

INTERACT – RESEARCHING THIRD COUNTRY NATIONALS’ INTEGRATION AS A THREE-WAY PROCESS - IMMIGRANTS, COUNTRIES OF EMIGRATION AND COUNTRIES OF IMMIGRATION AS ACTORS OF INTEGRATION

***Exploratory cross-national survey
of origin and destination
migrant organisations***

**Justyna Salamońska
Anne Unterreiner**

INTERACT Research Report 2015/09

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**Researching Third Country Nationals' Integration as a Three-way Process -
Immigrants, Countries of Emigration and Countries of Immigration as Actors of
Integration**

**Research Report
Methodological Report**

INTERACT RR 2015/09

**Exploratory cross-national survey
of origin and destination migrant organisations**

Justyna Salamońska *

Anne Unterreiner **

* Migration Policy Centre, RSCAS, EUI

** Sciences Po, Observatoire Sociologique du Changement (OSC), CNRS

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European University Institute
Badia Fiesolana
I – 50014 San Domenico di Fiesole (FI)
Italy

<http://www.eui.eu/RSCAS/Publications/>

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<http://cadmus.eui.eu>

INTERACT - Researching Third Country Nationals' Integration as a Three-way Process - Immigrants, Countries of Emigration and Countries of Immigration as Actors of Integration

In 2013 (Jan. 1st), around 34 million persons born in a third country (TCNs) were currently living in the European Union (EU), representing 7% of its total population. Integrating immigrants, i.e. allowing them to participate in the host society at the same level as natives, is an active, not a passive, process that involves two parties, the host society and the immigrants, working together to build a cohesive society.

Policy-making on integration is commonly regarded as primarily a matter of concern for the receiving state, with general disregard for the role of the sending state. However, migrants belong to two places: first, where they come and second, where they now live. While integration takes place in the latter, migrants maintain a variety of links with the former. New means of communication facilitating contact between migrants and their homes, globalisation bringing greater cultural diversity to host countries, and nation-building in source countries seeing expatriate nationals as a strategic resource have all transformed the way migrants interact with their home country.

INTERACT project looks at the ways governments and non-governmental institutions in origin countries, including the media, make transnational bonds a reality, and have developed tools that operate economically (to boost financial transfers and investments); culturally (to maintain or revive cultural heritage); politically (to expand the constituency); legally (to support their rights).

INTERACT project explores several important questions: To what extent do policies pursued by EU member states to integrate immigrants, and policies pursued by governments and non-state actors in origin countries regarding expatriates, complement or contradict each other? What effective contribution do they make to the successful integration of migrants and what obstacles do they put in their way?

A considerable amount of high-quality research on the integration of migrants has been produced in the EU. Building on existing research to investigate the impact of origin countries on the integration of migrants in the host country remains to be done.

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For more information:

INTERACT

Robert Schuman Centre for Advanced Studies (EUI)

Villa Malafrasca

Via Boccaccio 151

50133 Florence

Italy

Tel: +39 055 46 85 817/892

Fax: + 39 055 46 85 755

Email: mpc@eui.eu

Robert Schuman Centre for Advanced Studies

<http://www.eui.eu/RSCAS/>

Abstract

Recent developments in migration studies have shown how important it is to consider multiple actors, both at origin and destination, in studying migrants' integration processes. In light of these developments, the INTERACT survey provides a new tool to research migrant integration. Its novelty lies in offering a cross-national approach to civil society organisations at both destination and origin. These organisations are taken as actors relevant for migrant integration in EU destination countries. Upon completion the survey gathered over 900 responses from organisations working predominantly (but not only) in employment, education, language and social relations. These organisations had different levels of reach, but their voices give us a better understanding of how they support migrants in their efforts to integrate in the EU. Although the exploratory character of the survey does not allow for generalisations about all civil society organisations, it sheds light on how these actors' activities affect migrant integration between origin and destination, and how organisations perceive states of origin and their policies in the context of the day-to-day reality of migrant incorporation in the receiving society. In this methodological paper, we will present the survey's rationale and structure, before moving onto a description of fieldwork and the challenges faced there. This paper will thus contribute to the multisite cross-national survey literature and map out migrant civil society organisations.

Key words: Migrant organisations, multisite cross-national survey, country of origin/destination, integration

Acknowledgement

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1. Introduction

Both research and European institutions long considered migrant integration as a one-way process. Migrants were first seen, for instance by the First Chicago School, as the sole actors in integration. From the 1980s researchers argued, that integration of migrants and their participation in the destination's society is an active process, which involves the country of destination and the migrants (see e.g. Unterreiner and Weinar 2014). However, as Moya highlighted, “[t]o focus only on [the migrants’] experiences in the new land is to miss half of the story” (Moya 2005: 837): it means missing the country of origin perspective. That is why recent migration and transnationalism studies see state and non-state actors at destination and origin forming, together with migrants, a “triangular social structure” (Faist 2010: 14). European institutions have followed the same trend, and now consider integration a three-way process (Kirişci 2008).

In light of these developments, the purpose of the INTERACT project is to investigate how migrants’ integration takes place (or fails to take place) involving origin countries, migrants and destination countries. By “migrants” we mean the first generation of migrants who were born in third countries and who now are legally resident in the EU. To analyse migrant integration a number of dimensions have to be taken into account: points of integration (labour market outcomes, education, civic and political participation, social interactions, access to nationality, language, religion, and residential integration),¹ and ties between countries of origin and destination. These factors have to be analysed on three levels for state, civil society organisations and migrants. The relationship between these actors, also, needs further investigation.

In particular, we recognise the role that civil society organisations play both at origin and at destination. They are both observers of the relations between the state and migrants, and actors that engage with public institutions and migrants on a daily basis. Thus, INTERACT designed an extensive exploratory survey directed at civil society organisations. Because of the novelty of our approach understanding integration as a three-way process, the survey aimed at the exploration of the issues involved in the work of civil society organisations, to gain insights into how and if the contexts of migrant origin affect incorporation. Former research on the relationship between civil society organisations and the states of origin, on the one hand, and their impact on the migrants’ integration, on the other, led to different conclusions: migrant organisations could concur or be in conflict with the origin state’s policy towards migrants; migrant organisations could help migrants to integrate within their country of destination or help form ethnic niches at destination (Gsir 2014). The INTERACT survey built on this knowledge in order to address the following research questions: what are the views of civil society organisations as to emigration and diaspora policies designed by the countries of origin to facilitate emigrant integration in the EU? What is the role and impact of these organisations on the integration of non-EU migrants in the EU?

The following sections will first introduce cross-national research in the area of migrant organisations and, then, present a rationale for the cross-national exploratory survey of civil society organisations at origin and destination. Fieldwork for the INTERACT survey will be presented, followed by a general overview of migrant organisations which took part in the survey.

¹ For a detailed presentation of the INTERACT conceptual framework see Unterreiner and Weinar 2014.

