



AMMATTIKORKEAKOULU
University of Applied Sciences

Interview result analysis

1.11.2022

Tereza Malikova, Siiri Tick, Lok Tsang, Lari Eronen, Noora Laakso, Tanya Babenko, Anniina Purje, Mia Tarino



TECHVILLA

Interview questions

- Do you think it is difficult to find transportation in Finland?
- Do you think it is hard to find information on learning Finnish?
- Do you find it difficult to arrange your financials in Finland?
- Do you find it hard to deal with your phone service in Finland?
- Do you think it is difficult to find an apartment in Finland?
- Do you think it is difficult to adapt to Finnish weather?
- Do you find it difficult to find local food from your home country?
- Do you find it difficult to use delivery services in Finland?
- Do you think it is difficult to find leisure time activities in Finland?
- Do you think it is difficult to find information about jobs in Finland?
- Do you find it hard to get medical help in Finland?
- Do you find it difficult to get information about basic rights in Finland?
- Do you think it is difficult to use tax services in Finland?
- Do you think it is difficult to find information about insurance in Finland?

Background information about the research:

- The aim of the interviews was to **find out the biggest difficulties** that foreigners face in Finland so that we could build up an information base that would be of use to new foreign people
- In total, we interviewed **21 persons**:
 - 3 Ukrainian, 3 Iranian, 2 German, 2 Indian, 2 Afghani, 1 Italian, 1 Russian, 1 U.S., 1 Canadian, 1 Lebanese, 1 Armenian, 1 Vietnamese, 1 Bulgarian, 1 Chinese
- The interviews were executed between 26.9.-26.10.2022
- The interviews were **semi-structured theme interviews**, where we used **open-ended questions** and **number scaling** to find out the relevant information (1 is very easy, 5 is very hard)
- The interviews were done mainly through **remote channels** such as teams and zoom



Major findings

- **Banking came up as the most difficult topic**; navigating all the requirements is difficult for a foreigner with no prior knowledge
- Several interviewees shared that **the level of English in services is poor**; most official services have very few good English speakers, and most websites' English versions are very lacking
- By far the **worst governmental institution you have to work with is KELA**; customer service is poor, the back response does not work as intended, and the English-language website does not function
- **Long waiting lines** were brought up several times, and they were criticized for feeling very arbitrary
- **Tax administration was given good feedback**; customer service is skillful and website calculators are very useful
- **The high costs of living come as a surprise**; utilities, hobbies, etc. are more expensive in comparison to the origin countries of interviewees
- **Healthcare is somewhat hard to navigate** if you start with zero knowledge

