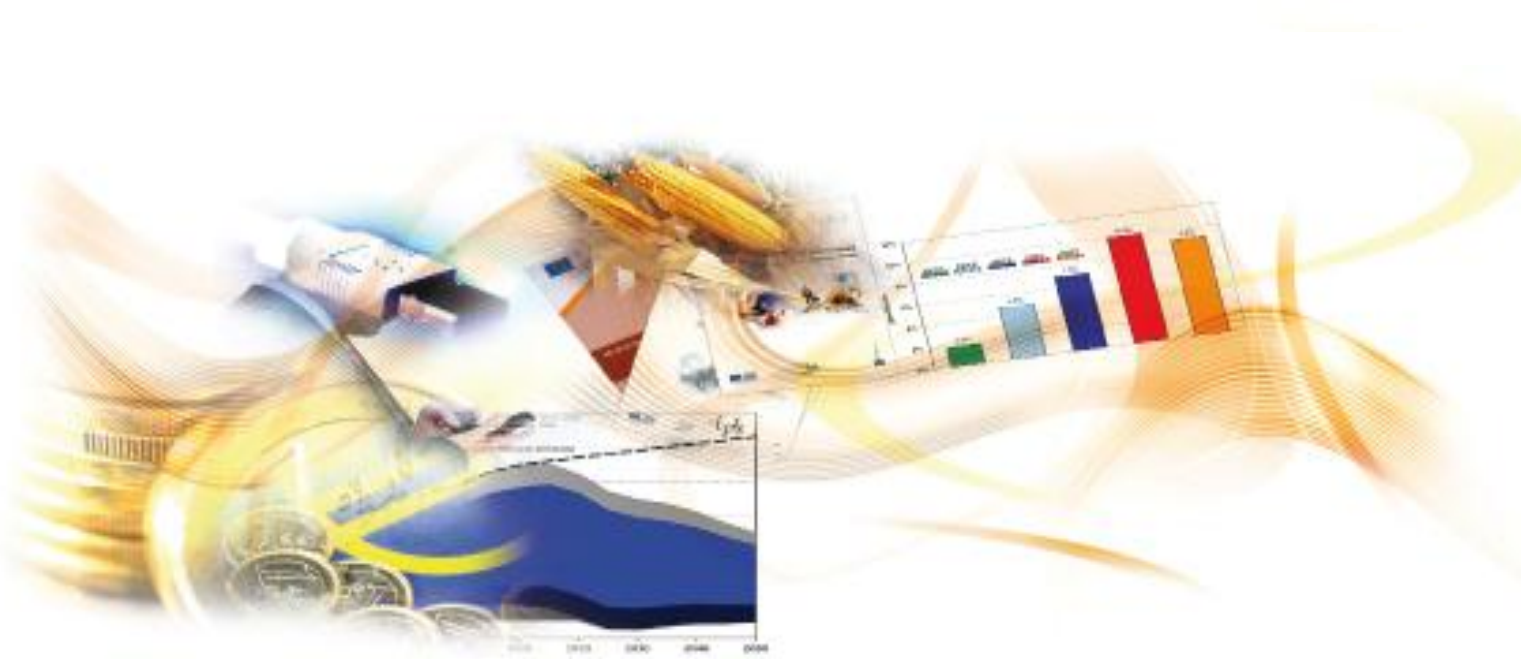


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ICT for the Employability and Integration of Immigrants in the European Union

*Final Methodological Report
of a Survey in Three Member
States*

Authors: Francisco Lupiañez,
Cristiano Codagnone and Rosa Dalet
Editors: Stephanie Carretero and Clara Centeno

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Contact information

Address: Edificio Expo. c/ Inca Garcilaso, 3. E-41092 Seville (Spain)

E-mail: jrc-ipts-secretariat@ec.europa.eu

Tel.: +34 954488318

Fax: +34 954488300

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Abstract

This is the final methodological report on the project on 'ICT to support the integration into everyday life of immigrants and minorities'. The research objectives were to describe immigrants' ICT skills, access, usage, and to explore how they differ with respect to different profiles and broad socio-economic and other personal characteristics such as integration and employability. In order to pursue these objectives, a face-to-face survey was carried out in three countries (Bulgaria, the Netherlands, Spain). A total of 1,653 third country nationals were interviewed. An ad-hoc questionnaire was designed, based on previous studies and official statistics. It was translated into ten different languages so that it covered all the nationalities from the sample. Due to the characteristics of the target group, the dissemination strategy and data collection put special emphasis on the interviewer selection and training process. Face-to-face survey procedures and specific participant recruitment strategies were developed, considering different contact points depending on the characteristics of the target. Descriptive univariate and bivariate statistical analysis as well as multivariate statistical analysis of certain aspects have been carried out. In addition, we have also re-classified the data obtained and constructed two categorical variables: 'Profile' that includes as its values five meaningful and homogenous migrant profiles and 'Connected' and 'Non-connected'.

Acknowledgements

This report describes the methodology used for a survey on the role of ICT to support integration of immigrants in Europe. This work was agreed under an Administrative Arrangement between the Institute for Prospective Technological Studies of the Joint Research Centre (JRC) and the Directorate General for Communications Networks, Content and Technology. The survey was carried out from end 2012 to mid 2013 through an offline survey to 1,500 immigrants in 3 Member States.

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Preface

This report describes the methodology used for a survey on the role of ICT to support integration of immigrants in Europe. This work was agreed under an Administrative Arrangement between the Institute for Prospective Technological Studies of the Joint Research Centre (JRC) and the Directorate General for Communications Networks, Content and Technology. The survey was carried out from end 2012 to mid 2013 through an offline survey to 1,500 immigrants in 3 Member States. were interviewed face-to-face from the end of 2012 to mid-2013 to identify their ICT skills, access and usage, with the aim to identify the role of ICT for their employability and integration in the host country and comparing connected and non-connected migrants.

Concretely, the specific objectives of the study were:

1. To conduct a survey in at least 3 EU MS to identify ICT skills, access and usages by migrants in order to cover their needs and foster their socioeconomic integration;
2. To analyse the survey data in order to perform cross national comparisons, socio-demographic and socio-economic and migration profiles and for testing hypothesis and relations between variables.
3. To provide analysis and evidence to support either digital inclusion policy initiatives or policy initiatives / actions on the integration of migrants through ICT, including eServices from public administrations, ICT driven initiatives coordinated by Third Sector Organizations, bottom up initiatives launched directly by migrants, or models of ICT based entrepreneurship.
4. To elaborate and document the methodology to conduct the survey, in order to enable it to become longitudinal over time and/or to be realized across all EU MS.

Through this survey, we expected to increase the knowledge in:

- a) Communication patterns of migrants enabled by the new technologies, in terms of with whom, how frequently, about what, through which services the communication is developed using ICTs.
- b) Differences within the migrants sub-categories in terms socio-demographic variables: country of origin, educational level and stages in the migratory trajectories (newcomers, recent legal residents, well settled, individuals of immigrant descent that are now citizens of Europe, etc).
- c) The patterns of skills, access and use that support their socio-economic integration.

The study has produced the following reports

- Lupiañez, F., Codagnone, C. and Dalet, R. (2015) ICT for the employability and integration of immigrants in the European Union: **Methodological Final Report of a survey in three Member States**. Carretero, S. and Centeno, C. (eds). JRC-IPTS: Luxembourg: Publications Office of the European Union
- Lupiañez, F., Codagnone, C. and Dalet, R. (2015) ICT for the employability and integration of immigrants in the European Union: **Results from a survey in three Member States**. Carretero, S. and Centeno, C. (eds). JRC-IPTS: Luxembourg: Publications Office of the European Union.
- Reichel, D., Siegel, M. and Andreo, J.C. (2015) ICT for the employability and integration of immigrants in the European Union: **a qualitative analysis of a survey in Bulgaria, the Netherlands and Spain**, Carretero, S. and Centeno, C. (eds), JRC-IPTS: Luxembourg: Publications Office of the European Union

The website of the project can be accessed here:

http://is.jrc.ec.europa.eu/pages/EAP/eInclusion/IEM_Ictegra.html.

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Executive summary

In this report, we elaborate and document the methodology used to conduct the survey carried out in the project 'ICT to support the integration of immigrants and minorities into everyday life', with a view to making it longitudinal over time and suitable for use in all EU Member States.

The methodology used for the survey can be summarised as follows:

- The **sample** was selected from a defined group of immigrants, namely first generation Third Country Nationals (TCNs) from 3 Member States with different immigration histories: Bulgaria (new Member State), Netherlands (old immigration history), and Spain (new immigration country). Quotas were determined by age, Internet usage and largest citizenship groups in order to ensure a representative sample of immigrants from the population of each country. Finally, the sample consisted of 1,653 TCNs (Bulgaria, n=512; the Netherlands, n=512; and Spain, n=624).
- An ad-hoc **questionnaire** was designed to study digital inclusion, employability and integration of immigrants, based on previous studies and official statistics. The following **variables** were studied: access to ICT; ICT utilisation: use, places and devices; ICT skills; ICT utilisation – activities; integration of immigrants; employability; and socio-demographic data. The questionnaire was translated into ten different languages to cover all the nationalities in the sample, and piloted with 20 respondents in order to detect comprehension issues or inappropriate questions due to cultural attitudes.
- The **procedure for data collection** from the TCNs was face-to-face interviews. Before the interviews, the interviewers were carefully selected and trained to be sensitive, stay close to the topic, and be knowledgeable about languages. The TCNs were recruited from different contact points (associations, etc.) depending on the characteristics of the target.
- The **statistical analyses** carried out were i) descriptive analysis to describe the digital adoption, employability and integration level of the TCNs of the sample, and ii) bivariate (chi square and correlations) and multivariate analysis (factor analysis, composite indexes, and regression analysis) to understand the relationship between digital inclusion and employability as well as integration.

Introduction

This is the final methodological report on the project on *'ICT to support the integration into everyday life of immigrants and minorities'*. The research objectives were to describe immigrants' ICT skills, access, usage, and to explore how they differ with respect to different profiles and broad socio-economic and other personal characteristics such as integration and employability. The expected result of this quantitative exploration, besides a better understanding of the phenomenon as a whole, was the identification of the gaps in digital and social inclusion that could be met with existing and future policy measures.

In order to pursue these objectives, a face-to-face survey was carried out in three countries (Bulgaria, the Netherlands, Spain). A total of 1,653 individuals were interviewed. These were formally defined as Third Country Nationals (TCNs) and they included both newly-arrived migrants and more settled immigrants from the largest TNC groups in the three countries. The number of countries and the total sample size was the maximum possible that could be tackled within the scope of this project and contains quotas by age, Internet usage and citizenship. The three countries were selected to include one country of old immigration (the Netherlands, n=512), one country of new immigration (Spain, n=624) and one new Member State (Bulgaria, n=512). An ad-hoc questionnaire was designed, based on previous studies and official statistics. It was translated into ten different languages so that it covered all the nationalities from the sample. During the pilot study, the translated questionnaires in all 10 languages were tested on 20 respondents in order to detect comprehension issues or inappropriate questions due to cultural attitudes. Due to the characteristics of the target group, the dissemination strategy and data collection put special emphasis on the interviewer selection and training process. Face-to-face survey procedures and specific participant recruitment strategies were developed, considering different contact points depending on the characteristics of the target.

Given the exploratory nature of the study, it was decided for this first round of analysis to limit the scope to descriptive univariate and bivariate statistical analysis and to move to more sophisticated multivariate statistical analysis of certain aspects only in a second stage. In addition, we have also re-classified the data obtained and constructed two categorical variables: 'Profile' that includes as its values five meaningful and homogenous migrant profiles and 'Connected' and 'Non-connected' (EUROSTAT defines Connected as those individuals who have accessed the Internet at least once within the last 3 months before the survey, and the "non-connected" as those who have not accessed the Internet even once during that period (i.e. not at all).

1. Background of the study

IPTS has been carrying out qualitative studies on whether information communication technologies can support immigrant integration and has identified a number of good practices. This work led to the launch of the ICTEGRA survey,¹ which aimed to:

1. Identify ICT skills, access and usages by migrants.
2. Describe socio-demographic, economic and migration profiles, and find relationships between use and access to ICTs and integration, with cross national comparisons.
3. Find evidence to support digital inclusion policy initiatives or policy initiatives / actions on the integration of migrants through ICT.
4. Elaborate and document the methodology which was used in the survey, to enable it to become longitudinal over time and/or to be realized across all EU Member States.

The survey was conducted in 3 Member States with 1,500 third country nationals. Their ICT skills, access and use of ICT, social integration, and the role played by ICT in their integration were analysed. This survey should provide a better understanding of:

1. The communication patterns of third country nationals enabled by new technologies. The focus is on what they communicate about, with whom, how often and which ICT tools they use to do so.
2. The socio-demographic differences between third country nationals: by country of origin, educational level and migration stage (i.e. newcomers, recent legal residents, well settled, individuals of immigrant descent that are now citizens of Europe, etc.).
3. The patterns in terms of skills, access and use of ICT that support their socio-economic integration.

In order to take into account different immigration histories and to respect a geographical balance, 3 Member States were selected, one from each of the following groups:

- Group 1. Old immigration countries: Austria, the United Kingdom and the Netherlands.
- Group 2. New immigration countries: Ireland, Italy and Spain.
- Group 3. Countries that joined EU from 2004 onwards: Romania and Bulgaria.

To tackle the role ICT, the individuals surveyed were divided into 'connected' and 'non-connected'. Connected individuals are defined by EUROSTAT as those individuals who have accessed the Internet at least once within the last 3 months before the survey "Non-connected" migrants are those who have not accessed the Internet at all during the 3 months before the survey. A minimum of 500 individuals were surveyed in each country.

The overall objective of the study was to provide evidence for policy making to support the digital inclusion of immigrants through ICT, such as eServices from public administrations, ICT-driven initiatives coordinated by Third Sector Organizations, bottom-up initiatives launched directly by immigrants, or models of ICT-based entrepreneurship.

The research objective, instrumental to the policy one, was to obtain data on immigrants' ICT skills, access, and usage and explore how they differ according to their profile and broad socio-economic and other personal characteristics. This exploration aimed to extract insights into their needs and into gaps in digital and social inclusion in order to support policy measures and to formulate hypotheses for a subsequent more sophisticated analysis of data or future surveys.

¹ ICTEGRA: Survey on ICT to support everyday life integration of migrants
http://is.jrc.ec.europa.eu/pages/EAP/einclusion/IEM_Ictegra.html

2. Target, coverage and sampling

2.1. Target population

“Third-Country Nationals” (TCNs) aged from 16 to 74 years old were selected as the target population of this ICTEGRA survey, as being the focus group for European migrant integration policies. TCNs are defined by European regulations,² such as residents of a EU27 Member State who do not have the citizenship of any EU27 Member State. Therefore, only first generation migrants who are not currently citizens of a EU27 Member State (even if they are applying for citizenship) were considered, leaving aside second-generation migrants as they would probably already be citizens of the surveyed country.

To identify this target population and define the quotas in the sample, the following official statistics from EUROSTAT were selected:

1. Immigration by sex, age group and citizenship [migr_imm1ctz] from International Migration Flows survey
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_imm1ctz&lang=en³
2. Individuals - Internet use in last 3 months [isoc_ci_ifp_iu] from ICT Usage in Households and by Individuals survey
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_ci_ifp_iu&lang=en⁴

The first source was used to select the top nationality groups in the three countries, and the second source shaped the quotas by connected and non-connected, and also by country.

The first source provides statistics containing the following indicators: immigration/emigration flow into/out of the reporting country during the reference year by sex, age (group), citizenship, country of birth, or the migrants' previous/next country of residence. The EU migration aggregate is calculated as the sum of the inflows and outflows reported by each Member State from/to countries outside the EU. The reported cases of unknown country of origin/destination are left aside and are not included in the calculation. A comparison of the nationality groups in the migration flows⁵ with those in the stock data⁶ for the three selected countries shows that the largest groups are the same. Hence, for our purpose, which was simply to identify and select the largest groups of TCNs in the three countries in order to set our sample quotas, it made no difference whether we used flows or stock data. Though using stock data may be a more usual choice, the decision to use

² The following definitions were used to defined TCNs in this study:

- European Parliament and Council Regulation (EC) No 862/2007 on Community statistics on migration and international protection and repealing Council Regulation (EEC) No 311/76 on the compilation of statistics on foreign workers.
- European Commission Regulation (EU) No 216/2010 implementing Regulation (EC) No 862/2007 of the European Parliament and of the Council on Community statistics on migration and international protection, as regards the definitions of categories of the reasons for the residence permits.
- European Commission Regulation (EU) No 351/2010 implementing Regulation (EC) No 862/2007 of the European Parliament and of the Council on Community statistics on migration and international protection as regards the definitions of the categories of the groups of country of birth, groups of country of previous usual residence, groups of country of next usual residence and groups of citizenship.

³ EUROSTAT provides the explanatory test (metadata) of this variable at International migration flows. Reference Metadata in Euro SDMX Metadata Structure (ESMS) Compiling agency: Eurostat, the statistical office of the European Union http://epp.eurostat.ec.europa.eu/cache/ITY_SDDS/EN/migr_flow_esms.htm

⁴ EUROSTAT provides the explanatory test (metadata) of this variable at ICT usage in households and by individuals. Reference Metadata in Euro SDMX Metadata Structure (ESMS) Compiling agency: Eurostat, the statistical office of the European Union http://epp.eurostat.ec.europa.eu/cache/ITY_SDDS/EN/isoc_bde15c_esms.htm

⁵ Immigration by sex, age group and citizenship [migr_imm1ctz] from International Migration Flows survey http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_imm1ctz&lang=en.

⁶ [migr_pop1ctz] from Population by citizenship and by country of birth" variable (Immigration by sex, age group and citizenship [migr_pop1ctz] from Population by citizenship and by country of birth http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_pop1ctz&lang=en)

flow data was made in order to ensure a more reliable picture of first generation migrants citizens of any EU27 Member State. In any case, for the definition of our sample nationality quotas this choice has been equivalent to using stock data because the largest groups are the same in both flows and stock statistics in all three selected countries.. This choice does not represent a problem in terms of the reliability; validity; replicability and representativeness of the study, so long as the same research design and target group (TCNs) is applied.

The second source comprised questions related to ICT usage at household level and individual level. These indicators were broken down according to different variables, one of which was "nationals from a non-EU country".

These EUROSTAT indicators allowed us to define the target population and ensure the representativeness of the sample concerning:

- Diversity among the Third Country Nationals (country of origin/citizenship).
- ICT skills: "connected" versus "non-connected" migrants. Connected migrants are defined by EUROSTAT as individuals who have accessed the Internet at least once within the last 3 months before the survey, and the "non-connected" migrants are those who have not accessed the Internet during that period.
- Age groups (young, middle aged, elderly).

The following two indicators were selected to target the population and to ensure representativeness of the sample:

1. "Third-Country Nationals" by the age group and citizenship variable⁷ was selected to tackle immigration by age groups and citizenship from EUROSTAT'S International Migration Flows survey. This variable gave information on:
 - The total number of immigrants ("Third-Country Nationals") in the countries of the study.
 - The total number of immigrants ("Third-Country Nationals") in the countries of the study by age group.
 - The breakdown of immigrants by citizenship (non EU citizenship).
2. Individuals who have used the Internet in the past 3 months.⁸ This variable gave information on: the number of non-EU state nationals in the countries of this study who have used the Internet in the past 3 months. The immigrants who have not used it are considered to be "Non-Connected" and those who have used it are considered to be "Connected". Unfortunately, nationals of non-EU states were grouped into one category without specifying their citizenship.

2.2. Geographical coverage

As EUROSTAT databases did not have data for indicators (1) and (2) for the following countries: Austria, the United Kingdom, Ireland, Italy and Romania, the Netherlands, Spain and Bulgaria were selected for the study. Moreover, this selection fulfilled the conditions of migration history mentioned in Section 1:

- Countries representing clear-cut distinct ideal-types in terms of immigration history:
 - **The Netherlands:** A "traditional immigration country" where migratory flows date back to the 1950s. These flows started as a result of both "guest-workers" and "post-colonisation" phenomena.

⁷ EUROSTAT migr_imm1ctz variable gathered from International Migration Flows survey http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_imm1ctz&lang=en

⁸ EUROSTAT isoc_ci_ifp_iu variable gathered from ICT usage in households and by individuals survey http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_ci_ifp_iu&lang=en

- **Spain:** A “new immigration country” like Italy or Portugal, where between the late 1970s and early 1980s, immigrants outnumbered emigrants. A large number of these immigrants worked in the informal economy due to Spain's structural characteristics. Large numbers of these often non-documented immigrants have benefited from successive “regularisation” waves.
 - **Bulgaria:** A “transit migration” country due to the proximity of former Soviet Union territories, it is the first stop of many migrants entering the EU from the East on their way to Western European countries. It is also a destination country for some ethnic minorities.
- A geographical balance within the EU27: North, South, East, and West.
 - A balanced cultural and geographical diversity.

2.3. Sampling

Given the objectives (see Section 1) and the target population of the study (see Section 2.1), **disproportional stratified sampling**⁹ was used to ensure the representativeness of the target population in terms of geographic origin., selecting the most representative nationalities and assigning a quota (generally n=100) to each stratum to make the results from that stratum statistically significant (with an acceptable error margin of maximum $\pm 10\%$). Finally, a mix of rural, semi-rural, and urban areas was also taken into account in the geographical split.

In order to reach the target population and avoid non-responses, a Centre Sampling Method was followed.¹⁰ To apply this method, the local area under investigation was considered, and we assumed that the universe of TCNs present at the time of the survey was made up of N units. To approach these N units, we extracted the TCNs using the disproportional stratified sampling method. Moreover, we assume that each of these individuals has some relationship with K aggregation centres or gathering places located in the area (see Section 4.3). Some examples are: tele-centres; Internet cafés; money transfer offices (e.g. Western Union); diplomatic offices (Consulates, Embassies, Country Information Offices); local businesses (grocery shops, hairdressers, butchers shops, etc.); farms and fields in rural areas where agricultural work is performed; social services and charity offices; cultural associations (e.g. folklore clubs).

The following sections present the target and the sampling procedure by country, using the latest available published data.

⁹ Stratified sampling is a probability sampling procedure in which the target population is first separated into mutually exclusive, homogeneous segments (strata), and then a simple random sample is selected from each segment (stratum). The samples selected from the various strata are then combined into a single sample. This sampling procedure is sometimes referred to as “quota random sampling.” This sampling approach is used when a small yet very important stratum in the population of interest might not be well represented in a survey if other sampling approaches were used.

¹⁰ Blangiardo, G. 2008. The centre sampling technique in surveys on foreign migrants: The balance of a multi-year experience. United Nations Statistical Commission and Eurostat Working Paper.
Mecatti, F. 2004. Centre sampling: a strategy for surveying difficult-to-sample populations. Paper read at Statistics Canada Symposium ‘Innovative methods for surveying difficult to reach populations’, at Ottawa.

2.3.1 Spain

Table 1 shows the population of third country nationals in Spain, with breakdowns by age and citizenship obtained from the Migration Flows Survey, and internet usage gathered from the ICT Usage in Households and by Individuals Survey.

Table 1: Target population in Spain

	Population	%
Total	1,080,107	9.13*
By Age Group 16-74	919,862	100.00
16-24 years old	241,881	26.30
25-54 years old	623,826	67.81
55-74 years old	54,155	5.89
By citizenship	272,355	100.00
Morocco	43,929	16.13
Pakistan	21,756	7.99
Colombia	19,875	7.30
Ecuador	14,599	5.36
China (including Hong Kong)	14,532	5.34
Paraguay	12,198	4.48
Brazil	12,023	4.41
Peru	11,287	4.14
Dominican Republic	8,856	3.25
Bolivia	8,692	3.19
Argentina	8,236	3.02
Venezuela	8,083	2.97
Russia	7,614	2.80
Cuba	7,002	2.57
By Internet Usage**	4,214,258	100.00
Connected	2,907,838	69.00
Non-connected	1,306,420	31.00

Source: Eurostat, 2010 (* TOTAL individuals non - EU citizenship (% population); ** isoc_ci_ifp_iu)

Based on the target population displayed in Table 1 and following the **disproportional stratified sampling method mentioned above**, the 500 third country nationals for Spain in the following groups: are distributed as followed

- Moroccans,
- Pakistanis,
- Latin Americans,
- Others (Asians + Africans).

The first two citizenship groups are the largest. The other two groups are made up of Latin Americans and Others (Asians and Africans). Table 2 shows the sampling errors (overall and by quotas), calculated for a probability no greater that 95.5% and for the least desired context (i.e. maximum indeterminate probability $p=q=50\%$ for the reference population).¹¹

¹¹ The sampling error is the error caused by observing a sample instead of the whole population. The sampling error can be found by subtracting the value of a parameter from the value of a statistic and is calculated with the formula given below:

$$e = \sqrt{\frac{(Z^2 \times p \times q) \times (N-n)}{(N-1) \times n}}$$

Where:

e = Sampling error

Z= Confidence level. The value for selected alpha level of .0225 in each tail = 2. The value of Z is set to 2, representing a confidence level of 95.5%. We want the highest accuracy possible, with the smallest sample size. This confidence level gives us the best trade-off between these two goals.

Table 2: Sampling distribution for Spain: age, citizenship and Internet usage

	Sample	Error
By Age Group 16-74	500	± 0.045
16-24 years old	132	± 0.087
25-54 years old	339	± 0.054
55-74 years old	29	± 0.186
By citizenship	500	± 0.045
Morocco	100	± 0.100
Pakistan	100	± 0.100
Latin America	200	± 0.071
Others (Asia + Africa)	100	± 0.100
By Internet Usage**	500	± 0.045
Connected	345	± 0.054
Non-connected	155	± 0.080

Source: author produced

The following table shows the comparison between flows and stocks in Spain. A comparison between the nationality groups from the migration flows and stock data for the selected countries show that the largest groups are the same.

Table 3: Sampling distribution for Spain comparing flows and stocks

CITIZEN	Spain Stock migr_pop1ctz 2010	CITIZEN	Spain Flow migr_imm1ctz 2010	CITIZEN	Sample
Morocco	761,161	Morocco	43,929	Morocco	100
Ecuador	399,379	Pakistan	21,756	Pakistan	100
Colombia	288,839	Colombia	19,875	Latin America	200
Bolivia	213,263	Ecuador	14,599	Others (Asia + Africa)	100
China (including Hong Kong)	160,412	China (including Hong Kong)	14,532		
Peru	138,144	Brazil	12,023		
Paraguay	79,434	Dominican Republic	8,856		
Pakistan	66,759	Bolivia	8,692		
Algeria	59,354	Argentina	8,236		
Senegal	58,129	Venezuela	8,083		
Venezuela	57,200	Russia	7,614		
Cuba	52,059	Cuba	7,002		
Russia	48,399				
Uruguay	46,145				
Chile	43,482				

Source: author produced based on EUROSTAT

The expected scenario is maximum in determination ($p=q=50$) where:

p = The conversion rate we expect (estimate of the true conversion rate in the population)

q = The conversion rate we don't expect

N = Total population

n = Proposed sample

These sampling errors, in fact, determine the statistical reliability of the sample and, consequently, it is necessary to take them into consideration. These errors are in line with the statistical criteria that validate the sample design and, the sample being representative and reliable, it is possible to extrapolate the study results to the target population group in the selected countries.

The total sample was distributed in the 4 regions (“Comunidades Autónomas”) where most of these immigrant communities live: Comunidad de Madrid, Catalunya, Comunitat Valenciana and Andalucía, based on the National Institute of Statistics (INE) latest available data.¹²

Table 4: Geographic sample distribution for Spain

Citizenship (country/region)	Total Spain	Madrid	Catalunya	Valencia	Andalusia
Morocco	100	17	46	14	23
Pakistan	100	5	75	15	5
Latin America	200	80	65	31	24
Other (Asia + Africa)	100	27	41	17	15
TOTAL	500	129	227	77	67

Source: author produced.

2.3.2 The Netherlands

Table 4 displays the target population in the Netherlands, with breakdowns by age and citizenship obtained from the Migration Flows Survey, and the internet usage gathered from the ICT Usage in Households and by Individuals Survey.

Table 5: Target population in the Netherlands

NETHERLANDS	Population	%
Total	16,655,799	0.82*
By Age Group 16-74	119,400	100.00
16-24 years old	37,645	31.53
25-54 years old	79,075	66.23
55-74 years old	2,680	2.24
By citizenship	131,949	100
China (including Hong Kong)	3,822	2.90
Turkey	3,049	2.31
United States	2,718	2.06
India	2,699	2.05
Morocco	1,478	1.12
Suriname	1,014	0.77
Brazil	988	0.75
By Internet Usage**	1,419,477	100
Connected	1,277,529	90
Non-connected	141,948	10

Source: Eurostat, 2010 (* TOTAL individuals non - EU citizenship (% population); ** isoc_ci_ifp_iu)

Following the criteria applied in Spain, Table 5 presents the sample distribution by age group, citizenship and Internet usage for the Netherlands in such a way that a margin error of ± 0.10 was achieved. The smaller but diverse migrants groups were grouped in order to provide more statistical significance. The “Other” segment was composed mostly of citizens from African states.

¹² See data at: <http://www.ine.es/jaxi/tabla.do?type=pcaxis&path=/t20/e245/p08/l0/&file=04005.px>

Table 6: Sampling distribution for the Netherlands: age, citizenship and Internet usage

	Sample	Error
By Age Group 16-74	500	± 0.045
16-24 years old	158	± 0.055
25-54 years old	331	± 0.302
55-74 years old	11	± 0.045
By citizenship	500	± 0.045
China (including Hong Kong)	100	± 0.100
Turkey	100	± 0.100
United States	100	± 0.100
Asia	100	± 0.100
Other	100	± 0.100
By Internet Usage**	500	± 0.045
Connected	450	± 0.047
Non-connected	50	± 0.141

Source: author produced.

The following table shows the comparison between flows and stocks in the Netherlands. A comparison between nationality groups from the migration flows and stock data for the selected countries shows that the largest groups are the same.

Table 7: Sampling distribution for the Netherlands comparing flows and stocks

CITIZEN	NL Stock migr_pop1ctz 2009	CITIZEN	Spain Flow migr_imm1ctz 2009	CITIZEN	Sample
China (including Hong Kong)	3822	Turkey	92698	China (including Hong Kong)	100
Turkey	3049	Morocco	70801	Turkey	100
United States	2718	China (including Hong Kong)	18121	United States	100
India	2699	United States	14861	Asia	100
Morocco	1478	Indonesia	11565	Other	100
Suriname	1014	India	8033		
Brazil	988	Suriname	6958		
		Thailand	5904		
		Japan	5782		
		Brazil	4978		

Source: author produced based on EUROSTAT

The table above also shows sampling errors (overall and by quotas), calculated for a probability no greater than 95.5% and for the least desired context. The total sample was distributed in the 4 main urban areas, plus selected rural areas and provincial cities where immigrant groups live. It was based on the most updated data from the "CBS" (Centraal Bureau van de Statistiek).¹³

¹³ Centraal Bureau van de Statistiek at: <http://statline.cbs.nl/StatWeb/dome/?LA=NL>

Table 8: Geographic sample distribution for the Netherlands

Citizenship (country/region)	Total	Amsterdam	Rotterdam	The Hague	Utrecht	Other cities	Rural areas
China (incl. Hong Kong)	100	20	20	20	10	20	20
Turkey	100	18	23	13	12	16	18
United States	100	22	17	17	13	22	9
Asia	100	20	20	20	13	15	12
Other	100	20	20	17	13	15	15
TOTAL	500	100	100	87	61	88	64

Source: author produced.

2.3.3 Bulgaria

Table 7 shows the target population for Bulgaria

Table 9: Target population in Bulgaria

	Population	%
Total	7,369,431	0,001*
By Age Group 16-74	80	100.00
16-24 years old	15	18.75
25-54 years old	54	67.50
55-74 years old	11	13.75
By Nationality	80	100.00
Russia	18	22.50
Turkey	18	22.50
Macedonia FYR	18	22.50
Moldova	7	8.75
Ukraine	6	7.50
Armenia	3	3.75
Lebanon	3	3.75
Canada	2	2.50
Serbia	2	2.50
By Internet Usage**	54,554	100.00
Connected	42,007	77.00
Non-connected	12,547	23.00

Source: Eurostat, 2010 (* TOTAL individuals non - EU citizenship (% population); ** isoc_ci_ifp_iu)

Following the criteria applied in Spain and the Netherlands, the sample of third country nationals (n=500) was distributed in 4 statistically significant groups (n=125): Russians, citizens from the Former Yugoslav Republic of Macedonia, Turks and a cluster of citizens from ex-Soviet Republics and Communist countries ("Former CEE countries"), such as Ukrainians, Moldavians, Armenians, Azerbaijanis, and Kazakhstanis, Serbians and Albanians. These groups allowed us to reach an error margin smaller than ± 0.10 , providing us with more statistical significance. The table below also shows sampling errors (overall and by quotas), calculated for a probability no greater than 95.5% and for the least desired context.

Table 10: Sample for Bulgaria by age, country of origin and Internet usage

	Sample	Error
By Age Group 16-74	500	± 0.045
16-24 years old	92	± 0.104
25-54 years old	340	± 0.054
55-74 years old	68	± 0.121
By Nationality/Region	500	± 0.045
Russia	125	± 0.089
Macedonia (FYR)	125	± 0.089
Turkey	125	± 0.089
Former CEE countries	125	± 0.089
By Internet Usage	500	± 0.045
Connected	385	± 0.051
Non-connected	115	± 0.093

Source: author produced

The following table shows the comparison between flows and stocks in the case of the Bulgaria. A comparison between the nationality groups from the migration flows and stock data for the selected countries show that the largest groups are the same.

Table 11: Sampling distribution for Bulgaria comparing flows and stocks

CITIZEN	BG Stock migr_pop1ctz 2008	CITIZEN	BG Flow migr_imm1ctz 2008	CITIZEN	Sample
Russia	8952	Russia	18	Russia	125
Ukraine	2158	Turkey	18	Macedonia (FYR)	125
Armenia	1431	Macedonia FYR	18	Turkey	125
Macedonia (FYR)	1373	Moldova	7	Former CEE countries	125
Turkey	952	Ukraine	6		
Moldova	782	Armenia	3		
Syria	630	Lebanon	3		
Poland	553	Canada	2		
China (including Hong Kong)	464	Serbia	2		

Source: author produced based on EUROSTAT

The total sample was distributed in the 5 main urban areas, plus selected rural areas and provincial cities where some immigrant groups live. This geographic distribution was based on data from the National Statistical Institute.¹⁴

Table 12: Geographic sample distribution for Bulgaria

Citizenship (country/region)	Total	Sofia	Plovdiv	Varna	Burgas	Ruse	Other cities	Rural
Russia	125	27	25	19	19	7	10	18
Macedonia (FYR)	125	28	25	19	19	8	8	18
Turkey	125	52	19	19	14	9	5	7
Former CEE countries	125	42	19	19	18	11	9	7
TOTAL	500	149	88	76	70	35	32	50

Source: author produced

¹⁴ See data at: http://statlib.nsi.bg:8181/isisbgstat/spp/fulltext.asp?content=/FullT/FulltOpen/P_22_2011_SRB.pdf

2.4. Final sample surveyed

During the fieldwork process, carried out during April and May 2013, more interviews than expected were performed with members of the target population. We increased the number of third country nationals surveyed while keeping the proposed sample distribution. The following sections report the final sample surveyed by country.

2.4.1 Spain

Table 13 summarises the fieldwork process and the final population surveyed in Spain. As explained in Section 2.3.1., respondents were selected from areas in which a large number of immigrants lived.

Table 13: Spain fieldwork progress and final population surveyed

SPAIN	Sample	02-abr	09-abr	16-abr	23-abr	30-abr	07-may	14-may
By Age Group	500	12	70	244	343	442	592	624
16-24 years old	132	3	9	47	98	101	162	166
25-54 years old	339	9	58	184	226	316	397	422
55-74 years old	29	0	3	13	19	25	33	36
By Nationality/Region	500	12	70	244	343	442	592	624
Morocco	100	3	13	60	78	90	130	141
Pakistan	100	0	10	66	82	90	125	129
Latin America	200	8	35	60	119	169	208	219
Other (Asia + Africa)	100	1	12	58	64	93	129	135
By Internet Usage	500	12	70	244	343	442	592	624
Connected	345	12	66	205	294	379	510	447
Non-connected	155	0	4	39	49	63	82	177

Finally, Table 14 shows the final geographical sample distribution and Table 15 shows the final sample surveyed and errors.

Table 14: Geographic sample distribution for Spain

Citizenship (country/region)	Total Spain	Madrid	Catalunya	Valencia	Andalusia
Morocco	141	24	77	17	23
Pakistan	129	5	100	19	5
Latin America	219	84	75	36	24
Other (Asia + Africa)	135	28	69	22	16
TOTAL	624	141	321	94	68

Source: author produced

Table 15: Final sample for Spain by age, country of origin and Internet usage

	n	errors
By Age Group 16-74 y.o.	624	$\pm 0,040$
16-24 years old	166	$\pm 0,078$
25-54 years old	422	$\pm 0,049$
55-74 years old	36	$\pm 0,167$
By Citizenship	624	$\pm 0,040$
Morocco	141	$\pm 0,084$
Pakistan	129	$\pm 0,088$
Latin America	219	$\pm 0,068$
Other (Asia + Africa)	135	$\pm 0,086$
By Internet Usage	624	$\pm 0,040$
Connected	447	$\pm 0,047$
Non-connected	177	$\pm 0,075$

Source: author produced

2.4.2 The Netherlands

Table 16 displays the fieldwork progress and the final population surveyed in the Netherlands.

Table 16: The Netherlands fieldwork progress

THE NETHERLANDS	Sample	02-abr	09-abr	16-abr	23-abr	30-abr	07-may	14-may
By Age Group	500	31	64	104	255	379	429	512
16-24 years old	158	7	17	32	68	103	129	160
25-54 years old	331	24	46	71	182	263	285	332
55-74 years old	11	0	1	1	5	13	15	20
By citizenship	500	31	64	104	255	379	429	512
China (incl.HK)	100	4	9	16	26	42	63	107
Turkey	100	7	15	23	100	100	102	103
United States	100	3	7	13	27	37	64	100
Asia	100	8	14	25	33	100	100	100
Other	100	9	19	27	69	100	100	102
By Internet Usage	500	31	64	104	255	379	429	512
Connected	450	31	64	102	248	331	381	461
Non-connected	50	0	0	2	7	48	48	51

Source: author produced

The following tables displays the final geographical sample distribution and the sample surveyed with errors.

Table 17: Geographic sample distribution for the Netherlands

Citizenship (country/region)	Total NL	Amsterdam	Rotterdam	Den Haag	Utrecht	Ov.Stad	Platteland
China	107	19	41	4	8	18	17
Turkey	103	13	33	30	5	13	9
United States	100	46	16	15	12	3	8
Asia	100	9	11	14	4	45	17
Other NL	102	16	32	9	4	30	11
TOTAL	512	103	133	72	33	109	62

Source: author produced

Table 18: Final sample for the Netherlands by age, country of origin and Internet usage

	n	errors
By Age Group 16-74 y.o.	512	± 0,044
16-24 years old	160	± 0,079
25-54 years old	332	± 0,055
55-74 years old	20	± 0,224
By citizenship	512	± 0,044
China (incl.HK)	107	± 0,097
Turkey	103	± 0,099
United States	100	± 0,100
Asia	100	± 0,100
Other	102	± 0,099
By Internet Usage	512	± 0,044
Connected	461	± 0,047
Non-connected	51	± 0,140

Source: author produced

2.4.3 Bulgaria

Table 19 shows the fieldwork progress and the final population surveyed in the Bulgaria.

Table 19: Bulgaria fieldwork progress

BULGARIA	Sample	02-abr	09-abr	16-abr	23-abr	30-abr	07-may	14-may
By Age Group	500	34	76	167	312	440	490	517
16-24 years old	92	30	38	82	92	95	102	102
25-54 years old	340	2	34	62	187	300	313	340
55-74 years old	68	2	4	23	33	45	75	75
By citizenship	500	34	76	167	312	440	490	517
Russia	125	14	20	45	80	120	125	131
Macedonia (FYR)	125	7	10	19	47	99	115	125
Turkey	125	8	23	55	94	120	125	126
Former CEE countries	125	5	23	48	91	101	125	135
By Internet Usage	500	34	76	167	312	440	490	517
Connected	385	31	72	140	260	350	387	400
Non-connected	115	3	4	27	52	90	103	117

Source: author produced

The following tables displays the final geographical sample distribution and the sample surveyed with errors.

Table 20: Final sample for Bulgaria by age, country of origin and Internet usage

	n	errors
By Age Group 16-74 y.o.	517	± 0,044
16-24 years old	102	± 0,099
25-54 years old	340	± 0,054
55-74 years old	75	± 0,115
By citizenship	517	± 0,044
Russia	131	± 0,087
Macedonia (FYR)	125	± 0,089
Turkey	126	± 0,089
Former CEE countries	135	± 0,086
By Internet Usage	517	± 0,044
Connected	400	± 0,050
Non-connected	117	± 0,092

Source: author produced

Table 21: Geographic sample distribution for Bulgaria

	Total	Sofia	Plovdiv	Varna	Burgas	Ruse	Other cities	Rural
Russia	131	32	20	20	18	7	18	16
Macedonia	125	34	20	10	19	0	35	7
Turkey	126	59	21	19	13	9	5	0
Former CEE countries	135	39	19	17	17	10	11	22
Total	517	164	80	66	67	26	69	45

Source: author produced

3. Analytical framework and questionnaire design

3.1. Dimensions of the study

No specific analytical framework, which could link ICT, integration of immigrants, inclusion policies and employability and on which we could base the questionnaire, emerged from a review of the best knowledge available.¹⁵ To overcome this lack, we developed the questionnaire in several blocks of questions covering the main dimensions of the study:¹⁶

- Block A: Access to ICT,
- Block B: ICT utilisation: use, places and devices,
- Block C: ICT skills,
- Block D: ICT utilisation - activities,
- Block E: Integration of immigrants,
- Block F: Employability,
- Block G: Socio-demographics.

These blocks were supported by the recent literature review carried out by IPTS and were designed taking into account Van Dijk (2005) Causal and Sequential Model of Digital Technology Access by individuals in Contemporary Societies.¹⁷ This author stated that categorical inequalities in society produce an unequal distribution of resources which in turn causes unequal access to digital technologies. This brings about unequal participation in society which reinforces categorical inequalities and unequal distribution of resources. The term 'access' goes beyond broadband connectivity and refers to four stages:

- Motivation access (motivation to use digital technologies),
- Material or physical access (possession of computers and Internet connections or permission to use them and their contents),
- Skills access (possession of digital skills: operational, informational and strategic),
- Usage access (number and diversity of applications, usage time).

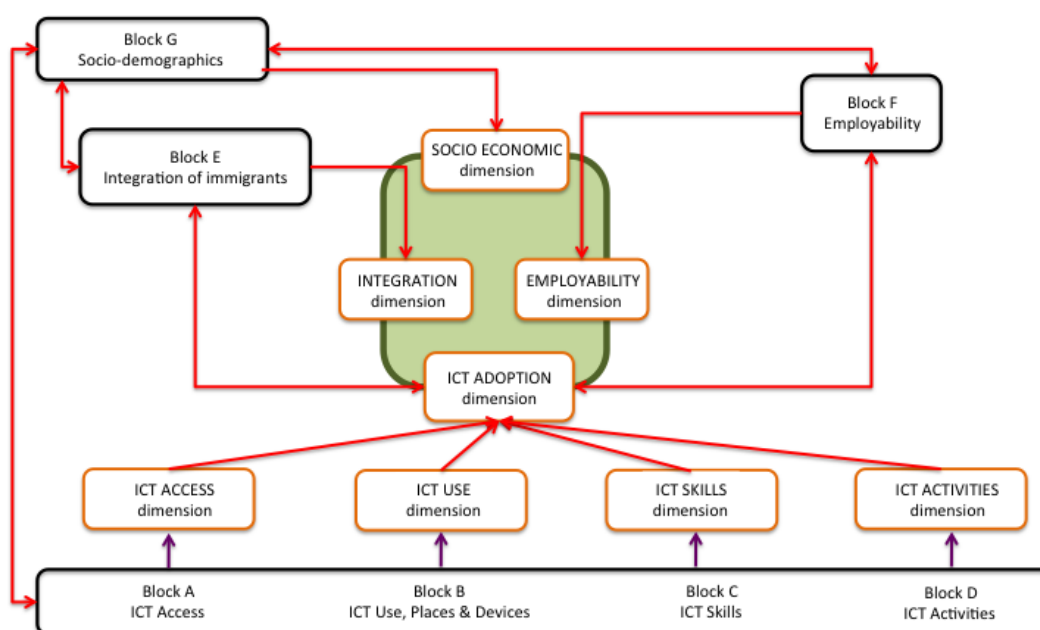
The following figure embeds the Causal and Sequential Model of Digital Technology Access with the objectives of this study. **Socio-demographic** variables (e.g. education, employment status...) shape the socio economic position of third country nationals within a country, causing different **integration** and **employability** patterns among them. Moreover, socio-demographic variables also facilitate or inhibit access to digital technologies (**ICT adoption dimension**). Different levels of ICT adoption will foster or hamper integration and employability and affect the socio economic position of third country nationals. It is worth pointing out that access to digital technologies is composed not only of ICT access (Block A) but also ICT use, places and devices (Block B); ICT skills (Block C) and ICT activities (Block D).

¹⁵ Recently IPTS has published two reports reviewing the literature about these topics: Green, A., de Hoyos, M., Barnes, S.A., Owen, D., Baldauf, B., Behle, H. (2013). Literature review on Employability, Inclusion and ICT, Report 1: The Concept of Employability with Specific focus on Young People, Older Workers and Migrants. European Commission. Joint Research Centre. Institute for Prospective Technological Studies and de Hoyos, Green, A., Barnes, S.A., Behle, H., Baldauf, B and Owen, D. Literature review on Employability, Inclusion and ICT, Report 2: ICT and Employability. European Commission. Joint Research Centre. Institute for Prospective Technological Studies

¹⁶ The justification for each block was linked to the objectives of the study as follows. The first four blocks would allow us to tackle the communication patterns enabled by new technologies (Objective 1) and also understand the patterns in terms of skills, access and use of ICT (Objective 3). The last three blocks would allow us to cover the differences in terms of socio-demographic characteristics of third country nationals, including how these characteristics shape the integration and employability of third country nationals

¹⁷ Van Dijk, J. A. (2005). The deepening divide: Inequality in the information society. Sage.

Figure 1: Framework of analysis and questionnaire design



3.2. Questionnaire design

Most of the items used to develop the questionnaire were supported either by official statistics or by scientific literature. The **first 4 blocks (Blocks A-D)**, which refer to ICT, are based on EUROSTAT's Community Survey on ICT Usage in Households and by Individuals.¹⁸ **Block E, Integration of immigrants**, is divided into 5 domains: employment; education and skills; social inclusion; active citizenship and migration experience. These domains correspond to the policy areas for immigrant integration agreed in the Zaragoza Declaration on Integration.¹⁹ The questions were mainly supported by:

- ESS Round 5: European Social Survey Round 5 Data (2010);
- Garrido, M., Rissola, G., Rastrelli, M., Diaz, A., & Ruiz, J. (2010) Immigrant women, e-skills and employability in Europe: The case of Hungary, Italy, the Netherlands, Romania, and Spain. Seattle: Technology and Social Change Group, University of Washington.
- Komito, Lee, Bates, Jessica (2011). Migrants' information practices and use of social media in Ireland: networks and community. Presented at iConference 2011.

Even though Block E contains some items related to individual employability, such as employment and education and skills; and contextual items concerning employability, such as social inclusion; active citizenship and migration experience, we added a specific block to capture the **employability dimension (Block F)**.

The concept of employability²⁰ is intrinsic to the act of international migration. Employability is fundamental to successful (labour) migration, because of the importance of employment as a source of income.²¹ The inclusion of Block F allowed us to deal with the complex relationship

¹⁸ EUROSTAT Community survey on ICT usage in households and by individuals http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Glossary:Community_survey_on_ICT_usage_in_households_and_by_individuals

¹⁹ The Zaragoza Declaration was adopted in April 2010 by EU Ministers responsible for immigrant integration issues, and approved at the Justice and Home Affairs Council on 3-4 June 2010. Available at http://ec.europa.eu/ews/UDRW/images/items/doc/13055_519941744.pdf

²⁰ See Annex 1 The concept of employability

²¹ Williams AM. (2009) Employability and international migration: Theoretical perspectives. In: MacKay S (ed.) Refugees, Recent Migrants and Employment, Challenging Barriers and Exploring Pathways. Oxford: Routledge, pp. 23-34.

between employability and migration and explore its effect on integration of third country nationals.²² Wittekind et al. (2009)²³ reviewed the employability literature and concluded that the following dimensions cover this phenomenon:²⁴

- Competence development,
- Perceived employability,
- Support for career and skills development,
- Current level of job-related skills,
- Opportunity awareness,
- Self-presentation skills,
- Willingness to develop competencies,
- Willingness to change jobs.

Finally, **Block G tackled socio-demographic** variables based on the EUROSTAT model, so as to cover the individual factors and circumstances.

Table 22 summarises the different blocks of the questionnaire and the main sources used.²⁵

Table 22: Questionnaire sources

Block A	Adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)
Block B	Adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)
Block C	Adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)
Block D	Adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)
Block E	Adapted from: <ul style="list-style-type: none"> • ESS Round 5: European Social Survey Round 5 Data (2010); • Garrido, M., Rissola, G., Rastrelli, M., Diaz, A., & Ruiz, J. (2010) Immigrant women, e-skills & employability in Europe: The case of Hungary, Italy, the Netherlands, Romania, and Spain. Seattle: Technology & Social Change Group, University of Washington. • Komito, Lee, Bates, Jessica (2011). Migrants' information practices and use of social media in Ireland: networks and community. Presented at iConference 2011
Block F	Adapted from Wittekind, A., Raeder, S., & Grote, G. (2009). A longitudinal study of determinants of perceived employability. <i>Journal of Organizational Behavior</i> , 31(4), 566-586
Block G	Adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)

²² Green, A., de Hoyos, M., Barnes, S.A., Owen, D., Baldauf, B., Behle, H. (2013). Literature review on Employability, Inclusion and ICT, Report 1: The Concept of Employability with Specific focus on Young People, Older Workers and Migrants. European Commission. Joint Research Centre. Institute for Prospective Technological Studies

²³ Wittekind, A., Raeder, S., & Grote, G. (2009). A longitudinal study of determinants of perceived employability. *Journal of Organizational Behavior*, 31(4), 566-586.

²⁴ This instrument with all the questions included in the rest of the blocks, especially Block E, could be easily mapped with the extensive list of indicators collected in the Revised employability framework published by IPTS¹⁵

²⁵ See Annex 2 Final questionnaire in English

3.3. Translation of the questionnaire

Considering the countries surveyed and the immigrant communities interviewed, it was decided to translate the questionnaire in English into the following 9 languages:

1. Bulgarian
2. Dutch
3. Spanish
4. Russian
5. Indonesian
6. Turkish
7. French
8. Arabic
9. Chinese

There were no translations for those linguistic minorities that were under-represented in the sample. Due to cost-effectiveness and logistical considerations, only respondents who showed a clear understanding of one of the 10 languages qualified for the interview. The following table shows the main minority groups targeted and the questionnaire language that was used .

Table 23: Questionnaire translations for main target groups

Country	Target Citizenship	Q'aire Language (if not official language)	Observations
Bulgaria	Russian	Russian	Official language of Russia
	Macedonia (FYR)	Russian	Lingua franca during Communism + linguistic proximity (Slavic)
	Turkey	Turkish	Official language or Turkey
	Former CEE countries	Russian	Lingua franca during Communism + linguistic proximity (Slavic)
The Netherlands	China	Chinese	Simplified Chinese (official language/script of PRC)
	Turkish	Turkish	Official language or Turkey
	United States	English	Official language of USA
	Asian	English	Especially for South Asians
	Other (African)	English or French	Ex-colonial languages
Spain	Morocco	Arabic or French	Standard Classic Arabic (if they can read Arabic)
	Pakistan	English	Ex-colonial language
	Latin America	Spanish	Official language of most LA countries
	Other: Asia + Africa	Chinese, English or French	Chinese only for Chinese citizens (incl. HK & Taiwan), English or French based on colonial history

Source: authors' elaboration

The English questionnaire was translated into the 9 languages using the back-translation method²⁶ combined with a monolingual test. This method allowed us to detect and correct discrepancies between source and target language versions.

²⁶ The back-translation method works as follows. First, a qualified translator carried out the translation of the survey from the source language into the target language. Second, another professional translator translated the target language version back into the source language. Third, both source language versions were compared. Finally, the target language version was tested amongst monolingual subjects.

For languages that were similar to each other (such as those belonging to the North-Slavic, South-Slavic or Latin linguistic groups), there was only one translation per linguistic family due to mutual comprehension.

It is important to point out that there are many regional languages in Morocco. Therefore, interviewers of Moroccan origin (where possible) were used to read the questions according to Moroccan speech (i.e., no other Middle-Eastern interviewers were used, given their different way of speaking Arabic).

The Chinese language has a variety of forms, which are not always mutually understandable.. Therefore, interviews with Chinese citizens were conducted in the following order of priority:

1. Official language of the country if respondents were clearly proficient in it.
2. Mandarin Chinese (orally) if both interviewer and respondent spoke and understood it.
3. Written Chinese (self-completion) if respondents did not understand Mandarin or interviewer did not speak it.

3.4. Piloting

A pilot study was conducted in each country with 20 respondents in order to detect comprehension issues or inappropriate questions due to cultural attitudes. (see Annex 4 and Sections 4.2 and 4.3 for details).

The aggregated results of each country’s pilot are presented in the following subsections by country, and include:

1. Number of interviews conducted,
2. Citizenship of respondents,
3. Languages in which the questionnaire was tested in that country,
4. Location where the pilot interviews took place,
5. Questionnaire length (average, minimum and maximum),
6. Proficiency of questionnaire language by respondent (average value),
7. Density perception of questionnaire by respondents (average value).

In addition, we highlighted any rejection and comprehension issues that were identified by at least 2 respondents in that specific country (so as to avoid individual bias in such a small sample) along with suggestions on how to improve some of them.

3.4.1 Spain

The following table summarises the technical information of the pilot test in Spain:

Table 24: Pilot test report Spain

Number of interviews:	20
Origins (citizenships):	Morocco, Colombia, Venezuela, Bolivia, Argentina, China, Pakistan
Languages piloted:	Spanish, Arabic, Chinese, English, French
Location(s):	Barcelona
Questionnaire duration:	Average: 41 minutes (min.25, max. 62)
Language proficiency:	“Good” <i>(scale: 1 excellent/native...5 poor/no knowledge)</i>
Questionnaire density:	“Somewhat dense” <i>(scale: 1 too dense...4 very smooth)</i>

Rejection issues detected in Spain:

- Individuals with low ICT skills felt embarrassed and even overwhelmed when asked very detailed ICT-related questions, as they did not always understand the terminology or they realized they did not know how to do most things.
- Individuals with low educational level had trouble understanding most of the questionnaire wording (even if the questionnaire was in their mother tongue) and asked for the interview to be stopped midway, when they saw slow progress.
- Income questions were sometimes rejected due to cultural attitudes about financial status disclosure. Having to average irregular income flows also created confusion. Finally it may have been embarrassing for some people to say they fell into the lowest income brackets.

Comprehension issues detected in Spain:

- Some Moroccan respondents could not read Arabic (they could speak it and understand it) and preferred Spanish or French (in cases where the interviewer did not speak Moroccan Arabic).
- The skipping logic was corrected in QB3, because in cases where the respondent hadn't used internet in the last year, it should have skipped to the next block (C1 instead of B5).
- In some questions (e.g. B5 or B6), it was not clear for the interviewers whether the answers should be spontaneous or prompted ("DO NOT READ" or "READ LIST" should be included in the instructions).
- Block D referred to the last 3 months, so those who answered 2 or 3 in B3 should not have answered this section.
- In D6, statements in the negative form caused confusion (e.g., "I do not agree that I am not aware of..."), thus they should be avoided in matrix questions.
- It was advised that additional showcards be created to help respondents in complex questions such as for QE1.1 and especially QE2.1.
- QE2.1 was hard to understand for respondents where their education system was very different from the Spanish one. The ISCED coding didn't help and introduced further confusion (it should be removed).
- In Catalonia, the "language of the country" was an ambiguous reference, as several respondents interpreted it as the Catalan language instead of the Spanish language (e.g. E2.4)
- In QG9, the word "household" (translated as "hogar") was ambiguous for some respondents, as they did not know if it referred to a family unit (their relatives) or to a housing unit (which they might share with other people who are not relatives).

3.4.2 The Netherlands

The following table summarises the technical information on the pilot test in the Netherlands:

Table 25: Pilot test report – the Netherlands

Number of interviews:	20
Origins (citizenships):	Morocco, China, Turkey, Indonesia, Eritrea, Suriname
Languages piloted:	Dutch, Arabic, Chinese, Turkish, Indonesian
Location(s):	Rotterdam
Questionnaire duration:	Average: 28 minutes (min.20, max. 35)
Language proficiency:	1.8 "Good" (scale: 1 excellent/native...5 poor/no knowledge)
Questionnaire density:	2.0 "Somewhat dense" (scale: 1 too dense...4 very smooth)

Interviewers reported that the questionnaire took less time to complete in the Netherlands than it did in Spain and Bulgaria due to greater accuracy in measuring the actual time of interviewing (neither the initial explanation nor the closing remarks were counted). In addition, a higher value was given to the interviewees' time (the interviewer avoided unnecessary talking and social pleasantries). There were also a larger number of bi-lingual interviewers (who could easily shift from one language to another and help respondents when they hesitated).

Rejection issues detected in the Netherlands:

- All questions that were not directly related to the Internet were seen as suspicious, especially by the Chinese, who seemed to have a hard time understanding first the purpose of the study and then some of the questions.
- Some respondents were suspicious because they thought that the questionnaire was about internet, but they then thought it was an excuse to ask about other more sensitive issues.
- Several respondents of Middle Eastern origin thought that all political activity questions (such as QE4.2) were an excuse to identify potential "terrorists".
- Some respondents were very reluctant to specify their monthly income, so interviewers suggested that fewer (wider) income brackets, instead of the current 12 brackets (too complex), should be used.

Comprehension issues detected in the Netherlands:

- The question numbering was too complex (e.g. "QG4a2") both for interviewers and respondents (particularly the self-completes), who claimed they wasted too much time finding the correct question when asked to skip.
- Respondents who used a laptop at home with no wireless connection were not clear about what they should answer in QB6.
- In some grids, respondents should have been given the option to answer "I don't know" (e.g. in Block D). Respondents tended to use the "No/Never" column.
- QE1.1 item 7, it wasn't clear what "Housework" means: it was interpreted either as household work at your own home or a cleaning job somewhere else. The former should have been considered as being unemployed.
- In QE2.1 "HBO" education in the Netherlands (that many respondents have) did not seem to fall into any of the categories in QE2.1.
- Similarly, in QE2.1 some respondents had trouble finding the equivalent of their home country educational qualifications in the list of Dutch qualifications.
- The "cultural" item 9 in QE2.5 was not really understood as a professional integration factor.
- QG4 seems confusing, as there needs to be a logical skip to QG5 once QG4a1 has been answered.
- QG5 seems very complex and respondents and interviewers had found it difficult to interpret/read it. It should be simplified.

3.4.3 Bulgaria

The following table summarises the technical information of the pilot test in the Netherlands:

Table 26: Pilot test report Bulgaria

Number of interviews:	20
Origins (citizenships):	Russia, Ukraine, Moldova, Serbia, Turkey
Languages piloted:	Bulgarian, Russian
Location(s):	Sofia
Questionnaire duration:	Average: 42 minutes (min.30, max. 60)
Language proficiency:	1.8 "Good" (scale: 1 excellent/native...5 poor/no knowledge)
Questionnaire density:	2.9 "Just fine" (scale: 1 too dense...4 very smooth)

Rejection issues detected in Bulgaria:

- Migrants from Slavic countries understood and spoke Bulgarian relatively well, so they preferred to do the interview orally in Bulgarian, instead of reading it in their own language..
- Questions related to political issues (such as QE4.2) seemed inappropriate to some respondents, as they considered them to be "personal issues".
- Students who had never had a job thought questions about employment (QF1, F2, F3 and F8) were inappropriate.
- Some respondents refused to answer the income question (Q6), even though it was adapted to Bulgarian currency and salaries (lower than NL and ES).

Comprehension issues detected in Bulgaria:

- In the Russian questionnaire, two terms were corrected:
 - In S5, the word „окрестности“ was replaced by „провинция“,
 - In QA3_6, the word „приватностью“ was replaced by „конфиденциальностью“,
- In QB2, the item "Never" sounded strange as there is a filter in QB1.
- Education questions caused some interpretation issues and needed additional explanation by interviewers (such as QE2.2 item 1 about "equivalent level").
- Question QE5.1 regarding the "arrival in the EU" caused confusion due to the fact that Bulgaria only recently entered the EU (2007) and some immigrants arrived in Bulgaria many years prior to that.

3.5. Lessons learned and final questionnaire proposal

The main lessons learned and suggested improvements were:

1. The questionnaire was excessively long; we were advised to reduce it to an average of 25 minutes across countries/languages.
2. The political question related to active citizenship had to be adjusted in order to capture this dimension avoiding without asking questions about issues that could be considered as sensitive by the respondents.
3. The SNS block had to be removed. There were nonetheless several other questions related to SNS for professional and leisure purposes.
4. All questions had to be phrased in the affirmative mode in order to avoid confusions caused by double negatives.

5. Educational level questions had to be adapted to the host country using the terminology and categorization that most respondents understood.
6. And once the final questionnaire was approved, all items were re-coded to facilitate data processing.

Based on the pilot results, the questionnaire was refined. Annex 5 contained the questionnaire with the minor changes highlighted to ensure greater comprehension and shorter interview duration. These changes include (1) slightly more explanation of the aims of the survey and the funder; (2) better codification of items; (3) better explanation of the filters and questions for the interviewer; (4) clarifications and rewording of some items; (5) detailed classification of educational levels and (6) some clarifications related to country specifics such as languages in Spain and the vote in Bulgaria.

All these changes were implemented first in the English questionnaire (see Annex 2) and then applied to other language questionnaires (see Annex 6 – 14).

4. Dissemination strategy and data collection

Dissemination comprised three main steps:

1. A selection and training process was carried out in order to recruit interviewer candidates who excelled in personal communication skills, and had a good knowledge of etiquette, strong linguistic ability, empathy, accuracy, attention to detail, persuasion, time management and above all, multi-cultural sensitivity. To reinforce these skills, all interviewers underwent a general training.
2. The face-to-face procedure was established before, during and after the interview to homogenise the data collection process.
3. Finally, different recruitment strategies were established in each country to tackle the differences between each of the target sub-groups.

