

Bijlagen

Nederland papierenland

Syrische statushouders en hun ervaringen met
participatiebeleid in Nederland

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Bijlage 1 Logboek en topic list in het Engels

Logboek

Respondent Number (R1, R2, R3, etc.)

Age

Gender

Religion

Educational level

Region of origin

Date of first arrival in the Netherlands

Family situation

Date and time of the interview

Name respondent (anonymised in the transcript)

Location of the interview (setting and place)

How was respondent recruited?

Name of the interviewer

Was there a translator?

Observations/additional remarks related to internal validity/difficult questions, other problems during the interview etc.

What makes the interview interesting and/or relevant?

Introduction

- Could you tell me something about yourself? Who are you?
- Probing questions:
 - age,
 - region of origin,
 - religion,
 - live in between leaving Syria and arriving in the Netherlands?
 - arrival in the Netherlands

Education

- What is your educational background?
- Do you follow any education in the Netherlands, why or why not?
- Do you want to continue your previous education or start a new career?
- Is there anybody who supports you with planning your educational career?
- How do you experience this support, or the lack of support?
- How is your interaction with educational institutions?
- Do you attend language courses, why or why not?
- Did anybody inform you on language courses and how did you finance it?
- What is your experience with language schools in the Netherlands?
- How was your interaction with DUO?
- Did you ever experience discrimination during your education or the language courses, if so can you give an example?
- What should be improved according to you in terms of educational policies for refugees?

Labour Market

- Do you work at the moment? (or how do you make a living? To include the informal work?)
- If yes, what type of job? (which sector, paid-unpaid, formal-informal)?
- How did you find it? Did you find it yourself or did someone help you?
- Was there any policy, initiative, that helped you find your job, if so how did you experience the support (alternative question in case of an informal job: why did you choose an informal job and not a formal one? What are the advantages and disadvantages of both types?)
- Is your job meeting your expectations, why or why not?
- Is working in the Netherlands different from working in Syria (or Turkey?), why, can you give an example of how different it is?
- How do you interact with colleagues at the work floor, did you make friends through work?
- Did you ever experience discrimination at work, if so can you give an example?
- In case of no work, why do you not work, the most important obstacle for not working for you?

- Do you receive benefits in the Netherlands? Which ones? How did you know how to apply for it?
- How do you experience the interactions with DUO, UWV, other institutions on the labour market?
- How do you experience the informal labour market for Syrians in the Netherlands?

Information

- Where do you get your information from about participation in the Netherlands?
- Is social media a source of information you use? For what and why?
- What are the most important online platforms you use for participation in the Netherlands?

Family Life

- How are you linked to your family (are they located in the Netherlands, still in Syria, in the region, or somewhere else?)
- Are you currently involved in family reunification procedures?
- What is your experience with the procedure if you are involved?
- For couples has your relation changed after migrating, and how do you feel about that?
- If you have children here, how do you organise and experience family life in the Netherlands?
- Who is taking care of the children and how do you divide the household tasks?
- Are your children attending school (pre-school, primary, secondary, religious education)?
- Do they attend activities after school?
- Do you receive support around organising your family life, by whom and how do you experience the support or the lack of support?
- Did you have any negative experiences around bringing up your children in the Netherlands (ask about discrimination if not mentioned)?

Leisure Time

- How do you spend your free time? Can you describe a typical free day?
- What do you do in your neighbourhood/village in particular? What do you do outside of your neighbourhood/village?
- Do you feel at home in your neighbourhood? Why or why not?
- With whom do you spend your free time and how do you feel about it?
- How different is the way you spend your free time here from what you are used to in Syria?
- Did you make friends in the Netherlands? How and where did you meet? Are they native Dutch or with an immigrant background? In what ways are these friends important to you?

- Can you describe the (virtual) locations that are important to you, which places do you visit in your daily life, with who do you go there and how do you experience these places?

After finishing this topic ask the respondent if they are interested in showing you these locations and tell more about them, walk along interview.

Future Life

- Where do you see yourself living in ten years? Why? What will influence this?
- How do you see your participation in the Netherlands? Are you satisfied? Why? And if not what is missing and what could be done to improve it?
- What did you expect before coming to the Netherlands around participation in Dutch society and how do you look back at it now?

