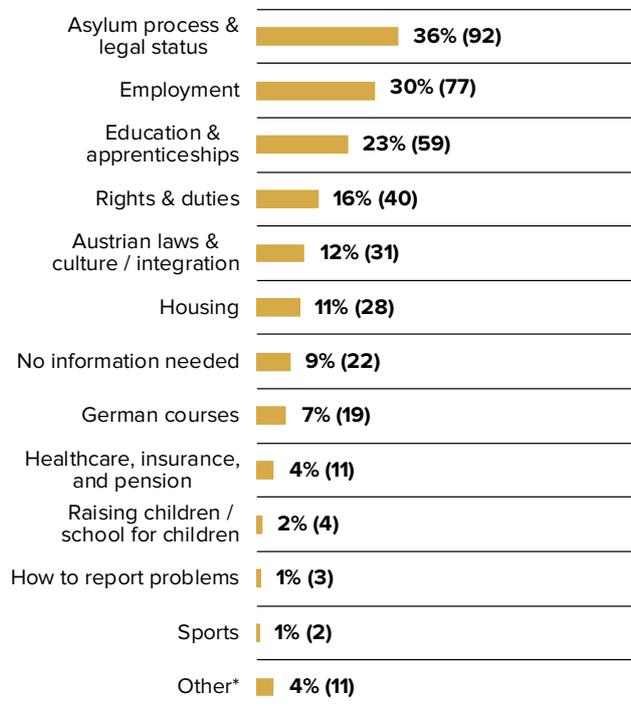


* An authorised asylum procedure means that an asylum application has been accepted by the authorities and is pending approval. The asylum seeker is permitted to remain in Austria for the duration of the procedure, after which his or her application is approved or denied.



Follow-up question to Q1, asked to all:

What would you like to know more about?



Refugees and other migrants living outside Vienna would like more information about asylum procedures, access to the labour market, enrolment in schools and universities, and apprenticeships. According to AIDA, detailed information available to refugees and other migrants “about the different steps of the procedure and rules and obligations does not exist so far.”⁴ This is largely due to ever-changing asylum laws in Austria, outpacing NGOs’ capacities to produce up-to-date information in multiple languages.

Respondents’ informational demands are very similar to those of the refugees and migrants interviewed in Vienna in March 2017. They too identified asylum procedures, employment, and education as their most important informational needs, albeit in a different order.

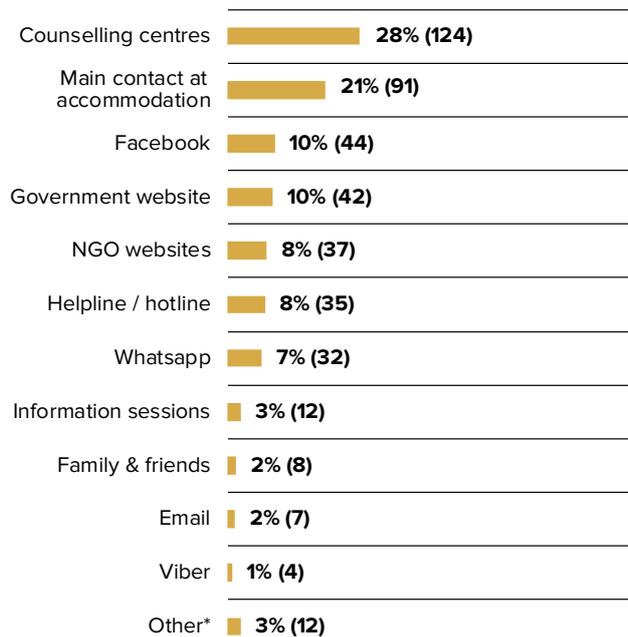
The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* ‘Other’ includes information about Caritas in Austria and the Federal Office for Immigration and Asylum, how to get a car as a person with disabilities, opportunities to practice German, and financial support.

⁴ Knapp, *Country Report: Austria*, 61.

Follow-up question to Q1, asked to all:

How would you like to receive information?



Surveyed individuals indicate a preference for receiving their information at counselling centres and through contacts at their accommodation. More than half of all responses involve face-to-face interaction, as opposed to digital or telephone-based sources of information.

Again, results are similar to the findings from Vienna surveys in terms of the ranking of options. Nevertheless, there is a more pronounced preference for receiving information via counselling centres among respondents in Vienna than there is among those living elsewhere in Austria. This could be due to the fact the majority of respondents in Vienna live in private accommodation, while just over half of those living outside of Vienna reside in public asylum accommodation, where such information may be more readily available.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes postal services, authorities, telephone calls, newspaper, family and friends, and other Austrian communities.

Q2. Relevance of services

Are your most important needs met by the services provided?



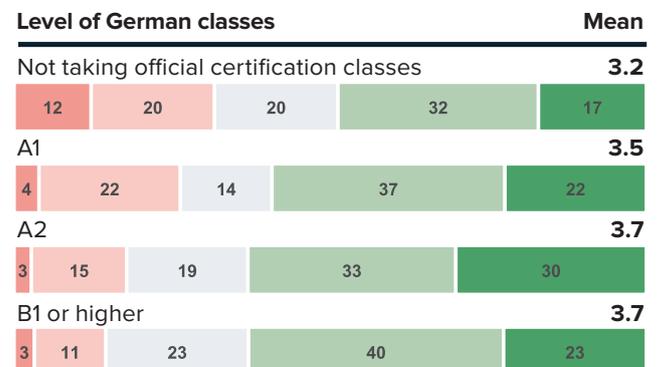
(values in %)

Mean: 3.6

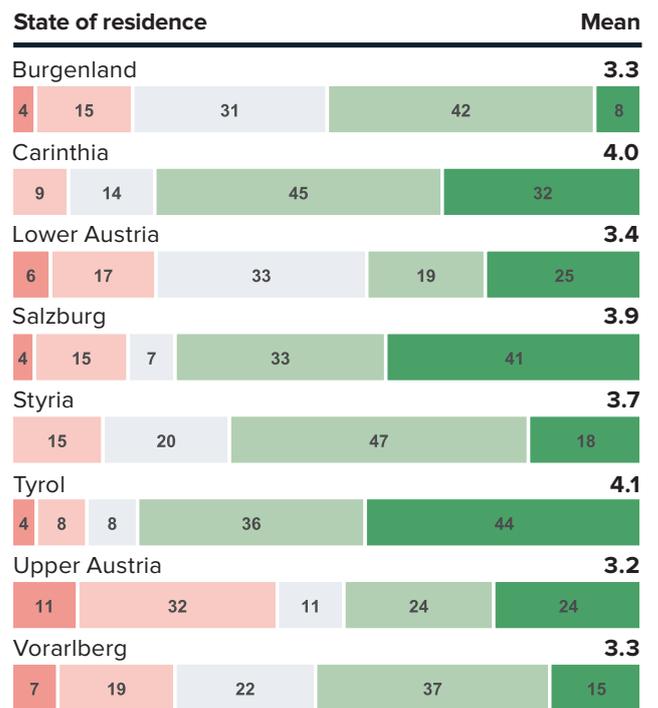


While 60% of respondents feel that services manage to meet their most important needs, a considerable proportion feels that their needs are not being sufficiently addressed. Again, results from this quantitative round closely mirror findings from the interviews in Vienna.

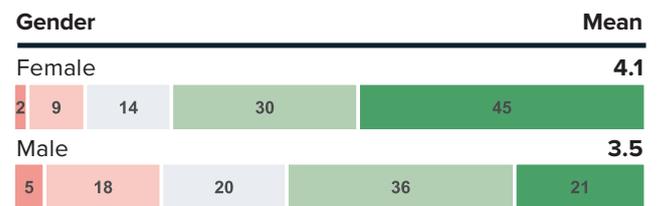
Respondents not currently taking certified German classes are less satisfied with the relevance of services provided.



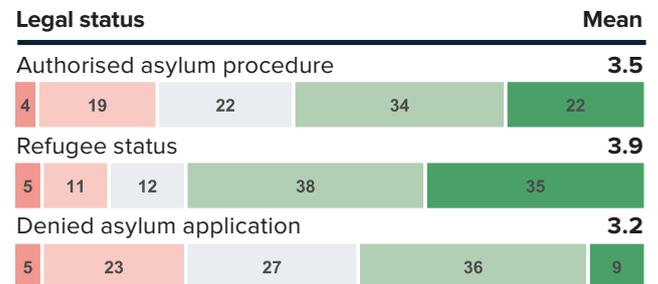
Respondents from Upper Austria are least positive, followed by Vorarlberg and Burgenland.