The coordination of the dissemination strategy and data collection in the three countries was performed by Block de Ideas. This company also carried out the fieldwork in Spain while in Bulgaria and the Netherlands the fieldwork was carried out by ASmart and TransCity Diversity (see Annex 15). All the companies involved in the project emphasised the importance of high quality standards and work ethics during all these steps.

4.1. Interviewer selection and training

The interviewer selection process was structured as follows:

- CV reception (spontaneous candidacies or advertised positions),
- CV evaluation and screening,
- Initial phone contact,
- Secondary screening based on phone conversation,
- Face-to-face in-depth interview at our premises,
- Job offer and conditions explanation,
- Initial training on market research and company policies,
- Trial period (first market research study),
- Performance evaluation and contracting decision,
- Additional training and mentoring.

Candidates with prior experience in survey research, customer service or other activities with strong interpersonal communication skills, were given preference, as were candidates who had volunteered or done some type of community work previously.

The interviewer selection process, from the reception of the application to the selection, lasted between 5-7 days, as all applications were reviewed closely.

The personal features sought when hiring interviewers were the following:

- Inter-cultural sensitivity,
- Higher education (even if not completed),
- Intermediate-high cultural level,
- Speech clarity and neutral accent,
- Appropriate voice pitch and intonation,
- Empathy,
- Objectivity,
- Seriousness,

- Commitment,
- Attention to detail,
- Accuracy,
- Synthetic ability,
- Computer literacy.

For this specific study, given the sensitive nature of the target, interviewers were screened to determine if they had a good knowledge of the main immigration groups' customs, cultural, and linguistic differences. Where possible, members of these communities had some degree of affinity with them (such as having volunteered in schools or community centres in neighbourhoods where they are prevalent) were hired. All interviewers underwent a general training lasting around 45 minutes, covering the following topics:

- Overview on market research: main uses and methodologies,
- Basic principles of personal data protection regulations (national and European),
- Occupational risk prevention,
- Interviewing techniques.

Additionally, all interviewers underwent a specific briefing on this project, which consisted of the following items:

- Framework (European Commission, IPTS, immigration, ICT),
- Study Objectives (benchmarking, policy-oriented),
- Methodology (face-to-face),
- Workflow and follow-up protocols,
- Incidences,
- Glossary and questionnaire terminology,
- Performance and quality monitoring criteria:
 - Reading all questions literally (no omissions or shortcuts).
 - Keeping to the question order strictly.
 - No answer deduction or interpretation when helping with linguistic difficulties.
 - Asking only actual questions and no leading questions.
 - Not addressing external topics.
 - Not expressing a particular approach or opinion.
 - Not accepting ambiguous answers (politely re-asking or probing).
 - Ability to create a mutual trust environment.
 - Showing courtesy and respect for respondent's time at all times (no pushing).
 - Allowing enough time for respondent to answer while attempting to keep the interview dynamic and assisting respondents with linguistic difficulties.
 - Adaptation to respondent's schedule, interferences and logistical needs.
 - Ability to convey respect for the respondent's culture and possible linguistic limitations.

39 full-time interviewers were hired in Spain, 47 in Bulgaria and 11 in the Netherlands, distributed across different geographical areas, cities and rural areas.

4.2. Face-to-face survey procedure

Before doing the interview, interviewers were expected to:

- Identify and contact the target to be interviewed and make sure the interview would be done without interference from other people and the respondent would answer freely.
- Describe with accuracy and brevity the objective of the study and the estimated duration of the interview or offer the possibility of an appointment at a later time/date.
- Encourage the target to collaborate without being pushy, or offering an incentive.
- Checking that the candidate meets all screening criteria and qualifies for the interview.
- Obtain the respondents' informed consent.

During the interview, interviewers were expected to:

- Satisfactorily answer any pertinent question from interviewees.
- Read questions completely and clearly, and all the answer items, when applicable.
- Clarify any interpretations/doubts that arise for any question.
- Write down or type answers without missing any relevant information.
- Be patient and help respondents with linguistic difficulties to understand the questions (or show them the questionnaire in their native language to help them understand the questions).

Some common problems that can be caused by a below-average performance from the interviewer are:

- Questionnaire is administered incorrectly because questions are read incorrectly and answers are recorded incorrectly.
- Questions are asked without a neutral, objective tone, highlighting words that may induce to a specific interpretation or answer.
- Replies to interviewees' queries are not homogeneous and/or the attitude in addressing them is not courteous and helpful.

Interviewers were informed of all these crucial aspects for the successful completion of the questionnaire and that quality control monitoring would also verify their performance on these interviewing aspects.

After the interview was completed, interviewers were expected to:

- Thank respondents for their time and consideration and offer them the agreed incentive.
- Inform respondents that their personal data would be treated with confidentiality and deleted after the study is completed.
- Inform respondents of the possibility of getting a brief quality control (verification) call by another interviewer.
- Review notes and correct unclear or wrong answers on the paper and pencil questionnaires.

4.3. Participant recruitment strategies

4.3.1 Spain

Participant recruitment strategies varied according to the region and specific immigrant community, as it was crucial to take into account the cultural and socio-economic particularities (habits, lifestyles, etiquette, interpersonal communication, socialization locations and timings, and social status) of each of the following groups in order of size:

- **Moroccans** – largest group, spread throughout Spain,
- **Pakistanis** – concentrated in urban areas, especially Barcelona,
- **Colombians** – concentrated in Madrid, Catalonia and Valencia,
- **Ecuadorians** – concentrated mainly in Madrid and Catalonia, but there are also communities elsewhere in Spain,
- **Chinese** – predominantly in urban areas but also spread throughout Spain.

Beyond the specific strategies for each collective and region surveyed, the dissemination strategy followed some principles:

1. Where possible, the largest collectives in the survey were interviewed by trained interviewers from the same nationality or region (namely Latin American, Moroccan and Chinese), in order to:
 - a. make respondents feel comfortable, both culturally and linguistically.
 - b. access “difficult” neighbourhoods or buildings where outsiders may not be welcome.
2. Interviewers were directed primarily to the neighbourhoods or towns/villages where the targeted immigrant community was concentrated.
3. Interviewers were given the freedom to interview respondents at their preferred location: a private residence, store or local business (such as cafés) or public building (such as a church or civic centre), and also in the street, thanks to the relatively benign winter climate in Spain
4. Interviewers were allowed to defer the interview (pre-recruitment), as long as it was done face-to-face, if respondents showed interest but were not available when first asked.
5. Interviewers were allowed to use snowball recruitment by asking for referrals from either community leaders or respondents who had completed the interview or who had had no time to do so.

Recruitment strategies and tactics were explained to interviewers during the briefing. Depending on the location they were visiting on a specific day and time, interviewers would approach one or several of the following target group meeting points:

- Tele-centres (“locutorios”).
- Internet cafés.
- Money transfer offices (e.g. Western Union).
- Diplomatic offices (Consulates, Embassies, Country Information Offices).
- Local business (grocery shops, hairdressers, butchers' shops, etc.).
- Farms and fields in rural areas where agricultural work is performed
- Bars and cafés
- Language schools
- Churches and other religious institutions
- Social services and charity offices
- Employment agencies (both public and private)
- Educational institutions (schools, kindergarten, adult schools, etc.)
- Cultural associations (e.g. folklore clubs)
- Sports facilities (where they play football, basketball, cricket, etc.).

4.3.2 The Netherlands

Traditionally, the largest communities by country of origin are from Turkey, Morocco, Suriname, Indonesia, the Dutch Caribbean, and China/Hong Kong/Chinese communities. However, many of these immigrants have obtained citizenship.

- **Chinese citizens** - The Hague, Amsterdam and Rotterdam have small “Chinatowns”, but the Chinese live throughout the Netherlands.
- **Turkish** - there are large communities in Rotterdam, Amsterdam, The Hague, Utrecht, Almelo, Deventer and Eindhoven.
- **Americans (US citizens)** – spread throughout the Netherlands with a large community in Amsterdam.
- **Indians** – predominantly in major urban areas.
- **Moroccans** - most of them reside in Amsterdam, Utrecht, Rotterdam, The Hague and Gouda.
- **Surinamese** – integrated into the population since 1975.
- **Brazilians** have recently settled in the Netherlands through marriage or registered partnership, sometimes via the Netherlands Antilles or Suriname. Like many other Latin American migrants, they often first arrive in the Netherlands on Tourist Visas.

To recruit respondents from the largest communities, native interviewers from those communities were selected and trained following the procedure explained in Section 4.1. Since each interview took about 25 minutes, interviewers were advised to make an appointment before and meet the respondent at their preferred location. Individuals to be interviewed were selected from a database that has been developed over the last 20 years from doing research targeting minority groups for both public and private organizations. Given the richness of that database, respondents from the target communities were contacted by phone and email for a preliminary screening and scheduling of a face-to-face interview.

In parallel, interviewers were asked to recruit other respondents that met the screening criteria (background, age, sex, region, etc.) by snowball recruitment (personal referrals), visits to target group meeting points and street interception. Most respondents were interviewed face-to-face, but in some of the more rural areas, the possibility of phone interviews was offered.

In particular, interviewers would approach both individuals and organisations, such as:

- Community centres,
- Religious centres,
- Sport clubs,
- Cultural clubs,
- Ethnic event organizers,
- Wedding event organizers,
- Ethnic-specific nightclubs/bars,
- Ethnic media (radio, TV, print, online),
- Private schools (ethnic-cultural, language, religious),
- General schools (public and private),
- Consulates/Embassies.

Finding respondents for interviews in urban areas was easier. They were found in locations such as community centres, student hostels, hairdressers, churches and mosques, at people’s homes, etc. However, it was much more challenging to recruit respondents without the Dutch citizenship in rural areas.

4.3.3 Bulgaria

Immigrants in Bulgaria come from the following groups, listed in order of size:

- **Russians** are the largest non-EU27 immigrant community and are very well integrated into the Bulgarian society. Generally, they have a higher than average standard of living. They have settled in urban areas, mainly in Sofia, Plovdiv, Varna, Burgas, Stara Zagora, Blagoevgrad and Ruse.
- **Turks** – mainly in the capital city and other large urban areas. Their main reasons for settling in Bulgaria are family ties, studying and better work opportunities.
- **Macedonians, Ukrainians or Moldovians** are the remaining large migrant communities who came in search of better job opportunities.

Two main approaches were used to find respondents:

1. Visiting different target groups at their usual meeting points e.g. cultural organisations, diplomatic offices, local businesses, bars and cafes, universities. This was the most effective method. Interviewers either did the interview at the moment of their visit, or made an appointment to come back another day.
2. Respondents were recruited by the snowball effect of requesting referrals. Given the small number (in absolute figures) of immigrants in Bulgaria and the physical and cultural similarities between the largest non-EU27 immigrant groups and locals, interviewers generally used this method as the main recruitment strategy. It was the most time consuming approach as the number of referrals given was very limited. The location of the interviews was agreed upon with each respondent at their convenience, this was either their private residence, their workplace, on the street, or in a public space (cafe, cultural centre).

Interview location was agreed upon with each respondent at their convenience, mostly in private residences or public spaces such as cafés or associations. Where needed, respondents were interviewed with the help of a facilitator of the same nationality or by trained interviewers of the same nationality (e.g., this may be necessary for Middle-Eastern female respondents), in order to make respondents feel comfortable.

5. Statistical analysis

Descriptive statistical analysis for all the variables included in the questionnaire showing the frequencies of each category were carry out, concretely:

- Distribution of frequencies by category of all the variables included in Block A: access to ICT; Block B: ICT utilisation: use, places and devices; Block C: ICT skills and Block D: ICT utilisation: activities to cover objective 1 of the study.
- Distribution of frequencies by category of all the variables included in Block E: integration of immigrants; Block F: employability; Block G: socio-demographics and the chi-square tests performed by country to cover objective 2.

In order to avoid information overload and to interpret the data easily, five scale categories were recoded into 3 scale categories (Totally disagree/ Disagree -Neither agree nor disagree - Totally agree/Agree) and dichotomous variables (Very frequently – Frequently – Occasionally – Rarely to YES – Never to NO).

Moreover, **bivariate analysis**, concretely *chi-square tests* were also performed to study differences between connected and non-connected in Block E: integration of immigrants; Block F: employability, to cover objective 3 of the study. The variable connected was recodify in two categories: Yes (connected) or No (non-connected), being connected those who replied that they had used the Internet within the last three months (n=1,307), and non-connected the rest of the individuals that used the internet less frequently and that they used a computer (Question B1) (n=191). Connected individuals were distributed by country as follows: Spain n=447; Bulgaria n=400 and the Netherlands n=460.

Multivariate analysis was also carried out. 5 composite indexes were created through *factorial analysis* in order to explain in a unique indicator: IT skills, internet skills, internet adoption, employability, and integration, respectively. In this sense, factorial analysis is a statistical technique of data reduction used to explain correlations among observed variable with a fewer number of non-observed variables called factors. Factor analysis was developed considering the four steps described in the OECD-JRC Handbook on constructing composite indicators: methodology and user guide (2008)²⁷, and based on the theoretical/conceptual framework defined in section 3. Factors resulted of each variables were compared for each sociodemographic variable using analysis of variance (ANOVA). For the specific cases of employability, the groups of connected and non-connected were also compared on these two variables with *ANOVA*.

Finally, *correlation analysis* we carried out among these composite indexes in order to find linear relationships among them, as well as *regression analysis* to understand which combinations of these variables is related with employability and integration, respectively, after controlling the influence of sociodemographic variables (age and education).

²⁷ OECD - JRC. (2008). Handbook on constructing composite indicators methodology and user guide. Paris: OECD.

Annex 1: The concept of employability

Employability has become a “buzzword” with no clear consensus as to its specific meaning. There is no clear conceptual model for employability, as there are as many measurements as researchers of the topic.²⁸ Employability literature is vast, and contributions come from different disciplines, including labour economics, management science and psychology. Each discipline has brought forward a specific perspective, for example:²⁹

- For a society as a whole (thus government / public policy), employability is an indicator of the working population’s opportunity to gain full employment. Therefore, a low unemployment rate means economic health.
- At the company level or organizational perspective, for an employer, employability is an indicator of the opportunity to match supply and demand in a changing organization.
- The individual perspective comprises employment in the sense of an attractive job. For an individual worker, employability is an indicator of his or her opportunity to acquire and to keep an attractive job in the internal or external labour market.^{30,31}

In all cases, employability has been a symbol used to address work problems related to the transition from an industrial to a post-industrial society.³² In this transition, ICT³³ and immigrants³⁴ have also emerged as areas where employability is linked to. Recently, IPTS has published two reports on a literature review on employability, inclusion and ICT^{35,36} with special emphasis on migrants. This research work has been extensively summarised in a revised employability framework,³⁷ where items that impact employability are grouped under the following dimensions:

- Enabling support factors
- Individual factors
 - Demographic characteristics
 - Health and well-being
 - Economic position
 - Employability skills and attributes/characteristics

²⁸ Forrier, A., & Sels, L. (2003). The concept employability: A complex mosaic. *International Journal of Human Resources Development and Management*, 3(2), 102-124

²⁹ Cuyper, N. D., & Witte, H. D. (2011). The management paradox: Self-rated employability and organizational commitment and performance. *Personnel Review*, 40(2), 152-172

³⁰ Thijssen, J. G., Van der Heijden, B. I., & Rocco, . S. (2008). Toward the employability--link model: Current employment transition to future employment perspectives. *Human Resource Development Review*, 7(2), 165-183.

³¹ Fugate, M., Kinicki, A. J., & Ashforth, B. E. (2004). Employability: A psycho-social construct, its dimensions, and applications. *Journal of Vocational Behavior*, 65(1), 14-38.

³² Heijde, C. M. V. D., & Van Der Heijden, B. I. J. M. (2006). A competence-based and multidimensional operationalization and measurement of employability. *Human Resource Management*, 45(3), 449-47

³³ See as an example: Garrido, M., Sullivan, J., & Gordon, A. (2010). Understanding the links between ICT skills training and employability: An analytical framework. In *Proceedings of the 4th ACM/IEEE international conference on information and communication technologies and developmen*

³⁴ See as an example: Mancinelli, S., Mazzanti, M., Piva, N., & Ponti, G. (2010). Education, reputation or network? Evidence on migrant workers employability. *The Journal of Socio-Economics*, 39(1), 64-71

³⁵ Green, A., de Hoyos, M., Barnes, S.A., Owen, D., Baldauf, B., Behle, H. (2013). Literature review on Employability, Inclusion and ICT, Report 1: The Concept of Employability with Specific focus on Young People, Older Workers and Migrants. European Commission. Joint Research Centre. Institute for Prospective Technological Studies

³⁶ de Hoyos, Green, A., Barnes, S.A., Behle, H., Baldauf, B and Owen, D. Literature review on Employability, Inclusion and ICT, Report 2: ICT and Employability. European Commission. Joint Research Centre. Institute for Prospective Technological Studies

³⁷ Revised employability framework (p.118- 120) at Green, A., de Hoyos, M., Barnes, S.A., Owen, D., Baldauf, B., Behle, H. (2013). Literature review on Employability, Inclusion and ICT, Report 1: The Concept of Employability with Specific focus on Young People, Older Workers and Migrants. European Commission. Joint Research Centre. Institute for Prospective Technological Studies

- Disposition to enhance employability
- Labour market and job seeking knowledge
- Adaptability and mobility
- Individual circumstances
 - Household circumstances
 - Household work culture
 - Access to resources
- Employer/organisational practices
 - Organisational culture
 - Recruitment and selection practice
 - Working practice
- Local contextual factors
 - Features of local employment
 - Local work culture
 - Local labour market operation and norms
- Macro-level factors
 - Regulatory regime
 - Welfare regimen and institutional factors
 - Employment policy.

All these dimensions and sub-dimensions have been gathered from the systematic review carried out by the authors of the study. Nevertheless, to the best of our knowledge, there is no conceptual model capturing the causal relationship and associations

Annex 2: Final Master Questionnaire in English

INTRODUCTION:

"Good morning/afternoon/evening, we are studying how people use the Internet and participate in social and public life in (COUNTRY). This survey is completely independent from the (COUNTRY) government, as **it is funded by the European Commission**. The results of this study will **allow European Commission to better understand the relationship between ICT, migration experience and employability so as to foster integration across European Union**.

You have been randomly selected to be part of a representative sample of the (CITY) population. We would like to request your collaboration in this study. **We guarantee that your responses will be completely anonymous and never analysed or displayed individually**. The survey will last for approximately 20 minutes. Are you willing to collaborate?

(When interview starts, for respondents whose native language may be covered by our translated written questionnaire. Ask: "We can do the interview in (Language). We also have a printed version in (Mention all languages). Please use whichever language you prefer.")

CONTEXTUAL INFO (TO BE COMPLETED BY INTERVIEWER AFTER THE INTERVIEW):

X1.	Interview number (ID):
X2.	Interviewer's full name:
X3.	Country:
X4.	Location (city):
X5.	Contact point (describe):
X6.	a. Date: __ / __ / ____ b. Start time: __: __ c. End time: __: __
X7.	Language of interview: 1. English 2. Dutch 3. Spanish 4. Bulgarian 5. French 6. Russian 7. Arabic 8. Chinese 9. Turkish 10. Indonesian
X8.	Proficiency of interview language evaluation (circle and briefly explain): 1. Excellent 2. Good 3. Fair 4. Limited 5. Poor
	Observations:

SCREENER:

S1. Gender (DO NOT ASK):

1. Female
2. Male

S2. What is your age?

_____ years old (CLOSE IF UNDER 16 OR ABOVE 74 YEARS OLD)

S3. In what country were you born?

_____ (CLOSE IF EU-27 M.S.; CHECK LIST IF UNSURE)

S4. Are you currently a citizen of... (COUNTRY OF INTERVIEW)?

1. Yes (RE-CONFIRM & CLOSE IF CURRENTLY A CITIZEN)
2. No

S5. Where do you currently live? (PROBE FOR NEIGHBORHOOD)

1. _____ (City / Town)

2. _____ (District / Neighborhood)

S6. Is it a...? (ASK ONLY IF LOCATION IS UNKNOWN – OTHERWISE CLASSIFY):

1. Urban area
2. Sub-urban area
3. Rural area

S7. What is your proficiency level of ... (OFFICIAL LANGUAGE?):

1. I understand it and speak it very well (USE OFFICIAL LANGUAGE Q'AIRE)
2. I understand it and speak it relatively well (USE OFFICIAL LANGUAGE Q'AIRE and ASSIST RESPONDENT IF COMPREHENSION ISSUES ARISE)
3. I have trouble understanding and speaking it (OFFER ALTERNATIVE LANGUAGE Q'AIRE)

BLOCK A: ACCESS TO ICT (Information & Communication Technologies)

A1. Do you or anyone in your household have access to a computer at home? (any type: desktop, laptop, netbook, tablet, excluding smart phone)

1. Yes
2. No

A2. Do you or anyone in your household have access to the Internet at home? (by any type of device)

1. Yes (GO TO QB1)
2. No
3. I don't know

A3. What are the reasons for not having access to the Internet at home?

(MULTIPLE ANSWER) (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	Totally agree	Agree	Neither agree nor disagree	Disagree	Totally disagree
	(5)	(4)	(3)	(2)	(1)
1. Have access to Internet elsewhere	5	4	3	2	1
2. Don't need Internet (because not useful, not interesting, etc.)	5	4	3	2	1
3. Equipment costs too high	5	4	3	2	1
4. Access costs too high (telephone, DSL subscription etc.)	5	4	3	2	1
5. Lack of skills	5	4	3	2	1
6. Privacy or security concerns	5	4	3	2	1
7. Broadband internet is not available in our area	5	4	3	2	1
8. Don't want Internet (because content harmful...)	5	4	3	2	1
9. Other	5	4	3	2	1

BLOCK B: USE OF ICT: USE, PLACE AND DEVICES

B1. When did you last use a computer (at home, at work or any other place)?
(any type: desktop, laptop, netbook, tablet, excluding smart phone)

1. Within the last 3 months (GO TO QB2)
2. Between 3 months and a year ago (GO TO QB3)
3. More than 1 year ago (GO TO QB3)
4. Never used one (GO TO QE1)

B2. How often on average have you used a computer in the last 3 months?³⁸

1. Every day or almost every day
2. At least once a week (but not every day)
3. At least once a month (but not every week)
4. Less than once a month
5. Never

B3. When did you last use the Internet? (via any device, desktop, portable or handheld, including mobile or smart phones)

1. Within the last 3 months (GO TO QB4)
2. Between 3 months and a year ago (GO TO QC1)
3. More than 1 year ago (GO TO QC1)
4. Never used one (GO TO QE1)

B4. How often on average have you used the Internet in the last 3 months?³⁹

1. Every day or almost every day
2. At least once a week (but not every day)
3. At least once a month (but not every week)
4. Less than once a month

B5. Where have you used the Internet in the last 3 months (using a computer or any other means)? (MULTIPLE ANSWER – SPONTANEOUS OR PROMPTED READ LIST)

1. At home
2. At place of work (other than home)
3. At place of education
4. At another person's home
5. At a public library
6. At a post office
7. Public office, town hall, government agency
8. Community or voluntary organisation
9. Internet Café
10. Hotspot (at hotels, airports, public places etc)
11. Other

B6. Do you use any of the following mobile devices to access the Internet away from home or work? (MULTIPLE ANSWER – SPONTANEOUS OR PROMPTED READ LIST)

1. I don't access the internet via any mobile device away from home or work

³⁸ Item Never has been deleted

³⁹ Item Never has been deleted

2. Mobile phone (or smart phone). IF NO GO TO B6.2

If yes, which of the following?

1. via mobile phone network (e.g. 3G)
2. via wireless network (e.g. WiFi)

3. Portable computer (e.g. laptop, tablet) IF NO GO TO 4

If yes, which of the following?

1. via mobile phone network, using USB key or (SIM) card or mobile phone as modem
2. via wireless network (e.g. WiFi)
3. No mobile connection to the Internet

4. Other devices

BLOCK C: ICT SKILLS

C1. Which of the following are you able to do using a COMPUTER?
(MULTIPLE ANSWER) (USE SHOWCARD 2) (LIST OF ITEMS TO BE ROTATED)

	YES				NO
	Very easily (5)	Easily (4)	Difficult (3)	Very difficult (2)	Never do it (1)
<i>(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)</i>					
1. Copy or move a file or folder	5	4	3	2	1
2. Use copy and paste tools to duplicate or move information within a document)	5	4	3	2	1
3. Use basic arithmetic formulas in a spread sheet (e.g. Excel)	5	4	3	2	1
4. Compress (or zipping) files	5	4	3	2	1
5. Connect and install new devices, e.g. a modem	5	4	3	2	1
6. Write a computer program using a specialised programming language	5	4	3	2	1

C2. Which of the following are you able to do using the INTERNET?
(MULTIPLE ANSWER) (USE SHOWCARD 2) (LIST OF ITEMS TO BE ROTATED)

	YES				NO
	Very easily (5)	Easily (4)	Difficult (3)	Very difficult (2)	Never do it (1)
<i>(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)</i>					
1. Use a search engine to find information (e.g. Google)	5	4	3	2	1
2. Send e-mails with attached files (e.g. documents, pictures, etc.)	5	4	3	2	1
3. Post messages to chat rooms, newsgroups or an online discussion forum (e.g. on social networking sites, blogs, etc.)	5	4	3	2	1
4. Use the Internet to make telephone calls	5	4	3	2	1
5. Use peer-to-peer file sharing for exchanging movies, music, etc.	5	4	3	2	1
6. Create a web page	5	4	3	2	1

C3. How did you obtain your computer and Internet skills? (MULTIPLE ANSWER)
(USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. Formal educational institution (school, college, university)	5	4	3	2	1
2. Training courses in other centres or institutions	5	4	3	2	1
3. Self-study using books, CD-ROMs, online courses, wikis, online discussion forums, etc	5	4	3	2	1
4. Learning through practice and experience	5	4	3	2	1
5. Help and assistance from relatives, friends, or colleagues	5	4	3	2	1
6. Some other ways	5	4	3	2	1

BLOCK D: USE OF ICT: ACTIVITIES AND SOCIAL NETWORKING SITES
QB3=2 AND QB3=3 GO TO QE1

D1. Have you used the Internet for the following INFORMATION purposes in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Read or download online news, newspapers, and/or magazines	5	4	3	2	1
2. Seek health-related information and health services (e.g. injury, disease, nutrition, improving health, etc.)	5	4	3	2	1
3. Look for information about education, training or course offers	5	4	3	2	1
4. Look for information about social services	5	4	3	2	1
5. Look for information about housing opportunities	5	4	3	2	1
6. Look for information about taxes	5	4	3	2	1
7. Look for information about laws and legal issues	5	4	3	2	1
8. Find information other services different from the above mentioned	5	4	3	2	1
9. Download software (other than games software)	5	4	3	2	1
10. Look for information and news about the country you were born	5	4	3	2	1

D2. Have you used the Internet for the following COMMUNICATION purposes in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)					
1. Post messages to chat rooms, newsgroups or an online discussion forum	5	4	3	2	1
2. Participate in non-professional social networks, such as facebook, twitter, etc., creating user profile, posting messages, uploading content or other contributions	5	4	3	2	1
3. Participate in professional social networks, such as LinkedIn etc., creating user profile, posting messages, uploading content or other contributions	5	4	3	2	1
4. Send/receive emails	5	4	3	2	1
5. Instant message, chat (Yahoo messenger, Hotmail messenger, etc.)	5	4	3	2	1
6. Telephone over the Internet/video calls via webcam (e.g. Skype)	5	4	3	2	1

D3. Have you used the Internet for the following PARTICIPATION activities in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)					
1. Read and post opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	5	4	3	2	1
2. Take part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition, etc.)	5	4	3	2	1
3. Contact a politician, government or local government official	5	4	3	2	1
4. Participate as volunteer in social group or organisation	5	4	3	2	1
5. Contact the administration to know your rights and duties as a resident	5	4	3	2	1

D4. Have you used the Internet for the following LEARNING/EDUCATION activities in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Do an online course to improve your knowledge or skills for work	5	4	3	2	1
2. Do an online course to learn the language of the country where you currently live	5	4	3	2	1
3. Do an online course for any other subject	5	4	3	2	1
4. Surf through the Internet to get information on your education level in the host country	5	4	3	2	1
5. Surf through the Internet to get information for the educational qualification recognition	5	4	3	2	1
6. Surf through the Internet for learning/education purposes (improve your language skills, etc.)	5	4	3	2	1

D5. Have you used the Internet for the following activities in your PROFESSIONAL LIFE in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Look for a job or send a job application	5	4	3	2	1
2. Market yourself to possible future employers (e.g. send a CV, upload a CV to a website)	5	4	3	2	1
3. Accomplish tasks related to your usual work	5	4	3	2	1
4. Participate in professional networking sites (creating user profile, posting messages or other contributions to LinkedIn, Xing, etc.)	5	4	3	2	1
5. Find information about employment rights	5	4	3	2	1
6. Find information about unemployment benefits and programmes	5	4	3	2	1
7. Find information about training/apprenticeship courses	5	4	3	2	1
8. Use online tools to assess your professional competences and skills.	5	4	3	2	1

D6. To what extent do you agree with the following statements related with the use of the Internet for job search? (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)⁴⁰

<i>(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)</i>	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. I know how to use the Internet to find a job	5	4	3	2	1
2. I trust the Internet to find a job	5	4	3	2	1
3. I'm interested in the type of jobs offered on the Internet	5	4	3	2	1
4. The use of the Internet to find a job is useful	5	4	3	2	1
5. I really need the Internet to find a job	5	4	3	2	1

BLOCK E: INTEGRATION OF IMMIGRANTS

E1. EMPLOYMENT

E1.1. What is your current employment situation? (SINGLE ANSWER)

1. Employee full-time work *(GO TO QE1.3)*
2. Employee part-time work *(GO TO QE1.3)*
3. Self-employed (includes family workers, people working in family business or people who own their own business) *(GO TO QE1.3)*
4. Unemployed looking for a job *(GO TO QE1.2)*
5. Student (not in the labour force) *(GO TO QE1.5)*
6. Student with part-time jobs *(GO TO QE1.3)*
7. Housekeeper *(GO TO QE1.5)*
8. Other not in the labour force (retired, inactive, in compulsory military service, etc.) *(GO TO QE1.5)*

E1.2. How long have you been out of work? (SINGLE ANSWER)

1. Less than 3 months
2. Between 3 months and 1 year
3. More than 1 year

E1.3. What is your current occupation? (SINGLE ANSWER)

1. Professional (i.e. doctors, architects, teachers/professors, veterinarians, librarians, lawyers or paralegals, actors, musicians, etc.)
2. Technician or associate professional (i.e. engineering technicians, nurses, legal associates, information technology technicians)
3. Clerical support worker (i.e. office clerks, secretaries, bank tellers, client information workers)
4. Service or sales worker (i.e. travel attendants, cooks, hairdressers, cashiers, personal care workers, child care workers, shop salesperson)

⁴⁰ Statements in negative have been deleted to avoid confusions and also reduce the length of the questionnaire. See Annex 1 for the original questionnaire

5. Skilled agricultural, forestry and fishery worker (i.e. crop growers, animal producers, forestry workers, fishery workers, subsistence crop and livestock farmers)
6. Craft and related trades worker (i.e. electricians, tool makers, steel and metal workers, blacksmiths, printing and handcraft workers, garment, food processing workers)
7. Plant and machine operator or assembler (i.e. mining and mineral processing workers, metal processing, chemical, food processing, wood, textile machine operators)
8. Elementary occupation (i.e. cleaners and helpers, agricultural labourers, food preparation assistants, street vendors)
9. Armed forces occupation (commissioned and non-commissioned armed forces officers)
10. Other
11. Don't Know/Refuse

E1.4. Do you think that your main job here in (country) uses all the skills that you obtained in your training and work life?

1. My job matches my skills & training
2. My job matches my skills but is not in the area for which I trained
3. My job does not require the skills & training that I have.
4. Refused
5. Don't Know

E1.5. How did you arrange/get your current or last job in this country? (MULTIPLE ANSWER)

1. Through family and friends (offline)
2. Through family and friends (online)
3. Through people I met in the Internet
4. Through a job listing on offline newspaper, magazine, etc.
5. Through a job listing on online newspaper, magazine, etc.
6. Through job-seeking websites
7. Through a recruitment agency (offline)
8. Through a recruitment agency (online)
9. Through public employment services (offline)
10. Through public employment services (online)
11. Through a non-governmental organization (online)
12. Through a non-governmental organization (offline)
13. Other (offline)
14. Other (online)
15. Have not been employed in this country

E2. EDUCATION AND SKILLS

E2.1. What is your educational level? (Please, select one) (highest level of education completed):⁴¹

Primary or lower secondary education, no formal education

1. No formal education
2. Primary education
3. Lower secondary education

Upper or post-secondary education, but not tertiary

4. Upper secondary education
5. Post-secondary education but not tertiary

Tertiary education:

6. Tertiary education, first stage
7. Tertiary education, second stage

E2.2. Have you had any educational qualification recognized in the country here you currently live?

1. Yes, equivalent level
2. Yes, lower level
3. No
4. Don't know/Refuse

E2.3. During the last 12 months, have you taken any course to improve your knowledge or skills for work?

1. Yes
2. No
3. Don't know/refuse

E2.4. Have you taken any courses to learn the language of the country where you currently live?⁴²

1. Yes
2. No
3. Don't know/refuse

E2.5. How much do you think that the following skills have helped you / can help you to improve your work situation? (Assign a score from 1 = minimum to 5 = maximum to each item in the list)

	Minimum (1)	(2)	(3)	(4)	Maximum (5)
1. Language (mother tongue)	1	2	3	4	5
2. Language (country)	1	2	3	4	5
3. Other language different from mother tongue and hosting country		2	3	4	5
4. Basic mathematics and science and technology	1	2	3	4	5
5. Use of computer and internet	1	2	3	4	5
6. Ability to learn (Learning to learn)	1	2	3	4	5

⁴¹ ISCED codes have been removed. These items will be adapted in each country allowing comparison between countries

⁴² In Catalonia ask for Catalan and Spanish

7. Understanding / adapting to the (COUNTRY) customs way of life	1	2	3	4	5
8. Sense of initiative and entrepreneurship	1	2	3	4	5
9. Cultural (understanding/expression through music, dance, singing, etc.)	1	2	3	4	5

E3. SOCIAL INCLUSION

E3.1. What are the main sources of income in your family, including yours?

(SELECT UP TO 3 ITEMS)

1. My regular job (if currently employed)
2. Unemployment or social security benefits
3. Subsidy for self-employment/creation of your business
4. Support from a non-governmental organization
5. Training allowance or educational grant
6. Parents or relatives
7. Occasional work
8. Other

E3.2. Which of the following best describes how you feel about your household's income nowadays? (SINGLE ANSWER)

1. Living very comfortably on present income
2. Living comfortably on present income
3. Coping on present income
4. Finding it difficult on present income
5. Finding it very difficult on present income
6. Don't Know/Refuse

E3.3. In the country where you currently live, how would you rate your knowledge of the language in the following areas?

	Basic	Medium	Advanced
1. Comprehension	1	2	3
2. Spoken	1	2	3
3. Written	1	2	3

(ASK ONLY IN SPAIN)

E3.3S. In the country where you currently live, how would you rate your knowledge of the REGIONAL language in the following areas? (Basque, Catalan, Galician)

	Basic	Medium	Advanced
1. Comprehension	1	2	3
2. Spoken	1	2	3
3. Written	1	2	3

E3.4. How well informed are you about different living aspects of the country where you currently live? (From a scale of 1-5 where 5 is very well informed and 1 is not informed at all)

	Very well informed (5)	(4)	(3)	(2)	Not at all informed (1)	Don't know/refuse
1. Legal/Laws	5	4	3	2	1	9
2. Employment rights	5	4	3	2	1	9
3. Job opportunities	5	4	3	2	1	9
4. Health services	5	4	3	2	1	9
5. Education	5	4	3	2	1	9
6. Social services	5	4	3	2	1	9
7. Housing opportunities	5	4	3	2	1	9
8. Taxes	5	4	3	2	1	9

E4. ACTIVE CITIZENSHIP

E4.1. Do you volunteer/participate in any social group or organization?

1. Yes
2. No
3. Don't know/Refuse

E4.2. During the last 12 months, have you done any of the following political activities in the country where you currently live? (PLEASE, SELECT ALL THAT APPLY)⁴³

	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Contacted a politician, government or local government official	5	4	3	2	1
2. Worked in a political party or action group	5	4	3	2	1
3. Worked in another organization or association	5	4	3	2	1
4. Signed a petition	5	4	3	2	1

E4.3. Did you vote in the last local and/or national elections?⁴⁴

1. Yes
2. No
3. Don't know/Refuse

⁴³ Reference: European Social Survey 2011- d and f have been deleted

⁴⁴ Reference: Question adapted from the European Quality of Life Survey 2007 (Q. 21)

E5. YOUR MIGRATION EXPERIENCE

E5.1. When did you first arrive in the European Union? (in case of Bulgaria just ask about the country not EU)

..... years / months ago (MARK TIME MEASURE)

E5.2. How many years have you lived in ... (COUNTRY OF INTERVIEW)?

..... years / months (MARK TIME MEASURE)

E5.3. Why did you migrate to the European Union? (READ ALL ITEMS)

	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. To study	5	4	3	2	1
2. To join my family	5	4	3	2	1
3. To work	5	4	3	2	1
4. For medical/health reasons	5	4	3	2	1
5. For political or humanitarian reasons	5	4	3	2	1
6. Other	5	4	3	2	1

BLOCK F. EMPLOYABILITY

F1. How many days of training supported by your current employer (or past employer in case you are unemployed) have you participated in during the past 12 months?

1. Training of job-related skills _____ number of days
2. Training of generic skills _____ number of days
3. Leadership training _____ number of days

F2. To what extent do you agree with the following sentences regarding your current employer (or past employer in case you are unemployed)? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I'm confident that I would find another job if I started searching	5	4	3	2	1
2. It will be difficult for me to find new employment when leaving the organization" (reverse-scored)	5	4	3	2	1
3. In case I'm dismissed, I'll immediately find a job of equal value.	5	4	3	2	1

F3. To what extent do you agree with the following sentences regarding your current employer (or past employer in case you are unemployed)? My employer provides me with... (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

<i>(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)</i>	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. Possibility to apply my skills in a variety of contexts	5	4	3	2	1
2. Possibility of a career in the organization	5	4	3	2	1
3. Opportunities for promotion	5	4	3	2	1
4. Possibility of developing a wide range of skills	5	4	3	2	1
5. Opportunities for responsibility in the work task	5	4	3	2	1
6. Interesting work	5	4	3	2	1
7. Possibility to move to a range of different jobs within the organisation	5	4	3	2	1

F4. To what extent do you agree with the following sentences regarding your education, training and qualifications? (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

<i>(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)</i>	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. My level of education is sufficient for getting a job in my area of work	5	4	3	2	1
2. My skills for doing the type of work I want to do are up to date	5	4	3	2	1
3. I have a good work history	5	4	3	2	1
4. I need more training or education	5	4	3	2	1
5. An employer would be impressed with my qualifications	5	4	3	2	1
6. My work qualifications aren't very good	5	4	3	2	1
7. I have good job references	5	4	3	2	1

F5. To what extent do you agree with the following sentences regarding your opportunity awareness? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I follow developments in the field of industry and employment regularly	5	4	3	2	1
2. I make sure I am informed about vacancies	5	4	3	2	1

F6. To what extent do you agree with the following sentences regarding your self-presentation skills? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I am aware of my interests and skills	5	4	3	2	1
2. I don't find it difficult to prove my capability to others	5	4	3	2	1
3. I am able to convince potential employers or project partners of my competencies	5	4	3	2	1

F7. To what extent do you agree with the following sentences regarding your competences? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I find it important to develop myself in a broad sense, so I will be able to perform different task activities or jobs within the organization	5	4	3	2	1
2. If the organization needs me to perform different tasks, I am prepared to change my work activities	5	4	3	2	1
3. If the organization offered me the possibility to obtain new work experiences, I would take it	5	4	3	2	1

F8. To what extent do you agree with the following sentences regarding your willingness to change jobs? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I am willing to start another job	5	4	3	2	1
2. In case of organizational change, I would prefer to stay in my current department with my colleagues	5	4	3	2	1

BLOCK G. SOCIO-DEMOGRAPHICS

G1. What is your legal marital status?

1. Unmarried (i.e. never married) (GO TO QG4)
2. Married or living together in a relationship (GO TO QG2)
3. Widowed (incl. widowed from registered partnership) (GO TO QG4)
4. Divorced (incl. legally separated and dissolved) (GO TO QG4)
registered partnership

G2. Where does your spouse/partner live? (SINGLE ANSWER)

1. In my home country
2. In the country I currently live
3. Elsewhere

G3. Is he/she...? (SINGLE ANSWER)

1. The same nationality as you
2. From the European Union country where you currently live
3. From another European Union country
4. A different (non European Union) nationality

G4. Do you have children?

1. Yes (GO TO QG5)
2. No (GO TO QG9)

G5. How old are your children? (MULTIPLE ANSWER)

1. Under 12 y.o. (GO TO QG6)
2. 12-17 y.o. (GO TO QG7)
3. 18 y.o. and older (GO TO QG8)

G6. Where do your children under 12 y.o. live? (SINGLE ANSWER)

1. In the country where you live
2. In your home country
3. In both countries

G7. Where do your children 12-17 y.o. live? (SINGLE ANSWER)

1. In the country where you live
2. In your home country
3. In both countries

G8. Where do your children 18 y.o. and older live? (SINGLE ANSWER)

1. In the country where you live
2. In your home country
3. In both countries

G9. Including yourself, how many people live in your household (housing unit)?

Number _____

of which:

1. Number of children under 16: _____
 1. Number of children aged 14-15: _____
 2. Number of children aged 5-13: _____
 3. Number of children under 5: _____

2. Number of persons aged from 16 to 24: : _____
of which number of students: _____

3. Number of persons aged 25 to 64: _____

4. Number of persons aged 65 or above: _____

G10. Approximately, what is your household monthly income in Euro?

(Include income from all sources that goes towards the household?)

(USE SHOWCARD 5)

1. Less than €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. More than €10,000

SHOWCARD 1: Agreement

Totally agree	Agree	Neither agree nor disagree	Disagree	Totally disagree
(5)	(4)	(3)	(2)	(1)

SHOWCARD 2: Difficulty

Very easily	Easily	Difficult	Very difficult	Never do it
(5)	(4)	(3)	(2)	(1)

SHOWCARD 3: Frequency

Very frequently	Frequently	Occasionally	Rarely	Never
(5)	(4)	(3)	(2)	(1)

SHOWCARD 4: Importance

Very important	Important	Not important	Not important at all
(4)	(3)	(2)	(1)

SHOWCARD 5: Monthly Income

1. Less than €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. More than €10,000

Annex 3: Pilot Assessment Sheet

Number of interviews:	
Origins (citizenships):	
Languages piloted:	
Location(s):	
Questionnaire duration:	Average:
Language proficiency:	<i>Scale: 1 excellent/native - 5 poor/no knowledge)</i>
Questionnaire density:	<i>Scale: 1 too dense...4 very smooth)</i>
Comments	

Annex 4: English questionnaire tested

INTRODUCTION:

"Good morning/afternoon/evening, we are studying how people use the Internet and participate in social and public life in [COUNTRY]. This survey is completely independent from the [COUNTRY] government, as it is funded by the European Commission.

You have been randomly selected to be part of a representative sample of the [CITY] population. We would like to request your collaboration in this study. We guarantee that your responses will be completely anonymous and never analysed or displayed individually. The survey will last for approximately 20 minutes. Are you willing to collaborate?

[IF Respondent Says No, Ask about returning at another time]
[When interview starts, for respondents whose native language may be covered by our translated written questionnaire, Ask]: "We can do the interview in [Language]. We also have a printed version in [Languages]. Please use whichever language you prefer."

CONTEXTUAL INFO (TO BE COMPLETED BY INTERVIEWER):

- | | |
|-----|---|
| C1. | Interview number (ID): |
| C2. | Interviewer's full name: |
| C3. | Country: |
| C4. | Location (city): |
| C5. | Contact point (describe): |
| C6. | Date & time of interview: __ / __ / ____ Start time: __: __ End time: __: __ |
| C7. | Language of interview:
<input type="checkbox"/> English <input type="checkbox"/> Dutch <input type="checkbox"/> Spanish <input type="checkbox"/> Bulgarian <input type="checkbox"/> French
<input type="checkbox"/> Russian <input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> Turkish <input type="checkbox"/> Indonesian |
| C8. | Proficiency of interview language evaluation (circle one and explain):
A. Excellent B. Good C. Fair D. Limited E. Poor
Observations: |

SCREENER:

- S1. **Gender** (DO NOT ASK):
1. Female
 2. Male
- S2. **What is your age?**
_____ years old (CLOSE IF UNDER 16 OR ABOVE 74 YEARS OLD)
- S3. **In what country were you born?**
_____ (CLOSE IF EU-27 M.S.; CHECK LIST IF UNSURE)
- S4. **Are you currently a citizen of... (COUNTRY OF INTERVIEW)?**
1. Yes (RE-CONFIRM & CLOSE IF CURRENTLY A CITIZEN)
 2. Male
- S5. **Where do you currently live?** (PROBE FOR NEIGHBORHOOD)

(CITY/TOWN)

(DISTRICT/NEIGHBORHOOD)
- S6. **Is it a...?** (ASK ONLY IF LOCATION IS UNKNOWN – OTHERWISE CLASSIFY):
1. Urban area
 2. Sub-urban area
 3. Rural area
- S7. **What is your proficiency level of ... (OFFICIAL LANGUAGE?):**
1. I understand it and speak it very well (USE OFFICIAL LANGUAGE Q'AIRE)
 2. I understand it and speak it relatively well (USE OFFICIAL LANGUAGE Q'AIRE & ASSIST RESPONDENT IF COMPREHENSION ISSUES ARISE)
 3. I have trouble understanding and speaking it (OFFER ALTERNATIVE LANGUAGE Q'AIRE)

BLOCK A: ACCESS TO ICT⁴⁵

QA1. **Do you or anyone in your household have access to a computer at home?** (any type: desktop, laptop, netbook, tablet, excluding smart phone)

1. Yes
2. No

QA2. **Do you or anyone in your household have access to the Internet at home?** (by any type of device)

1. Yes
2. No
3. Doesn't know

QA3. **What are the reasons for not having access to the Internet at home?**

[USE SHOWCARD 1] [LIST OF ITEMS TO BE ROTATED⁴⁶]

	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]					
1. Have access to Internet elsewhere					
2. Don't need Internet (because not useful, not interesting, etc.)					
3. Equipment costs too high					
4. Access costs too high (telephone, DSL subscription etc.)					
5. Lack of skills					
6. Privacy or security concerns					
7. Broadband internet is not available in our area					
8. Don't want Internet (because content harmful...)					
9. i. Other					

⁴⁵ European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)

⁴⁶ To avoid possible bias

BLOCK B. USE OF ICT: USE, PLACE AND DEVICES⁴⁷

QB1. When did you last use a computer (at home, at work or any other place)?

(any type: desktop, laptop, netbook, tablet, excluding smart phone)

1. Within the last 3 months [GO TO QB2]
2. Between 3 months and a year ago [GO TO QB3]
3. More than 1 year ago [GO TO QB3]
4. Never used one [GO TO QB3]

QB2. How often on average have you used a computer in the last 3 months?

1. Every day or almost every day
2. At least once a week (but not every day)
3. At least once a month (but not every week)
4. Less than once a month
5. Never

QB3. When did you last use the Internet? (via any device, desktop, portable or handheld, including mobile or smart phones)

1. Within the last 3 months [GO TO QB4]
2. Between 3 months and a year ago [GO TO QB5]
3. More than 1 year ago [GO TO QB5]
4. Never used one [CLOSE]

QB4. How often on average have you used the Internet in the last 3 months?

1. Every day or almost every day
2. At least once a week (but not every day)
3. At least once a month (but not every week)
4. Less than once a month
5. Never

QB5. Where have you used the Internet in the last 3 months (using a computer or any other means)? (TICK ALL THAT APPLY)

1. At home
2. At place of work (other than home)
3. At place of education
4. At another person's home
5. At other places...
 - 5.1. Public Library
 - 5.2. Post office
 - 5.3. Public office, town hall, government agency
 - 5.4. Community or voluntary organisation
 - 5.5. Internet Café
 - 5.6. Hotspot (at hotels, airports, public places etc)
 - 5.6. Other

⁴⁷ European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)

QB6. **Do you use any of the following mobile devices to access the Internet away from home or work?** (TICK ALL THAT APPLY)

1. Mobile phone (or smart phone). If yes, which of the following?
 - 1.1. via mobile phone network (e.g. 3G)
 - 1.2. via wireless network (e.g. WiFi)
2. Portable computer (e.g. laptop, tablet) If yes, which of the following?
 - 2.1. via mobile phone network, using USB key or (SIM) card or mobile phone as modem
 - 2.2. via wireless network (e.g. WiFi)
3. Other devices
4. I don't access the internet via any mobile device away from home or work

BLOCK C. ICT SKILLS⁴⁸

QC1. **Which of the following are you able to do using a COMPUTER?**
(PLEASE, SELECT ALL THAT APPLY) [USE SHOWCARD 2] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	YES				NO
	Very easily (5)	Easily (4)	Difficult (3)	Very difficult (2)	Never do it (1)
1. Copy or move a file or folder					
2. Use copy and paste tools to duplicate or move information within a document)					
3. Use basic arithmetic formulas in a spread sheet					
4. Compress (or zipping) files					
5. Connect and install new devices, e.g. a modem					
6. Write a computer program using a specialised programming language					

QC2. **Which of the following are you able to do using the INTERNET?**
(PLEASE, SELECT ALL THAT APPLY) [USE SHOWCARD 2] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	YES				NO
	Very easily (5)	Easily (4)	Difficult (3)	Very difficult (2)	Never do it (1)
1. Use a search engine to find information (e.g. Google)					
2. Send e-mails with attached files (e.g. documents, pictures, etc.)					
3. Post messages to chat rooms, newsgroups or an online discussion forum (e.g. on social networking sites, blogs, etc.)					
4. Use the Internet to make telephone calls					
5. Use peer-to-peer file sharing for exchanging movies, music, etc.					
6. Create a web page					

⁴⁸ European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2).

QC3. How did you obtain your computer and Internet skills?

(PLEASE, SELECT ALL THAT APPLY) [USE SHOWCARD 1] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. Formal educational institution (school, college, university)					
2. Training courses in other centres or institutions					
3. Self-study using books, cd-roms, online courses, wikis, online discussion forums, etc					
4. Learning through practice and experience					
5. elp and assistance from relatives, friends, or colleagues					
6. Some other ways					

BLOCK D. USE OF ICT: ACTIVITIES AND SOCIAL NETWORKING SITE

QD1. Have you used the Internet for the following INFORMATION purposes in the last 3 months?⁴⁹ [USE SHOWCARD 3] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Read or download online news, newspapers, and/or magazines					
2. Seek health-related information and health services (e.g. injury, disease, nutrition, improving health, etc.)					
3. Look for information about education, training or course offers					
4. Look for information about social services					
5. Look for information about housing opportunities					
6. Look for information about taxes					
7. Look for information about laws and legal issues					
8. Find information other services different from the above mentioned					
9. Download software (other than games software)					
10. Look for information and news about the country you were born					

⁴⁹ Question adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2) (Q. C5).

QD2. **Have you used the Internet for the following COMMUNICATION purposes in the last 3 months?**⁵⁰ [USE SHOWCARD 3] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Post messages to chat rooms, newsgroups or an online discussion forum					
2. Participate in non-professional social networks, such as Facebook, twitter, etc., creating user profile, posting messages, uploading content or other contributions					
3. Participate in professional social networks, such as LinkedIn etc., creating user profile, posting messages, uploading content or other contributions					
4. Send/receive emails					
5. Instant message, chat (Yahoo messenger, Hotmail messenger, etc.)					
6. Telephone over the Internet/video calls (via webcam)					
7. Worn or display a campaign badge/sticker					

QD3. **Have you used the Internet for the following PARTICIPATION activities in the last 3 months?**⁵¹ [USE SHOWCARD 3] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Read and post opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)					
2. Take part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition, etc.)					
3. Contact a politician, government or local government official					
4. Participate as volunteer in social group or organisation					
5. Contact the administration to know your rights and duties as a resident					

⁵⁰ Question adapted from E European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2) (Q. C5).

⁵¹ Reference: Question adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2) (Q. C5).

QD4. Have you used the Internet for the following LEARNING/EDUCATION activities in the last 3 months?⁵² [USE SHOWCARD 3] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Do an online course to improve your knowledge or skills for work					
2. Do an online course to learn the language of the country where you currently live					
3. Do an online course for any other subject					
4. Surf through the Internet to get information on you education level in the host country					
5. Surf through the Internet to get information for the educational qualification recognition					
6. Surf through the Internet for learning/education purposes (improve your language skills, etc.)					
7. Consult sites to obtain knowledge on a specific subject (e.g. Wikipedia, an online encyclopaedia)					
8. To know your current level of knowledge of the language of the host country					
9. Accomplish tasks related to your education activities					

QD5. Have you used the Internet for the following activities in your PROFESSIONAL LIFE in the last 3 months?⁵³ [USE SHOWCARD 3] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Look for a job or send a job application					
2. Market yourself to possible future employers (e.g. send a CV, upload a CV to a website)					
3. Accomplish tasks related to your usual work ⁵⁴					
4. Participate in professional networking sites (creating user profile, posting messages or other contributions to LinkedIn, Xing, etc.)					
5. Find information about employment rights					

⁵² Reference: Question adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2) (Q. C5)

⁵³ Reference: Question adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)

⁵⁴ We have deleted “for educational activities” and added into QD4

6. Find information about unemployment benefits and programmes					
7. Find information about training/apprenticeship courses					
8. Use online tools to assess your professional competences and skills.					
9. To use internet from your work place					

QD6. To what extent do you agree with the following statements related with the use of the Internet for job search?⁵⁵ [USE SHOWCARD 1] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. I know how to use the Internet to find a job					
2. I do not trust the Internet to find a job					
3. I’m not aware about the use of the Internet for job seeking					
4. I’m not interested in the type of jobs offered on the Internet					
5. The use of the Internet to find a job is not useful					
6. I do not need the Internet to find a job					

QD7. Do you have a profile or account on a social networking site, such as Facebook, Twitter, or LinkedIn, etc.?⁵⁶

1. Yes [GO TO QD8]
2. No [GO TO Block E]
3. Don’t know / Refuses [GO TO Block E]

QD8. How often on average have you used social networking websites in the last 3 months? (Please, select one)²¹

1. Every day or almost every day
2. At least once a week (but not every day)
3. At least once a month (but not every week)
4. Less than once a month
5. Never or hardly ever

QD9. On which social networking sites do you have an active profile? (Select all that apply)²¹

1. MySpace
2. Facebook
3. Friendster
4. Twitter
5. LinkedIn
6. Orkut

⁵⁵ These items are different so as to carry out factor analysis

⁵⁶ Questions are designed by the research team (guidance from Lee Komito’s survey on the use of social media by Filipino and Polish migrants in Ireland 2009-10 and generally informed by survey from the Pew Internet Study on Social Networking sites in the USA)

7. Others. Specify:

QD10. Which is the social networking site you use most often? (Select one)²¹

1. MySpace
2. Facebook
3. Friendster
4. Twitter
5. LinkedIn
6. Orkut
7. Others. Specify:

BLOCK E. INTEGRATION OF IMMIGRANTS

E1. EMPLOYMENT

QE1_1. What is your current employment situation? (PLEASE, SELECT ONE)⁵⁷

1. Employee full-time work [GO TO QE1_3]
2. Employee part-time work [GO TO QE1_3]
3. Self-employed [includes family workers, people working in family business or people who own their own business] [GO TO QE1_3]
4. Unemployed looking for a job [GO TO QE1_2]
5. Student (not in the labour force) [GO TO QE1_3]
6. Student with part-time jobs [GO TO QE1_3]
7. Housework [GO TO QE1_3]
8. Other not in the labour force (retired, inactive, in compulsory military service, etc.) [GO TO QE1_3]

QE1_2. How long have you been out of work? (PLEASE, SELECT ONE)⁵⁸

1. Less than 3 months
2. Between 3 months and 1 year
3. More than 1 year

QE1_3. What is your current occupation? (PLEASE, SELECT ONE)⁵⁹

1. Professional (i.e. doctors, architects, teachers/professors, veterinarians, librarians, lawyers or paralegals, actors, musicians, etc.)
2. Technician or associate professional (i.e. engineering technicians, nurses, legal associates, information technology technicians)
3. Clerical support worker (i.e. office clerks, secretaries, bank tellers, client information workers)
4. Service or sales worker (i.e. travel attendants, cooks, hairdressers, cashiers, personal care workers, child care workers, shop salesperson)
5. Skilled agricultural, forestry and fishery worker (i.e. crop growers, animal producers, forestry workers, fishery workers, subsistence crop and livestock farmers)
6. Craft and related trades worker (i.e. electricians, tool makers, steel and metal workers, blacksmiths, printing and handcraft workers, garment, food processing workers)

⁵⁷ Reference: European Social Survey 2011 and European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2)

⁵⁸ Reference: European Social Survey 2011

⁵⁹ Reference: UW-DOT-L'apis Immigrant Women Survey and matched with European Social Survey (official job categories defined by ILO)

7. Plant and machine operator or assembler (i.e. mining and mineral processing workers, metal processing, chemical, food processing, wood, textile machine operators)
8. Elementary occupation (i.e. cleaners and helpers, agricultural labourers, food preparation assistants, street vendors)
9. Armed forces occupation (commissioned and non-commissioned armed forces officers)
10. Other
11. Don't Know/Refuse

QE1_4. **Do you think that your main job here in [country] uses all the skills that you obtained in your training and work life?**⁶⁰

1. My job matches my skills and training
2. My job matches my skills but is not in the area for which I trained
3. My job does not require the skills & training that I have.
4. Refused
5. Don't Know

QE1_5. **How did you arrange/get your current or last job in this country?** (YOU CAN SELECT MORE THAN ONE)⁶¹

	Online	Offline
Through family and friends		
Through people I met in Internet		
Through a job listing on newspaper, magazine, etc.		
Through job-seeking websites (just online)		
Through public employment services		
Through a non-governmental organization or association		
Other		
Have not been employed in this country		

QE1_6. **How important are the following sources to arrange/get a job in this country?**⁶² [USE SHOWCARD 4]

	Very important (4)	Important (3)	Not important (2)	Not important at all (1)
Through family and friends				
Through people I met in Internet				
Through a job listing on newspaper, magazine, etc.				
Through job-seeking websites				
Through public employment services				
Through a non-governmental organization or association				
Other				

⁶⁰ Reference: Immigrant Citizens Survey, 2012

⁶¹ Reference: Designed by the research team (guidance from Lee Komito's survey on the use of social media by Filipino and Polish migrants in Ireland 2009-10). QE1_5 relates to the last job while this one is more generic and will allow us to tackle social capital.

⁶² Reference: Designed by the research team (guidance from Lee Komito's survey on the use of social media by Filipino and Polish migrants in Ireland 2009-10)

E2. EDUCATION AND SKILLS

QE2_1. **What is your educational level? (Please, select one)** (highest level of education completed) ⁶³

1. Primary or lower secondary education, no formal education [ISCED 0, 1 or 2]
 - a. No formal education [ISCED 0]
 - b. Primary education [ISCED 1]
 - c. Lower secondary education [ISCED 2]
2. Upper or post-secondary education, but not tertiary [ISCED 3 or 4]
 - a. Upper secondary education [ISCED 3]
 - b. Post-secondary education but not tertiary [ISCED 4]
3. Tertiary education [ISCED 5 or 6]
 - a. Tertiary education, first stage [ISCED 5]
 - b. Tertiary education, second stage [ISCED 6]

QE2_2. **Have you had any educational qualification recognized in the country where you currently live?**⁶⁴

1. Yes, equivalent level
2. Yes, lower level
3. No
4. Don't know/Refuse

QE2_3. **During the last 12 months, have you taken any course to improve your knowledge or skills for work?**⁶⁵

1. Yes
2. No
3. Don't know/refuse

QE2_4. **Have you taken any courses to learn the language of the country where you currently live?**⁶⁶

1. Yes
2. No
3. Don't know/refuse

⁶³ European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2) G7. Educational level will be explained in each translated questionnaire in each country, we keep this to check EUROSTAT comparability across countries and to facilitate the translation comparability

⁶⁴ Reference: Question adapted from UW-DOT-L'apis Immigrant Women Survey

⁶⁵ Reference: European Social Survey 2011

⁶⁶ Reference: UW-DOT-L'apis Immigrant Women Survey

QE2_5. How much do you think that the following skills have helped you / can help you to improve your work situation? (Assign a score from 1 = minimum to 5 = maximum to each item in the list)⁶⁷

	Minimum (1)	(2)	(3)	(4)	Maximum (5)
Language (mother tongue)					
Language (country)					
Other language different from mother tongue and hosting country					
Basic mathematics and science and technology					
Use of computer and internet					
Ability to learn (Learning to learn)					
Understanding / adapting to the [COUNTRY] customs/way of life					
Sense of initiative and entrepreneurship					
Cultural (understanding/expression through music, dance, singing, etc.)					

E3. SOCIAL INCLUSION

QE3_1. What are the main sources of income in your family, including yours? (SELECT UP TO THREE ITEMS)⁶⁸

1. My regular job (if currently employed)
2. Unemployment or social security benefits
3. Subsidy for self-employment/creation of your business
4. Support from a non-governmental organization
5. Training allowance or educational grant
6. Parents or relatives
7. Occasional work
8. Other

QE3_2. Which of the following best describes how you feel about your household's income nowadays? (PLEASE, SELECT ONE)⁶⁹

1. Living very comfortably on present income
2. Living comfortably on present income
3. Coping on present income
4. Finding it difficult on present income
5. Finding it very difficult on present income
6. Don't Know/Refuse

QE3_3. In the country where you currently live, how would you rate your knowledge of the language in the following areas?⁷⁰

	Basic	Medium	Advanced
1. Comprehension			
2. Spoken			
3. Written			

⁶⁷ Reference: Question adapted from UW-DOT-L'apis Immigrant Women Survey

⁶⁸ Reference: Question adapted from UW-DOT-L'apis Immigrant Women Survey

⁶⁹ Reference: European Social Survey 2011

⁷⁰ Reference: UW-DOT-L'apis Immigrant Women Survey

[ASK ONLY IN SPAIN]

QE3_3a. **In the country where you currently live, how would you rate your knowledge of the REGIONAL language in the following areas? (Basque, Catalan, Galician)**

	Basic	Medium	Advanced
1. Comprehension			
2. Spoken			
3. Written			

QE3_4. **How well informed are you about different living aspects of the country where you currently live? (From a scale of 1-5 where 1 is very well informed and 5 is not informed at all)⁷¹**

	Very well informed (5)	(4)	(3)	(2)	Not at all informed (1)	Don't know/refuse
Legal/Laws						
Employment rights						
Job opportunities						
Health services						
Education						
Social services						
Housing opportunities						
Taxes						

E4. ACTIVE CITIZENSHIP

QE4_1. **Do you volunteer/participate in any social group or organization?⁷²**

1. Yes
2. No
3. Don't know/Refuse

QE4_2. **During the last 12 months, have you done any of the following political activities in the country where you currently live? (PLEASE, SELECT ALL THAT APPLY)⁷³**

	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Contacted a politician, government or local government official?					
2. Worked in a political party or action group?					
3. Worked in another organization or association?					

