

To what extent is the integration demeanour of Dutch international cities successful?

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Executive summary

The word expat refers to someone who is temporarily relocated to work outside their home country. However, expats are not to be confused with immigrants, which refers to the international movement of people who leave a country to settle in another for the purpose of permanent residence. International trade agreements between companies and the demand for highly skilled professionals in the right place and position are the reason for the rise of this new population segment. When expats move to a new country, they often encounter a culture that demonstrates major differences to their own culture. Similar to classic migrants, expatriates and their families, struggle to adjust to living in another country, which results in them often only feeling at home in their own 'expatriate bubble'.

The families of expats, the trailing spouses, were included in this dissertation, since they are often most affected and their happiness is important for the determination of success of a foreign assignment. Integration refers to the process in which individuals create a new identity within a society. The integration process is not only about obtaining citizenship; it also contains a social feature. The social features, established by the 2015 HSBC expat explorer survey, function as a guideline throughout this research. The relevance of exploring how these elements of the social integration process are present in Amsterdam and The Hague will provide an insight into to what extent the Dutch integration demeanour is successful.

Several expert interviews were conducted to support the findings of the desk and literature review. Yet, expats influenced this research process through the use of an online survey. Numerous individuals belong to the group of the international communities, this dissertation focused on highly skilled migrants and the Amsterdam internationals.

The goal of this research is to provide insight into the role the Dutch international cities have and to examine whether they contribute to the preservation of the expatriate bubble. While the Netherlands offers their resident expats, several excellent social integration opportunities, through international schools, access to healthcare and the ability to build on their social network. The closeness of Dutch society, the accessibility of several social services in English, and Dutch language courses became the most significant obstacle for expats in the Netherlands.

This inaccessible behaviour contributes poorly to the integration process and encourages the expats to preserve the expatriate-bubble.

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Preface

Before you lies my graduation research project for the European Studies programme at The Hague University of Applied Sciences. The purpose of writing this dissertation is to bring the obtained competences into practice.

I would like to thank my supervisor, Flora Visscher, for the feedback she provided. Above all, I would like to thank the people who unconditionally supported me during this writing process. A few years ago, I never would have thought that I would ever hand in a dissertation. Yet, here it is and I hope you enjoy reading it.

Maxine de Wilde.

Introduction

A world in which individuals frequently are being relocated around the globe because they obtain scarce skills that are in demand. Sounds like a dream job, does it not? It is the world of expats and, unfortunately, there is a price to pay. Similar to classic migrants, expatriates and their families often face challenges in their local integration (Van Bochove, 2012). They struggle to adjust to living in another country, which results in them often only feeling at home in their own 'expatriate bubble'. These expatriate bubbles consist of expat communities that provide international schools, numerous social clubs, and services in their own languages. Expats and their families depend on these types of communities because they experience repeated short stays in foreign countries (Expats, n.d.).

However, in order to become part of a country, an integration process is required (Kotronias, 2011). Integration refers to the process in which individuals create a new identity and in which they become accepted into a society (Penninx, 2003). The integration process is not only about obtaining citizenship; it also contains a social feature. According to Kim (2000), a main part of the integration process is the cross-cultural adaption, which refers to the process of learning about the rules, customs, social norms, and languages of a culture other than your own. However, according to an article published by RTL Nieuws, this is not easy in the Netherlands. The Dutch society is closed and foreigners find it hard to integrate fully into Dutch society (Melchers, 2016).

According to the 2015 HSBC expat explorer survey, the characteristics that seem to be responsible for the attraction of expats are the culture/openness of a country, the ability to establish a social network, the presence of sufficient school and job opportunities for the spouses and children, and the access to a country's healthcare system (How countries compare, n.d.). These features, which are social features of the integration process, led to the decision to examine which aspects of the social integration process expats value the most and how the Netherlands facilitates these with regard to their resident expats.

Several factors lead to the assumption that the Netherlands is a relatively popular country in which expats settle. Firstly, it has world-famous cities and a strong economy (the Netherlands, n.d.). Secondly, Amsterdam ranks at 11th place on the Mercer Quality of Living (a city rankings list), which determines which cities offer the highest quality of living for expatriates globally (Keith, 2014). Thirdly, The Hague is classed as the figurehead of an international city because it is known as the city of peace and justice (The Hague, International City of Peace and Justice, 2014). Furthermore, the Netherlands offers their resident expats an international business environment,

a multilingual environment, a high quality of life, and a stable political and legal environment (Clossick, n.d). The expats of the focus area of Amsterdam, are “right in the business hub of the Netherlands” (Working in Amsterdam, n.d., para. 1). In addition, the expats of the focus area in The Hague benefit from the opportunities offered through the presence of numerous international and European institutions within The Hague (Working in The Hague, n.d.).

The goal of this dissertation is to examine which role the Dutch cities Amsterdam and The Hague fulfil in the social integration process of their resident expats and to determine whether they contribute to the preservation of the expatriate bubble or whether they actually provide their resident expats diverse opportunities to successfully integrate into society. The central research question of this dissertation is therefore as follows: To what extent is the integration demeanour of Dutch international cities successful?

In order to answer the central research question sufficiently, six sub-questions are designed to guide the research.

1. What defines an expat culture?
2. What defines a successful expat city?
3. What are the current expat policies of the Netherlands?
4. What are the current objectives regarding the attraction of expats to Amsterdam and The Hague?
5. What are the specific needs of expats in Amsterdam and The Hague?
6. How do Amsterdam and The Hague facilitate their expats?

Overview

In chapter one, the term expat is explained and the importance of their families is addressed. Furthermore, the chapter aims to reach an understanding about the definition of culture and what occurs when expats have to integrate into another culture. The second chapter concerns the methodology used for this research. Chapter three examines the assets an expat city needs to possess in order to be successful. Chapter four explores the legislation and policies regarding receiving expats in the Netherlands. Chapter five explains the current objectives of the municipalities of both Amsterdam and The Hague and how they intend to attract more expats. Chapter six identifies the expat needs in Amsterdam and The Hague using an online survey. Each chapter, apart from the methodology, concludes with an answer to the matching sub-question. Chapter seven summarises the present integration opportunities and their relevance for both

cities. In chapter eight, all the findings of this research process are analysed. Finally, in chapter nine, the conclusion of this research is presented in which the central research question is answered: to what extent is the integration demeanour of Dutch international cities successful?