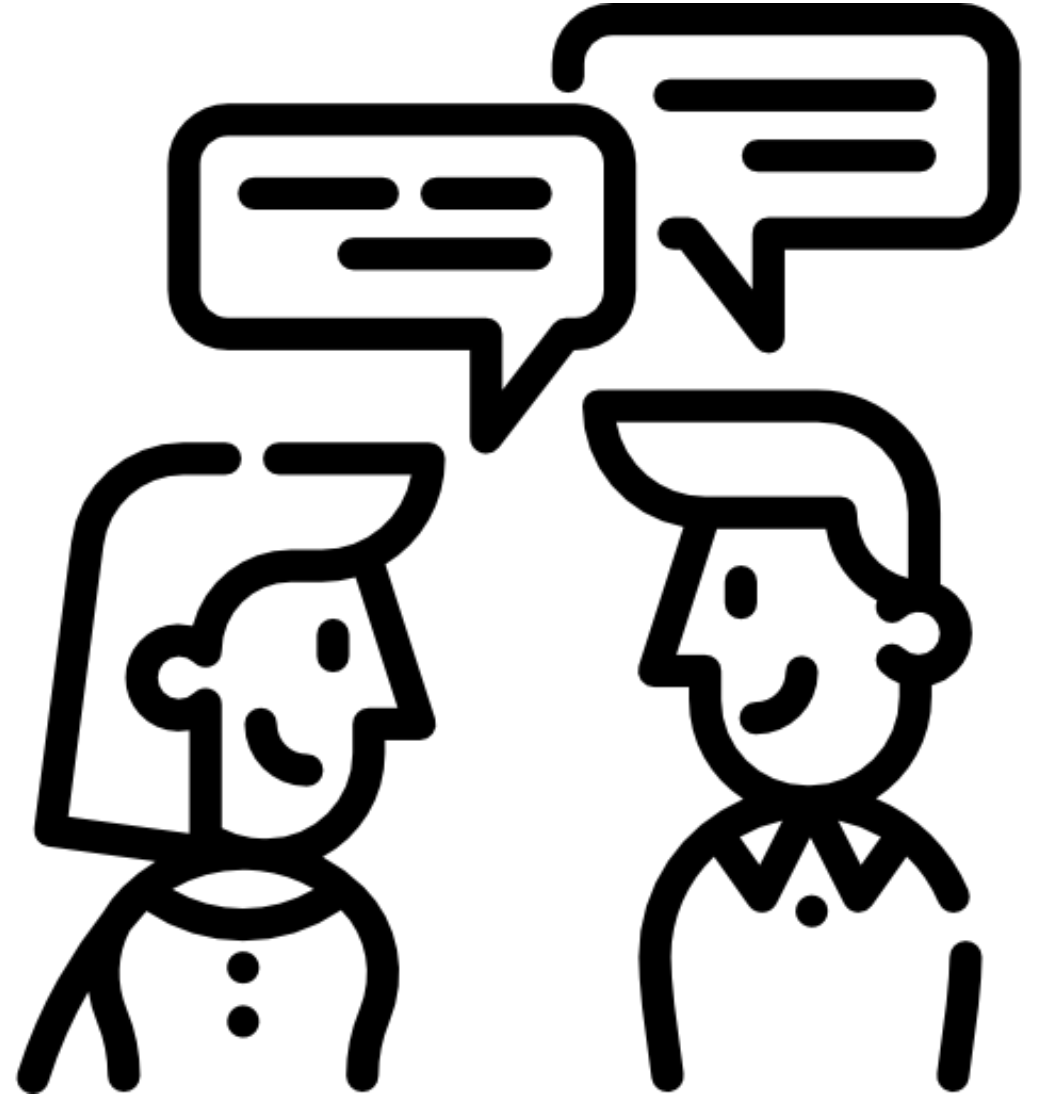
Transportation

- Average of 1,9
- Confused about whether to use HSL or VR app
- The time schedules are not accurate enough
- The apps are accessible in English
- Easy in the Helsinki area, but hard outside of Helsinki