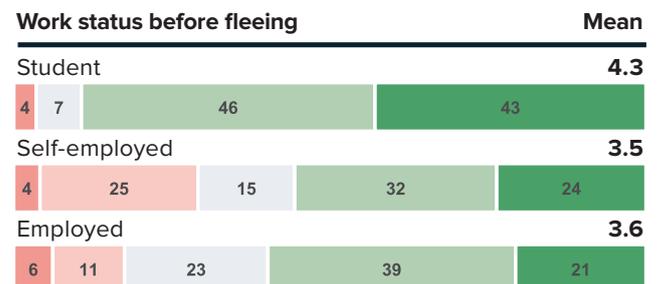
Female respondents are more convinced that their needs are being sufficiently addressed than males.



Respondents whose application for asylum has been denied give more negative scores than those with refugee status.

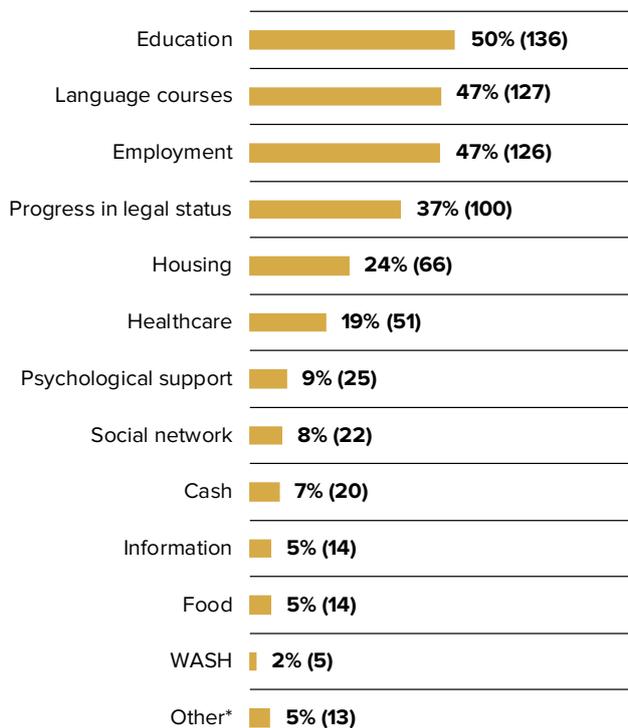


Respondents who were students before having fled their home countries are considerably more satisfied with the relevance of services than those who were either employed or self-employed.



Q3. Priority needs

What are your most important needs?



Education, language courses, and employment are identified as priority needs by respondents. The *Integrationsbarometer 2017* survey found that 35% of respondents were in favour of increasing investments in measures aimed at improving integration. When asked what measures the government should be investing in, respondents most commonly named language courses, education, and employment opportunities.⁵

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes integration services, safety, transportation, more information on raising children in Austria, being granted nationality, sports activities, more contact with locals, better accommodation, and stability in general.

Q4. Complaints mechanisms

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



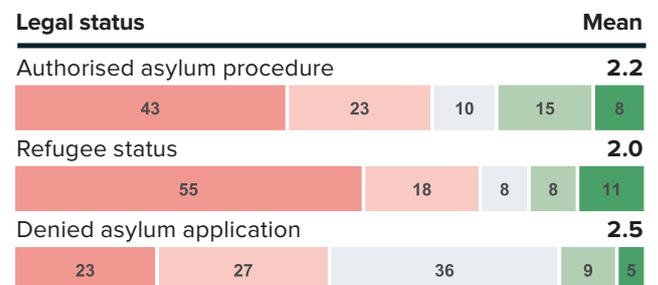
(values in %)

Mean: 2.2



Well over half of respondents are unaware of how to make suggestions or complaints. Compared to the results from the first quantitative round of interviews, respondents living outside of Vienna feel even less aware of such mechanisms than those living in Vienna.

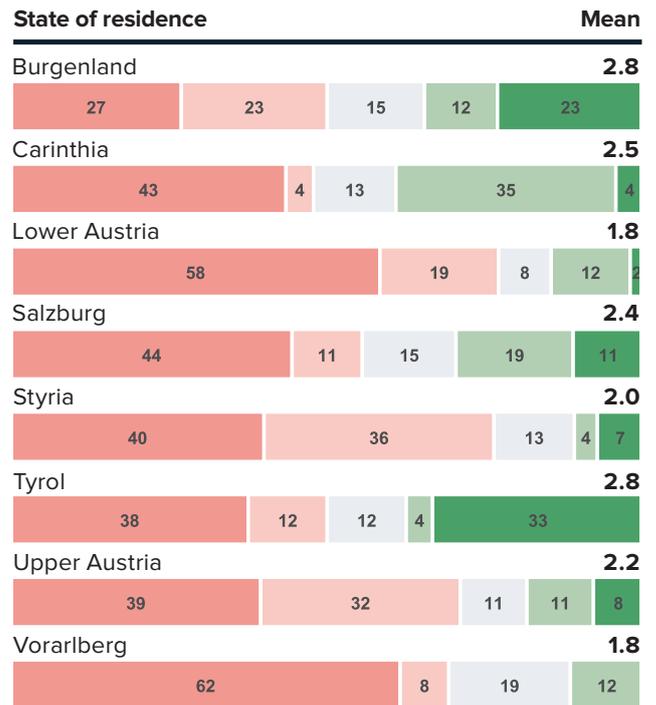
Interestingly, respondents with approved refugee status report feeling less aware of complaints mechanisms than applicants who have been denied asylum.



⁵ Peter Hajek and Alexandra Siegl, *Integrationsbarometer 2017. Integrationsumfrage*. (Vienna, Austrian Integration Fund), 26.

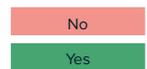


Respondents from the westernmost state of Vorarlberg and the northeastern state of Lower Austria are least confident in their awareness of complaints mechanisms. In both states, almost three quarters of respondents indicate – to varying degrees – that they do not know how to make suggestions or complaints.



Q5. Usefulness of asylum advice

Have you received professional advice about your asylum procedure?

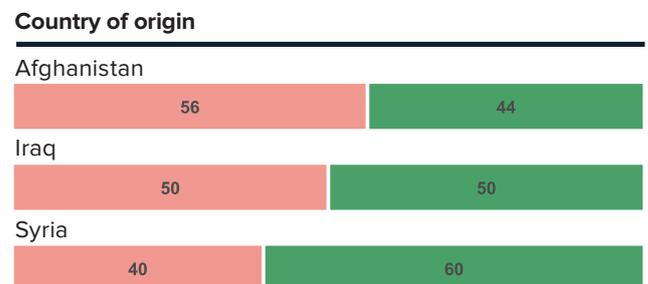


(values in %)



Just over half of those surveyed have been professionally advised about the asylum process. Only under certain conditions are asylum seekers in Austria entitled to professional asylum advice. Austrian authorities are compelled to provide legal advice when an asylum-seeker decides to appeal a denied asylum application, when another country is found to be responsible for processing an application, and when those seeking asylum are found to be minors.⁶ Asylum-seekers who do not fit these criteria are not entitled to legal advice, even when they are being covered by the Austrian basic social services system (*Grundversorgung*).

Syrian respondents are more likely to have received professional counselling on their asylum application than Iraqis and Afghans.

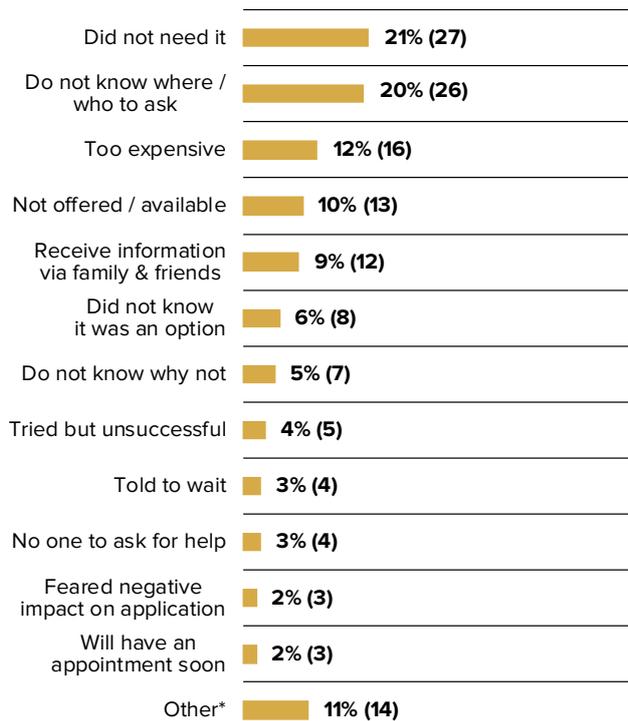


⁶ "Rechtsberatung," Bundeskanzleramt, accessed September 6, 2017. <https://www.help.gv.at/Portal.Node/hlpd/public/content/321/Seite.3210005.html>



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

Why not?