1 What defines an expat culture?

This chapter introduces the term expatriates and elaborates on the associations related to their culture that will be important during this research. Furthermore, this chapter explains what expats go through when they have to re-integrate within a new culture. In the conclusion of this chapter, the resulting information provides an answer to the first sub-question.

1.1 The world of expats.

A frequently used word within the Dutch corporate world is the term expat; this term derives from the Latin prefix *ex* and the noun *patria*. Expatria means 'out of home country' (*What's an expat anyway? n.d.*). The word expat refers to someone who is temporarily relocated to work outside their home country. However, expats are not to be confused with immigrants, which refers to the international movement of people who leave a country to settle in another for the purpose of permanent residence (Immigrant, n.d.).

International trade agreements between companies, the globalization of economics, and the demand for highly skilled professionals in the right place and position are the reason for the rise of this new population segment. Most expats are requested by companies to work abroad because of their set of skills. Yet these international assignments are costly; companies need to provide their expats with full expatriate packages including benefits and cost-of-living adjustments (Black & Gregersen, 1999). Nevertheless, transferring employees or so-called talent is something in which companies heavily invest, and employers temporarily assign employees to work in another country to compete in the global war for talent (McNulty, 2014).

An individual may become an expat for any one of a different number of reasons, not only for the financial gain due to compensation packages and potential tax benefits. Personal reasons may also feature in their decision, as the foreign-language skills and intercultural competences obtained increases their value as an employee (Expatriate Benefits: Perks of an Expat Job, n.d.). Even though the word expat is the most well-known term to categorise people who are temporarily assigned to work in another country, other than that of their origin, a distinction is made between various types of expats. Some examples are employers of multinationals, diplomats, journalists, students, knowledge migrants, the military, internationals and lovepats, which are the partners of expats. In colloquial speech, it is possible to summarize all of the above types under the concept expats (Expats, n.d.; Kooman, Appendix I). This dissertation focuses on the highly skilled knowledge migrants and internationals, and chapter four elaborates on which individuals qualify as highly skilled knowledge migrants.

The term expat refers to employees who engage in a foreign assignment for several months or years. A distinction is made between short-term and long-term assignments. Short-term assignments last between three and twelve months and in this case, the family often does not relocate. Long-term assignments last between one and five years and in this case, the family often does relocate together with the expats (McNulty, 2014). There are also the so-called serial expats, who move from one country to another on a series of international assignments (*What's an expat anyway? n.d.*). This dissertation focuses on the expats who undertake long-term assignments, since they are dependent on a good integration process.

Partners who accompany the expats to another city because of a work assignment are referred to as trailing spouses. This term was first used in 1981 by Mary Bralove, a Wall Street Journal writer. With this term, she captured the concept of sacrificed career plans to accompany a partner (Trudell, 2015). Since, despite the financial and personal benefits expats encounter from their international assignments, there is a downside to the story. Many trailing spouses do not relocate for their own personal career objectives, but rather to accompany and support a partner. They place their own career paths aside to be able to take care of the family. Another term that refers to the family of the expats is traveling spouses; the children of expats are also included in this term since they are often required to relocate with their families. It is important to realize that the happiness of the spouses influences the success of a foreign assignment (The Trailing Spouse: Gender Roles Abroad, n.d).

1.2 The move to another culture.

Due to globalization and the effortless move of people, it may be said that the world has many international cities. Both Amsterdam and The Hague qualify as international cities. What defines an international city depends on different factors: the presence of cultural and culinary establishments, the number of international visitors and residents, the presence of important legal institutions such as national and international embassies, departments and court tribunals, and the housing of international multinationals (The Hague, International City of Peace and Justice, 2014).

Moving to another country or different culture is not without challenges. Culture defines the (often unspoken) standards and (mostly unwritten) rules that guide a certain group's behaviour. According to Geert Hofstede, culture is compared to a union with several layers (Willer, n.d.); the layers exist around a core that stands for the values of a certain culture. The outer layer signifies what you can see, hear, and touch – such as the language, products, and rituals (Nunez, Nunez Mahdi, & Popma, 2007).

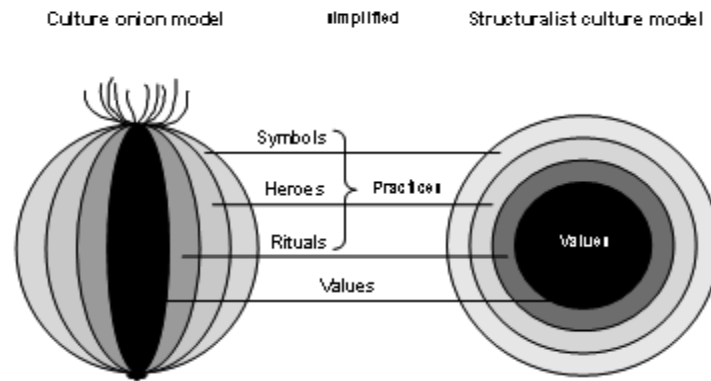


Figure 1 - Layers of culture model (Willer, n.d.).

In 1976, Edward T. Hall described another way to view culture. He proposed that culture be understood as an iceberg, where the external features are located above the surface and the internal features below the surface (Constant foreigner, 2013; Kerns, n.d.). This theory symbolizes the hidden characteristics of a culture.