Perceived possibilities and problems

- What makes you happy about living here (in the Netherlands)?
- What troubles you about your live right now?
- What are you looking forward thinking about your future live?
- What are you worried about while thinking about your future live?

Closing the interview

- Do you have any questions for us? Is there anything you want to add?
- What did you think of the interview? (suggestions for improvement?)
- If necessary, can we contact you in a later stage for extra information?
- Ask again? Are you interested in participating in follow up research including taking pictures of the places that are important to you and/or going for a walk with the researcher and show the places that are meaningful to you?
- We will also organise a focus group towards the end of the project where we want to discuss the findings with you and talk about policy recommendations. Are you interested to be actively involved in producing the outcomes of this study?
- Do you know other Syrians who would like to share their experiences with us?

Bijlage 2 Logboek en topic list in het Arabisch

السجل

رقم الشخص (R1, R2, R3, etc.)

العمر

الجنس

الديانة

مستوى التعليم

مكان الولادة

تاريخ الوصول الى هولندا

الوضع العائلي

تاريخ ووقت المقابلة

(اسم الشخص) سيتم تشفير الاسم خلال كتابة المقابلة

(مكان المقابلة) (التفاصيل والمكان

كيف تم الوصول الى الشخص؟

اسم الشخص الذي قام بالمقابلة

هل تمت المقابلة بوجود مترجم؟

ملاحظات / ملاحظات إضافية تتعلق بالبيئة الداخليه/ أسئلة صعبة ومشاكل أخرى خلال

المقابلة وما إلى ذلك.

ما الذي يجعل المقابلة مثيرة للاهتمام و / أو ذات صلة؟

المقدمة

هل يمكن أن تخبرني بشيء عن نفسك؟ من أنت؟

أسئلة البحث:

- عمر ،
- مكان الولادة -
- الدين -
- العيش بين مغادرة سوريا والقدوم إلى هولندا؟ -
- الوصول إلى هولندا -

(التعليم) مجال المشاركة

ما هي خلفيتك التعليمية؟

هل تتبع أي تعليم في هولندا ، لماذا أو لماذا لا؟

هل ترغب في مواصلة تعليمك السابق أو بدء مهنة جديدة؟

هل هناك من يدعمك في التخطيط لمستقبلك التعليمي؟

كيف تتعامل مع هذا الدعم ، أو عدم وجود الدعم؟

كيف هو تفاعلك وتعاملك مع المؤسسات التعليمية؟

هل تتبع دورات اللغة الهولندية؟ لماذا أو لماذا لا تحضر؟

هل أخبرك أي شخص عن دورات اللغة وكيف قمت بتمويلها؟

ما هي تجربتك مع مدارس اللغات في هولندا؟

DUO كيف كان تفاعلك مع

هل سبق لك أن تعرضت للتمييز خلال دراستك أو دورات اللغة ، إذا كان الأمر كذلك ، هل يمكنك إعطاء مثال على ذلك؟

ما الذي يجب تحسينه وفقاً لسياسات التعليم الخاصة باللاجئين؟

(سوق العمل) مجال المشاركة

(ما هو عملك ان وجد؟) (أو كيف تكسب قوتك؟) لتشمل العمل غير الرسمي؟

إذا كانت الإجابة بنعم ، ما هو نوع العمل؟ (أي القطاع ، مدفوع الأجر ، غير رسمي ، رسمي)؟

كيف حصلت على العمل؟ هل وجدتها بنفسك أم هل ساعدك شخص ما؟

هل كانت هناك أية سياسة أو مبادرة ساعدت في العثور على وظيفتك ، وإذا كان الأمر كذلك ، كيف كانت تجربتك مع هذا

الدعم (سؤال بديل في حالة العمل غير الرسمي: لماذا اخترت وظيفة غير رسمية وليس وظيفة رسمية؟) عيوب كلا

(النوعين؟)

هل وظيفتك تلبي طموحك او توقعاتك ، لماذا؟

هل العمل في هولندا يختلف عن العمل في سوريا (أو تركيا؟) ، لماذا ، هل يمكنك إعطاء مثال عن مدى اختلافهما؟