⁷¹ Reference: Designed by the research team (guidance from Lee Komito's survey on the use of social media by Filipino and Polish migrants in Ireland 2009-10)

⁷² Reference: Question adapted from UW-DOT-L'apis Immigrant Women Survey

⁷³ Reference: European Social Survey 2011

4. Worn or displayed a campaign badge/sticker?					
5. Signed a petition?					
6. Taken part in a lawful public demonstration?					

QE4_3. **Do you have the right to vote in the EU country where you currently live?**⁷⁴

1. Yes, without restrictions (you can vote in local and national elections) [GO TO QE4_4]
2. Yes, with restrictions (you can vote ONLY in local/regional elections) [GO TO QE4_4]
3. No [GO TO QE4_5]
4. Don't know/Refuse [GO TO QE4_5]

QE4_4. **Did you vote in the last local and/or national elections?**⁷⁵

1. Yes
2. No
3. Don't know/Refuse

QE4_5. **In relation to rights and duties as a resident of a EU country, do you feel you have...?** (PLEASE, SELECT ONE)⁷⁶

1. Same rights and duties as the rest of the citizens of this country
2. Unequal rights but the same duties
3. Unequal rights and duties
4. More duties than rights
5. I do not know my rights and duties

QE4_6. **Do you intend to apply for the citizenship of the country where you currently live?**⁷⁷

1. I already have the citizenship of the country where I currently live (RE-CONFIRM BASED ON S4 & CLOSE IF CITIZENSHIP IS CONFIRMED)
2. Yes, I have already applied
3. Yes, as soon as I meet the requirements
4. Don't know, the requirements are difficult
5. I recently arrived and haven't thought about this yet
6. No, I am not interested
7. Don't know/Refuse

E5. YOUR MIGRATION EXPERIENCE

QE5_1. **When did you first arrive in the European Union?**

_____ years / months ago (MARK TIME MEASURE)

QE5_2. **How many years have you lived in the EU country where you currently live?**

_____ years / months (MARK TIME MEASURE)

⁷⁴ Reference: Question adapted from the European Social Survey 2013

⁷⁵ Reference: Question adapted from the European Quality of Life Survey 2007 (Q. 21)

⁷⁶ Reference: European Social Survey 2011

⁷⁷ Reference: Question adapted from UW-DOT-L'apis Immigrant Women Survey

QE5_3. Why did you migrate to the European Union?⁷⁸

	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. To study					
2. To join my family					
3. To work					
4. For medical/health reasons					
5. For political or humanitarian reasons					
6. Other					

BLOCK F. EMPLOYABILITY⁷⁹

QF1. How many days of training supported by your current employer (or past employer in case you are unemployed) have you participated in during the past 12 months? [Competence development]

1. Training of job-related skills _____ number of days
2. Training of generic skills _____ number of days
3. Leadership training _____ number of days

QF2. To what extent do you totally agree (5) / totally disagree (1) with the following sentences related with your current employer (or past employer in case you are unemployed)? [Perceived employability] [USE SHOWCARD 1]

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I'm confident that I would find another job if I started searching					
2. It will be difficult for me to find new employment when leaving the organization" (reverse-scored)					
3. In case I'm dismissed, I'll immediately find a job of equal value.					

QF3. To what extent do you totally agree (5) / totally disagree (1) with the following sentences related with your current employer (or past employer in case you are unemployed)? My employer provides me with... [Support for career and skill development] [USE SHOWCARD 1] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH "*"]	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. Possibility to apply my skills in a variety of contexts					
2. Possibility of a career in the organization					
3. Opportunities for promotion					

⁷⁸ Reference: Questions B.1 to B.3 UW-DOT-L'apis Immigrant Women Survey

⁷⁹ Wittekind, A., Raeder, S., & Grote, G. (2009). A longitudinal study of determinants of perceived employability. *Journal of Organizational Behavior*, 31(4), 566-586.

4. Possibility of developing a wide range of skills					
5. Opportunities for responsibility in the work task					
6. Interesting work					
7. Possibility to move to a range of different jobs within the organisation					

QF4. To what extent do you totally agree (5) / totally disagree (1) with the following sentences related with your education, training and qualifications? [Current level of job-related skills] [USE SHOWCARD 1] [LIST OF ITEMS TO BE ROTATED]

[INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”]	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. My level of education is sufficient for getting a job in my area of work					
2. My skills for doing the type of work I want to do are up to date					
3. I have a good work history					
4. I need more training or education					
5. An employer would be impressed with my qualifications					
6. My work qualifications aren't very good					
7. I have good job references					

QF5. To what extent do you totally agree (5) / totally disagree (1) with the following sentences related with your opportunity awareness? [Opportunity awareness] [USE SHOWCARD 1]

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I follow developments in the field of industry and employment regularly					
2. I make sure I am informed about vacancies					

QF6. To what extent do you totally agree (5) / totally disagree (1) with the following sentences related with your self-presentation skills? [Self-presentation skills]

[USE SHOWCARD 1]

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I am aware of my interests and skills					
2. I don't find it difficult to prove my capability to others					
3. I am able to convince potential employers or project partners of my competencies					

QF7. To what extent do you totally agree (5) / totally disagree (1) with the following sentences related with your competences? [Willingness to develop competencies] [USE SHOWCARD 1]

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I find it important to develop myself in a broad sense, so I will be able to perform different task activities or jobs within the organization					
2. If the organization needs me to perform different tasks, I am prepared to change my work activities					
3. If the organization offered me the possibility to obtain new work experiences, I would take it					

QF8. To what extent do you totally agree (5) / totally disagree (1) with the following sentences related with your willingness to change jobs? [Willingness to change jobs] [USE SHOWCARD 1]

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I am willing to start another job					
2. In case of organizational change, I would prefer to stay in my current department with my colleagues					

BLOCK G. SOCIO-DEMOGRAPHICS

QG1. What is your legal marital status?⁸⁰

1. Unmarried (i.e. never married) [GO TO QG3]
2. Married or living together in a relationship [GO TO QG2]
3. Widowed (incl. widowed from registered partnership) [GO TO QG3]
4. Divorced (incl. legally separated and dissolved registered partnership) [GO TO QG3]

QG2. Where does your spouse/partner live? (SELECT ONE)⁸¹

1. In my home country
2. In the country I currently live
3. Elsewhere

QG3. Is he/she...? (SELECT ONE)⁸²

1. The same nationality as you
2. From the European Union country where you currently live
3. From another European Union country
4. A different (non-European Union) nationality

⁸⁰ Reference: Questions adapted from European Union survey on ICT usage in households and by individuals 2013 Eurostat Model Questionnaire (version 3.2) and European Social Survey 2011

⁸¹ Reference: UW-DOT-L'apis Immigrant Women Survey

⁸² Reference: Question adapted from UW-DOT-L'apis Immigrant Women Survey

QG4. **Do you have children?**⁸³

1. Yes [GO TO QG4a]
2. No [GO TO QG5]

QG4a. **How old are your children?** [SELECT FROM THE AGE RANGES BELOW]

1. Under 12 [GO TO QG4a1]
2. 12-17 [GO TO QG4a2]
3. 18 and older [GO TO QG4a3]

QG4a1. **Where do your children under 12 y.o. live?** [SELECT ONE]

1. In the country where you live
2. In your home country
3. In both countries

QG4a2. **Where do your children 12-17 y.o. live?** [SELECT ONE]

1. In the country where you live
2. In your home country
3. In both countries

QG4a3. **Where do your children 18 and older live?** [SELECT ONE]

1. In the country where you live
2. In your home country
3. In both countries

QG5. **Including yourself, how many people live in your household?**⁸⁴

- number of persons aged from 16 to 24: : _____
- number of children under 16: _____
- number of children aged 14-15: _____
- number of children aged 5-13: _____
- number of children under 5: _____
- number of students: _____
- number of persons aged 25 to 64: _____
- number of persons aged 65 or above: _____

QG6. **Approximately, what is your household monthly income in Euro?**

(Include income from all sources that goes towards the household)⁸⁵

[USE SHOWCARD 5]

1. Less than €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. More than €10,000

⁸³ Reference: Questions A.6 and A.7 adapted from UW-DOT-L'apis Immigrant Women Survey

⁸⁴ Eurostat ICT Household Survey 2012

⁸⁵ Reference: European Social Survey 2002 (Q. F30)

SHOWCARD 1: Agreement

Totally agree	Agree	Neither agree nor disagree	Disagree	Totally disagree
(5)	(4)	(3)	(2)	(1)

SHOWCARD 2: Difficulty

Very easily	Easily	Difficult	Very difficult	Never do it
(5)	(4)	(3)	(2)	(1)

SHOWCARD 3: Frequency

Very frequently	Frequently	Occasionally	Rarely	Never
(5)	(4)	(3)	(2)	(1)

SHOWCARD 4: Importance

Very important	Important	Not important	Not important at all
(4)	(3)	(2)	(1)

SHOWCARD 5: Monthly Income

1. Less than €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. More than €10,000

Annex 5: English questionnaire revised

ICTEGRA: “Survey on ICT to support the integration of migrants into everyday life”

INTRODUCTION:

"Good morning/afternoon/evening, we are studying how people use the Internet and participate in social and public life in (COUNTRY). This survey is completely independent from the (COUNTRY) government, **as it is funded by the European Commission.** The results of this study will **allow the European Commission to better understand the relationship between ICT, migration experience and employability in order to foster integration across European Union.**

You have been randomly selected to be part of a representative sample of the (CITY) population. We would like to request your collaboration in this study. **We guarantee that your responses will be completely anonymous and never analysed or displayed individually.** The survey will last for approximately 20 minutes. Are you willing to collaborate?

(When interview starts, for Respondents whose native language may be covered by our translated written questionnaire. Ask: "We can do the interview in (Language). We also have a printed version in (Mention all languages). Please use whichever language you prefer.")

CONTEXTUAL INFO

(TO BE COMPLETED BY INTERVIEWER AFTER THE INTERVIEW)

X1. Interview number (ID):

X2. Interviewer's full name:

X3. Country: **1. Spain 2. Bulgaria 3. The Netherlands**

X4. Location (city):

X5. Contact point (describe):

X6. a. Date: __ / __ / ____ b. Start time: __: __ c. End time: __: __

X7. Language of interview:

- | | | | | |
|------------|-----------|------------|--------------|----------------|
| 1. English | 2. Dutch | 3. Spanish | 4. Bulgarian | 5. French |
| 6. Russian | 7. Arabic | 8. Chinese | 9. Turkish | 10. Indonesian |

X8. Proficiency of interview language evaluation (circle and briefly explain):

- | | | | | |
|--------------|---------|---------|------------|---------|
| 1. Excellent | 2. Good | 3. Fair | 4. Limited | 5. Poor |
|--------------|---------|---------|------------|---------|

SCREENER:

S1. Gender (DO NOT ASK):

1. Female
2. Male

S2. What is your age?

_____ years old (CLOSE IF UNDER 16 OR ABOVE 74 YEARS OLD)

S3. In what country were you born?

_____ (CLOSE IF EU-27 M.S.; CHECK LIST IF UNSURE)

S4. Are you currently a citizen of... (COUNTRY OF INTERVIEW)?

1. Yes (RE-CONFIRM & CLOSE IF CURRENTLY A CITIZEN)
2. No

S5. Where do you currently live? (PROBE FOR NEIGHBORHOOD)

1. _____ (City / Town)
2. _____ (District / Neighborhood)

S6. Is it a...? (ASK ONLY IF LOCATION IS UNKNOWN – OTHERWISE CLASSIFY):

1. Urban area
2. Sub-urban area
3. Rural area

S7. What is your proficiency level of ... (OFFICIAL LANGUAGE?):

4. I understand it and speak it very well (USE OFFICIAL LANGUAGE Q'AIRE)
5. I understand it and speak it relatively well (USE OFFICIAL LANGUAGE Q'AIRE & ASSIST RESPONDENT IF COMPREHENSION ISSUES ARISE)
6. I have trouble understanding and speaking it (OFFER ALTERNATIVE LANGUAGE Q'AIRE)

BLOCK A: ACCESS TO ICT (Information & Communication Technologies)

A1. Do you or anyone in your household have access to a computer at home? (any type: desktop, laptop, netbook, tablet, excluding smart phone)

1. Yes
2. No

A2. Do you or anyone in your household have access to the Internet at home? (by any type of device)

1. Yes (GO TO QB1)
2. No
3. I don't know

A3. What are the reasons for not having access to the Internet at home?

(MULTIPLE ANSWER) (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. Have access to Internet elsewhere	5	4	3	2	1
2. Don't need Internet (because not useful, not interesting, etc.)	5	4	3	2	1
3. Equipment costs too high	5	4	3	2	1
4. Access costs too high (telephone, DSL subscription etc.)	5	4	3	2	1
5. Lack of skills	5	4	3	2	1
6. Privacy or security concerns	5	4	3	2	1
7. Broadband internet is not available in our area	5	4	3	2	1
8. Don't want Internet (because content harmful...)	5	4	3	2	1
9. Other	5	4	3	2	1

BLOCK B: USE OF ICT: USE, PLACE AND DEVICES

B1. When did you last use a computer (at home, at work or any other place)?
(any type: desktop, laptop, netbook, tablet, excluding smart phone)

1. Within the last 3 months (GO TO B2)
2. Between 3 months and a year ago (GO TO B3)
3. More than 1 year ago (GO TO B3)
4. Never used one (GO TO E1)

B2. How often on average have you used a computer in the last 3 months?

1. Every day or almost every day
2. At least once a week (but not every day)
3. At least once a month (but not every week)
4. Less than once a month
5. Never

B3. When did you last use the Internet? (via any device, desktop, portable or handheld, including mobile or smart phones)

1. Within the last 3 months* (GO TO B4)
2. Between more than 3 months and a year ago (GO TO C1)
3. More than 1 year ago (GO TO C1)
4. Never used one (GO TO E1)

*IF CODE 1, CLASSIFY AS "CONNECTED"; IF 2,3 OR 4, AS "NOT CONNECTED".

B4. How often on average have you used the Internet in the last 3 months?

1. Every day or almost every day
2. At least once a week (but not every day)
3. At least once a month (but not every week)
4. Less than once a month

B5. Where have you used the Internet in the last 3 months (using a computer or any other means)? (MULTIPLE ANSWER – SPONTANEOUS OR PROMPTED READ LIST)

1. At home
2. At place of work (other than home)
3. At place of education
4. At another person's home
5. At a public library
6. At a post office
7. Public office, town hall, government agency
8. Community or voluntary organisation
9. Internet Café
10. Hotspot (at hotels, airports, public places etc)
11. Other

B6. Do you use any of the following mobile devices to access the Internet away from home or work? (MULTIPLE ANSWER - READ LIST)

1. I don't access the Internet via any mobile device away from home or work

2. Mobile phone (or smart phone).

If yes, which of the following?

1. via mobile phone network (e.g. 3G)

2. via wireless network (e.g. WiFi)

3. Portable computer (e.g. laptop, tablet)

If yes, which of the following?

1. via mobile phone network, using USB key or (SIM) card or mobile phone as modem

2. via wireless network (e.g. WiFi)

3. No mobile connection to the Internet

4. Other devices

BLOCK C: ICT SKILLS

C1. Which of the following are you able to do using a COMPUTER?

(MULTIPLE ANSWER) (USE SHOWCARD 2) (LIST OF ITEMS TO BE ROTATED)

<i>(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)</i>	YES				NO
	Very easily (5)	Easily (4)	Difficult (3)	Very difficult (2)	Never do it (1)
1. Copy or move a file or folder	5	4	3	2	1
2. Use copy and paste tools to duplicate or move information within a document	5	4	3	2	1
3. Use basic arithmetic formulas in a spread sheet (e.g. Excel)	5	4	3	2	1
4. Compress (or zipping) files	5	4	3	2	1
5. Connect and install new devices, e.g. a modem	5	4	3	2	1
6. Write a computer program using a specialised programming language	5	4	3	2	1

C2. Which of the following are you able to do using the INTERNET?

(MULTIPLE ANSWER) (USE SHOWCARD 2) (LIST OF ITEMS TO BE ROTATED)

<i>(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)</i>	YES				NO
	Very easily (5)	Easily (4)	Difficult (3)	Very difficult (2)	Never do it (1)
1. Use a search engine to find information (e.g. Google)	5	4	3	2	1
2. Send e-mails with attached files (e.g. documents, pictures, etc.)	5	4	3	2	1
3. Post messages to chat rooms, newsgroups or an online discussion forum (e.g. on social networking sites, blogs, etc.)	5	4	3	2	1
4. Use the Internet to make telephone calls	5	4	3	2	1
5. Use peer-to-peer file sharing for exchanging movies, music, etc.	5	4	3	2	1
6. Create a web page	5	4	3	2	1

C3. How did you obtain your computer and Internet skills? (MULTIPLE ANSWER)
(USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. Formal educational institution (school, college, university)	5	4	3	2	1
2. Training courses in other centres or institutions	5	4	3	2	1
3. Self-study using books, CD-ROMs, online courses, wikis, online discussion forums, etc	5	4	3	2	1
4. Learning through practice and experience	5	4	3	2	1
5. Help and assistance from relatives, friends, or colleagues	5	4	3	2	1
6. Some other ways	5	4	3	2	1

BLOCK D: USE OF ICT: ACTIVITIES AND SOCIAL NETWORKING SITES (IF NOT USED INTERNET IN LAST 3 MONTHS (B3=1) GO TO E1)

D1. Have you used the Internet for the following INFORMATION purposes in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Read or download online news, newspapers, and/or magazines	5	4	3	2	1
2. Seek health-related information and health services (e.g. injury, disease, nutrition, improving health, etc)	5	4	3	2	1
3. Look for information about education, training or course offers	5	4	3	2	1
4. Look for information about social services	5	4	3	2	1
5. Look for information about housing opportunities	5	4	3	2	1
6. Look for information about taxes	5	4	3	2	1
7. Look for information about laws and legal issues	5	4	3	2	1
8. Find information other services different from the above mentioned	5	4	3	2	1
9. Download software (other than games software)	5	4	3	2	1
10. Look for information and news about the country you were born	5	4	3	2	1

D2. Have you used the Internet for the following COMMUNICATION purposes in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Post messages to chat rooms, newsgroups or an online discussion forum	5	4	3	2	1
2. Participate in non professional social networks, such as facebook, twitter, etc, creating user profile, posting messages, uploading content or other contributions	5	4	3	2	1
3. Participate in professional social networks, such as LinkedIn etc, creating user profile, posting messages, uploading content or other contributions	5	4	3	2	1
4. Send/receive emails	5	4	3	2	1
5. Instant message, chat (Yahoo messenger, Hotmail messenger, etc.)	5	4	3	2	1
6. Telephone over the Internet/video calls via webcam (e.g. Skype)	5	4	3	2	1

D3. Have you used the Internet for the following PARTICIPATION activities in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Read and post opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	5	4	3	2	1
2. Take part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition, etc.)	5	4	3	2	1
3. Contact a politician, government or local government official	5	4	3	2	1
4. Participate as volunteer in social group or organisation	5	4	3	2	1
5. Contact the administration to know your rights and duties as a resident	5	4	3	2	1

D4. Have you used the Internet for the following LEARNING/EDUCATION activities in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Do an online course to improve your knowledge or skills for work	5	4	3	2	1
2. Do an online course to learn the language of the country where you currently live	5	4	3	2	1
3. Do an online course for any other subject	5	4	3	2	1
4. Surf through the Internet to get information on your education level in the host country	5	4	3	2	1
5. Surf through the Internet to get information for the educational qualification recognition	5	4	3	2	1
6. Surf through the Internet for learning/education purposes (improve your language skills, etc.)	5	4	3	2	1

D5. Have you used the Internet for the following activities in your PROFESSIONAL LIFE in the last 3 months? (USE SHOWCARD 3) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Look for a job or send a job application	5	4	3	2	1
2. Market yourself to possible future employers (e.g. send a CV, upload a CV to a website)	5	4	3	2	1
3. Accomplish tasks related to your usual work	5	4	3	2	1
4. Participate in professional networking sites (creating user profile, posting messages or other contributions to LinkedIn, Xing, etc.)	5	4	3	2	1
5. Find information about employment rights	5	4	3	2	1
6. Find information about unemployment benefits and programmes	5	4	3	2	1
7. Find information about training/apprenticeship courses	5	4	3	2	1
8. Use online tools to assess your professional competences and skills.	5	4	3	2	1

D6. To what extent do you agree with the following statements related with the use of the Internet for job search? (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH “*”)	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. I know how to use the Internet to find a job	5	4	3	2	1
2. I trust the Internet to find a job	5	4	3	2	1
3. I'm interested in the type of jobs offered on the Internet	5	4	3	2	1
4. The use of the Internet to find a job is useful	5	4	3	2	1
5. I really need the Internet to find a job	5	4	3	2	1

BLOCK E: INTEGRATION OF IMMIGRANTS

E1. EMPLOYMENT

E1.1. What is your current employment situation? (SINGLE ANSWER)

1. Employee full-time work (GO TO E1.3)
2. Employee part-time work (GO TO E1.3)
3. Self-employed (includes family workers, people working in family business or people who own their own business) (GO TO E1.3)
4. Unemployed looking for a job (GO TO E1.2)
5. Student (not in the labour force) (GO TO E1.5)
6. Student with part-time jobs (GO TO E1.3)
7. Housekeeper (non-remunerated) (GO TO E1.5)
8. Other not in the labour force (retired, inactive, in compulsory military service, etc) (GO TO E1.5)

E1.2. How long have you been out of work? (SINGLE ANSWER)

1. Less than 3 months
2. Between 3 months and 1 year
3. More than 1 year

E1.3. What is your current occupation? (SINGLE ANSWER)

1. Professional (i.e. doctors, architects, teachers/professors, veterinarians, librarians, lawyers or paralegals, actors, musicians, etc.)
2. Technician or associate professional (i.e. engineering technicians, nurses, legal associates, information technology technicians)
3. Clerical support worker (i.e. office clerks, secretaries, bank tellers, client information workers)
4. Service or sales worker (i.e. travel attendants, cooks, hairdressers, cashiers, personal care workers, child care workers, shop salesperson)
5. Skilled agricultural, forestry and fishery worker (i.e. crop growers, animal producers, forestry workers, fishery workers, subsistence crop and livestock farmers)

6. Craft and related trades worker (i.e. electricians, tool makers, steel and metal workers, blacksmiths, printing and handcraft workers, garment, food processing workers)
7. Plant and machine operator or assembler (i.e. mining and mineral processing workers, metal processing, chemical, food processing, wood, textile machine operators)
8. Elementary occupation (i.e. cleaners and helpers, agricultural labourers, food preparation assistants, street vendors)
9. Armed forces occupation (commissioned and non-commissioned armed forces officers)
10. Other
11. Don't Know/Refuse

E1.4. Do you think that your main job here in (country) uses all the skills that you obtained in your training and work life?

1. My job matches my skills & training
2. My job matches my skills but is not in the area for which I trained
3. My job does not require the skills & training that I have.
4. Refused
5. Don't Know

E1.5. How did you arrange/get your current or last job in this country? (MULTIPLE ANSWER)

1. Through family and friends (offline)
2. Through family and friends (online)
3. Through people I met in the Internet
4. Through a job listing on offline newspaper, magazine, etc.
5. Through a job listing on online newspaper, magazine, etc.
6. Through job-seeking websites
7. Through a recruitment agency (offline)
8. Through a recruitment agency (online)
9. Through public employment services (offline)
10. Through public employment services (online)
11. Through a non-governmental organization (online)
12. Through a non-governmental organization (offline)
13. Other (offline)
14. Other (online)
15. Have not been employed in this country

E2. EDUCATION AND SKILLS

E2.1. What is your educational level? (Please, select one) (highest level of education completed)

Primary or lower secondary education, no formal education

1. No formal education
2. Primary education
3. Lower secondary education

Upper or post-secondary education, but not tertiary

4. Upper secondary education
5. Post-secondary education but not tertiary

Tertiary education:

6. Tertiary education, first stage
7. Tertiary education, second stage

E2.2. Have you had any educational qualification recognized in the country where you currently live?

1. Yes, equivalent level
2. Yes, lower level
3. No
4. Don't know/Refuse

E2.3. During the last 12 months, have you taken any course to improve your knowledge or skills for work?

1. Yes
2. No
3. Don't know/refuse

E2.4. Have you taken any courses to learn the language of the country where you currently live?

1. Yes
2. No
3. Don't know/refuse

E2.5. How much do you think that the following skills have helped you / can help you to improve your work situation? (Assign a score from 1 = minimum to 5 = maximum to each item in the list)

	Minimum (1)	(2)	(3)	(4)	Maximum (5)
1. Language (mother tongue)	1	2	3	4	5
2. Language (country)	1	2	3	4	5
3. Other language different from mother tongue and hosting country	1	2	3	4	5
4. Basic mathematics and science and technology	1	2	3	4	5
5. Use of computer and internet	1	2	3	4	5
6. Ability to learn (Learning to learn)	1	2	3	4	5
7. Understanding / adapting to the (COUNTRY) customs/way of life	1	2	3	4	5
8. Sense of initiative and entrepreneurship	1	2	3	4	5
9. Cultural (understanding/expression through music, dance, singing, etc.)	1	2	3	4	5

E3. SOCIAL INCLUSION

E3.1. What are the main sources of income in your family, including yours? (SELECT UP TO 3 ITEMS)

1. My regular job (if currently employed)
2. Unemployment or social security benefits
3. Subsidy for self-employment/creation of your business
4. Support from a non-governmental organization
5. Training allowance or educational grant
6. Parents or relatives
7. Occasional work

8. Other

E3.2. Which of the following best describes how you feel about your household's income nowadays? (SINGLE ANSWER)

1. Living very comfortably on present income
2. Living comfortably on present income
3. Coping on present income
4. Finding it difficult on present income
5. Finding it very difficult on present income
6. Don't Know/Refuse

E3.3. In the country where you currently live, how would you rate your knowledge of the language in the following areas?

	Basic	Medium	Advanced
1. Comprehension	1	2	3
2. Spoken	1	2	3
3. Written	1	2	3

(ASK ONLY IN SPAIN)

E3.3S. How would you rate your knowledge of the REGIONAL language where you live? (Catalan/Valencian, Galician, Basque) (READ ITEMS)

	Basic	Medium	Advanced	No regional language where I live
1. Comprehension	1	2	3	9
2. Spoken	1	2	3	9
3. Written	1	2	3	9

E3.4. How well informed are you about different living aspects of the country where you currently live? (From a scale of 1-5 where 5 is very well informed and 1 is not informed at all)

	Very well informed (5)	(4)	(3)	(2)	Not at all informed (1)	Don't know/refuse
1. Legal/Laws	5	4	3	2	1	9
2. Employment rights	5	4	3	2	1	9
3. Job opportunities	5	4	3	2	1	9
4. Health services	5	4	3	2	1	9
5. Education	5	4	3	2	1	9
6. Social services	5	4	3	2	1	9
7. Housing opportunities	5	4	3	2	1	9
8. Taxes	5	4	3	2	1	9

E4. ACTIVE CITIZENSHIP

E4.1. Do you volunteer/participate in any social group or organization?

1. Yes
2. No
3. Don't know/Refuse

E4.2. During the last 12 months, have you done any of the following political activities in the country where you currently live? (PLEASE, SELECT ALL THAT APPLY)

	YES				NO
	Very frequently (5)	Frequently (4)	Occasionally (3)	Rarely (2)	Never (1)
1. Contacted a politician, government or local government official	5	4	3	2	1
2. Worked in a political party or action group	5	4	3	2	1
3. Worked in another organization or association	5	4	3	2	1
4. Signed a petition	5	4	3	2	1

E4.3. Did you vote in the last local and/or national elections?

1. Yes
2. No
3. Don't know/Refuse

E5. YOUR MIGRATION EXPERIENCE

E5.1. When did you first arrive in the European Union? (in case of Bulgaria just ask about the country not EU)

..... 1. years / 2. months ago (INPUT NUMBER & MARK TIME MEASURE)

E5.2. How many years have you lived in ... (COUNTRY OF INTERVIEW)?

..... 1. years / 2. months ago (INPUT NUMBER & MARK TIME MEASURE)

E5.3. Why did you migrate to the European Union? (READ ALL ITEMS)

	Totally agree (5)	Agree (4)	Neither agree nor disagree (3)	Disagree (2)	Totally disagree (1)
1. To study	5	4	3	2	1
2. To join my family	5	4	3	2	1
3. To work	5	4	3	2	1
4. For medical/health reasons	5	4	3	2	1
5. For political or humanitarian reasons	5	4	3	2	1
6. Other	5	4	3	2	1

BLOCK F. EMPLOYABILITY

F1. How many days of training supported by your current employer (or past employer in case you are unemployed) have you participated in during the past 12 months?

1. Training of job-related skills _____ days
2. Training of generic skills _____ days
3. Leadership training _____ days

F2. To what extent do you agree with the following sentences regarding your current employer (or past employer in case you are unemployed)?
(USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I'm confident that I would find another job if I started searching	5	4	3	2	1
2. It will be difficult for me to find new employment when leaving the organization" (reverse-scored)	5	4	3	2	1
3. In case I'm dismissed, I'll immediately find a job of equal value.	5	4	3	2	1

F3. To what extent do you agree with the following sentences regarding your current employer (or past employer in case you are unemployed)? My employer provides me with... (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH "*")	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. Possibility to apply my skills in a variety of contexts	5	4	3	2	1
2. Possibility of a career in the organization	5	4	3	2	1
3. Opportunities for promotion	5	4	3	2	1
4. Possibility of developing a wide range of skills	5	4	3	2	1
5. Opportunities for responsibility in the work task	5	4	3	2	1
6. Interesting work	5	4	3	2	1
7. Possibility to move to a range of different jobs within the organisation	5	4	3	2	1

F4. To what extent do you agree with the following sentences regarding your education, training and qualifications? (USE SHOWCARD 1) (LIST OF ITEMS TO BE ROTATED)

(INTERVIEWER: START READING LIST ON ITEM MARKED WITH "*")	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. My level of education is sufficient for getting a job in my area of work	5	4	3	2	1
2. My skills for doing the type of work I want to do are up to date	5	4	3	2	1
3. I have a good work history	5	4	3	2	1
4. I need more training or education	5	4	3	2	1

5. An employer would be impressed with my qualifications	5	4	3	2	1
6. My work qualifications aren't very good	5	4	3	2	1
7. I have good job references	5	4	3	2	1

F5. To what extent do you agree with the following sentences regarding your opportunity awareness? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I follow developments in the field of industry and employment regularly	5	4	3	2	1
2. I make sure I am informed about vacancies	5	4	3	2	1

F6. To what extent do you agree with the following sentences regarding your self-presentation skills? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I am aware of my interests and skills	5	4	3	2	1
2. I don't find it difficult to prove my capability to others	5	4	3	2	1
3. I am able to convince potential employers or project partners of my competencies	5	4	3	2	1

F7. To what extent do you agree with the following sentences regarding your competences? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I find it important to develop myself in a broad sense, so I will be able to perform different task activities or jobs within the organization	5	4	3	2	1
2. If the organization needs me to perform different tasks, I am prepared to change my work activities	5	4	3	2	1
3. If the organization offered me the possibility to obtain new work experiences, I would take it	5	4	3	2	1

F8. To what extent do you agree with the following sentences regarding your willingness to change jobs? (USE SHOWCARD 1)

	Totally agree (5)	Agree (4)	Neither agree or disagree (3)	Disagree (2)	Totally disagree (1)
1. I am willing to start another job	5	4	3	2	1
2. In case of organizational change, I would prefer to stay in my current department with my colleagues	5	4	3	2	1

BLOCK G. SOCIO-DEMOGRAPHICS

G1. What is your legal marital status?

1. Unmarried (i.e. never married) (GO TO G4)
2. Married or living together in a relationship (GO TO G2)
3. Widowed (incl. widowed from registered partnership) (GO TO G4)
4. Divorced (incl. legally separated and dissolved registered partnership)
(GO TO G4)

G2. Where does your spouse/partner live? (SINGLE ANSWER)

1. In my home country
2. In the country I currently live
3. Elsewhere

G3. Is he/she...? (SINGLE ANSWER)

1. The same nationality as you
2. From the European Union country where you currently live
3. From another European Union country
4. A different (non European Union) nationality

G4. Do you have children?

1. Yes (GO TO G5)
2. No (GO TO G9)

G5. How old are your children? (MULTIPLE ANSWER)

1. Under 12 y.o. (GO TO G6)
2. 12-17 y.o. (GO TO G7)
3. 18 y.o. and older (GO TO G8)

G6. Where do your children under 12 y.o. live? (SINGLE ANSWER)

1. In the country where you live
2. In your home country
3. In both countries

G7. Where do your children 12-17 y.o. live? (SINGLE ANSWER)

1. In the country where you live
2. In your home country
3. In both countries

G8. Where do your children 18 y.o. and older live? (SINGLE ANSWER)

1. In the country where you live
2. In your home country
3. In both countries

G9. Including yourself, how many people live in your household (housing unit)?

Total number _____

of which:

1. number of children under 16: _____
 1. number of children aged 14-15: _____
 2. number of children aged 5-13: _____
 3. number of children under 5: _____

2. number of persons aged from 16 to 24: : _____

of which number of **students***: _____
(*high school, vocational or university)
3. number of persons aged 25 to 64: _____
4. number of persons aged 65 or above: _____

G10. Approximately, what is your household monthly income in Euro?

(Include income from all sources that goes towards the household?)

(USE SHOWCARD 5) (FOR BULGARIA, USE SCALE IN LEV)

1. Less than €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. More than €10,000

THANK AND CLOSE

SHOWCARD 1: Agreement

Totally agree	Agree	Neither agree nor disagree	Disagree	Totally disagree
(5)	(4)	(3)	(2)	(1)

SHOWCARD 2: Difficulty

Very easily	Easily	Difficult	Very difficult	Never do it
(5)	(4)	(3)	(2)	(1)

SHOWCARD 3: Frequency

Very frequently	Frequently	Occasionally	Rarely	Never
(5)	(4)	(3)	(2)	(1)

SHOWCARD 4: Importance

Very important	Important	Not important	Not important at all
(4)	(3)	(2)	(1)

SHOWCARD 5: Monthly Income

1. Less than €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. More than €10,000

Annex 6: Bulgarian Questionnaire

ICTEGRA: Изследване върху Информационните и Комуникационни Технологии (ИКТ) и тяхната помощ в ежедневната интеграция на мигрантите

ВЪВЕДЕНИЕ:

"Добро утро/ Добър ден/ Добър вечер, в момента проучваме как хората използват интернет и какво е тяхното участие в социалния и обществения живот на България. Проучването е напълно независимо от българското правителство, **тъй като е спонсорирано от Европейската Комисия**. Резултатите от проучването **ще помогнат на Европейската Комисия да разбере по-добре връзката между информационните и комуникационни технологии, опита на мигрантите, пригодността за заетост, както и да насърчи процесите на интеграция в Европейския Съюз.**

Вие сте случайно избран като част от представителна извадка за населението на ... (ГРАДА). Бихме искали да ви помолим за участие в това изследване. **Гарантираме, че вашите отговори ще бъдат напълно анонимни и никога няма да се анализират или представят индивидуално.** Изследването ще продължи около 20 минути. Имате ли желание да сътрудничите?

(Когато започне интервюто, за респондентите, на чийто майчин език има преведен въпросник, ПИТАЙТЕ: „Можем да проведем интервюто на (МАЙЧИНИЯ ЕЗИК НА РЕСПОНДЕНТА). Също така имаме разпечатана версия на (КАЖЕТЕ ВСИЧКИ НАЛИЧНИ ЕЗИЦИ). Моля използвайте, който език предпочитате.“)

КОНТЕКСТУАЛНА ИНФОРМАЦИЯ (ДА СЕ ПОПЪЛНИ ОТ ИНТЕРВЮОРА СЛЕД ИНТЕРВЮТО):

- | | |
|-----|---|
| X1. | Номер на интервю (ID): _____ |
| X2. | Имена на интервюора: _____ |
| X3. | Държава: 2. България |
| X4. | Местоположение (град): _____ |
| X5. | Място на осъществяване на контакт (запишете): _____ |
| X6. | a. Дата и час на интервюто: __ / __ / ____
b. Час на започване: __: __ c. Час на приключване: __: __ |
| X7. | Език на интервюто:
1. Английски 2. Холандски 3. Испански 4. Български 5. Френски
6. Руски 7. Арабски 8. Китайски 9. Турски 10. Индонезийски |
| X8. | Оценка за владеенето на езика по време на интервюто (заградете и обяснете накратко):
1. Отлично 2. Добро 3. Сносно/ задоволително 4. Ограничено 5. Слабо |

СКРИНИРАЩИ ВЪПРОСИ:

S1. **Пол** (НЕ ПИТАЙТЕ):

3. Жена
4. Мъж

S2. **Каква е вашата възраст?**

_____ години (ПРИКЛЮЧЕТЕ, АКО Е ПОД 16 ИЛИ НАД 74 ГОДИНИ)

S3. **В коя държава сте роден?**

_____ (ПРИКЛЮЧЕТЕ, АКО СТРАНА-ЧЛЕНКА НА
ЕВРОПЕЙСКИЯ СЪЮЗ (EU-27); ПРОВЕРЕТЕ СПИСЪКА, АКО НЕ СТЕ
СИГУРЕН)

S4. **В момента гражданин ли сте на ... (СТРАНАТА, В КОЯТО СЕ ПРОВЕЖДА
ИНТЕРВЮТО)?**

1. Да (ПОТВЪРДЕТЕ И ПРЕКРАТЕТЕ, АКО В МОМЕНТА Е ГРАЖДАНИН)
2. Не

S5. **Къде живеете в момента?** (ПИТАЙТЕ И ЗА КВАРТАЛ)

_____ (Град/ Село)

_____ (Район/ Квартал)

S6. **Това е...?** (ПИТАЙТЕ САМО, АКО МЕСТОПОЛОЖЕНИЕТО НЕ Е ЯСНО – В
ПРОТИВЕН СЛУЧАЙ КЛАСИФИЦИРАЙТЕ):

1. Градска зона
2. Крайградска зона/ предградие
3. Селска зона

S7. **Какво е вашето ниво на владеење на ... (ОФИЦИАЛНИЯ ЕЗИК)?:**

1. Разбирам го и говоря много добре (ИЗПОЛЗВАЙТЕ ВЪПРОСНИК НА
ОФИЦИАЛНИЯ ЕЗИК)
2. Разбирам го и говоря относително добре (ИЗПОЛЗВАЙТЕ ВЪПРОСНИК
НА ОФИЦИАЛНИЯ ЕЗИК И ПОМАГАЙТЕ НА РЕСПОНДЕНТА, АКО СЕ
ПОЯВЯТ ПРОБЛЕМИ ПРИ РАЗБИРАНЕТО НА ВЪПРОСИ)
3. Имам проблеми с разбирането и говоренето (ПРЕДЛОЖЕТЕ ВЪПРОСНИК
НА ДРУГ ЕЗИК)

БЛОК А: ДОСТЪП ДО ИКТ (Информационни и Комуникационни Технологии)

A1. **Вие или друг от вашето домакинство имате ли достъп до компютър във вашия дом?** (всякакъв вид: настолен компютър, лаптоп, нетбуук, таблет, с изключение на смартфон)

1. Да
2. Не

A2. **Вие или друг от вашето домакинство имате ли достъп до интернет във вашия дом?** (от всякакъв вид устройство)

1. Да (ПРЕМИНЕТЕ НА В1)
2. Не
3. Не знам

A3. **Какви са причините да нямате достъп до интернет у дома?** (ПОВЕЧЕ ОТ ЕДИН ОТГОВОР) (ИЗПОЛЗВАЙТЕ КАРТА 1) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

(ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Имам достъп до интернет навсякъде другаде	5	4	3	2	1
2. Нямам нужда от интернет (защото не ми е полезен, не се интересувам и др.)	5	4	3	2	1
3. Оборудването струва доста скъпо	5	4	3	2	1
4. Достъпът струва доста скъпо (телефон, DSL абонамент и други)	5	4	3	2	1
5. Липса на умения	5	4	3	2	1
6. Неприкосновеност на личния живот или загриженост за сигурността	5	4	3	2	1
7. Няма наличен високоскоростен интернет в нашия район	5	4	3	2	1
8. Не искам интернет (защото съдържа вредна информация)	5	4	3	2	1
9. Друго	5	4	3	2	1

БЛОК В: УПОТРЕБА НА ИКТ: УПОТРЕБА, МЯСТО И УСТРОЙСТВА

- B1. Кога за последно използвахте компютър (у дома, на работа или на друго място)?** (всякакъв вид: настолен компютър, лаптоп, нетбуук, таблет, с изключение на смартфон)
1. В рамките на последните 3 месеца (ПРЕМИНЕТЕ НА B2)
 2. Между 3 месеца и една година назад (ПРЕМИНЕТЕ НА B3)
 3. Преди повече от една година (ПРЕМИНЕТЕ НА B3)
 4. Никога не съм използвал(а) (ПРЕМИНЕТЕ НА E1)
- B2. Средно колко често сте използвали компютър през последните 3 месеца?**
1. Всеки ден или почти всеки ден
 2. Поне веднъж седмично (но не всеки ден)
 3. Поне веднъж месечно (но не всяка седмица)
 4. По-рядко от веднъж месечно
 5. Никога
- B3. Кога за последно използвахте интернет?** (през всякакъв вид устройство: настолно, преносимо или ръчно (за употреба в ръка), включително и мобилни телефони или смартфони)
1. В рамките на последните 3 месеца* (ПРЕМИНЕТЕ НА B4)
 2. Между повече от 3 месеца и една година назад (ПРЕМИНЕТЕ НА C1)
 3. Преди повече от една година (ПРЕМИНЕТЕ НА C1)
 4. Никога не съм използвал(а) (ПРЕМИНЕТЕ НА E1)
- *АКО КОД 1 Е ИЗБРАН, КЛАСИФИЦИРАЙТЕ В КВОТА "ПОЛЗВАЩИ ИНТЕРНЕТ"; АКО КОД 2,3 ИЛИ 4, Е ИЗБРАН, КЛАСИФИЦИРАЙТЕ В КВОТА "НЕ ПОЛЗВАЩИ ИНТЕРНЕТ".
- B4. Средно колко често сте използвали интернет през последните 3 месеца?**
1. Всеки ден или почти всеки ден
 2. Поне веднъж седмично (но не всеки ден)
 3. Поне веднъж месечно (но не всяка седмица)
 4. По-рядко от веднъж месечно
- B5. Къде сте използвали интернет през последните 3 месеца (използвайки компютър или с други средства)?** (ЗАГРАДЕТЕ ВСИЧКИ, КОИТО СЕ ОТНАСЯТ. СПОНТАННИ ОТГОВОРИ ИЛИ ИЗЧЕТЕТЕ ОТ СПИСЪКА)
1. У дома
 2. На работното място (различно от дома)
 3. На място за учене/образование (училище/ университет)
 4. У дома на друг човек
 5. Обществена библиотека
 6. Пощенски клон/ офис
 7. Офис на държавната/ общинската администрация, кметство, държавна агенция
 8. Организация на общността или доброволческа организация
 9. Интернет кафене
 10. Горещи точки/места с интернет (хотели, летища, обществени места и други)
 11. Друго

В6. Използвате ли някои от следните мобилни устройства за достъп до интернет извън дома или работата? (ЗАГРАДЕТЕ ВСИЧКИ, КОИТО СЕ ОТНАСЯТ – ИЗЧЕТЕТЕ ОТ СПИСЪКА)

1. Не използвам интернет през никакво мобилно устройство извън дома или работата

2. Мобилен телефон (или смартфон).

В6.2. Ако да, кои от следните?

1. чрез мобилна телефонна мрежа (например 3G)

2. чрез безжична мрежа (например WiFi)

3. Преносим компютър (например лаптоп, таблет).

В6.3. Ако да, кои от следните?

1. чрез мобилна телефонна мрежа през USB ключ/ устройство, или (СИМ) карта, или мобилен телефон който служи за модем

2. чрез безжична мрежа (например WiFi)

3. нямам мобилна връзка към интернет

4. Други устройства

БЛОК С: ИКТ УМЕНИЯ

(АКО НИКОГА НЕ Е ИЗПОЛЗВАН ИНТЕРНЕТ, ВЗ=4, ПРЕМИНЕТЕ НА Е1)

С1. Кои от следните умеете да правите, когато използвате КОМПЮТЪР? (ПОВЕЧЕ ОТ ЕДИН ОТГОВОР) (ИЗПОЛЗВАЙТЕ КАРТА 2) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

	ДА				НЕ
	Много лесно	Лесно	Трудно	Много трудно	Никога не съм го правил(а)
<i>(ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)</i>	(5)	(4)	(3)	(2)	(1)
1. Копиране или местене на документ (файл) или папка	5	4	3	2	1
2. Използване на инструменти за копиране и поставяне с цел дублиране или преместване на информация в даден документ	5	4	3	2	1
3. Използване на основни аритметични формули в електронни таблици (например Ексел)	5	4	3	2	1
4. Архивиране/ компресиране на файлове	5	4	3	2	1
5. Свързване и инсталиране на нови устройства, например модем	5	4	3	2	1
6. Писане на компютърна програма със специализиран език за програмиране	5	4	3	2	1

**С2. Кои от следните умеете да правите, когато използвате ИНТЕРНЕТ?
(ПОВЕЧЕ ОТ ЕДИН ОТГОВОР) (ИЗПОЛЗВАЙТЕ КАРТА 2) (РОТИРАЙТЕ
СПИСЪКА С ТВЪРДЕНИЯ)**

<i>ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)</i>	ДА				НЕ
	Много лесно (5)	Лесно (4)	Трудно (3)	Много трудно (2)	Никога не съм го правил(а) (1)
1. Използване на интернет търсачки за намиране на информация (например Гугъл)	5	4	3	2	1
2. Изпращане на имейли с прикрепени файлове (например документи, снимки, други)	5	4	3	2	1
3. Публикуване на съобщения в чатове, дискуссионни групи или онлайн форуми (например в сайтове за социални мрежи, блогове и др.)	5	4	3	2	1
4. Използване на интернет за провеждане на телефонни разговори	5	4	3	2	1
5. Използване на мрежи за споделяне на файлове с цел обмяна на филми, музика и др. (торенти)	5	4	3	2	1
6. Създаване на уеб страница	5	4	3	2	1

**С3. Как получихте вашите умения за работа с компютър и интернет?
(ПОВЕЧЕ ОТ ЕДИН ОТГОВОР) (ИЗПОЛЗВАЙТЕ КАРТА 1) (РОТИРАЙТЕ
СПИСЪКА С ТВЪРДЕНИЯ)**

<i>ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)</i>	Напълно съм съгласен(а) (5)	Съгласен (а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Официална образователна институция (училище, университет)	5	4	3	2	1
2. Обучителни курсове в други центрове или институции	5	4	3	2	1
3. Самообучение чрез книги, дискове, онлайн курсове, уикис (wikis), онлайн дискуссионни форуми и други	5	4	3	2	1
4. Учене чрез практика и опит	5	4	3	2	1
5. Помощ от роднини, приятели или колеги	5	4	3	2	1
6. Други начини (ИНТЕРВЮОР: НЕ РОТИРАЙ ТВЪРДЕНИЕТО)	5	4	3	2	1

БЛОК D: УПОТРЕБА НА ИКТ: ДЕЙНОСТИ И САЙТОВЕ ЗА СОЦИАЛНИ МРЕЖИ

(АКО НЕ Е ПОЛЗВАН ИНТЕРНЕТ ПРЕЗ ПОСЛЕДНИТЕ ТРИ МЕСЕЦА, ВЗ НЕ Е = 1, ПРЕМИНЕТЕ НА Е1)

- D1. Използвали ли сте интернет за следните ИНФОРМАЦИОННИ цели през последните 3 месеца?
(ИЗПОЛЗВАЙТЕ КАРТА 3) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

	ДА				НЕ
	Много често (5)	Често (4)	От време на време (3)	Рядко (2)	Никога (1)
<i>ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)</i>					
1. Четене или сваляна на онлайн новини, вестници, и/или списания	5	4	3	2	1
2. Търсене на здравна информация и здравни услуги (например информация за нараняване, болест, хранене, подобряване на здравето и други)	5	4	3	2	1
3. Търсене на информация относно оферти за образование, обучение или курс	5	4	3	2	1
4. Търсене на информация за социални услуги	5	4	3	2	1
5. Търсене на информация за жилище/ квартира	5	4	3	2	1
6. Търсене на информация за данъци	5	4	3	2	1
7. Търсене на информация за законови и правни въпроси	5	4	3	2	1
8. Намиране на информация за други услуги различни от горепосочените	5	4	3	2	1
9. Сваляне на софтуер (различен от софтуер за игра)	5	4	3	2	1
10. Търсене на информация и новини за родната ви страна	5	4	3	2	1

D2. Използвали ли сте интернет за следните КОМУНИКАЦИОННИ цели през последните 3 месеца?
(ИЗПОЛЗВАЙТЕ КАРТА 3) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)	ДА				НЕ
	Много често (5)	Често (4)	От време на време (3)	Рядко (2)	Никога (1)
1. Публикуване на съобщения в чатове, дискуссионни групи или онлайн дискуссионни форуми	5	4	3	2	1
2. Участие в не-професионални социални мрежи като Фейсбук, Туитър и други – създаване на потребителски профил, публикуване на съобщения, качване на съдържание или други участия	5	4	3	2	1
3. Участие в професионални социални мрежи като ЛинкедИн (LinkedIn) и други – създаване на потребителски профил, публикуване на съобщения, качване на съдържание или други участия	5	4	3	2	1
4. Изпращане/ получаване на имейли	5	4	3	2	1
5. Изпращане на съобщения в реално време (Yahoo messenger, Hotmail messenger и други)	5	4	3	2	1
6. Телефонни разговори през интернет, видео разговори чрез уебкамера (напр. Скайп)	5	4	3	2	1

D3. Използвали ли сте интернет, за да УЧАСТВАТЕ в следните дейности през последните 3 месеца?
(ИЗПОЛЗВАЙТЕ КАРТА 3) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)	ДА				НЕ
	Много често (5)	Често (4)	От време на време (3)	Рядко (2)	Никога (1)
1. Четене и публикуване на мнения по граждански или политически въпроси чрез уебсайтове (например блогове, социални мрежи и др.)	5	4	3	2	1
2. Участие в онлайн консултации или гласуване по граждански или политически проблеми (например градско планиране, подписване на петиция и др.)	5	4	3	2	1
3. Контакт с политик, правителство или представител на местната власт	5	4	3	2	1
4. Участие като доброволец в социална група или организация	5	4	3	2	1
5. Контакт с администрацията за опознаване на вашите права и задължения като гражданин	5	4	3	2	1

D4. Използвали ли сте интернет за следните ОБУЧИТЕЛНИ/ ОБРАЗОВАТЕЛНИ дейности през последните 3 месеца?
(ИЗПОЛЗВАЙТЕ КАРТА 3) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

	ДА				НЕ
	Много често (5)	Често (4)	От време на време (3)	Рядко (2)	Никога (1)
<i>ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)</i>					
1. Посещаване на онлайн курс за подобряване на вашите познания или умения за работа	5	4	3	2	1
2. Посещаване на онлайн курс за изучаване езика на страната, в която живеете в момента	5	4	3	2	1
3. Посещаване на онлайн курс по друг повод / предмет	5	4	3	2	1
4. Търсене на информация в интернет относно вашето образователно ниво в страната, в която живеете	5	4	3	2	1
5. Търсене на информация в интернет относно признаването на вашите образователни квалификации	5	4	3	2	1
6. Търсене на информация в интернет за учебни/ образователни цели (подобряване на вашите езикови умения и др.)	5	4	3	2	1

D5. Използвали ли сте интернет за следните дейности във вашия ПРОФЕСИОНАЛЕН ЖИВОТ през последните 3 месеца?
(ИЗПОЛЗВАЙТЕ КАРТА 3) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

	ДА				НЕ
	Много често (5)	Често (4)	От време на време (3)	Рядко (2)	Никога (1)
<i>ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)</i>					
1. Търсене на работа и изпращане на документи за кандидатстване за работа	5	4	3	2	1
2. Вашето представяне пред възможни бъдещи работодатели (напр. изпращане на автобиография, качване на автобиография на уебсайт)	5	4	3	2	1
3. Изпълнение на задача, свързана с обичайната ви работа	5	4	3	2	1
4. Участие в професионални социални мрежи (създаване на потребителски профил, публикуване на съобщения и други участия в LinkedIn (LinkedIn), Xing и др.)	5	4	3	2	1
5. Намиране на информация относно трудовите права	5	4	3	2	1
6. Намиране на информация за програми и придобивки при безработица	5	4	3	2	1
7. Търсене на информация за обучение / стажантски курсове	5	4	3	2	1
8. Използване на онлайн инструменти за оценка на професионалните ви умения и компетенции	5	4	3	2	1

D6. **До каква степен сте съгласен(а) със следните твърдения относно употребата на интернет при търсене на работа?**
(ИЗПОЛЗВАЙТЕ КАРТА 1)(РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

<i>ИНТЕРВЮОР: МАРКИРАЙТЕ С “*” ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)</i>	Напълно съгласен(а) (5)	Съгласен(а) съгласен(а) (4)	Нито съгласен(а), нито не съгласен(а) (3)	Не съгласен(а) (2)	Изцяло не съгласен(а) (1)
1. Знам как да използвам интернет, за да намеря работа	5	4	3	2	1
2. Доверявам се на интернет за намиране на работа	5	4	3	2	1
3. Заинтересован(а) съм от типа работни места, предлагани през интернет	5	4	3	2	1
4. Употребата на интернет за намиране на работа е от полза	5	4	3	2	1
5. Наистина имам нужда от интернет, за да намеря работа	5	4	3	2	1

БЛОК Е: ИНТЕГРАЦИЯ НА ИМИГРАНТИТЕ

Е1. ЗАЕТОСТ

Е1.1. Каква е вашата заетост в момента? (МОЛЯ ИЗБЕРЕТЕ ЕДИН)

1. Зает на пълен работен ден *(ПРЕМИНЕТЕ НА Е1.3)*
2. Зает на не-пълен работен ден *(ПРЕМИНЕТЕ НА Е1.3)*
3. Самонает (вкл. семейни работници, хора работещи в семеен бизнес или хора, които притежават собствен бизнес) *(ПРЕМИНЕТЕ НА Е1.3)*
4. Безработен, търсец работа *(ПРЕМИНЕТЕ НА Е1.2)*
5. Студент (който не работи) *(ПРЕМИНЕТЕ НА Е1.5)*
6. Студент с работа на не-пълен работен ден *(ПРЕМИНЕТЕ НА Е1.3)*
7. Домакиня/ грижа за дома (без заплащане) *(ПРЕМИНЕТЕ НА Е1.5)*
8. Друго, което не е свързано с пазара на труда (пенсионер, без работа, задължителна военна служба, др.) *(ПРЕМИНЕТЕ НА Е1.5)*

Е1.2. От колко време сте без работа? (МОЛЯ ИЗБЕРЕТЕ ЕДИН)

1. По-малко от 3 месеца
2. Между 3 месеца и 1 година
3. Повече от 1 година

Е1.3. Какво е вашето основно занятие в момента? (МОЛЯ ИЗБЕРЕТЕ ЕДИН)

1. Професионалист/ специалист (т. е. доктори, архитекти, учители/ професори, ветеринарни лекари, библиотекари, адвокати, помощник адвокати/ юристи, актьори, музиканти, др.)

2. Специалист или младши специалист (т. е. инженерни техници, медицински сестри, правни сътрудници, специалисти информационни технологии)
3. Административен помощен служител (т. е. офис служители, секретари, банкови касиери, работници, обработващи клиентска информация)
4. Работещи в сферата на услугите или продажбите (т. е. придружители при пътуване/ стюарди, готвачи, фризьори, касиери, работещи в сферата на личната хигиена, работещи в сферата на грижите за деца, продавачи/ продавач-консултанти)
5. Квалифициран работник в селското стопанство, горското стопанство и рибарството (т. е. фермери, животновъди, горски работници, рибовъди, работещи с цел препитание чрез растениевъдство и животновъдство)
6. Работещи в сферата на занаятите и свързаните с тях търговски дейности (т.е. електротехници, майстори на инструменти, обработка на стомана и метал, ковачи, печатари и занаятчийски работници, шивачи, обработка на храна)
7. Оператор във фабрика/ оператор на машина или монтьор (т. е. работещи в областта на минното производство и полезните изкопаеми/ рударство, металообработване, химическа промишленост, хранително-вкусова промишленост, дървообработваща промишленост, оператори на текстилни машини)
8. Елементарна заетост (т. е. чистачи и помощници, селскостопански работници, помощници при приготвяне на храна, улични търговци)
9. Заетост във въоръжените сили/ армията (офицери и подофицери)
10. Друго
11. Не знам/ Отказ

E1.4. Смятате ли, че вашата основна работа тук (в България) обхваща всички умения, които сте придобили по време на вашето образование и работа?

1. Работата ми съвпада с уменията и обучението ми
2. Работата ми съвпада с уменията, но не е в сферата, за която съм учил
3. Работата ми не изисква уменията и обучението, което имам
4. Отказ
5. Не знам

E1.5. Как си уредихте/ намерихте вашата настояща или последна работа в тази страна? (ПОВЕЧЕ ОТ ЕДИН ОТГОВОР)

1. Чрез семейството и приятели (оф-лайн/ без помощта на интернет)
2. Чрез семейството и приятели (он-лайн/ с помощта на интернет)
3. Чрез хора, които срещнах в интернет
4. Чрез обява за работа в оф-лайн вестник, списание, друго
5. Чрез обява за работа в он-лайн вестник, списание, друго
6. Чрез сайт за търсене на работа

7. Чрез трудов посредник/ агенция за подбор на персонала (оф-лайн)
8. Чрез трудов посредник/ агенция за подбор на персонала (он-лайн)
9. Чрез държавните служби по заетостта (оф-лайн)
10. Чрез държавните служби по заетостта (он-лайн)
11. Чрез неправителствена организация (он-лайн)
12. Чрез неправителствена организация (оф-лайн)
13. Друго (оф-лайн)
14. Друго (он-лайн)
15. Не съм бил наеман на работа в тази страна

E2. ОБРАЗОВАНИЕ И УМЕНИЯ

E2.1. Какво е вашето ниво на образование? (Моля, изберете едно) (най-високото завършено ниво на образование)

Начално или прогимназиално образование, без образование

Без официално образование

- a. Начално образование (1-4 клас)
- b. Прогимназиално образование (5-8 клас)

Средно или професионално обучение след средното образование

- c. Средно образование (9-13 клас)
- d. Професионално обучение след средно образование (в професионални колежи/ училища, завършилите могат да продължат в колеж или висше училище)

Висше образование

- e. Висше образование, степен „бакалавър“ или „магистър“
- f. Висше образование, научна степен „доктор“

E2.2. Имате ли образователна квалификация, която е призната в страната, в която живеете в момента?

1. Да, същото ниво
2. Да, по-ниско ниво
3. Не
4. Не знам/ отказ

E2.3. Посещавали ли сте курс за подобряване на вашите познания или умения, свързани с работа, през последните 12 месеца?

1. Да
2. Не
3. Не знам/ отказ

E2.4. Посещавали ли сте курс за изучаване езика на страната, в която живеете в момента?

1. Да
2. Не
3. Не знам/ отказ

E2.5. Доколко мислите, че следните умения ви помагат/ могат да помогнат да подобрите работната си ситуация? (Посочете код от 1=минимум до 5=максимум за всяко от уменията в списъка)

	Минимум (1)	(2)	(3)	(4)	Максимум (5)
1. Език (майчин език)	1	2	3	4	5
2. Език (в държавата)	1	2	3	4	5
3. Друг език, различен от майчин и този в държавата, в която живея	1	2	3	4	5
4. Основни познания по математика, науки и технологии	1	2	3	4	5
5. Ползване на компютър и интернет	1	2	3	4	5
6. Способност за учене (да научавам нови неща)	1	2	3	4	5
7. Разбиране/ адаптиране към обичаите/ начина на живот в страната	1	2	3	4	5
8. Чувство за инициативност и предприемачество	1	2	3	4	5
9. Култура (разбиране/ изразяване чрез музика, танц, песен и т.н.)	1	2	3	4	5

E3. СОЦИАЛИЗИРАНЕ

E3.1. Какви са основните източници на доход във вашето семейство, вкл. вашият? (ДО 3 ОТГОВОРА)

1. Моята основна работа (ако е работещ в момента)
2. Помощи при безработица или други социални помощи
3. Субсидия за стартиране на собствен бизнес/ самонаемане
4. Подкрепа от неправителствена организация
5. Сума за обучение или безвъзмездна помощ за образование
6. Родители или роднини
7. Непостоянна работа
8. Друго

E3.2. Кое от следните твърдения описва най-добре вашето усещане за домакинския ви доход в момента? (ЕДИН ОТГОВОР)

1. Живеем много комфортно със сегашния доход
2. Живеем комфортно със сегашния доход
3. Справяме се със сегашния доход

4. Трудно се справяме със сегашния доход
5. Много трудно се справяме със сегашния доход
6. Не знам/ отказ

Е3.3. В страната, в която живеете в момента, как бихте оценили знанията си по езика в следните области?