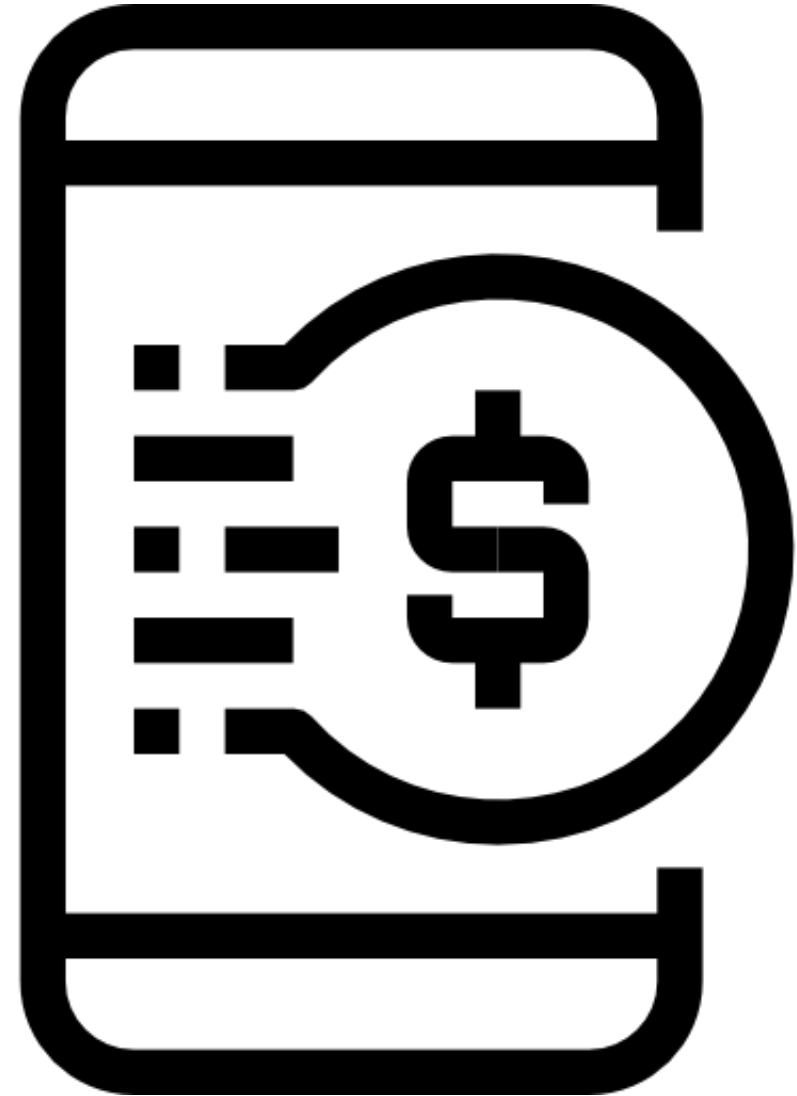
Finnish language

- Average of 3,4
- Hard to learn the Finnish language and find information on Finnish language material
- Finding Finnish courses is hard
- Finnish language courses are not enough
- There is information on learning Finnish in the workplace and school, but there is no such information from the government.
- Finding information is easy online



Banking

- Average of 4,2
- Difficult to get all the necessary documents to get a bank account and card
- Lack of English skills in customer service
- No interpreter is available
- Using banking services online is easy
- Banking and verification apps are easy to use
- Bank service is open at all times for lost cards



Phone

- Average of 1,25
- Prepaid phones are a little expensive sometimes
- A prepaid phone is easy to find and recharge
- Dealing with operators and phones is not hard
- Many types of phones available in operator shops
- Phone shops are very accessible
- Getting help with setting up an account and service is easy



Apartment

- Average of 2,5
- Finding an apartment is challenging for foreigners
- Rent prices are expensive
- Some foreigners may use agencies
- The Finnish rent websites are not reliable
- Landlords do not trust foreigners
- Confused about contract detail regarding water and electricity



Weather

- Average of 2,3
- Differ according to personal preference on seasons
- It is difficult for foreigners from hot countries to adapt to Finnish cold weather
- Warm clothes are accessible
- Possible mental health association with long dark periods of time comes as a surprise