كيف تتفاعل مع الزملاء في مكان العمل ، هل قمت بتكوين صداقات من خلال العمل؟

هل سبق لك أن تعرضت للتمييز في العمل ، وإذا كان الأمر كذلك ، هل يمكنك إعطاء مثال على ذلك؟

في حالة عدم العمل ، لماذا لا تعمل ، ما هي أهم عقبة لعدم قيامك بالعمل ؟

هل تتلقى اعانة اجتماعية في هولندا؟ اي واحدة؟ كيف عرفت كيف تتقدم لها؟

والمؤسسات الأخرى في سوق العمل؟ UWV و DUO كيف تواجه التفاعلات مع

كيف تواجه سوق العمل غير الرسمي للسوريين في هولندا؟

شبكات التواصل الاجتماعي

من أين تحصل على معلوماتك عن أسئلتك هنا في هولندا؟
هل وسائل الإعلام الاجتماعية هي المصدر الرئيسي / الموثوق به للمعلومات؟ ولماذا؟
في رأيك ما هي أهم مجموعات الفيسبوك؟ ولماذا؟

(الحياة الأسرية (مجال المشاركة

(هل تعيش لوحده او مع عائلتك؟) هل هم موجودون في هولندا أو في سوريا أو في المنطقة أو في مكان آخر؟
هل أنت مشترك حالياً في إجراءات لم شمل الأسرة؟
ما هي تجربتك مع هذا الإجراء إذا كنت مشتركاً؟
للمتزوجين: هل تغيرت العلاقة كزوجين بعد وصولكم الى هولندا؟ كيف تشعر حيال ذلك؟
إذا كان لديك أطفال هنا ، كيف تنظمون الحياة الأسرية وكيف تصف تجربة الحياة الأسرية في هولندا؟
من يهتم بالمهام المنزلية؟
هل ينتظم أطفالك في المدرسة (ما قبل المدرسة ، التعليم الابتدائي ، التعليم الثانوي ، التعليم الديني)؟
هل يحضرون أنشطة بعد المدرسة؟
هل تتلقى الدعم حول تنظيم حياتك العائلية، من هذا الدعم، ما هو هذا الدعم، وكيف واجهت هذا دعم أو عدم وجود الدعم؟
(هل لديك أي تجارب سلبية حول تربية أطفالك في هولندا؟(اسأل عن التمييز ان لم يذكر

(وقت الفراغ (مجال المشاركة

كيف تقضي وقت فراغك؟ هل يمكنك وصف يوم من هذه الايام؟
ماذا تفعل في منطقتك / قرينتك بشكل خاص؟ ماذا تفعل خارج منطقتك / قرينتك؟
هل تشعر أنك في بيتك في حيتك؟ لماذا أو لما لا؟
مع من تقضي اوقات فراغك؟ وكيف تشعر حيال ذلك؟
ما الفرق بين الطريقة التي تقضي فيها اوقات فراغك في هولندا عن طريقك في سوريا؟
هل قمت بتكوين صداقات في هولندا؟ كيف وأين قمت بذلك؟ هل هم مواطنون هولنديون أم لديهم خلفية مهاجرة؟ ما هي الموصفات التي تهتمك بالأصدقاء؟
هل تستطيع أن تصف المواقع (الظاهرة) المهمة بالنسبة لك، ما هي الأماكن التي تزورها أو لا تزورها في الحياة اليومية، مع من تذهب إلى هناك وكيف يمكن ان تصف هذه الاماكن؟
بعد الانتهاء من هذا الموضوع ، اسأل الشخص إذا كان مهتمًا بعرض هذه الاماكن لك وإخبارك بالمزيد عنها ، والمشي * خلال المقابلة.