	Основно	Средно	Напреднало
1. Разбиране	1	2	3
2. Говорене	1	2	3
3. Писане	1	2	3

Е3.4. Доколко добре сте информиран относно различни житейски аспекти в страната, където в момента живеете? (По скала от 1 до 5, където 5 е много добре съм информиран, а 1 е изобщо не съм информиран)

	Много добре съм информиран (5)	(4)	(3)	(2)	Изобщо не съм информиран (1)	Не знам/ отказ
1. Право/ закони	5	4	3	2	1	9
2. Трудови права	5	4	3	2	1	9
3. Възможности за работа	5	4	3	2	1	9
4. Здравни услуги	5	4	3	2	1	9
5. Образование	5	4	3	2	1	9
6. Социални услуги	5	4	3	2	1	9
7. Възможности за купуване/ наемане на жилище	5	4	3	2	1	9
8. Данъци	5	4	3	2	1	9

Е4. АКТИВНО ГРАЖДАНСТВО

Е4.1. Участвате ли в някаква социална група или организация, включително и като доброволец?

1. Да
2. Не
3. Не знам/ отказ

E4.2. Участвал ли сте в някои от следните политически активности през последните 12 месеца в страната, в която в момента живеете? (ВСЕКИ ПОСОЧЕН ОТГОВОР)

	ДА				НЕ
	Много често (5)	Често (4)	От време на време (3)	Рядко (2)	Никога (1)
1. Контакт с политик, правителство или представител на местната власт	5	4	3	2	1
2. Работа в политическа партия или активистка група	5	4	3	2	1
3. Работа в друга организация или асоциация	5	4	3	2	1
4. Подписване на петиция	5	4	3	2	1

E4.3. Гласувахте ли на последните местни и/ или национални избори?

1. Да
2. Не
3. Не знам/ Отказ

E5. МИГРАЦИОНЕН ОПИТ

E5.1. Кога пристигнахте за пръв път в България? ОТБЕЛЕЖЕТЕ СРЕЩУ СЪОТВЕТНАТА МЕРНА ЕДИНИЦА ЗА ВРЕМЕ

..... 1. преди години / 2. преди месеци

E5.2. От колко години живеете в България? ОТБЕЛЕЖЕТЕ СРЕЩУ СЪОТВЕТНАТА МЕРНА ЕДИНИЦА ЗА ВРЕМЕ

..... 1. преди години / 2. преди месеци

E5.3. Защо имигрирахте в Европейския Съюз?

	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. За да уча	5	4	3	2	1
2. Да се присъединя към семейството си	5	4	3	2	1
3. За да работя	5	4	3	2	1
4. Поради медицински/ здравословни проблеми	5	4	3	2	1
5. Заради политически или хуманитарни причини	5	4	3	2	1
6. Друго	5	4	3	2	1

БЛОК F. ПРИГОДНОСТ ЗА ЗАЕТОСТ

F1. Колко на брой дни, осигурени от сегашния работодател (или последен работодател в случай, че сте безработен) сте били на обучение през последните 12 месеца?

1. Обучение на умения, свързани с работата _____ брой дни
2. Обучение на общи умения _____ брой дни
3. Обучения по ръководни умения _____ брой дни

F2. До каква степен сте съгласен със следните твърдения, свързани с настоящия ви работодател (или последен работодател в случай, че сте безработен)? (ИЗПОЛЗВАЙТЕ КАРТА 1)

	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Уверен съм, че ще намеря друга работа, ако започна да търся	5	4	3	2	1
2. Ще е трудно за мен да намеря нова работа, ако напусна фирмата	5	4	3	2	1
3. В случай, че бъда освободен, ще намеря незабавно друга, идентична на тази, работа	5	4	3	2	1

F3. До каква степен сте съгласен със следните твърдения, свързани с настоящия ви работодател (или последен работодател в случай, че сте безработен)?

Моят работодател ми предоставя.... (ИЗПОЛЗВАЙТЕ КАРТА 1) (РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)

(ИНТЕРВЮЕР: ОТБЕЛЕЖЕТЕ С "X" ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ)	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Възможности за прилагане на уменията в различни дейности	5	4	3	2	1
2. Възможности за кариера в организацията	5	4	3	2	1
3. Възможности за повишение	5	4	3	2	1
4. Възможности за развитие на широка гама от умения	5	4	3	2	1
5. Възможности за поемане на отговорност при изпълнението на задачите	5	4	3	2	1
6. Интересна работа	5	4	3	2	1
7. Възможност за местене на различни длъжности в организацията	5	4	3	2	1

**F4. До каква степен сте съгласен със следните твърдения, свързани с вашето образование, обучение и квалификации? (ИЗПОЛЗВАЙТЕ КАРТА 1)
(РОТИРАЙТЕ СПИСЪКА С ТВЪРДЕНИЯ)**

(ИНТЕРВЮОР: МАРКИРАЙТЕ С "※" ТВЪРДЕНИЕТО, С КОЕТО ЗАПОЧВАТЕ ИЗЧИТАНЕТО НА СПИСЪКА)	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Моето ниво на образование е достатъчно за наемане на работа в сферата, в която работя	5	4	3	2	1
2. Уменията, които имам отговарят на нужните за работата, която искам да върша	5	4	3	2	1
3. Имам добър опит в работата	5	4	3	2	1
4. Нуждая се от обучение или образование	5	4	3	2	1
5. Работодател би бил впечатлен от моите квалификации	5	4	3	2	1
6. Работната ми квалификация не е много добра	5	4	3	2	1
7. Имам добри препоръки за работа	5	4	3	2	1

F5. До каква степен сте съгласен със следните твърдения, свързани със запознатостта ви с различни възможности? (ИЗПОЛЗВАЙТЕ КАРТА 1)

	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Следя редовно развитието на индустрията и заетостта	5	4	3	2	1
2. Информирам се за свободните работни места	5	4	3	2	1

F6. До каква степен сте съгласен със следните твърдения, свързани с вашите умения да представяте себе си? (ИЗПОЛЗВАЙТЕ КАРТА 1)

	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Наясно съм със своите интереси и умения	5	4	3	2	1
2. Не намирам за трудно да докажа моите способности на другите	5	4	3	2	1
3. Способен съм да убедя потенциални работодатели или партньори по проекти в моите компетенции	5	4	3	2	1

F7. До каква степен сте съгласен със следните твърдения, свързани с вашите компетенции? (ИЗПОЛЗВАЙТЕ КАРТА 1)

	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Смятам за важно да се развивам в широк аспект, така че да мога да извършвам различни задачи или дейности в организацията	5	4	3	2	1
2. Ако е нужно да извършвам различни задачи в организацията, то аз съм подготвен да променя моите трудови дейности	5	4	3	2	1
3. Ако организацията ми предложи възможност за натрупване на нов работен опит, то аз ще се възползвам	5	4	3	2	1

F8. До каква степен сте съгласен със следните твърдения, свързани с вашата готовност да смените работата си? (ИЗПОЛЗВАЙТЕ КАРТА 1)

	Напълно съм съгласен(а) (5)	Съгласен(а) съм (4)	Нито съм съгласен(а), нито не съм съгласен(а) (3)	Не съм съгласен(а) (2)	Изцяло не съм съгласен(а) (1)
1. Желая да започна друга работа	5	4	3	2	1
2. В случай на промени във фирмата, бих предпочел да остана в сегашния отдел с моите колеги	5	4	3	2	1

БЛОК G. ДЕМОГРАФИЯ

G1. Какво е Вашето семейно положение?

1. Неженен/ неомъжена (никога не се е женил/ омъжвала) (ПРЕМИНИ НА G4)
2. Женен/ омъжена или живеещ в съжителство (ПРЕМИНИ НА G2)
3. Вдовец/-ица (ПРЕМИНИ НА G4)
4. Разведен/-а (ПРЕМИНИ НА G4)

G2. Къде живее вашият съпруг/ партньор? (ЕДИН ОТГОВОР)

1. В родната ми страна
2. В страната, където живея в момента
3. Другаде

G3. Той/ тя е ...? (ЕДИН ОТГОВОР)

1. От същата националност като вас
2. От страна-членка на Европейския съюз, в която в момента живеете
3. От друга страна-членка на Европейския съюз
4. Друга националност (не от Европейски съюз)

G4. Имате ли деца?

1. Да (ПРЕМИНИ НА G5)
2. Не (ПРЕМИНИ НА G9)

G5. На каква възраст са децата Ви? (ВСЕКИ ПОСОЧЕН ОТГОВОР)

1. Под 12 г. (ПРЕМИНИ НА G6)
2. 12-17 г. (ПРЕМИНИ НА G7)
3. 18 г. и повече (ПРЕМИНИ НА G8)

G6. Къде живеят децата/ детето Ви, които са под 12 години? (ЕДИН ОТГОВОР)

1. В страната, където живея
2. В родната ми страна
3. И в двете страни

G7. Къде живеят децата/ детето Ви, които са на възраст 12-17 години? (ЕДИН ОТГОВОР)

1. В страната, където живея
2. В родната ми страна
3. И в двете страни

G8. Къде живеят децата/ детето Ви, които са на възраст 18 и повече години? (ЕДИН ОТГОВОР)

1. В страната, където живея
2. В родната ми страна
3. И в двете страни

G9. От колко души се състои Вашето домакинство, като включите и себе си?

Общ брой _____

от които:

1. Брой на децата под 16 г.: _____
 1. Брой на децата на възраст 14-15 г.: _____
 2. Брой на децата на възраст 5-13 г.: _____
 3. Брой на децата под 5 г.: _____
2. Брой на хората от 16 до 24 г.: _____
от които ученици/ студенти са: _____
3. Брой на хората на възраст между 25 и 64: _____
4. Брой на хората на възраст 65 г. и повече: _____

G10. Колко е Вашият домакински месечен доход в лева приблизително?

(Включете доход, който влиза в домакинството от всички източници)

(ИЗПОЛЗВАЙТЕ КАРТА 5)

1. До 150 лв.
2. 151 – 300 лв.
3. 301 – 500 лв.
4. 501 – 700 лв.
5. 701 – 1 000 лв.
6. 1 001 – 1 300 лв.
7. 1 301 – 1 600 лв.
8. 1 601 – 2 000 лв.
9. 2 001 – 2 500 лв.
10. 2 501 – 3 000 лв.
11. 3 001 – 3 500 лв.
12. Повече от 3 500 лв.

КАРТА 1: Съгласие

Напълно съм съгласен(а)	Съгласен(а) съм	Нито съм съгласен(а), нито не съм съгласен(а)	Не съм съгласен(а)	Изцяло не съм съгласен(а)
(5)	(4)	(3)	(2)	(1)

КАРТА 2: Трудност

Много лесно	Лесно	Трудно	Много трудно	Никога не съм го правил(а)
(5)	(4)	(3)	(2)	(1)

ШОУКАРТА 3: Честота

Много често	Често	От време на време	Рядко	Никога
(5)	(4)	(3)	(2)	(1)

ШОУКАРТА 4: Важност

Много важно	Важно	Не е важно	Изобщо не е важно
(4)	(3)	(2)	(1)

ШОУКАРТА 5: Месечен доход

1. По-малко от 150 лв.
2. 151 – 300 лв.
3. 301 – 500 лв.
4. 501 – 700 лв.
5. 701 – 1 000 лв.
6. 1 001 – 1 300 лв.
7. 1 301 – 1 600 лв.
8. 1 601 – 2 000 лв.
9. 2 001 – 2 500 лв.
10. 2 501 – 3 000 лв.
11. 3 001 – 3 500 лв.
12. Повече от 3 500 лв.

Annex 7: Dutch Questionnaire

ICTEGRA: Onderzoek naar de manier waarop ICT nieuwe Nederlanders helpt bij hun integratie

INTRODUCTIE:

"Goedemorgen/goedemiddag/goedenavond. Wij voeren een onderzoek uit naar de wijze waarop burgers Internet gebruiken en mede daarmee participeren in het sociale leven in Nederland. Dit onderzoek is volledig onafhankelijk van de Nederlandse overheid en vindt plaats in opdracht van de Europese Commissie. De resultaten stellen de Europese Commissie **beter in staat om de relatie tussen ICT, migratie-ervaring en werkgelegenheid te begrijpen om zodoende de integratie binnen de Europese Unie te kunnen bevorderen.**

U bent willekeurig geselecteerd om aan dit onderzoek deel te nemen in het kader van een representatieve steekproef in de gemeente (NAAM STAD). Wij vragen u vriendelijk om uw medewerking. **Wij garanderen dat uw antwoorden volledig anoniem zijn en niet individueel worden geanalyseerd of weergegeven.** Het beantwoorden van de vragen duurt ongeveer 20 minuten. Bent u bereid hieraan mee te werken?

(Extra vraag als het interview begint voor het geval we voor de geïnterviewde een taalversie naar keuze hebben: "We kunnen het interview doen in het (TAAL). We hebben ook een geprinte versie in (NOEM DE BESCHIKBARE TALEN). Geeft u s.v.p. aan naar welke taal uw voorkeur uitgaat.

CONTEXTUELE INFORMATIE (IN TE VULLEN DOOR DE INTERVIEWER NA AFLOOP VAN HET INTERVIEW):

- | | |
|-----|---|
| X1. | Nummer van interviewer (ID): |
| X2. | Volledige naam van interviewer: |
| X3. | Land: 3. Nederland |
| X4. | Locatie (stad): |
| X5. | Locatie van interview (s.v.p. omschrijven): |
| X6. | Datum & tijd van het interview: __ / __ / ____ Begintijd: __: __ Einde: __: __ |
| X7. | Taal van het interview:
1. Engels 2. Nederlands 3. Spaans 4. Bulgaars 5. Frans
6. Russisch 7. Arabisch 8. Chinees 9. Turks 10. Bahasa Indonesia |
| X8. | Mate waarin de taal waarin het interview werd afgelegd werd beheerst (omcirkel en leg uit waar nodig):
1. Vloeiend 2. Goed 3 Redelijk 4 Matig 5 Slecht |

IN TE VULLEN DOOR INTERVIEWER OF COÖRDINATOR:

S1 Geslacht (NIET VRAGEN):

1. Vrouw
2. Man

S2. **Wat is uw leeftijd?**

_____ jaar (INTERVIEW BEËINDIGEN BIJ JONGER DAN 16 OF OUDER DAN 74)

S3. **In welk land bent u geboren?**

_____ (INTERVIEW BEËINDIGEN INDIEN IN NEDERLAND OF EEN VAN DE ANDERE 26 EU LIDSTATEN GEBOREN. CONTROLEER BIJGAANDE LIJST WANNEER U NIET ZEKER BENT)

S4. **Heeft u de Nederlandse nationaliteit?**

1. Ja (INDIEN JA VRAGENLIJST NIET VERDER INVULLEN)
2. Nee

S5. **In welke plaats woont u nu ?**

_____ (Gemeente)
_____ (Wijk)

S6. **Is dat een.....?** (ALLEEN VRAGEN WANNEER LOCATIE NIET DUIDELIJK IS - ANDERS ZELF CLASSIFIËREN):

1. Stad
2. Buitenwijk/randgemeente
3. Plattelandsgemeente

S7. **Hoe goed is uw Nederlands?**

1. Ik begrijp het en spreek het goed (GEBRUIK FORMELE VRAGENLIJST)
2. Ik spreek het en begrijp het behoorlijk (GEBRUIK FORMELE VRAGENLIJST EN LICHT TOE WANNEER ER ONDUIDELIJKHEDEN ZIJN)
3. Ik heb moeite om het te begrijpen en spreken (BIEDT EEN ALTERNATIEVE TAALVERSIE AAN)

BLOCK A: TOEGANG TOT ICT (Informatie & Communicatie Technologie)

A1. **Heeft u of iemand anders in uw huishouden een computer thuis?** (b.v.: desktop, laptop, netbook, tablet, uitgezonderd smartphone)

1. Ja
2. Nee

A2. **Heeft u of iemand anders in uw huishouden thuis toegang tot internet?** (via welk apparaat dan ook)

1. Ja (Ga naar B1)
2. Nee
3. Dat weet ik niet

A3. **Waarom heeft u geen internet thuis?**

(MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 1) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>	Helemaal mee eens	Mee eens	Niet mee eens, niet mee oneens	Mee oneens	Helemaal mee oneens
	(5)	(4)	(3)	(2)	(1)
1. Ik heb elders toegang tot internet	5	4	3	2	1
2. Ik heb geen internet nodig (niet handig, niet interessant, etc.)	5	4	3	2	1
3. Apparatuur is te duur	5	4	3	2	1
4. Toegangskosten zijn te hoog (Kabel, Telefoonlijn, etc.)	5	4	3	2	1
5. Ik weet niet hoe het werkt	5	4	3	2	1
6. Ik beng bang voor mijn privacy of ik vind het onveilig	5	4	3	2	1
7. Breedband internet is in mijn wijk niet beschikbaar	5	4	3	2	1
8. Ik wil geen internet (want ik vind de inhoud schadelijk...)	5	4	3	2	1
9. Andere reden	5	4	3	2	1

BLOCK B: GEBRUIK VAN ICT: GEBRUIK, PLAATS EN APPARATEN

B1. Wanneer heeft u voor het laatst een computer gebruikt? (thuis, op uw werk, ergens anders)?

(b.v.: desktop, laptop, netbook, tablet, uitgezonderd smartphone)

1. Binnen de laatste 3 maanden (Ga naar B2)
2. Tussen 3 maanden en een jaar geleden (Ga naar B3)
3. Meer dan een jaar geleden (Ga naar B3)
4. Ik heb er nog nooit een gebruikt (Ga naar E1)

B2. Hoe vaak heeft u de afgelopen 3 maanden gemiddeld een computer gebruikt?

1. Elke dag of bijna elke dag
2. Ten minste eens per week (maar niet elke dag)
3. Ten minste eens per maand (maar niet elke week)
4. Minder dan eens per maand
5. Nooit

B3. Wanneer heeft u voor het laatst Internet gebruikt? (via welk apparaat dan ook)

1. Binnen de laatste 3 maanden* (Ga naar B4)
2. Tussen 3 maanden geleden en een jaar geleden (Ga naar C1)
3. Meer dan een jaar geleden (Ga naar C1)
4. Ik heb nooit internet gebruikt (Ga naar E1)

*BIJ CODE 1 CLASSIFICEREN ALS 'INTERNET', BIJ CODE 2,3 of 4 CLASSIFICEREN "GEEN INTERNET"

B4. Hoe vaak heeft u internet de afgelopen 3 maanden gebruikt?

1. Elke dag of bijna elke dag
2. Ten minste eens per week (maar niet elke dag)
3. Ten minste eens per maand (maar niet elke week)
4. Minder dan eens per maand

B5. Waar heeft u internet de afgelopen 3 maanden gebruikt (via een computer of een ander apparaat)? (MEER ANTWOORDEN MOGELIJK, SPONTAAN OF N.A.V. VAN LIJST)

1. Thuis
2. Op werk
3. Op school
4. Bij iemand anders thuis
5. Bibliotheek
6. Postkantoor
7. Andere publieke plaats, zoals stadhuis, gemeentegebouw
8. Buurthuis of vrijwilligersorganisatie
9. Internet Café
10. Hotspot (hotels, vliegvelden, publieke ruimten, etc.)
11. Ergens anders

B6. Gebruikt u een van de volgende mobiele apparaten voor gebruik van internet buitenshuis (dus niet bij u thuis of op uw werk)? (MEER ANTWOORDEN MOGELIJK)

1. Ik heb buitenshuis of buiten kantoor geen toegang tot internet via een mobiele telefoon, smartphone, tablet of ander mobiel apparaat.
2. Ik heb toegang tot internet via een mobiele telefoon of smartphone:

B6.2.

1. Mobiele telefoon netwerk (b.v. 3G of 4G)

2. Ander draadloos netwerk (b.v. WiFi)
3. Ik heb toegang tot internet via een portable computer (b.v. laptop of tablet):

B6.3.

1. Via mobiel telefoon netwerk (USB stick), SIM of mobiele telefoon als modem.
2. Via ander draadloos netwerk (b.v. WiFi)
3. Ik heb mobiel geen toegang tot internet
4. Ik heb buitenshuis toegang tot internet via andere apparaten.

BLOCK C: ICT VAARDIGHEDEN

C1. Welke van de volgende activiteiten kunt u via uw computer uitvoeren?

(MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 2) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

	JA				NEE
	Erg makkelijk (5)	Makkelijk (4)	Moeilijk (3)	Erg moeilijk (2)	Nog nooit gedaan (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Een bestand of map kopiëren	5	4	3	2	1
2. Gebruik “kopiëren” (copy) en “plakken” (paste) om informatie uit een document te kopiëren en elders in het document, of in een ander document, te plaatsen	5	4	3	2	1
3. Gebruik van gestandaardiseerde rekenkundige formules in een spread sheet (b.v. Excell)	5	4	3	2	1
4. Bestanden comprimeren (“compress” of “zip” files)	5	4	3	2	1
5. Het aansluiten en installeren van nieuwe apparaten, b.v. een modem of printer	5	4	3	2	1
6. Het schrijven van een computer programma door gebruik te maken van gespecialiseerde programmeertaal.	5	4	3	2	1

C2. Welke van de volgende handelingen kunt u op internet verrichten?*(MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 2) (LIJST MET ITEMS WISSELEND GEBRUIKEN)*

	JA				NEE
	Erg makkelijk (5)	Makkelijk (4)	Moeilijk (3)	Erg moeilijk (2)	Nog nooit gedaan (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Gebruiken van een zoekmachine, zoals Google, om informatie te zoeken en vinden.	5	4	3	2	1
2. Het versturen van e-mails met bijlagen (attachments), zoals documenten, foto's, etc.	5	4	3	2	1
3. Het plaatsen van berichten in “chat rooms”, nieuwsgroepen of online discussie fora (waaronder social networking sites, blogs, etc.)	5	4	3	2	1
4. Het gebruik van internet om te telefoneren.	5	4	3	2	1
5. Gebruik van “peer-to-peer” delen van bestanden, b.v. films, muziek, etc. Denk hier b.v. aan Dropbox, WeTransfer, YouSendIt, etc..	5	4	3	2	1
6. Het zelf maken van een internetpagina.	5	4	3	2	1

C3. Hoe heeft u geleerd met een computer te werken en internet te gebruiken?*(MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 1) (LIJST MET ITEMS WISSELEND GEBRUIKEN)*

	Helemaal mee eens	Mee eens	Niet mee eens, niet mee oneens	Mee oneens	Helemaal mee oneens
	(5)	(4)	(3)	(2)	(1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Formele opleiding (school, hogeschool, universiteit)	5	4	3	2	1
2. Cursus (bij een opleidingsinstituut)	5	4	3	2	1
3. Zelfstudie via boeken, CD-roms, online cursus, wiki's, discussiefora, etc.	5	4	3	2	1
4. Ik heb het geleerd door het gewoon te doen (leren in de praktijk)	5	4	3	2	1
5. Via hulp en assistentie van familie, vrienden, collega's.	5	4	3	2	1
6. Op een andere manier	5	4	3	2	1

BLOCK D: GEBRUIK VAN ICT: ACTIVITEITEN EN SOCIAL NETWORK SITES

(Wanneer u de afgelopen 3 maanden geen gebruik heeft gemaakt van internet (B3=1) ga dan naar E1)

D1. Heeft u de afgelopen 3 maanden internet gebruikt voor de volgende doeleinden? (MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 3) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

	JA				NEE
	Zeer vaak (5)	Vaak (4)	Soms (3)	Weinig (2)	Nooit (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET "*)</i>					
1. Lezen of downloaden van online nieuws (b.v. nieuwsapps), kranten en/of tijdschriften.	5	4	3	2	1
2. Zoeken van gezondheidsvragen en gezondheidsdiensten (b.v. informatie over type verwonding, dieetadvies, gezondheidstips, etc.)	5	4	3	2	1
3. Het zoeken naar informatie over opleidingen, trainingen, cursussen.	5	4	3	2	1
4. Het zoeken naar informatie over sociale dienstverlening (b.v. UWV)	5	4	3	2	1
5. Het zoeken naar informatie over verhuizen (huis zoeken, kamer zoeken)	5	4	3	2	1
6. Het zoeken naar informatie over belastingen	5	4	3	2	1
7. Het zoeken naar informatie over wetgeving en recht, b.v. via juridisch loket of overheidswebsites.	5	4	3	2	1
8. Het zoeken naar informatie over andere diensten dan hierboven genoemd.	5	4	3	2	1
9. Het downloaden van software. (anders dan games software)	5	4	3	2	1
10. Het zoeken naar informatie over of uit uw geboorteland.	5	4	3	2	1

D2. Heeft u internet de afgelopen 3 maanden gebruikt voor de volgende doeleinden? (MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 3) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

	JA				NEE
	Zeer vaak (5)	Vaak (4)	Soms (3)	Weinig (2)	Nooit (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Het plaatsen van berichten in “chat rooms”, nieuwsgroepen en online discussiefora.	5	4	3	2	1
2. Deelname aan niet-zakelijke social networks, zoals Facebook, Twitter, etc, via een eigen gebruikersprofiel, door middel van het plaatsen van berichten, het uploaden van foto's films of andere items, etc.	5	4	3	2	1
3. Deelname aan zakelijke social networks, zoals LinkedIn, via een eigen gebruikersprofiel, door middel van het plaatsen van berichten, het uploaden van foto's films of andere items, etc.	5	4	3	2	1
4. Het sturen en ontvangen van emails.	5	4	3	2	1
5. Instant messages, chat (zoals Yahoo messenger, Hotmail messenger, etc.)	5	4	3	2	1
6. Telefoneren via Internet/video calls (via webcam). B.v. Skype, Tango, Viber, etc.	5	4	3	2	1

D3. Heeft u de afgelopen 3 maanden deelgenomen aan een of meer van de volgende activiteiten? (MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 3) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

	JA				NEE
	Zeer vaak (5)	Vaak (4)	Soms (3)	Weinig (2)	Nooit (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Het lezen en plaatsen van opinies over maatschappelijke of politieke onderwerpen via websites (b.v. blogs, social networks, nieuwsites, etc.)	5	4	3	2	1
2. Het deelnemen aan online opiniepeilingen over uw stemgedrag bij de verkiezingen, of voor het geven van uw mening over andere zaken (b.v. het tekenen van een petitie, uw stem laten horen tegen/over een nieuw gebouw in uw wijk, etc.)	5	4	3	2	1
3. Het contact leggen met een politicus (b.v. gemeenteraad of tweede kamerlid)	5	4	3	2	1
4. Het online deelnemen als vrijwilliger aan een maatschappelijke (belangen)organisatie of -groep	5	4	3	2	1
5. Het contact leggen met overheidsorganisaties om meer te weten te komen over uw rechten en plichten als burger.	5	4	3	2	1

D4. Heeft u via internet de afgelopen 3 maanden deelgenomen aan een of meer van de volgende studie/opleidingsactiviteiten? (MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 3) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

	JA				NEE
	Zeer vaak (5)	Vaak (4)	Soms (3)	Weinig (2)	Nooit (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Een online cursus om mijn kennis en vaardigheden voor mijn werk te verbeteren.	5	4	3	2	1
2. Een online cursus om mijn kennis over de Nederlandse taal te leren of te verbeteren.	5	4	3	2	1
3. Een online cursus over een ander onderwerp/thema.	5	4	3	2	1
4. Surfen op het internet om informatie te krijgen over de mate waarin mijn in het buitenland behaalde diploma gelijkwaardig is aan een Nederlands diploma.	5	4	3	2	1
5. Surfen op het internet om te kijken hoe ik mijn in het buitenland behaalde diploma's in Nederland erkend kan krijgen.	5	4	3	2	1
6. Surfen op het internet voor studie/educatie doeleinden (b.v. om mijn beheersing van de Nederlandse of een andere taal te verbeteren, etc.)	5	4	3	2	1

D5. Heeft u via internet de afgelopen 3 maanden deelgenomen aan een of meer van de volgende activiteiten ten behoeve van uw werk/baan? (MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 3) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

	JA				NEE
	Zeer vaak (5)	Vaak (4)	Soms (3)	Weinig (2)	Nooit (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Het zoeken naar werk en/of solliciteren.	5	4	3	2	1
2. Uzelf presenteren aan toekomstige werkgevers (b.v. door uw CV te sturen, of te uploaden op een website)	5	4	3	2	1
3. Het volbrengen van taken/opdrachten voor uw werk.	5	4	3	2	1
4. Het deelnemen aan professionele networking sites (via een gebruikersprofiel, het plaatsen van berichten op of het leveren van andere bijdragen aan LinkedIn, Xing, etc.)	5	4	3	2	1
5. Het zoeken en vinden van informatie over uw rechten als werknemer.	5	4	3	2	1
6. Het zoeken en vinden van informatie over werkloosheidsuitkeringen en andere voorzieningen.	5	4	3	2	1
7. Het zoeken en vinden van informatie over training en cursussen.	5	4	3	2	1
8. Het bezoeken van websites om te zien hoe goed mijn professionele competenties en vaardigheden zijn.	5	4	3	2	1

D6. **In hoeverre bent u het met de volgende uitspraken eens in relatie tot het online zoeken naar een werk?** (MEER ANTWOORDEN MOGELIJK) (GEBRUIK SHOWCARD 1) (LIJST MET ITEMS WISSELEND GEBRUIKEN)

(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)	Helemaal eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Ik weet hoe ik op internet een baan moet zoeken.	5	4	3	2	1
2. Ik heb vertrouwen in het via internet op zoek gaan naar een baan.	5	4	3	2	1
3. Ik heb interesse in het soort banen dat via internet worden aangeboden.	5	4	3	2	1
4. Het gebruik van internet in het zoeken naar werk is nuttig.	5	4	3	2	1
5. Ik heb internet echt nodig om een baan te vinden.	5	4	3	2	1

BLOCK E: INTEGRATIE VAN MIGRANTEN

E1. WERK

E1.1. **Wat is uw huidige werksituatie?** (1 ANTWOORD MOGELIJK)

1. In loondienst full-time (Ga naar E1.3)
2. In loondienst, part-time (Ga naar E1.3)
3. Zelfstandig werkzaam (b.v. als ZZP'er, familiebedrijf, B.V., etc.) (Ga naar E1.3)
4. Werkloos, op zoek naar werk (Ga naar E1.2)
5. Student (zonder bijbaan/studentenbaan) (Ga naar E1.5)
6. Student (met bijbaan/studentenbaan) (Ga naar E1.3)
7. Huisvrouw (Ga naar E1.5)
8. Anders, niet werkzaam (gepensioneerd, arbeidsongeschikt, dienstplicht, etc.) (Ga naar E1.5)

E1.2. **Hoe lang bent u al werkloos?** (1 ANTWOORD MOGELIJK)

1. Minder dan 3 maanden
2. Tussen 3 maanden en een jaar
3. Meer dan een jaar

E1.3. **Wat is uw huidige beroep?** (1 ANTWOORD MOGELIJK)

1. Professional (b.v. dokter, architect, docent/professor, dierenarts, advocaat, bibliothecaris, acteur, etc.)
2. Andere gespecialiseerde beroepen (b.v. ingenieur, verpleegkundige, juridisch medewerker, ICT medewerker)
3. Kantoorwerk (b.v. administratief medewerker, secretaresse, etc.)
4. Service of verkoopmedewerker (b.v. reisagent, kok, kapper/kapster, kassier(e), kinderopvang, verkoopmedewerker winkel, etc.)
5. Geschoolde werker in de landbouw- en veeteelt, bosbouw of visserij
6. Technische en andere gespecialiseerd beroepen (b.v. elektriciens, staal- en metaalwerkers, kledingreparatie, etc.)
7. Machinewerkers (b.v. in de chemische industrie, voedselverwerkingsindustrie, etc.)
8. Elementaire beroepen (b.v. schoonmaakwerk, werk in de kassen, assisteren in de keuken in een restaurant, straatverkoop)
9. Leger (b.v. landmacht of luchtmacht).
10. Anders
11. Ik weet het niet/Geen antwoord

E1.4. **Denkt u dat u in uw (belangrijkste) baan in Nederland de kennis en vaardigheden gebruikt die u in uw opleiding of op een andere manier heeft vergaard?**

1. Mijn baan is op mijn kennis- en opleidingsniveau.
2. Mijn baan is op mijn kennisniveau, maar ligt op een ander terrein dan waar ik een opleiding voor heb gevolgd.
3. Voor mijn baan heb ik niet de kennis en opleiding die ik heb gevolgd Nodig.
4. Geen antwoord.
5. Ik weet het niet.

E1.5. **Hoe bent u aan uw huidige of meest recente baan in Nederland gekomen?** (MEER ANTWOORDEN MOGELIJK)

1. Via familie en vrienden (offline)
2. Via familie en vrienden (online)
3. Via kennissen die ik op internet heb ontmoet
4. Via vacatures in een krant of tijdschrift (offline)
5. Via vacatures in een krant of tijdschrift (online)
6. Via vacature-websites
7. Via een wervings- en selectiebureau (offline)
8. Via een wervings- en selectiebureau (online)
9. Via de UWV (offline)
10. Via de UWV (online)
11. Via een andere organisatie, anders dan de overheid (online)
12. Via een andere organisatie, anders dan de overheid (offline)
13. Anders (offline)
14. Anders (online)
15. Ik heb nog geen werk gehad in Nederland

E2. OPLEIDING EN VAARDIGHEDEN

E2.1. **Wat is uw opleidingsniveau? (1 antwoord mogelijk)** (kies uw hoogst genoten en afgeronde opleiding)

Alleen basisschool, enkele klassen middelbare school (niet afgemaakt) of Nooit naar school geweest:

1. Nooit naar school geweest
2. Basisschool
3. Een of enkele klassen middelbare school, maar niet afgerond

Afgeronde middelbare schoolopleiding:

4. VMBO, MBO, MAVO of vergelijkbare opleiding in buitenland
5. Havo of VWO of vergelijkbare opleiding in buitenland

Hoger onderwijs:

6. HBO of vergelijkbaar in buitenland
7. Universitair

E2.2 **Heeft u in Nederland erkende diploma's?**

1. Ja, of vergelijkbaar niveau
2. Ja, maar wel een lager niveau
3. Nee
4. Ik weet het niet/Geen antwoord

E2.3. **Heeft u de afgelopen 12 maanden een cursus gevolgd om uw kennis en vaardigheden voor uw werk te verbeteren?**

1. Ja
2. Nee
3. Ik weet het niet/Geen antwoord

E2.4. **Heeft u de afgelopen 12 maanden een cursus gevolgd om uw kennis over de Nederlandse taal te verbeteren?;**

1. Ja
2. Nee
3. Ik weet het niet/Geen antwoord

E2.5. **In welke mate denkt u dat de volgende vaardigheden u hebben geholpen om uw werksituatie te verbeteren? (Geef een score van 1 = minimum tot 5 = maximum bij elke onderwerp)**

	Minimum (1)	(2)	(3)	(4)	Maximum (5)
1. Uw moedertaal	1	2	3	4	5
2. Nederlandse taal	1	2	3	4	5
3. Andere taal	1	2	3	4	5
4. Wiskundige en wetenschappelijke kennis	1	2	3	4	5
5. Gebruik van computer en internet	1	2	3	4	5
6. Mogelijkheid om te leren, mij nieuwe kennis eigen te maken	1	2	3	4	5
7. Begrijpen van en aanpassen aan de gebruiken in Nederland	1	2	3	4	5
8. Eigen initiatief en ondernemersgeest.	1	2	3	4	5
9. Cultureel (begrijpen en uitdrukken door middel van muziek, zang en dans, etc.)	1	2	3	4	5

E3. SOCIALE INTEGRATIE

E3.1. **Wat zijn uw belangrijkste bronnen van inkomsten binnen uw gezin, inclusief uw eigen inkomsten? (SELECTEER MAXIMAAL 3 ITEMS)**

1. Mijn huidige baan of werk (wanneer u nu een baan of werk heeft)
2. Werkloosheidsuitkering of een andere uitkering
3. Overheidsbijdrage om uw eigen bedrijf te kunnen starten
4. Financiële steun van een andere organisatie
5. Studiefinanciering
6. Ouders of vrienden
7. Tijdelijk, onregelmatig, werk
8. Anders

E3.2. **Welke van de volgende situatie beschrijft het best het huidige inkomen van uw huishouden? (1 ANTWOORD MOGELIJK)**

1. Ik leef erg comfortabel met ons/mijn huidige inkomen
2. Ik leef comfortabel met ons/mijn huidige inkomen
3. Wij redden ons wel/ik red me wel, met ons/mijn huidige inkomen
4. Moeilijk rond te komen met het huidige inkomen
5. Erg moeilijk rond te komen met het huidige inkomen
6. Ik weet het niet/geen antwoord

E3.3. **Hoe schat u uw kennis in van de Nederlandse taal op de volgende gebieden**

	Basis	Goed	Vloeiend
1. Begrijpen	1	2	3
2. Spreken	1	2	3
3. Schrijven	1	2	3

E3.4. **Hoe goed bent u geïnformeerd over verschillende aspecten van het dagelijks leven in Nederland?**

	Erg goed geïnformeerd (5)	(4)	(3)	(2)	In het geheel niet geïnformeerd (1)	Ik weet het niet/geen antwoord
1. Wetgevend/ juridisch	5	4	3	2	1	9
2. Werknemers rechten	5	4	3	2	1	9
3. Werkgelegenheid	5	4	3	2	1	9
4. Gezondheidszorg	5	4	3	2	1	9
5. Onderwijs	5	4	3	2	1	9
6. Sociale diensten	5	4	3	2	1	9
7. Huisvesting	5	4	3	2	1	9
8. Belasting	5	4	3	2	1	9

E4. ACTIEF BURGERSCHAP

E4.1. **Doet u vrijwilligerswerk?**

1. Ja
2. Nee
3. Ik weet het niet/geen antwoord

E4.2. **Heeft u de afgelopen 12 maanden, weleens een van de volgende politieke activiteiten in Nederland uitgevoerd? (MEER ANTWOORDEN MOGELIJK)**

	JA				NEE
	Zeer vaak (5)	Vaak (4)	Soms (3)	Weinig (2)	Nooit (1)
<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>					
1. Contact gezocht met een politicus, of een minister, burgemeester of wethouder?	5	4	3	2	1
2. Gewerkt in een politieke partij of actiegroep?	5	4	3	2	1
3. Gewerkt in een andere maatschappelijke organisatie?	5	4	3	2	1
4. Een petitie ondertekend?	5	4	3	2	1

E4.3. **Heeft u gestemd tijdens de laatste landelijke of lokale verkiezingen?**

1. Ja
2. Nee
3. Ik weet het niet/Geen antwoord

E5. UW MIGRATIE GESCHIEDINIS

E5.1. **Wanneer kwam u voor het eerst in de Europese Unie?**

..... 1. jaar / 2. maanden geleden (AANTAL, DOORHALEN WAT NIET V TOEPASSING IS)

E5.2. **Hoeveel jaar woont u al in Nederland?**

..... 1. jaar / 2. maanden geleden (AANTAL, DOORHALEN WAT NIET V TOEPASSING IS)

E5.3. **Waarom bent u naar de Europese Unie gekomen?**

	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Studie	5	4	3	2	1
2. Gezinshereniging/huwelijk	5	4	3	2	1
3. Werk	5	4	3	2	1
4. Medische redenen	5	4	3	2	1
5. Politieke of humanitaire redenen	5	4	3	2	1
6. Anders	5	4	3	2	1

BLOCK F: INZETBAARHEID

F1. **Voor hoeveel dagen heeft u training gehad of cursussen gevolgd, geheel of gedeeltelijk betaald door uw huidige of vroegere werkgever tijdens de afgelopen 12 maanden?**

1. Training of werkgerelateerde vaardigheden _____ dagen
2. Training of algemene vaardigheden _____ dagen
3. Leiderschapstraining _____ dagen

F2. **In welke mate bent u het eens met de volgende uitspraken in relatie tot uw huidige werkgever (of meest recente werkgever)? (GEBRUIK SHOWCARD 1)**

(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Ik ben ervan overtuigd dat ik nieuw werk kan vinden wanneer ik op zoek ga	5	4	3	2	1
2. Het zal moeilijk voor me zijn om nieuw werk te vinden wanneer ik bij mijn huidige werkgever vertrek.	5	4	3	2	1
3. Wanneer ik word ontslagen, zal ik direct elders een gelijkwaardige baan vinden.	5	4	3	2	1

F3. In welke mate bent u het eens met de volgende uitspraken in relatie tot uw huidige werkgever (of meest recent werkgever)? Mijn werkgever geeft me ... (GEBRUIK SHOWCARD 1)

<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. De mogelijkheid mijn kennis en vaardigheden breed toe te passen	5	4	3	2	1
2. De mogelijkheid een carrière op te bouwen	5	4	3	2	1
3. Gelegenheid tot promotie	5	4	3	2	1
4. De mogelijkheid om mij een breed scala van vaardigheden eigen te maken/mijzelf door te ontwikkelen	5	4	3	2	1
5. De gelegenheid om eigen verantwoordelijk te nemen in het uitvoeren van mijn taken.	5	4	3	2	1
6. Interessant werk	5	4	3	2	1
7. De mogelijkheid om binnen de huidige organisatie een andere baan te krijgen, als ik dat wil.	5	4	3	2	1

F4. In welke mate bent u het eens met de volgende uitspraken in relatie tot uw opleiding, training en kwalificaties? (GEBRUIK SHOWCARD 1)

<i>(INTERVIEWER: BEGINT DE LIJST TE LEZEN BIJ HET ITEM DAT IS GEMARKEERD MET “*”)</i>	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Mijn opleidingsniveau is voldoende om een baan te krijgen op mijn vakgebied	5	4	3	2	1
2. Mijn kennis en vaardigheden zijn voldoende/up to date voor het werk dat ik graag wil doen	5	4	3	2	1
3. Ik heb een goed arbeidsverleden	5	4	3	2	1
4. Ik heb meer training en een betere opleiding nodig	5	4	3	2	1
5. Een werkgever zal onder de indruk zijn van mijn kwalificaties	5	4	3	2	1
6. Mijn werkkwalificaties zijn erg goed	5	4	3	2	1
7. Ik heb goede referenties (m.b.t. werk)	5	4	3	2	1

F5. In welke mate bent u het eens met de volgende uitspraken in relatie tot het alert zijn op kansen? (GEBRUIK SHOWCARD 1)

	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Ik volg nauwlettend de ontwikkelingen in mijn sector en vakgebied	5	4	3	2	1
2. Ik zorg ervoor dat ik goed geïnformeerd ben over vacatures	5	4	3	2	1

F6. In welke mate bent u het eens met de volgende uitspraken in relatie tot uw presentatievaardigheden? (GEBRUIK SHOWCARD 1)

	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Ik ben me bewust van mijn kennis en vaardigheden	5	4	3	2	1
2. Ik vind het moeilijk om mijn capaciteiten aan anderen te tonen/bewijzen	5	4	3	2	1
3. Ik ben in staat om potentiële werkgevers of projectpartners te overtuigen van mijn competenties	5	4	3	2	1

F7. In welke mate bent u het eens met de volgende uitspraken in relatie tot uw competenties? (GEBRUIK SHOWCARD 1)

	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Ik vind het belangrijk om mijzelf breed te ontwikkelen, zodat ik in staat ben om verschillende taken en activiteiten in de organisatie uit te voeren	5	4	3	2	1
2. Als de organisatie me nodig heeft om verschillende/andere taken uit te voeren, dan ben ik bereid om mijn werkzaamheden te veranderen.	5	4	3	2	1
3. Als de organisatie me het opdoen van nieuwe werkervaring aanbiedt, dan zal ik dat met beide handen aangrijpen.	5	4	3	2	1

F8. In welke mate bent u het eens met de volgende uitspraken in relatie tot uw bereidheid om van baan te veranderen? (GEBRUIK SHOWCARD 1)

	Helemaal mee eens (5)	Mee eens (4)	Niet mee eens, niet mee oneens (3)	Mee oneens (2)	Helemaal mee oneens (1)
1. Ik ben bereid om een andere baan te nemen	5	4	3	2	1
2. Bij een organisatorische verandering, zou ik liever op mijn huidige afdeling en met mijn huidige collega's blijven werken.	5	4	3	2	1

BLOCK G: SOCIO-DEMOGRAFISCH

G1. **Wat is uw persoonlijke situatie?**

1. Ongetrouwd (Nooit getrouwd geweest) (Ga naar G4)
2. Getrouwd of samenwonend (Ga naar G2)
3. Weduwe/weduwnaar (incl. na geregistreerd partnerschap) (Ga naar G4)
4. Gescheiden(van huwelijk of geregistreerd partnerschap) (Ga naar G4)

G2. **Waar woont uw echtgenoot/partner?** (1 ANTWOORD MOGELIJK)

1. In mijn geboorteland
2. In Nederland
3. Elders

G3. **Heeft hij/zij .. ?** (1 ANTWOORD MOGELIJK)

1. Dezelfde nationaliteit als u
2. De Nederlandse nationaliteit
3. Een nationaliteit uit een ander EU land
4. Een andere niet-EU nationaliteit

G4. **Heeft u kinderen?**

1. Ja (Ga naar G5)
2. Nee (Ga naar G9)

G5. **Hoe oud zijn uw kinderen?** (1 ANTWOORD MOGELIJK)

1. Jonger dan 12 (Ga naar G6)
2. 12-17 (Ga naar G7)
3. 18 jaar en ouder (Ga naar G8)

G6. **Waar wonen uw kinderen onder de 12 jaar?** (1 ANTWOORD MOGELIJK)

1. In Nederland
2. In mijn geboorteland
3. In Nederland en mijn geboorteland

G7. **Waar wonen uw kinderen van 12-17 jaar?** (1 ANTWOORD MOGELIJK)

1. In Nederland
2. In mijn geboorteland
3. In Nederland en mijn geboorteland

G8. **Waar wonen uw kinderen van 18 jaar en ouder jaar?** (1 ANTWOORD MOGELIJK)

1. In Nederland
2. In mijn geboorteland
3. In Nederland en mijn geboorteland

G9. Inclusief uzelf, uit hoeveel personen bestaat uw huishouden?

Totaal aantal personen: _____

Waarvan:

- Aantal kinderen onder de 16: _____
 - 1. Aantal kinderen 14-15: _____
 - 2. Aantal kinderen 5-13: _____
 - 3. Aantal kinderen onder 5: _____
- Aantal kinderen van 16 -24: _____
Waarvan studerend/opleiding
volgend *:
*elk type studie/opleiding _____
- Aantal personen van 25 tot 64: _____
- Aantal personen van 65 jaar en ouder: _____

G10. Wat is ongeveer het maandinkomen van uw huishouden in Euro?

(Inclusief inkomen uit meerdere bronnen dat naar uw huishouden gaat)
(GEBRUIK SHOWCARD 5)

1. Minder dan €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. Meer dan €10,000

HARTELIJK DANK VOOR UW MEDEWERKING!

SHOWCARD 1: Mee eens of oneens

Helemaal mee eens	Mee eens	Niet mee eens, niet mee oneens	Mee oneens	Helemaal mee oneens
(5)	(4)	(3)	(2)	(1)

SHOWCARD 2: Moeilijkheidsgraad

Erg makkelijk	Makkelijk	Moeilijk	Erg moeilijk	Heb ik nog nooit gedaan
(5)	(4)	(3)	(2)	(1)

SHOWCARD 3: Frequentie

Zeer vaak	Vaak	Soms	Weinig	Nooit
(5)	(4)	(3)	(2)	(1)

SHOWCARD 4: Mate van belangrijkheid

Erg belangrijk (4)	Belangrijk (3)	Niet belangrijk (2)	Erg onbelangrijk (1)
-------------------------------------	---------------------------------	--------------------------------------	---------------------------------------

SHOWCARD 5: Maandinkomen

1. Minder dan €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. Meer dan €10,000

Annex 8: Spanish Questionnaire

ICTEGRA: Estudio sobre las TIC como apoyo a la integración en el día a día de los inmigrantes

INTRODUCCIÓN:

"Buenos días/tardes/noches. Estamos llevando a cabo un estudio sobre el modo en que las personas usan Internet y participan en la vida pública y social en España. Este estudio es completamente independiente del gobierno de España **y está financiado por la Comisión Europea. Los resultados del estudio permitirán a la Comisión Europea una mejor comprensión de la relación entre las TIC (Tecnologías de la Información y la Comunicación), la experiencia migratoria y la empleabilidad, para así facilitar la integración de inmigrantes en toda la Unión Europea.**

Usted ha sido seleccionado aleatoriamente para formar parte de la muestra representativa de la población de (CIUDAD). Nos gustaría contar con su colaboración en este estudio. **Le garantizamos que sus respuestas serán completamente anónimas y nunca se analizarán individualmente, sólo a nivel estadístico.** La entrevista durará aproximadamente 20 minutos. ¿Está dispuesto/a a colaborar?

(Al inicio de la entrevista, para aquellos participantes que podamos entrevistar en su lengua nativa con el cuestionario correspondiente, preguntar: "¿Podemos hacer la entrevista en (IDIOMA)? Tenemos el cuestionario impreso en (MENCIONAR TODOS LOS IDIOMAS). Use la lengua que prefiera.)

INFORMACIÓN CONTEXTUAL (DEBE SER RELLENADA POR EL ENTREVISTADOR DESPUÉS DE LA ENTREVISTA):

- | | |
|-----|--|
| X1. | Código del entrevistador (ID): |
| X2. | Nombre completo del entrevistador: |
| X3. | País: 1. España |
| X4. | Localidad (ciudad): |
| X5. | Punto de encuentro (describir): |
| X6. | a. Fecha entrevista: __ / __ / ____ b. Hora inicio: __: __ c. Hora fin: __: __ |
| X7. | Idioma de la entrevista: |
| | 1. Inglés 2. Holandés 3. Español 4. Búlgaro 5. Francés |
| | 6. Ruso 7. Árabe 8. Chino 9. Turco 10. Indonesio |
| X8. | Evaluación del dominio del idioma de la entrevista (marcar y explicar brevemente): |
| | 1. Excelente 2. Bueno 3. Justo 4. Limitado 5. Malo |

FILTRO:

S1. **Género** (NO PREGUNTAR):

1. Mujer
2. Hombre

S2. **¿Qué edad tiene?**

_____ años (CERRAR SI MENOS DE 16 O MÁS DE 74 AÑOS)

S3. **¿En qué país nació?**

_____ (CERRAR SI PAIS MIEMBRO DE EU-27;
COMPROBAR LISTA SI NO ESTÁ SEGURO)

S4. **¿Tiene usted actualmente la nacionalidad/ciudadanía ESPAÑOLA?**

1. Sí (RECONFIRMAR & ACABAR LA ENTREVISTA SI TIENE
NACIONALIDAD ESPAÑOLA)
2. No

S5. **¿Dónde vive actualmente?** (SONDEAR BARRIO)

1. _____ (Municipio)
2. _____ (Distrito / Barrio)

S6. **¿Se trata de...?** (PREGUNTAR SÓLO SI LA LOCALIDAD ES DESCONOCIDA;
SI NO, CLASIFICAR):

1. Área urbana
2. Área metropolitana
3. Área rural

S7. **¿Cuál es su nivel de CASTELLANO?**

1. Lo entiendo y lo hablo muy bien (USAR EL CUESTIONARIO DE
LA LENGUA OFICIAL)
2. Lo entiendo y lo hablo relativamente bien (USAR EL CUESTIONARIO
OFICIAL Y AYUDAR AL
ENTREVISTADO SI SURGE
ALGÚN PROBLEMA DE
COMPRESIÓN)
3. Tengo problemas para entenderlo y hablarlo (OFRECER EL CUESTIONARIO
EN UN IDIOMA ALTERNATIVO)

BLOQUE A: ACCESO A LAS TIC (Tecnologías de la Información y la Comunicación)

A1. ¿Tiene acceso usted o algún familiar en su hogar a un ordenador en casa? (de cualquier tipo: de sobremesa, portátil, miniordenador, tablet, excluyendo smartphone)

1. Sí
2. No

A2. ¿Tiene usted o algún familiar en su hogar acceso a Internet en casa? (a través de cualquier tipo de aparato)

1. Sí (PASAR A B1)
2. No
3. No lo sabe

A3. ¿Cuáles son las razones por las que no tiene acceso a Internet en su casa? (RESPUESTA MÚLTIPLE) (MOSTRAR TARJETA 1) (ROTAR ÍTEMS)

(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Tener acceso a Internet desde otro sitio	5	4	3	2	1
2. No necesitamos Internet (porque no es útil, no es interesante, etc.)	5	4	3	2	1
3. El precio del equipo es demasiado alto	5	4	3	2	1
4. El coste de acceso es demasiado alto (teléfono, ADSL, alta etc.)	5	4	3	2	1
5. Falta de conocimientos para usarlo	5	4	3	2	1
6. Preocupación sobre cuestiones de privacidad y seguridad	5	4	3	2	1
7. La banda ancha de Internet no está disponible en esa zona	5	4	3	2	1
8. No quiero Internet (porque sus contenidos son dañinos...)	5	4	3	2	1
9. Otros	5	4	3	2	1

BLOQUE B: USO DE LAS ICT: USO, LUGAR, APARATOS

- B1. **¿Cuándo fue la última vez que usó un ordenador (en casa, en el trabajo o en cualquier otro lugar)?**
(de cualquier tipo: de sobremesa, portátil, miniordenador, tablet, excluyendo smartphone)
1. En los últimos 3 meses (PASAR A B2)
 2. Entre 3 meses y un año atrás (PASAR A B3)
 3. Hace más de 1 año (PASAR A B3)
 4. Nunca lo he usado (PASAR A E1)
- B2. **¿Con qué frecuencia ha usado el ordenador, de media, en los últimos 3 meses?**
1. Cada día o casi cada día
 2. Al menos una vez a la semana (pero no todos los días)
 3. Al menos una vez al mes (pero no cada semana)
 4. Menos de una vez al mes
 5. Nunca
- B3. **¿Cuándo fue la última vez que uso Internet? (vía cualquier aparato, ordenador de sobremesa, portátil, incluyendo teléfono móvil o smartphone)**
1. En los últimos 3 meses* (PASAR A B4)
 2. Entre más de 3 meses y un año (PASAR A C1)
 3. Hace más de un año (PASAR A C1)
 4. Nunca lo he usado (PASAR A E1)
- *SI RESPONDE 1, CLASIFICAR COMO "CONECTADO"; SI 2,3 ó 4, "NO CONECTADO"*
- B4. **¿Con qué frecuencia, de media, ha usado Internet en los últimos 3 meses?**
1. Cada día o casi cada día
 2. Al menos una vez a la semana (pero no todos los días)
 3. Al menos una vez al mes (pero no cada semana)
 4. Menos de una vez al mes
- B5. **¿Dónde ha usado Internet en los últimos 3 meses (usando un ordenador o cualquier otro medio)? (MARQUE TODAS LAS APLICABLES – ESPONTÁNEA PRIMERO, LUEGO LEER LISTA)**
1. En casa
 2. En el lugar de trabajo (diferente de casa)
 3. En el lugar donde estudia
 4. En casa de otra persona
 5. Biblioteca pública
 6. Oficina de correos
 7. Administración pública, Ayuntamiento, Gobierno Civil
 8. Comunidad u Organización Voluntaria
 9. Cybercafé (Internet Café)
 10. Zona transitada (hoteles, aeropuertos, lugares públicos, etc.)
 11. Otros

- B6. **¿Usa alguno de los siguientes aparatos móviles para acceder a Internet fuera de su casa o de su trabajo?** (MARCAR TODAS LAS APLICABLES – LEER LISTA)
1. No me conecto a Internet vía aparatos móviles fuera de casa o el trabajo
 2. Teléfono móvil (o smartpone).

B6.2. Si es así, ¿cuál de los siguientes?

 1. vía red de teléfono móvil (ej. 3G)
 2. vía red inalámbrica (ej. WiFi)
 3. Ordenador portátil (ej. Portátil, tablet)

B6.3. Si es así, ¿cuál de los siguientes?