The most common reason for not having received professional advice is not needing any, with a number of respondents indicating that friends, family, or other refugees who had arrived before them, provided the necessary information. Not knowing from whom or where to request such services is the second most common response, further underscoring the AIDA country report's point about access to information in remote areas.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes a lack of understanding of the legal system, a lack of money to pay for transportation to nearby cities, and a lack of information in appropriate languages.

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

Does it help you to better understand your situation?



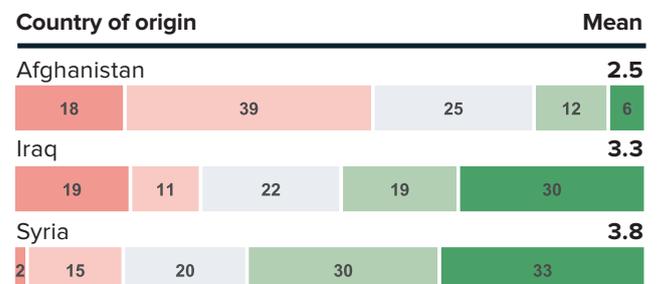
(values in %)

Mean: 3.1



Respondents who have received professional asylum advice are divided on whether it helped them better understand their situation. According to the AIDA country report, "asylum legislation changes very often", which possibly frustrates counselling efforts.⁷ Respondents living outside of Vienna are generally less positive in their assessment of the usefulness of professional asylum advice than respondents living in Vienna.

Compared to Syrian and Iraqi respondents, Afghans are considerably less positive about the efficacy of professional asylum advice. It should be noted that Afghans currently file the most asylum applications in Austria, but only have a 25% acceptance rate.⁸

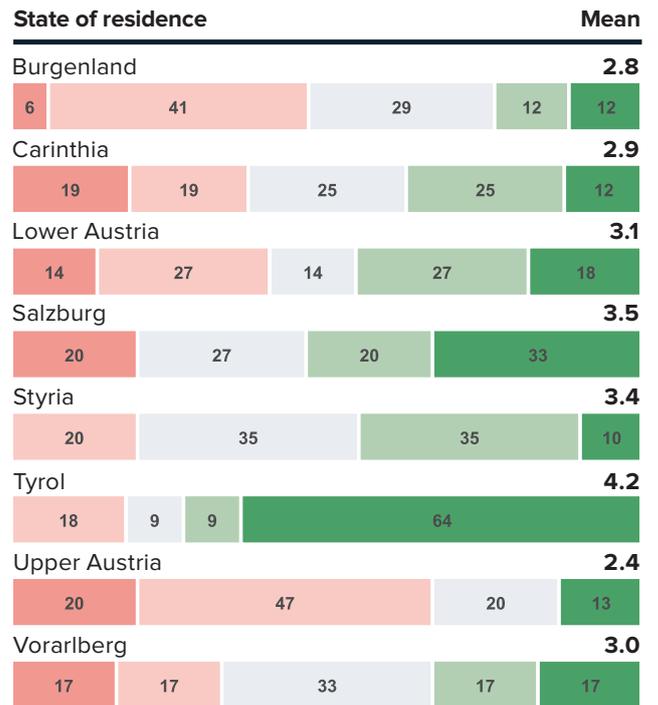


⁷ Knapp, *Country Report: Austria*, 62.

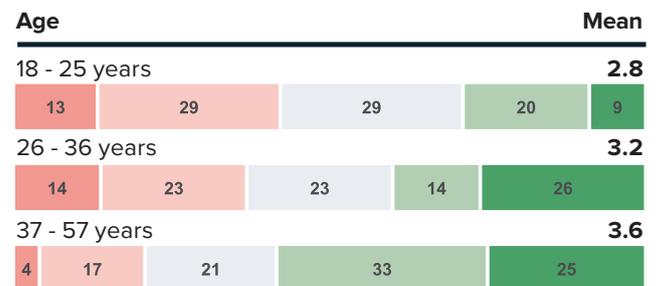
⁸ Bundesministerium für Inneres, *Asylstatistik 2016*, 5.



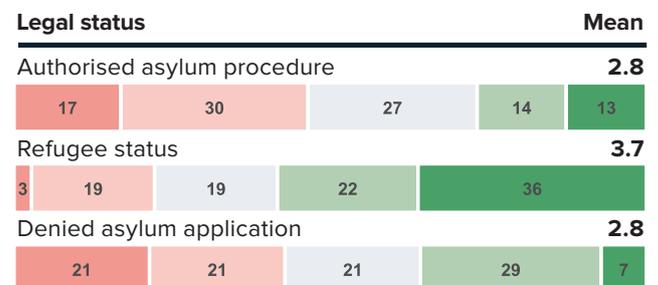
Scores vary notably across states, with Upper Austria scoring the lowest again, followed by Burgenland and Carinthia. Respondents in Tyrol are considerably more positive than respondents from all other states.



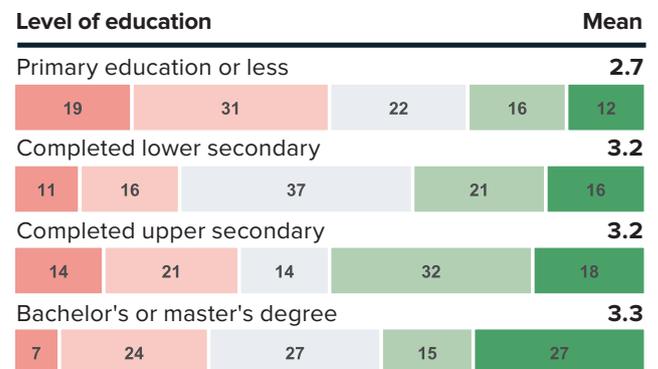
Older respondents are more positive in their assessment of the usefulness of professional asylum advice than younger survey participants.



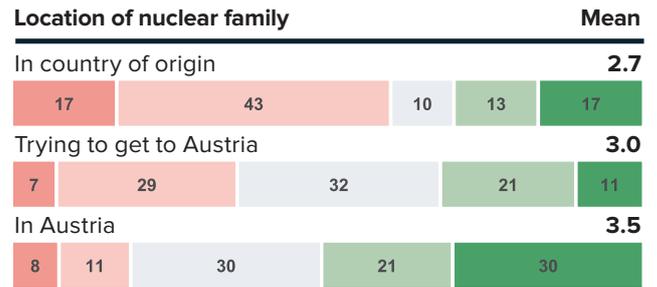
While officially recognised refugees are fairly positive in their evaluation of professional asylum advice, respondents whose procedures have been authorised and denied applicants are considerably less positive.



Participants who have completed lower secondary education or higher respond more positively than those with less education.



Respondents whose nuclear family currently resides in Austria are more convinced of the usefulness of professional advice than those whose families are either staying in their country of origin or attempting to come to Austria.



Q6. Feeling welcome in Austria

Do you feel welcome in Austria?



(values in %)



Approximately two-thirds of respondents feel welcome in Austria. A survey on the perceptions of Muslims in Austria published by the Austrian Integration Fund produced similar findings. Of the 1,005 respondents surveyed, one-third felt completely welcome, while only 3% felt not at all welcome.⁹

Surveyed Austrians, however, were found to view their coexistence with migrants less positively. The *Integrationsbarometer 2017* notes an increase in negative perceptions attributed to living with migrants in the latter half of 2016, especially when the question is framed as living together with Muslims.¹⁰

In line with previous questions, respondents from Upper Austria are least positive, with over a quarter indicating that they do not feel welcome in Austria.



⁹ Peter Filzmaier and Flooh Perlot, *Muslimische Gruppen in Österreich*. (Vienna: Austrian Integration Fund) 20.