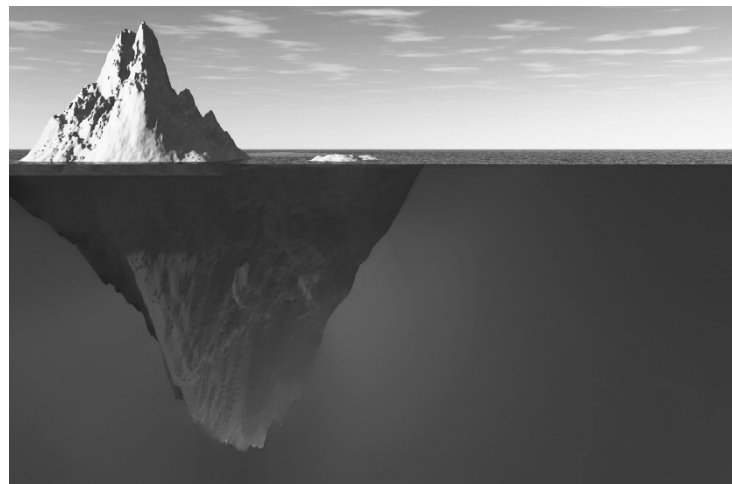


Figure 2 - Iceberg theory model (Kerns, n.d.).

As mentioned, moving to another country or encountering a different culture is not without challenges. Sudden integration into another culture is not possible because the dissimilarity is likely to evoke a culture shock. According to Barends Psychology Practice, an online expat counselling service, culture shock originates when people encounter a culture that demonstrates a significant contrast to their own. The culture shock can evoke a roller-coaster of emotions and is mostly experienced as unpleasant. There are five phases within culture shocks where different associations towards feelings take place.

Stage one: The Honeymoon phase.

Upon arrival, there will be enthusiasm about the move, the new prospects, and experiences.

Therefore, this stage will be filled with feelings of excitement and joy.

Stage two: The Rejection phase.

This phase starts when the differences between the new and own culture are recognized.

This phase is mostly filled with frustration and annoyance towards the differences in daily life.

Stage three: The global adjustment phase.

During this stage, expats become more comfortable within their new culture, the so-called surface adjustments are made, and the adaption period starts. However, despite the fact that foreigners now feel more comfortable than at first, they do not feel completely settled.

Stage four: The deeper reaching adjustment phase.

After a while, the expats start to recognize deeper cultural and personal issues, which once again will evoke feelings of frustration.

Stage five: The adjustment phase.

When expats reach the final stage, they accept the difference between cultures. This adjustment sometimes even results in borrowing some habits from the opposite culture (Barends Spychocology Practice, n.d.).

1.3 Adjusting to an opposite culture.

“How can people understand one other when they do not share a common cultural experience?” (Bennet, 2013, Chapter 1, introduction Para. 1). Adjusting to another culture takes time. The following theory of Dr. Milton Bennet provides a model to understand how people develop their ability to interact with cultural differences. The Developmental Model of Intercultural Sensitivity (DMIS) presents the six stages individuals have to progress through before reaching the point of intercultural competences, which refers to the ability to integrate in another culture (Commicaid, n.d.).

The first three stages of the DMIS model are *ethnocentric*, in which individuals judge other cultures by the values and standards of their own culture (Bennet, 2013).

First stage: Denial.

In this stage, individuals refuse interaction with other cultures and show no interest in discovering cultural differences from another culture.

Second stage: Defence.

In this stage, individuals consider all other cultures to be inferior to their own and will constantly criticise someone from another culture.

Third stage: Minimisation.

In this stage, individuals start to believe that all cultures share common values (MacLachlan, 2010).

The second three stages of the DMIS model are *ethnorelative*, meaning that one's own culture is experienced in the context of other cultures (Bennet, 2013).

Fourth stage: Acceptance.

In this stage, individuals may still judge other cultures. However, they will tend to recognise that other cultures are different and become curious about the differences.

Fifth stage: Adaption.

In this stage, individuals gain the ability to adapt more easily by changing their own behaviour.

Sixth stage: Integration.

In this stage, individuals change their behaviour and communication style when interacting with other cultures (MacLachlan, 2010).

The DMIS explains the phases of being in a new culture and, since expats upon arrival are surrounded by cultural differences, the DMIS model is relevant to describe the stages of progression that expats encounter during their integration process.

Nevertheless, not all expats and trailing spouses overcome these cultural barriers. In fact, this is usually only accomplished by a few who are located abroad for a longer period. Edward T. Hall states that only through active participation within a culture can understanding follow (Constant Foreigner, 2013). Active participation is a key factor within this dissertation, since the success rate of the integration process is also dependant on one's own effort. When ultimate understanding of

the core values of an opposite culture is reached, cultural awareness is achieved (Culture awareness, n.d.).

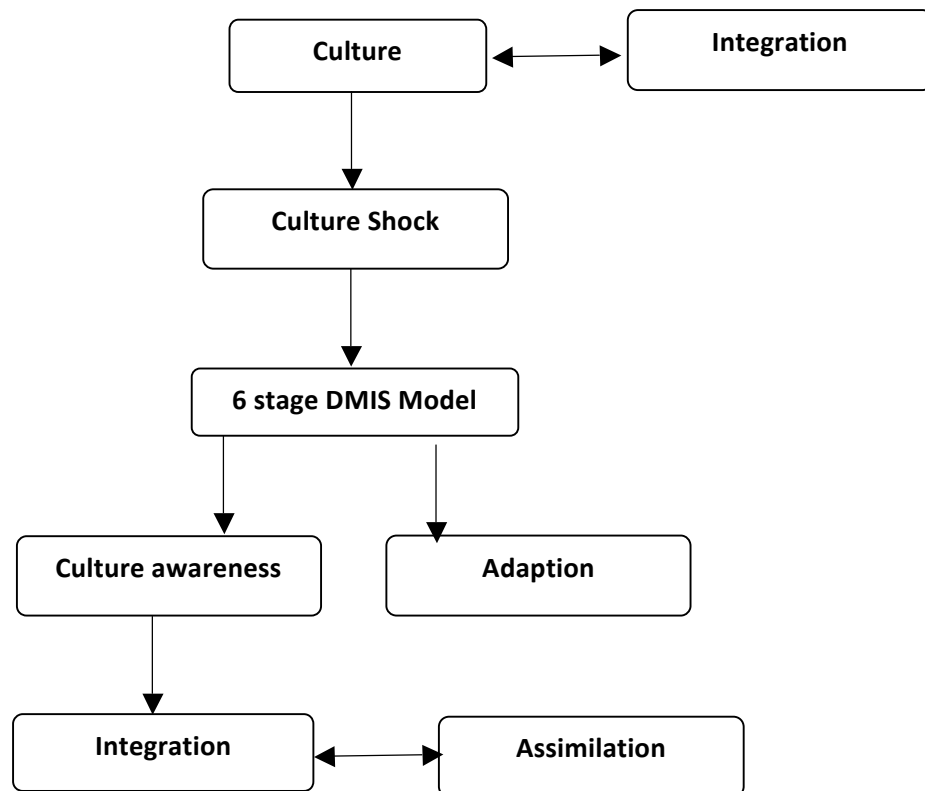
1.4 From adjusting to integrating into another culture.