 1. vía red de teléfono móvil, usando USB o tarjeta (SIM) o el móvil como módem
 2. vía red inalámbrica (ej. WiFi)
 3. sin conexión móvil a Internet
 4. Otros aparatos

BLOQUE C: HABILIDADES TIC

- C1. **¿Cuáles de las siguientes cosas sabe hacer cuando usa un ORDENADOR?** (RESPUESTA MÚLTIPLE) (MOSTRAR TARJETA 2) (ROTAR ÍTEMS)

	SÍ				NO
	Muy fácilmente (5)	Fácilmente (4)	Difícilmente (3)	Muy difícilmente (2)	Nunca lo he hecho (1)
(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)					
1. Copiar o mover un fichero o carpeta	5	4	3	2	1
2. Usar la herramienta copiar y pegar para duplicar o mover información dentro de un documento	5	4	3	2	1
3. Usar fórmulas aritméticas básicas en una hoja de cálculo (ej. Excel)	5	4	3	2	1
4. Comprimir archivos (o zipping)	5	4	3	2	1
5. Conectar e instalar nuevos aparatos, ej. un módem	5	4	3	2	1
6. Escribir un programa informático usando un lenguaje de programación especializado	5	4	3	2	1

C2. ¿Cuáles de las siguientes cosas sabe hacer cuando usa INTERNET?
(RESPUESTA MÚLTIPLE) (MOSTRAR TARJETA 2) (ROTAR ÍTEMS)

(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)	SÍ				NO
	Muy fácilmente (5)	Fácilmente (4)	Difícilmente (3)	Muy difícilmente (2)	Nunca lo he hecho (1)
1. Usar un navegador para encontrar información (ej. Google)	5	4	3	2	1
2. Mandar e-mails con archivos adjuntos (ej. documentos, fotos, etc.)	5	4	3	2	1
3. Publicar mensajes en los chats, grupos de noticias o foros on line (ej. En sitios de redes sociales, blogs, etc.)	5	4	3	2	1
4. Usar Internet para hacer llamadas telefónicas	5	4	3	2	1
5. Usar sitios de archivos compartidos P2P (Peer-to-Peer) para intercambiar películas, música, etc.	5	4	3	2	1
6. Crear una página web	5	4	3	2	1

C3. ¿Cómo obtuvo sus conocimientos tanto sobre Ofimática como sobre Internet?
(RESPUESTA MÚLTIPLE) (MOSTRAR TARJETA 1) (ROTAR ÍTEMS)

(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. En una institución educativa formal (colegio, instituto, universidad)	5	4	3	2	1
2. Cursos de Formación en otros centros o instituciones	5	4	3	2	1
3. Autoformación leyendo libros, CD-ROM, cursos online, wikis, foros de discusión, etc.	5	4	3	2	1
4. Aprender a través de la práctica y la experiencia	5	4	3	2	1
5. Con la ayuda y soporte de parientes, amigos o compañeros	5	4	3	2	1
6. De cualquier otra manera	5	4	3	2	1

BLOQUE D: USO DE LAS TIC: SITIOS DE ACTIVIDADES Y REDES SOCIALES (SI NO HA USADO INTERNET EN LOS ÚLTIMOS 3 MESES (B3=1), SALTAR A E1)

D1. ¿Ha usado Internet con el objetivo de obtener la siguiente INFORMACIÓN en los últimos 3 meses? (MOSTRAR TARJETA 3) (ROTAR ÍTEMS)

	SÍ				NO
	Con mucha frecuencia (5)	Frecuente mente (4)	Ocasional- mente (3)	Pocas veces (2)	Nunca (1)
<i>(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)</i>					
1. Leer o descargar noticias online, periódicos y/o revistas	5	4	3	2	1
2. Buscar información sobre salud o servicios relacionados con la salud (ej. Lesión, enfermedad, nutrición, mejorar la salud, etc.)	5	4	3	2	1
3. Buscar información sobre educación, formación u oferta de cursos	5	4	3	2	1
4. Buscar información sobre servicios sociales	5	4	3	2	1
5. Buscar información sobre oferta de viviendas	5	4	3	2	1
6. Buscar información acerca de los impuestos	5	4	3	2	1
7. Buscar información sobre leyes y temas legales	5	4	3	2	1
8. Buscar información sobre algún servicio diferente de los mencionados anteriormente	5	4	3	2	1
9. Descargar software (no software relacionado con juegos)	5	4	3	2	1
10. Buscar información y noticias sobre el país donde nació	5	4	3	2	1

D2. **¿Ha usado Internet con los objetivos de COMUNICACIÓN siguientes en los últimos 3 meses?** (MOSTRAR TARJETA 3) (ROTAR ÍTEMS)

	SÍ				NO
	Con mucha frecuencia (5)	Frecuentemente (4)	Ocasionalmente (3)	Pocas veces (2)	Nunca (1)
(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)					
1. Publicar mensajes en chats, grupos de noticias o foros online	5	4	3	2	1
2. Participar en redes sociales no profesionales tales como facebook, twitter, etc., creando un perfil de usuario, publicando mensajes, subiendo contenidos u otras contribuciones	5	4	3	2	1
3. Participar en redes sociales profesionales, tales como LinkedIn etc, creando un perfil de usuario, publicando mensajes, subiendo contenidos u otras contribuciones	5	4	3	2	1
4. Enviar / recibir e-mails	5	4	3	2	1
5. Mensajes instantáneos, chat (Yahoo messenger, Hotmail messenger, etc.)	5	4	3	2	1
6. Teléfono por Internet/video llamada vía webcam (ej. Skype)	5	4	3	2	1

D3. **¿Ha usado Internet para las siguientes actividades de PARTICIPACIÓN en los últimos 3 meses?** (MOSTRAR TARJETA 3) (ROTAR ÍTEMS)

	SÍ				NO
	Con mucha frecuencia (5)	Frecuentemente (4)	Ocasionalmente (3)	Pocas veces (2)	Nunca (1)
(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)					
1. Leer y publicar opiniones sobre temas cívicos o políticos vía páginas web (ej. blogs, redes sociales, etc.)	5	4	3	2	1
2. Tomar parte en consultas o votaciones online para definir temas cívicos o políticos (ej. Planificación urbanística, recogida de firmas, etc.)	5	4	3	2	1
3. Contactar con algún político o con algún funcionario nacional, regional o local	5	4	3	2	1
4. Participar como voluntario en una organización o grupo social	5	4	3	2	1
5. Contactar con la administración para saber cuáles son sus derechos y obligaciones como residente	5	4	3	2	1

D4. **¿Ha usado Internet para realizar las siguientes actividades relacionadas con el APRENDIZAJE/FORMACIÓN en los últimos 3 meses?** (MOSTRAR TARJETA 3) (ROTAR ÍTEMS)

	SÍ				NO
	Con mucha frecuencia (5)	Frecuentemente (4)	Ocasionalmente (3)	Pocas veces (2)	Nunca (1)
(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)					
1. Realizar un cursillo online para mejorar sus conocimientos o habilidades para su trabajo	5	4	3	2	1
2. Realizar un cursillo online para aprender el idioma del país en el que vive actualmente	5	4	3	2	1
3. Realizar un cursillo sobre cualquier otra temática	5	4	3	2	1
4. Navegar por Internet para obtener información sobre el equivalente de su nivel educativo en España	5	4	3	2	1
5. Navegar por Internet para obtener información sobre el reconocimiento de cualificaciones educativas	5	4	3	2	1
6. Navegar por Internet con el objetivo de aprender/formarse (mejorar el idioma, etc.)	5	4	3	2	1

D5. **¿Ha usado Internet para las siguientes actividades en su vida PROFESIONAL en los últimos 3 meses?** (MOSTRAR TARJETA 3) (ROTAR ÍTEMS)

	SÍ				NO
	Con mucha frecuencia (5)	Frecuentemente (4)	Ocasionalmente (3)	Pocas veces (2)	Nunca (1)
(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)					
1. Buscar trabajo o enviar una solicitud para un puesto de trabajo	5	4	3	2	1
2. Promocionarse usted mismo para posibles futuros empleos (ej. enviar un CV, cargar un CV en una website)	5	4	3	2	1
3. Llevar a cabo tareas relacionadas con su trabajo actual	5	4	3	2	1
4. Participar en redes sociales profesionales (creando su perfil de usuario, publicando mensajes u otro tipo de contribuciones en LinkedIn, Xing, etc.)	5	4	3	2	1
5. Encontrar información sobre derechos laborales	5	4	3	2	1
6. Encontrar información sobre programas y beneficios para personas sin empleo	5	4	3	2	1
7. Encontrar información sobre cursos de formación/aprendizaje	5	4	3	2	1
8. Usar herramientas online para valorar sus competencias y habilidades profesionales.	5	4	3	2	1

D6. ¿Hasta qué punto esta de acuerdo con las siguientes frases relacionadas con el uso de Internet para la búsqueda de empleo? (MOSTRAR TARJETA 1)
(ROTAR ÍTEMS)

(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Sé como usar Internet para encontrar trabajo	5	4	3	2	1
2. Confío en Internet para encontrar trabajo	5	4	3	2	1
3. Estoy interesado en el tipo de trabajos que se ofrecen por Internet	5	4	3	2	1
4. Usar Internet para encontrar trabajo es útil	5	4	3	2	1
5. Realmente necesito Internet para encontrar trabajo	5	4	3	2	1

BLOQUE E: INTEGRACIÓN DE LOS INMIGRANTES

E1. EMPLEO

E1.1. ¿Cuál es su situación laboral actual? (SELECCIONE UNA)

1. Empleado a jornada completa (PASAR A E1.3)
2. Empleado a tiempo parcial (PASAR A E1.3)
3. Autónomo (incluye trabajadores familiares, personas que trabajan en empresas familiares o personas que tienen su propio negocio) (PASAR A E1.3)
4. Sin empleo, buscando trabajo (PASAR A E1.2)
5. Estudiante (no población activa) (PASAR A E1.5)
6. Estudiante con trabajo a tiempo parcial (PASAR A E1.3)
7. Tareas domésticas (PASAR A E1.5)
8. Otros no población activa (jubilado, inactivo, servicio militar obligatorio, etc) (PASAR A E1.5)

E1.2. ¿Cuánto tiempo ha estado sin trabajar? (SELECCIONAR UNA)

1. Menos de 3 meses
2. Entre 3 meses y 1 año
3. Más de 1 año

E1.3. **¿Cuál es su ocupación actual? (SELECCIONAR UNA)**

1. Profesional liberal (ej. Médicos, arquitectos, maestros/profesores, veterinarios, bibliotecarios, abogados o procuradores, actores, músicos, etc.)
2. Técnicos o profesionales asociados (ej. Ingenieros técnicos, enfermeras, asesores legales, técnicos en tecnología de la información)
3. Administrativos (ej. Auxiliares administrativos, secretarias, bancarios, atención al cliente)
4. Ventas o Servicios (ej. agencias de viajes, cocineros, peluqueros, cajeros, cuidadores, niñeras, dependientes)
5. Trabajador en agricultura, ganadería y pesca (ej. agricultores, granjeros, trabajadores forestales, pescadores, cultivos de subsistencia y criadores de ganado)
6. Artesanos y otros oficios (ej. electricistas, matriceros, trabajadores metalúrgicos y del metal, herreros, editores, artesanos, ornamentación, operarios de procesamiento de alimentos)
7. Operadores o ensambladores de maquinaria en planta (ej. minería y procesamiento de minerales, metal, productos químicos, alimentación, lana, operadores de maquinaria textil)
8. Trabajadores no cualificados (ej. Limpiadores y ayudantes, obreros agrícolas, ayudantes para la preparación de alimentos, vendedores ambulantes)
9. Fuerzas Armadas (oficiales y suboficiales de las fuerzas armadas)
10. Otros
11. No sabe/no contesta

E1.4. **¿Cree que el puesto de trabajo que desempeña en ESPAÑA le permite desarrollar todas sus capacidades adquiridas en su carrera profesional?**

1. Mi empleo se ajusta a mis capacidades y formación
2. Mi empleo se ajusta a mis capacidades pero no en el área en la que me formé
3. Mi empleo no demanda las capacidades y formación que tengo.
4. No contesta
5. No sabe

E1.5. **¿Cómo consiguió el empleo actual o el último empleo en este país? (RESPUESTA MÚLTIPLE)**

1. A través de familia y amigos (offline – fuera de internet)
2. A través de familia y amigos (online – mediante internet)
3. A través de personas que conocí por Internet
4. A través de una bolsa de empleo en un periódico o revista, etc.
5. A través de una bolsa de empleo en un periódico o revista digitales, etc.
6. A través de las páginas web para búsqueda de empleo
7. A través de una agencia de empleo (offline)
8. A través de una agencia de empleo (online)
9. A través del INEM (servicio público de empleo) (offline)
10. A través del INEM (servicio público de empleo) (online)
11. A través de una organización no gubernamental (ONG) (online)
12. A través de una organización no gubernamental (ONG) (offline)
13. Otros (offline)
14. Otros (online)
15. No ha trabajado en España

E2. FORMACIÓN Y CAPACIDADES

E2.1. **¿Cuál es su nivel de estudios finalizados? (Seleccione uno)** (máximo nivel de estudios completados)

Educación Primaria o Enseñanza Secundaria de Primer Ciclo, Sin estudios

1. Sin estudios
2. Enseñanza Primaria
3. Enseñanza Secundaria de Primer Ciclo

Enseñanza Secundaria Superior o Post-Secundaria, pero no Superior

4. Enseñanza Secundaria Superior (Bachillerato o equivalente)
5. Enseñanza Post-Secundaria pero no Superior (Universitaria)

Educación Superior (Universitaria)

6. Educación Superior de Primer Ciclo (Diplomatura, Licenciatura)
7. Educación Superior de Segundo Ciclo (Master, Doctorado)

E2.2. **¿Ha obtenido algún reconocimiento de sus cualificaciones educativas en España?**

1. Sí, nivel equivalente
2. Sí, nivel inferior
3. No
4. No sabe/No contesta

E2.3. **Durante los últimos 12 meses, ¿ha recibido algún curso para mejorar sus conocimientos y capacidades orientadas a su trabajo?**

1. Sí
2. No
3. No sabe / No contesta

E2.4. **¿Ha realizado algún curso para aprender el idioma CASTELLANO?**

1. Sí
2. No
3. No sabe / No contesta

E2.5. **¿Hasta qué punto piensa que las siguientes capacidades le han ayudado/pueden ayudarle a mejorar su situación laboral?** (Asigne una puntuación de 1 = mínimo a 5 = máximo para cada ítem de la lista)

	Mínimo (1)	(2)	(3)	(4)	Máximo (5)
1. Idioma (su lengua materna)	1	2	3	4	5
2. Idioma (castellano)	1	2	3	4	5
3. Otros idiomas distintos de la lengua materna y del castellano	1	2	3	4	5
4. Nivel básico de matemáticas, ciencias y tecnologías	1	2	3	4	5
5. Uso de ordenador e Internet	1	2	3	4	5
6. Facilidad para aprender (aprender a aprender)	1	2	3	4	5
7. Entender / adaptarse a las costumbres/forma de vida de España	1	2	3	4	5
8. Espíritu de iniciativa y espíritu emprendedor	1	2	3	4	5
9. Cultural (comprensión y expresión a través de la música, la danza, el canto, etc.)	1	2	3	4	5

E3. INTEGRACIÓN SOCIAL

E3.1. **¿Cuáles son las principales fuentes de ingresos en su familia, incluyendo las propias? (SELECCIONAR HASTA 3 ÍTEMS)**

1. Mi empleo actual (si tiene empleo)
2. Subsidio de desempleo o Seguridad Social
3. Subsidio como autónomo/creación de su propio negocio
4. Ayuda de una organización no gubernamental
5. Subsidio de formación profesional o beca académica
6. Padres o familiares
7. Trabajo eventual
8. Otros

E3.2. **¿Cuál de las siguientes frases describe mejor cómo se siente con respecto a su nivel actual de ingresos en el hogar? (RESPUESTA ÚNICA)**

1. Vivo muy desahogadamente con los ingresos actuales
2. Vivo cómodamente con los ingresos actuales
3. Me arreglo con los ingresos actuales
4. Se me hace difícil vivir con los ingresos actuales
5. Se me hace muy difícil vivir con los ingresos actuales
6. No sabe / No contesta

E3.3. **¿Cómo valoraría su nivel de conocimiento del CASTELLANO, por lo que se refiere a las áreas siguientes? (LEER ÍTEMS)**

	Básico	Medio	Avanzado
1. Comprensión	1	2	3
2. Conversación	1	2	3
3. Escritura	1	2	3

E3.3S. **¿Cómo valoraría su nivel de conocimiento de la LENGUA REGIONAL de donde vive (Catalán/Valenciano, Gallego, Euskera)? (LEER ÍTEMS)**

	Básico	Medio	Avanzado	No hay lengua regional
1. Comprensión	1	2	3	9
2. Conversación	1	2	3	9
3. Escritura	1	2	3	9

E3.4. **¿Hasta qué punto está bien informado sobre los diferentes aspectos de la vida diaria en el país en donde vive actualmente? (En una escala de 1-5 donde 5 sería muy bien informado y 1 sería nada informado)**

	Muy bien informado (5)	(4)	(3)	(2)	Nada informado (1)	No sabe / No contesta
1. Legal/Leyes	5	4	3	2	1	9
2. Derechos de los trabajadores	5	4	3	2	1	9
3. Oportunidades de empleo	5	4	3	2	1	9
4. Servicios de Salud	5	4	3	2	1	9
5. Educación	5	4	3	2	1	9
6. Servicios Sociales	5	4	3	2	1	9
7. Oferta de vivienda	5	4	3	2	1	9
8. Impuestos	5	4	3	2	1	9

E4. CIUDADANÍA ACTIVA

E4.1. **¿Participa o es voluntario en alguna organización o grupo social?**

1. Sí
2. No
3. No sabe / No contesta

E4.2. **Durante los últimos 12 meses, ¿ha realizado alguna de las siguientes actividades relacionadas con la política en el país donde vive actualmente? (RESPUESTA MÚLTIPLE)**

	SÍ				NO
	Con mucha frecuencia (5)	Frecuentemente (4)	Ocasionalmente (3)	Pocas veces (2)	Nunca (1)
1. Contactar con un político, un funcionario de gobierno, o gobierno local	5	4	3	2	1
2. Trabajar en un partido político o en un grupo de acción	5	4	3	2	1
3. Trabajar en otro tipo de organización o asociación	5	4	3	2	1
4. Firmar una petición	5	4	3	2	1

E4.3. **¿Ha votado en las últimas elecciones locales/regionales/nacionales?**

1. Sí
2. No
3. No sabe / No contesta

E5. SU EXPERIENCIA DE LA INMIGRACIÓN

E5.1. ¿Cuándo llegó por primera vez a la Unión Europea?

Hace 1. años / 2. meses (ANOTAR CANTIDAD Y UNIDAD TEMPORAL)

E5.2. ¿Cuánto tiempo hace que está viviendo en España?

Hace 1. años / 2. meses (ANOTAR CANTIDAD Y UNIDAD TEMPORAL)

E5.3. ¿Por qué emigró a la Unión Europea? (LEER ÍTEMS)

	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Para estudiar	5	4	3	2	1
2. Para reunirme con la familia	5	4	3	2	1
3. Para trabajar	5	4	3	2	1
4. Por razones médicas/de salud	5	4	3	2	1
5. Por razones políticas o humanitarias	5	4	3	2	1
6. Otros	5	4	3	2	1

BLOQUE F. INSERCIÓN LABORAL

F1. ¿Cuántos días dedicados a la formación le ha ofrecido su actual empleador (o le ofreció en el pasado su empleador, si ahora no está trabajando) en los últimos 12 meses?

1. Formación relacionada con las capacidades del puesto: _____ días
2. Formación relacionada con capacidades genéricas _____ días
3. Capacitación para liderazgo _____ días

F2. ¿Hasta qué punto está totalmente de acuerdo con las siguientes frases relacionadas con su empleo actual (o el empleo anterior, si no está trabajando actualmente)? (MOSTRAR TARJETA 1)

	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Estoy seguro que encontraría otro trabajo si me pusiera a buscar	5	4	3	2	1
2. Sería difícil para mí encontrar un nuevo empleo si dejase la organización" (valoración inversa)	5	4	3	2	1
3. En caso de despido, encontraré inmediatamente un empleo del mismo nivel.	5	4	3	2	1

F3. **¿Hasta qué punto esta totalmente de acuerdo con las siguientes frases relacionadas con su empleo actual (o el empleo anterior si no está trabajando actualmente)? Mi empleador me ofrece...** (MOSTRAR TARJETA 1) (ROTAR ÍTEMS)

(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Posibilidad de aplicar mis capacidades en una variedad de contextos	5	4	3	2	1
2. Posibilidad de tener una carrera profesional dentro de la organización	5	4	3	2	1
3. Oportunidades para promocionarse	5	4	3	2	1
4. Posibilidad de desarrollar una amplia gama de capacidades	5	4	3	2	1
5. Oportunidades para adquirir responsabilidades en las tareas	5	4	3	2	1
6. Trabajo interesante	5	4	3	2	1
7. Posibilidad de desempeñar un serie de diferentes puestos dentro de la misma organización	5	4	3	2	1

F4. **¿Hasta qué punto está de acuerdo con las frases siguientes relacionadas con la educación, la formación y las cualificaciones?** (MOSTRAR TARJETA 1) (ROTAR ÍTEMS)

(ENTREVISTADOR: EMPEZAR LEYENDO LA LISTA EN EL ÍTEM MARCADO CON “*”)	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo o en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Mi nivel de estudios es suficiente para conseguir un puesto en mi área laboral	5	4	3	2	1
2. Mis conocimientos para llevar a cabo el tipo de trabajo que quiero hacer están actualizados	5	4	3	2	1
3. Cuento con un buen historial laboral	5	4	3	2	1
4. Necesito más formación o estudios	5	4	3	2	1
5. Un empleador quedaría impresionado por mis cualificaciones profesionales	5	4	3	2	1
6. Mis cualificaciones profesionales no son muy buenas	5	4	3	2	1
7. Tengo buenas referencias	5	4	3	2	1

- F5. **¿Hasta qué punto está de acuerdo con las frases siguientes relacionadas con el conocimiento de las oportunidades?**
(MOSTRAR TARJETA 1)

	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Sigo los acontecimientos en el campo de la empresa y el empleo regularmente	5	4	3	2	1
2. Me aseguro de estar informado sobre las vacantes	5	4	3	2	1

- F6. **¿Hasta qué punto está de acuerdo con las frases siguientes relacionadas con su auto-presentación de capacidades?**
(MOSTRAR TARJETA 1)

	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Soy consciente de mis intereses y mis capacidades	5	4	3	2	1
2. No me resulta difícil demostrar mis capacidades a otras personas	5	4	3	2	1
3. Soy capaz de convencer a empleadores potenciales o compañeros de proyecto sobre mis capacidades	5	4	3	2	1

- F7. **¿Hasta qué punto está de acuerdo con las frases siguientes relacionadas con sus competencias?** (MOSTRAR TARJETA 1)

	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Me parece importante mi desarrollo personal en el sentido más amplio, de manera que pueda realizar diferentes actividades o desempeñar puestos dentro de la organización	5	4	3	2	1
2. Si la organización necesita que realice diferentes tareas, estoy preparado para cambiar de actividades	5	4	3	2	1
3. Si la organización me ofrece la posibilidad de adquirir nuevas experiencias profesionales, las emprenderé	5	4	3	2	1

F8. **¿Hasta qué punto está de acuerdo con las frases siguientes relacionadas con su disposición a cambiar de trabajo? (MOSTRAR TARJETA 1)**

	Totalmente de acuerdo (5)	De acuerdo (4)	Ni de acuerdo ni en desacuerdo (3)	En desacuerdo (2)	Totalmente en desacuerdo (1)
1. Estoy dispuesto a encontrar otro trabajo	5	4	3	2	1
2. En el caso de una reorganización, preferiría permanecer en el departamento en el que estoy con mis compañeros	5	4	3	2	1

BLOQUE G. DATOS SOCIO-DEMOGRÁFICOS

G1. **¿Cuál es su estado civil?**

1. Soltero (ej. nunca se ha casado) (PASAR A G4)
2. Casado o viviendo en pareja (PASAR A G2)
3. Viudo (incl. viudo de pareja inscrita) (PASAR A G4)
4. Divorciado (incl. legalmente separado, incluso de pareja inscrita) (PASAR A G4)

G2. **¿Dónde vive su cónyuge / pareja? (UNA RESPUESTA)**

1. En mi país de origen
2. En el país donde vivo actualmente
3. En otra parte

G3. **¿Es él / ella...? (UNICA RESPUESTA)**

1. De la misma nacionalidad que usted
2. Del mismo país de la UE donde vive actualmente
3. De otro país de la UE
4. De una nacionalidad distinta (no UE)

G4. **¿Tiene hijos?**

1. Sí (PASAR A G5)
2. No (PASAR A G9)

G5. **¿Qué edad tienen sus hijos? (SELECCIONAR DE LAS FRANJAS DE EDAD)**

1. Menos 12 años (PASAR A G6)
2. 12-17 años (PASAR A G7)
3. 18 o más años (PASAR A G8)

G6. **¿Dónde viven los hijos menores de 12 años? (SELECCIONAR UNA)**

1. En el país que vive ahora
2. En su país de origen
3. En los dos países

G7. **¿Dónde viven los hijos de 12-17 años? (SELECCIONAR UNA)**

1. En el país que vive ahora
2. En su país de origen
3. En los dos países

G8. **¿Dónde viven los hijos de 18 o más años? (SELECCIONAR UNA)**

1. En el país que vive ahora
2. En su país de origen
3. En los dos países

G9. **Incluyéndose usted mismo, ¿cuántas personas viven en su hogar (unidad residencial)?**

Total: _____ personas
de las cuales:

1. número de niños menores de 16 años: _____
 1. número de niños de 14-15 años: _____
 2. número de niños de 5-13 años: _____
 3. número de niños menores de 5 años: _____
2. número de personas de 16 a 24 años: _____
de los cuáles, número de estudiantes*: _____
*de todo tipo y grado
3. número de personas de 25 a 64 años: _____
4. número de personas de 65 o más años: _____

G10. **¿Aproximadamente cuál es el total mensual de ingresos en su hogar, en euros?**
(Incluya todas las fuentes de ingresos en su hogar? (MOSTRAR TARJETA 5))

1. Menos de 150 Euros
2. 151 – 300 Euros
3. 301 – 500 Euros
4. 501 – 1.000 Euros
5. 1.001 – 1.500 Euros
6. 1.501 – 2.000 Euros
7. 2.001 – 2.500 Euros
8. 2.501 – 3.000 Euros
9. 3.001 – 5.000 Euros
10. 5.001 – 7.500 Euros
11. 7.501 – 10.000 Euros
12. Más de 10.000 Euros

AGRADECER Y FINALIZAR ENTREVISTA

TARJETA 1: Acuerdo/Desacuerdo

Total mente de acuerdo	De acuerdo	Ni de acuerdo ni en desacuerdo	En des- acuerdo	Total mente en des- acuerdo
(5)	(4)	(3)	(2)	(1)

TARJETA 2: Fácil/Difícil

Muy fácil mente	Fácil mente	Difícilmente	Muy difícil mente	Nunca
(5)	(4)	(3)	(2)	(1)

TARJETA 3: Frecuencia

Con mucha frecuencia	Frecuente- mente	Ocasional- mente	Pocas veces	Nunca
(5)	(4)	(3)	(2)	(1)

TARJETA 4: Importancia

Muy importante	Importante	Poco importante	Nada importante
(4)	(3)	(2)	(1)

TARJETA 5: Ingresos Mensuales

1. Menos de 150 Euros
2. 151 – 300 Euros
3. 301 – 500 Euros
4. 501 – 1.000 Euros
5. 1.001 – 1.500 Euros
6. 1.501 – 2.000 Euros
7. 2.001 – 2.500 Euros
8. 2.501 – 3.000 Euros
9. 3.001 – 5.000 Euros
10. 5.001 – 7.500 Euros
11. 7.501 – 10.000 Euros
12. Más de 10.000 Euros

Annex 9: Russian Questionnaire

ICTEGRA: Опросник по изучению содействия ИКТ интеграции мигрантов в повседневную жизнь

ВВЕДЕНИЕ:

«Доброе утро/добрый день/добрый вечер, мы изучаем использование людьми сети Интернет и их участие в социальной и общественной жизни в (СТРАНА). Опрос проводится абсолютно независимо от правительства (СТРАНА), **поскольку он финансируется Европейской Комиссией**. Результаты данного исследования **позволят Европейской Комиссии лучше понять взаимосвязь между ИКТ, опытом миграции и возможностями трудоустройства, а также стимулировать процессы интеграции в рамках Европейского Союза**.

Вас отобрали случайным образом для включения в репрезентативную выборку в городе (ГОРОД). Мы просим о вашем содействии в проведении данного исследования. **Мы гарантируем, что ваши ответы будут полностью анонимными и никогда не будут индивидуально анализированы или обнародованы**. Опрос продлится около 20 минут. Готовы ли вы к сотрудничеству?

(Когда интервью начнется, спросите респондентов, для которых может существовать письменная версия перевода опросника на их родной язык: «Мы можем провести интервью на (Название языка). У нас также есть печатная копия на (Перечислите все языки). Пожалуйста, вы можете использовать тот язык, который предпочитаете»).

КОНТЕКСТНАЯ ИНФОРМАЦИЯ (ЗАПОЛНЯЕТСЯ ИНТЕРВЬЮЕРОМ ПОСЛЕ ЗАВЕРШЕНИЯ ИНТЕРВЬЮ):

X1.	Номер интервью (ID):
X2.	Фамилия, имя, отчество интервьюера:
X3.	Страна:
X4.	Населенный пункт (город):
X5.	Точка контакта (опишите):
X6.	а. Дата интервью: __ / __ / ____ б. Время начала: __: __ в. Время окончания: __: __ —
X7.	Язык интервью: 1. Английский 2. Голландский 3. Испанский 4. Болгарский 5. Французский 6. Русский 7. Арабский 8. Китайский 9. Турецкий 10. Индонезийский
X8.	Оценка уровня владения языком интервью: 1. Отлично 2. Хорошо 3. Удовлетворительно 4. Ограниченный уровень 5. Плохо

ОПРОС:

S1. **Пол** (НЕ СПРАШИВАТЬ)

1. Женский
2. Мужской

S2. **Сколько вам лет?**

_____ лет (ЗАВЕРШИТЕ ОПРОС, ЕСЛИ ВОЗРАСТ МЕНЕЕ 16 ЛЕТ
ИЛИ БОЛЕЕ 74 ЛЕТ)

S3. **В какой стране вы родились?**

_____ (ЗАВЕРШИТЕ ОПРОС, ЕСЛИ В ОДНОЙ ИЗ СТРАН-
ЧЛЕНОВ ЕС-27, УТОЧНИТЕ ПО СПИСКУ,
ЕСЛИ НЕ УВЕРЕНЫ)

S4. **Являетесь ли вы в настоящее время гражданином... (СТРАНА
ПРОВЕДЕНИЯ ИНТЕРВЬЮ)?**

1. Да (УБЕДИТЕСЬ В ОТВЕТЕ ЕЩЕ РАЗ И ЗАВЕРШИТЕ
ОПРОС, ЕСЛИ В НАСТОЯЩЕЕ ВРЕМЯ
ЯВЛЯЕТЕСЯ ГРАЖДАНИНОМ)
2. Нет

S5. **Где вы живете в настоящее время? (УТОЧНИТЕ ОКРЕСТНОСТИ)**

1. _____ (Большой город / город)
2. _____ (Район / окрестности)

S6. **Каков тип этой местности? (ЗАДАЙТЕ ВОПРОС ТОЛЬКО В СЛУЧАЕ, ЕСЛИ
МЕСТО ЖИТЕЛЬСТВА НЕИЗВЕСТНО – В ПРОТИВНОМ СЛУЧАЕ УКАЖИТЕ
САМИ):**

1. Городская местность
2. Пригород
3. Сельская местность

S7. **Каков ваш уровень владения ... (ОФИЦИАЛЬНЫЙ ЯЗЫК?):**

1. Я очень хорошо его понимаю и говорю на нем (ИСПОЛЬЗУЙТЕ
Q'AIRE НА ОФИЦИАЛЬНОМ ЯЗЫКЕ)
2. Я относительно хорошо его понимаю и говорю на нем (ИСПОЛЬЗУЙТЕ
Q'AIRE НА ОФИЦИАЛЬНОМ ЯЗЫКЕ И ПОМОГАЙТЕ РЕСПОНДЕНТУ, ЕСЛИ
У НЕГО ВОЗНИКАЮТ ПРОБЛЕМЫ С ПОНИМАНИЕМ)
3. Я с трудом его понимаю и говорю на нем (ИСПОЛЬЗУЙТЕ Q'AIRE НА
АЛЬТЕРНАТИВНОМ ЯЗЫКЕ)

БЛОК А: ДОСТУП К ИКТ (информационным и коммуникационным технологиям)

A1. **Имеется ли у вас или у каких-либо членов вашего домохозяйства доступ к компьютеру дома?** (любого типа: настольный компьютер, ноутбук, нетбук, планшет, кроме смартфона)

1. Да
2. Нет

A2. **Имеется ли у вас или у каких-либо членов вашего домохозяйства доступ к сети Интернет из дома?** (с любого типа устройств)

1. Да *(ПЕРЕЙДИТЕ К QB1)*
2. Нет
3. Не знаю

A3. **По какой причине у вас нет доступа к сети Интернет из дома?**
*(НЕСКОЛЬКО ВАРИАНТОВ ОТВЕТА) (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1)
 (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)*

<i>(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)</i>	Полностью согласен	Согласен	Нет согласия или несогласия	Не согласен	Абсолютно не согласен
	(5)	(4)	(3)	(2)	(1)
1. У меня есть доступ к сети Интернет где-либо еще	5	4	3	2	1
2. Мне не нужен Интернет (бесполезен, не интересен и т.д.)	5	4	3	2	1
3. Требуется слишком дорогое оборудование	5	4	3	2	1
4. Слишком высока плата за доступ в сеть Интернет (телефон, ADSL, и т.д.)	5	4	3	2	1
5. Не хватает навыков	5	4	3	2	1
6. Проблемы с приватностью или безопасностью	5	4	3	2	1
7. В нашем районе проживания недоступен широкополосный доступ в сеть Интернет	5	4	3	2	1
8. Я не хочу иметь доступ в сеть Интернет (поскольку его содержимое вредно...)	5	4	3	2	1
9. Другое	5	4	3	2	1

БЛОК В: ИСПОЛЬЗОВАНИЕ ИКТ: ИСПОЛЬЗОВАНИЕ, МЕСТО И УСТРОЙСТВА

В1. Когда вы пользовались компьютером в последний раз (дома, на работе или в любом другом месте)?

(любого типа: настольный компьютер, ноутбук, нетбук, планшет, кроме смартфона)

1. В течение последних 3 месяцев (ПЕРЕЙДИТЕ К В2)
2. В период от года назад до 3 месяцев назад (ПЕРЕЙДИТЕ К В3)
3. Более чем 1 год назад (ПЕРЕЙДИТЕ К В3)
4. Никогда не пользовался (ПЕРЕЙДИТЕ К Е1)

В2. Как часто, в среднем, вы пользовались компьютером в течение последних 3 месяцев?

1. Каждый или почти каждый день
2. Как минимум раз в неделю (но не каждый день)
3. Как минимум раз в месяц (но не каждую неделю)
4. Менее чем раз в месяц
5. Никогда

В3. Когда в последний раз вы пользовались Интернетом? (через любое устройство: настольное, портативное или ручное, включая мобильный телефон или смартфон)

1. В течение последних 3 месяцев* (ПЕРЕЙДИТЕ К В4)
2. Более 3 месяцев, но менее года назад (ПЕРЕЙДИТЕ К С1)
3. Более чем 1 год назад (ПЕРЕЙДИТЕ К С1)
4. Никогда не пользовался (ПЕРЕЙДИТЕ К Е1)

*ЕСЛИ ЗНАЧЕНИЕ КОДА 1, КЛАССИФИЦИРОВАТЬ КАК «ПОДКЛЮЧЕННЫЙ»; ЕСЛИ 2,3 ИЛИ 4, КАК «НЕ ПОДКЛЮЧЕННЫЙ».

В4. Как часто, в среднем, вы пользовались Интернетом в течение последних 3 месяцев?

1. Каждый или почти каждый день
2. Как минимум раз в неделю (но не каждый день)
3. Как минимум раз в месяц (но не каждую неделю)
4. Менее чем раз в месяц

В5. Где вы пользовались Интернетом в течение последних 3 месяцев (с помощью компьютера или другими способами)? (ОТМЕТЬТЕ ВСЕ ПОДХОДЯЩИЕ ВАРИАНТЫ; СПОНТАННЫЙ ИЛИ ПО ЗАПРОСУ)

1. Дома
2. По месту работы (кроме дома)
3. По месту учебы
4. Дома у другого лица
5. Общественная библиотека
6. Почта
7. Общественное учреждение, муниципальное или государственное учреждение
8. Общественная или волонтерская организация
9. Интернет-кафе
10. Точка доступа (в отелях, аэропортах, общественных местах и т.д.)
11. Другое

В6. Используете ли вы какие-либо из нижеперечисленных мобильных устройств для доступа к сети Интернет вне дома или работы? (ОТМЕТЬТЕ ВСЕ ПОДХОДЯЩИЕ ВАРИАНТЫ; СПОНТАННЫЙ ИЛИ ПО ЗАПРОСУ)

1. Я не осуществляю доступ к сети Интернет через какие-либо мобильные устройства вне дома или работы

2. Мобильный телефон (или смартфон).

В6.1. Если да, то каким из перечисленных способов?

1. через мобильную телефонную сеть (напр. 3G)

2. через беспроводную сеть (напр. WiFi)

3. Портативный компьютер (напр., ноутбук, планшет).

В6.2. Если да, то каким из перечисленных ниже способов?

1. через мобильную телефонную сеть с помощью USB-модема или SIM-карты или мобильного телефона в качестве модема

2. через беспроводную сеть (напр. WiFi)

3. Нет мобильного подключения к Интернет

4. Другие устройства

БЛОК С: НАВЫКИ ИКТ

С1. Какие из нижеследующих действий вы можете выполнить с помощью КОМПЬЮТЕРА? (НЕСКОЛЬКО ВАРИАНТОВ ОТВЕТА) (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 2) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	ДА				НЕТ
	Очень легко	Легко	С трудом	С большим трудом	Никогда этого не делал
(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)	(5)	(4)	(3)	(2)	(1)
1. Копировать или переместить файл или папку	5	4	3	2	1
2. Использовать инструменты вставки и копирования для создания копий или перемещения информации в пределах документа	5	4	3	2	1
3. Использовать простые арифметические формулы в электронных таблицах (напр. Excel)	5	4	3	2	1
4. Сжимать (или архивировать) файлы	5	4	3	2	1
5. Подключать и устанавливать новые устройства, напр. модем	5	4	3	2	1
6. Написать компьютерную программу с помощью специализированного языка программирования	5	4	3	2	1

С2. Какие из нижеследующих действий вы можете выполнить с помощью сети ИНТЕРНЕТ?
(НЕСКОЛЬКО ВАРИАНТОВ ОТВЕТА) (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 2) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	ДА				НЕТ
	Очень легко (5)	Легко (4)	С трудом (3)	С большим трудом (2)	Никогда этого не делал (1)
(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)					
1. Использовать поисковые системы для нахождения информации (напр. Google)	5	4	3	2	1
2. Отправлять электронные сообщения с прикрепленными файлами (напр., документы, рисунки и т.д.)	5	4	3	2	1
3. Отправлять сообщения в чат-комнаты, группы новостей или в онлайн-форум (напр., на сайтах социальных сетей, в блогах и т.д.)	5	4	3	2	1
4. Использовать интернет для телефонных звонков	5	4	3	2	1
5. Использовать файлообменные сети для обмена фильмами, музыкой и т.д.	5	4	3	2	1
6. Создать веб-страницу	5	4	3	2	1

С3. Каким образом вы приобрели навыки пользования компьютером или сетью Интернет?
(НЕСКОЛЬКО ВАРИАНТОВ ОТВЕТА) (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
	(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)				
1. Учреждение образования (школа, колледж, университет)	5	4	3	2	1
2. Обучающие курсы в других центрах или учреждениях.	5	4	3	2	1
3. Самообразование с помощью книг, компакт-дисков, онлайн-курсов, материалов википедии, онлайн-форумов и т.д.	5	4	3	2	1
4. Обучение в процессе практической деятельности и приобретения опыта	5	4	3	2	1
5. Помощь и содействие родственников, друзей или коллег	5	4	3	2	1
6. Другими способами	5	4	3	2	1

БЛОК D: ИСПОЛЬЗОВАНИЕ ИКТ: ВИДЫ ДЕЯТЕЛЬНОСТИ И САЙТЫ СОЦИАЛЬНЫХ СЕТЕЙ
(ЕСЛИ НЕ ПОЛЬЗОВАЛСЯ ИНТЕРНЕТОМ В ТЕЧЕНИЕ ПОСЛЕДНИХ 3 МЕСЯЦЕВ (B3=1), ПЕРЕЙДИТЕ К E1)

D1. **Использовали ли вы сеть Интернет для следующих ИНФОРМАЦИОННЫХ целей в течение последних 3 месяцев? (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 3)**
(СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	ДА				НЕТ
	Очень часто (5)	Часто (4)	Иногда (3)	Редко (2)	Никогда (1)
<i>(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)</i>					
1. Чтение или загрузка онлайн-новостей, газет и/или журналов	5	4	3	2	1
2. Поиск информации и услуг, связанных со здоровьем (напр., травма, заболевание, питание, улучшение здоровья и т.д.)	5	4	3	2	1
3. Поиск информации об образовании, предложений по обучению и курсам	5	4	3	2	1
4. Поиск информации о социальных услугах	5	4	3	2	1
5. Поиск информации о возможном месте проживания	5	4	3	2	1
6. Поиск информации о налогах	5	4	3	2	1
7. Поиск информации о законах и юридической информации	5	4	3	2	1
8. Нахождение информации о других услугах, помимо перечисленных выше	5	4	3	2	1
9. Загрузка программного обеспечения (помимо игр)	5	4	3	2	1
10. Поиск информации и новостей о стране, в которой вы родились	5	4	3	2	1

D2. Использовали ли вы сеть Интернет для следующих КОММУНИКАЦИОННЫХ целей в течение последних 3 месяцев? (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 3) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	ДА				НЕТ
	Очень часто (5)	Часто (4)	Иногда (3)	Редко (2)	Никогда (1)
(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)					
1. Отправка сообщений в чат-комнаты, группы новостей или в онлайн-форум	5	4	3	2	1
2. Участие в епрофессиональных социальных сетях, таких как и т.д., создание профиля пользователя, отправка сообщений, отправка контента или другие формы участия	5	4	3	2	1
3. Участие в профессиональных социальных сетях, таких как LinkedIn и т.д., создание профиля пользователя, отправка сообщений, отправка контента или другие формы участия	5	4	3	2	1
4. Отправка/получение электронных сообщений	5	4	3	2	1
5. Мгновенные сообщения, чат (Yahoo мессенджер, Hotmail мессенджер и т.д.)	5	4	3	2	1
6. Телефонные звонки через интернет/видеозвонки через веб-камеру (напр., Skype)	5	4	3	2	1

D3. Использовали ли вы сеть Интернет для следующих видов деятельности, связанных с УЧАСТИЕМ, в течение последних 3 месяцев? (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 3) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	ДА				НЕТ
	Очень часто (5)	Часто (4)	Иногда (3)	Редко (2)	Никогда (1)
(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)					
1. Чтение или написание мнений по поводу гражданских или политических проблем через веб-сайты (напр., блоги, социальные сети и т.д.)	5	4	3	2	1
2. Участие в онлайн-консультациях или голосованиях по решению гражданских и политических проблем (напр., городское планирование, подписание петиции и т.д.)	5	4	3	2	1
3. Обращение к политикам, властям или местному представителю власти	5	4	3	2	1
4. Участие в качестве добровольца в социальной группе или организации	5	4	3	2	1
5. Обращение к администрации с целью узнать свои права и обязанности как резидента страны	5	4	3	2	1

D4. **Использовали ли вы сеть Интернет для следующих видов деятельности, связанных с ОБУЧЕНИЕМ/ОБРАЗОВАНИЕМ, в течение последних 3 месяцев?** (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 3) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	ДА				НЕТ
	Очень часто (5)	Часто (4)	Иногда (3)	Редко (2)	Никогда (1)
(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)					
1. Прохождение онлайн-курсов для улучшения знаний и навыков, необходимых для работы	5	4	3	2	1
2. Прохождение онлайн-курсов для изучения языка страны, в которой вы в данный момент проживаете	5	4	3	2	1
3. Прохождение онлайн-курсов по любым другим предметам	5	4	3	2	1
4. Просмотр страниц в сети Интернет для получения информации о своем образовательном уровне в стране проживания	5	4	3	2	1
5. Просмотр страниц в сети Интернет для получения информации о признании полученного уровня образования	5	4	3	2	1
6. Просмотр страниц в сети Интернет с целью обучения/образования (улучшения языковых навыков и т.д.)	5	4	3	2	1

D5. **Использовали ли вы сеть Интернет для следующих видов деятельности в рамках вашей ПРОФЕССИОНАЛЬНОЙ КАРЬЕРЫ в течение последних 3 месяцев?** (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 3) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

	ДА				НЕТ
	Очень часто (5)	Часто (4)	Иногда (3)	Редко (2)	Никогда (1)
(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)					
1. Поиск работы или отправка заявления о приеме на работу	5	4	3	2	1
2. Представление себя возможным будущим работодателям (напр., отправка CV, загрузка CV на веб-сайт)	5	4	3	2	1
3. Выполнение задач, связанных с вашей обычной трудовой деятельностью	5	4	3	2	1
4. Участие в работе профессиональных сетевых сайтов (создание профиля пользователя, отправка сообщений, другие действия на сайтах LinkedIn, Xing и т.д.)	5	4	3	2	1
5. Нахождение информации о своих правах при приеме на работу	5	4	3	2	1
6. Нахождение информации о содействии и программах помощи безработным	5	4	3	2	1
7. Нахождение информации об обучении/курсах профессиональной подготовки	5	4	3	2	1
8. Использование онлайн-инструментов для оценки вашей профессиональной компетенции и навыков	5	4	3	2	1

D6. **В какой степени вы согласны с нижеследующими утверждениями, касающимися использования сети Интернет для поиска работы?**
(ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Я знаю, как использовать сеть Интернет для поиска работы	5	4	3	2	1
2. Я доверяю сети Интернет в вопросах поиска работы	5	4	3	2	1
3. Мне интересны предложения работы, доступные в сети Интернет	5	4	3	2	1
4. Использование сети Интернет приносит пользу при поиске работы	5	4	3	2	1
5. Мне действительно нужна сеть Интернет для того, чтобы найти работу	5	4	3	2	1

БЛОК Е: ИНТЕГРАЦИЯ ИММИГРАНТОВ

Е1. Трудоустройство

Е1.1. **Какова ваша текущая ситуация с трудоустройством?** (ПОЖАЛУЙСТА, ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. Работаю полный рабочий день (ПЕРЕЙДИТЕ К Е1.3)
2. Работаю неполный рабочий день (ПЕРЕЙДИТЕ К Е1.3)
3. Работа на себя (включая семейную работу, лиц, работающих в семейном бизнесе или лиц, владеющих собственным бизнесом) (ПЕРЕЙДИТЕ К Е1.3)
4. Безработный, ищущий работу (ПЕРЕЙДИТЕ К Е1.2)
5. Студент (не работающий) (ПЕРЕЙДИТЕ К Е1.5)
6. Студент, работающий неполный рабочий день (ПЕРЕЙДИТЕ К Е1.3)
7. Домохозяйка/домработница (ПЕРЕЙДИТЕ К Е1.5)
8. Другие виды отсутствия трудоустройства (на пенсии, не работающий, срочная военная служба и т.д.) (ПЕРЕЙДИТЕ К Е1.5)

Е1.2. **Как долго вы не были трудоустроены?** (ПОЖАЛУЙСТА, ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. Менее 3 месяцев
2. От 3 месяцев до 1 года
3. Более 1 года

E1.3. Какой ваш текущий род деятельности? (ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. Профессиональная (т.е. врачи, архитекторы, учителя/преподаватели, ветеринары, библиотекари, юристы или правоведаы, актеры, музыканты и т.д.)
2. Техническая или вспомогательная специальность (т.е. инженерно-технические работники, медсестры, помощники юристов, работники сферы информационных технологий)
3. Офисный работник (т.е. сотрудники офиса, секретари, банковские служащие, сотрудники по информационной работе с клиентами)
4. Работник сферы обслуживания или продаж (т.е. работники сферы туризма, повара, парикмахеры, кассиры, работники сферы косметологии, работники по уходу за детьми, продавцы в магазинах)
5. Опытный работник сельского, лесного или рыбного хозяйства (т.е. растениеводы, животноводы, лесники, работники рыбного хозяйства, фермеры-растениеводы и животноводы)
6. Работник промышленности и смежных сфер (т.е. электрики, изготовители инструментов, сталевары и металлурги, кузнецы, печатники и ремесленники, портные, работники пищевой промышленности)
7. Рабочий завода, оператор машинного оборудования или сборщик (т.е. шахтеры, работники сферы металлообработки, химической, пищевой, деревообрабатывающей промышленности, текстильщики)
8. Работник неквалифицированного труда (т.е. уборщики и помощники, сельскохозяйственные рабочие, помощники на кухне, уличные продавцы)
9. Работа в вооруженных силах (военнослужащие сержантского и офицерского состава вооруженных сил)
10. Другое
11. Не знаю / отказывается отвечать

E1.4. Полагаете ли вы, что в вашей основной работе здесь (страна) используются все навыки, которые вы получили в ходе обучения и трудовой деятельности?

1. Моя работа соответствует моим навыкам и обучению
2. Моя работа соответствует моим навыкам, но не принадлежит к сфере моего обучения
3. Моя работа не требует опыта и навыков, которые я имею
4. Отказался
5. Не знаю

E1.5. Как вы нашли/получили свою текущую или последнюю работу в этой стране? (НЕСКОЛЬКО ВАРИАНТОВ ОТВЕТА)

1. С помощью семьи и друзей (оффлайн)
2. С помощью семьи и друзей (онлайн)
3. Через людей, с которыми я познакомился в сети Интернет
4. Через перечни рабочих мест в оффлайн газете, журнале и т.д.
5. Через перечни рабочих мест в онлайн газете, журнале и т.д.
6. Через сайты по поиску работы
7. Через агентство по трудоустройству (оффлайн)
8. Через агентство по трудоустройству (онлайн)
9. Через общественные службы по трудоустройству (оффлайн)
10. Через общественные службы по трудоустройству (онлайн)
11. Через неправительственные организации (онлайн)
12. Через неправительственные организации (оффлайн)
13. Другое (оффлайн)
14. Другое (онлайн)
15. Не был трудоустроен в этой стране

E2. ОБУЧЕНИЕ И НАВЫКИ

E2.1. **Каков ваш образовательный уровень? (пожалуйста, выберите один вариант)** (наивысший достигнутый уровень образования)

Начальное или неполное среднее образование, без формального образования

1. Без формального образования
2. Начальное школьное образование
3. Неполное среднее образование

Среднее или среднее специальное образование, но не высшее

4. Среднее образование
5. Среднее специальное образование, но не высшее

Высшее образование

6. Высшее образование, первая ступень
7. Высшее образование, вторая ступень

E2.2. **Имеете ли вы документ об образовании, признаваемый в стране, в которой вы сейчас проживаете?**

1. Да, эквивалентный уровень
2. Да, меньший уровень
3. Нет
4. Не знаю / отказался отвечать

E2.3. **Посещали ли вы какие-либо курсы по совершенствованию своих знаний или рабочих навыков в течение последних 12 месяцев?**

1. Да
2. Нет
3. Не знаю / отказался отвечать

E2.4. **Проходили ли вы какие-либо курсы для изучения языка страны, в которой вы в данный момент проживаете?**

1. Да
2. Нет
3. Не знаю / отказался отвечать

E2.5. **Как вы полагаете, в какой мере вам помогли / могут помочь в улучшении вашей ситуации с трудоустройством следующие навыки?** (Укажите оценку от 1 = минимальная оценка до 5 = максимальная оценка для каждого пункта в списке)

	Минимальная оценка (1)	(2)	(3)	(4)	Максимальная оценка (5)
1. Язык (родной язык)	1	2	3	4	5
2. Язык (страна)	1	2	3	4	5
3. Другой язык, кроме родного и языка страны проживания	1	2	3	4	5
4. Базовые знания математики, науки и технологий	1	2	3	4	5
5. Использование компьютера и сети Интернет	1	2	3	4	5
6. Способности учиться (обучение навыкам учебы)	1	2	3	4	5
7. Понимание / адаптация к обычаям (СТРАНА) / образу жизни	1	2	3	4	5
8. Чувство инициативы и предпринимательства	1	2	3	4	5
9. Культурные (понимание/ самовыражение через музыку, танец, пение и т.д.)	1	2	3	4	5

Е3. СОЦИАЛЬНАЯ ИНТЕГРАЦИЯ

Е3.1. **Каковы основные источники дохода вашей семьи, включая вас?**
(ВЫБЕРИТЕ ДО 3 ПУНКТОВ)

1. Моя обычная работа (если в настоящее время трудоустроен)
2. Выплаты пособия по безработице или по социальному страхованию
3. Субсидии для работающих на себя/для создания своего бизнеса
4. Поддержка от неправительственной организации
5. Стипендия на обучение или образовательный грант
6. Родители или родственники
7. Случайная работа
8. Другое

Е3.2. **Что из нижеследующего наилучшим образом описывает ваши чувства относительно дохода вашего домохозяйства в настоящее время?** (ОДИН ВАРИАНТ ОТВЕТА)

1. Я живу вполне комфортабельно на текущие доходы
2. Я живу комфортабельно на текущие доходы
3. Я справляюсь, имея текущие доходы
4. Мне трудно жить на текущие доходы
5. Мне очень трудно жить на текущие доходы
6. Не знаю / отказывается отвечать

Е3.3. **Как бы вы оценили свои знания языка в следующих областях в стране, в которой вы сейчас проживаете?**

	Базовые	Средние	Высокий уровень
1. Понимание	1	2	3
2. Речь	1	2	3
3. Письменный язык	1	2	3

Е3.4. **Насколько хорошо вы информированы о различных аспектах жизни в стране, в которой вы сейчас проживаете? (По шкале от 1 до 5, где 5 — очень хорошая информированность, а 1 — полное отсутствие информированности)**

	Очень хорошо информирован (5)	(4)	(3)	(2)	Совсем не информирован (1)	Не знаю / отказался отвечать
1. Право/законы	5	4	3	2	1	9
2. Права трудоустройства	5	4	3	2	1	9
3. Вакансии работы	5	4	3	2	1	9
4. Служба здравоохранения	5	4	3	2	1	9
5. Образование	5	4	3	2	1	9
6. Социальные службы	5	4	3	2	1	9
7. Возможности получения жилья	5	4	3	2	1	9
8. Налоги	5	4	3	2	1	9

E4. АКТИВНОЕ ГРАЖДАНСТВО

E4.1. Являетесь ли вы добровольцем / участвуете ли в какой-либо общественной группе или организации?

1. Да
2. Нет
3. Не знаю / отказался отвечать

E4.2. Участвовали ли вы в какой-либо политической деятельности в стране, где вы сейчас проживаете, в течение последних 12 месяцев?
(НЕСКОЛЬКО ВАРИАНТОВ ОТВЕТА)

	ДА				НЕТ
	Очень часто (5)	Часто (4)	Иногда (3)	Редко (2)	Никогда (1)
1. Обращался к политику, властям или местному представителю власти?	5	4	3	2	1
2. Работал в политической партии или рабочей группе?	5	4	3	2	1
3. Работал в другой организации или ассоциации?	5	4	3	2	1
4. Подписывал петицию?	5	4	3	2	1

E4.3. Голосовали ли вы на последних местных и/или общенациональных выборах?

1. Да
2. Нет
3. Не знаю / отказался отвечать

E5. ВАШ МИГРАЦИОННЫЙ ОПЫТ

E5.1. Когда вы впервые прибыли в Болгарию?

..... 1. лет / 2. месяцев назад (ВВЕДИТЕ ЧИСЛО И ОТМЕТЬТЕ ЕДИНИЦУ ВРЕМЕНИ)

E5.2. Сколько лет вы прожили в той стране ЕС, в которой живете сейчас?

..... 1. лет / 2. месяцев (ВВЕДИТЕ ЧИСЛО И ОТМЕТЬТЕ ЕДИНИЦУ ВРЕМЕНИ)

E5.3. Почему вы переехали в Болгарию?

	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Для учебы	5	4	3	2	1
2. Для воссоединения с семьей	5	4	3	2	1
3. Для работы	5	4	3	2	1
4. По причинам, связанным с медициной/здоровьем	5	4	3	2	1
5. По политическим или гуманитарным причинам	5	4	3	2	1
6. Другое	5	4	3	2	1

БЛОК F: ТРУДОУСТРОЕННОСТЬ

F1. Сколько дней вы проходили обучение, оплаченное вашим текущим работодателем (или прошлым работодателем, если вы безработный) в течение последних 12 месяцев?

1. Обучение навыкам, связанным с работой _____ дней
2. Обучение общим навыкам _____ дней
3. Обучение лидерству _____ дней

F2. В какой степени вы согласны со следующими утверждениями относительно вашего текущего работодателя (или последнего работодателя в случае, если вы безработный)? (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1)

	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Я уверен, что я нашел бы другую работу, если бы начал искать	5	4	3	2	1
2. Мне будет трудно найти новое место работы, если я покину организацию «» (обратная шкала оценки)	5	4	3	2	1
3. Если меня уволят, я сразу же найду работу равного качества.	5	4	3	2	1

F3. В какой степени вы согласны со следующими утверждениями относительно вашего текущего работодателя (или прошлого работодателя, если вы безработный)? Мой работодатель обеспечивает мне... (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Возможность применить мои навыки в разнообразных сферах	5	4	3	2	1
2. Возможность карьерного роста в организации	5	4	3	2	1
3. Возможности продвижения по службе	5	4	3	2	1
4. Возможность развития широкого спектра навыков	5	4	3	2	1
5. Возможности взять ответственность за выполнение рабочей задачи	5	4	3	2	1
6. Интересная работа	5	4	3	2	1
7. Возможность переходить к разнообразным другим видам работ в пределах организации	5	4	3	2	1

F4. В какой степени вы согласны со следующими утверждениями относительно вашего образования, обучения и квалификаций?
(ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1) (СЛЕДУЕТ ИЗМЕНЯТЬ ПОРЯДОК ЭЛЕМЕНТОВ В СПИСКЕ)

(ИНТЕРВЬЮЕР: НАЧНИТЕ ЧИТАТЬ СПИСОК С ЭЛЕМЕНТА, ПОМЕЧЕННОГО ЗНАКОМ «*»)	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Мой уровень образования достаточен для получения работы в моей сфере деятельности	5	4	3	2	1
2. Мой опыт выполнения типа работы, которую я хочу выполнять, достаточен	5	4	3	2	1
3. У меня хороший послужной список	5	4	3	2	1
4. Мне нужно больше обучения или образования	5	4	3	2	1
5. Работодатель был бы впечатлен моей квалификацией	5	4	3	2	1
6. Моя трудовая квалификация не очень хороша	5	4	3	2	1
7. У меня хорошие рекомендации для работы	5	4	3	2	1

F5. В какой степени вы согласны со следующими утверждениями относительно вашего осознания своих возможностей?
(ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1)

	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Я регулярно слежу за тенденциями в сфере индустрии и трудоустройства	5	4	3	2	1
2. Я поддерживаю свою информированность о вакансиях	5	4	3	2	1

F6. В какой степени вы согласны со следующими утверждениями, связанными с вашим навыком представления себя?
(ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1)

	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Я осознаю свои интересы и навыки	5	4	3	2	1
2. Для меня не составляет труда доказать другим свои возможности	5	4	3	2	1
3. Я способен убедить потенциальных работодателей или партнеров по проекту в своей компетентности	5	4	3	2	1

F7. В какой степени вы согласны со следующими утверждениями относительно сферы своей компетентности? (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1)

	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Я считаю важным развивать себя в широком смысле слова, чтобы я был в состоянии выполнять широкий спектр различных видов деятельности или работ в организации	5	4	3	2	1
2. Если организация нуждается во мне для выполнения различных задач, я готов изменить характер своей трудовой деятельности	5	4	3	2	1
3. Если организация предложит мне возможность получить новый опыт в работе, я использую эту возможность	5	4	3	2	1

F8. В какой степени вы согласны со следующими утверждениями, связанными с вашей готовностью менять места работы? (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 1)

	Полностью согласен (5)	Согласен (4)	Нет согласия или несогласия (3)	Не согласен (2)	Абсолютно не согласен (1)
1. Я хотел бы начать работать на новом месте	5	4	3	2	1
2. В случае организационных изменений, я предпочел бы остаться в своем текущем отделении с моими коллегами	5	4	3	2	1

БЛОК G: СОЦИО-ДЕМОГРАФИЧЕСКИЕ ДАННЫЕ

G1. Каков ваш официальный семейный статус?

1. Не состою в браке (т.е. никогда не состоял(а)) (ПЕРЕЙДИТЕ К G4)
2. Состою в браке или живу гражданским браком (ПЕРЕЙДИТЕ К G2)
3. Вдовец(вдова) (включая вдовство после зарегистрированных отношений) (ПЕРЕЙДИТЕ К G4)
4. Разведен(а) (включая юридически оформленный развод и распавшееся зарегистрированное партнерство) (ПЕРЕЙДИТЕ К G4)

G2. Где живет ваш супруг/партнер? (ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. В моей родной стране
2. В стране, в которой я сейчас живу
3. Где-либо еще

G3. Он/она...? (ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. Той же национальности, что и вы
2. Из страны Европейского Союза, в которой вы сейчас проживаете
3. Из другой страны Европейского Союза
4. Имеет другую национальность (не Европейского Союза)

G4. Есть ли у вас дети?

1. Да (ПЕРЕЙДИТЕ К G5)
2. Нет (ПЕРЕЙДИТЕ К G9)

G5. Сколько лет вашим детям? (ВЫБЕРИТЕ ВОЗРАСТ ИЗ УКАЗАННЫХ НИЖЕ ДИАПАЗОНОВ)

1. Младше 12 лет (ПЕРЕЙДИТЕ К G6)
2. 12–17 лет (ПЕРЕЙДИТЕ К G7)
3. 18 лет и старше (ПЕРЕЙДИТЕ К G8)

G6. Где живут ваши дети младше 12 лет? (ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. В стране, в которой вы живете
2. В вашей родной стране
3. В обеих странах

G7. Где живут ваши дети 12–17 лет? (ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. В стране, в которой вы живете
2. В вашей родной стране
3. В обеих странах

G8. Где живут ваши дети 18 лет и старше? (ВЫБЕРИТЕ ОДИН ВАРИАНТ)

1. В стране, в которой вы живете
2. В вашей родной стране
3. В обеих странах

G9. Сколько человек, включая вас, живут в вашем домохозяйстве (домашнем хозяйстве)?

Общее количество: _____

из которых:

1. количество детей младше 16 лет: _____
 1. количество детей в возрасте 14–15 лет: _____
 2. количество детей в возрасте 5-13 лет: _____
 3. количество детей младше 5 лет: _____
2. количество лиц в возрасте от 16 до 24 лет: : _____
 1. количество студентов*: _____
**последних классов школы и университета*
3. количество лиц в возрасте от 25 до 64 лет: _____
4. количество лиц в возрасте 65 лет и старше: _____

G10. Каков приблизительный ежемесячный доход вашего домохозяйства? (включая доходы из всех источников, которые поступают в домохозяйство?) (ИСПОЛЬЗУЙТЕ КАРТОЧКУ 5)

1. Менее 150 лв.
2. 151 – 300 лв.
3. 301 – 500 лв.
4. 501 – 700 лв.
5. 701 – 1 000 лв.
6. 1 001 – 1 300 лв.
7. 1 301 – 1 600 лв.
8. 1 601 – 2 000 лв.
9. 2 001 – 2 500 лв.
10. 2 501 – 3 000 лв.
11. 3 001 – 3 500 лв.
12. Более 3 500 лв.

СПАСИБО, ИНТЕРВЬЮ ЗАВЕРШЕНО

КАРТОЧКА 1: Согласие

Полностью согласен	Согласен	Нет согласия или несогласия	Не согласен	Абсолютно не согласен
(5)	(4)	(3)	(2)	(1)

КАРТОЧКА 2: Трудность

Очень легко	Легко	С трудом	С большим трудом	Никогда этого не делал
(5)	(4)	(3)	(2)	(1)

КАРТОЧКА 3: Частота

Очень часто	Часто	Иногда	Редко	Никогда
(5)	(4)	(3)	(2)	(1)

КАРТОЧКА 4: Важность

Очень важно (4)	Важно (3)	Не важно (2)	Совсем не важно (1)
--	--------------------------------	-----------------------------------	--

КАРТОЧКА 5: Ежемесячный доход

1. Менее 150 лв.
2. 151 – 300 лв.
3. 301 – 500 лв.
4. 501 – 700 лв.
5. 701 – 1 000 лв.
6. 1 001 – 1 300 лв.
7. 1 301 – 1 600 лв.
8. 1 601 – 2 000 лв.
9. 2 001 – 2 500 лв.
10. 2 501 – 3 000 лв.
11. 3 001 – 3 500 лв.
12. Более 3 500 л

Annex 10: Indonesian Questionnaire

ICTEGRA: Survei tentang TIK untuk mendukung integrasi kehidupan sehari-hari para migran

PERKENALAN:

"Selamat pagi/siang/malam, kami sedang mempelajari cara orang-orang menggunakan Internet dan berpartisipasi di kehidupan sosial dan publik di (NEGARA). Penelitian ini sepenuhnya independen dari pemerintah (NEGARA), karena didanai oleh Komisi Eropa. Hasil studi ini **akan membuat Komisi Eropa dapat lebih memahami hubungan antara TIK, pengalaman migrasi, dan kemampuan kerja sehingga dapat mendorong integrasi lintas Uni Eropa.**

Anda telah dipilih secara acak untuk menjadi bagian dari sampel representatif dari populasi (KOTA). Kami ingin meminta kerja sama Anda di penelitian ini. **Kami menjamin bahwa jawaban Anda akan sepenuhnya anonim dan tidak akan dianalisa atau ditampilkan secara individu.** Survei akan berlangsung selama kira-kira 20 menit. Apakah Anda bersedia untuk berpartisipasi?

(Saat wawancara mulai, untuk Responden yang bahasa aslinya tercakup dalam kuesioner tertulis kami yang diterjemahkan. Tanyakan: "Kami dapat melakukan wawancara dalam (Bahasa). Kami juga memiliki versi cetak dalam (Sebutkan semua bahasa). Silakan gunakan bahasa apa pun yang Anda kehendaki.")

INFO KONTEKSTUAL (UNTUK DISELESAIKAN OLEH PEWAWANCARA SETELAH WAWANCARA SELESAI):

- | | |
|-----|--|
| X1. | Nomor wawancara (ID): |
| X2. | Nama lengkap pewawancara: |
| X3. | Negara: |
| X4. | Tempat (kota): |
| X5. | Tempat wawancara (jelaskan): |
| X6. | a. Tanggal wawancara: ___ / ___ / ___ b. Waktu mulai: ___: ___ c. Waktu selesai: ___: ___ |
| X7. | Bahasa yang dipakai dalam wawancara:
1. Bahasa Inggris 2. Bahasa Belanda 3. Bahasa Spanyol 4. Bahasa Bulgaria
5. Bahasa Prancis 6. Bahasa Rusia 7. Bahasa Arab 8. Bahasa Cina
9. Bahasa Turki 10. Bahasa Indonesia |
| X8. | Kemahiran evaluasi bahasa wawancara (lingkari dan jelaskan secara singkat):
1. Sangat baik 2. Baik 3. Cukup 4. Terbatas 5. Buruk |

PENYARING:

S1. **Jenis kelamin** (JANGAN DITANYAKAN):

1. Perempuan
2. Laki-Laki

S2. **Berapa umur Anda?**

_____ tahun (TUTUP BILA DI BAWAH 16 ATAU DI ATAS 74 TAHUN)

S3. **Di negara mana Anda dilahirkan?**

_____ (TUTUP BILA EU-27 M.S; PERIKSA DAFTAR BILA TIDAK YAKIN)

S4. **Apakah Anda saat ini warga negara... (NEGARA TEMPAT WAWANCARA)?**

1. Ya (KONFIRMASI ULANG & TUTUP BILA SAAT INI MERUPAKAN WARGA NEGARA)
2. Tidak

S5. **Di manakah Anda tinggal saat ini? (SELIDIKI DAERAH TEMPAT TINGGAL)**

1. _____ (Kota)
2. _____ (Provinsi / Daerah)

S6. **Apakah merupakan...? (TANYAKAN HANYA BILA LOKASI TIDAK DIKETAHUI – BILA DIKETAHUI GOLONGKAN):**

1. Daerah perkotaan
2. Daerah pinggiran kota
3. Daerah pedesaan

S7. **Seberapa tingkat kemahiran Anda untuk ...(BAHASA RESMI?):**

1. Saya memahami dan berbicara bahasa tersebut dengan sangat baik (GUNAKAN KUESIONER BAHASA RESMI)
2. Saya memahami dan berbicara bahasa tersebut dengan cukup baik (GUNAKAN KUESIONER BAHASA RESMI & BANTU RESPONDEN BILA TIMBUL MASALAH PEMAHAMAN)
3. Saya mengalami kesulitan memahami dan berbicara bahasa tersebut (TAWARKAN KUESIONER BAHASA ALTERNATIF)

BLOK A: AKSES KE TIK (Teknologi Informasi dan Komunikasi)

A1. **Apakah Anda atau orang lain di rumah tangga Anda memiliki akses ke sebuah komputer di rumah?** (jenis apa saja: desktop, laptop, netbook, tablet, tidak termasuk ponsel cerdas)

1. Ya
2. Tidak

A2. **Apakah Anda atau orang lain di rumah Anda memiliki akses ke Internet di rumah?** (lewat jenis peranti apa saja)

1. Ya (LANJUT KE QB1)
2. Tidak
3. Tidak tahu

A3. **Apa alasan tidak memiliki akses Internet di rumah?**

(JAWABAN GANDA) (GUNAKAN KARTU BANTU 1) (DAFTAR ITEM UNTUK DIROTASIKAN)

(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Memiliki akses ke Internet di tempat lain	5	4	3	2	1
2. Tidak memerlukan Internet (karena tidak berguna, tidak menarik, dll.)	5	4	3	2	1
3. Biaya peralatan terlalu tinggi	5	4	3	2	1
4. Biaya akses terlalu tinggi (telepon, berlangganan DSL dll.)	5	4	3	2	1
5. Kurang keterampilan	5	4	3	2	1
6. Persoalan privasi atau keamanan	5	4	3	2	1
7. Internet jalur lebar (broadband) tidak tersedia di daerah kami	5	4	3	2	1
8. Tidak menginginkan Internet (karena isinya merusak...)	5	4	3	2	1
9. Lainnya	5	4	3	2	1

BLOK B: PENGGUNAAN TIK: PENGGUNAAN, TEMPAT DAN PERANTI

B1. Kapan terakhir kalinya Anda menggunakan sebuah komputer (di rumah, di tempat kerja atau di tempat lainnya)

(jenis apa saja: desktop, laptop, netbook, tablet, tidak termasuk ponsel cerdas)

1. Dalam 3 bulan terakhir (LANJUT KE B2)
2. Antara 3 bulan sampai setahun yang lalu (LANJUT KE B3)
3. Lebih dari 1 tahun yang lalu (LANJUT KE B3)
4. Tidak pernah menggunakan (LANJUT KE E1)

B2. Seberapa sering rata-rata Anda menggunakan komputer dalam 3 bulan terakhir?