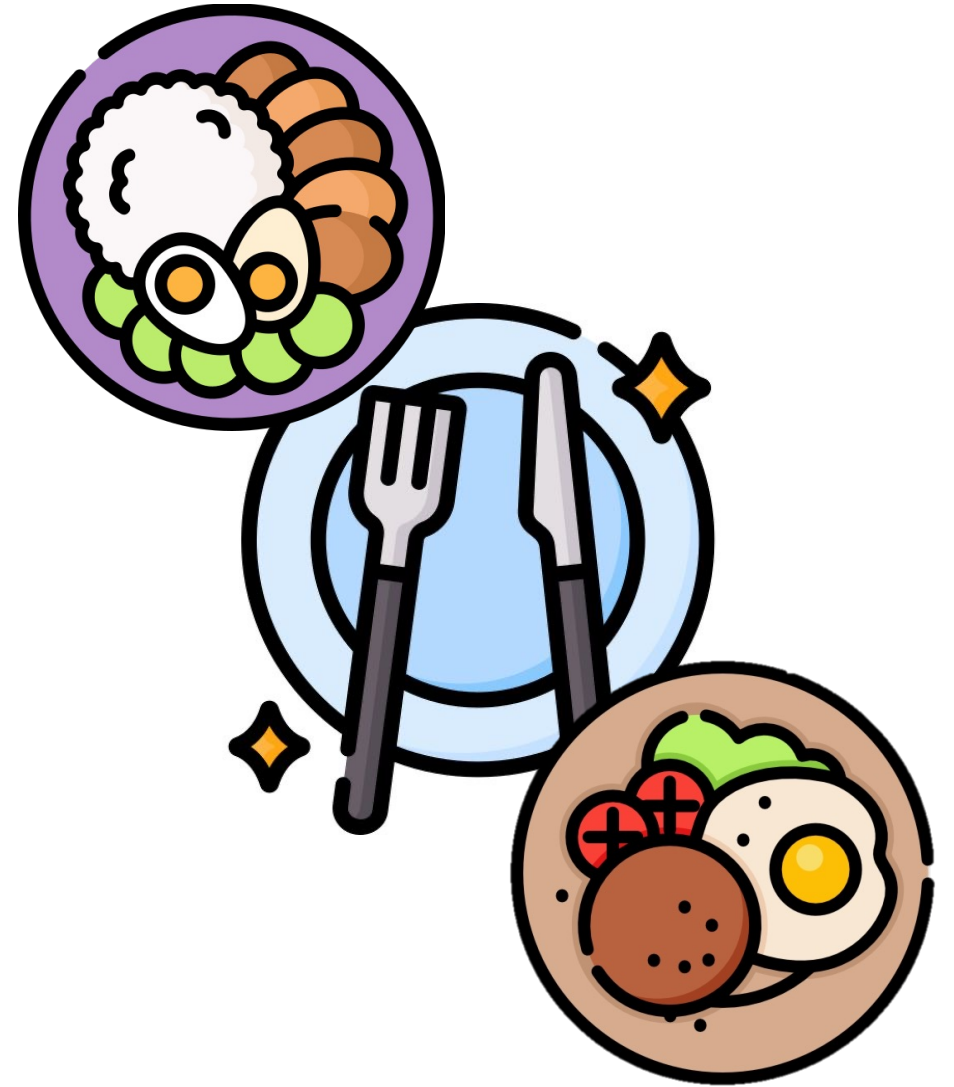


°C °F



Food

- Average of 2,8
- Foreign food stores are available, but the variety of products is not enough
- It is easy to find foreign food in Helsinki, but difficult elsewhere (smaller towns etc.)
- Some foreigners like Finnish food
- Some foreigners are not looking for food from their home countries



Logistic

- Average of 2,1
- Hard to use postal service outside EU
- Easy to use Posti in Finland
- Easy and convenient to use postage online
- Pickup points are accessible



Hobbies/leisure time

- Average of 2,2
- Generally seen as easy to find hobbies
- The most popular hobbies were outdoor activities, as they are easy to access and cheap/free of charge
- Social hobbies also popular; movies, hanging out with friends etc.
- Feel that Finns are hard to get to know, hinders friend making
- Families felt that there were very well activities for them and their kids
- Some hobbies very expensive, for students too expensive