مستقبل الحياة

أين ترى نفسك او حياتك في العشر سنوات القادمة؟ لماذا؟ ما الذي سيؤثر على هذا؟
حدثني عن مشاركتك في الحياة في هولندا؟ هل انت راضي عن مشاركتك في الحياة في هولندا ولماذا؟ وإن لم يكن ما هو مفقود ما الذي يمكن عمله لتحسينه؟
ماذا كنت تتوقع عن مشاركتك في المجتمع الهولندي قبل وصولك او في البداية وكيف تنظر إليه الآن؟

الاحتمالات والمشاكل المدركة

(ما الذي يجعلك سعيداً في العيش هنا (في هولندا)
ما الذي يزعجك حيال حياتك الآن؟
ماذا تتطلع إلى التفكير في مستقبلك؟
ما الذي يقلقك أثناء التفكير في مستقبلك؟

إنهاء المقابلة

هل لديك أي أسئلة لنا؟ هل هناك أي شيء تريد إضافته؟

(ما رأيك في المقابلة؟) اقتراحات للتحسين؟

إذا لزم الأمر ، هل يمكننا الاتصال بك في مرحلة لاحقة للحصول على معلومات إضافية؟

اسأل مرة أخرى؟ هل أنت مهتم بالمشاركة في متابعة البحوث بما في ذلك التقاط الصور للأماكن التي تهتمك و / أو الذهاب

في نزهة مع الباحث وإظهار الأماكن ذات المغزى بالنسبة لك؟

وسننظم أيضًا مجموعة من الأشخاص في نهاية المشروع حيث نريد مناقشة النتائج معك والتحدث عن توصيات السياسة.

هل أنت مهتم بالمشاركة في نتائج هذه الدراسة؟

هل تعرف سوريون آخرون قد يرغبون في مشاركة تجاربهم معنا؟

شكرًا جزيلاً لمشاركة وقتك وخبرتك معنا.

Bijlage 3 Het Walk-Along interview protocol

Thank you for participating in a second interview! The aim of this interview is to get a fuller understanding of the places and the people in the environments that are important to you and to better understand how you experience these places. It is important for us to see, feel and experience the places together with you. So I would like to ask you if you could show me where you usually go, explain to me how you feel in these locations and also where you do *not* like to go and why that is the case. By walking together in the area certain things may come to your mind that we did not talk about in the interview. Some things might also be easier to illustrate when we are there. If you want you can take pictures to document the things we have seen or I can take pictures for you if you prefer that.

Before we start I would like to ask permission to record the interview. Everything you say will be analysed anonymously and the recordings will not be shared with anyone outside the research team. Do you have any questions?

You start where the person wants to start, it will be probably be their house. You could start with the front garden, if there is a garden and walk down the street. From there the respondent shows the way. Any location that matters to him/her is fine. You are the guide. We do not set a maximum amount of locations but it will probably be around three or four. We need thick descriptions of the place, insight information on emotions triggered by the place and if possible visual materials.

First location:

Can you describe this place to me?

Do you come here often, how often?

What does this place mean to you? Or why is it an important place to you?

Does this place trigger a memory of an event or an atmosphere? Can you describe this memory?

How would you describe the atmosphere in this place?

What is going on here?

What do you usually do here? With whom? Or alone?

Who else is here? How would you describe the crowd if there is any?

Do you feel at ease here? Safe? Why?

Would you take your wife/children here? Why or why not?

Would you go here any time of the day? Why or why not?

Are there things in this place that you do not like, why?

What would need to be changed here to make it a perfect place?

Bijlage 4 Topic List voor Focusgroep gesprekken

Introduction

- presentation of research team (all)
- presentation of the research project (Ilse)
- explanation of what will happen to the information, confidentiality, information on recording and signing of consent forms (Ilse)
- duration of focus group/open discussion/thanking for time

Short introduction of all participants of the Focus Group to check basic characteristics, gender, age, how long in Netherlands, region of origin, marital status and children, position in the participation trajectory (which level of language) and do they have a job, follow an education?. Also good to have all the voices on the recorder from the start!

Topics to be covered in the discussion

Topic I: Civic integration and language course

We will share some results and ask the focus group participants to reflect on it and share their own experiences. We will think together of some policy recommendations.