1. Setiap hari atau hampir setiap hari
2. Paling sedikit satu kali seminggu (tetapi tidak setiap hari)
3. Paling sedikit satu kali sebulan (tetapi tidak setiap minggu)
4. Kurang dari satu kali dalam sebulan
5. Tidak pernah

B3. Kapan Anda terakhir menggunakan Internet? (lewat peranti apa pun, desktop, jinjing atau genggam, termasuk ponsel atau ponsel cerdas)

1. Dalam 3 bulan terakhir* (LANJUT KE B4)
2. Antara 3 bulan sampai setahun yang lalu (LANJUT KE C1)
3. Lebih dari 1 tahun yang lalu (LANJUT KE C1)
4. Tidak pernah menggunakan (LANJUT KE E1)

*BILA KODE 1, GOLONGKAN SEBAGAI "TERSAMBUNG"; BILA 2, 3, ATAU 4, SEBAGAI "TIDAK TERSAMBUNG".

B4. Seberapa sering rata-rata Anda menggunakan Internet dalam 3 bulan terakhir?

1. Setiap hari atau hampir setiap hari
2. Paling sedikit satu kali seminggu (tetapi tidak setiap hari)
3. Paling sedikit satu kali sebulan (tetapi tidak setiap minggu)
4. Kurang dari satu kali dalam sebulan

B5. Di manakah Anda menggunakan Internet dalam 3 bulan terakhir (menggunakan sebuah komputer atau peranti lainnya)? (CENTANG SEMUA YANG BERLAKU) (SPONTAN ATAU TERDESAK)

1. Di rumah
2. Di tempat kerja (selain rumah)
3. Di tempat belajar
4. Di rumah orang lain
5. Perpustakaan Umum
6. Kantor pos
7. Kantor publik, balai kota, lembaga pemerintah
8. Organisasi masyarakat atau sukarela
9. Warnet
10. Hotspot (di hotel, bandara, tempat-tempat umum dll.
11. Lainnya

B6. **Apakah Anda menggunakan peranti berikut ini untuk mengakses Internet selain di rumah atau di tempat kerja? (CENTANG SEMUA YANG BERLAKU)**

1. Saya tidak mengakses internet lewat peranti mobile selain di rumah atau di kantor

2. Ponsel (atau ponsel cerdas).

B6.1. Bila ya, menggunakan manakah dari berikut ini?

1. lewat jaringan ponsel (misalnya 3G)

2. lewat jaringan nirkabel (misalnya WiFi)

3. Komputer jinjing (misalnya laptop, tablet)

B6.2. Bila ya, menggunakan yang manakah dari berikut ini?

1. lewat jaringan ponsel, menggunakan modem USB atau kartu (SIM) atau ponsel sebagai modem

2. lewat jaringan nirkabel (misalnya WiFi)

3. Tidak ada koneksi seluler ke Internet

4. Peranti lainnya

BLOK C: KETERAMPILAN TIK

C1. **Manakah dari berikut ini yang Anda dapat lakukan menggunakan sebuah KOMPUTER?**

(JAWABAN GANDA) (GUNAKAN KARTU BANTU 2) (DAFTAR ITEM UNTUK DIROTASIKAN)

	YA				TIDAK
	Sangat mudah (5)	Mudah (4)	Sukar (3)	Sangat sukar (2)	Tidak pernah melakukannya (1)
(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)					
1. Menyalin atau memindahkan berkas atau folder	5	4	3	2	1
2. Menggunakan alat salin dan tempel untuk menggandakan atau memindahkan informasi dalam sebuah dokumen)	5	4	3	2	1
3. Menggunakan rumus aritmetika dasar di spread sheet (misalnya Excel)	5	4	3	2	1
4. Meringkas (atau men-zip) berkas	5	4	3	2	1
5. Menyambung dan memasang peranti baru, misalnya sebuah modem	5	4	3	2	1
6. Menulis sebuah program komputer menggunakan bahasa pemrograman khusus	5	4	3	2	1

C2. Manakah dari berikut ini yang Anda dapat lakukan menggunakan INTERNET?
 (JAWABAN GANDA) (GUNAKAN KARTU BANTU 2) (DAFTAR ITEM UNTUK DIROTASIKAN)

	YA				TIDAK
	Sangat mudah	Mudah	Sukar	Sangat sukar	Tidak pernah melakukannya
(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)	(5)	(4)	(3)	(2)	(1)
1. Menggunakan mesin pencari untuk menemukan informasi (misalnya Google)	5	4	3	2	1
2. Mengirim email dengan berkas terlampir (misalnya dokumen, gambar, dll.)	5	4	3	2	1
3. Mempos pesan ke ruang obrolan, grup berita atau forum diskusi online (misalnya di situs jejaring sosial, blog, dll.)	5	4	3	2	1
4. Menggunakan Internet untuk menelepon	5	4	3	2	1
5. e. Menggunakan berbagi berkas kawan-kawan untuk bertukar film, musik, dll.	5	4	3	2	1
6. Membuat sebuah halaman web	5	4	3	2	1

C3. Bagaimana Anda memperoleh keterampilan komputer dan Internet?
 (JAWABAN GANDA) (GUNAKAN KARTU BANTU 1) (DAFTAR ITEM UNTUK DIROTASIKAN)

	Sangat setuju	Setuju	Setuju tidak setuju juga tidak	Tidak setuju	Sangat tidak setuju
	(5)	(4)	(3)	(2)	(1)
(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)					
1. Lembaga pendidikan formal (sekolah, perguruan tinggi, universitas)	5	4	3	2	1
2. Kursus pelatihan di pusat pelatihan atau lembaga lainnya	5	4	3	2	1
3. Belajar sendiri menggunakan buku-buku, cd-rom, kursus online, wiki, forum diskusi online, dll.	5	4	3	2	1
4. Belajar lewat praktek dan pengalaman	5	4	3	2	1
5. Bantuan dan bimbingan dari kerabat, teman, atau rekan kerja	5	4	3	2	1
6. Cara-cara lainnya	5	4	3	2	1

BLOK D: PENGGUNAAN TIK: SITUS AKTIVITAS DAN JEJARING SOSIAL (BILA TIDAK MENGGUNAKAN INTERNET DALAM 3 BULAN TERAKHIR (B3=1) LANJUTKAN KE E1)

D1. **Apakah Anda telah menggunakan Internet untuk kebutuhan INFORMASI berikut dalam 3 bulan terakhir?** (GUNAKAN KARTU BANTU 3) (DAFTAR ITEM UNTUK DIROTASIKAN)

	YA				TIDAK
	Sangat sering (5)	Sering (4)	Sekali-sekali (3)	Jarang (2)	Tidak pernah (1)
<i>(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAII DENGAN “*”)</i>					
1. Membaca atau mengunduh berita, surat kabar, dan/atau majalah online	5	4	3	2	1
2. Mencari informasi tentang kesehatan dan layanan kesehatan (misalnya cedera, penyakit, nutrisi, meningkatkan kesehatan dll.)	5	4	3	2	1
3. Mencari informasi tentang penawaran pendidikan, pelatihan atau kursus	5	4	3	2	1
4. Mencari informasi tentang layanan sosial	5	4	3	2	1
5. Mencari informasi tentang peluang perumahan	5	4	3	2	1
6. Mencari informasi tentang pajak	5	4	3	2	1
7. Mencari informasi tentang hukum dan isu hukum	5	4	3	2	1
8. Mencari informasi tentang layanan lain yang berbeda dengan layanan yang telah disebutkan sebelumnya.	5	4	3	2	1
9. Mengunduh perangkat lunak (selain dari perangkat lunak permainan)	5	4	3	2	1
10. Mencari informasi dan berita tentang negara tempat lahir Anda	5	4	3	2	1

D2. **Apakah Anda telah menggunakan Internet untuk kebutuhan KOMUNIKASI berikut dalam 3 bulan terakhir?** (GUNAKAN KARTU BANTU 3) (DAFTAR ITEM UNTUK DIROTASIKAN)

	YA				TIDAK
	Sangat sering (5)	Sering (4)	Sekali-sekali (3)	Jarang (2)	Tidak pernah (1)
(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)					
1. Mempos pesan ke ruang obrolan, grup berita atau forum diskusi online	5	4	3	2	1
2. Berpartisipasi di jejaring sosial nonprofesional, seperti facebook, twitter, dll., membuat profil pengguna, mempos pesan, mengunggah konten atau kontribusi lainnya	5	4	3	2	1
3. Berpartisipasi di jejaring sosial profesional, seperti LinkedIn dll., membuat profil pengguna, mempos pesan, mengunggah konten atau kontribusi lainnya	5	4	3	2	1
4. Mengirim/menerima email	5	4	3	2	1
5. Pesan instan, obrolan (Yahoo messenger, Hotmail messenger, dll.)	5	4	3	2	1
6. Menelepon lewat Internet/panggilan video lewat webcam (misalnya Skype)	5	4	3	2	1

D3. **Apakah Anda telah menggunakan Internet untuk aktivitas PARTISIPASI berikut dalam 3 bulan terakhir?** (GUNAKAN KARTU BANTU 3) (DAFTAR ITEM UNTUK DIROTASIKAN)

	YA				TIDAK
	Sangat sering (5)	Sering (4)	Sekali-sekali (3)	Jarang (2)	Tidak pernah (1)
(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)					
1. Membaca dan mempos pendapat di isu kependudukan atau politik lewat situs web (misalnya blog, jejaring sosial, dll.)	5	4	3	2	1
2. Berpartisipasi di konsultasi online atau memberi suara ke isu kependudukan atau politik tertentu (misalnya perencanaan kota, menanda tangani petisi, dll.)	5	4	3	2	1
3. Menghubungi politisi, pemerintah atau pejabat pemerintah setempat	5	4	3	2	1
4. Berpartisipasi sebagai sukarelawan di grup atau organisasi sosial	5	4	3	2	1
5. Menghubungi pejabat administrasi untuk mengetahui hak dan kewajiban Anda sebagai penduduk	5	4	3	2	1

D4. Apakah Anda telah menggunakan Internet untuk aktivitas BELAJAR/PENDIDIKAN berikut dalam 3 bulan terakhir?

(GUNAKAN KARTU BANTU 3) (DAFTAR ITEM UNTUK DIROTASIKAN)

<i>(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)</i>	YA				TIDAK
	Sangat sering (5)	Sering (4)	Sekali-sekali (3)	Jarang (2)	Tidak pernah (1)
1. Melakukan kursus online untuk meningkatkan pengetahuan atau keterampilan bekerja	5	4	3	2	1
2. Melakukan kursus online untuk belajar bahasa negara tempat Anda tinggal saat ini	5	4	3	2	1
3. Melakukan kursus online untuk subjek lainnya	5	4	3	2	1
4. Berselancar di Internet untuk mendapatkan informasi tentang tingkat pendidikan Anda di negara tuan rumah	5	4	3	2	1
5. Berselancar di Internet untuk mendapatkan informasi tentang pengakuan kualifikasi pendidikan	5	4	3	2	1
6. Berselancar di Internet untuk kebutuhan belajar/pendidikan (meningkatkan keterampilan berbahasa, dll.)	5	4	3	2	1

D5. Apakah Anda telah menggunakan Internet untuk aktivitas berikut dalam KEHIDUPAN PROFESIONAL Anda dalam 3 bulan terakhir?

(GUNAKAN KARTU BANTU 3) (DAFTAR ITEM UNTUK DIROTASIKAN)

<i>(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)</i>	YA				TIDAK
	Sangat sering (5)	Sering (4)	Sekali-sekali (3)	Jarang (2)	Tidak pernah (1)
1. Mencari pekerjaan atau mengirim aplikasi pekerjaan	5	4	3	2	1
2. Memasarkan diri Anda kepada yang mungkin menjadi pemberi kerja di masa mendatang (misalnya mengirim CV, mengunggah CV ke situs web)	5	4	3	2	1
3. Menyelesaikan tugas yang berkaitan dengan pekerjaan rutin Anda	5	4	3	2	1
4. Berpartisipasi di situs jejaring profesional (membuat profil pengguna, mempos pesan atau kontribusi lainnya ke LinkedIn, Xing, dll.)	5	4	3	2	1
5. Menemukan informasi tentang hak-hak tenaga kerja	5	4	3	2	1
6. Menemukan informasi tentang tunjangan dan program pengangguran	5	4	3	2	1
7. Menemukan informasi tentang kursus pelatihan/pemagangan	5	4	3	2	1
8. Menggunakan peralatan online untuk menilai kemampuan dan keahlian profesional Anda.	5	4	3	2	1

- D6. **Sampai sejauh mana Anda setuju dengan pernyataan berikut yang berkaitan dengan penggunaan Internet untuk pencarian pekerjaan?**
(GUNAKAN KARTU BANTU 1) (DAFTAR ITEM UNTUK DIROTASIKAN)

(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Saya tahu cara menggunakan Internet untuk menemukan pekerjaan	5	4	3	2	1
2. Saya memercayai Internet untuk menemukan pekerjaan	5	4	3	2	1
3. Saya tertarik dengan jenis pekerjaan yang ditawarkan di Internet	5	4	3	2	1
4. Penggunaan Internet untuk mencari kerja bermanfaat	5	4	3	2	1
5. Saya sangat memerlukan Internet untuk menemukan pekerjaan	5	4	3	2	1

BLOK E: INTEGRASI IMIGRAN

E1. KETENAGAKERJAAN

- E1.1. **Apakah keadaan ketenagakerjaan Anda saat ini?**
(SILAKAN, PILIH SALAH SATU)

1. Bekerja purnawaktu (LANJUT KE E1.3)
2. Bekerja paruh waktu (LANJUT KE E1.3)
3. Wiraswasta (termasuk pekerja keluarga, orang yang bekerja di bisnis keluarga atau orang yang memiliki bisnis sendiri) (LANJUT KE E1.3)
4. Tidak bekerja sedang mencari pekerjaan (LANJUT KE E1.2)
5. Pelajar (tidak termasuk dalam tenaga kerja) (LANJUT KE E1.5)
6. Pelajar yang bekerja paruh waktu (LANJUT KE E1.3)
7. Ibu rumah tangga (LANJUT KE E1.5)
8. Lainnya tidak termasuk dalam tenaga kerja (pensiun, tidak aktif, sedang menjalani wajib militer, dll.) (LANJUT KE E1.5)

- E1.2. **Sudah berapa lama Anda tidak bekerja?** (SILAKAN, PILIH SALAH SATU)

1. Kurang dari 3 bulan
2. Antara 3 bulan sampai 1 tahun
3. Lebih dari 1 tahun

E1.3. **Apakah pekerjaan Anda sekarang? (SILAKAN, PILIH SALAH SATU)**

1. Profesional (yaitu dokter, arsitek, guru/profesor, dokter hewan, pustakawan, pengacara atau paralegal, aktor, musisi, dll.)
2. Teknisi atau karyawan profesional (yaitu teknisi teknik, perawat, karyawan hukum, teknisi teknologi informasi)
3. Pekerja dukungan administrasi (yaitu administrasi kantor, sekretaris, kasir bank, pekerja informasi klien)
4. Pekerja layanan atau penjualan (yaitu petugas perjalanan, tukang masak, penata rambut, kasir, pekerja perawat pribadi, pekerja perawat anak, petugas penjual toko)
5. Pekerja ahli di bidang pertanian, kehutanan dan perikanan (misalnya petani tanaman, peternak hewan, pekerja hutan, pekerja perikanan, petani yang menanam tanaman dan beternak hewan untuk menyambung hidup)
6. Pengrajin dan pekerja ahli yang berkaitan (yaitu juru listrik, pembuat perkakas, pekerja baja dan logam, pandai besi, pekerja pencetakan dan kerajinan tangan, pekerja garmen, pekerja pengolah makanan)
7. Operator atau perakitan pabrik dan mesin (yaitu pekerja pemroses hasil tambang dan mineral, operator pemroses logam, bahan kimia, pengolahan makanan, kayu, mesin tekstil)
8. Pekerja (yaitu pembantu dan pembersih, buruh pertanian, buruh penyiapan makanan, pedagang kaki lima)
9. Angkatan bersenjata (aparatus militer yang ditugaskan dan tidak ditugaskan)
10. Lainnya
11. Tidak tahu/Menolak memberi tahu

E1.4. **Apakah menurut Anda pekerjaan utama Anda di (negara) menggunakan semua keahlian yang Anda peroleh di pelatihan dan kehidupan bekerja Anda?**

1. Pekerjaan saya sesuai dengan keahlian & pelatihan saya
2. Pekerjaan saya sesuai dengan keahlian saya tetapi tidak termasuk dalam bidang pelatihan saya
3. Pekerjaan saya tidak membutuhkan keahlian & pelatihan yang saya miliki.
4. Menolak memberi tahu
5. Tidak tahu

E1.5. **Bagaimana cara Anda mengatur/mendapatkan pekerjaan sekarang atau terakhir di negara ini? (JAWABAN GANDA)**

1. Lewat keluarga dan teman (offline)
2. Lewat keluarga dan teman (online)
3. Lewat orang yang saya jumpai di Internet
4. Lewat lowongan pekerjaan di surat kabar, majalah offline, dll.
5. Lewat lowongan pekerjaan di surat kabar, majalah online, dll.
6. Lewat situs web pencari kerja
7. Lewat agensi perekrutan (offline)
8. Lewat agensi perekrutan (online)
9. Lewat layanan ketenagakerjaan publik (offline)
10. Lewat layanan ketenagakerjaan publik (online)
11. Lewat organisasi nonpemerintah (online)
12. Lewat organisasi nonpemerintah (offline)
13. Lainnya (offline)
14. Lainnya (online)
15. Belum bekerja di negara ini

E2. PENDIDIKAN DAN KETERAMPILAN

- E2.1. **Apakah tingkat pendidikan Anda? (Harap, pilih salah satu)**
(tingkat pendidikan tertinggi yang diselesaikan)
1. Tidak ada pendidikan formal
 2. Sekolah Dasar - SD
 3. Sekolah Menengah Pertama - SMP
 4. Sekolah Menengah Atas
 5. Kejuruan – SMA / SMK
 6. Diploma 1-4, Sarjana 1
 7. Magister (S-2), Doktor (S-3)
- E2.2. **Apakah Anda memiliki kualifikasi pendidikan yang diakui di negara tempat Anda tinggal saat ini?**
1. Ya, tingkat yang setara
 2. Ya, tingkat yang lebih rendah
 3. Tidak
 4. Tidak tahu/Menolak memberi tahu
- E2.3. **Selama 12 bulan terakhir, apakah Anda telah mengambil kursus apa pun untuk meningkatkan pengetahuan atau keahlian bekerja?**
1. Ya
 2. Tidak
 3. Tidak tahu/Menolak memberi tahu
- E2.4. **Apakah Anda telah mengambil kursus apa pun untuk belajar bahasa negara tempat Anda tinggal saat ini?**
1. Ya
 2. Tidak
 3. Tidak tahu/Menolak memberi tahu

E2.5. **Seberapa banyak menurut Anda keahlian berikut ini telah membantu /dapat membantu Anda untuk meningkatkan situasi kerja Anda?** (Beri nilai dari 1 = minimum sampai 5 = maksimum untuk setiap item di daftar)

	Minimum (1)	(2)	(3)	(4)	Maksimum (5)
1. Bahasa (bahasa ibu)	1	2	3	4	5
2. Bahasa (negara)	1	2	3	4	5
3. Bahasa lain yang berbeda dari bahasa ibu dan bahasa negara tuan rumah	1	2	3	4	5
4. Matematika dan sains dan teknologi dasar	1	2	3	4	5
5. Penggunaan komputer dan internet	1	2	3	4	5
6. Kemampuan belajar (Belajar untuk belajar)	1	2	3	4	5
7. Memahami / beradaptasi ke kebiasaan/cara hidup (NEGARA)	1	2	3	4	5
8. Rasa inisiatif dan kewiraswastaan	1	2	3	4	5
9. Budaya (pemahaman/pengungkapan melalui musik, tari, bernyanyi, dll.)	1	2	3	4	5

E3. INKLUSI SOSIAL

E3.1. **Apakah sumber utama penghasilan di keluarga Anda, termasuk penghasilan Anda?** (*PILIH SAMPAI 3 ITEM*)

1. Pekerjaan reguler saya (bila bekerja saat ini)
2. Tunjangan pengangguran atau jaminan sosial
3. Subsidi untuk wiraswasta/mendirikan bisnis Anda sendiri
4. Dukungan dari organisasi nonpemerintah
5. Tunjangan pelatihan atau beasiswa
6. Orang tua atau kerabat
7. Pekerjaan sampingan
8. Lainnya

E3.2. **Manakah dari berikut ini yang paling menggambarkan perasaan anda tentang penghasilan rumah tangga Anda saat ini?** (*JAWABAN TUNGGAL*)

1. Hidup sangat nyaman dengan penghasilan saat ini
2. Hidup nyaman dengan penghasilan saat ini
3. Pas-pasan dengan penghasilan saat ini
4. Sulit dengan penghasilan saat ini
5. Sangat sulit dengan penghasilan saat ini
6. Tidak tahu/Menolak memberi tahu

E3.3. **Di negara tempat Anda tinggal saat ini, bagaimana Anda menilai pengetahuan berbahasa Anda di bidang berikut ini?**

	Dasar	Menengah	Lanjut
1. Pemahaman	1	2	3
2. Lisan	1	2	3
3. Tulisan	1	2	3

E3.4. **Seberapa baik pemahaman Anda tentang berbagai aspek kehidupan berbeda di negara tempat Anda tinggal sekarang? (Dari skala 1-5 dengan 5 adalah sangat memahami dan 1 adalah sama sekali tidak memahami)**

	Sangat memahami (5)	(4)	(3)	(2)	Sama sekali tidak memahami (1)	Tidak tahu/Menolak memberi tahu
1. Legal/Hukum	5	4	3	2	1	9
2. Hak Tenaga Kerja	5	4	3	2	1	9
3. Kesempatan kerja	5	4	3	2	1	9
4. Layanan kesehatan	5	4	3	2	1	9
5. Pendidikan	5	4	3	2	1	9
6. Layanan sosial	5	4	3	2	1	9
7. Kesempatan untuk mendapatkan perumahan	5	4	3	2	1	9
8. Pajak	5	4	3	2	1	9

E4. KEWARGANEGARAAN AKTIF

E4.1. **Apakah Anda menjadi sukarelawan/berpartisipasi di grup atau organisasi sosial apa pun?**

1. Ya
2. Tidak
3. Tidak tahu/Menolak memberi tahu

E4.2. **Selama 12 bulan terakhir, apakah Anda melakukan aktivitas politik berikut di negara tempat Anda tinggal? (JAWABAN GANDA)**

	YA				TIDAK
	Sangat sering (5)	Sering (4)	Sekali-sekali (3)	Jarang (2)	Tidak pernah (1)
1. Menghubungi politisi, pemerintah atau pejabat pemerintah setempat?	5	4	3	2	1
2. Bekerja di partai politik atau kelompok pendukungnya?	5	4	3	2	1
3. Bekerja di organisasi atau asosiasi lainnya?	5	4	3	2	1
4. Menandatangani petisi?	5	4	3	2	1

E4.3. **Apakah Anda memilih di pemilihan lokal dan/atau nasional terakhir?**

1. Ya
2. Tidak
3. Tidak tahu/Menolak memberi tahu

E5. PENGALAMAN MIGRASI ANDA

E5.1. **Kapankah pertama kalinya Anda tiba di Uni Eropa?**

..... 1. tahun / 2. bulan lalu (MASUKKAN ANGKA & TANDA UKURAN WAKTU)

E5.2. **Berapa tahun Anda telah tinggal di negara Uni Eropa tempat Anda tinggal saat ini?**

..... 1. tahun / 2. bulan (MASUKKAN ANGKA & TANDA UKURAN WAKTU)

E5.3. **Mengapa Anda bermigrasi ke Uni Eropa?**

	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Untuk belajar	5	4	3	2	1
2. Untuk bergabung dengan keluarga saya	5	4	3	2	1
3. Untuk bekerja	5	4	3	2	1
4. Karena alasan medis/kesehatan	5	4	3	2	1
5. Karena alasan politik atau kemanusiaan	5	4	3	2	1
6. Lainnya	5	4	3	2	1

BLOK F. KEMUNGKINAN DIPEKERJAKAN

F1. **Berapa hari pelatihan yang didukung oleh pemberi kerja Anda saat ini (atau pemberi kerja di masa lalu bila Anda sedang tidak bekerja) yang Anda telah ikuti selama 12 bulan terakhir?**

1. Pelatihan keahlian yang berhubungan dengan pekerjaan _____ hari
2. Pelatihan keahlian umum _____ hari
3. Pelatihan kepemimpinan _____ hari

F2. **Sampai sejauh mana Anda setuju dengan pernyataan berikut yang berhubungan dengan pemberi kerja Anda saat ini (atau pemberi kerja di masa lalu bila Anda sedang tidak bekerja)? (GUNAKAN KARTU BANTU 1)**

	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Saya yakin bahwa saya akan menemukan pekerjaan lain bila saya mulai mencari	5	4	3	2	1
2. Sangat sukar bagi saya untuk menemukan pekerjaan baru saat meninggalkan perusahaan” (Dinilai terbalik)	5	4	3	2	1
3. Bila saya diberhentikan, saya akan segera menemukan pekerjaan yang sama nilainya.	5	4	3	2	1

- F3. **Sampai sejauh mana Anda setuju dengan pernyataan berikut ini yang berhubungan dengan pemberi kerja Anda saat ini (atau pemberi kerja di masa lalu bila Anda sedang tidak bekerja)? Pemberi kerja saya memberikan saya... (GUNAKAN KARTU BANTU 1) (DAFTAR ITEM UNTUK DIROTASIKAN)**

(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Kemungkinan untuk menerapkan keahlian saya di pelbagai keadaan.	5	4	3	2	1
2. Kemungkinan jenjang karier di perusahaan	5	4	3	2	1
3. Kesempatan untuk promosi	5	4	3	2	1
4. Kesempatan untuk mengembangkan beragam keahlian	5	4	3	2	1
5. Kesempatan untuk bertanggung jawab dalam tugas kerja	5	4	3	2	1
6. Pekerjaan yang menarik	5	4	3	2	1
7. Kemungkinan untuk berpindah ke serangkaian pekerjaan berbeda dalam perusahaan	5	4	3	2	1

- F4. **Sampai sejauh mana Anda setuju dengan pernyataan yang berhubungan dengan pendidikan, pelatihan dan kualifikasi Anda? (GUNAKAN KARTU BANTU 1) (DAFTAR ITEM UNTUK DIROTASIKAN)**

(PEWAWANCARA: MULAI MEMBACA DAFTAR PADA ITEM YANG DITANDAI DENGAN “*”)	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Tingkat pendidikan saya cukup memadai untuk mendapatkan pekerjaan yang sesuai dengan bidang pekerjaan saya	5	4	3	2	1
2. Keahlian saya untuk melakukan jenis pekerjaan yang saya mau adalah sudah terbaru (up to date)	5	4	3	2	1
3. Saya memiliki riwayat kerja yang baik	5	4	3	2	1
4. Saya perlu lebih banyak pelatihan atau pendidikan	5	4	3	2	1
5. Pemberi kerja akan terkesan dengan kualifikasi saya	5	4	3	2	1
6. Kualifikasi kerja saya tidak sangat baik	5	4	3	2	1
7. Saya memiliki referensi kerja yang baik	5	4	3	2	1

F5. **Sampai sejauh mana Anda setuju dengan pernyataan berikut yang berkaitan dengan kesadaran akan kesempatan Anda? (GUNAKAN KARTU BANTU 1)**

	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Saya mengikuti perkembangan di bidang industri dan ketenagakerjaan secara rutin	5	4	3	2	1
2. Saya memastikan bahwa saya mengetahui tentang lowongan kerja	5	4	3	2	1

F6. **Sampai sejauh mana Anda setuju dengan pernyataan berikut yang berkaitan dengan keahlian mempresentasikan diri? (GUNAKAN KARTU BANTU 1)**

	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Saya menyadari minat dan keahlian saya	5	4	3	2	1
2. Saya tidak merasa sukar untuk membuktikan kemampuan saya ke orang lain	5	4	3	2	1
3. Saya dapat meyakinkan pemberi kerja atau mitra proyek potensial tentang kompetensi saya	5	4	3	2	1

F7. **Sampai sejauh mana Anda setuju dengan pertanyaan berikut berkaitan dengan kompetensi Anda? (GUNAKAN KARTU BANTU 1)**

	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Saya merasa penting untuk mengembangkan diri saya secara luas, sehingga saya bisa melaksanakan aktivitas tugas atau pekerjaan berbeda dalam organisasi	5	4	3	2	1
2. Bila perusahaan memerlukan saya untuk melaksanakan tugas berbeda, saya siap untuk mengubah aktivitas kerja saya	5	4	3	2	1
3. Bila perusahaan menawarkan saya kemungkinan untuk memperoleh pengalaman kerja baru, saya akan mengambilnya	5	4	3	2	1

F8. **Sampai sejauh mana Anda setuju dengan pernyataan berikut yang berkaitan dengan kesediaan Anda untuk berganti pekerjaan?(GUNAKAN KARTU BANTU 1)**

	Sangat setuju (5)	Setuju (4)	Setuju tidak, tidak setuju juga tidak (3)	Tidak setuju (2)	Sangat tidak setuju (1)
1. Saya bersedia untuk memulai pekerjaan lain	5	4	3	2	1
2. Bila ada perubahan organisasi, saya lebih suka tinggal dalam departemen saya sekarang dengan rekan-rekan kerja saya	5	4	3	2	1

BLOK G. SOSIO-DEMOGRAFIS

G1. **Apakah status perkawinan sah (secara hukum) Anda?**

1. Tidak menikah (yaitu tidak pernah menikah) (LANJUT KE G4)
2. Menikah atau tinggal bersama pasangan (LANJUT KE G2)
3. Janda/Duda (termasuk janda/duda dari pasangan sah (registered partnership)) (LANJUT KE G4)
4. Bercerai (termasuk berpisah secara hukum dan pasangan sah (registered partnership) yang dibubarkan) (LANJUT KE G4)

G2. **Di mana tempat pasangan Anda tinggal? (PILIH SALAH SATU)**

1. Di negara asal saya
2. Di negara tempat saya tinggal saat ini
3. Di negara lainnya

G3. **Apakah ia...? (PILIH SALAH SATU)**

1. Berkebangsaan yang sama dengan Anda
2. Dari negara Uni Eropa tempat Anda tinggal saat ini
3. Dari negara Uni Eropa lainnya
4. Berkebangsaan yang berbeda (non-Uni Eropa)

G4. **Apakah Anda memiliki anak?**

1. Ya (LANJUT KE QG5)
2. Tidak (LANJUT KE QG9)

G5. **Berapakah usia anak-anak Anda? (PILIH DARI RENTANG USIA DI BAWAH INI)**

1. Di bawah 12 tahun (LANJUT KE QG6)
2. 12-17 (LANJUT KE QG7)
3. 18 tahun dan lebih (LANJUT KE QG8)

G6. **Di manakah anak-anak Anda yang berumur di bawah 12 tahun tinggal? (PILIH SALAH SATU)**

1. Di negara tempat Anda tinggal
2. Di negara asal Anda
3. Di kedua negara

G7. Di manakah anak-anak Anda yang berusia 12-17 tahun tinggal?

(PILIH SALAH SATU)

1. Di negara tempat Anda tinggal
2. Di negara asal Anda
3. Di kedua negara

G8. Di manakah anak-anak Anda yang berusia 18 tahun dan lebih tinggal?

(PILIH SALAH SATU)

1. Di negara tempat Anda tinggal
2. Di negara asal Anda
3. Di kedua negara

G9. Termasuk diri Anda sendiri, berapa banyak orang yang tinggal di rumah (tempat tinggal) Anda?

Jumlah total: _____

dari yang mana:

1. jumlah anak yang berusia di bawah 16 tahun: _____
 1. jumlah anak yang berusia 14-15 tahun: _____
 2. jumlah anak yang berusia 5-13 tahun: _____
 3. jumlah anak yang berusia di bawah 5 tahun: _____
2. jumlah orang yang berusia 16 sampai 24 tahun: : _____
dari yang mana: jumlah siswa/mahasiswa _____
3. jumlah orang yang berusia 25 sampai 64 tahun: _____
4. jumlah orang yang berusia 65 tahun atau lebih: _____

G10. Kira-kira, berapakah penghasilan rumah tangga bulanan Anda dalam Euro?
(Termasuk penghasilan dari semua sumber yang masuk ke rumah tangga?)

(GUNAKAN KARTU BANTU 5)

1. Kurang dari €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. Lebih dari €10,000

UCAPKAN TERIMA KASIH DAN SELESAIKAN WAWANCARA

KARTU BANTU 1: Persetujuan

Sangat setuju	Setuju	Setuju tidak, tidak setuju juga tidak	Tidak setuju	Sangat tidak setuju
(5)	(4)	(3)	(2)	(1)

KARTU BANTU 2: Tingkat Kesulitan

Sangat mudah	Mudah	Sukar	Sangat sukar	Tidak pernah melakukannya
(5)	(4)	(3)	(2)	(1)

KARTU BANTU 3: Frekuensi

Sangat sering	Sering	Sekali-sekali	Jarang	Tidak pernah
(5)	(4)	(3)	(2)	(1)

KARTU BANTU 4: Kepentingan

Sangat penting	Penting	Tidak penting	Sama sekali tidak penting
(4)	(4)	(2)	(1)

KARTU BANTU 5: Penghasilan Bulanan

1. Kurang dari €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. Lebih dari €10,000

Annex 11: Turkish Questionnaire

ICTEGRA: Göçmenlerin günlük yaşama entegrasyonunu desteklemeye yönelik ICT anketi

GİRİŞ:

"Günaydın/iyi günler/iyi akşamlar. (ÜLKE)'deki insanların İnternet'i nasıl kullandıklarını ve sosyal ve kamusal yaşama nasıl katıldıklarını araştırıyoruz. **Bu anket, Avrupa Komisyonu'ndan fon desteği alması sebebiyle (ÜLKE) devletinden tamamiyle bağımsızdır.** Bu çalışmanın sonuçları, **Avrupa Komisyonu'nun Avrupa Birliği genelinde entegrasyonu desteklemek amacıyla ICT, göçmenlik deneyimi ve istihdam edilebilirlik arasındaki ilişki konusunda daha fazla bilgi edinmesini sağlayacaktır.**

(ŞEHİR) nüfusunu temsil eden örneklem grubunun bir parçası olarak rastgele seçilmiş bulunuyorsunuz. Bu çalışmaya katılmanızı rica ediyoruz. **Yanıtlarınızın tamamıyla isimsiz tutulacağını ve kesinlikle kişisel olarak analiz edilmeyeceğini veya gösterilmeyeceğini garanti ediyoruz.** Anket yaklaşık 20 dakika sürecektir. Katılmak istiyor musunuz?

(Görüşme başladığında ana dili tercüme edilmiş yazılı anketimizin kapsamında bulunan Katılımcılar için. Sorun: "Görüşmeyi (Dil) olarak gerçekleştirebiliriz. Ayrıca (Tüm dilleri belirtin) dillerinde basılı bir versiyonumuz da bulunuyor. Lütfen tercih ettiğiniz dili kullanın.")

BAĞLAMSAL BİLGİLER (GÖRÜŞMENİN ARDINDAN ANKETÖR TARAFINDAN DOLDURULACAKTIR):

- | | |
|------|---|
| X1. | Görüşme numarası (kimliği): |
| X2. | Anketörün adı ve soyadı: |
| X3. | Ülke: |
| X4. | Konum (şehir): |
| X5. | İletişim noktası (açıklayın): |
| X6. | a. Görüşmenin tarihi: __ / __ / __ b. Başlangıç saati: __: __ c. Bitiş saati: __: __ |
| X7. | Görüşmenin dili: |
| | 1. İngilizce 2. Felemenkçe 3. İspanyolca 4. Bulgarca 5. Fransızca |
| | 6. Rusça 7. Arapça 8. Çince 9. Türkçe 10. Endonezya |
| Dili | |
| X8. | Görüşmenin yapıldığı dil konusunda yetkinlik ile ilgili değerlendirme (daire içine alın ve kısaca açıklayın): |
| | 1. Mükemmel 2. İyi 3. Orta 4. Sınırlı 5. Zayıf |

ELEME ANKETİ:

S1. **Cinsiyet (SORMAYIN):**

3. Kadın
4. Erkek

S2. **Kaç yaşındasınız?**

_____ yaş (16 YAŞINDAN KÜÇÜK VEYA 74 YAŞINDAN BÜYÜKSE SONLANDIRIN)

S3. **Hangi ülkede doğdunuz?**

_____ (27 AB ÜYE ÜLKESİNDEN BİRİYE SONLANDIRIN;
EMİN DEĞİLSENİZ LİSTEYE BAKIN)

S4. **Şu anda (GÖRÜŞMENİN YAPILDIĞI ÜLKE) vatandaşı mısınız?**

1. Evet (YENİDEN TEYİT ALIN VE VATANDAŞSA SONLANDIRIN)
2. Hayır

S5. **Şu anda nerede yaşıyorsunuz? (SEMTİ ARAŞTIRIN)**

1. _____ (Şehir / Kent)
2. _____ (İlçe / Semt)

S6. **Burayı nasıl sınıflandırırsınız? (YALNIZCA KONUM BİLİNMIYORSA SORUN – AKSİ HALDE SINIFLANDIRIN):**

1. Şehir bölgesi
2. Banliyö bölgesi
3. Kırsal bölge

S7. **(RESMİ DİL) konusundaki yetkinliğiniz ne düzeyde?**

1. Çok iyi anlıyorum ve konuşuyorum (RESMİ DİLDEKİ ANKETİ KULLANIN)
2. Anlıyorum ve konuşuyorum (RESMİ DİLDEKİ ANKETİ KULLANIN VE KAVRAMA SORUNLARI GÖRÜLÜRSE KATILIMCIYA YARDIMCI OLUN)
3. Anlama ve konuşma konusunda sıkıntı yaşıyorum (ALTERNATİF BİR DİLDEKİ ANKETİ KULLANMAYI ÖNERİN)

BLOK A: ICT (Bilgi ve İletişim Teknolojileri) ERİŞİMİ

A1. **Siz veya evinizdeki bir kişi ev içinde bilgisayar erişimine sahip misiniz?**
(herhangi bir tür cihaz: masaüstü, dizüstü, netbook, tablet; akıllı telefon hariç)

1. Evet
2. Hayır

A2. **Siz veya evinizdeki bir kişi ev içinde İnternet erişimine sahip misiniz?**
(herhangi bir cihaz türü aracılığıyla)

1. Evet (B1'E GEÇİN)
2. Hayır
3. Bilmiyor

A3. **Evinizde İnternet olmamasının sebepleri nelerdir?**
(BİR DEN ÇOK YANIT) (TANITIM KARTI 1'İ KULLANIN) (DÖNDÜRÜLECEK ÖĞELER LİSTESİ)

(ANKETÖR: "*" İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	Kesinlikle katılıyorum	Katılıyorum	Ne katılıyorum, ne katılmıyorum	Katılmıyorum	Kesinlikle katılmıyorum
	(5)	(4)	(3)	(2)	(1)
1. Başka bir yerde İnternet erişimine sahibim	5	4	3	2	1
2. İnternet'e ihtiyacım yok (faydalı değil, ilginç değil, vb.)	5	4	3	2	1
3. Cihazların maliyeti çok yüksek	5	4	3	2	1
4. Erişim maliyetleri çok yüksek (telefon, DSL aboneliği vb.)	5	4	3	2	1
5. Beceri eksikliği	5	4	3	2	1
6. Gizlilik veya güvenlikle ilgili çekinceler	5	4	3	2	1
7. Bölgemizde geniş bant İnternet yok	5	4	3	2	1
8. İnternet istemiyorum (çünkü zararlı içerikler var...)	5	4	3	2	1
9. Diğer	5	4	3	2	1

BLOK B: ICT KULLANIMI: KULLANIM, YER VE CİHAZLAR

- B1. **En son ne zaman bilgisayar kullandınız (evde, işyerinde veya başka bir yerde)?** (herhangi bir tür cihaz: masaüstü, dizüstü, netbook, tablet; akıllı telefon hariç)
1. Son 3 ay içinde (B2'YE GEÇİN)
 2. 3 ay ila bir yıl önce (B3'E GEÇİN)
 3. 1 yıldan uzun süre önce (B3'E GEÇİN)
 4. Hiç kullanmadım (E1'E GEÇİN)
- B2. **Son 3 ay içinde ortalama ne sıklıkta bilgisayar kullandınız?**
1. Her gün veya neredeyse her gün
 2. En az haftada bir (ama her gün değil)
 3. En az ayda bir (ama her hafta değil)
 4. Ayda birden az
 5. Hiçbir zaman
- B3. **En son ne zaman İnternet kullandınız?** (masaüstü, taşınabilir veya el bilgisayarı gibi herhangi bir cihazla; cep telefonu veya akıllı telefonlar dahil)
1. Son 3 ay içinde* (B4'E GEÇİN)
 2. 3 aydan fazla ila bir yıl önce (C1'E GEÇİN)
 3. 1 yıldan uzun süre önce (C1'E GEÇİN)
 4. Hiç kullanmadım (E1'E GEÇİN)
- *KOD 1 İSE "BAĞLANTILI" OLARAK, 2, 3 VEYA 4 İSE "BAĞLANTILI DEĞİL" OLARAK SINIFLANDIRIN.
- B4. **Son 3 ay içinde İnternet'i ortalama ne sıklıkta kullandınız?**
1. Her gün veya neredeyse her gün
 2. En az haftada bir (ama her gün değil)
 3. En az ayda bir (ama her hafta değil)
 4. Ayda birden az
- B5. **İnternet'i son 3 ay içinde nerede kullandınız (bilgisayar kullanarak veya başka bir şekilde)?** (GEÇERLİ TÜM SEÇENEKLERİ İŞARETLEYİN - KENDİ KENDİNE VEYA YÖNLENDİRME İLE)
1. Evde
 2. İşyerinde (ev dışında)
 3. Okulda
 4. Başka bir kişinin evinde
 5. Halk Kütüphanesi
 6. Postane
 7. Kamu dairesi, belediye binası, devlet dairesi
 8. Toplumsal veya gönüllü kuruluş
 9. İnternet Kafe
 10. Erişim noktası (oteller, havaalanları, halka açık alanlar, vb.)
 11. Diğer
- B6. **Evde veya işyerinde değilken İnternet'e erişmek için aşağıdaki mobil cihazlardan herhangi birini kullanıyor musunuz?** (GEÇERLİ TÜM SEÇENEKLERİ İŞARETLEYİN)
1. Evde veya işyerinde değilken hiçbir mobil cihazla İnternet'e erişmiyorum
 2. Cep telefonu (veya akıllı telefon).

B6.2. Kullanıyorsanız aşağıdakilerden hangisini kullanıyorsunuz?

1. cep telefonu ağı üzerinden (örn. 3G)
2. kablosuz ağ üzerinden (örn. WiFi)
3. Taşınabilir bilgisayar (örn. dizüstü bilgisayar, tablet)

B6.3. Kullanıyorsanız aşağıdakilerden hangisini kullanıyorsunuz?

- 1.USB anahtarını veya (SIM) kartı ya da cep telefonunu modem olarak kullanarak cep telefonu ağı üzerinden
- 2.kablosuz ağ üzerinden (örn. WiFi)
3. Mobil İnternet bağlantısı yok
4. Diğer cihazlar

BLOK C: ICT BECERİLERİ

C1. **Bir BİLGİSAYAR ile aşağıdakilerden hangilerini yapabiliyorsunuz?**

(BİR DEN ÇOK YANIT) (TANITIM KARTI 2'Yİ KULLANIN) (DÖNDÜRÜLECEK ÖGELER LİSTESİ)

	EVET				HAYIR
	Çok kolay	Kolay	Zor	Çok zor	Hiç yapmıyorum
(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	(5)	(4)	(3)	(2)	(1)
1. Dosya veya klasör kopyalama veya taşıma	5	4	3	2	1
2. Kopyalama ve yapıştırma araçlarını kullanarak bir belgedeki bilgileri çoğaltma veya taşıma	5	4	3	2	1
3. Bir elektronik tabloda temel aritmetik formüllerini kullanma (örn. Excel)	5	4	3	2	1
4. Dosya sıkıştırma (veya zipleme)	5	4	3	2	1
5. Yeni cihazlar bağlama ve kurma (örn. modem)	5	4	3	2	1
6. Özel bir programlama dili kullanarak bir bilgisayar programı yazma	5	4	3	2	1

C2. **İNTERNET ile aşağıdakilerden hangilerini yapabiliyorsunuz?**

(BİR DEN ÇOK YANIT) (TANITIM KARTI 2'Yİ KULLANIN) (DÖNDÜRÜLECEK ÖGELER LİSTESİ)

	EVET				HAYIR
	Çok kolay	Kolay	Zor	Çok zor	Hiç yapmıyorum
(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	(5)	(4)	(3)	(2)	(1)
1. Bilgi bulmak için bir arama motoru (örn. Google) kullanma	5	4	3	2	1
2. Ekli dosyalar (örn. belgeler, resimler, vb.) içeren e-postalar gönderme	5	4	3	2	1
3. Sohbet odalarına, haber gruplarına veya bir çevrimiçi tartışma forumuna mesaj gönderme (örn. sosyal ağ sitelerinde, bloglarda, vb.)	5	4	3	2	1
4. İnternet'i kullanarak telefon çağrısı yapma	5	4	3	2	1
5. Film, müzik, vb. alışverişi yapmak için eşler arası dosya paylaşımını kullanma	5	4	3	2	1
6. Web sayfası oluşturma	5	4	3	2	1

C3. Bilgisayar ve İnternet becerilerinizi nasıl edindiniz?

(BİR DEN ÇOK YANIT) (TANITIM KARTI 1'İ KULLANIN) (DÖNDÜRÜLECEK ÖĞELER LİSTESİ)

(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Resmi eğitim kurumu (okul, yüksek okul, üniversite)	5	4	3	2	1
2. Başka merkez veya kurumlardan alınan eğitim kursları	5	4	3	2	1
3. Kitap, CD-rom, çevrimiçi kurslar, bilgilendirici İnternet siteleri, çevrimiçi tartışma forumları, vb. yardımıyla kendi kendine	5	4	3	2	1
4. Uygulama ve deneyimle öğrenim	5	4	3	2	1
5. Akraba, arkadaş veya iş arkadaşlarının yardım ve desteğiyle	5	4	3	2	1
6. Başka yollarla	5	4	3	2	1

BLOK D: ICT KULLANIMI: ETKİNLİKLER VE SOSYAL AĞ SİTELERİ

(SON 3 AY İÇİNDE İNTERNET KULLANILMAMIŞSA (B3=1) E1'E GEÇİN)

D1. Son 3 ay içinde İnternet'i aşağıdaki BİLGİLERİ almak amacıyla kullandınız mı?

(TANITIM KARTI 3'Ü KULLANIN) (DÖNDÜRÜLECEK ÖĞELER LİSTESİ)

(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	EVET				HAYIR
	Çok sık (5)	Sık (4)	Ara sıra (3)	Nadiren (2)	Hiçbir zaman (1)
1. Çevrimiçi haber, gazete ve/veya dergi okuma veya indirme	5	4	3	2	1
2. Sağlıkla ilgili bilgiler ve sağlık hizmetleri arama (örn. yaralanma, hastalık, beslenme, sağlığı iyileştirme, vb.)	5	4	3	2	1
3. Öğrenim, eğitim ve kurs teklifleri hakkında bilgi arama	5	4	3	2	1
4. Sosyal hizmetlerle ilgili bilgi arama	5	4	3	2	1
5. Konut olanakları ile ilgili bilgi arama	5	4	3	2	1
6. Vergilerle ilgili bilgi arama	5	4	3	2	1
7. Hukuk ve yasal konularla ilgili bilgi arama	5	4	3	2	1
8. Yukarıda belirtilenlerden farklı hizmetlerle ilgili bilgiler bulma	5	4	3	2	1
9. Yazılım indirme (oyun yazılımları dışında)	5	4	3	2	1
10. Doğduğunuz ülkeyle ilgili bilgileri ve haberleri arama	5	4	3	2	1

D2. Son 3 ay içinde İnternet'i aşağıdaki İLETİŞİMLER için kullandınız mı? (TANITIM KARTI 3'Ü KULLANIN) (DÖNDÜRÜLECEK ÖGELER LİSTESİ)

(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	EVET				HAYIR
	Çok sık (5)	Sık (4)	Ara sıra (3)	Nadiren (2)	Hiçbir zaman (1)
1. Sohbet odalarına, haber gruplarına veya çevrimiçi tartışma forumuna mesaj gönderme	5	4	3	2	1
2. Facebook, Twitter gibi profesyonel olmayan sosyal ağlara katılma, kullanıcı profili oluşturma, mesajlar yayınlama, içerik yükleme veya diğer katkılarda bulunma	5	4	3	2	1
3. LinkedIn gibi profesyonel sosyal ağlara katılma, kullanıcı profili oluşturma, mesajlar yayınlama, içerik yükleme veya diğer katkılarda bulunma	5	4	3	2	1
4. E-posta gönderme/alma	5	4	3	2	1
5. Anlık mesaj, sohbet (Yahoo messenger, Hotmail messenger, vb.)	5	4	3	2	1
6. İnternet üzerinden telefon/web kamerası ile görüntülü çağrılar (örn. Skype)	5	4	3	2	1

D3. Son 3 ay içinde İnternet'i aşağıdaki KATILIM etkinlikleri için kullandınız mı? (TANITIM KARTI 3'Ü KULLANIN) (DÖNDÜRÜLECEK ÖGELER LİSTESİ)

(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	EVET				HAYIR
	Çok sık (5)	Sık (4)	Ara sıra (3)	Nadiren (2)	Hiçbir zaman (1)
1. Web siteleri üzerinden sivil veya siyasi konulardaki görüşleri okuma ve yayınlama (örn. bloglar, sosyal ağlar, vb.)	5	4	3	2	1
2. Sivil veya siyasi konuları belirlemek için çevrimiçi danışma veya oylama etkinliklerinde yer alma (örn. şehir planlaması, dilekçe imzalama, vb.)	5	4	3	2	1
3. Bir siyasetçi, devlet yetkilisi veya yerel yönetim görevlisi ile iletişim kurma	5	4	3	2	1
4. Sosyal grup veya teşkilatlarda gönüllü olarak yer alma	5	4	3	2	1
5. Ülkede ikamet eden bir kişi olarak haklarınızı ve sorumluluklarınızı öğrenmek için idare ile iletişim kurma	5	4	3	2	1

D4. **Son 3 ay içinde İnternet'i aşağıdaki ÖĞRENİM/EĞİTİM etkinlikleri için kullandınız mı? (TANITIM KARTI 3'Ü KULLANIN) (DÖNDÜRÜLECEK ÖGELER LİSTESİ)**

(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	EVET				HAYIR
	Çok sık (5)	Sık (4)	Ara sıra (3)	Nadiren (2)	Hiçbir zaman (1)
1. İşle ilgili bilgilerinizi veya becerilerinizi artırmak için çevrimiçi kurs alma	5	4	3	2	1
2. Şu anda yaşadığınız ülkenin dilini öğrenmek için çevrimiçi kurs alma	5	4	3	2	1
3. Diğer bir konuda çevrimiçi kurs alma	5	4	3	2	1
4. Bulduğunuz ülkede eğitim düzeyinizle ilgili bilgi almak için İnternet'te gezinme	5	4	3	2	1
5. Eğitim yetkinliğinin geçerliliği konusunda bilgi almak için İnternet'te gezinme	5	4	3	2	1
6. Öğrenim/eğitim amacıyla İnternet'te gezinme (dil becerilerinizi geliştirme, vb.)	5	4	3	2	1

D5. **Son 3 ay içinde İnternet'i PROFESYONEL YAŞAMINIZDA aşağıdaki etkinlikleri gerçekleştirmek için kullandınız mı? (TANITIM KARTI 3'Ü KULLANIN) (DÖNDÜRÜLECEK ÖGELER LİSTESİ)**

(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	EVET				HAYIR
	Çok sık (5)	Sık (4)	Ara sıra (3)	Nadiren (2)	Hiçbir zaman (1)
1. İş arama veya iş başvurusu yapma	5	4	3	2	1
2. Kendinizi gelecekteki olası işverenlere pazarlama (örn. özgeçmiş gönderme, bir web sitesine özgeçmiş yükleme)	5	4	3	2	1
3. Olağan işinizle ilgili görevleri tamamlama	5	4	3	2	1
4. Profesyonel ağ sitelerine katılma (LinkedIn, Xing gibi sitelerde kullanıcı profili oluşturma, mesajlar yayınlama veya başka katkılarda bulunma)	5	4	3	2	1
5. Çalışma hakları ile ilgili bilgilere ulaşma	5	4	3	2	1
6. İşsizlik yardımları ve programları ile ilgili bilgilere ulaşma	5	4	3	2	1
7. Eğitim/çıraklık kursları ile ilgili bilgilere ulaşma	5	4	3	2	1
8. Çevrimiçi araçları kullanarak profesyonel yetkinliklerinizi ve becerilerinizi değerlendirme.	5	4	3	2	1

D6. **Aşağıda iş aramak için İnternet'in kullanılmasıyla ilgili olarak verilen ifadelere ne ölçüde katılıyorsunuz? (TANITIM KARTI 1'İ KULLANIN) (DÖNDÜRÜLECEK ÖĞELER LİSTESİ)**

(ANKETÖR: “*” İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. İş bulmak için İnternet'i nasıl kullanacağımı biliyorum	5	4	3	2	1
2. İş bulma konusunda İnternet'e güveniyorum	5	4	3	2	1
3. İnternet'te sunulan türde işlerle ilgileniyorum	5	4	3	2	1
4. İş bulmak için İnternet'i kullanmanın bir yararı var	5	4	3	2	1
5. İş bulma konusunda İnternet'e ciddi ihtiyacım var	5	4	3	2	1

BLOK E: GÖÇMENLERİN ENTEGRASYONU

E1. İSTİHDAM

E1.1. **Geçerli çalışma durumunuz nedir? (LÜTFEN TEK BİR YANIT SEÇİN)**

1. Tam zamanlı çalışan (E1.3'E GEÇİN)
2. Yarı zamanlı çalışan (E1.3'E GEÇİN)
3. Serbest meslek sahibi (aile işçileri, bir aile işletmesinde çalışan kişiler veya kendi işletmesine sahip kişiler dahildir) (E1.3'E GEÇİN)
4. İşsiz, iş arıyor (E1.2'YE GEÇİN)
5. Öğrenci (iş gücüne dahil değil) (E1.5'E GEÇİN)
6. Yarı zamanlı çalışan öğrenci (E1.3'E GEÇİN)
7. Ev hanımı/Ev erkeği (E1.5'E GEÇİN)
8. Diğer, iş gücüne dahil değil (emekli, etkin değil, zorunlu askerlik hizmetini yapıyor, vb.) (E1.5'E GEÇİN)

E1.2. **Ne kadar zamandır çalışmıyorsunuz? (LÜTFEN TEK BİR YANIT SEÇİN)**

1. 3 aydan az
2. 3 ay ila 1 yıl
3. 1 yıldan fazla

E1.3. **Geçerli mesleğiniz nedir? (LÜTFEN TEK BİR YANIT SEÇİN)**

1. Profesyonel (örn. doktor, mimar, öğretmen/öğretim görevlisi, veteriner, kütüphaneci, avukat veya asistan avukat, oyuncu, müzisyen, vb.)
2. Teknisyen veya yardımcı profesyonel (örn. mühendislik teknisyeni, hemşire, avukat yardımcısı, bilgi teknolojisi teknisyeni)
3. Sekreterlik destek personeli (örn. ofis katibi, sekreter, banka veznedarı, müşteri bilgi personeli)
4. Hizmet veya satış personeli (örn. mihmandar, aşçı, kuaför, kasiyer, kişisel bakım personeli, çocuk bakım personeli, mağaza satış görevlisi)
5. Vasıflı tarım, ormancılık ve balıkçılık personeli (örn. çiftçi, hayvan üreticisi, orman işçisi, balıkçı, geçimlik çiftçi ve hayvan yetiştiricisi)
6. Zanaatkar ve ilgili esnaf (örn. elektrikçi, alet üreticisi, çelik ve metal işçisi, çilingir, baskı ve el işi personeli, giysi ve gıda işleme personeli)
7. Tesis ve makine operatörü veya montaj görevlisi (örn. madencilik ve mineral işleme personeli, metal işleme, kimyasal madde, gıda işleme, ahşap, tekstil makinesi operatörü)
8. Temel düzey meslek (örn. temizlik görevlisi ve yardımcı, ziraat işçisi, aşçı yamağı, sokak satıcısı)
9. Silahlı kuvvetler mensubu (ordu mensubu olan ve olmayan silahlı kuvvetler görevlileri)
10. Diğer
11. Bilmiyor/Reddediyor

E1.4. **(ülke)'de yaptığınız başlıca işin eğitiminiz ve iş yaşantınız boyunca edindiğiniz tüm becerileri kullanmanızı sağladığını düşünüyor musunuz?**

1. Yaptığım iş becerilerim ve eğitimime uygun
2. Yaptığım iş becerilerime uygun fakat eğitim gördüğüm alanda değil
3. Yaptığım iş sahip olduğum becerileri ve eğitimi gerektirmiyor.
4. Reddedildi
5. Bilmiyor

E1.5. **Bu ülkedeki geçerli veya son işinizi nasıl kurdunuz/bu işe nasıl girdiniz? (BİRDEN ÇOK YANIT)**

1. Aile ve arkadaşlar aracılığıyla (çevrimdışı)
2. Aile ve arkadaşlar aracılığıyla (çevrimiçi)
3. İnternet'te tanıştığım kişiler aracılığıyla
4. Çevrimdışı gazete, dergi gibi bir yayındaki iş ilanı aracılığıyla
5. Çevrimiçi gazete, dergi gibi bir yayındaki iş ilanı aracılığıyla
6. İş arama web siteleri aracılığıyla
7. Bir iş bulma acentesi aracılığıyla (çevrimdışı)
8. Bir iş bulma acentesi aracılığıyla (çevrimiçi)
9. Kamu iş bulma hizmetleri aracılığıyla (çevrimdışı)
10. Kamu iş bulma hizmetleri aracılığıyla (çevrimiçi)
11. Kamu teşkilatı olmayan bir kuruluş aracılığıyla (çevrimiçi)
12. Kamu teşkilatı olmayan bir kuruluş aracılığıyla (çevrimdışı)
13. Diğer (çevrimdışı)
14. Diğer (çevrimiçi)
15. Bu ülkede hiç çalışmadım

E2. EĞİTİM VE BECERİLER

- E2.1. **Eğitim düzeyiniz nedir? (Lütfen tek bir yanıt seçin)** (tamamlanan en yüksek eğitim düzeyi)
- İlköğretim veya ortaöğretimden, örgün eğitim yok
1. Örgün eğitim yok
 2. İlköğretim
 3. Ortaöğretim
- Lise veya lise sonrası eğitim, üniversite yok
4. Lise
 5. Lise sonrası eğitim, üniversite yok
- Üniversite eğitimi
6. Üniversite eğitimi, birinci düzey
 7. Üniversite eğitimi, ikinci düzey
- E2.2. **Şu anda yaşadığınız ülkede geçerli olan bir eğitim yetkinliğine sahip misiniz?**
1. Evet, eşdeğer düzeyde
 2. Evet, daha düşük düzeyde
 3. Hayır
 4. Bilmiyor/Reddediyor
- E2.3. **Son 12 ay içinde işle ilgili bilgilerinizi veya becerilerinizi artırmak için herhangi bir kurs aldınız mı?**
1. Evet
 2. Hayır
 3. Bilmiyor/reddediyor
- E2.4. **Şu anda yaşadığınız ülkenin dilini öğrenmek için herhangi bir kurs aldınız mı?**
1. Evet
 2. Hayır
 3. Bilmiyor/reddediyor

E2.5. **Aşağıdaki becerilerin işle ilgili durumunuzu geliştirmenize ne ölçüde yardımcı olduğunu / yardımcı olabileceğini düşünüyorsunuz?** (Listedeki her bir madde için 1 = minimum, 5 = maksimum olmak üzere bir puan verin)

	Minimum (1)	(2)	(3)	(4)	Maksimum (5)
1. Dil (anadil)	1	2	3	4	5
2. Dil (ülke)	1	2	3	4	5
3. Anadil ve bulunulan ülkenin dilinden başka bir dil	1	2	3	4	5
4. Temel matematik, bilim ve teknoloji	1	2	3	4	5
5. Bilgisayar ve İnternet kullanımı	1	2	3	4	5
6. Öğrenme becerisi (Öğrenmek için öğrenmek)	1	2	3	4	5
7. (ÜLKE) adetlerini/yaşam tarzını öğrenme, uyum sağlama	1	2	3	4	5
8. İnisiyatif ve girişimcilik duygusu	1	2	3	4	5
9. Kültürel (müzik, dans, şarkı söyleme gibi etkinlikleri anlama/bunlarla ifade etme)	1	2	3	4	5