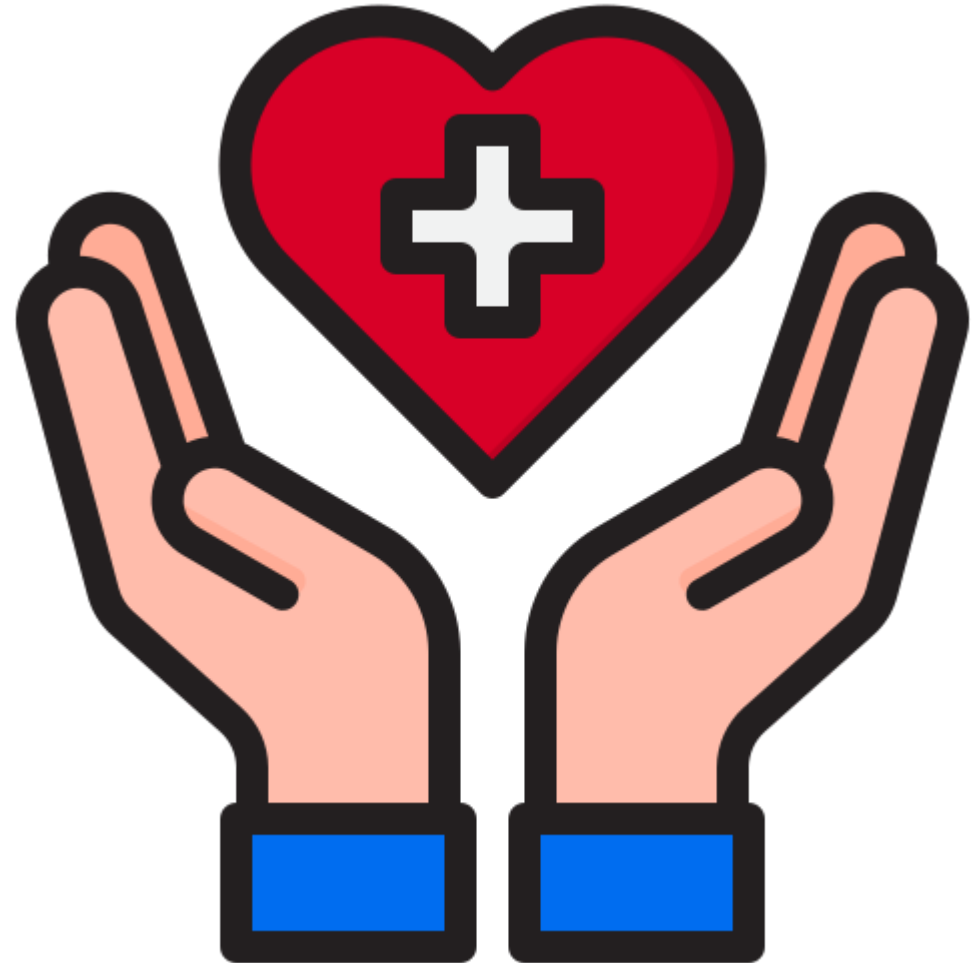
Work

- Average of 2,6
- Finding knowledge about jobs not seen as difficult
- Getting the job as non-Finnish speaker is difficult
- Divided opinions; easy for some, hard for others
- Language skills, country of origin and connections matter
- LinkedIn was praised as a good platform



Healthcare

- Average of 2,7
- Overall seen as good as or better than in other countries
- Some respondents said finding information is hard, the main sources being friends and coworkers in the last hand
- Where and how to get appointments biggest parts
- English information lacking/wrong/cant's find, and some doctors/nurses don't speak good enough English
- A common problem is long waiting lists also