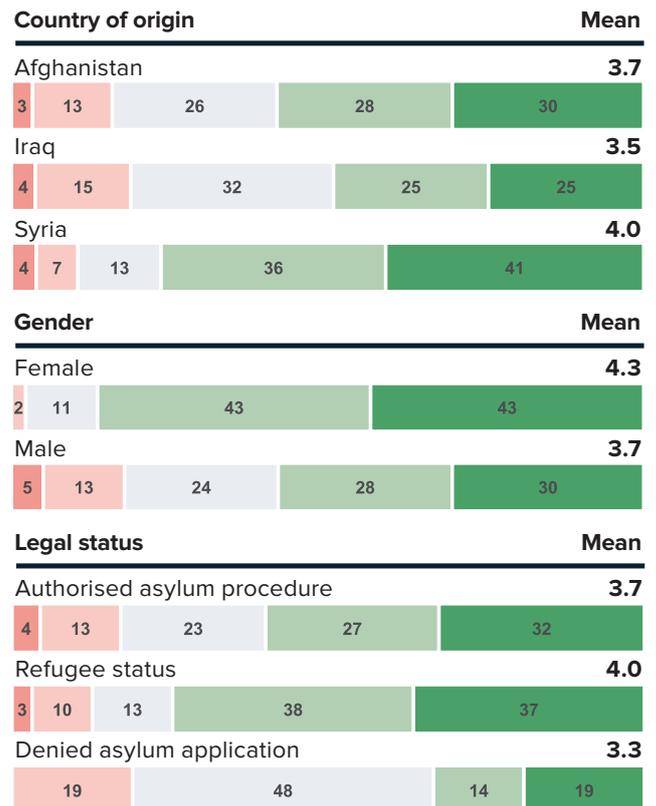
¹⁰ Hajek and Siegl, *Integrationsbarometer 2017*. Integrationsbefragung, 11.



More than three-quarters of respondents from Syria feel welcome in Austria, compared to only 50% of Iraqis surveyed.

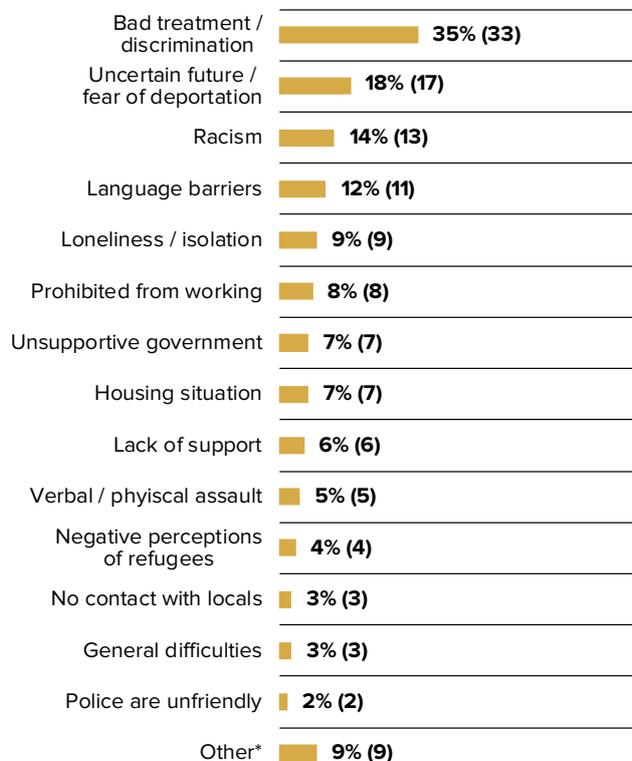
Female respondents feel considerably more welcome in Austria than males.

Not surprisingly, rejected asylum applicants say they feel less welcome in Austria than individuals with approved refugee status. However, their scores are more ambivalent, with almost 50% responding neutrally.



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

Why not?



Being discriminated against and treated badly are the most common reasons cited for feeling unwelcome. In a recent study that looks at the social acceptance of Muslims in Europe, the Bertelsmann Stiftung found that only 32% of Muslim respondents in Austria had not encountered discrimination, compared to 65% and 63% in Switzerland and Germany, respectively.¹¹

While many feel discriminated against as asylum seekers in general, a number of Afghans say they are treated worse than Syrians and Arabs. A few female respondents also mention reactions to their headscarves as a reason for feeling unwelcome.

Not feeling welcome based on future uncertainty and the fear of being deported is the second most common response in this round, while being virtually absent in the previous round in Vienna. Much like in the first quantitative round, racism and language barriers are commonly identified as reasons for feeling unwelcome. Some respondents even suggest that locals may be afraid of refugees and other migrants, which in turn makes them feel less welcome.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

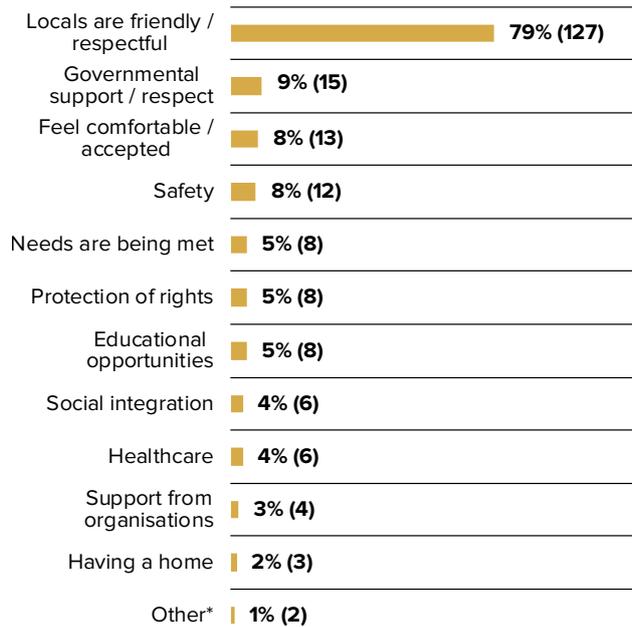
* 'Other' includes problems with staff in asylum homes, all people of a country being considered guilty for the actions of individuals, and merely feeling tolerated as opposed to welcome.

¹¹ Dirk Halm and Martina Sauer, *Muslims in Europe: Integrated, but not accepted?* (Gütersloh: Bertelsmann Stiftung), 37.



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

Why?



The overwhelming majority of respondents cite friendly and respectful locals as the reason why they feel welcome in Austria. Respect and support from the Austrian government and police force, feeling safe, and a general feeling of acceptance and comfort are also commonly cited reasons.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes being a successful person and Afghans being deported less frequently than other nationalities.

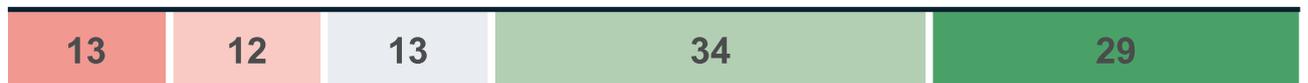
Q7. Spending time usefully

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



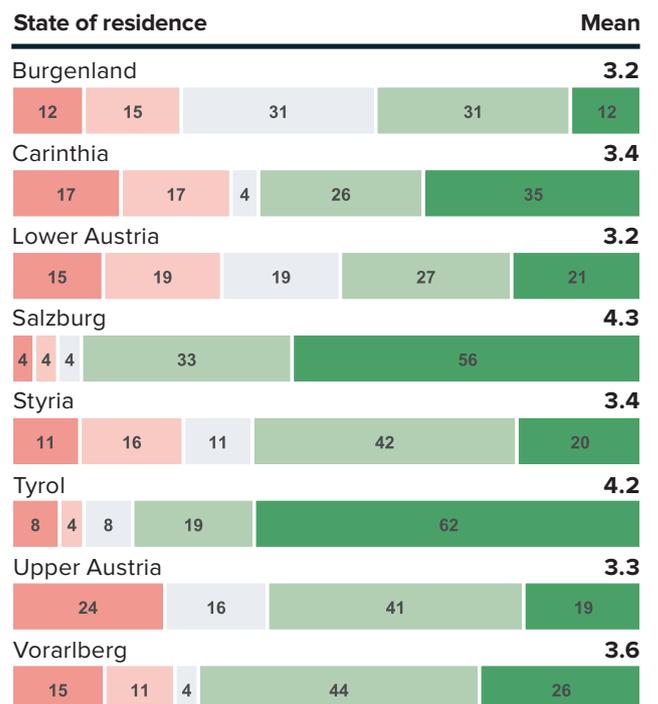
(values in %)

Mean: 3.5



Almost two-thirds of respondents feel they are able to spend their time usefully.