As stated in the constitution of every country, certain rules apply when individuals want to enter a country. The Dutch Civic Integration Act stipulates the rules and regulations surrounding the integration process (Iamsterdam, n.d.). These are clarified in chapter four, where the current expat policies of the Netherlands are researched. However, the integration process is not only about obtaining citizenship; it also contains a social feature. This social feature of the integration process functions as a guideline throughout this research. It is important that true understanding of another culture is reached, as this indicates having reached the stage of assimilation – the process whereby individuals adapt to the customs and attitudes of the prevailing culture because of prolonged contact (Assimilation, n.d.).

As stated, only a few expats reach this stage of assimilation and therefore truly integrate into a new society. One of the reasons for this is the existence of expat communities, which consist of international schools, numerous social clubs, and services in their own languages. These types of communities are a result of the repeated short stays of the expats, which results in an insufficient integration process in their new hosting countries (Expats, n.d.). People link such ‘comfort zones’ to a series of recurring habits, thoughts, and emotions that are often linked to their home country (Valentino Curti, 2014). Retreating within these familiarities is what keeps them restricted to their expat bubbles (Expats, n.d.).

In conclusion, expats are individuals who temporarily work and reside in a country other than that of their citizenship. The need for expats originates through international trade agreements and they are valued since they often possess scarce skills. Working as an expat is accompanied by personal and financial benefits. However, the repeated integration periods and cultural differences are demanding for expats and their trailing spouses. As a result, expats and their relatives often depend on expat communities, which restricts them to their expat bubble.

1.5 Conceptual Model



2 Methodology

This chapter describes in-depth the types of research methods that were used during the process of this dissertation. Firstly, a description of the research methods is provided. Secondly, this chapter describes the methods required per sub-question, why this type of research method was selected, and the procedures implemented to answer the sub-questions. Furthermore, this chapter elaborates on the credibility, validity, and liability of the results and the scope and limitations of this research process.

2.1 Introduction to the research methods.

The three research methods used during the research process of this dissertation were as follows: desk research, literature review, and field research in the form of interviews and an online survey. In order to answer several sub-questions, mix-methods were used i.e. a combination of different research methods.

2.2 Design of research methods.

The following table provides a clear overview of the methods used to provide answers to all the sub-questions during the writing process of this dissertation.

Table 1 - Overview research methods.

➡	Desk research	Literature review	Field research
<i>Sub-Questions</i> ↓			
1. What defines an expat culture?	✗	✗	Interview
2. What defines a successful expat city?	✗		
3. What are the current expat policies of the Netherlands?	✗	✗	Interview
4. What are the current objectives regarding the attraction of expats to Amsterdam and The Hague?	✗		Interview
5. What are the specific needs of Amsterdam and The Hague expats?	✗		Survey
6. How do Amsterdam and The Hague facilitate their expats?	✗		Interview & Survey
Central research question: To what extent is the integration demeanour of Dutch international cities successful?	✗	✗	Interview & Survey

2.2.1 Desk/literature research was conducted to acquire and analyse information that was already in print or published by others and made available through the use of websites, databases, and

reports (Business dictionary, n.d.). Several research procedures were executed on both primary and secondary bases during the desk-research process. Firstly, internet websites were examined by using various search key words. Some examples include the following: expats, expatriates, expat culture, trailing spouses, and expat theory. Secondly, the use of official website from, for example, the immigration and naturalisation services and the reviews of articles published on InterNations, an online expat community platform. Another procedure used during the desk-research was the use of the database from the HSBC explorer survey to decide which features of the social integration process would be important. Secondary desk-research was applied through analysing the obtained documents about Amsterdam's objectives towards expats from interviewee Rita Molenkamp.

The procedures used during the literature review included the review of scholarly articles and books. These served as a theoretical contribution of secondary sources found in academic sources (Saunders, Philip, Thornhill, Verckens, and Booij, 2011a). Examples include the articles published on websites such as the Harvard Business Review, the research conducted by van Bochove, and the scholarly book of Bennet, which was used for the DMIS model, and the academic journal of McNulty. An overview of the sources can be found in the reference list.

Field research was used to obtain data by using the following:

2.2.2 Interviews were conducted with the team manager from The Hague International Centre, the policy advisor of Amsterdam's expat centre, and the human capital research consultancy from the International Community Platform. Furthermore, a phone call was conducted with an employee from the Everaert Advocaten Immigration Lawyers office.

Qualitative research methods were used, since these in-depth interviews with individuals who have experience in their field of expertise offer reliable inside information. The interviews also provided the opportunity to ask open questions, which resulted in acquiring unforeseen information (Saunders et al, 2011b).

The 45-minute interview with Frank Kooman, the team manager from The Hague International Centre, took place face-to-face on February 11, 2016 at The Hague International Centre. This was an in-depth interview with open questions. The subjects discussed during this interview included, for example, the types of expats The Hague prefers to attract, the legislation the Netherlands applies in relation to expats, and the function The Hague International Centre expat desk fulfils. The interview with Frank Kooman contributed to the foundation of this dissertation and influenced the design of the core concept. A summary of this interview is included in Appendix I.