2. A cross-national survey of migrant organisations

2.1 Rationale of the survey

International comparisons in studies of migrant organisations are relatively scarce and on only a limited scale². However, as Pries and Sezgin (2012) noted, migrant organisations can “cross borders” and have ties both at origin and destination. The INTERACT survey built on this recognition that migrant organisations’ activities cross national borders. Thus the INTERACT survey examined organisations operating in 82 countries (28 EU destination countries and 54 migrant origin countries). The survey targeted a broad pool of civil society organisations (namely any organisation dealing with migrant integration issues).

Existing cross-national research in migration studies targets migrants as sample unit, and rarely civil society organisations. Studies on migrant organisations are usually carried out qualitatively and are limited to specific populations. On the quantitative side, cross-national surveys on first and/or second generation migrants have been designed in recent years (such as the EFFNATIS, TIES or MAFE surveys). However, the sample unit of these surveys are individuals (or households), and thus there is a niche for research targeting civil society organisations. The novelty of our approach is thus to propose a cross-national survey in 82 countries with civil society organisations dealing with migrants rather than with migrants themselves. Importantly, cross-national focus in the case of INTERACT does not only examine destinations, but includes the country of origin perspective as well.

Most research on civil society organisations dealing with migrants are monographs with a very specific focus. Some consider one migrant population (Amelina and Faist 2008; Fitzgerald 2008) or just one migrant association (Gonzalez 2012). These studies are of predominantly local character. Some examine a city perspective (Jacobs, Phalet, and Swyngedouw 2004; Brettell 2005; Cordero-Guzman 2005). For instance, the REMESE0 “Partnerships, Anti-Discrimination and the Role of Immigrant Associations” research project focused on associations based in Stockholm, while the “Development in the city of Antwerp” (CEMIS, 2012) evaluated Antwerp local policies. Other studies examine one country, usually the country of residence (Caponio 2005; Eijorh 2012). The Deusto University “Digital Exclusion and Immigrant Associationism in Spain” (2011-2013), and the “Integration and Participation of Immigrant Associations in the Information Society” (2013-2015) research projects focus on Spain. The “Diaspora as an instance of transnational governance” program is an exception (REMESE0, 2010-2012), but it studies development issues at origin rather than migrant integration in destination countries.³

We also want to emphasise that our understanding of cross-national survey includes not only different countries of origin in one country of destination. Our focus is on civil society organisations operating in origin countries as well. The purpose of this exploratory survey was thus to collect information on the views and practices of civil society organisations regarding migrants in the countries of destination and future emigrants in the countries of origin. This kind of broad focus allows us to compare civil society organisations views and practices with origin state law and practices and to compare official declarations, and laws, with their implementation. In addition, this cross-national survey was designed in order to analyse how the public discourses regarding the different dimensions of integration identified within the INTERACT framework (Unterreiner and Weinar 2014) related to the migrant organisations’ work.

² See for instance Koopmans 2004, or Pries and Sezgin 2012.

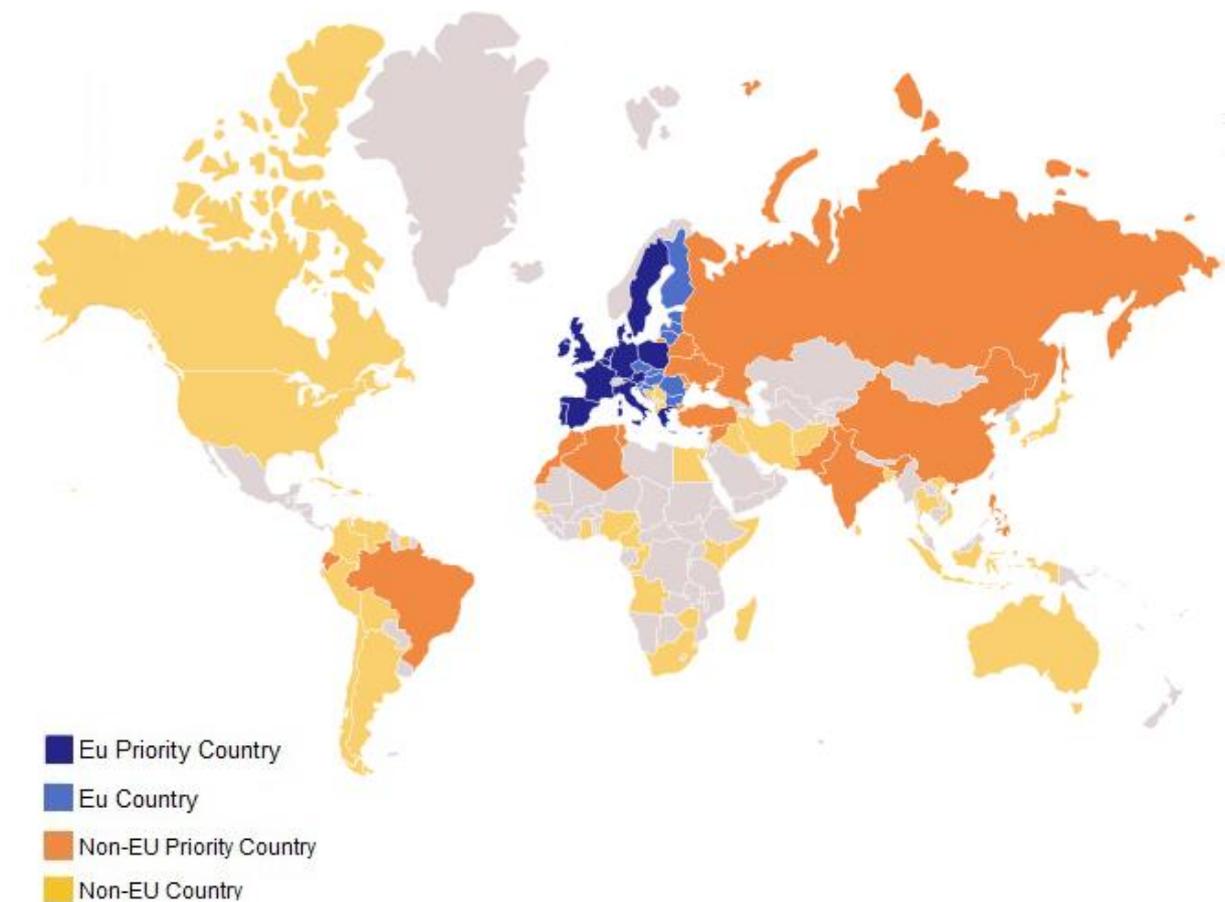
³ We would like here to thank Sonia Gsir for her valuable insights regarding the referencing of past and current research projects on migrants’ civil society organisations

2.1 A cross-national survey at destination and origin: the countries involved

The INTERACT project examines integration processes in the 28 EU countries of destination with regards to migrants from 54 third countries which have at least 100,000 emigrants in the EU-28 (see Figure 1 and Appendix 1): Turkey, Morocco, Algeria, India, Albania, Ukraine, Russia, China, Pakistan, Ecuador, United States, Bosnia and Herzegovina, Tunisia, Brazil, Colombia, Philippines, Iraq, Bangladesh, Peru, Vietnam, Argentina, South Africa, Nigeria, Serbia, Iran, Sri Lanka, Moldova, Senegal, Bolivia, Suriname, Egypt, Ghana, Venezuela, Somalia, Former Yugoslav Republic of Macedonia, Thailand, Afghanistan, Indonesia, Canada, Australia, Angola, Dominican, Republic, Jamaica, DR Congo, Kenya, Belarus, Lebanon, Chile, Cuba, Japan, Madagascar, Syria, South Korea, Cameroon.