Respondents from Lower Austria, Burgenland, and Upper Austria are least convinced they are able to spend their time usefully. In line with the results from previous questions, survey participants from Tyrol and Salzburg are the most positive.



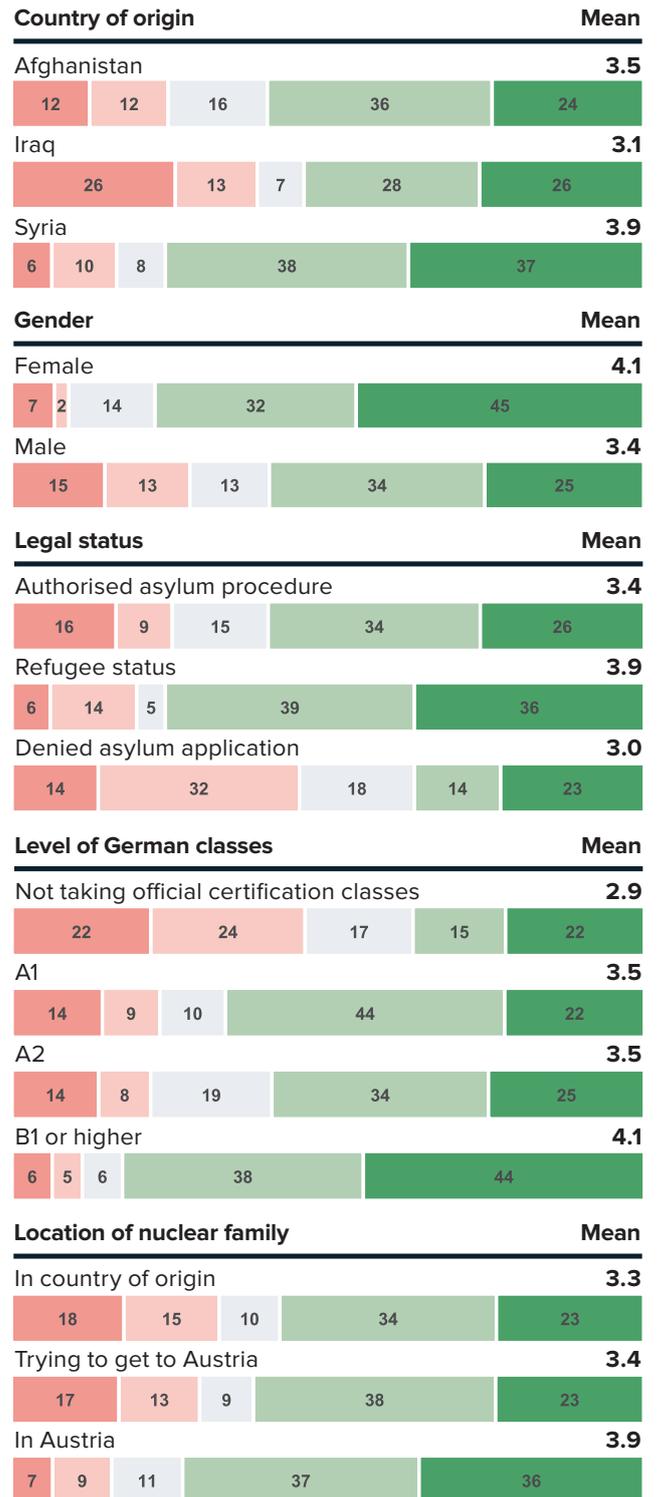
Syrian respondents are considerably more confident in their ability to spend their time usefully, particularly compared to Iraqis.

Almost 80% of female respondents feel that they are able to spend their time usefully. The same only holds true for 59% of male respondents.

Three-quarters of respondents with refugee status feel they are able to spend their time in useful ways, while the same can only be said for a third of those with a denied asylum application.

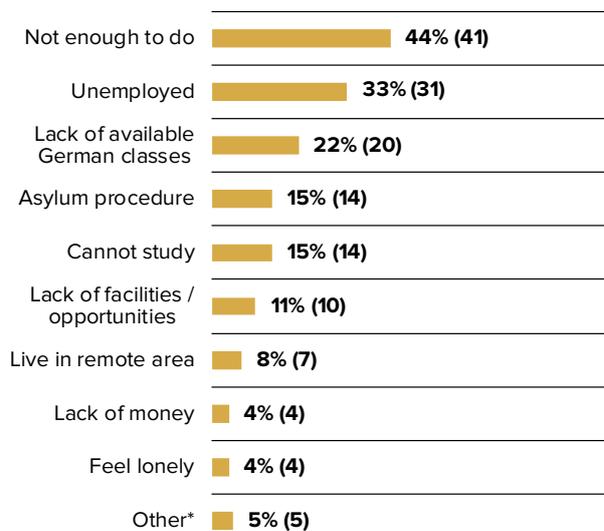
Substantial differences exist between respondents' perceptions in terms of spending their time usefully and their current level of German classes. Those not enrolled are least convinced they are spending their time usefully, while respondents pursuing German lessons at a level of B1 or higher are most positive.

Respondents whose nuclear family is in either their country of origin or trying to get to Austria are less convinced they can spend their time usefully than those with family already in Austria.



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

Why not?



A lack of things to do as well as being unemployed are the most common reasons for respondents feeling unable to spend their time usefully. Respondents also emphasise the lack of opportunities to learn German, especially when their asylum application – along with their right to German courses – is denied.

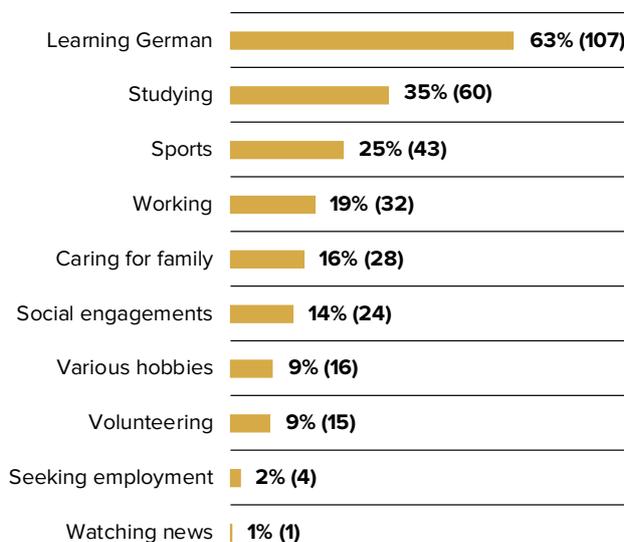
A number of survey participants stressed that they felt “useless”, “trapped”, and “imprisoned”, often describing this lack of freedom stemming from their inability to work.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes psychological issues, difficulties in general, caring for family, and being afraid of police.

Follow-up question asked to those who responded 4 or 5 to Q7:

How do you spend your time?



Of those who feel they are able to spend their time usefully, most do so by learning German, studying, and engaging in sports.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

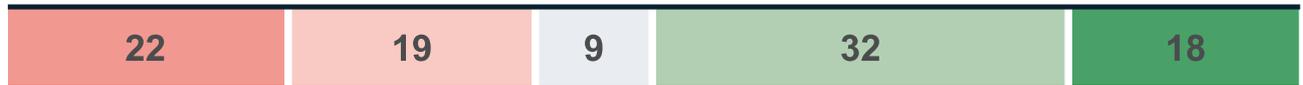
Q8. Social support

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



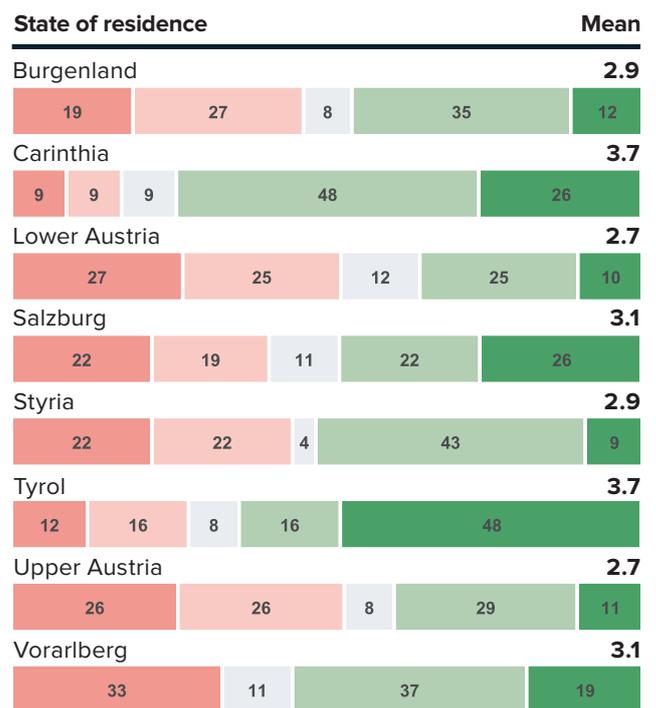
(values in %)