The 30-minute telephonic interview with Rita Molenkamp, policy advisor of the Amsterdam expat centre, took place on July 5, 2016. This expert interview provided information on the Amsterdam expat centre, its policy and objectives, the types of expats that Amsterdam prefers to attract, and how it intends to accomplish this. A summary of this interview is included in appendix II.

The 30-minute telephonic interview with Anne van Rossum, the human capital research consultancy from the International Community Platform, took place on February 18, 2016. This was an in-depth interview with open questions and included topics such as the importance of the international community and how ICP contributes to the improvement of the business climate. A summary of this interview is included in appendix III.

Finally, the telephone conversation with Everaert Advocaten Immigration Lawyers office was conducted on July 14, 2016. No transcript of this telephone call is included in this dissertation, since the conversation merely confirmed the credibility of information. This phone call was focused on the topic permits and proved useful to support information obtained earlier through the interview with Frank Kooman and to support the findings from the conducted desk research.

2.2.3 Survey A survey is a quantitative research method that provides the option to gather data from a larger number of people. It was used to gather factual data, which is presented in tables, graphs, and percentages (Saunders et al., 2011c). The closed questions in the survey were used to confirm earlier findings through desk research and interviews, while the open question provided new insights from the participants.

Various factors influence the liability of a survey: a formula is needed in order to calculate the percentage of the sample can be perceived as representative of the population. To reach a reliability level of 95% with an acceptable 5% error range from a set targeted population of 20,000 people and spread data of 50%, 377 individuals needed to participate in the survey (Steekproefcalculator, 2013).

The targeted population of the survey contained all the expats and internationals living and working in Amsterdam and The Hague. Unfortunately, the exact number is not known. The sampling method used was an online survey that was spread through different forms of social media. The survey was posted on two online expat communities, InterNations, and Just Landed. It was also published in the Amsterdam expat newsletter from the Amsterdam expat centre (Appendix, IV). Furthermore, different expat-focused Facebook pages were used to gather participants such as Expats in the Netherlands, expats in The Hague, and the Amsterdam expat community page. The survey questions were based on the findings that were gathered earlier in

the desk/literature research and interview period. The survey data was analysed and is presented in diagrams, figures, and graphs. The survey confirmed earlier findings. However, it also provided insight into undiscovered needs of expats using open questions. An overview of the survey questions is posted in Appendix V and a complete list of all the results can be found in Appendix VI.

2.3 Credibility, validity, and liability.

This paragraph discusses the credibility, validity, and liability of the conducted research. The research process started with the preliminary investigation period. From this investigation period, which was mainly conducted through online desk research, the questions for the interview with Frank Kooman, team manager of The Hague International Centre, were designed. The credibility of the preliminary investigation period is supported by the fact that the findings of the desk research were supported by articles and books published by scholars in the field of expertise (Marsden, n.d.). Since the interview of Frank was conducted early in the research process, the questions of this interview did not have a high validity. However, this interview did provide substantial useful and credible information since it was an expert interview. Frank Kooman was in possession of the needed professional knowledge about the topics of the interview, which makes the information received from him credible.

The research process also included a systematic desk and literature review that took place after the interview with Frank Kooman. This research period has the same credibility as defined for the preliminary investigation period. However, some of the information was retrieved through municipal and legal institutions and documents that were received from these institutions. Since the information was retrieved from legitimate institutions, the information is perceived as credible (Marsden, n.d.). During this research period, existing theory and models were discovered and statements from the interview were therefore supported by the literature review. This ultimately led to the construction of the sub-questions, which had validity since they were based on the preliminary and desk vs literature research that was conducted beforehand.

Two other interviews were conducted during this research process – one with Rita Molenkamp and the other with Anne van Rossum. Since these individuals are both experts in their working field, the information received from them is credible. The questions asked during these interviews had validity, because they were based on the outcomes of the literature research. A telephone call was conducted with a lawyer's office that specializes in immigration. Since this telephone call was only used to answer questions that concerned immigration matters, the information received is credible. This telephone call took place after the obtained literature was processed. The

questions asked were therefore valid, because they were asked to supplement the credibility of the obtained literature results (Marsden, n.d.).

Operationalization defines the process of creating a concept that can be measured (Saunders et al, 2011d). The questions in the survey were formulated after the research period and the questions that were asked during the survey have validity because they are based on earlier literature and interview findings. Various factors influence the liability of a survey: a formula is needed to calculate the percentage of which the sample can be perceived as representative of the population. If 377 participants answered the survey, the results would have been reliable for 95%. However, the total respondent group consisted of 160 expats and internationals from this targeted population, which resulted in the acceptable error range of 7,72% and a reliability level of 80% (Steekproefcalculator, 2013).

The overall research produced is trustworthy and credible since every statement is supported by either desk research or a literature review provided by views from field related experts (Marsden, n.d.). This eventually led to an evidence-based conclusion that is supported by the preliminary research period, desk research, the interview findings, a systematic literature review, and an appropriate data collection and analysis.

2.3.1 Scope and limitations.

This research process is focused on analysing the Dutch integration demeanour of expats in the cities of Amsterdam and The Hague. The emphasis lies on the social integration aspect of this integration process. The social features of the integration process are determined through the study from the InterNations community website and the outcomes of the 2015 HSBC expat explorer survey. The HSBC expat explorer survey also presented the best two expat cities in the world, which functioned as a comparative factor to determine the aspects that cities should possess in order to be successful (How countries compare, n.d.). Many other features could contribute to social integration. However, in order to limit the scope of this research, the ability to establish a social network, access to healthcare and school opportunities for spouses are researched. Housing opportunities and job opportunities for spouses are polled within the survey to provide understanding about their importance. However, they are not discussed further in this dissertation. To narrow the scope of this dissertation, only the expat profile of highly skilled migrants who qualify within the salary threshold and entry requirements as described in chapter four, and internationals are researched. Therefore, only the rules and regulations on entering the Netherlands that apply to this target group are researched. Other groups are mentioned within this dissertation. However, they are not further elaborated upon. The importance of possessing a

social service number is underlined. However, the procedure on how to obtain the social service number is not elaborated on within this dissertation. The basics on acquiring healthcare insurance are described, however the actual procedure of registration and all exemptions of whom will be exempt from mandatory Dutch health insurance are not included within this dissertation. The limitations of this research are that many other factors influence the determination of the integration process. However, these cannot all be researched within this dissertation. In order to limit the scope of the research, various rules, regulations, and exemptions are not extensively elaborated on. Another limitation of this research is that the expat community consists of a greater number of people than the ones who participate in the conducted survey. A higher number of participants could have improved the reliability of the outcome of the survey.