Additionally, the survey also targeted organisations operating in migrant countries of origin.

Figure 1. INTERACT Countries of destination and of origin



Source: INTERACT team

Among these destination and origin countries, some were defined as priority countries (see Figure 1), on the basis of the number of migrants/emigrants, feasibility, data accessibility, and diversity. In order to compare the impact of the countries of origin on integration at various destinations, as well as to compare various migrant communities the same destination, we selected different “corridors”. By “corridor” we understand a pair of countries: a country of destination and a country of origin. The corridors have been chosen to allow for destination-origin comparison. The aim was to disentangle the role of the countries of origin and destination in the processes of migrant integration. In the INTERACT survey, a specific focus was put on civil society organisations in a set of corridors: Turkish migrants (especially in Turkey, Germany, France, the Netherlands, Sweden, and Belgium); Russian migrants (mainly in Russia, Germany, and Poland), Ukrainian migrants (in Ukraine, Italy, and Poland), migrants from Morocco (in Morocco, Spain, France, and Belgium); Tunisian migrants (in Tunisia and France); migrants from Ecuador (in Ecuador and Spain); Chinese migrants (in China, the Netherlands, and the UK), Indian migrants (in India and the UK); and finally migrants from Iran (in Iran and Sweden).

3. Building a cross-national survey of origin and destination migrant organisations

The INTERACT survey gathered responses from individuals working or volunteering in civil society organisations dealing with migrants from one or more of 50 origin countries and/or in one of the EU destination countries. The survey design had to confront different methodological challenges related to the large scale nature of the project and the lack of a sampling frame for civil society organisations working with migrants. In many countries there is no list of non-governmental organisations. Importantly, even if lists of organisations are available there is no systematic correspondence between organisation’s name and its field of action. It is thus necessary to adopt a bottom-up approach of identification of organisations working on the integration of migrants at destination. To do so, experts in each country had to be consulted.

Cross-national survey researchers face the challenge of gathering comparable data in different national and cultural contexts. The questionnaires must be standardised and understandable in different linguistic and cultural contexts. In addition, data collection modes have to allow for comparable data collection, while adapting to specific fieldwork contexts. Implementing a survey in over 80 countries thus raises different challenges, and among them the data gathering process, and language issues.

There are different survey modes (Skjak and Van de Vijver 2003): face-to-face interviews, mail, phone, and online modes. The first one, though it allows the researcher to obtain a higher response rate and high quality of data, is very costly (both timewise and financially), and thus unfeasible for fieldwork in over 80 countries. A mail survey is not appropriate either, because of the versatility of civil society organisations. Also because of high geographical dispersion of organisations, the phone and online mode were selected.

Past research showed that each data collection method had specific effects on the research findings because of “sociocultural and cognitive factors” (Skjak and Van de Vijver 2003: 180). Using the same mode would ensure data comparability, but “to some extent this depends on the spread of countries or regions involved and on technological and infrastructure differences across these” (Skjak and Van de Vijver 2003: 191). Having this in mind, mixed-mode of data collection was selected, including both phone and online questionnaires. Advantage of using both phone and online mode includes reaching wider pool of organisations. Trained interviewers convinced persons working in the civil society organisations to take part in the survey over the phone or fill in the questionnaire online. The interviewers provided additional explanations if needed. Self-administered online survey allowed gathering data from people motivated to answer the survey, but not easily reachable over the phone due to time difference, language issues, absence of known phone number, lack of trust etc. However, care has to be taken when comparing the results from phone and online questionnaires.

Another important issue regarding cross-national surveys is the language in which the questionnaire should be made. Doing a questionnaire in English alone would strongly bias the sample towards the Anglophone world, and exclude people with no knowledge of English. In addition, past research has shown that answering a questionnaire in a foreign language affected the response style of the respondent (Harzing 2006). Thus translations in many languages potentially widen the pool of potential respondents and the quality of their answers.

Parallel to the language issue, this survey raised another important socio-linguistic issue: how can you build a standardised questionnaire, which would fit each national context, and each migration flow at origin and destination? In order to allow for both data comparability and for the comprehensiveness of the questionnaire, we used both the “adaptation” and “adoption” (Harkness 2003) modes of data translation in different national contexts. The vocabulary used had to be both the same for everyone, and not too complex or academic. The use of a standardised questionnaire in a cross-national and cross-cultural survey is thus a big challenge. However, former research has shown that social desirability and response styles (Smith 1988; Johnson and Van de Vijver 2003; Goerman 2006; Harzing 2006) could differ from one country to another, and even from one group to another. It is thus essential to control for both the country of origin and the country of destination.

These and other issues were considered when making choices about the INTERACT survey. The following section moves to the survey fieldwork in order to describe data collection and the issues involved.

4. Fieldwork description

4.1 Target group and identification of the respondents

Gsir (2014) shows that there are different types of civil society organisations dealing with migrants: mainstream organisations dealing with general issues (home, education, etc.); migrant organisations focusing on migrants from a specific country of origin and among them hometown associations; and binational organisations allowing for contacts between natives and migrants. To this classification we can add associations dealing with migrants from diverse backgrounds, such as Caritas or the Red Cross.

The INTERACT survey target group were diverse civil society organisations dealing with non-EU immigrants and diaspora in the EU. We focused on civil society organisations (associations, NGOs, international organisations, churches, trade unions, schools, media, etc.), which support migrants and diasporas. They can be based either in the countries of destination or in the countries of origin. In the first place, we needed to identify people working or volunteering in these organisations to ask them to take part in the survey. However, no sampling frame of this target population exists. Civil society organisations dealing with migrants' integration are neither easy to define, nor easily "detectable" (Moya 2005: 834). There is a considerable turnover both of organisations and of people working/volunteering in these organisations. Because of the evolution of the migrant community, of the internal and external power structure, and of the existence of formal but also informal organisations (Schrover and Vermeulen 2005), organisations dealing with migrants are rather unstable. As it was not possible to identify our sample based on official listing or on mapping (Häder and Gabler 2003), external collaborators (one by country of origin and destination) were hired and one of their tasks included a compilation of the list of people working/volunteering in the organisations in the relevant country. Lists were based on collaborators' networks and their knowledge of local contexts. Additional online search of organisations was done by the INTERACT team. Furthermore, questions in the survey were targeted at snowballing new contacts from respondents (in both online and phone surveys). These different strategies were used in order to gather contact details of the widest possible pool of organisations. The purpose of the use of multiple key strategies was also to increase representativeness and to avoid potential biases that could occur if only one strategy was mobilised.