Mean: 3.0

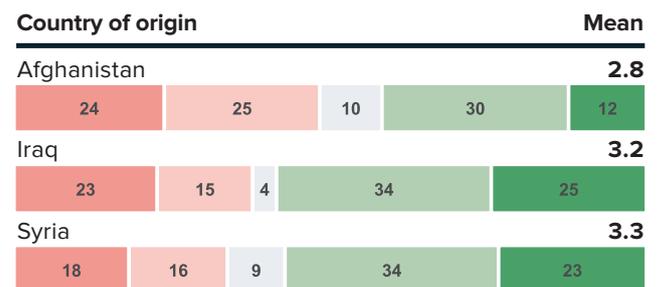


Half the respondents feel they receive support from a community, group, or individual, while almost a quarter say they feel no such support at all.

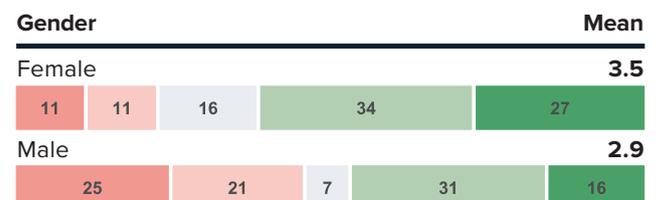
Respondents living in Carinthia and Tyrol feel the most socially supported, while those living in Lower and Upper Austria indicate feeling considerably less so.



Respondents from Afghanistan feel they have less of a support network than respondents from Syria.



In line with previous responses, female survey participants are more positive than males in terms of feeling socially supported.



Asylum-seekers whose applications were denied feel less socially supported than respondents with refugee status.

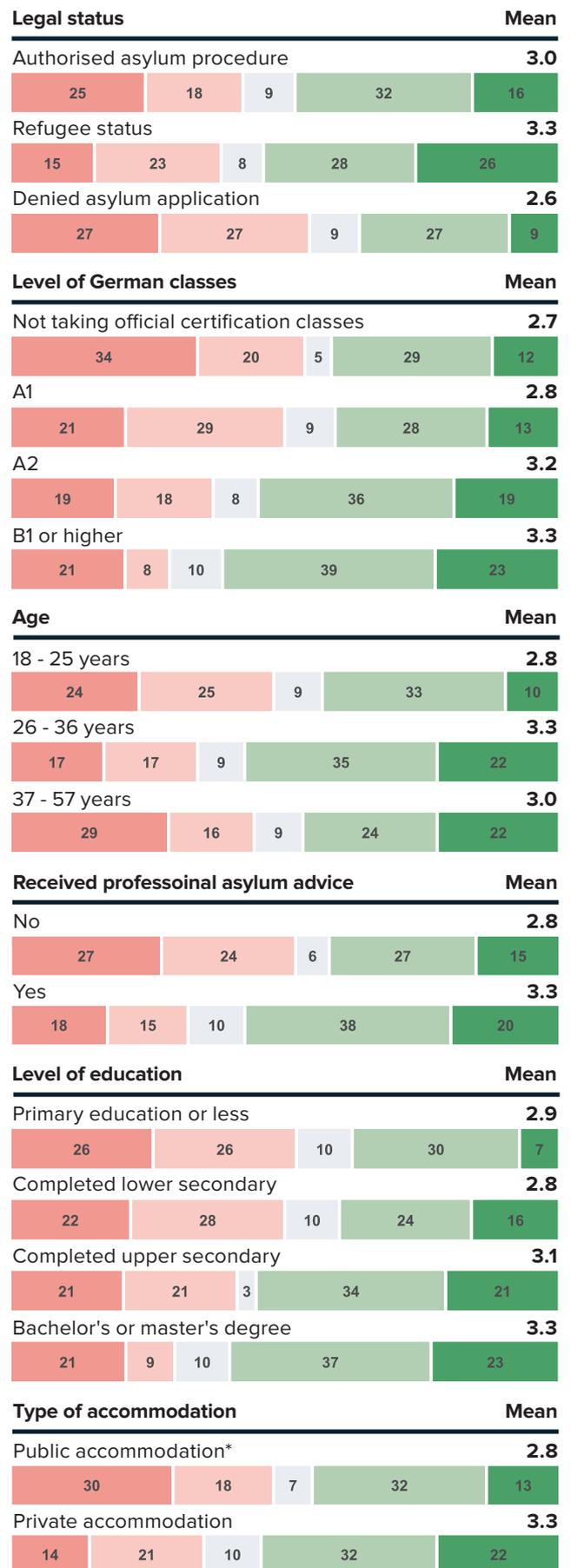
Respondents not currently enrolled in an officially certified German class feel less supported than those learning German at an A2 level or higher.

Survey participants aged 18 to 25 years feel least supported, while those aged 26 to 36 respond most positively.

Respondents who have been professionally advised on their asylum process feel more socially supported than those who have not.

Respondents who have been educated to a primary level or less feel less supported than those with bachelor's or master's degrees.

Respondents living in private accommodation feel more supported than those living in public accommodation.

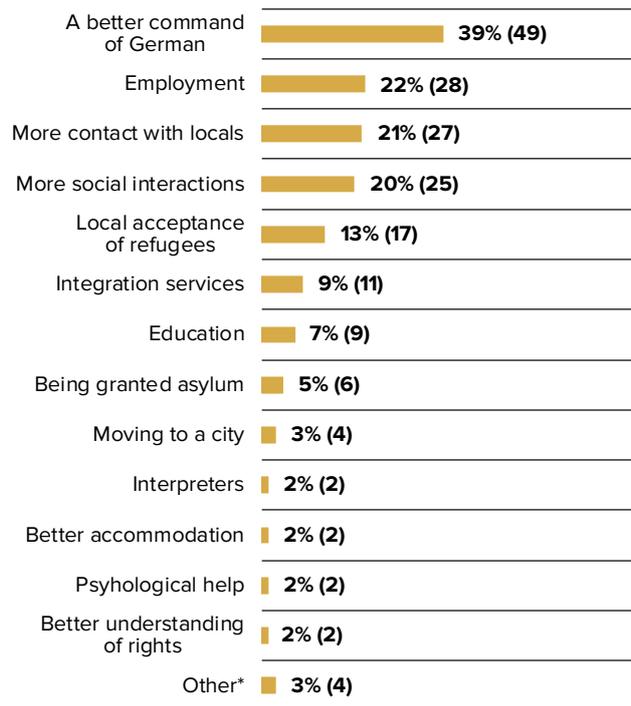


* "Public accommodation" includes public homes and emergency shelters for refugees and other migrants.



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

What would help you feel socially connected in Austria?



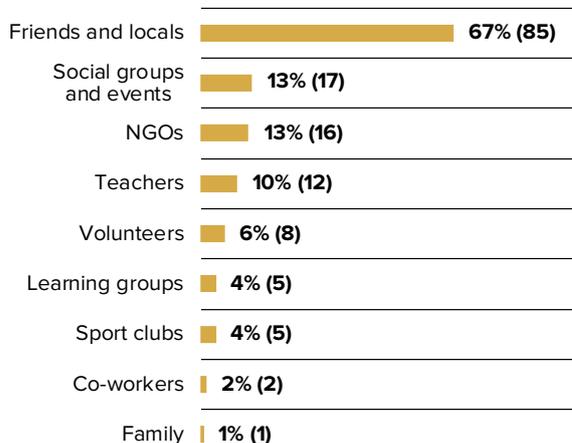
Respondents who feel little or no support in Austria say a better proficiency in German would help them feel socially connected. Having more contact with locals and being able to work are further identified as interrelated themes – working with locals is considered an effective means to improving their German. These responses are very similar to those given by refugees and other migrants living in Vienna in the first round of interviews.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* 'Other' includes more organisational support, including from Caritas.