3 What defines a successful expat city?

This chapter elaborates on the types of problems that expats encounter globally. Furthermore, this chapter is devoted to defining the factors a city should possess in order to qualify as a successful expat city. The final paragraph of this chapter provides an answer to the second sub-question.

3.1 Problems of expats worldwide.

In order to determine what type of assets a successful expat city should possess, the type of problems that expats encounter globally needs to be analysed first. The following diagram from the HSBC Expat Explorer Survey demonstrates the problems expats encountered in 2008 per age group.

Expatriate problems (% , worldwide)

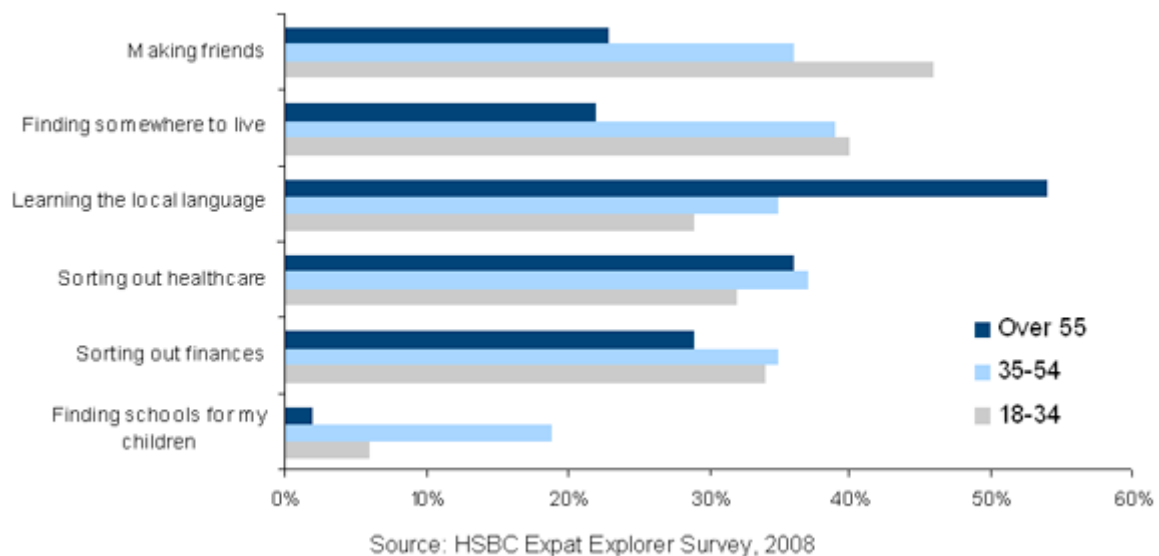


Figure 3 - Expatriate problems worldwide (*Uitdagingen voor expats, n.d.*).

However, according to a study conducted in 2015 by InterNations, a worldwide online expat community, these problems are still present in the current expat culture, because, even though the expat life can be an enriching experience, a few typical and recurring problems feature on the problem-facing list. The following are descriptions of some the problem areas that are characteristic for the expat life. First, expats often lose their personal support network and encounter struggles with relationships both intimately and on a friendship basis. Secondly, expats have to deal with money concerns due to changing environments. Finally, there is the problem of

traveling spouses, because they are often most affected (Trouble in Paradise: What Expats Struggle With, n.d.).

However, companies continue to invest in the transfer of expats. Employers furthermore compete in the global war for talent, which results in an ever-increasing number of expats (Mc Nulty, 2014). As discussed in the introduction, several reasons lead to the assumption that the Netherlands is a popular country for expats to settle down. Thus, if the Netherlands wants to keep attracting expats, who in exchange transfer knowledge, they need to efficiently provide for the above stated problem areas.

3.2 Most Successful expat cities.

The HSBC expat explorer survey of 2015, in which 21,950 expats across the world were questioned, serves as a foundation to determine the countries that score the best in facilitating their residents expats. A total of 39 countries were compared in this survey and were rated according to four pillars: moving, living, working, and money (How countries compare, n.d.). Two countries of the HSBC expat explorer survey will function as 'best practice cities' to determine the factors that the Netherlands integration demeanour should possess in order to be successful (How countries compare, n.d.).

Singapore is rated as the best expat country in the world, according to the participants.



Figure 4 - HSBC ranking of Singapore (Singapore report, n.d.).

Singapore's multiculturalism makes it easy for expats to adjust and its high quality of life, lucrative business opportunities, and its image of the cleanest and safest city in the world offers expats an exceptional lifestyle. For expat families, Singapore offers a smooth transition period. Singapore has a wide variety of housing options and the children of expats are provided with a number of excellent international schools (Your guide to expat life in Singapore, n.d.). A total of 63% of the

total respondents found it easy to establish finances and healthcare in Singapore (Singapore report, n.d.).

However, since medical insurance is not needed in Singapore, expats do not qualify to use public healthcare and are forced to make use of the more expensive private healthcare. Despite so many success factors, Singapore is one of the most expensive cities in the world (Your guide to expat life in Singapore, n.d.).

New Zealand is rated second by the survey participants.



Figure 5- HSBC ranking of New Zealand (New Zealand report, n.d.).