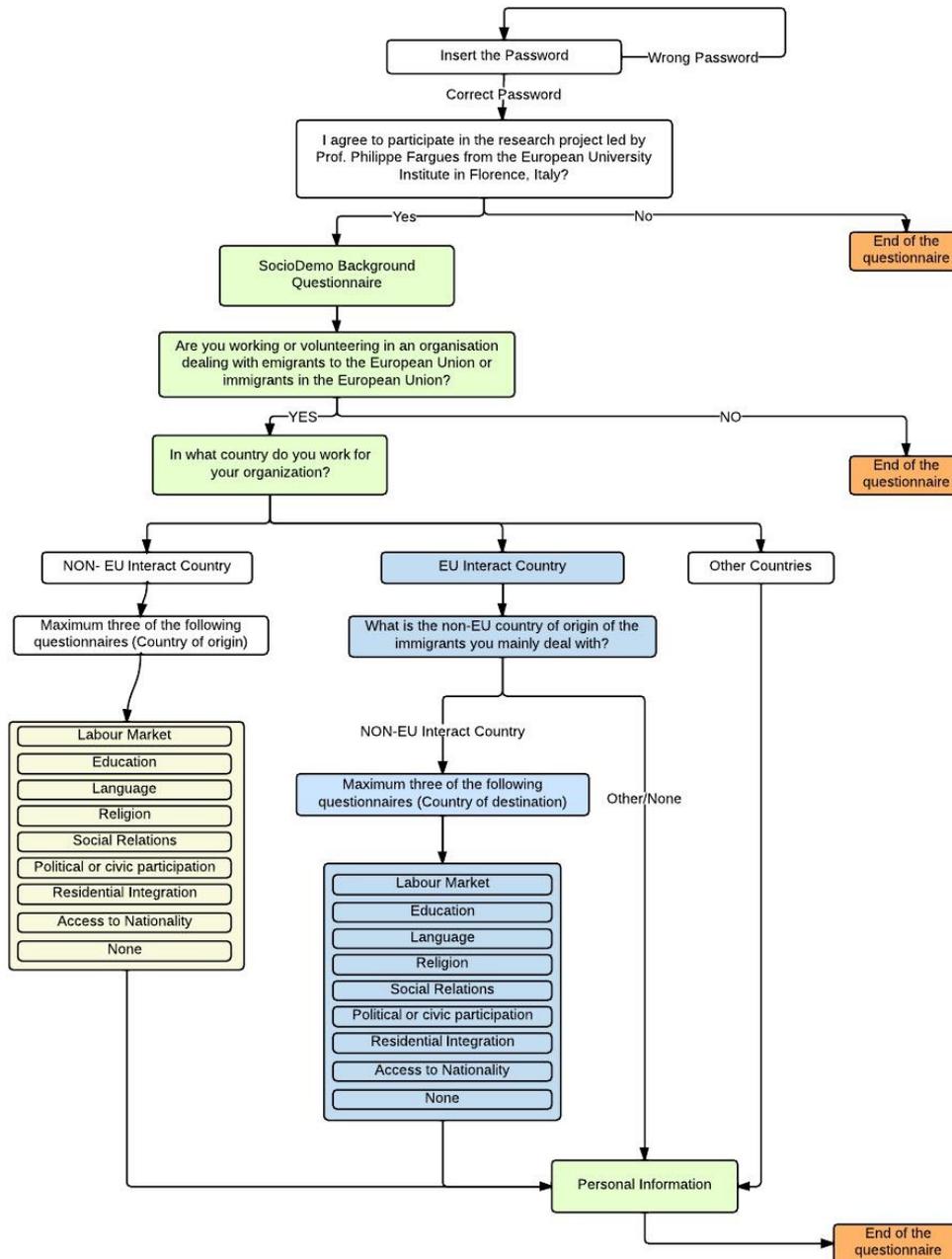
Since no sampling frame for this specific population exists, in a context of high turnover of organisations and staff within them, it is not possible to evaluate the representativeness of the sample. First, large and well established organisations might be overrepresented compared to new organisations which lack visibility. Some organisations operate less formally, others focus on organising specific events and are less visible for this reason. Moreover, it might be more difficult to gain trust of smaller community oriented organisations and organisations concerned with authoritarian regime at origin (for instance political refugees' organisations). It is important, in fact, to highlight that the INTERACT survey was an exploratory survey, which was designed to give insights about trends and patterns in activities of migrant organisations. As such the survey provides a non-random mapping of migrants' associations in over 80 countries and necessarily it does not generalise the results to the whole population of migrant organisations in the origins and destinations. The survey allows us to identify previously under-researched phenomena and to formulate new hypotheses.

4.2 Survey structure

At the beginning of the interview objectives of the survey were presented to respondents. In order to make sure that the respondents to the survey were part of the target group, different filters were implemented at the beginning of the survey (see Figure 2). To answer the questionnaire, a respondent had to: give informed consent to take part to the survey; work or volunteer in civil society organisation dealing with emigrants to the EU or immigrants in the EU; be based in a target country of the INTERACT project; and deal with at least one dimension of integration we identified within the

INTERACT framework. While giving informed consent to take part in the survey the respondents were assured about the anonymity and confidentiality of their answers.

Figure 2. INTERACT Survey Structure



Source: INTERACT team

4.3 Survey calendar

The INTERACT survey was prepared in three stages: a design phase during which the survey questionnaire was written and translated, a pretesting phase when data were gathered through phone interviews and a main period of survey data collection.

Table 1. Survey Calendar

September-October 2013	Survey design
November-December 2013	Translation of the questionnaire put online
December 2013-January 2014	Lists of contacts provided by external collaborators
December 2013-Early 2014	Phone interviews carried out by external collaborators; feedback on the survey
March 2014	First invitation letter to the online survey sent out
March 2014	Second invitation letter to the online survey sent out Personal reminders sent out by external collaborators
April 2014	Newsletter sent out to the contacts Invitation letter to the online survey sent out to new contacts
May 2014	Recruitment of additional phone interviewers to boost response rate Invitation letter to the online survey sent out
June-September 2014	Phone interviewing
September 2014	Final invite to the survey sent Closure of the survey

Source: INTERACT team

The initial stage of questionnaire design took place at the Migration Policy Centre (MPC), and it produced the English version of the questionnaire. We decided to ask the external collaborators, as experts in migration studies in their own country of focus, into which languages the questionnaire should be translated. This was because, first, the survey was implemented both at origin and at destination. Second, we did not know if people working in civil society organisations were all fluent in the language of the country of destination, or in the language spoken by the migrants that the organisation in question dealt with. After the consultations we selected 28 languages into which the survey was translated: Albanian, Arabic, Bulgarian, Croatian, Czech, Dutch, English, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Latvian, Lithuanian, Mandarin, Polish, Portuguese, Romanian, Russian, Serbian, Slovenian, Spanish, Swedish, Thai, Turkish and Vietnamese. The questionnaire design was developed “sequentially” (Harkness, Van de Vijver, and Johnson 2003). After the questionnaire was designed in English, it was translated by a translation agency, before being reviewed by the MPC and/or by external collaborators, adjudicated internally, and pretested (Harkness 2003). The French questionnaire for instance was first translated from the English version by the translation agency, before being proofread by an external collaborator who was a native French speaker, and checked internally by MPC team member⁴. The translated questionnaire was then sent for

⁴ For other languages which were commonly used by the respondents (e.g. Arabic, Chinese or Turkish) an external proof-reader was hired.

pretesting to all collaborators whose language of interview was French (Belgium, Morocco, Tunisia, Madagascar, etc.), who could, then, send their feedback.