Follow-up question asked to those who responded 4 or 5 to Q8:

What community, group, or individual?



The overwhelming majority of respondents who feel socially supported identify friends and locals as their source of support. Events organised through social groups and NGOs are also cited as valuable sources of support.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.



Q9. Respect – aid providers

Do aid providers treat you with respect?



(values in %)

Mean: 4.4



Just over 85% of respondents feel they are treated with respect by aid providers, while only 7% say this is not the case.

In line with the results from previous questions, respondents from Upper Austria are the least positive, while those from Tyrol and Vorarlberg score the highest.

State of residence	Mean
Burgenland	4.3
Carinthia	4.6
Lower Austria	4.5
Salzburg	4.4
Styria	4.4
Tyrol	4.7
Upper Austria	4.1
Vorarlberg	4.7

Q10. Respect - authorities

Do government authorities treat you with respect?



(values in %)

Mean: 4.4



Almost 85% of respondents feel they are being treated with respect by government authorities.

While over 85% of respondents with an authorised asylum procedure or refugee status feel treated with respect by government authorities, the same can only be said for two-thirds of respondents whose asylum application was denied.

Legal status	Mean
Authorised asylum procedure	4.4
Refugee status	4.4
Denied asylum application	3.9



Q11. Safety - Austria

Do you feel safe in Austria?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Completely

(values in %)

Mean: 4.6



Almost 90% of respondents say they feel safe in Austria.

Respondents whose application for asylum has been denied are considerably less positive compared to those with either approved refugee status or an authorised asylum procedure.

Legal status	Mean
Authorised asylum procedure	4.6
Refugee status	4.8
Denied asylum application	3.9

Legal status	Response Level 1	Response Level 2	Response Level 3	Response Level 4	Response Level 5
Authorised asylum procedure	2	4	7	10	77
Refugee status	2	11			88
Denied asylum application	5	5	32	14	45

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

Why not?

Of the 32 respondents who indicate not feeling safe in Austria, 23 cite fearing deportation and being denied asylum in Austria. A number of Afghans emphasise the life-threatening conditions they would face if forced to return and the stress of awaiting the decision of their asylum application.

The persistence of racist sentiments toward refugees and other migrants, and the psychological strain of loneliness, are mentioned as well. Others cite concerns about their future, feeling homesick, lack of employment and education opportunities, as well as family related issues.



Q12. Safety - residence

Do you feel safe in your place of residence?



Mean: 4.6

(values in %)



The overwhelming majority of respondents feel safe in their place of residence.

Survey participants from Vorarlberg and Styria are the most positive in terms of their perceptions of safety in their places of residence - not a single respondent answered negatively in either state.

State of residence	Mean
Burgenland	4.2
Carinthia	4.7
Lower Austria	4.7
Salzburg	4.4
Styria	4.8
Tyrol	4.5
Upper Austria	4.4
Vorarlberg	4.9

Follow-up question asked to those who responded 1, 2, or 3 to Q12:

Why not?

Of the 25 respondents who do not feel safe in their place of residence, most indicate physical and verbal assault, often as a result of overcrowded asylum homes. As with the previous question about overall safety, the

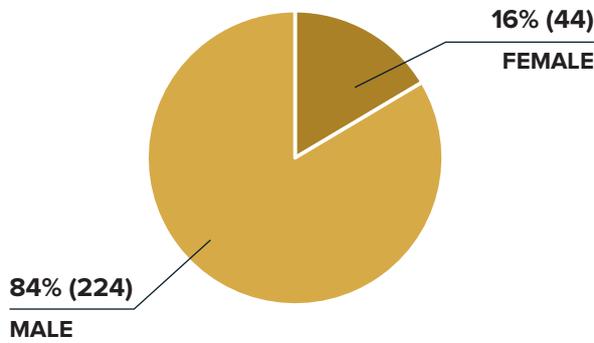
psychological stress caused by the possibility of being sent back to Afghanistan seems to affect perceptions of safety among Afghans interviewed for the survey.



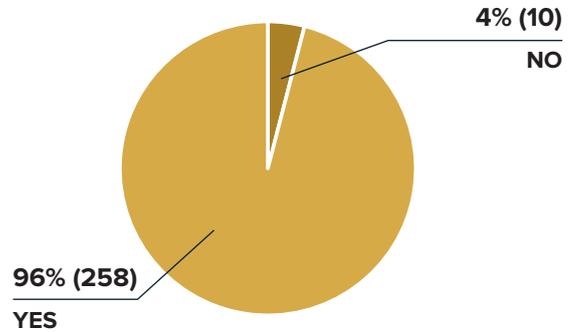
DEMOGRAPHICS

The graphs below depict the demographic breakdown of the 270 respondents in the second quantitative round of data collection. Each graph includes percentages, as well as the frequency in parenthesis.

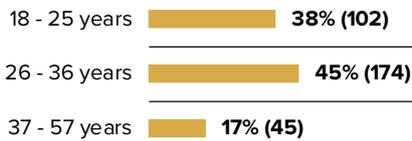
Gender



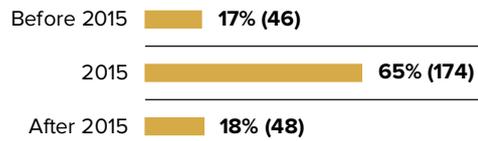
Do you use a smartphone every day?



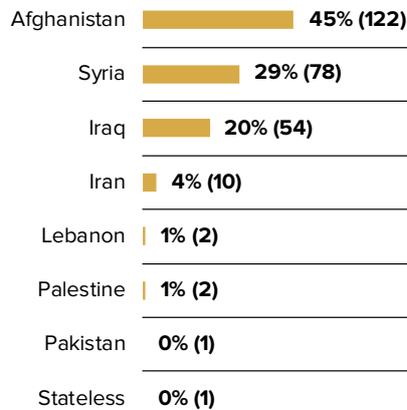
Age



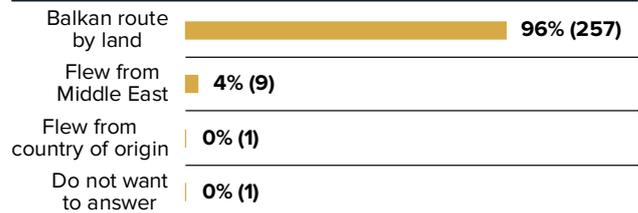
Time of arrival in Austria



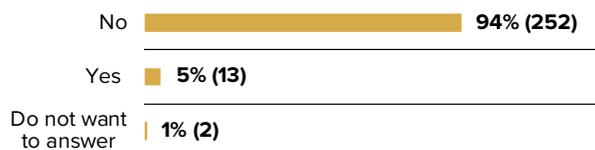
Country of origin



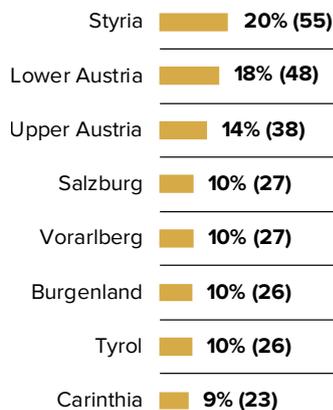
Means of getting to Austria



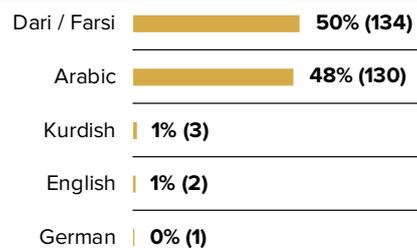
Did you come to Austria through an official family reunification process?