New Zealand is mostly perceived as a friendly country for expats and their spouses. It is a safe country with a culture that values children. Due to New Zealand's open country character, expats adapt quickly; the greater share of the surveyed expats said they integrated well in the local culture. Despite its high quality of life, career and salary opportunities are not so high due to its small economy, which is also portrayed in the high cost of living. The quality of education, however is excellent, some of New Zealand's international schools are rated among the best in the world. New Zealand also provides excellent healthcare to residents and expats. The corporate environment is perfect for people who want to start their own business (Your guide to expat life in New Zealand, n.d.).

3.3 The relevance of comparing best practices.

The relevance of exploring which cities are successful expat cities is to determine which features a successful expat city needs to possess. The characteristics that seem to be responsible for the attraction of expats are the culture/openness of a country, the ability to establish a social network, the presence of sufficient school and job opportunities for the spouses and children and the access to a countries healthcare system. These topics are seen as part of the social integration

process. The presence of these elements within both cities will function as a reference point to measure the effectiveness of the Dutch integration process.

In conclusion, in order to determine the success rate of a city, the needs of its resident expats need to be established first. If the expat cities possess the necessary facilitation recourses to satisfy the needs of its resident expats they are perceived as successful. According to HSBC explorer survey the following characteristics are important for expats worldwide; a country needs to possess an open culture, expat should be offered the ability to build on their social network, sufficient school and job opportunities should be present for the spouses of the expats and expats should have easy access to a countries healthcare system. The presence of these features in Amsterdam and The Hague will be researched to provide an answer to the central research question: to what extent is the integration demeanour of Dutch international cities successful?

4 What are the current expat policies of the Netherlands?

This chapter explains some of the rules and regulations that are applicable if individuals want to enter the Netherlands. A distinction is made between EU and non EU-citizens. Furthermore, the procedures on permits are described. The third sub-question is answered in the conclusion of this chapter.

The Dutch legal system and which rules and/or exceptions apply is a complex system and not all of these can be elaborated within this dissertation. To narrow the scope of the research area a distinction is made as to what type of expats the Netherlands most likely wants to attract and a description is given as to which rules apply for that particular group of expats.

4.1 The importance of policies.

Policies offer a framework of guidelines for both individuals and the receiving society and they can help working towards common goals (Penninx, 2003). In order to execute legislation in the best way possible, the manner of facilitation becomes important. Facilitation is about assisting people into reaching a goal or result. Within this process, support and communication are of great importance (Weaver & Darrel, 1999). The goal of the arriving expats in the Netherlands is to integrate within society. However, taking a language test will not automatically mean they are integrated within a society. True integration is reached when a person feels total comfort within another culture. True comfort is reached when an individual finds a good routine in their daily-life and a new comfort zone (Valentino, 2014).

Different factors could influence this daily routine, for example the presence of international schools, healthcare systems, the presence of expat centres and different social clubs or volunteering organisations. In chapter seven, the presence of these services will be discussed.

4.2 What defines and contains an expat policy.

Today, the legislative act of the free movement of persons is laid down in Directive 2004/38/EC. Here is stated that EU citizens and their family members have the right to move and reside freely within the territory of the Member States (EU freedom of movement and residence, n.d.). However, if an individual is not a citizen of an EU state and wishes to move to the Netherlands, they need to take a Dutch Civic Integration exam according to the Dutch Civic Integration Act. Before they can come to the Netherlands and be eligible for a residence permit, they have to pass this civic integration exam. The Civic Integration Examination abroad tests the basic knowledge of Dutch language and society. This test can be taken at the Dutch Embassy or Consulate in the country of origin or country of continuous residence. The examination consists of three tests:

- Knowledge of Dutch society
- Speaking skills
- Reading skills

A few people are exempt from this civic integration exam. Namely, individuals from outside the European Union, who come for their study or an exchange opportunity or individuals who qualify as highly skilled migrants of which the residence permit is requested by an organisation that is recognised as a sponsor to transfer expats by the Immigration and Naturalisation Service (Immigration and Naturalisation Service, n.d.).

Every individual who wants to live and work within the Netherlands for more than 90 days needs to apply for a residence permit (residence permit in the Netherlands, n.d.). The type of application differs on the reason for moving to the Netherlands. In order to limit the scope, this dissertation focuses on the application procedure of the highly skilled migrant since these expats are the most desired by the Netherlands according to The Hague International Centre (Kooman, Appendix I). If an individual wants to qualify as a highly skilled migrant and be able to work in the Netherlands, they need to transfer knowledge, have skills that are relatively scarce, receive higher education (Bachelor minimum), some years of experience and have a specialisation. In order to suffice as a valid knowledge migrant, individuals need to work under signed paid employment and fulfil the set income criterion. The Immigration and Naturalisation Service commissioned a salary threshold, which can be seen in the illustration below (Immigration and Naturalisation Service, n.d.).

Table 2- Overview of salary income highly skilled migrant (Immigration and Naturalisation Service, n.d.).

Standard amounts for residence as a highly skilled migrant	Amount per month excluding holiday allowance
Highly skilled migrant older than 30 years	€4.240
Highly skilled migrant younger than 30 years	€3.108
Highly skilled migrant after orientation year for highly educated persons, or subsequent to graduation in the Netherlands or abroad, or after having worked as a scientific researcher	€2.228
Holder European Blue Card*	€4.968

* European Blue Card is a residence permit for third country nationals in the European Union, which is implemented in Dutch immigration legislation (EU Blue Card, n.d.). However, the research during this dissertation is not focused on the Blue Card Holders.

4.3 Work and residence permits.

Individuals who want to work within the Netherlands need to apply for a work permit. Only the employer that is qualified as a sponsor by the Immigration and Naturalisation Service can request a single permit for highly skilled migrants. For highly educated migrants a different ruling applies; they are granted a one-year orientation period in which they need to find a suitable job (Everaert Advocaten, Personal communication, 14 July 2016).