The collaborators also tested the questionnaire over the phone (or face-to-face if necessary)⁵ with a small number of respondents. The first phone interviews tested the questionnaire in each language. After this first wave, adjustments were made and the main online survey was implemented.

Lists of potential respondents were compiled by external collaborators and double checked internally in order to make sure that they fitted the survey target group. Additional lists were prepared by the INTERACT team. These potential respondents were invited to take part in the survey via email. The first invitation letter was sent to these contacts in the language of the country of origin (if available), followed by the language of the country of destination, and finally the English version. Two weeks later, the same letter was sent in another order of languages: the language of the country of destination, the language of the country of origin, and, then, English.

INTERACT survey was designed to reach a wide pool of civil society organisations working in the countries of origin and destination. Combining CATI (computer assisted telephone interviews) and CAWI (computer assisted web interviews) was a strategy aimed at increasing number of responses. However, difficulties in reaching these organisations were related to the high versatility of both organisations and people working or volunteering in these organisations, and the absence of up-to-date information online or in official registers. Collaborators also suggested that in some countries respondents did not want to take part because they did not see the financial, political or symbolic benefits of the survey, or even saw a danger in answering it. Furthermore, due to the standardised structure of the questionnaire some respondents perceived the survey as being too broad.

There are different strategies for increasing the number of responses (Couper and de Leeuw 2003). One is to increase the number of contacts, in order to increase the sample size. The invitation letter was sent out to the potential respondents. However, while sending an invitation letter we could not be sure that it was received in the first place, that the right person received it, and, finally, that the person had decided to answer. Due to the low number of self-completed online questionnaires, external collaborators were asked to contact the people they enlisted to convince them to take part to the survey. In parallel, additional interviewers were hired (both in-house and externally) in May 2014 in order to identify new respondents, and increase response rate. The focus was, in particular, on corridor countries, so experienced interviewers speaking relevant languages called persons included in the contacts' lists. Direct phone contact allowed us to confirm that the right person was identified, and to convince this person to take part in the survey. In addition, direct interaction would allow gaining the respondent's trust and reassuring him/her regarding confidentiality issues, which were of particular importance for respondents concerned with the authoritarian regimes.

4.4 Challenges and solutions

Conducting the survey targeting organisations based in sending countries and in the EU posed a series of challenges. We now move to the problems that came up in the course of the fieldwork and describe some of the solutions for tackling these.

Firstly, we encountered issues related to survey fieldwork more generally. We chose SurveyGizmo as a host platform for the INTERACT survey, but during the fieldwork some technical issues emerged. For instance, the software did not allow us to use the specific country of destination / origin names within the questionnaire⁶. We thus introduced, for each page of the questionnaire, a list of definitions

⁵ In countries at war or with poor internet/phone coverage face-to-face interviews were carried out.

⁶ If a respondent was dealing with migrants from Turkey in France, for instance, we could not ask "In your opinion, how would you evaluate the school performances of migrants from Turkey in France?". Rather, we

of terms frequently used in the questionnaire. Furthermore, the survey platform proved to have many data saving format inconsistencies, which added a great deal of work to the data preparation and data cleaning stage.

The final stages of data collection coincided with holiday season, when respondents were difficult to reach. Thus, the final efforts (the last reminders about the survey and phone calls) took place in September just before the online link to the survey was closed.

Small organisations are less visible in general and thus more difficult to reach. Interviewers highlighted that it proved far less easier to convince smaller organisations to take part. Indeed, individuals in these organisations argued, on the phone, that they had limited time resources and they could not dedicate time for the interview.

Another set of challenges was related to the cross-national character of the survey. Although the questionnaire was translated into 28 languages this number did not include all the official languages of the countries of origin covered by INTERACT. For instance, there was no Ukrainian translation of the questionnaire⁷, which resulted in initial hostility towards an interviewer contacting Ukrainian organisations based in the EU using Russian. To overcome this issue the interviewer switched to Ukrainian and conducted the interview in Ukrainian (with simultaneous translation of the Russian questionnaire). Similarly, Bosnian organisations expressed displeasure at being sent the Serbian version of the questionnaire.

What is more, during fieldwork it was easier to manage human resources in house with a team of interviewers working in five languages. It proved more difficult to manage external staff, especially because they came from diverse cultural and linguistic contexts. The interviewers reported weekly on their progress to the INTERACT team based at the MPC. However, in two cases the INTERACT survey reached only a small number of targeted organisations (Chinese migrants in the Netherlands and the UK; Indian migrants in the UK).

Moreover, there were issues specifically related to surveys related to migrants. Organisations based in zones of conflict are necessarily under-sampled. So are organisations based in places with poor phone and internet coverage. Some respondents were hesitant and suspicious about answering the questionnaire. This was especially true of organisations dealing with groups coming from countries under dictatorships or organisations that receive funding from such regimes. This is why qualitative interviews with selected groups were designed as a follow-up to the survey. Some organisations expressed their concerns about data confidentiality. Take, for instance, this feedback from a Turkish language interviewer: “[An interviewee] was ok in the beginning of the interview but when it came to questions related to political and social activities, he got suspicious and answered those questions hesitantly”; or this message sent from a respondent to another Turkish language interviewer “I didn’t feel secure and comfortable by their questions. They are asking many private questions which I believe it is not necessary”. Interestingly, some respondents did not want to participate in the survey because they did not identify the people they dealt with as migrants. For instance a French language interviewer sent additional explanations to organisations dealing with American expatriates explaining why this group was considered to be migrants. One email was answered by the organisation in the following words: “we are not migrants in the normal sense of the word, but expatriates, and do not think our contribution would be useful to your study.”

It is important to note that the issues of anonymity regarded not only interviewees, but also interviewers. In one case the interviewer, a refugee, was concerned about revealing his name when introducing the survey to potential phone interviewees.

(Contd.) _____

had to ask “In your opinion, how would you evaluate the school performances of migrants from the country of origin you deal with in the country of destination?”.

⁷ The translation of the questionnaire took place before the conflict in Ukraine broke out.

To adapt to each cultural context, open questions were asked at the end of each questionnaire regarding integration. In addition, we added an “Other, please specify” modality to our questions. Another adaptive strategy was possible in the phone interviews: external collaborators were given specific documentations and training in order to explain problematic questions and to introduce themselves and the survey over the phone (see also Kleiner and Pan 2006).