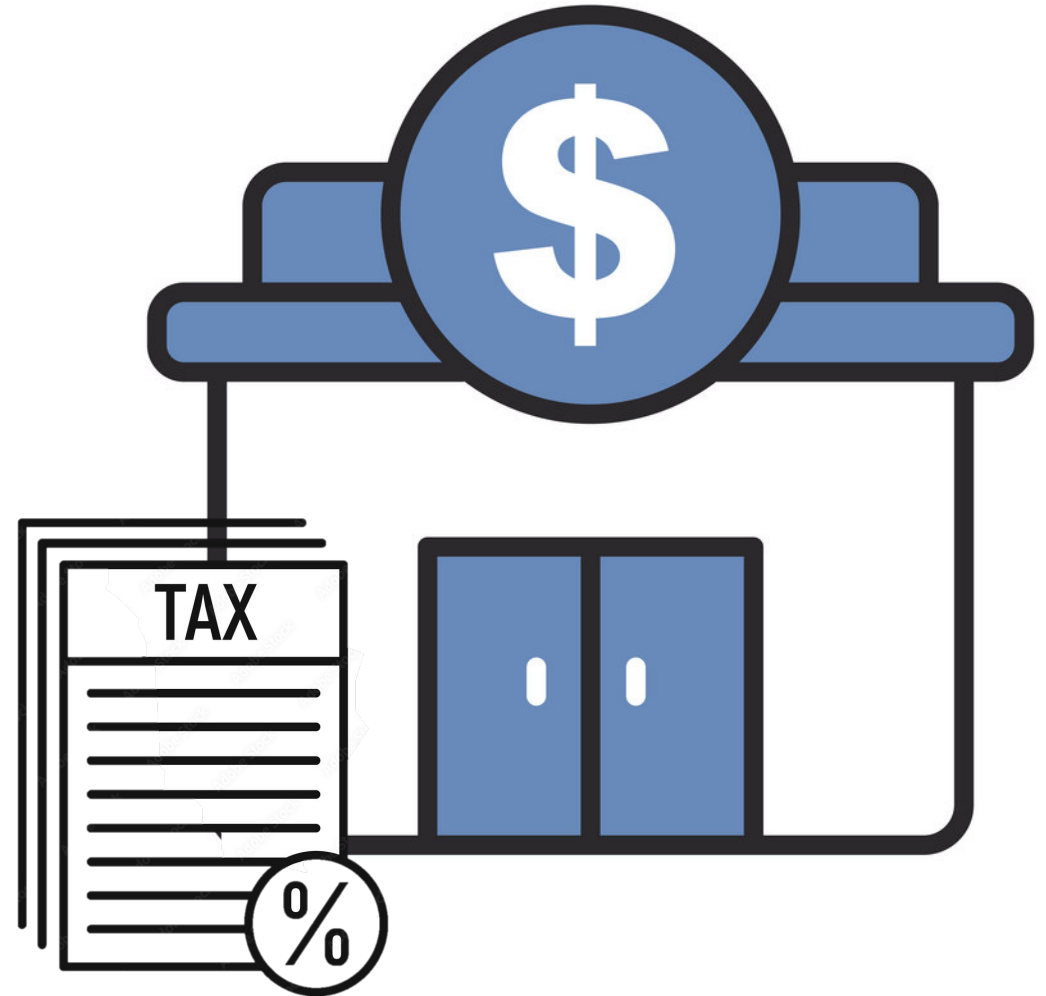
Basic rights

- Average of 2,4
- Mainly people did not feel scared or feel the need to find out about their basic rights, it is not seen as very necessary
- Law system quite similar up to some point to other countries
- A big problem is not finding the information, at least not well in English, because it is not openly provided
- One respondent told us that they feel as though they are treated worse because they are a foreigner
- Biggest limitation is language; all English versions are shortened so context disappears



Tax office

- Average of 2,1
- Generally not seen as hard
- Customer service and English are good
- Website is very useful
- Tax levels in Finland a bit high overall



Insurance

- Average of 2,5
- Comparing prices and terms and conditions is felt as difficult and as a time-consuming process
- Some get theirs through work or school, so no need to deal with it themselves
- A lot of different “topics” on what to get insurance on (pets, injuries, persons, cars, bikes, phones, etc.)



Other topics

- Mostly people mentioned these same things:
 - Low availability of information on OFFICIAL sites in English
 - **KELA service quality is atrocious**
 - **Long waiting times** to all government official authorities, especially Migri
 - Key problem to job searching is the **low receptiveness** of Finns
 - You need a license to almost everything, and **getting the licenses is difficult**
 - Unemployment insurance a very vague thing
 - The high costs of living
 - There should be a part of “Finnish culture” in the handbook, to let people know what kind of people we are
 - Also noted are our kindness, desire to help and politeness and goodwill

Overview:

The average answer on a scale of 1-5 (N=21)



1 = very easy, 5 = very difficult