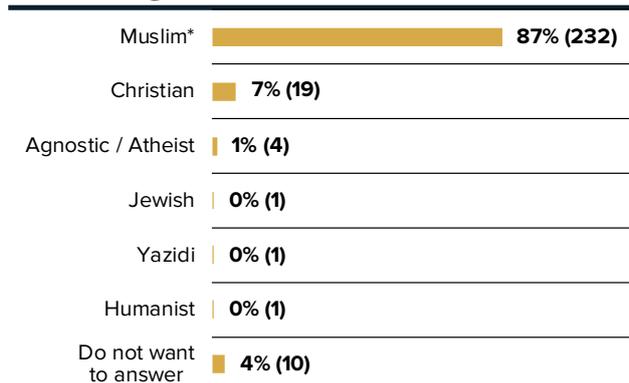
State of residence



Survey language

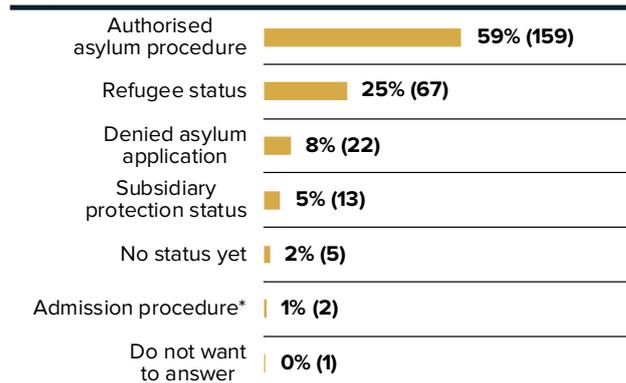


Ethno-religious affiliation



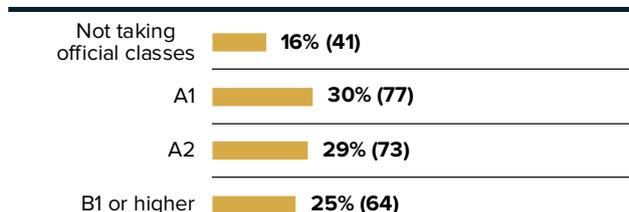
* Of the 232 respondents who identified as Muslim, 39 identified as "Sunnī Muslim," and 38 as "Shīa Muslim", while the remaining 155 did not specify.

Legal status in Austria



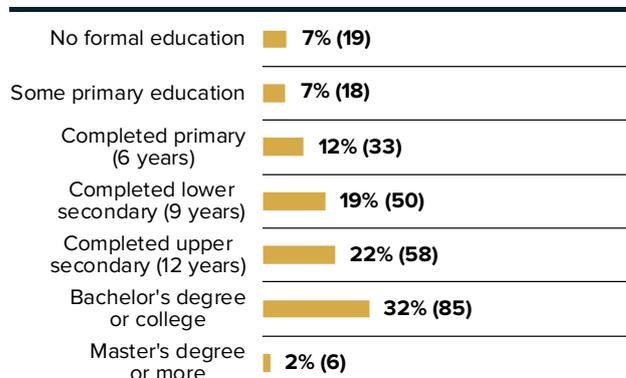
* "Admission procedure" denotes a legal status in which the authorities assess whether Austria is responsible for an applicant's asylum procedure, according to the Dublin Regulation.

Level of German*

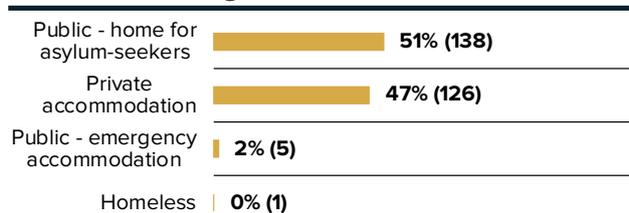


* Eleven participants said they have not started learning German, citing the difficulty of finding courses as well as the cost of lessons. Those who are learning German but not taking official classes said they are learning German on the internet, on Youtube, through work, or studying by themselves.

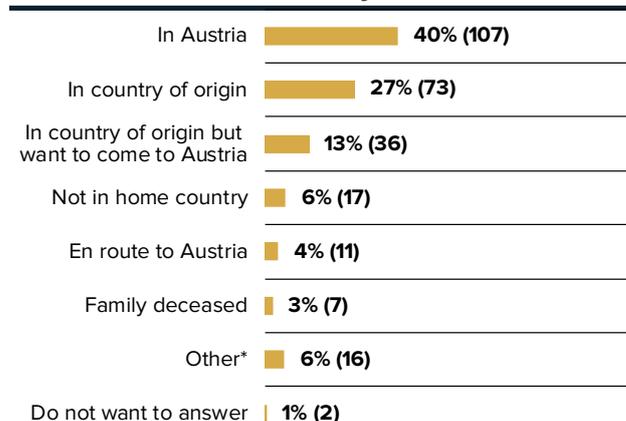
Level of education



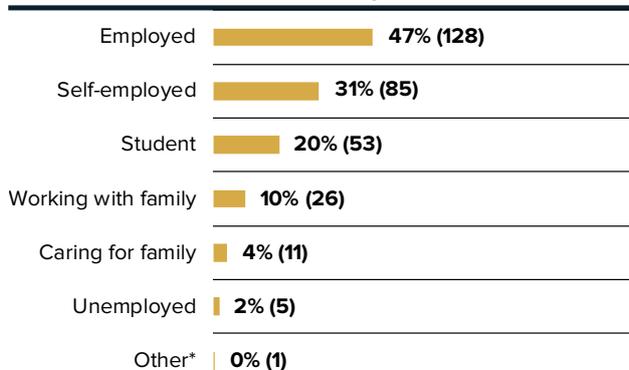
Current housing situation



Location of nuclear family



Work status before fleeing



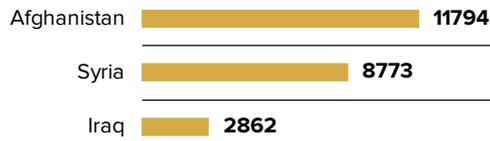
* 'Other' includes having been a minor.



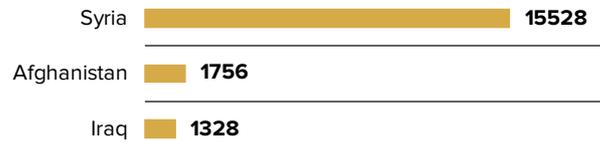
SECONDARY DATA

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.¹²

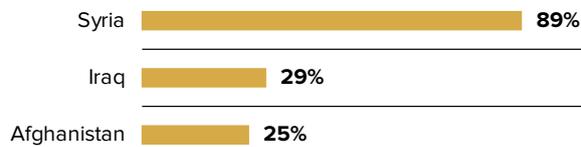
Number of asylum applications in Austria in 2016



Number of asylum applications granted in Austria in 2016



Acceptance rate of asylum applications in Austria in 2016



¹² Bundesministerium für Inneres, *Asylstatistik 2016*, 5.

RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by organisations and institutions working with refugees in Austria:

a) Dialogue. Discuss the main findings with your own staff and partners to verify and deepen the analysis. These “sense-making” dialogues should focus on themes where the data suggests that further attention may be necessary.

b) Advocacy. Consider sharing the feedback with other NGOs and institutions working in Austria to see how, together, they can address concerns or bridge gaps.

c) Closing the loop. Encourage field staff to close the feedback loop by communicating changes or informing refugees, asylum-seekers, and migrants about how services are being adapted to take their feedback into account.

Ground Truth Solutions’ staff would be happy to discuss the findings with agencies in Austria and offer advice on follow-up activities.

NOTES ON METHODOLOGY

Background

Ground Truth Solutions is one of seven partners that jointly provide analytical services as part of the [Mixed Migration Platform](#) (MMP). The other partners are [ACAPS](#), [Danish Refugee Council](#), [Internews](#), [INTEROS](#), [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 countries of final destination.

Survey development

Ground Truth Solutions developed this survey to examine the experiences and perceptions of refugees and other migrants in Austria. This was done not only to inform and improve the provision of services of organisations in operating in Austria but also to provide a more general insight into how the overall response 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

Interviews were conducted through telephone calls. Based on a snowball sampling strategy, enumerators requested additional telephone numbers once the interview was completed in order to increase the sample size. However, because some respondents were reluctant to provide contact numbers for acquaintances, additional telephone

numbers of potential respondents were provided by numerous organisations that assist refugees and other migrants across Austria. Some 270 telephone interviews were conducted between the 12th of July and the 28th of August 2017.

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 is disaggregated by gender, age, country of origin, level of education, level of German classes, state of residence, location of nuclear family, and whether individuals have received professional asylum advice. The analysis in the report includes any significant 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 Dari / Farsi (50%), Arabic (48%), Kurdish (1%), English (1%), and German (1%).

Data collection

Data was collected in July and August 2017 by enumerators who were recruited and trained by Ground Truth Solutions. One-on-one interviews were conducted by telephone.

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Aspang (max@groundtruthsolutions.org).

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