- Since 2017 there is a new law in the Netherlands where migrants are responsible for their own civic integration. What we found from our interviews so far is that this system does not always work out smoothly for people who are still learning the language and do not always know the way in the bureaucratic landscape of the Netherlands. What is your experience with finding your way in the landscape of Dutch integration institutions? (first general impression by all). Specific ideas on how to improve?
- We found that privatization and commercialization of the ‘integration industry’ has some unintended consequences like many different language learning providers and various quality levels where refugees have to choose from. Did you find it difficult to find a good school? Who helped you? Where did you get your information from? Specific ideas on how to improve? Would you like to have more hours?
- We would also like to know your opinion on the loan system by DUO: many of our respondents associate the loan system with fraud, 10.000 Euro is a lot of money, it was suggested that some schools put part of that money in their own pockets? What is your experience and how could this be improved?
- The level that is required for inburgering (A2) is rather low, easy to get for most people. But it is not enough to find a job or get access to higher education. Some of our respondents said it is not enough. What are your experiences? Did you stop at A2 why or why not? Do you think your Dutch is good enough and what is needed to get it to a level that allows you to participate more fully in the Netherlands?

Topic II: Labour Market/Higher education

- What is it like to find a job in the Netherlands, finish higher education in the Netherlands? What is your experience so far? (first short round of impressions).
- What is the most important obstacle? Any suggestions on how to improve?
- What is your experience with combining learning the language, investing in education and work (formal or voluntary), meeting financial needs and caring for your family? How to prioritise? Did you get any advice on this? By whom?
We found that sometimes contradictory advice was given, some people say invest in education, others say focus on work. We also found that higher educated respondents have high levels of frustration around the fact that they sometimes feel pressured by contact persons to take any job. What is your experience with contact persons?
- Did you ever experience any form of discrimination when it comes to getting access to the labour market or higher education?

Topic III: Social Contacts in the Netherlands

- Who are the most important people you have social contact with? In Syria, transit and/or in the Netherlands? How do you maintain these ties?
Those who have family in the Netherlands complain about the dispersal system and that they are sometimes located far away from potential social life and support. What are your experiences with this system that you are not allowed to choose your residential location?
- Do you have contact with Dutch people? And how do you experience these interactions?
Suggestions to improve contact between Dutch and Syrians in the Netherlands?

Topic IV: Cultural differences

- What is it like for you to live in the Netherlands? What are the most important cultural differences, positive as well as negative? (first impressions)
- Through our interviews we also heard that some relationships are under pressure because of the war, migration and the shift towards a new cultural context with new norms and values. What is your experience with this? Is it difficult to keep your marriage alive after everything you have been through and why do you think divorce is such a big topic within the community?
- Is there a difference between large cities and small towns?

For some people the cultural shock is less in small towns and they appreciate the way people behave and dress in contrast with larger cities.

Final recommendations, suggestions for the final report? Did we forgot topics, issue that are important according to you?

Ask if they are interested to participate in a meeting with policymakers when the report is finished to discuss results with them in the Hague.

Bijlage 5 Informatiesheet Engels



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Sociaal en Cultureel Planbureau



ERASMUS UNIVERSITEIT ROTTERDAM

Recently arrived Syrian's daily life experiences and perspectives on participation in the Netherlands

This research project is coordinated by Ilse van Liempt from Utrecht University, in collaboration with Erasmus University Rotterdam and commissioned by the Netherlands Institute for Social Research (SCP). The aim of the research is to get a better understanding of how you as a recently arrived Syrian spent and experience your days (work, school, volunteering, leisure and family time) and how you combine and prioritise all these activities in the process of settling-in. For more detailed information see our website at <https://syriersinnederland.sites.uu.nl/>

It is important to know more about your daily life because policy makers in the Netherlands who work on participation do not have a full understanding of how refugee's daily preoccupations look like and how people experience the interactions with institutions and other support actors who help them with their participation. We want to learn from your story what is helping or obstructing newly arrived migrants to settle in the Netherlands. What are the difficulties, what needs to be changed? This is important so we can improve the process after arrival of future migrants and refugees. There are no right or wrong answers.

Everything you say will be kept *confidential* and will be *anonymised*. That means we will not let other people know that it was you who said it. What you say also has no effect on your current status, family reunification procedure or other legal procedures you might be involved in.

After we have done a substantial amount of interviews, we will write a report in Dutch on the results of all the interviews. The report will not include your personally identifiable results. If you want to receive a copy of the report you can leave your email/postal address with the researcher.