4.4.1 Strong and weak points

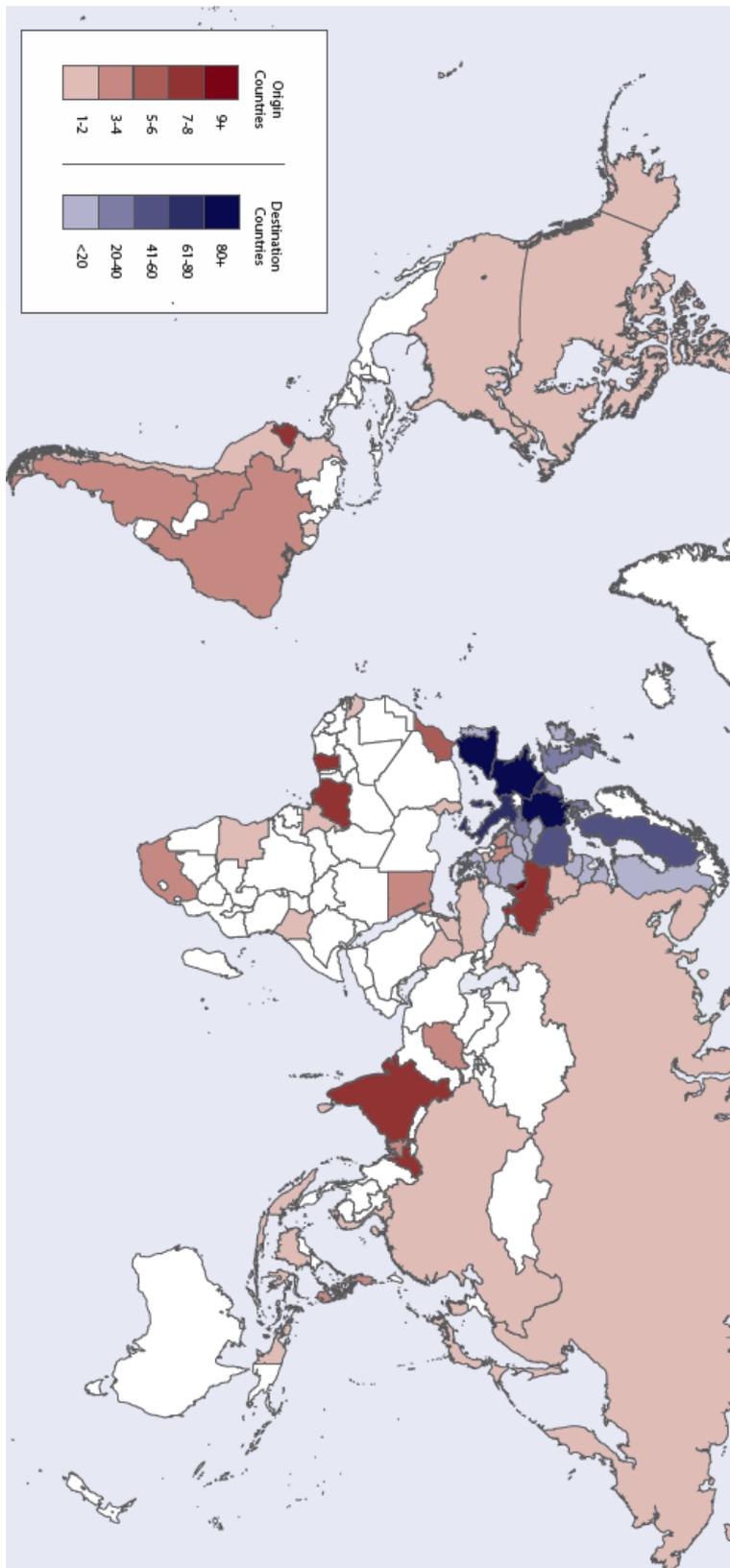
Even considering the challenges to the survey, the final result was a survey of migrant organisations with a world-wide reach. With translations into 28 languages, the survey reached a diverse pool of organisations. The survey provided an overview of issues related to migrant integration in eight dimensions. In cases where the number of responses to the survey was assessed as insufficient, qualitative interviews were carried out to shed light on the work of these organisations. Unlike existing literature, the INTERACT survey focus is on countries of origin, and it includes both perspectives. This is an exciting pool of data for migration researchers.

Having said this, the INTERACT survey highlights a series of issues. Because of the lack of sampling frame and non-representative sampling, the results of the survey are not generalizable for all migrant organisations. The mode of the survey (phone and online) favoured the participation of organisations based in countries with phone and internet coverage. The survey also favoured the participation of organisations operating in one of the languages to which the questionnaire was translated.

5. Overview of the results

In total 910 respondents took part in the INTERACT survey, 136 from the countries of origin (15 per cent of the sample) and 774 from destination countries. Among destination countries most interviews came from Spain, Germany, France, Italy and Belgium. This breakdown reflects efforts that were made to increase the number of responses in corridor countries, which needed to be examined in more detail. Fewer responses came from smaller countries and from the new EU member states. Figure 3 shows the breakdown of responses by countries on the map.

Figure 3. Number of responses to the INTERACT survey



Source: INTERACT survey

With regards to responses coming from organisations working with future emigrants in the countries of origin, the country with the most responses was Moldova. For all other countries of origin INTERACT survey did not score more than ten responses.

Table 2. Number of responses by country of destination (countries listed in decreasing order)

Destination country	Number of responses
Spain, Germany, France, Italy, Belgium	64-97
Poland, Sweden, Netherlands, Denmark, UK, Austria	29-48
Greece, Finland, Portugal, Romania, Ireland	10-19
Luxembourg, Malta, Estonia, Bulgaria, Cyprus, Czech Republic, Latvia, Croatia, Hungary, Slovenia, Lithuania, Slovakia	2-8
<i>Total</i>	<i>774</i>

Source: INTERACT survey

Moving to the origin countries, Table 3 shows that one fifth of the organisations operating in one of the EU countries dealt with more than one migrant group. Among the remaining organisations (that dealt with one migrant group above all) 100 questionnaires came from organisations dealing with Turks. Other numerous migrant groups included Ukraine, Russia, Morocco, Somalia, Tunisia, Ecuador and Brazil.