E3. TOPLUMA DAHİL OLMA

E3.1. **Sizinki de dahil olmak üzere ailenizdeki başlıca gelir kaynakları nelerdir?** (EN FAZLA 3 ÖĞE SEÇİN)

1. Düzenli işim (şu anda çalışıyorsa)
2. İşsizlik veya sosyal güvence yardımları
3. Serbest meslek sahibi olduğunuz/kendi işletmenizi kurduğunuz için verilen destek ödeneği
4. Kamu teşkilatı olmayan bir kuruluş tarafından sağlanan destek
5. Eğitim desteği veya öğrenim bursu
6. Ebeveynler veya akrabalar
7. Ara sıra yapılan işler
8. Diğer

E3.2. **Aşağıdakilerden hangisi bugünlerde evinize giren gelire ilgili düşüncelerinizi en iyi şekilde ifade etmektedir?** (TEK YANIT)

1. Şu anki gelirimle çok rahat bir şekilde yaşıyorum
2. Şu anki gelirimle rahat bir şekilde yaşıyorum
3. Şu anki gelirimle idare ediyorum
4. Şu anki gelirimle zorlanıyorum
5. Şu anki gelirimle çok zorlanıyorum
6. Bilmiyor/Reddediyor

E3.3. **Şu anda yaşadığınız ülkede, aşağıdaki alanlardaki dil bilginizi nasıl puanlarsınız?**

	Temel	Orta	İleri
1. Kavrama	1	2	3
2. Konuşma	1	2	3
3. Yazma	1	2	3

E3.4. **Şu anda yaşadığınız ülkedeki yaşamla ilgili farklı özellikler konusunda ne ölçüde bilgi sahibisiniz? (1-5 arasında bir ölçeğe göre, 1 hiç bilgi sahibi değilim, 5 çok bilgiliyim anlamına gelir)**

	Çok bilgiliyim (5)	(4)	(3)	(2)	Hiç bilgi sahibi değilim (1)	Bilmiyor/reddediyor
1. Hukuk/Yasalar	5	4	3	2	1	9
2. Çalışma hakları	5	4	3	2	1	9
3. İş olanakları	5	4	3	2	1	9
4. Sağlık hizmetleri	5	4	3	2	1	9
5. Eğitim	5	4	3	2	1	9
6. Sosyal hizmetler	5	4	3	2	1	9
7. Konut olanakları	5	4	3	2	1	9
8. Vergiler	5	4	3	2	1	9

E4. AKTİF VATANDAŞLIK

E4.1. **Bir sosyal grup veya kuruluşta gönüllü/katılımcı olarak yer alıyor musunuz?**

1. Evet
2. Hayır
3. Bilmiyor/Reddediyor

E4.2. **Son 12 ay içinde şu anda yaşadığınız ülkede aşağıdaki siyasi etkinliklerden herhangi birini gerçekleştirdiniz mi? (BİR DEN ÇOK YANIT)**

	EVET				HAYIR
	Çok sık (5)	Sık (4)	Ara sıra (3)	Nadiren (2)	Hiçbir zaman (1)
1. Bir siyasetçi, devlet yetkilisi veya yerel yönetim görevlisi ile iletişim kurma	5	4	3	2	1
2. Bir siyasi parti veya eylem grubunda çalışma	5	4	3	2	1
3. Başka bir kuruluş veya dernekte çalışma	5	4	3	2	1
4. Dilekçe imzalama	5	4	3	2	1

E4.3. **En son yerel ve/veya genel seçimlerde oy kullandınız mı?**

1. Evet
2. Hayır
3. Bilmiyor/Reddediyor

E5. GÖÇMENLİK DENEYİMİNİZ

E5.1. **Avrupa Birliği'ne ilk olarak ne zaman geldiniz?**

..... 1. yıl / 2. ay önce (SAYIYI GİRİN VE ZAMAN ÖLÇÜSÜNÜ İŞARETLEYİN)

E5.2. **Şu anda yaşadığınız AB ülkesinde ne kadar zamandır yaşıyorsunuz?**

..... 1. yıl / 2. ay önce (SAYIYI GİRİN VE ZAMAN ÖLÇÜSÜNÜ İŞARETLEYİN)

E5.3. **Avrupa Birliği'ne göç etmenizin sebebi nedir?**

	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Öğrenim	5	4	3	2	1
2. Ailemin yanına gelmek	5	4	3	2	1
3. Çalışmak	5	4	3	2	1
4. Tıbbi/sağlıkla ilgili sebepler	5	4	3	2	1
5. Siyasi veya insan haklarıyla ilgili sebepler	5	4	3	2	1
6. Diğer	5	4	3	2	1

BLOK F. ÇALIŞABİLİRLİK

F1. **Son 12 ay içinde kaç gün süreyle şu anki işvereniniz (veya işsizseniz önceki işvereniniz) tarafından desteklenen bir eğitime katıldınız? (Yetkinlik gelişimi)**

1. İşle ilgili becerilere yönelik eğitim _____ gün
2. Genel becerilere yönelik eğitim _____ gün
3. Liderlik eğitimi _____ gün

F2. **Şu anki işvereniniz (veya işsizseniz önceki işvereniniz ile ilgili aşağıdaki cümlelere ne ölçüde katılıyorsunuz? (TANITIM KARTI 1'İ KULLANIN)**

	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Aramaya başlarsam başka bir iş bulabileceğime inanıyorum	5	4	3	2	1
2. Bu kuruluştan ayrıldığımda yeni bir iş bulmam zor olur (ters puanlı)	5	4	3	2	1
3. İşten çıkarılırsam hemen aynı değerde bir iş bulurum.	5	4	3	2	1

F3. **Şu anki işvereniniz (veya işsizseniz önceki işvereniniz ile ilgili aşağıdaki cümlelere ne ölçüde katılıyorsunuz? İşverenim bana.... (Kariyer ve beceri geliştirme desteği)? (TANITIM KARTI 1'İ KULLANIN) (DÖNDÜRÜLECEK ÖĞELER LİSTESİ)**

(ANKETÖR: "※" İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Becerilerimi çeşitli bağlamlarda uygulama olanağı sağlıyor	5	4	3	2	1
2. Kuruluş içinde kariyer olanağı sağlıyor	5	4	3	2	1
3. Terfi fırsatları sağlıyor	5	4	3	2	1
4. Çok çeşitli beceriler geliştirme olanağı sağlıyor	5	4	3	2	1
5. İşle ilgili görevlerde sorumluluk alma olanakları sağlıyor	5	4	3	2	1
6. İlginç bir iş sağlıyor	5	4	3	2	1
7. Kuruluş içinde farklı işlere geçiş yapma olanağı sağlıyor	5	4	3	2	1

F4. **Öğreniminiz, eğitimiz ve yetkinlikleriniz ile ilgili aşağıdaki cümlelere ne ölçüde katılıyorsunuz? (TANITIM KARTI 1'İ KULLANIN) (DÖNDÜRÜLECEK ÖĞELER LİSTESİ)**

(ANKETÖR: "※" İLE İŞARETLİ ÖĞENİN ÜZERİNDEKİ LİSTEYİ OKUMAYA BAŞLAYIN)	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Öğrenim düzeyim çalışma alanımda bir iş bulmam için yeterli	5	4	3	2	1
2. Yapmak istediğim türde bir işi yapmak için güncel becerilere sahibim	5	4	3	2	1
3. İş ile ilgili iyi bir geçmişim var	5	4	3	2	1
4. Daha fazla eğitime veya öğrenime ihtiyacım var	5	4	3	2	1
5. Bir işveren yetkinliklerimden etkilenebilir	5	4	3	2	1
6. İşle ilgili yetkinliklerim çok iyi değil	5	4	3	2	1
7. İyi iş referanslarım var	5	4	3	2	1

F5. **Fırsatlara yönelik farkındalığınız ile ilgili olarak aşağıdaki cümlelere ne ölçüde katılıyorsunuz? (TANITIM KARTI 1'İ KULLANIN)**

	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Endüstri ve istihdam alanındaki gelişmeleri düzenli olarak takip ediyorum	5	4	3	2	1
2. Boş pozisyonlardan haberdar olmaya çalışıyorum	5	4	3	2	1

F6. Yetkinlikleriniz ile ilgili olarak aşağıdaki cümlelere ne ölçüde katılıyorsunuz?
(TANITIM KARTI 1'İ KULLANIN)

	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. İlgili alanlarımı ve becerilerimi biliyorum	5	4	3	2	1
2. Özelliklerimi başka kişilere kanıtlamakta güçlük çekmiyorum	5	4	3	2	1
3. Potansiyel işverenleri veya proje ortaklarını yetkinliklerim konusunda ikna edebiliyorum	5	4	3	2	1

F7. Fırsatlara yönelik farkındalığınız ile ilgili aşağıdaki cümlelere ne ölçüde katılıyorsunuz? (TANITIM KARTI 1'İ KULLANIN)

	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Kuruluş içinde farklı görev faaliyetleri veya işler yapabilmek için kendimi geniş anlamda geliştirmeyi önemli buluyorum	5	4	3	2	1
2. Kuruluş farklı görevler gerçekleştirmemi isterse iş faaliyetlerimi değiştirmeye hazırım	5	4	3	2	1
3. Kuruluş bana yeni iş deneyimleri edinme olanağı sunarsa bu fırsatı değerlendiririm	5	4	3	2	1

F8. İş değiştirme konusundaki istekliliğiniz ile ilgili aşağıdaki cümlelere ne ölçüde katılıyorsunuz? (TANITIM KARTI 1'İ KULLANIN)

	Kesinlikle katılıyorum (5)	Katılıyorum (4)	Ne katılıyorum, ne katılmıyorum (3)	Katılmıyorum (2)	Kesinlikle katılmıyorum (1)
1. Başka bir işe başlamaya hazırım	5	4	3	2	1
2. Kurumsal bir değişiklik olması halinde iş arkadaşlarımla birlikte bugünkü departmanımda kalmayı tercih ederim	5	4	3	2	1

BLOK G. SOSYO-DEMOGRAFİK ÖZELLİKLER

G1. Medeni durumunuz nedir?

1. Evlenmemiş (hiç evlenmemiş) (G4'E GEÇİN)
2. Evli veya partneriyle birlikte yaşıyor (G2'YE GEÇİN)
3. Dul (kayıtlı bir partnerliğin ardından dul kalmak dahil) (G4'E GEÇİN)
4. Boşanmış (kayıtlı bir partnerlikten yasal olarak ayrılmış olmak dahil) (G4'E GEÇİN)

G2. Eşiniz/partneriniz nerede yaşıyor? (TEK BİR YANIT SEÇİN)

1. Anavatanımda
2. Şu anda yaşadığım ülkede
3. Başka bir yerde

G3. Eşinizin/partnerinizin uyruğu nedir? (TEK BİR YANIT SEÇİN)

1. Sizinle aynı uyruktan
2. Şu anda yaşadığınız Avrupa Birliği ülkesinden
3. Başka bir Avrupa Birliği ülkesinden
4. Başka bir (Avrupa Birliği dışı) uyruktan

G4. Çocuğunuz var mı?

1. Evet (G5'E GEÇİN)
2. Hayır (G9'E GEÇİN)

G5. Çocuklarınız kaç yaşında? (AŞAĞIDAKİ YAŞ ARALIKLARINDAN SEÇİN)

1. 12'den küçük (G6'E GEÇİN)
2. 12-17 (G7'YE GEÇİN)
3. 18 ve üzeri (G8'E GEÇİN)

G6. 12 yaşından küçük çocuklarınız nerede yaşıyor? (TEK BİR YANIT SEÇİN)

1. Şu anda yaşadığınız ülkede
2. Anavatanınızda
3. Her iki ülkede

G7. 12-17 yaş arası çocuklarınız nerede yaşıyor? (TEK BİR YANIT SEÇİN)

1. Şu anda yaşadığınız ülkede
2. Anavatanınızda
3. Her iki ülkede

G8. 18 yaş ve üzeri çocuklarınız nerede yaşıyor? (TEK BİR YANIT SEÇİN)

1. Şu anda yaşadığınız ülkede
2. Anavatanınızda
3. Her iki ülkede

G9. Siz de dahil olmak üzere evinizde (konut birimi) kaç kişi yaşıyor?

Toplam sayı: _____

bunlardan:

1. 16 yaşından küçük çocuk sayısı: _____
 1. 14-15 yaş arasındaki çocuk sayısı: _____
 2. 5-13 yaş arasındaki çocuk sayısı: _____
 3. 5 yaşından küçük çocuk sayısı: _____
2. 16-24 yaş arası kişi sayısı: _____
bunlardan: Öğrenciler (lise ve üniversite): _____
3. 25-64 yaş arası kişi sayısı: _____
4. 65 yaş üzeri kişi sayısı: _____

G10. Yaklaşık olarak evinize giren aylık gelir kaç Euro'dur?
(Eve giren tüm kaynaklardan sağlanan gelir dahil edilmelidir)

(TANITIM KARTI 5'İ KULLANIN)

1. En fazla 150€
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1000 - €1500
6. €1500 - €2000
7. €2000 - €2500
8. €2500 - €3000
9. €3000 - €5000
10. €5000 - €7500
11. €7500 - €10.000
12. En az 10.000€

TEŞEKKÜR EDİN VE GÖRÜŞMEYİ BİTİRİN

TANITIM KARTI 1: Katılma

Kesinlikle katılıyorum	Katılıyorum	Ne katılıyorum ne katılmıyorum	Katılmıyorum	Kesinlikle katılmıyorum
(5)	(4)	(3)	(2)	(1)

TANITIM KARTI 2: Zorluk

Çok kolay	Kolay	Zor	Çok zor	Hiç yapmıyorum
(5)	(4)	(3)	(2)	(1)

TANITIM KARTI 3: Sıklık

Çok sık	Sık	Ara sıra	Nadiren	Hiçbir zaman
(5)	(4)	(3)	(2)	(1)

TANITIM KARTI 4: Önem

Çok önemli	Önemli	Önemli değil	Hiç önemli değil
(4)	(3)	(2)	(1)

TANITIM KARTI 5: Aylık Gelir

1. En fazla 150€
2. 150€ - 300€
3. 300€ - 500€
4. 500 - 1000€
5. 1000€ - €1500€
6. 1500€ - 2000€
7. 2000€ - 2500€
8. 2500€ - 3000€
9. 3000€ - 5000€
10. 5000€ - 7500€
11. 7500€ - 10.000€
12. En az 10.000€

Annex 12: French Questionnaire

ICTEGRA: Enquête sur l'usage des TIC dans la vie quotidienne des immigrants

INTRODUCTION:

Bonjour, nous sommes en train d'étudier comment les personnes font usage de Internet et participent à la vie sociale et publique dans (PAYS). Cette enquête est totalement indépendante du gouvernement de (PAYS), **étant parrainée par la Commission Européenne**. Les résultats de cette étude permettront à la Commission Européenne de mieux comprendre la relation entre TIC, l'expérience vécue de l'émigration et l'employabilité, de manière à promouvoir l'intégration à travers l'Union Européenne.

Vous avez été choisi de manière aléatoire pour faire partie d'un échantillon représentatif de la population de (VILLE). Nous voudrions vous demander de collaborer dans cette étude. **Nous garantissons que vos réponses seront complètement anonymes et ne seront jamais analysées ni présentées de manière individuelle.** L'enquête a une durée approximative de 20 minutes. Êtes-vous disposé à collaborer?

(Quand l'entretien commence, pour les répondants dont la langue maternelle peut être couverte par notre traduction du questionnaire écrit, demander: "Nous pouvons effectuer l'entretien en (Langue). Nous avons également une version imprimée en (mentionner toutes les langues. Veuillez utiliser la langue que vous préférez".)

INFORMATION CONTEXTUELLE (À ÊTRE COMPLÉTÉ PAR L'INTERVIEWEUR APRÈS L'INTERVIEW):

- | | |
|-----|---|
| X1. | Numéro de l'interview (ID): |
| X2. | Nom complet de l'intervieweur: |
| X3. | Pays: |
| X4. | Ville: |
| X5. | Point de contact (décrire): |
| X6. | a. Date de l'interview: __ / __ / __ b. Heure de départ: __: __ c. Heure de finalisation: __: __ |
| X7. | Langue de l'interview:
1. Anglais 2. Néerlandais 3. Espagnol 4. Bulgare 5. Français
6. Russe 7. Arabe 8. Chinois 9. Turc 10. Indonésien |
| X8. | Évaluation de la maîtrise de la langue dans laquelle s'est fait l'entretien (encercler et expliquer brièvement):
1. Excellent 2. Bien 3. Moyen 4. Limité 5. Pauvre |

QUESTIONS:

S1. **Sexe** (NE PAS DEMANDER):

1. Féminin
2. Masculin

S2. **Quel âge avez-vous?**

_____ ans (FERMER SI MOINS DE 16 OU SUPÉRIEUR À 74 ANS)

S3. **Dans quel pays êtes-vous né?**

_____ (FERMER SI DE L'UE-27 M.S.; VÉRIFIER LA LISTE
SI VOUS N'ÊTES PAS SUR)

S4. **Êtes-vous actuellement un citoyen de....(PAYS DE L'INTERVIEW)?**

1. Oui (RECONFIRMER ET FERMER SI LA PERSONNE EST ACTUELLEMENT CITOYEN)
2. Non

S5. **Où vivez-vous actuellement?** (SONDAGE SUR LE QUARTIER)

1. _____ (Ville / Village)

2. _____ (Arrondissement / Quartier)

S6. **Est-ce...?** (À DEMANDER SEULEMENT SI LA LOCALITÉ EST INCONNUE – SINON CLASSIFIER):

1. une région urbaine
2. une banlieue
3. une région rurale

S7. **Quel est votre niveau de ... (LANGUE OFFICIELLE?):**

1. Je comprend et je parle très bien (UTILISER LE QUESTIONNAIRE DANS LA LANGUE OFFICIELLE DU PAYS)
2. Je comprend et je parle assez bien (UTILISER LE QUESTIONNAIRE DANS LA LANGUE OFFICIELLE ET ASSISTÉ L'INTERVIEWÉ S'IL A DES PROBLÈME DE COMPRÉHENSION)
3. J'ai des problèmes de compréhension et à parler la langue (OFFRIR LE QUESTIONNAIRE DANS LA LANGUE ALTERNATIVE)

BLOC A: ACCÈS AUX TIC (Technologies de l'information et de la Communication)

- A1. **Dans votre ménage vous ou une autre personne a-t-elle accès à un ordinateur?** (de tout genre: ordinateur de bureau, ordinateur portable, netbook, tablet, sauf smart phone)
1. Oui
 2. Non
- A2. **Dans votre ménage vous ou une autre personne a-t-elle accès à Internet?** (à travers tout genre de dispositif)
1. Oui (ALLER À QB1)
 2. Non
 3. Ne sais pas
- A3. **Quelles sont les raisons de l'absence d'accès à Internet dans votre ménage?** (CHOIX MULTIPLE) (UTILISER FICHE 1) (LA LISTE DES POINTS DOIT ALTERNER)

(INTERVIEWEUR: COMMENCER À LIRE LA LISTE AVEC LE POINT MARQUER AVEC “*”)	Totalement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Accès à Internet autre part	5	4	3	2	1
2. Pas besoin d'Internet (car ce n'est pas utile ni intéressant, etc.)	5	4	3	2	1
3. L'équipement coûte cher aussi	5	4	3	2	1
4. Coût d'accès trop élevés (téléphone, DSL suscription etc.)	5	4	3	2	1
5. Manque de compétences	5	4	3	2	1
6. Souci quant à la sécurité et à la confidentialité	5	4	3	2	1
7. Internet à Large bande n'est pas disponible dans ma région	5	4	3	2	1
8. Je ne veux pas utiliser internet (le contenu est nocif...)	5	4	3	2	1
9. Autre	5	4	3	2	1

BLOC B: UTILISATION DES TIC: USAGE, ENDROIT AND DISPOSITIFS

- B1. **Quand avez-vous utilisé votre ordinateur pour la dernière fois (chez vous, au travail ou autre part)?** (de tout genre: ordinateur de bureau, ordinateur portable, netbook, tablet, sauf smart phone)
1. Au cours des derniers 3 mois (ALLER À B2)
 2. Il y a entre 3 mois et un an (ALLER À B3)
 3. Il y a plus d'un an (ALLER À B3)
 4. Je n'utilise pas d'ordinateur (ALLER À E1)

- B2. Combien de temps en moyenne avez-vous utilisé un ordinateur au cours des 3 derniers mois?**
1. Tous les jours ou presque
 2. Au moins une fois par semaine (mais pas tous les jours)
 3. Au moins une fois par mois (mais pas chaque semaine)
 4. Moins d'une fois par mois
 5. Jamais
- B3. Quand avez-vous utilisé internet pour la dernière fois?** (à travers tout genre de dispositif, ordinateur de bureau, ordinateur portable ou handheld, portable ou smartphone inclus)
1. Au cours des derniers 3 mois *(ALLER À B4)*
 2. Entre il y a 3 mois et un an *(ALLER À C1)*
 3. Il y a plus d'un an *(ALLER À C1)*
 4. Je n'en ai jamais utilisé *(ALLER À E1)*
- B4. Combien de temps en moyenne avez-vous utiliser Internet au cours des 3 derniers mois?**
1. Tous les jours ou presque
 2. Au moins une fois par semaine (mais pas tous les jours)
 3. Au moins une fois par mois (mais pas chaque semaine)
 4. Moins d'une fois par mois
- B5. Où avez-vous utilisé Internet au cours des 3 derniers mois (en utilisant un ordinateur ou autre dispositif)?** *(CHOIX MULTIPLE)*
1. Chez vous
 2. À votre lieu de travail (autre que chez vous)
 3. À un lieu de formation/éducation
 4. À la maison de quelqu'un d'autre
 5. Bibliothèque publique
 6. Bureau de poste
 7. Établissement public, mairie, agence gouvernementale
 8. Organisme communautaire ou bénévole
 9. Café Internet
 10. Hotspot (à un hôtel, aéroport, emplacement publique etc)
 11. Autre
- B6. Utilisez-vous un des dispositifs mobiles suivant pour accéder à Internet loin de chez vous ou de votre lieu de travail?** *(CHOIX MULTIPLE)*
1. Je n'accède pas à Internet à travers un téléphone portable loin de chez moi ou de mon lieu de travail.
 2. Téléphone portable (ou smart phone).
- B6.1. Si oui, lequel des suivants?**
1. à travers un réseau de téléphonie mobile (e.g. 3G)
 2. à travers un réseau sans fil (e.g. WiFi)
- B6.2. Si oui, lequel des suivants?**
1. à travers un réseau de téléphonie mobile, en utilisant une clés USB ou un téléphone portable comme modem.
 2. à travers un réseau sans fil (e.g. WiFi)
 3. je n'ai pas de connection mobile à Internet.
4. Autres dispositifs

BLOC C: COMPÉTENCES EN TIC

C1. **Lesquelles des actions suivantes êtes vous capable de faire en utilisant un ORDINATEUR? (CHOIX MULTIPLES) (UTILISER FICHE 2) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)**

	OUI				NON
	Très facile ment (5)	Facile ment (4)	Difficile ment (3)	Très difficile ment (2)	Je ne le fais jamais (1)
<i>(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN “*”)</i>					
1. Copier ou déplacer un dossier	5	4	3	2	1
2. Utiliser les outils de copier/coller pour dupliquer ou déplacer de l'information dans un document)	5	4	3	2	1
3. Utiliser des formules d'arithmétique basiques dans une base de données (par ex. Excel)	5	4	3	2	1
4. Comprimer (ou zipper) des fichiers	5	4	3	2	1
5. Connecter et installer des nouveaux dispositifs, par ex. Un modem	5	4	3	2	1
6. Écrire un programme informatique en utilisant un langage de programmation spécial.	5	4	3	2	1

C2. **Lesquelles des actions suivantes êtes vous capable de faire en utilisant INTERNET? (CHOIX MULTIPLE)) (UTILISER FICHE 2) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)**

	OUI				NON
	Très facile ment (5)	Facile ment (4)	Difficile ment (3)	Très difficile ment (2)	Je ne le fais jamais (1)
<i>(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN “*”)</i>					
1. Utiliser un moteur de recherche pour trouver de l'information (par ex. Google)	5	4	3	2	1
2. Envoyer des e-mails avec des pièces-jointes (par exemples des documents, photos, etc.)	5	4	3	2	1
3. Poster des messages dans les chat rooms, newsgroups ou des forums de discussion online (par exemple des réseau sociaux, blogs, etc)	5	4	3	2	1
4. Utiliser Internet pour faire des appels téléphoniques	5	4	3	2	1
5. Partager des fichiers post-à-poste pour échanger de la musique, films, etc.	5	4	3	2	1
6. Créer une page web	5	4	3	2	1

C3. Comment avez-vous obtenu vos compétences en informatique et de l'usage d'Internet? (CHOIX MULTIPLE) (UTILISER FICHE 1) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

<i>(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN "※")</i>	Complètement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	Totalement en désaccord (1)
1. Établissements d'enseignement (école, collège, université)	5	4	3	2	1
2. Cours de formation dans d'autres centres et institutions	5	4	3	2	1
3. Livres d'auto-apprentissage, CD-roms, cours online, wikis, forums de discussions online, etc	5	4	3	2	1
4. Apprentissage à travers la pratique et l'expérience	5	4	3	2	1
5. Aide et assistance de la part de membres de la famille, amis out collègues	5	4	3	2	1
6. D'autres manières	5	4	3	2	1

**BLOC D: USAGE DES TIC: ACTIVITÉS ET RÉSEAUX SOCIAUX
(SI INTERNET N'A PAS ÉTÉ UTILISÉ AU COURS DES 3 DERNIERS MOIS (B3=1)
ALLER À E1)**

D1. Avez-vous utilisé Internet pour les objectifs d'INFORMATION suivant au cours des 3 derniers mois? (UTILISER FICHE 3) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

<i>(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN "※")</i>	OUI				NON
	Très fréquemment (5)	Fréquemment (4)	Occasionnellement (3)	Rarement (2)	Jamais (1)
1. Lire ou télécharger des nouvelles online, journaux, et/ou magazines	5	4	3	2	1
2. Chercher de l'information liée à la santé (par ex. Sur les blessures, maladies, nutrition, amélioration de la santé, etc)	5	4	3	2	1
3. Chercher de l'information sur l'éducation, formation ou offre de cours	5	4	3	2	1
4. Chercher de l'information sur les services sociaux	5	4	3	2	1
5. Chercher de l'information sur des opportunités de logements sociaux	5	4	3	2	1
6. Chercher de l'information sur les taxes	5	4	3	2	1
7. Chercher de l'information sur la loi et des thématiques légales	5	4	3	2	1
8. Chercher de l'information sur d'autres sujets non mentionnés précédemment	5	4	3	2	1
9. Télécharger des logiciels (autres que des jeux)	5	4	3	2	1
10. Chercher de l'information et nouvelles sur le pays dans lequel vous êtes né	5	4	3	2	1

D2. **Avez-vous utilisé Internet pour les objectifs de COMMUNICATION suivants au cours des 3 derniers mois?** (UTILISER FICHE 3) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

	OUI				NON
	Très fréquemment (5)	Fréquemment (4)	Occasionnellement (3)	Rarement (2)	Jamais (1)
<i>(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN "※")</i>					
1. Poster des message dans les chat rooms, newsgroups ou des forums de discussion online.	5	4	3	2	1
2. Participer dans les réseau sociaux non professionnels, comme Facebook, twitter, etc, créant des profile d'utilisateurs, poster des messages, télécharger du contenu ou autres contributions.	5	4	3	2	1
3. Participer dans des réseaux sociaux professionnels comme LinkedIn, etc, en créant des profiles d'utilisateurs, en postant des messages, en téléchargeant du contenu out autres contributions.	5	4	3	2	1
4. Envoyer/recevoir de emails	5	4	3	2	1
5. Messagerie instantanée, chat (Yahoo messenger, Hotmail messenger, etc.)	5	4	3	2	1
6. Téléphone via Internet/appel vidéo via webcam (par ex. Skype)	5	4	3	2	1

D3. **Avez-vous utilisé Internet pour les activités de PARTICIPATION suivantes au cours des 3 derniers mois?** (UTILISER FICHE 3) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

	OUI				NON
	Très fréquemment (5)	Fréquemment (4)	Occasionnellement (3)	Rarement (2)	Jamais (1)
<i>(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN "※")</i>					
1. Lire ou poster des opinions sur des thématiques civiques ou politiques via des sites web (par ex. des blogs, réseaux sociaux, etc.)	5	4	3	2	1
2. Faire partie de consultations online ou voter pour définir des thématiques civiques ou politiques (par ex. Urbanisme, signer une pétition, etc.)	5	4	3	2	1
3. Contacter un politicien, gouvernement ou fonctionnaire local	5	4	3	2	1
4. Participer comme bénévole dans une organisation ou groupe social.	5	4	3	2	1
5. Contacter l'administration pour connaître vos droits et devoirs en temps que résident.	5	4	3	2	1

D4. Avez-vous utiliser Internet pour les activités de FORMATION/ ÉDUCATION suivantes au cours des 3 derniers mois? (UTILISER FICHE 3) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN "※")	OUI				NON
	Très Fréquent (5)	Fréquent (4)	Occasionnellement (3)	Rarement (2)	Jamais (1)
1. Suivre un cour online pour améliorer vos connaissances et compétences pour l'emploi	5	4	3	2	1
2. Suivre un cour online pour apprendre la langue du pays dans lequel vous vivez actuellement	5	4	3	2	1
3. Suivre un cour online sur un autre sujet	5	4	3	2	1
4. Naviguer Internet pour obtenir de l'information sur votre niveau d'éducation dans votre pays d'accueil	5	4	3	2	1
5. Naviguer Internet pour obtenir de l'information sur la reconnaissance de diplômes et d'enseignement	5	4	3	2	1
6. Naviguer Internet avec un objectif de formation/éducation (améliorer vos compétences linguistiques, etc.)	5	4	3	2	1

D5. Avez-vous utilisé Internet pour les activités suivantes de votre VIE PROFESSIONNELLE pendant les 3 derniers mois? (UTILISER FICHE 3) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN "※")					NO
	Très Fréquent (5)	Fréquent (4)	Occasionnellement (3)	Rarement (2)	Jamais (1)
1. Rechercher un emploi ou envoyer une candidature	5	4	3	2	1
2. Vous "vendre" à des futures employeurs potentiels (par ex..g. envoyer un CV, télécharger un CV à un site web)	5	4	3	2	1
3. Accomplir des tâches liée à votre travail habituel	5	4	3	2	1
4. Participer dans des réseaux sociaux professionnels (en créant des profils d'utilisateurs, postant des messages ou autres contributions à LinkedIn, Xing, etc.)	5	4	3	2	1
5. Trouver de l'information sur le droit du travail	5	4	3	2	1
6. Trouver de l'information sur les programmes et allocation chômage	5	4	3	2	1
7. Trouver de l'information sur des cours de formation/apprentissage	5	4	3	2	1
8. Utiliser des outils online pour évaluer vos compétences et connaissances professionnelles	5	4	3	2	1

D6. **Dans quelle mesure êtes-vous d'accord avec les affirmations suivantes liées à l'usage d'Internet pour le recherche d'emploi?** (UTILISER FICHE 1) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

(INTERVIEWEUR DOIT COMMENCER À LIRE LA LISTE AVEC L'ÉLÉMENT MARQUÉ AVEC UN "※")	Totalement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Je sais comment utiliser Internet pour trouver un travail	5	4	3	2	1
2. Je fais confiance à Internet pour trouver un travail	5	4	3	2	1
3. Je suis intéressé dans le genre de travail offerts sur Internet	5	4	3	2	1
4. Utiliser Internet pour trouver un travail est utile	5	4	3	2	1
5. J'ai besoin d'Internet pour trouver un travail	5	4	3	2	1

BLOC E: INTÉGRATION DES IMMIGRANTS

E1. EMPLOI

E1.1. **Quelle est votre situation professionnelle actuelle?** (VEUILLEZ CHOISIR UNE OPTION)

1. Employé à plein temps (ALLER À E1.3)
2. Employé à temps partiel (ALLER À E1.3)
3. Travailleur indépendant (ceci comprend les travailleurs familiaux, les personnes travaillant dans une entreprise familiale ou les personnes ayant leur propre entreprise) (ALLER À E1.3)
4. Au chômage à la recherche d'emploi (ALLER À E1.2)
5. Étudiant (pas dans la force de travail) (ALLER À E1.5)
6. Étudiant avec des emplois à temps partiel (ALLER À E1.3)
7. Femme au foyer (ALLER À E1.5)
8. Autre pas dans la force de travail (à la retraite, inactif, en service militaire obligatoire, etc) (ALLER À E1.5)

E1.2. **Combien de temps avez-vous été au chômage?** (VEUILLEZ CHOISIR UNE OPTION)

1. Moins de 3 mois
2. Entre 3 mois et 1an
3. Plus d'un an

E1.3. Quelle est votre occupation actuelle? (VEUILLEZ CHOISIR UNE OPTION)

1. Professionnelle (i.e. médecin, architecte, professeur, vétérinaire, bibliothécaire, avocat ou juriste, acteur (actrice), musicien(ne), etc.)
2. Technicien ou professionnel associé (par ex. Technicien(ne) ingénieur, infirmier (infirmière), collaborateur (collaboratrice) juridiques, technicien(ne) des technologies de l'information)
3. Personnel de bureau (par ex. Employé de bureau, secrétaires, caissiers de banque, information à la clientèle)
4. Travailleur dans le secteur des services ou de ventes (i.e. agents de bord, cuisinier(e), coiffeur(euse), cassier(e), personnel soignant ou assimilé, personnes chargées de la garde des enfants, vendeur dans un magasin)
5. Travailleur qualifié dans l'agriculture, sylviculture et pisciculture, culture de subsistance et éleveur de bétail)
6. Métiers qualifiés de l'industrie et de l'artisanat (par ex. électriciens, fabricants d'outils, travailleurs de métaux et de l'acier, forgerons, travailleurs dans le secteur de l'imprimerie et de l'artisanat, de la confection de vêtements, et travailleurs du secteur de la transformation alimentaire).
7. Opérateur dans une usine ou de machine ou assembleur (par ex. Travailleurs dans un mine, ou de traitement industriel des minéraux, traitement des métaux, des produits chimiques, des aliments, du bois, opérateurs de machines textile)
8. Occupation élémentaire (par ex. Aides et nettoyeurs, ouvriers agricoles, assistants de préparation alimentaire, vendeurs de rue)
9. Occupation des forces armées (officier des forces armées autorisé et non autorisé)
10. Autre
11. Ne sais pas/Refuse

E1.4. Pensez-vous que votre travail principal ici en (pays) vous fait utiliser toutes les compétences que vous avez obtenues pendant votre formation et vie active?

1. Mon travail est en adéquation avec mes compétences et ma formation
2. Mon travail est en adéquation avec mes compétences mais n'est pas lié le secteur dans lequel je me suis formé
3. Mon travail ne requière pas de moi des compétences ni de la formation que je possède
4. Refuse de répondre
5. Ne sais pas

E1.5. Comment avez vous obtenu votre emploi actuel ou votre dernier emploi dans ce pays)? (CHOIX MULTIPLE)

1. À travers ma famille et amis (offline)
2. À travers ma famille et amis (online)
3. À travers des personnes que j'ai rencontré à travers Internet
4. À travers une annonce dans un journal offline, magazine, etc.
5. À travers une annonce dans un journal online, magazine, etc.
6. À travers un site web dédié à la recherche d'emploi
7. À travers une agence de recrutement (offline)
8. À travers une agence de recrutement (online)
9. À travers des services publique à l'emploi (offline)
10. À travers des services publique à l'emploi (online)
11. À travers une organisation non-gouvernementale (online)
12. À travers une organisation non-gouvernementale (offline)
13. Autre (offline)
14. Autre (online)
15. Je n'ai pas été employé(e) dans ce pays

E2. ÉDUCATION ET COMPÉTENCES

E2.1. **Quel est votre niveau d'éducation?** (Veuillez choisir une option) (niveau d'éducation plus élevé complété)

Primaire ou enseignement de premier cycle secondaire, pas d'éducation formelle:

1. Pas d'éducation formelle
2. Éducation primaire
3. Enseignement de premier cycle secondaire

Enseignement secondaire supérieur ou post secondaire, mais pas tertiaire:

4. Enseignement secondaire supérieur
5. Enseignement post secondaire mais pas tertiaire

Éducation tertiaire:

6. Éducation tertiaire, premier niveau
7. Éducation tertiaire, deuxième niveau

E2.2. **Avez-vous une qualification d'enseignement qui est reconnue dans le pays où vous vivez actuellement?**

1. Oui, à niveau équivalent
2. Oui, à niveau inférieur
3. Non
4. Je ne sais pas/Refuse

E2.3. **Au cours des 12 mois derniers, avez-vous pris un cours pour améliorer vos connaissances ou compétences professionnelles?**

1. Oui
2. Non
3. Je ne sais pas/refuse

E2.4. **Avez-vous suivi des cours pour apprendre la langue du pays dans lequel vous habitez actuellement?**

1. Oui
2. Non
3. Je ne sais pas/refuse

E2.5. **Combien pensez-vous que les compétences suivantes vous ont aidé / pourraient vous aider à améliorer votre situation professionnelle?** (Assigner une note de 1 = minimum à 5 = maximum à chaque élément de la liste)

	Minimum (1)	(2)	(3)	(4)	Maximum (5)
1. Langue (langue maternelle)	1	2	3	4	5
2. Langue (pays)	1	2	3	4	5
3. Autre langue différente de votre langue maternelle et du pays d'accueil	1	2	3	4	5
4. Mathématiques basiques et sciences et technologies	1	2	3	4	5
5. Usage de l'ordinateur et d'Internet	1	2	3	4	5
6. Capacité d'apprentissage ("apprendre à apprendre")	1	2	3	4	5
7. Compréhension / s'adapter aux coutumes/mode de vie de (PAYS)	1	2	3	4	5
8. Sense de l'initiative et entrepreneurial	1	2	3	4	5
9. Culturelle (compréhension/expression à travers la musique, la danse, le chant, etc)	1	2	3	4	5

E3. INCLUSION SOCIALE

E3.1. **Quelles sont les sources principales de revenu dans votre famille, en comptant le votre? (CHOISIR JUSQU'À 3 ÉLÉMENTS)**

1. Mon emploi régulier (si actuellement employé)
2. Chômage ou prestations de la sécurité sociale
3. Subsidés pour travailleurs indépendants/création de votre entreprise.
4. Soutien d'une organisation non-gouvernementale
5. Prime d'encadrement ou subvention à caractère éducatif
6. Parents ou autre membre familial
7. Travail occasionnel
8. Autre

E3.2. **Laquelle des affirmations suivantes décrit le mieux comment vous vous sentez par rapport au revenu de votre ménage actuellement? (UNE SEULE RÉPONSE)**

1. Vivant très confortablement avec le revenu actuel
2. Vivant confortablement avec le revenu actuel
3. Vous vous en sortez avec le revenu actuel
4. Vous avez des difficultés à vous en sortir avec le revenu actuel
5. Vous avez des grandes difficultés à vous en sortir avec le revenu actuel
6. Ne savez pas/Refusez

E3.3. **Dans le pays dans lequel vous habitez actuellement, comment classifieriez-vous vos connaissances de la langue dans les aspects suivants?**

	Basic	Moyen	Avancé
1. Compréhension	1	2	3
2. Au parlé	1	2	3
3. À l'écrit	1	2	3

(À DEMANDER SEULEMENT EN ESPAGNE)

E3.3S. **Comment classifieriez vous vos connaissances des langues régionales dans les aspects suivants? (Basque, Catalan, Galicien)**

	Basic	Moyen	Avancé
1. Compréhension	1	2	3
2. Au parlé	1	2	3
3. À l'écrit	1	2	3

E3.4. **Êtes-vous bien informé sur les différents aspects de la vie quotidienne du pays dans lequel vous vivez actuellement? (sur une échelle de 1 à 5 où 5 est très bien informé et 1 est pas informé du tout)**

	Très bien informé (5)	(4)	(3)	(2)	Pas informé du tout (1)	Je ne sais pas/refuse
1. Légal/Lois	5	4	3	2	1	9
2. Droits du travail	5	4	3	2	1	9
3. Opportunités de travail	5	4	3	2	1	9
4. Services de santé	5	4	3	2	1	9
5. Éducation	5	4	3	2	1	9
6. Services sociaux	5	4	3	2	1	9
7. Opportunité d'hébergement	5	4	3	2	1	9
8. Taxes	5	4	3	2	1	9

E4. CITOYENNETÉ ACTIVE

E4.1. **Faites-vous du bénévolat ou participez vous à des groupes ou organisations sociales?**

1. Oui
2. Non
3. Je ne sais pas/Refuse

E4.2. **Au cours des 12 mois derniers, avez-vous effectué une des activités politiques suivantes dans le pays où vous habitez? (CHOIX MULTIPLE)**

	OUI				NON
	Très Fréquemment (5)	Fréquemment (4)	Occasionnelle ment (3)	Rare ment (2)	Jamais (1)
1. Contacté un politicien ou fonctionnaire	5	4	3	2	1
2. Travaillé dans un parti politique ou groupe d'action	5	4	3	2	1
3. Travaillé dans un autre organisation ou association	5	4	3	2	1
4. Signer une pétition	5	4	3	2	1

E4.3. **Avez vous voter lors des dernières élections locales et/ou nationales?**

1. Oui
2. Non
3. Je ne sais pas/Refuse

E5. VOTRE EXPÉRIENCE MIGRATOIRE

E5.1. **Quand êtes-vous arrivé à l'Union Européenne pour la première fois?**

Il y a 1. ans / 2. mois (MARQUER UNE MESURE DE TEMPS)

E5.2. **Combien d'années avez-vous habité dans le pays de l'UE où vous habitez actuellement?**

..... 1. ans / 2. mois (MARQUER UNE MESURE DE TEMPS)

E5.3. **Pourquoi avez vous émigré vers l'Union Européenne?**

	Totalement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Pour étudier	5	4	3	2	1
2. Pour me joindre à ma famille	5	4	3	2	1
3. Pour travailler	5	4	3	2	1
4. Pour des raisons médicales/de santé	5	4	3	2	1
5. Pour des raisons politique/humanitaires	5	4	3	2	1
6. Autre	5	4	3	2	1

BLOC F. EMPLOYABILITÉ

F1. **Combien de jours de formation soutenu par votre employeur actuel (ou passé si vous êtes au chômage) avez-vous suivi au cours des 12 derniers mois?**

1. Formation en compétence liées à mon travail _____ jours
2. Formation en compétences génériques _____ jours
3. Formation en direction _____ jours

F2. **Dans quelle mesure êtes vous en accord avec les affirmations suivantes liées à votre employeur actuel (ou passé si vous êtes au chômage)? (employabilité perçue) (UTILISER FICHE 1)**

	Totalement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Je suis sûr que je trouverai un autre travail si je commençais à chercher	5	4	3	2	1
2. Il serait difficile pour moi de trouver un nouveau travail si je quittais l'organisation (ordre à l'inverse)	5	4	3	2	1
3. Si je ne suis pas retenu, je trouverai immédiatement un travail à valeur égale	5	4	3	2	1

F3. **Dans quelle mesure êtes vous en accord avec les phrases suivantes liées à votre employeur (ou passé si vous êtes au chômage)? Mon employeur me pourvoit de... (UTILISER FICHE 1) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)**

(INTERVIEWEUR: commencer à lire avec l'élément marqué avec "*)	Totalement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Possibilité d'appliquer mes compétences dans des contextes très variés	5	4	3	2	1
2. Possibilité de carrière dans l'organisation	5	4	3	2	1
3. Opportunités de promotion	5	4	3	2	1
4. Possibilité de développer des compétences très variées	5	4	3	2	1
5. Opportunités de responsabilité dans les tâches professionnelles	5	4	3	2	1
6. Travail intéressant	5	4	3	2	1
7. Possibilité de me déplacer vers différentes positions dans l'organisation	5	4	3	2	1

F4. Dans quelle mesure êtes vous en accord ou en désaccord avec les phrases suivantes liées à votre éducation, formation et qualifications?
(UTILISER FICHE 1) (LA LISTE DES ÉLÉMENTS DOIT ALTERNER)

(INTERVIEWEUR: commencer à lire avec l'élément marqué avec "*")	Totalment d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Mon niveau d'éducation est suffisant pour trouver un travail dans mon secteur professionnel	5	4	3	2	1
2. Mes compétences pour le genre de travail que je veux faire sont à jour	5	4	3	2	1
3. J'ai un bon historique professionnel	5	4	3	2	1
4. J'ai besoin de plus de formation et d'éducation	5	4	3	2	1
5. Un employeur serait impressionné par mes compétences	5	4	3	2	1
6. Mes compétences ne sont pas très bonnes	5	4	3	2	1
7. J'ai des bonnes références professionnelles	5	4	3	2	1

F5. Dans quelle mesure êtes vous en accord ou en désaccord avec les phrases suivantes liées à votre conscience sur les opportunités et offres professionnelles? (UTILISER FICHE 1)

	Totalment d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Je suis les développements dans le secteur industriel et de l'emploi régulièrement	5	4	3	2	1
2. Je m'assure d'être informé des postes vacants	5	4	3	2	1

F6. Dans quelle mesure êtes vous en accord ou en désaccord avec les phrases suivantes liées à vos compétences sur comment vous mettre en valeur?
(UTILISER FICHE 1)

	Totalment d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Je suis conscient de mes intérêts et compétences	5	4	3	2	1
2. Je ne trouve pas qu'il est difficile de prouver mes capacités aux autres	5	4	3	2	1
3. Je suis capable de convaincre des employeurs potentiels ou à des associés de mes compétences	5	4	3	2	1

F7. Dans quelle mesure êtes vous en accord ou en désaccord avec les phrases suivantes liées à vos compétences? (UTILISER FICHE 1)

	Totalement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Je trouve qu'il est important de me développer au sens large du terme, pour que je puisse effectuer différentes tâches ou travaux dans l'organisation	5	4	3	2	1
2. Si l'organisation a besoin que j'effectue différentes tâches, je suis disposé à changer mes activités professionnelles	5	4	3	2	1
3. Si l'organisation m'offrirait la possibilité d'obtenir des nouvelles expériences laborales, je la prendrait	5	4	3	2	1

F8. Dans quelle mesure êtes vous en accord ou en désaccord avec les phrases suivantes liées à votre disposition à changer de travail? (UTILISER FICHE 1)

	Totalement d'accord (5)	D'accord (4)	Ni en accord ni en désaccord (3)	En désaccord (2)	En désaccord total (1)
1. Je suis disposé à initier un autre travail	5	4	3	2	1
2. S'il y aurait un changement organisationnel, je préférerais rester dans mon département actuel avec mes collègues	5	4	3	2	1

BLOC G. CARACTÉRISTIQUES SOCIO-DEMOGRAPHIQUES

G1. Quel est votre situation matrimoniale légale?

1. Célibataire (par ex. jamais marié) (ALLER À G4)
2. Marié ou en relation vivant en couple (ALLER À G2)
3. Veuf (veuve) (incl. widowed from registered partnership) (ALLER À G4)
4. Divorcé(e) (incl. légalement séparé(e) et partenariat enregistré dissout)
(ALLER À G4)

G2. Où habite votre conjoint/partenaire? (UNE SEULE RÉPONSE)

1. Dans mon pays d'origine
2. Dans le pays dans lequel j'habite
3. Autre part

G3. Est-il(elle)...? (UNE SEULE RÉPONSE)

1. de la même nationalité que vous
2. du pays de l'UE dans lequel vous vivez actuellement
3. d'un autre pays de l'UE
4. d'un autre pays (pas de l'UE)

G4. Avez-vous des enfants?

3. Oui (ALLER À G5)
1. Non (ALLER À G9)

G5. Quel âge ont vos enfants? (SÉLECTIONNER PARMIS LES DIFFÉRENTES TRANCHES D'ÂGE)

1. Moins de 12 ans (ALLER À G6)
2. Entre 12 et 17 ans (ALLER À G7)
3. 18 ans ou plus (ALLER À G8)

G6. Où habitent vos enfants de moins de 12 ans? (UNE SEULE RÉPONSE)

1. dans le même pays où vous habitez
2. dans votre pays d'origine
3. dans les deux pays

G7. Où habitent vos enfants d'entre de 12 et 17 ans? (UNE SEULE RÉPONSE)

1. dans le même pays où vous habitez
2. dans votre pays d'origine
3. dans les deux pays

G8. Où habitent vos enfants de 18 ans ou plus? (UNE SEULE RÉPONSE)

1. dans le même pays où vous habitez
2. dans votre pays d'origine
3. dans les deux pays

G9. Vous inclus, combien de personnes habitent chez vous?

Total: _____ dont:

- 1..nombre d'enfant de moins de 16 ans: _____
 1. nombre d'enfants âgés entre 14 et 15: _____
 2. nombre d'enfants âgés entre 5 et 13: _____
 3. nombre d'enfants de moins de 5: _____
2. nombre de personnes âgées entre 16 et 24: : _____
 1. nombre d'étudiants (lycée et université): _____
3. nombre de personnes âgées entre 25 et 64: _____

4. nombre de personnes âgées de 65 ans et plus: _____

G10. **Quel est le revenu approximatif de votre ménage par mois en Euro?** (Inclure les revenus de toutes les sources qui arrivent au ménage) *(UTILISER FICHE 5)*

1. Moins que €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. Plus que €10,000

MERCI & FERMER L'INTERVIEW

FICHE 1: ACCORD

Totalement d'accord	D'accord	Ni en accord ni en désaccord	En désaccord	En désaccord total
(5)	(4)	(3)	(2)	(1)

FICHE 2: DIFFICULTÉ

Très facilement	Facilement	Difficilement	Très difficilement	Je ne le fais jamais
(5)	(4)	(3)	(2)	(1)

FICHE 3: FRÉQUENCE

Très fréquemment	Fréquemment	Occasionnellement	Rarement	Jamais
(5)	(4)	(3)	(2)	(1)

FICHE 4: IMPORTANCE

Très important	Important	Pas important	Pas important du tout
(4)	(3)	(2)	(1)

FICHE 5: REVENU MENSUEL

1. Moins de €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. Plus de €10,000

Annex 13: Arabic Questionnaire

الاتصالات تقنية دور حول اسد ت بيان "ICTEGRA: "ال يومية الحياة في المهاجرين ان خراط دعم في والمعلومات

مقدمة:

"صباح / مساء الخير، نحن بصدد دراسة كيفية استخدام الناس للإنترنت والمشاركة في الحياة الاجتماعية والعامية في الدولة. يحظى هذا الاستبيان بالاستقلالية التامة عن حكومة الدولة (حيث تقوم بتمويله المفوضية الأوروبية). تقنية ب بين العلاقة أفضل ب شكل ت فهم أن الأوروبي بة لم فوضدية س ت ت ي ح الدراسة هذه ن تائج إن الأوروبي الإت حاد ع بر الإن خراط ت قوية أجل من وال توظيف الهجرة وت جربة والمعلومات الإت صالات

لقد تم اختيارك عشوائياً لتكون أحد أفراد العينة الممثلة لسكان المدينة. ونرجو منك التعاون معنا لإجراء هذه الدراسة. نضمن لك عدم الإفصاح عن إجاباتك وعدم تحليلها أو عرضها منفصلة. سوف يستغرق الاستبيان 20 دقيقة تقريباً. هل ترغب في التعاون والمشاركة؟

(عند بدء المقابلة، بالنسبة للمشاركين الذين تكون لغتهم المحلية من ضمن اللغات المستخدمة لترجمة الاستبيان التحريري. اطرح السؤال: "يمكننا إجراء المقابلة باللغة) اللغة. (كما يوجد لدينا كذلك نسخة مطبوعة باللغة) قم بسرده كافة اللغات. (يرجى استخدام اللغة التي تفضلها) ".

بيانات متعلقة بالسياق) يتم استكمالها بواسطة منسق المقابلة بعد المقابلة:

X1	رقم المقابلة: (ID)
X2	اسم منسق المقابلة بالكامل:
X3	الدولة :
X4	الموقع (المدينة):
X5	نقطة الاتصال) وضح:
X6	تاريخ وموعد المقابلة / ___ / ___ : وقت البدء ___ : وقت الإنهاء ___ :
X7	لغة المقابلة:
	1. الإنجليزية 2. الهولندية 3. الأسبانية 4. البلغارية 5. الفرنسية
	6. الروسية 7. العربية 8. الصينية 9. التركية 10. الإندونيسية
X8	تقييم درجة إجادة لغة المقابلة) تحديد أحد الخيارات مع شرح موجز:
	1. ممتاز 2. جيد 3. متوسط 4. محدود 5. ضعيف

استبيان

- S1. النوع) لا تطرح السؤال: ()
 1. أنثى
 2. ذكر
- S2. كم تبلغ من العمر؟
 _____ عامًا
 (إنهاء إذا كان العمر أقل من 16 أو يزيد على 74 عام)
- S3. في أي دولة كان مولدك؟

 (إنهاء إذا كانت إحدى دول الاتحاد الأوروبي الـ 27، راجع القائمة للتأكد)
- S4. هل أنت حاليًا أحد مواطني... الدولة محل المقابلة؟)
 1. نعم
 2. لا
 (إعادة التأكد ثم الإنهاء إذا كان أحد مواطني الدولة)
- S5. أين تقيم حاليًا؟) الاستفسار عن الحي)
 1. _____ (المدينة / البلدة)
 2. _____ (المنطقة / الحي)
- S6. هل هو...؟) طرح السؤال في حالة ما إذا كان الموقع مجهولاً فقط - عدا ذلك يمكن تحديده:
 1. منطقة حضرية
 2. ضاحية
 3. منطقة ريفية
- S7. ما مستوى إجادة... اللغة الرسمية؟):
 1. أستوعبها وأجيد التحدث بها (استخدم اللغة الرسمية للاستبيان)
 2. أستوعبها وأجيد التحدث بها نسبيًا (استخدم اللغة الرسمية للاستبيان ومساعدة المشارك إذا بدأت مشكلات متعلقة بالاستيعاب في الظهور)
 3. أجد صعوبة في استيعابها والتحدث بها (عرض إجراء الاستبيان بلغة بديلة)

الجزء أ: استخدام تقنيات الاتصال والمعلومات

A1. هل لديك أو لدى أي فرد من أسرته إمكانية استخدام كمبيوتر بالمنزل؟ (من أي نوع: مكتبي، محمول، نت بوك، لوحى، باستثناء الهواتف الذكية)

1. نعم
2. لا

A2. هل لديك أو لدى أي فرد من أسرته إمكانية استخدام الإنترنت بالمنزل؟ (بأي نوع من الأجهزة)

1. نعم (الانتقال إلى B1)
2. لا
3. لا يعرف

A3. ما أسباب عدم وجود إمكانية لاستخدام الإنترنت في المنزل؟ (اجابات متعددة) (استخدم بطاقة العرض رقم) (1 قائمة البنود التي سيتم عرضها بدون ترتيب)

موافق تمامًا	أوافق	لا أوافق ولا أرفض	غير موافق	رافض تمامًا	(منسق المقابلة يبدأ قراءة قائمة البنود المحددة بعلامة*)
(5)	(4)	(3)	(2)	(1)	
5	4	3	2	1	1. لدي إمكانية استخدام الإنترنت من مكان آخر
5	4	3	2	1	2. لا أحتاج الإنترنت (لأنها غير مفيدة، غير مثيرة للاهتمام، وما شابه ذلك)
5	4	3	2	1	3. الأجهزة اللازمة لاستخدامها تكلف الكثير
5	4	3	2	1	4. استخدامها يكلف الكثير (الهاتف، اشتراك DSL، وغير ذلك)
5	4	3	2	1	5. افتقاد لمهارات استخدامها
5	4	3	2	1	6. مخاوف متعلقة بالخصوصية أو الأمان
5	4	3	2	1	7. الإنترنت فائق السرعة (برودباند) غير متوافر في منطقتنا
5	4	3	2	1	8. لا أربح في استخدام الإنترنت (بسبب المحتوى المسمى...)
5	4	3	2	1	9. آخر

الجزء ب: استخدام تقنيات الاتصال والمعلومات: الاستخدام والمكان والأجهزة

B1. متى كانت آخر مرة استخدمت فيها كمبيوتر في المنزل، أو في العمل، أو في أي مكان آخر؟ (من أي نوع: مكتبي، محمول، نت بوك، لوحى، باستثناء الهواتف الذكية)

1. خلال الأشهر الثلاثة الماضية
 2. فيما بين 3 أشهر وسنة
 3. أكثر من سنة
 4. لم يسبق لي استخدامه
- (الانتقال إلى B2)
(الانتقال إلى B3)
(الانتقال إلى B3)
(الانتقال إلى E1)

B2. ما متوسط عدد مرات استخدامك لكمبيوتر في الأشهر الثلاثة الماضية؟

1. يوميًا أو كل يوم تقريبًا
2. مرة أسبوعيًا على الأقل) لكن ليس يوميًا)
3. مرة شهريًا على الأقل) لكن ليس كل أسبوع)
4. أقل من مرة في الشهر
5. ولا مرة

B3. متى كانت آخر مرة استخدمت فيها الإنترنت؟) من خلال أي جهاز، مكتبي أو محمول أو كفي بما في ذلك الهواتف المحمولة أو الذكية)

1. خلال الأشهر الثلاثة الماضية
 2. فيما بين 3 أشهر وسنة
 3. أكثر من سنة
 4. لم يسبق لي استخدامه
- في حالة الكود 1 ، قم بالتصنيف على أنه "متصل"؛ في حالة الكود 2 أو 3 أو 4 ، صنفه على أنه "غير متصل".