We ask your permission to record the interview (see informed consent form). The recording is only listened to by the members of the research team and will not be shared with anyone. When the research is finished the recordings will be deleted. If you want to stop, tell me and we stop the interview. You can also stop the recording. Do you have questions before we start the interview?

Dr. Ilse van Liempt i.c.vanliempt@uu.nl / 0031-30-2534437 / 0031-624980101

Bijlage 6 Informed consent formulier (Engels en Arabisch)



Universiteit Utrecht



Sociaal en Cultureel Planbureau



Informed consent for participation in research project 'Participatory Trajectories of Syrian Refugees in the Netherlands'.

I agree to participate in the research project coordinated by Dr. Ilse van Liempt from Utrecht University, in collaboration with Erasmus University Rotterdam and commissioned by the Netherlands Institute for Social Research (SCP).

- 1 **My participation in this project is voluntary.** I understand that I will not be paid for my participation. I may withdraw and discontinue participation at any time without penalty. If I feel uncomfortable in any way during the interview session, **I have the right to decline to answer any question or to end the interview.**
- 2 Notes will be taken by the researcher during the interview and the interview will be digitally recorded and transcribed. I can ask **any time to interrupt the recording.** All the files will be securely stored and not shared with other persons outside the research team.
- 3 My confidentiality as a participant in this study will remain secure at all times. **My real name will not be used** and data will be subjected to the data protection policy of Utrecht University which protect the personal data (and the anonymity) of individuals.
- 4 For ethical problems or any other question regarding the research project, **I can contact the project coordinator Dr. Ilse van Liempt** (see contact-details below).
- 5 I have read and understood the explanation provided me in this form. I have had all my questions answered to my satisfaction, and I voluntarily agree to participate in this study.
- 6 I have been given a copy of this consent form.

Date of interview: _____

Participant signature: _____

Interviewers' name: _____

Interviewer's signature: _____

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موافقة مسبقة للمشاركة في مشروع بحثي

"المسارات التشاركية للاجئين السوريين في هولندا"

من جامعة Dr. Ilse van Liempt أوافق على المشاركة في المشروع البحثي بالتنسيق مع الدكتور إلسي فان ليمبت (SCP) أوترخت ، بالتعاون مع جامعة إيراسموس روتردام وتكليف من المعهد الهولندي للبحوث الاجتماعية

- 1 مشاركتي في هذا المشروع تطوعية. أفهم أنني لن ألتقى المال مقابل مشاركتي. يجوز لي الانسحاب والتوقف عن المشاركة في أي وقت دون عقوبة. إذا شعرت بعدم الارتياح في أي وقت خلال جلسة المقابلة ، يحق لي رفض الإجابة عن أي سؤال أو إنهاء المقابلة.
- 2 سيتم أخذ الملاحظات من قبل الباحث خلال المقابلة وسيتم تسجيل المقابلة الرقمية وترجمتها. يمكنني أن أسأل في أي وقت لمقاطعة التسجيل. سيتم تخزين جميع الملفات بشكل آمن ولا يتم مشاركتها مع أشخاص آخرين خارج فريق البحث.
- 3 مشاركتي في هذه الدراسة ستظل آمنة في جميع الأوقات. لن يتم استخدام اسمي الحقيقي وستخضع البيانات لسياسة حماية البيانات في جامعة أوترخت التي تحمي البيانات الشخصية (وعدم الكشف عن هويتها) للأفراد.
- 4 Dr. Ilse van Liempt بالنسبة للمشاكل الأخلاقية أو أي مسألة أخرى تتعلق بمشروع البحث ، يمكنني الاتصال بمنسق المشروع (انظر بيانات الاتصال أدناه).
- 5 لقد قرأت وفهمت التفسير المقدم لي في هذا النموذج. لقد أجيببت على جميع أسئلتني بما يرضي ، وأوافق طواعية على المشاركة في هذه الدراسة.
- 6 لقد حصلت على نسخة من نموذج الموافقة هذا.

تاريخ المقابلة: _____

توقيع المشارك: _____

اسم الباحث: _____

توقيع الباحث: _____

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