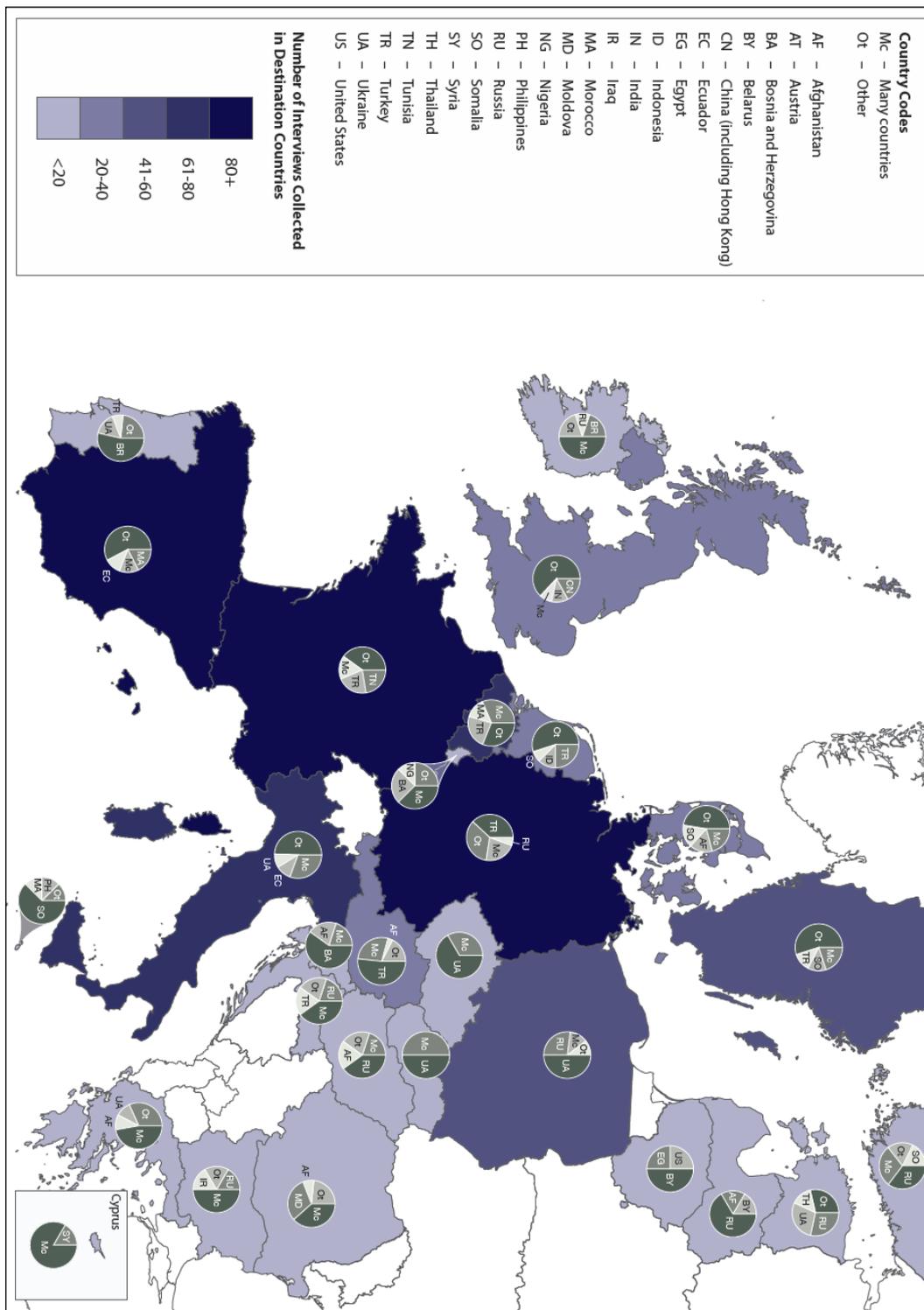
Table 3. Non-EU country of origin that the organisation mainly deals with (origin countries listed in decreasing order)

Non-EU country of origin	Number of responses
Many countries, equally represented	166
Turkey	100
Ukraine, Russia, Morocco, Somalia, Tunisia, Ecuador, Brazil	21-57
Afghanistan, US, China (including Hong Kong), Senegal, Syria, Iraq, Moldova, Philippines, Bolivia, Ghana, India, Indonesia, Pakistan	10-17
Thailand, Argentina, Bosnia and Herzegovina, Chile, Peru, Colombia, Egypt, Nigeria, Belarus, Macedonia, Japan, Albania, Cuba, Algeria, Cameroon, Canada, Democratic Republic of the Congo, Iran, Kenya, Lebanon, Suriname, Venezuela, Angola, Madagascar, South Africa, South Korea, Australia, Bangladesh, Vietnam	1-9
<i>Total</i>	<i>773</i>

Source: INTERACT survey

Below Figure 4 shows a map of the EU destinations with the shading indicating the number of responses coming from each country. Additionally pie charts for each country of destination show a breakdown of migrant groups that the organisations operating in each country dealt with. Each pie chart presents the three most frequent migrant groups and clusters all remaining groups into the “other” category. In some countries two or three groups are presented in the pie chart, as there were no other migrant groups dealt with. In general, the map reflects the INTERACT efforts to analyse “corridors” of countries.

Figure 4. Migrant groups that the organisations operating in the EU deal with



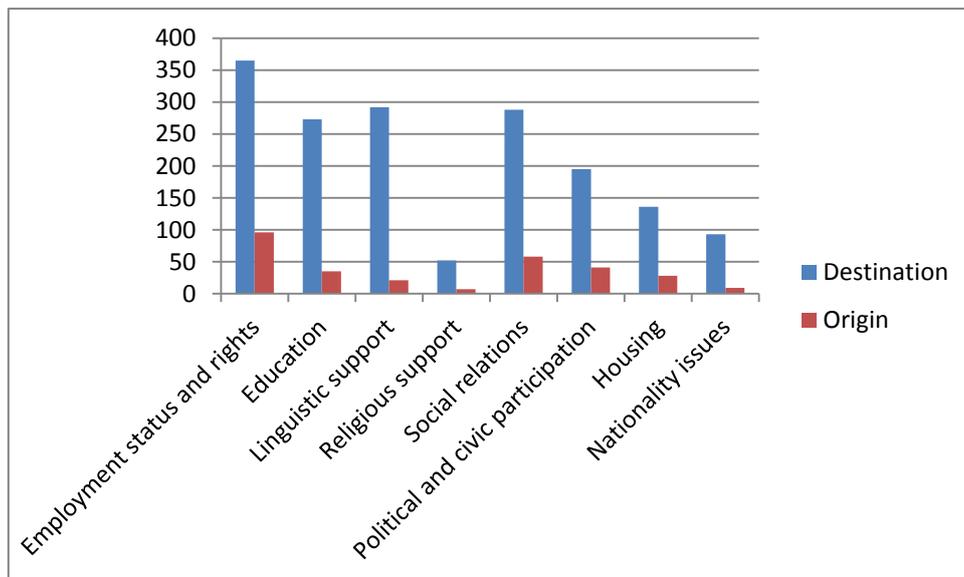
Source: INTERACT survey

The INTERACT survey was directed to organisations working with migrant integration. Almost seven out of ten respondents worked/volunteered in associations. Foundations accounted for eight per cent of the sample. Between five and six per cent of answers came from governmental institutions and international organisations. Other types of organisations accounted for the remaining 13 per cent of the sample.

The survey was designed to address issues about the eight dimensions of integration (see Figure 2). Each of the respondents could choose from one to three integration fields in which the organisation was active. Out of 774 organisations surveyed in one of the destination countries almost half filled in a labour market questionnaire reflecting a strong focus on employment issues in migration to the EU. Over a third of the respondents answered questionnaires about education issues, linguistic support and social relations.

Out of 136 questionnaires coming from organisations operating in the countries of origin, almost seven out of ten dealt with employment issues. Another 42 per cent of respondents talked about social relations as well. Between 20 and 30 per cent answered questions about nationality issues, education and political and civic participation. As with the countries of destination, the smallest proportion of the sample dealt with religion and housing.