(الانتقال إلى B4)

(الانتقال إلى C1)

(الانتقال إلى C1)

(الانتقال إلى E1)

B4. ما متوسط عدد مرات استخدامك للإنترنت في الأشهر الثلاثة الماضية؟

1. يوميًا أو كل يوم تقريبًا
2. مرة أسبوعيًا على الأقل) لكن ليس يوميًا)
3. مرة شهريًا على الأقل) لكن ليس كل أسبوع)
4. أقل من مرة في الشهر

B5. أين استخدمت الإنترنت في الأشهر الثلاثة الماضية) باستخدام كمبيوتر أو أي وسيلة أخرى؟) حدد كافة الخيارات الصحيحة)

1. في المنزل
2. في مكان العمل) بخلاف المنزل)
3. في مكان الدراسة
4. في منزل شخص آخر
5. مكتبة عامة
6. مكتب بريد
7. مبنى حكومي، دار البلدية، هيئة حكومية
8. مؤسسة اجتماعية أو تطوعية
9. مقهى إنترنت
10. نقاط الاتصال اللاسلكية في الفنادق، المطارات، الأماكن العامة وما شابه ذلك
11. أخرى

B6. هل تستخدم أي من الأجهزة المحمولة التالية للاتصال بالإنترنت بعيدًا عن المنزل أو العمل؟) حدد كافة الخيارات الصحيحة)

1. لا اتصل بالإنترنت عبر أي جهاز محمول بعيدًا عن المنزل أو العمل
 2. هاتف محمول (أو هاتف ذكي).
- B6.1.** إذا كانت الإجابة بنعم، فبأي وسيلة مما يلي؟
1. عبر شبكة للهواتف المحمولة (على سبيل المثال، 3G)
 2. عبر شبكة لاسلكية (على سبيل المثال WiFi)
 3. كمبيوتر محمول (على سبيل المثال، جهاز كفي)
- B6.2.** إذا كانت الإجابة بنعم، فبأي وسيلة مما يلي؟
1. عبر شبكة للهواتف المحمولة باستخدام مودم USB أو بطاقة (SIM) أو هاتف محمول ليعمل كمودم
 2. عبر شبكة لاسلكية (على سبيل المثال WiFi)
 3. لا يوجد اتصال محمول بالإنترنت
 4. أجهزة أخرى

الجزء ج: مهارات تقنيات الاتصال والمعلومات

C1. أي مما يلي يمكنك القيام به باستخدام جهاز كمبيوتر؟
(اجابات متعددة) (استخدم بطاقة العرض رقم) (2 قائمة البنود التي سيتم عرضها بدون ترتيب)

لا	نعم				منسق المقابلة يبدأ قراءة قائمة البنود المحددة بعلامة (*)
	صعب للغاية	صعب	بسهولة	في غاية السهولة	
(1)	(2)	(3)	(4)	(5)	
1	2	3	4	5	1. نسخ أو نقل ملف أو مجلد
1	2	3	4	5	2. استخدام أدوات نسخ ولصق لنسخ أو نقل المعلومات بداخل أحد المستندات
1	2	3	4	5	3. استخدام الصيغ الحسابية الأساسية في جدول بيانات (على سبيل المثال في Excel)
1	2	3	4	5	4. ضغط الملفات
1	2	3	4	5	5. توصيل وتركيب أجهزة جديدة، مثل جهاز المودم
1	2	3	4	5	6. إنشاء برنامج كمبيوتر باستخدام إحدى لغات البرمجة المتخصصة

C2. أي مما يلي يمكنك القيام به باستخدام الإنترنت؟
(اجابات متعددة) (استخدم بطاقة العرض رقم) (2 قائمة البنود التي سيتم عرضها بدون ترتيب)

لا	نعم				منسق المقابلة يبدأ قراءة قائمة البنود المحددة بعلامة (*)
	صعب للغاية	صعب	بسهولة	في غاية السهولة	
(1)	(2)	(3)	(4)	(5)	
1	2	3	4	5	1. أ. استخدام محرك بحث للعثور على معلومات (مثل جوجل)
1	2	3	4	5	2. ب. إرسال رسائل بريد إلكتروني مع ملفات مرفقة (مثل مستندات أو صور أو غير ذلك)
1	2	3	4	5	3. ج. نشر رسائل في غرف المحادثة أو مجموعات الأخبار أو في منتدى للمناقشة على الإنترنت (مثل مواقع التواصل الاجتماعي أو المدونات أو غير ذلك)
1	2	3	4	5	4. د. استخدام الإنترنت لإجراء محادثات هاتفية
1	2	3	4	5	5. هـ. استخدام تقنية مشاركة الملفات من النظير للنظير لتبادل الأفلام أو الموسيقى أو غير ذلك.
1	2	3	4	5	6. و. إنشاء صفحة ويب

C3. كيف اكتسبت مهارات استخدام الكمبيوتر والإنترنت؟
(اجابات متعددة) (استخدم بطاقة العرض رقم) (1 قائمة البنود التي سيتم عرضها بدون ترتيب)

رافض تماماً	غير موافق	لا أوافق ولا أرفض	أوافق	موافق تماماً	منسق المقابلة يبدأ قراءة قائمة البنود المحددة بعلامة (*)
1	2	3	4	5	1. أ. مؤسسة تعليمية رسمية (مدرسة، كلية، جامعة)
1	2	3	4	5	2. ب. دورات تدريبية في مراكز أو مؤسسات أخرى
1	2	3	4	5	3. ج. التعليم الذاتي باستخدام الكتب، الأقراص المضغوطة، دورات تدريبية عبر الإنترنت، مواقع ويكي، منتديات المناقشة على الإنترنت وما شابه ذلك
1	2	3	4	5	4. د. التعلم من خلال الممارسة والتجربة
1	2	3	4	5	5. هـ. بمساعدة وتوجيه من الأقارب أو الأصدقاء أو الزملاء
1	2	3	4	5	6. و. من خلال وسائل أخرى

الجزء د: استخدام تقنيات الاتصال والمعلومات والأنشطة ومواقع التواصل الاجتماعي
E1 إلى توجه (B3=1) أشهر 3 آخر في الإذ. ترندت إستخدام ي تم لم إذا)

D1. هل استخدمت الإنترنت لأغراض تتعلق بالمعلومات التالية في الأشهر الثلاثة الماضية؟ (استخدم بطاقة العرض رقم 3)
قائمة البنود التي سيتم عرضها بدون ترتيب)

لا	نعم				متسق المقابل يبدأ قراءة قائمة البنود المحددة بعلامة (*)
	نادراً	أحياناً	كثيراً	كثيراً جداً (5)	
ولا مرة (1)	(2)	(3)	(4)	(5)	
1	2	3	4	5	1. قراءة أو تنزيل أخبار و/أو صحف و/أو مجلات من على الإنترنت
1	2	3	4	5	2. البحث عن معلومات متعلقة بالصحة والخدمات الصحية (مثل الإصابات، الأمراض، التغذية، تحسين الصحة، وغير ذلك)
1	2	3	4	5	3. البحث عن معلومات حول التعليم أو التدريب أو عروض الدورات
1	2	3	4	5	4. البحث عن معلومات حول الخدمات الاجتماعية
1	2	3	4	5	5. البحث عن معلومات حول فرص السكن
1	2	3	4	5	6. البحث عن معلومات حول الضرائب
1	2	3	4	5	7. البحث عن معلومات حول القوانين والمشكلات القضائية
1	2	3	4	5	8. البحث عن معلومات عن خدمات أخرى بخلاف تلك المذكورة أعلاه
1	2	3	4	5	9. تنزيل برامج (بخلاف برامج الألعاب)
1	2	3	4	5	10. البحث عن معلومات وأخبار عن الدولة التي ولدت بها

D2. هل استخدمت الإنترنت لأغراض التواصل التالية في الأشهر الثلاثة الماضية؟ (استخدم بطاقة العرض رقم 3) قائمة البنود التي سيتم عرضها بدون ترتيب)

لا	نعم				متسق المقابل يبدأ قراءة قائمة البنود المحددة بعلامة (*)
	نادراً	أحياناً	كثيراً	كثيراً جداً (5)	
ولا مرة (1)	(2)	(3)	(4)	(5)	
1	2	3	4	5	1. نشر رسائل في غرف المحادثة أو مجموعات الأخبار أو منتدى للمناقشة عبر الإنترنت
1	2	3	4	5	2. المشاركة في شبكات تواصل اجتماعية غير مهنية، مثل فيسبوك وتويتر وغيرها، أو إنشاء حساب مستخدم أو نشر رسائل أو إرسال محتوى أو مساهمات أخرى
1	2	3	4	5	3. المشاركة في شبكات تواصل اجتماعية مهنية، مثل LinkedIn وغيرها، أو إنشاء حساب مستخدم أو نشر رسائل أو إرسال محتوى أو مساهمات أخرى
1	2	3	4	5	4. إرسال/تلقي بريد إلكتروني
1	2	3	4	5	5. رسائل فورية، محادثة (Yahoo messenger، Hotmail messenger وغيرها)
1	2	3	4	5	6. محادثات هاتفية عبر الإنترنت/مكالمات فيديو باستخدام كاميرا الويب (على سبيل المثال Skype)

D3. هل استخدمت الإنترنت من أجل أنشطة المشاركة التالية في الأشهر الثلاثة الماضية؟ (استخدم بطاقة العرض رقم 3) قائمة البنود التي سيتم عرضها بدون ترتيب)

لا ولا مرة (1)	نعم				منسق المقابلة: يبدأ قراءة قائمة البنود المحددة بعلامة (*)
	نادرًا (2)	أحيانًا (3)	كثيرًا (4)	كثيرًا جدًا (5)	
1	2	3	4	5	1. قراءة ونشر الآراء حول القضايا السياسية أو المدنية عبر مواقع الويب (مثل المدونات، الشبكات الاجتماعية، وغيرها)
1	2	3	4	5	2. المشاركة في مشاورات أو عملية تصويت على الإنترنت لتوضيح قضايا سياسية أو مدنية (مثل التخطيط العمراني، التوقيع على دعوى، غير ذلك)
1	2	3	4	5	3. الاتصال بأحد الساسة أو موظف حكومي أو موظف إدارة محلية
1	2	3	4	5	4. المشاركة كمتطوع في مجموعة أو منظمة اجتماعية
1	2	3	4	5	5. الاتصال بالحكومة لمعرفة حقوقك وواجباتك كمقيم

D4. هل استخدمت الإنترنت من أجل أنشطة التعلم/التعليم التالية في الأشهر الثلاثة الماضية؟ (استخدم بطاقة العرض رقم 3) قائمة البنود التي سيتم عرضها بدون ترتيب)

لا ولا مرة (1)	نعم				منسق المقابلة: يبدأ قراءة قائمة البنود المحددة بعلامة (*)
	نادرًا (2)	أحيانًا (3)	كثيرًا (4)	كثيرًا جدًا (5)	
1	2	3	4	5	1. حضور دورة على الإنترنت لزيادة معلوماتك أو مهاراتك من أجل العمل
1	2	3	4	5	2. حضور دورة على الإنترنت لتعلم لغة الدولة التي تقيم بها حاليًا
1	2	3	4	5	3. حضور دورة على الإنترنت لأي غرض آخر
1	2	3	4	5	4. استعراض الإنترنت للحصول على معلومات عن مستواك التعليمي في الدولة المضيفة
1	2	3	4	5	5. استعراض الإنترنت للحصول على معلومات خاصة بالاعتراف بالمؤهل الدراسي
1	2	3	4	5	6. استعراض الإنترنت لأغراض تتعلق بالتعلم/التعليم (تحسين مهاراتك اللغوية وما شابه ذلك)

D5. هل استخدمت الإنترنت من أجل الأنشطة التالية في حياتك المهنية خلال الأشهر الثلاثة الماضية؟ (استخدم بطاقة العرض رقم 3) قائمة البنود التي سيتم عرضها بدون ترتيب)

لا ولا مرة (1)	نعم				منسق المقابلة: يبدأ قراءة قائمة البنود المحددة بعلامة (*)
	نادرًا (2)	أحيانًا (3)	كثيرًا (4)	كثيرًا جدًا (5)	
1	2	3	4	5	1. البحث عن وظيفة أو إرسال طلب وظيفة
1	2	3	4	5	2. تسويق نفسك لأصحاب العمل المحتملين مستقبلاً (مثل إرسال سيرة ذاتية، تحميل سيرة ذاتية على موقع ويب)
1	2	3	4	5	3. إكمال مهام متعلقة بعملك المعتاد
1	2	3	4	5	4. المشاركة في مواقع التواصل المهنية (إنشاء حساب مستخدم أو نشر رسائل أو مساهمات أخرى على مواقع مثل LinkedIn أو Xing أو غيرها)
1	2	3	4	5	5. البحث عن معلومات حول حقوق العمل
1	2	3	4	5	6. البحث عن معلومات حول إعانات وبرامج مساعدة العاطلين عن العمل
1	2	3	4	5	7. البحث عن معلومات حول الدورات التدريبية/الحرفية
1	2	3	4	5	8. استخدام الأدوات الموجودة على الإنترنت لتقييم مهاراتك ومؤهلاتك المهنية

D6. إلى أي مدى تتفق مع العبارات التالية فيما يتعلق باستخدام الإنترنت للبحث عن وظيفة؟ (استخدم بطاقة العرض رقم (القائمة البنود التي سيتم عرضها بدون ترتيب)

مُنسق المقابلة يبدأ قراءة قائمة البنود المحددة بعلامة (*)	موافق تمامًا (5)	أوافق (4)	لا أوافق ولا أرفض (3)	غير موافق (2)	رافض تمامًا (1)
1. أعرف كيفية استخدام الإنترنت للبحث عن وظيفة	5	4	3	2	1
2. أثق في الإنترنت للبحث عن وظيفة	5	4	3	2	1
3. أنا مهتم بنوع الوظائف المعروضة على الإنترنت	5	4	3	2	1
4. استخدام الإنترنت للبحث عن وظيفة أمر مُجدي	5	4	3	2	1
5. أحتاج للإنترنت للبحث عن وظيفة	5	4	3	2	1

الجزء هـ: اندماج المهاجرون

E1. العمل

E1.1. ما هو وضعك الوظيفي الحالي؟) يرجى تحديد أحد الخيارات)

1. أعمل بدوام كامل
 2. أعمل بدوام جزئي
 3. يعمل لحسابه الخاص) بما في ذلك العاملين لدى عائلاتهم، أو الموظفون في شركات عائلاتهم، أو المالكون لشركات خاصة بهم)
 4. بدون عمل وأبحث عن وظيفة
 5. طالب) ليس من القوى العاملة)
 6. طالب وأعمل بدوام جزئي
 7. منزل ربة
 8. خيار آخر ليس ضمن القوى العاملة) متقاعد، غير ناشط، مقيد بخدمات عسكرية إلزامية، غيرها)
- (الانتقال إلى E1.3)
- (الانتقال إلى E1.3)
- (الانتقال إلى E1.3)
- (الانتقال إلى E1.2)
- (الانتقال إلى E1.5)
- (الانتقال إلى E1.3)
- (الانتقال إلى E1.5)
- (الانتقال إلى E1.5)

E1.2. منذ متى وأنت بدون عمل؟) يرجى تحديد أحد الخيارات)

1. أقل من 3 أشهر
2. فيما بين 3 أشهر وسنة
3. أكثر من سنة

E1.3. ما هي وظيفتك الحالية؟) يرجى تحديد أحد الخيارات)

1. وظيفة تخصصية) مثل الأطباء أو المهندسون المعماريون أو المعلمون/الأساتذة أو الأطباء البيطريون أو أمناء المكتبات أو المحامون أو مساعدي المحامون أو الممثلون أو الموسيقيون أو غيرها)
2. فني أو زميل مهني) مثل الفنيون الهندسيون، الممرضون، الزملاء القانونيون، فنيو تقنية المعلومات)
3. موظفو الدعم الإداري) مثل الموظفون الحكوميون، السكرتارية، صرافو البنوك، موظفو الاستعلامات)
4. موظفو المبيعات أو الخدمات) مثل مضيفو الرحلات، الطهاة، مصففو الشعر، أمناء الصندوق، موظفو الرعاية والخدمات الشخصية، موظفو رعاية الأطفال، البائعون في المتاجر والمحلات)
5. العاملون في الزراعة والرعي وصيد الأسماك) مثل المزارعون، مربو الحيوانات، الرعاة، صيادو الأسماك، المزارعون المعتمدون في معيشتهم على المحاصيل الزراعية والماشية)
6. الحرفيون وأصحاب المهن المرتبطة بالحرف) مثل فنيو الكهرباء، صناع الأدوات، العاملون في الصناعات المعدنية والصلب، الحدادون، العاملون في الطباعة، العاملون في صناعة وتصميم الأزياء، العاملون في الصناعات الغذائية)
7. العاملون في تشغيل أو تجميع الماكينات وخطوط الإنتاج) مثل عمال التعدين والمعالجة المعدنية، معالجة المعادن، المواد الكيميائية، الصناعات الغذائية، الأخشاب، مشغلو ماكينات النسيج)
8. الوظائف البسيطة) مثل عمال النظافة والمعاونون، العمال الزراعيون، المساعدون في تحضير الطعام، الباعة المتجولون)
9. وظيفة في القوات المسلحة) ضباط القوات المسلحة سواء برتبة أو بدون)
10. وظيفة أخرى
11. لا أعرف/أرفض الإجابة

E1.4. هل تعتقد أن وظيفتك الأساسية هنا في (الدولة) تستخدم كافة المهارات التي اكتسبتها أثناء فترة تدريبك وحياتك المهنية؟

1. وظيفتي تتطابق مع مهاراتي وتدريبتي
2. وظيفتي تتطابق مع مهاراتي لكنها ليست في المجال الذي تدربت عليه
3. وظيفتي لا تتطلب المهارات والتدريب الذي حصلت عليه.
4. رفض الإجابة
5. لا أعرف

E1.5. كيف تمكنت من الحصول على وظيفتك الحالية أو الأخيرة في هذه الدولة؟ (اختيار متعدد)

1. (الإن) تزدت عن بعيداً والأصدقاء الأ سره خلال من
2. (الإن) تزدت عن بر) والأصدقاء الأ سره خلال من
3. (الإن) تزدت على علمهم تعرفت أشخاص خلال من
4. ذلك شاباه وما مط بوعه مجلة أو صديقه في وظائف قائمه خلال من
5. ذلك شاباه وما الإن تزدت على مذكورة مجلة أو صديقه في وظائف قائمه خلال من
6. وظائف عن البحث مواقع خلال من
7. (الإن) تزدت عن بعيداً توظيف مكاتب خلال من
8. (الإن) تزدت عن بر) توظيف مكاتب خلال من
9. (الإن) تزدت عن بعيداً حكومية توظيف خدمات خلال من
10. (الإن) تزدت عن بر) حكومية توظيف خدمات خلال من
11. (الإن) تزدت عن بر) حكومية غير مؤسسه خلال من
12. (الإن) تزدت عن بعيداً حكومية غير مؤسسه خلال من
13. (الإن) تزدت عن بعيداً أخرى وسيله
14. (الإن) تزدت عن بر) أخرى وسيله
15. الدولة هذه في وظيفة على الحصول لي يسبق لم

E2. التعليم والمهارات

E2.1. ما هو مستواك التعليمي؟ (يرجى تحديد إجابة واحدة) (أعلى مستوى تعليمي تم إكماله)

- تعليم ابتدائي أو إعدادي، تعليم غير رسمي
1. تعليم غير رسمي
 2. تعليم ابتدائي
 3. تعليم إعدادي
 4. تعليم ما بعد الثانوي، لكن ليس التعليم العالي
 5. تعليم ثانوي متقدم
 6. تعليم ما بعد الثانوي، لكن ليس التعليم العالي
 7. التعليم العالي
 8. التعليم العالي، المرحلة الأولى
 9. التعليم العالي، المرحلة الثانية

E2.2. هل حصلت على اعتراف بأي من المؤهلات التعليمية في الدولة التي تقيم بها حالياً؟

1. نعم، في مستوى مكافئ
2. نعم، في مستوى أقل
3. لا
4. لا أعرف/أرفض الإجابة

E2.3. خلال الأنتى عشر شهر الماضية، هل اشتركت في أية دورة دراسية لزيادة معلوماتك أو مهارتك من أجل العمل؟

1. نعم
2. لا
3. لا أعرف/أرفض الإجابة

E2.4. هل اشتركت في أي دورة دراسية لتعلم لغة الدولة التي تقيم بها حالياً؟

1. نعم
2. لا
3. لا أعرف/أرفض الإجابة

E2.5. إلى أي مدى تعتقد أن المهارات التالية ساعدتك / يمكنها مساعدتك على تحسين وضعك الوظيفي؟ حدد درجة من 1 الحد الأدنى إلى = 5 الحد الأقصى)

الحد الأقصى (5)	(4)	(3)	(2)	الحد الأدنى (1)	
5	4	3	2	1	اللغة الأصلية)
5	4	3	2	1	اللغة) الدولة المضيفة)
5	4	3	2	1	لغة أخرى بخلاف اللغة الأصلية ولغة الدولة المضيفة
5	4	3	2	1	الرياضيات الأساسية والعلوم والتكنولوجيا
5	4	3	2	1	استخدام الكمبيوتر والإنترنت
5	4	3	2	1	القدرة على التعلم) تعلم كيفية)
5	4	3	2	1	استيعاب / التكيف مع عادات/أسلوب المعيشة في) الدولة)
5	4	3	2	1	حس المبادرة وريادة الأعمال
5	4	3	2	1	الجانب الثقافي) الفهم/التعبير من خلال الموسيقى، الرقص، الغناء، وغيرها)

E3. الانخراط الاجتماعي

E3.1. ما هي مصادر الدخل الرئيسية في أسرتك بما في ذلك دخلك؟) حدد 3 خيارات بحد أقصى)

1. وظيفتي العادية) إذا كنت أعمل)
2. إعانات البطالة أو الضمان الاجتماعي
3. إعانة مالية للعمل لحساب النفس/تأسيس شركة خاصة
4. الدعم من مؤسسة غير حكومية
5. مخصصات مالية للتدريب أو منحة دراسية
6. الوالدان أو الأقارب
7. عمل موسمي
8. مصدر آخر

E3.2. أي مما يلي الأقرب لوصف شعورك حول دخل أسرتك في الوقت الحالي؟ (بدون خيارات)

1. أنعم بحياة مريحة جدًا بالدخل الحالي
2. أنعم بحياة مريحة بالدخل الحالي
3. أوفق أموري بالدخل الحالي
4. أجد صعوبة في العيش بالدخل الحالي
5. أجد صعوبة بالغة في العيش بالدخل الحالي
6. لا أعرف/أرفض الإجابة

E3.3. في الدولة التي تقيم بها حاليًا، كيف تقيم إجادتك للغة في المجالات التالية؟

متقدمة	متوسطة	أساسية	
3	2	1	1. القراءة والنصوص
3	2	1	2. التحدث
3	2	1	3. الكتابة

(توجيه السؤال في أسبانيا فقط)

E3.3S. في الدولة التي تقيم بها حاليًا، كيف تقيم إجادتك للغة المحلية في المناطق التالية؟ (الباسكية، الكتالونية، الجاليسية)

متقدمة	متوسطة	أساسية	
3	2	1	1. القراءة والنصوص
3	2	1	2. التحدث
3	2	1	3. الكتابة

E3.4. ما مدى إلمامك بالجوانب المعيشية المختلفة في الدولة التي تقيم بها حالياً؟ (باستخدام مقياس من 1-5 حيث 1 يشير إلى بدون دراية على الإطلاق و 5 يشير إلى على دراية عالية جداً)

لا أعرف/أرفض الإجابة	بدون دراية على الإطلاق (1)	(2)	(3)	(4)	على دراية عالية جداً (5)
9	1	2	3	4	5
9	1	2	3	4	5
9	1	2	3	4	5
9	1	2	3	4	5
9	1	2	3	4	5
9	1	2	3	4	5
9	1	2	3	4	5
9	1	2	3	4	5

E4. المواطنة النشطة

E4.1. هل تشارك كمتطوع في مجموعة أو منظمة اجتماعية؟

1. نعم
2. لا
3. لا أعرف/أرفض الإجابة

E4.2. خلال الأثنى عشر شهر الماضية، هل قمت بأي من الأنشطة السياسية التالية في الدولة التي تقيم بها حالياً؟ (اختيار متعدد)

	نعم				لا
	كثيراً جداً (5)	كثيراً (4)	أحياناً (3)	نادرًا (2)	ولا مرة (1)
1. هل اتصلت بأحد الساسة أو موظف حكومي أو موظف إدارة محلية؟	5	4	3	2	1
2. هل عملت في حزب سياسي أو مجموعة عمل؟	5	4	3	2	1
3. هل عملت في مؤسسة أو جمعية أخرى؟	5	4	3	2	1
4. هل قمت بالتوقيع على عريضة؟	5	4	3	2	1

E4.3. هل قمت بالتصويت في الانتخابات المحلية و/أو العامة الأخيرة؟

1. نعم
2. لا
3. لا أعرف/أرفض الإجابة

E5. تجربتك في الهجرة

E5.1. متى وصلت إلى الاتحاد الأوروبي للمرة الأولى؟

..... 1. سنوات / 2. شهور مضت (أدخل رقم وحدد المدى الزمني)

E5.2. كم عدد سنوات إقامتك في دولة الاتحاد الأوروبي التي تقيم فيها حالياً؟

..... 1. سنوات / 2. شهور (أدخل رقم وحدد المدى الزمني)

E5.3. لماذا هاجرت إلى الاتحاد الأوروبي؟

	موافق تماماً (5)	أوافق (4)	لا أوافق ولا أرفض (3)	أرفض (2)	رافض تماماً (1)
1. للدراسة	5	4	3	2	1
2. للحاق بأسرتي	5	4	3	2	1
3. للعمل	5	4	3	2	1
4. لأسباب طبية/صحية	5	4	3	2	1
5. لأسباب سياسية أو إنسانية	5	4	3	2	1
6. سبب آخر	5	4	3	2	1

الجزء و: إمكانية الحصول على وظيفة

F1. كم عدد أيام التدريب التي دعمها صاحب الحالي) أو صاحب العمل السابق في حالة ما إذا كنت بدون وظيفة (والتي شاركت فيها خلال الأثنى عشر الماضية؟) تطوير الكفاءات)

1. التدرّب على مهارات متعلّقة بالوظيفة
2. التدرّب على مهارات عامة
3. التدرّب على القيادة
- عدد الأيام _____
عدد الأيام _____
عدد الأيام _____

F2. إلى أي مدى توافق تماماً على (5) / ترفض تماماً (1) العبارات التالية المتعلقة بصاحب العمل الحالي (أو صاحب العمل السابق في حالة إذا كنت بدون وظيفة)؟ (تصور إمكانية الحصول على وظيفة) (استخدم بطاقة العرض رقم 1)

	موافق تماماً (5)	أوافق (4)	لا أوافق ولا أرفض (3)	غير موافق (2)	رافض تماماً (1)
1. أنا واثق من أنني سأجد وظيفة أخرى إذا بدأت في البحث	5	4	3	2	1
2. سيكون من الصعب بمكان بالنسبة لي العثور على وظيفة جديدة عند مغادرة المؤسسة" (عكس التقييم)	5	4	3	2	1
3. في حالة ما تم الاستغناء عني، سوف أجد وظيفة على الفور بنفس القيمة.	5	4	3	2	1

F3. إلى أي مدى توافق تماماً على (5) / ترفض تماماً (1) العبارات التالية المتعلقة بصاحب العمل الحالي (أو صاحب العمل السابق في حالة ما إذا كنت بدون وظيفة)؟ صاحب العمل يقدم لي ... (استخدم بطاقة العرض رقم) (1 قائمة البنود التي سيتم عرضها بدون ترتيب)

رفض تماماً (1)	غير موافق (2)	لا أوافق ولا أرفض (3)	أوافق (4)	موافق تماماً (5)	منسق المقابلة يبدأ قراءة قائمة البنود المحددة بعلامة (*)
1	2	3	4	5	1. إمكانية استخدام مهاراتي في العديد من المجالات
1	2	3	4	5	2. إمكانية بناء مسار وظيفي في المؤسسة
1	2	3	4	5	3. فرص للتزقي
1	2	3	4	5	4. إمكانية تطوير مجموعة كبيرة من المهارات
1	2	3	4	5	5. فرص تحمل المسؤولية في مهام العمل
1	2	3	4	5	6. عمل شيق
1	2	3	4	5	7. إمكانية الانتقال إلى مجموعة من الوظائف المختلفة بداخل المؤسسة

F4. إلى أي مدى توافق تماماً على (5) / ترفض تماماً (1) العبارات التالية المتعلقة بتعليمك وتدريبك ومؤهلاتك؟ (استخدم بطاقة العرض رقم) (1 قائمة البنود التي سيتم عرضها بدون ترتيب)

رفض تماماً (1)	غير موافق (2)	لا أوافق ولا أرفض (3)	أوافق (4)	موافق تماماً (5)	منسق المقابلة يبدأ قراءة قائمة البنود المحددة بعلامة (*)
1	2	3	4	5	1. مستواي التعليمي يكفي للحصول على وظيفة في مجال عملي
1	2	3	4	5	2. مهاراتي لتأدية نوع العمل الذي أريده مواكبة لأخر التطورات
1	2	3	4	5	3. لدي تاريخ مهني جيد
1	2	3	4	5	4. أحتاج إلى المزيد من التدريب أو التعليم
1	2	3	4	5	5. سوف ينبهر أي صاحب عمل بمؤهلاتي
1	2	3	4	5	6. مؤهلاتي للعمل ليست جيدة بما يكفي
1	2	3	4	5	7. لدي إحالات وظيفية جيدة

F5. إلى أي مدى توافق تماماً على (5) / ترفض تماماً (1) العبارات التالية المرتبطة بمعرفتك بفرص العمل؟ (استخدم بطاقة العرض رقم) (1)

رفض تماماً (1)	غير موافق (2)	لا أوافق ولا أرفض (3)	أوافق (4)	موافق تماماً (5)	
1	2	3	4	5	1. أتابع التطورات في مجال العمل والوظائف بصفة دورية
1	2	3	4	5	2. أحرص على أن أكون على دراية بفرص العمل الشاغرة

F6. إلى أي مدى توافق تماماً على (5) / ترفض تماماً (1) العبارات التالية المرتبطة بمهاراتك في تقديم نفسك؟ (استخدم بطاقة العرض رقم) (1)

رفض تماماً (1)	غير موافق (2)	لا أوافق ولا أرفض (3)	أوافق (4)	موافق تماماً (5)	
1	2	3	4	5	1. أنا مدرك لاهتماماتي ومهاراتي
1	2	3	4	5	2. لا أجد صعوبة في إثبات قدراتي للآخرين
1	2	3	4	5	3. يمكنني إقناع أصحاب العمل المحتملين أو شركاء العمل بقدراتي وكفاءاتي

F7. إلى أي مدى توافق تمامًا على (5) / ترفض تمامًا (1) العبارات التالية المرتبطة بكفاءةك؟ (استخدم بطاقة العرض رقم 1)

	موافق تمامًا (5)	أوافق (4)	لا أوافق ولا أرفض (3)	غير موافق (2)	رافض تمامًا (1)
1. أعتقد أنه من المهم تطوير نفسي بشكل عام بحيث أتمكن من القيام بمهام أو وظائف مختلفة بداخل المؤسسة	5	4	3	2	1
2. إذا كانت المؤسسة تحتاج مني القيام بمهام مختلفة، فأنا على استعداد لتغيير مهام عملي	5	4	3	2	1
3. إذا قدمت لي المؤسسة إمكانية اكتساب خبرات عمل جديدة، فسوف أنتهز الفرصة	5	4	3	2	1

F8. إلى أي مدى توافق تمامًا على (5) / ترفض تمامًا (1) العبارات التالية المتعلقة برغبتك في تغيير الوظيفة؟ (استخدم
بطاقة العرض رقم 1)

	موافق تمامًا (5)	أوافق (4)	لا أوافق ولا أرفض (3)	غير موافق (2)	رافض تمامًا (1)
a. لدي رغبة في بدء وظيفة أخرى	5	4	3	2	1
b. في حالة حدوث تغيير تنظيمي، فأنتي أفضل البقاء في القسم الذي أعمل به حاليًا مع زملائي	5	4	3	2	1

الجزء ز: البيانات الاجتماعية

G1. ما هي حالتك الاجتماعية؟

1. غير متزوج) لم يسبق لي الزواج (الانتقال إلى G4)
2. متزوج أو أقيم مع شريك حياة (الانتقال إلى G2)
3. أرمل) بما في ذلك الأرمال من علاقات الشراكة المعترف بها (الانتقال إلى G4)
4. مطلق) بما في ذلك المنفصلون قانونيًا وعلاقات الشراكة المنتهية (الانتقال إلى G4)

G2. أين يقيم زوجك/زوجتك - شريك/شريكة حياتك؟) يرجى تحديد أحد الخيارات)

1. في منزلي حاليًا
2. في الدولة التي أقيم فيها حاليًا
3. في مكان آخر

G3. هل هو/هي...؟) يرجى تحديد أحد الخيارات)

1. من نفس جنسيتك
2. من دولة الاتحاد الأوروبي التي تقيم فيها حاليًا
3. من دولة أخرى بالاتحاد الأوروبي
4. من جنسية أخرى) ليست ضمن الاتحاد الأوروبي (

G4. هل لديك أطفال؟

1. نعم (الانتقال إلى G5)
2. لا (الانتقال إلى G9)

G5. كم يبلغ عمر أطفالك؟) اختر من الفترات السنوية الموضحة أدناه)

1. أقل من 12 (الانتقال إلى G6)
2. 12-17 (الانتقال إلى G7)
3. 18 أو أكبر (الانتقال إلى G8)

G6. أين يقيم أطفالك ممن هم دون 12 سنة؟) يرجى تحديد أحد الخيارات)

1. في الدولة التي تقيم فيها
2. في وطنك الأم
3. في كلتا الدولتين

G7. أين يقيم أطفالك الذين تتراوح أعمارهم من 12-17 سنة؟) يرجى تحديد أحد الخيارات)

1. في الدولة التي تقيم فيها
2. في وطنك الأم
3. في كلتا الدولتين

G8. أين يقيم أطفالك البالغ أعمارهم 18 سنة أو أكثر؟ (يرجى تحديد أحد الخيارات)

1. في الدولة التي تقيم فيها
2. في وطنك الأم
3. في كلتا الدولتين

G9. كم عدد الأشخاص المقيمون في منزلك (المسكن) بما في ذلك أنت؟

العدد الإجمالي: _____
من بينهم:

1. عدد الأطفال أقل من 16: _____
عدد الأطفال الذين تتراوح أعمارهم من 14-15: _____
عدد الأطفال الذين تتراوح أعمارهم من 5-13: _____
عدد الأطفال أقل من 5: _____
2. عدد الأشخاص الذين تتراوح أعمارهم من 16 إلى: 24: _____
من بينهم عدد الطلبة: _____
(كل من المدرسة الثانوية والجامعة)
3. عدد الأشخاص الذين تتراوح أعمارهم من 25 إلى: 64: _____
4. عدد الأشخاص الذين تصل أعمارهم إلى 65 أو أكثر: _____

G10. تقريباً، كم يبلغ دخل أسرتك الشهري باليورو؟
(يشمل الدخل من كافة المصادر التي تخصص للأسرة؟)

(استخدم بطاقة العرض رقم 5)

1. أقل من €150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. أكثر من €10,000

الشكر وإنهاء المقابلة

بطاقة العرض رقم 1: الموافقة

موافق تمامًا	أوافق	لا أوافق ولا أرفض	غير موافق	رافض تمامًا
(5)	(4)	(3)	(2)	(1)

بطاقة العرض رقم 2: الصعوبة

في غاية السهولة	بسهولة	صعب	صعب للغاية	لم يسبق لي القيام به
(5)	(4)	(3)	(2)	(1)

بطاقة العرض رقم 3: عدد المرات

كثيرًا جدًا	كثيرًا	أحيانًا	نادرًا	ولا مرة
(5)	(4)	(3)	(2)	(1)

بطاقة العرض رقم: 4 الأهمية

مهمة جدًا (4)	مهمة (3)	ليست مهمة (2)	ليست مهمة على الإطلاق (1)
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بطاقة العرض رقم: 5 الدخل الشهري

1. أقل من 150€
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. أكثر من 10,000€

Annex 14: Chinese Questionnaire

ICTEGRA: 有关“ICT (信息通讯科技) 的调查 , 旨在支持移民的每日生活融合”

简介:

“早上好/下午好/晚上好，我们正在研究人们在 (国家) 如何使用互联网及参与社会公共生活。这个调查完全与 (国家) 政府无关，因为它是由欧洲委员会资助的。此调查的结果将让欧洲委员会更好地理解 ICT、移民经历和就业能力之间的关系，从而促进整个欧盟的移民融合。

您被随机选取作为 (城市) 民众的代表性样本。我们诚邀您参与此调查。我们保证，您的回答将完全匿名，而且永远不会被单独分析或展示。这个调查将持续约20分钟。请问，您愿意与我们合作吗？”

【当采访开始时，如果受访者的母语可能已包含在我们翻译好的书面调查问卷中，则提问：“我们可以用 (语言) 进行采访。我们的书面调查问卷还包括这些语言：(列出所有语言)。请使用您喜欢的语言。”】

情境信息 (由采访者在采访后填写) :

- | | |
|-----|--|
| X1. | 采访编号 (ID) : |
| X2. | 采访者的全名 : |
| X3. | 国家 : |
| X4. | 地点 (城市) : |
| X5. | 接触点 (描述) : |
| X6. | a. 采访的日期和时间 : __ / __ / ____ b. 开始时间 : __: __ c. 结束时间 : __: __ |
| X7. | 采访语言 : |
| | 1. 英语 2. 荷兰语 3. 西班牙语 4. 保加利亚语 5. 法语 |
| | 6. 俄语 7. 阿拉伯语 8. 中文 9. 土耳其语 10. 印度尼西亚语 |
| X8. | 采访语言熟练程度评估 |
| | 1. 优秀 2. 良好 3. 普通 4. 有限 5. 差劲 |

筛选问题：

S1. 性别（不要询问对方）：

1. 女性
2. 男性

S2. 请问您的年龄多大？

_____岁 (如果年龄小于16岁或超过74岁，则结束采访)

S3. 您出生于哪个国家？

_____ (如果列于欧盟27个成员国，则结束采访；如不清楚，请查看列表)

S4. 您目前是…… (采访国家) 的公民吗？

1. 是 (如果目前是该国公民，则再次询问确认，然后结束采访)
2. 不是

S5. 您目前居住在哪里？ (调查街坊)

1. _____ (城市/镇区)
2. _____ (区域/街坊)

S6. 这个区域属于……？ (只有在不知道该区域的情况下才提问，否则请分类)：

1. 市区
2. 郊区
3. 农村

S7. 您的 (官方语言) 熟练程度是……？

1. 我理解该语言，也说得很好 (使用官方语言调查问卷)
2. 我理解该语言，也说得不错
(使用官方语言调查问卷，并在受访者理解有困难时提供帮助)
3. 我在理解和说该语言方面都有困难 (提供其他语言调查问卷)

BLOCK A : 获取 ICT (信息通讯科技)

A1. 您或您的家人是否可以在家中使用电脑？ (任何类型：
台式电脑、笔记本电脑、上网本、平板设备，不包括智能手机)

1. 是
2. 否

A2. 您或您的家人是否可以在家中使用互联网？ (通过任何类型的设备)

1. 是 (转到 B1)
2. 否
3. 不知道

A3. 您家中无法使用互联网的原因是什么？

(多项选择) (使用样品卡 1) (轮换所列项目)

(访问者： 开始阅读标有“*”的项目列表)	完全同意	同意	既不同意， 也不反对	反对	完全反对
	(5)	(4)	(3)	(2)	(1)
1. 在其它地方可以上网	5	4	3	2	1
2. 不需要互联网 (因为互联网 没有用、无趣等)	5	4	3	2	1
3. 设备成本太高	5	4	3	2	1
4. 互联网成本太高 (电话、DSL 付费等)	5	4	3	2	1
5. 缺乏技能	5	4	3	2	1
6. 隐私或安全忧虑	5	4	3	2	1
7. 我们这个区域没有宽带互联网	5	4	3	2	1
8. 不想要互联网 (因为信息有 害.....)	5	4	3	2	1
9. 其它	5	4	3	2	1

BLOCK B : ICT 使用 : 使用、地点和设备

B1. 您上次使用电脑是什么时候 (在家中、公司或任何其它地点) ? (任何类型 : 台式电脑、笔记本电脑、上网本、平板设备, 不包括智能手机)

1. 前3个月内 (转到 B2)
2. 前3-12个月内 (转到 B3)
3. 超过1年以前 (转到 B3)
4. 从未使用过 (转到 E1)

B2. 过去3个月内, 您多常使用电脑?

1. 每天或几乎每天
2. 至少每星期一次 (但不是每天)
3. 至少每月一次 (但不是每星期)
4. 每月少于一次
5. 未使用过

B3. 您上次使用互联网是什么时候? (通过任何设备, 台式电脑、便携式或手持式设备, 包括手机或智能手机)

1. 前3个月内* (转到 B4)
2. 前3-12个月内 (转到 C1)
3. 超过1年以前 (转到 C1)
4. 从未使用过 (转到 E1)

*如果是代码 1, 请归为“已连接”; 如果是代码 2、3 或 4, 请归为“未连接”。

B4. 过去3个月内, 您多常使用互联网?

1. 每天或几乎每天
2. 至少每星期一次 (但不是每天)
3. 至少每月一次 (但不是每星期)
4. 每月少于一次

B5. 过去3个月内, 您在哪里使用过互联网 (使用电脑或任何其他设备上网) ? (勾选所有适用项) (自发或促使)

1. 在家中
2. 在公司 (而不是家中)
3. 在学校
4. 在别人家里
5. 公共图书馆
6. 邮局
7. 对外办事处、市政厅、政府机构
8. 社区或志愿服务机构
9. 网吧
10. 无线热点 (在酒店、机场、公共场所等地点)
11. 其它

B6. 您是否使用任何以下移动设备在家或公司以外的地点上网? (勾选所有适用项) (阅读列表)

1. 我在家和公司以外的地方不通过任何移动设备上网

2. 手机 (或智能手机)
 - B6.1.** 如果有，是通过以下哪种途径？
 - a. 通过手机网络 (如3G)
 - b. 通过无线网络 (如 WiFi)
 3. 便携式电脑 (如笔记本电脑、平板设备)。
 - B6.2.** 如果有，是通过以下哪种途径？
 1. 通过手机网络，使用 USB盘或 (SIM) 卡或手机作为调制解调器
 2. 通过无线网络 (如 WiFi)
 3. 无移动网络连接
 4. 其它设备

BLOCK C : ICT 技能

C1. 您能够使用电脑进行下列哪些活动？ (多项选择) (使用样品卡2) (轮换所列项目)

(访问者：开始阅读标有“*”的项目列表)	是				否
	非常 容易 (5)	容易 (4)	困难 (3)	非常 困难 (2)	从未做 过 (1)
1. 复制或移动文档或文件夹	5	4	3	2	1
2. 使用复制和粘帖工具复制或移动一个文档内的信息	5	4	3	2	1
3. 使用电子数据表 (如Excel) 中的基本算术公式	5	4	3	2	1
4. 压缩文档	5	4	3	2	1
5. 连接和安装新设备，如调制解调器	5	4	3	2	1
6. 使用专业程序设计语言编写电脑程序	5	4	3	2	1

C2. 您能够使用互联网进行下列哪些活动？ (多项选择) (使用样品卡 2) (轮换所列项目)

(访问者：开始阅读标有“*”的项目列表)	是				否
	非常 容易 (5)	容易 (4)	困难 (3)	非常 困难 (2)	从未做 过 (1)
1. 使用搜索引擎寻找信息 (如 Google)	5	4	3	2	1
2. 发送带附件 (如文档、图片等) 的电子邮件	5	4	3	2	1
3. 在聊天室、新闻组或网上论坛 (如社交网站、博客等) 发布信息	5	4	3	2	1
4. 使用互联网打电话	5	4	3	2	1
5. 使用对等网络文档共享交换电影、音乐等	5	4	3	2	1
6. 制作网页	5	4	3	2	1

C3. 您是如何获得您的电脑和互联网技能的？（多项选择）（使用样品卡1）（轮换所列项目）

(访问者：开始阅读标有“*”的项目列表)	完全同意	同意	既不同意，也不反对	反对	完全反对
	(5)	(4)	(3)	(2)	(1)
1. 正规教育机构（学校、学院、大学）	5	4	3	2	1
2. 其它中心或机构的培训课程	5	4	3	2	1
3. 利用书本、CD、在线课程、维基、网上论坛等自学	5	4	3	2	1
4. 通过实践和经历学习	5	4	3	2	1
5. 亲人、朋友或同事的帮助和协助	5	4	3	2	1
6. 其它途径	5	4	3	2	1

BLOCK D： ICT 使用：活动和社交网站

【如果在过去3个月内未使用互联网(B3=1)，请转到E1】

D1. 过去3个月内，您是否有利用互联网获取以下信息？（使用样品卡3）（轮换所列项目）

(访问者：开始阅读标有“*”的项目列表)	是				否
	非常频繁	频繁	偶尔	很少	未使用过
	(5)	(4)	(3)	(2)	(1)
1. 阅读或下载在线新闻、报纸或杂志	5	4	3	2	1
2. 寻找与健康有关的信息和健康服务（如伤害、疾病、营养、改善健康等）	5	4	3	2	1
3. 寻找与教育、培训或课程优惠有关的信息	5	4	3	2	1
4. 寻找与社会服务有关的信息	5	4	3	2	1
5. 寻找有关住房机会的信息	5	4	3	2	1
6. 寻找有关税收的信息	5	4	3	2	1
7. 寻找有关法律和法律问题的信息	5	4	3	2	1
8. 寻找与上述事项以外的其它服务有关的信息	5	4	3	2	1
9. 下载软件（不是游戏软件）	5	4	3	2	1
10. 寻找与您出生的国家有关的信息和新闻	5	4	3	2	1

D2.过去3个月内，您是否有利用互联网进行过以下通讯？（使用样品卡3）（轮换所列项目）

	是				否
	非常频繁	频繁	偶尔	很少	未使用过
(访问者： 开始阅读标有“*”的项目列表)	(5)	(4)	(3)	(2)	(1)
1. 在聊天室、新闻组或网上论坛发布信息	5	4	3	2	1
2. 参与非专业的社交网络（如facebook、twitter等），创建用户简介、发布信息、上传内容或其它贡献	5	4	3	2	1
3. 参与专业的社交网络（如LinkedIn等），创建用户简介、发布信息、上传内容或其它贡献	5	4	3	2	1
4. 发送或接收电子邮件	5	4	3	2	1
5. 即时通讯聊天（Yahoo messenger、Hotmail messenger等）	5	4	3	2	1
6. 使用互联网打电话或通过网络摄像头（如Skype）进行视频通话	5	4	3	2	1

D3.过去3个月内，您是否有利用互联网参加过以下活动？（使用样品卡3）（轮换所列项目）

	是				否
	非常频繁	频繁	偶尔	很少	未使用过
(访问者： 开始阅读标有“*”的项目列表)	(5)	(4)	(3)	(2)	(1)
1. 通过网站（如博客、社交网络等）阅读和发布有关市政或政治问题的观点	5	4	3	2	1
2. 参加在线讨论会或投票确定市政或政治问题（如城市规划、签署请愿书等）	5	4	3	2	1
3. 联系某政治家、政府或当地政府官员	5	4	3	2	1
4. 以志愿者身份参加社会团体或组织	5	4	3	2	1
5. 联系行政机构了解您作为公民的权利和义务	5	4	3	2	1

D4.过去3个月内，您是否有利用互联网参加过以下学习或教育活动？（使用样品卡3）（轮换所列项目）

(访问者： 开始阅读标有“*”的项目列表)	是				否
	非常频繁 (5)	频繁 (4)	偶尔 (3)	很少 (2)	未使用过 (1)
1. 参加在线课程以增加您的知识或工作技能	5	4	3	2	1
2. 参加在线课程以学习您目前所居住国家的语言	5	4	3	2	1
3. 参加有关任何其它主题的在线课程	5	4	3	2	1
4. 浏览互联网，以获取有关您在所在国的教育水平的信息	5	4	3	2	1
5. 浏览互联网，以获取有关教育资格认定的信息	5	4	3	2	1
6. 浏览互联网，以获取有关学习和教育（如提高您的语言技能等）的信息	5	4	3	2	1

D5.过去3个月内，您是否有利用互联网参加过以下有关您的职业生活的活动？（使用样品卡3）（轮换所列项目）

(访问者： 开始阅读标有“*”的项目列表)	是				否
	非常频繁 (5)	频繁 (4)	偶尔 (3)	很少 (2)	未使用过 (1)
1. 寻找工作或申请工作	5	4	3	2	1
2. 向您的潜在未来雇主宣传自己（如发送简历、上传简历到网站）	5	4	3	2	1
3. 完成与您的日常工作有关的任务	5	4	3	2	1
4. 参加专业的社交网站（创建用户简介、发布信息或其它贡献到LinkedIn、Xing 等网站）	5	4	3	2	1
5. 寻找有关就业权的信息	5	4	3	2	1
6. 寻找有关失业津贴和计划的信息	5	4	3	2	1
7. 寻找有关培训或学徒课程的信息	5	4	3	2	1
8. 使用在线工具获取您的专业能力和技能	5	4	3	2	1

D6. 您是否同意以下有关使用互联网找工作的陈述？（使用样品卡1）（轮换所列项目）

(访问者： 开始阅读标有“*”的项目列表)	完全 同意 (5)	同意 (4)	既不同意， 也不反对 (3)	反对 (2)	完全反对 (1)
1. 我知道怎么使用互联网找工作	5	4	3	2	1
2. 我信任通过互联网找工作	5	4	3	2	1
3. 我对网上提供的工作类型感兴趣	5	4	3	2	1
4. 使用互联网找工作有用	5	4	3	2	1
5. 我需要通过互联网找工作	5	4	3	2	1

BLOCK E： 移民融合

E1. 就业

E1.1. 您目前的就业情况如何？（请选择一项）

1. 员工全职工作 (转到E1.3)
2. 员工兼职工作 (转到E1.3)
3. 自由职业（包括家庭工作者、
在家族企业工作者或
自己创业者） (转到E1.3)
4. 失业，正在找工作 (转到E1.2)
5. 学生（没有工作） (转到E1.5)
6. 学生，有兼职工作 (转到E1.3)
7. 庭主妇/持家人 (转到E1.5)
8. 其它没有工作者（已退休、休业、
服义务兵役等） (转到E1.5)

E1.2. 您失业多久了？（请选择一项）

1. 少于3个月
2. 3-12个月
3. 超过1年

E1.3. 您目前的职业是什么？（请选择一项）

1. 专业（即医生、建筑师、教师/教授、兽医、图书管理员、律师或律师助理、演员、音乐家等）
2. 技术员或辅助专业人员（即工程技术人员、护士、法律助理、信息技术人员）
3. 文职支援工作者（即办公室文员、秘书、银行出纳员、客户信息工作者）
4. 服务或销售工作者（即旅行服务员、厨师、发型师、收银员、个人护理工作者、儿童护理工作者、售货员）
5. 熟练的农业、林业和渔业工作者（即农作物种植者、家畜生产者、林业工作者、渔业工作者、自给作物和畜牧农民）
6. 工艺和相关贸易工作者（即电工、工具工人、钢铁和金属工人、铁匠、印刷和手工艺工人、服装、食品加工工人）
7. 车间和机器操作者或装配工（即采矿和矿物加工工人、金属加工、化学品、食品加工、木材、纺织机器操作者）
8. 非技术工人（即清洁工和帮手、农业劳动者、食物制作助理、街头摊贩）
9. 武装部队职业（现役和非现役军队官员）
10. 其它
11. 不知道/拒绝回答

E1.4. 您是否认为您在（国家）的主要工作利用了您在培训和工作生活中所获得的所有技能？

1. 我的工作与我的技能和培训相配
2. 我的工作与我的技能相配，但与我接受培训的领域不相配
3. 我的工作不需要我所拥有的技能和接受过的培训
4. 拒绝回答
5. 不知道

E1.5. 您是如何安排/获得您在这个国家的这份或上份工作的？（多项选择）

1. 通过家人和朋友（线下）
2. 通过家人和朋友（在线）
3. 通过我在网上认识的人
4. 通过线下的报纸和杂志等发布的工作列表
5. 通过在线报纸和杂志等发布的工作列表
6. 通过求职网站
7. 通过招聘中介（线下）
8. 通过招聘中介（在线）
9. 通过公共就业服务（线下）
10. 通过公共就业服务（在线）
11. 通过非政府组织（在线）
12. 通过非政府组织（线下）
13. 其它（线下）
14. 其它（在线）
15. 未在这个国家就业

E2. 教育和技能

E2.1. 您的教育水平如何？（请选择一项）（完成的最高教育水平）

小学或初中教育，非正规教育

1. 非正规教育
2. 小学教育
3. 初中教育

高中或专上教育，但非高等教育

4. 高中教育
5. 专上教育，但非高等教育

高等教育

6. 高等教育，第一阶段
7. 高等教育，第二阶段

E2.2. 您是否拥有任何您目前居住的国家所认可的学历？

1. 是，同等水平
2. 是，较低水平
3. 否
4. 不知道/拒绝回答

E2.3. 过去12个月内，您是否参加过任何课程，以提高您的语言或工作技能？

1. 是
2. 否
3. 不知道/拒绝回答

E2.4. 您是否参加过任何课程，以学习您目前所居住国家的语言？

1. 是
2. 否
3. 不知道/拒绝回答

E2.5. 您认为以下技能对于改善您的工作状况有过/能有多大帮助？（为每一项评分，1分为最低分，5分为最高分）

	最低 (1)	(2)	(3)	(4)	最高 (5)
1. 语言（母语）	1	2	3	4	5
2. 语言（国家）	1	2	3	4	5
3. 母语和所在国家语言以外的其它语言	1	2	3	4	5
4. 基础数学、科学与技术	1	2	3	4	5
5. 使用电脑与互联网	1	2	3	4	5
6. 学习能力（学会学习）	1	2	3	4	5
7. 了解/适应（国家）习俗/生活方式	1	2	3	4	5
8. 主动意识和企业家精神	1	2	3	4	5
9. 文化（通过音乐、舞蹈、歌唱等理解/表达）	1	2	3	4	5

E3. 社会包容

E3.1. 您家庭的主要收入（包括您的收入）来源是什么？（最多可选择三项）

1. 我的常规工作（如果目前在职）
2. 失业或社会保障福利
3. 自由职业/创业津贴
4. 来自非政府组织的支持
5. 培训津贴或教育补助
6. 父母或亲人
7. 偶尔工作
8. 其它

E3.2. 以下哪一项陈述最能描述您对您的当前家庭收入的看法？（单项选择）

1. 目前的收入可以提供非常舒适的生活
2. 目前的收入可以提供舒适的生活
3. 目前的收入可以应付生活支出
4. 目前的收入难以应付生活支出
5. 目前的收入很难应付生活支出
6. 不知道/拒绝回答

E3.3. 在您目前居住的国家，您如何评价您在以下各领域的语言能力？

	基础	中等	优秀
1. 理解	1	2	3
2. 口语	1	2	3
3. 书写	1	2	3

(仅在西班牙提问)

E3.3S. 在您目前居住的国家，您如何评价您在以下各领域的区域语言能力？(巴斯克语、加泰罗尼亚语、加利西亚语)

	基础	中等	优秀
1. 理解	1	2	3
2. 口语	1	2	3
3. 书写	1	2	3

E3.4. 您对目前所居住的国家不同生活方面有多了解？

(5分表示非常了解，1分表示完全不了解)

	非常了解 (5)	(4)	(3)	(2)	完全不了 解 (1)	不知道/ 拒绝回答
1. 法律	5	4	3	2	1	9
2. 就业权	5	4	3	2	1	9
3. 工作机会	5	4	3	2	1	9
4. 健康服务	5	4	3	2	1	9
5. 教育	5	4	3	2	1	9
6. 社会服务	5	4	3	2	1	9
7. 住房机会	5	4	3	2	1	9
8. 税收	5	4	3	2	1	9

E4. 积极公民精神

E4.1. 您是否有以自愿者的身份参加任何社会团体或组织？

1. 是
2. 否
3. 不知道/拒绝回答

E4.2. 在过去12个月内，您是否有在目前居住的国家进行过任何以下政治活动？
(多项选择)

	是				否
	非常频繁 (5)	频繁 (4)	偶尔 (3)	很少 (2)	从未 (1)
1. 联系某政治家、政府或当地政府官员？	5	4	3	2	1
2. 在某政党或行动团体工作？	5	4	3	2	1
3. 在另一个组织或协会工作？	5	4	3	2	1
4. 签署请愿书？	5	4	3	2	1

E4.3. 您是否有参与上次的当地或国家选举投票？

1. 是
2. 否
3. 不知道/拒绝回答

E5. 您的移民经历

E5.1. 您首次抵达欧盟是什么时候？

..... 1. 年 / 2. 月前 (输入数字和标记时间)

E5.2. 您在目前居住的欧盟国家居住了多少年？

..... 1. 年 / 2. 月 (输入数字和标记时间)

E5.3. 您为何移民到欧盟？

	完全同意	同意	既不同意，也不反对	反对	完全反对
	(5)	(4)	(3)	(2)	(1)
1. 学习	5	4	3	2	1
2. 和家人团聚	5	4	3	2	1
3. 工作	5	4	3	2	1
4. 医疗/健康原因	5	4	3	2	1
5. 政治或人道原因	5	4	3	2	1
6. 其它	5	4	3	2	1

BLOCK F. 就业能力

F1. 在过去12个月内，您参加了多少天由您现在的雇主
(如果您目前失业，则为您前一任雇主)所支持的培训？

1. 与工作技能有关的培训 _____天
2. 通用技能培训 _____天
3. 领导力培训 _____天

F2. 您是否同意以下与您现在的雇主(如果您目前失业，则为您前一任雇主)有关的陈述？(使用样品卡1)

	完全同意	同意	既不同意，也不反对	反对	完全反对
	(5)	(4)	(3)	(2)	(1)
1. 我相信如果我开始找工作就能找到另一份工作	5	4	3	2	1
2. 如果我离开该组织将很难找到新工作(反向得分)	5	4	3	2	1
3. 如果被解雇，我将能马上找到另一份差不多的工作	5	4	3	2	1

F3. 您是否同意以下与您现在的雇主（如果您目前失业，则为您前一任雇主）有关的陈述？我的雇主为我提供……（使用样品卡1）（轮换所列项目）

<i>(访问者： 开始阅读标有“*”的项目列表)</i>	完全同意 (5)	同意 (4)	既不同意， 也不反对 (3)	反对 (2)	完全反对 (1)
1. 将我的技能应用到各种不同环境的可能性	5	4	3	2	1
2. 在组织内发展事业的可能性	5	4	3	2	1
3. 晋升机会	5	4	3	2	1
4. 发展广泛技能的可能性	5	4	3	2	1
5. 负责工作任务的机会	5	4	3	2	1
6. 有趣的工作	5	4	3	2	1
7. 在组织内转换到许多不同工作岗位的可能性	5	4	3	2	1

F4.您是否同意以下与您的教育、培训和资格有关的陈述？（使用样品卡1）（轮换所列项目）

<i>(访问者： 开始阅读标有“*”的项目列表)</i>	完全同意 (5)	同意 (4)	既不同意， 也不反对 (3)	反对 (2)	完全反对 (1)
1. 我的教育水平足够让我在我的工作领域找到工作	5	4	3	2	1
2. 我拥有想从事的工作所需的最新技能	5	4	3	2	1
3. 我的工作经历良好	5	4	3	2	1
4. 我需要更多培训或教育	5	4	3	2	1
5. 雇主将会对我的资格印象深刻	5	4	3	2	1
6. 我的工作资格不是很好	5	4	3	2	1
7. 我有良好的工作推荐信	5	4	3	2	1

F5. 您是否同意以下与您的机遇意识有关的陈述？（使用样品卡1）

	完全同意 (5)	同意 (4)	既不同意， 也不反对 (3)	反对 (2)	完全反对 (1)
1. 我定期关注行业领域和就业的发展	5	4	3	2	1
2. 我确保获悉空缺职位	5	4	3	2	1

F6. 您是否同意以下与您的自我展示技能有关的陈述？(使用样品卡1)

	完全同意 (5)	同意 (4)	既不同意， 也不反对 (3)	反对 (2)	完全反对 (1)
1. 我了解我的兴趣和技能	5	4	3	2	1
2. 我觉得不难向他人证明我的能力	5	4	3	2	1
3. 我能够说服潜在雇主或项目合作伙伴相信我的能力	5	4	3	2	1

F7.您是否同意以下与您的能力有关的陈述？(使用样品卡1)

	完全同意 (5)	同意 (4)	既不同意， 也不反对 (3)	反对 (2)	完全反对 (1)
1. 我觉得从广义上发展自己很重要，以便能够在组织内执行不同的任务或工作	5	4	3	2	1
2. 如果组织需要我执行不同任务，我已经准备好改变我的工作活动	5	4	3	2	1
3. 如果组织为我提供获得新的工作经验的可能性，我会接受	5	4	3	2	1

F8. 您是否同意以下与您改变工作的意愿有关的陈述？(使用样品卡1)

	完全同意 (5)	同意 (4)	既不同意， 也不反对 (3)	反对 (2)	完全反对 (1)
1. 我愿意开始另一份工作	5	4	3	2	1
2. 如果组织有变动，我更希望与我的同事们留在现在的部门	5	4	3	2	1

BLOCK G. 社会人口统计

G1. 您的婚姻状态是什么？

1. 未婚 (即从未结过婚) (转到 G4)
2. 已婚或未婚同居 (转到 G2)
3. 丧偶 (包括注册伴侣已故) (转到 G4)
4. 离婚 (包括合法分居和解除注册伴侣关系) (转到 G4)

G2. 您的配偶/伴侣居住在哪里？ (请选择一项)

1. 在我的祖国
2. 在我目前居住的国家
3. 其它地方

G3. 他/她.....？ (请选择一项)

1. 和您的国籍一样
2. 来自您目前居住的欧盟国家
3. 来自另一个欧盟国家
4. 国籍不同 (非欧盟)

G4. 您是否有子女？

1. 是 (转到 G5)
2. 否 (转到 G9)

G5. 您的子女多大年龄了？ (选择以下正确的年龄范围)

1. 未满12岁 (转到 G6)
2. 12-17岁 (转到 G7)
3. 18岁及以上 (转到 G8)

G6. 您未满12岁的子女居住在哪里？ (请选择一项)

1. 在您居住的国家
2. 在您的祖国
3. 在上述两个国家

G7. 您12-17岁的子女居住在哪里？ (请选择一项)

1. 在您居住的国家
2. 在您的祖国
3. 在上述两个国家

G8. 您18岁及以上的子女居住在哪里？ (请选择一项)

1. 在您居住的国家
2. 在您的祖国
3. 在上述两个国家

G9. 您的家中一共住有多少人（包括您本人）？

总数：_____

其中：

1. 年龄未满16岁的小孩人数：_____
 1. 年龄在14-15岁的小孩人数：_____
 2. 年龄在5-13岁的小孩人数：_____
 3. 年龄未满5岁的小孩人数：_____
2. 年龄在16-24岁的人数：_____
 1. 学生人数（包括高中和大学）：_____
3. 年龄在25-64岁的人数：_____
4. 年龄在65岁或以上的人数：_____

G10. 您的家庭月收入大约是多少欧元？

（包括纳入家庭收入的不同来源收入）

（使用样品卡5）

1. 0€-150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. 超过€10,000

感谢并完成采访

样品卡1：协议

完全同意	同意	既不同意，也不反对	反对	完全反对
(5)	(4)	(3)	(2)	(1)

样品卡2：困难度

非常容易	容易	困难	非常困难	从未做过
(5)	(4)	(3)	(2)	(1)

样品卡3：频率

非常频繁	频繁	偶尔	很少	未使用过
(5)	(4)	(3)	(2)	(1)

样品卡4：重要性

非常重要	重要	不重要	完全不重要
(4)	(3)	(2)	(1)

样品卡5：月收入

1. 少于€150
2. €150 - €300
3. €300 - €500
4. €500 - €1000
5. €1,000 - €1,500
6. €1,500 - €2,000
7. €2,000 - €2,500
8. €2,500 - €3,000
9. €3,000 - €5,000
10. €5,000 - €7,500
11. €7,500 - €10,000
12. 超过€10,000

Annex 15: Brief profile of the organisations involved in the fieldwork process

Block de Ideas (BDI)

Block de Ideas (BDI) is a survey research company founded in 1992, with its headquarters in Barcelona, Spain. BDI has an extensive network of partners in Europe, including Bulgaria and the Netherlands. With more than 30 employees, BDI manages an average of 500 market research projects per annum, which include a total of more than 50,000 quantitative interviews and 2,000 qualitative interviews.

Block de Ideas has conducted studies on minority groups for public administrations, educational institutions, telecommunications companies and financial services organizations. It has successfully coordinated several multi-country studies on several topics and methodologies both for public institutions (including the EC) and private corporations over the last 10 years.

BDI puts a special emphasis on quality standards and work ethics, which is why several employees are active members of international market research associations, such as ESOMAR or EphMRA, as well as national Spanish associations, such as ANEIMO and AEDEMO, and thus observes the code of ethics of these associations, including their incentive recommendations. BDI complies with EU Data Protection legislation and other applicable regulation in matters of individual data privacy. Moreover, BDI takes all appropriate technical and organizational security measures to ensure that Personal Data is protected against loss, destruction or damage, and against unauthorized or unlawful access, use, modification, disclosure or other misuse.

A list of selected projects below shows that we have both the general experience of carrying out surveys in several countries and specific experience in domains clearly relevant for the topic of this study.

ASMART

ASMART is a survey research company, which employs senior research professionals from large Bulgarian market research companies such as TNS, SEERC or MEMRB. Asmart offers all standard qualitative and quantitative services, both offline (face-to-face or by phone) and online. It ensures good national coverage via its network of supervisors, located in the 28 regional centers. Through this broad network, the agency can execute a national representative survey and/ or reach specific target groups wherever they are situated.

The ASMART team has experience of project managing both qualitative and quantitative surveys on different social and opinion leaders, such as those involved in the Jewish diaspora in Bulgaria, minority ethnic groups and NGOs.

TransCity, Diversity Marketing & Communications

TransCity, Diversity Marketing & Communications, and its sister agencies EtnoMedia and MCA, is a diversity, ethnic and urban marketing agency based in Rotterdam, the Netherlands. The agency is the most experienced in ethnic marketing, diversity marketing, and marketing research among consumers with ethnic minority backgrounds in the Netherlands. Its activities include market research, both quantitative and qualitative, strategic development, including the development of marketing concepts, development and execution of multi-media campaigns targeted at consumers with ethnic minority backgrounds, and developing effective media solutions in cooperation with both ethnic and mainstream media.

Transcity has been interviewing people with ethnic minority backgrounds for 20 years. They have done street interviews, in-home interviews, focus groups and online interviews for a variety

of Dutch institutional and commercial clients, such as the Royal Dutch Air Force (Ministry of Defence), Ministry of Social Affairs, Red Cross, Unicef, Oxfam Novib, WWF, Lotto (National Lottery), City of Rotterdam, Rabobank, Postbank, ING Bank, Agis Health Insurance, TNT Express and Western Union Money Transfer.

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