Figure 5. Areas of migrant integration addressed by the INTERACT survey by organisations in countries of origin and destination



Source: INTERACT survey

As mentioned above, each respondent could choose between one and three integration domains in which their organisation was active⁸. This means that the total of the questionnaires collected was much higher than the 910 respondents who took part in the survey. Most organisations, both in destination and in origin, multitask dealing with more than one area of migrant integration, as outlined in the Table 4 below.

⁸ One respondent selected 4 questionnaires due to a software error.

Table 4. Number of questionnaires selected by respondents in countries of origin and destination

Number of questionnaires	Countries of destination	Countries of origin
1 questionnaire	208	43
2 questionnaires	213	31
3 questionnaires	352	62
<i>Total</i>	773	136

Source: INTERACT survey

It emerges from the survey that the most common services and important contribution offered by the organisations was related to providing migrants and/or future emigrants with information. In the case of organisations dealing with labour market integration, the information concerned employment opportunities, and also more general information about the legal and institutional context of the destination. Similarly, for the organisations operating both at origin and in the destination in the field of education the most common service provided was information about student opportunities abroad. In other integration areas, organisations were largely involved in providing information about migrant civic and political rights, nationality rights, especially in the country of residence.

By providing information, especially at the pre-departure stage, the organisations decrease the risk related to migration. Support for migrant training enhancing the transferability of human capital across the borders is another important area of organisations' intervention. In a similar manner, though on a smaller scale, organisational activities include lobbying for the recognition of foreign qualifications. Important work in the countries of origin was related to protecting migrant workers rights in recruitment abroad.

Table 5. Organisation reach measured by the number of migrants who contacted the organisation asking for assistance regarding integration issues in any given integration dimension

Organisation reach		Employment status and rights	Education	Linguistic support	Religious support	Social relations	Political and civic participation	Housing	Nationality issues
Countries of origin	0 to 30	36	12	8	3	26	19	3	11
	31 to 150	17	6	3	0	7	3	1	1
	151 to 600	7	4	0	1	2	3	1	2
	601 and more	9	1	1	2	8	4	0	4
Countries of destination	0 to 30	75	75	65	2	43	60	27	43
	31 to 150	100	74	82	11	80	32	27	20
	151 to 600	65	50	55	11	64	23	11	26
	601 and more	52	25	23	17	40	17	9	15

Source: INTERACT survey

The organisations were also probed as to their reach, that is the number of people who contacted them requesting assistance. Generally, in the countries of origin organisations with a rather small reach were predominant: these assisted up to 30 migrants on a yearly basis. Destination organisations in most cases operate middle- or large-scale operations. This may be the result of the sampling strategy, which relied on online records of organisations. Furthermore, smaller organisations based in the destination countries were reported to refuse participation in research due to the time constraints they faced. The different reach of origin and destination organisations may also reflect the reality of smaller scale

organisations operating in the sending countries with less funding. In the destination countries, in turn, the organisations may have greater reach as they work with different migrant groups on a more diverse range of integration issues.

Table 5 presents a detailed breakdown of organisational reach for countries of origin and destination by integration area. As expected, most organisations with large reach responded to three questionnaires. Most organisations reaching 0-600 migrants yearly responded to two questionnaires.

6. Conclusions

The INTERACT survey provides a new tool to research migrant integration. Its novelty lies in a cross-national approach in studying civil society organisations as actors that take part in migrant integration in the EU destination countries. INTERACT explores their views and their role with special reference to the countries of origin perspective. This is why the survey incorporated not only organisations based in the receiving societies but also the organisations based in migrant sending countries. In this the INTERACT survey has proved itself a precious research tool allowing for cross-national comparisons between different origin and destination countries.

The survey design and fieldwork proved to be a challenging task, something demonstrated by existing research involving cross-national studies. Broad coverage of the INTERACT survey made the task all the more difficult, as it involved the management of a large team of external collaborators and interviewers coming from different cultural and linguistic contexts. Furthermore, targeting migrant organisations was challenging, due to the lack of sampling frame and time pressures faced by the organisations working with migrants. There were also more general concerns about revealing information, concerns raised insistently by some organisations.

Upon completion the survey gathered over 900 responses from diverse types of organisations working predominantly (but not only) in integration in terms of employment, education, language and social interactions. These organisations had different reach, but their voices give us a better understanding of how they support migrants in their efforts to integrate within the EU. Although the exploratory character of the survey does not allow for generalisations for all civil society organisations, it sheds light onto how these actors' activities affect migrant integration in terms of origin and destination countries. However, the survey does much more than just mapping these activities comparatively. It also shows how organisations perceive states of origin and their policies in the day-to-day reality of migrant incorporation in receiving society.

Finally, the INTERACT project provides complementary vistas on migrant integration in the EU by analysing data from the exploratory survey in relation to the migrant and diaspora policies designed and/or implemented by both the countries of origin and destination. At the individual level, the project examines measures of migrant integration in eight dimensions using the indexes of incorporation. Such a multi-level approach allows us to better understand integration (or the lack of it) as part of a three-way relationship between migrants, their country of origin, and their country of residence.

Appendix 1**Population born outside the European Union and residing in the European Union
by country of birth (*), circa 1st January 2010 (**)**

Country of birth	Number
Turkey	2,604,772
Morocco	2,366,388
Algeria	1,473,913
India	1,034,297
Albania	995,992
Ukraine	798,048
Russia	791,028
China (including Hong Kong)	673,346
Pakistan	658,574
Ecuador	590,119
United States	520,918
Bosnia and Herzegovina	504,018
Serbia and Montenegro (before 2006)	503,778
Tunisia	500,341
Brazil	496,331
Colombia	427,310
Philippines	378,040
Iraq	362,314
Croatia	349,035
Bangladesh	326,720
Peru	322,267
Vietnam	322,159
Argentina	312,938
South Africa	286,720
Nigeria	285,876
Serbia	283,020
Iran	278,400
Sri Lanka	270,197
Moldova	236,185
Senegal	222,114

(cont.)

**Population born outside the European Union and residing in the European Union
by country of birth (*), circa 1st January 2010 (**) (cont.)**

Country of birth	Number
Bolivia	217,446
Suriname	210,717
Egypt	201,450
Ghana	195,748
Venezuela	192,414
Somalia	189,157
Republic of Macedonia	184,716
Thailand	180,206
Afghanistan	179,141
Indonesia	168,053
Canada	162,959
Australia	162,229
Angola	158,427
Dominican Republic	157,492
Jamaica	154,377
Democratic Republic of the Congo	151,274
Kenya	149,876
Belarus	138,819
Lebanon	134,599
Chile	124,043
Cuba	123,821
Japan	115,618
Madagascar	110,678
Syria	103,774
South Korea	102,472
Cameroon	100,999

Source: Eurostat and National Statistical institutes.

(*) Immigrants are defined as foreign nationals (i.e. according to the country of nationality criterion) in Germany, Estonia, Greece and Malta.

(**) Figures refer to 2010 (1st January) for all countries of destination except of Austria, Malta, Portugal, Romania and Slovakia (2009), Lithuania (2008), Greece (2006), France (2005), Cyprus, Hungary (2002), Bulgaria, Luxembourg (2001) and Estonia (2000).

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