The above mentioned permissions are also granted to the partner or children of the highly skilled migrant; they are also allowed to reside and work in the Netherlands (Immigration and Naturalisation Service, n.d.). However, these permits are not granted all over the world. According to a report published in 2009 by the Permits Foundation, an organisation that campaigns globally to improve permit regulations, 75% of the 3,300 surveyed trailing spouses and partners in 117 countries were not working in their new country but wished they could. The survey also underlines the importance of the attractiveness to choose a country because of the possibility for spouses to obtain a work permit (Permits foundation, 2009). The facilitation of the partner's career would increase family satisfaction and would result in overall happiness of the family, which significantly influences the success-rate of international assignments (The Trailing Spouse: Gender Roles Abroad, n.d). Because of Dutch legislation, the permit issue is not important here, since spouses are granted a work permit through their partners.

In conclusion, to this chapter, due to the European Union legislation, citizens of the European Union have the right to reside and work freely within the EU-member states. All citizens from outside the European Union, who want to enter the Netherlands, need to pass the civic integration exam before they are granted a residence permit. However, there is one exception to this rule. Highly skilled migrants, who are the most desired expats because they transfer knowledge and skills that are scarce, are granted a single permit after the request has been approved by the Immigration and Naturalisation Service.

Regardless of whether the legislation of allowing expats to enter the Netherlands is the same for both Amsterdam and The Hague, the type of expats they want to attract does differ from each other. The next chapter will examine the type of expats both districts prefer to attract.

5 What are the current objectives towards the attraction of expats in Amsterdam and The Hague?

This chapter examines the type of expats both Amsterdam and The Hague prefer to attract; this will result in creating an expat profile for both cities. Furthermore, the applied strategies of both cities to attract these specific types of expats are discussed. The final paragraph presents the answer to the fourth sub-question.

As mentioned in the introduction, various rankings lead to the assumption that the Netherlands is an attractive country in which expats may settle. Some of the following valuable features add to this statement since these features are also present in a few of the best expat cities in the world. The Netherlands offers their residence expats an international business environment, a multilingual environment, a high quality of life, and a stable political and legal environment (Clossick, n.d.). The expats who are working in Amsterdam, are “right in the business hub of the Netherlands” (Working in Amsterdam, n.d., para. 1). Moreover, the expats in The Hague benefit from the opportunities they are offered through the presence of numerous international and European institutions within The Hague (Working in The Hague, n.d.).

Both Amsterdam and The Hague have a rich variety of international aspects embedded in their cities. However, since Amsterdam and The Hague also have different propositions of best city features that they can offer their resident expats, it is only logical that they both have preferences in regards to the type of expats they prefer to attract and the strategies they therefore apply to attract these specific groups of expats. An expat profile is defined for both cities; these profiles are made in order to scope the research area. A profile identifies that a particular person belongs to a certain group (Your dictionary, n.d.). The two in-depth interviews that were conducted with employers from the expat desks in both cities revealed that both their interests lie with two different types of expats (Kooman, Appendix I; Molenkamp, Appendix II).

5.1 Preferences and the expat profile of Amsterdam.

Since the expat desks are government-based executive departments, the verbal information received from them is perceived as reliable. Amsterdam’s municipality prefers to not only focus on expats of international companies/organisations but to broaden their focus on the attraction of what the Amsterdam expat centre calls international talents. Employees, students and entrepreneurs belong to this group of internationals. By addressing the pool of international talent, they produce a more sustainable flood of incoming beneficial forces (Molenkamp, Appendix II). However, this means that some of the above expat profiles will not qualify within

the term highly skilled migrant and will therefore not be able to enter the Netherlands under the conditions described in chapter four. For them, other integration procedures apply. However, in order to narrow the scope of the research, these are not elaborated within this dissertation.

According to Rita Molenkamp, the most important objective for Amsterdam's municipality is to improve the living standard of the international community. They do this by applying a three-pillar system, these pillars have been determined by analysing current obstacles and looking into the challenges the city is facing and are described below.

School

Provide and simplify access to high-quality international schools (Primary and secondary).

Improve visibility of what Amsterdam has to offer to international students and ease the transition into universities.

Work

Create an ideal business climate for entrepreneurs and start-ups and make the labour market more transparent and accessible for internationals.

Life

Simplify access to the Dutch healthcare system by improving the availability of English-language information.

Improve transparency and access to information on housing.

The municipality of Amsterdam believes the attraction of international talent will increase when they satisfy the wishes and needs of these internationals in their housing, education, healthcare, and access to the labour market (Molenkamp, Appendix II).

5.2 Preferences and the expat profile of The Hague.

The municipality of The Hague has a different strategy because according to Frank Kooman, the municipality of The Hague aims at attracting highly skilled migrants who transfer knowledge and diplomats who increase The Hague's image of the international city of Peace and Justice (Kooman, Appendix I). This dissertation however excludes diplomats and focuses only on the highly skilled migrants. The Hague desires these expats because they bring knowledge and skills, usually knowledge which is not available within the Netherlands.

Numerous expats are already situated within The Hague because they are employed by the several international companies and organisations that request their knowledge and skills

(Working in The Hague, n.d.). Those international companies and organisations settle down in The Hague because of its attractive international position, which it obtained through the international zone, the image of being the international city of peace and justice and the residency it provides to both national and international embassies, departments, and court tribunals (The Hague, International City of Peace and Justice). In order to encourage and stimulate companies to keep increasing their collaboration with expats, companies can register at the Immigration and Naturalisation Service, which in return offers them the option to apply for a residence permit prior to arrival (Kooman, Appendix I ; IND and municipal collaboration further promotes knowledge migration, 2014). Still, in order to keep the standard of highly skilled immigrants, expats need to qualify within the salary threshold, which is set by the Immigration and Naturalisation Service and explained in chapter four (Immigration and Naturalisation Service, n.d.).

Both cities have entirely different objectives from each other. The Hague already is an attractive place for expats to settle down due to its international environment, while Amsterdam is attempting to make itself more desirable for expats by working on their three-pillar system in order to expand the international community. Despite the fact that both cities prefer certain types of expats, they do not exclude other types of expats. However, other regulations might apply for these types of expats in order to be able to enter and work within the Netherlands.

By determining which type of expats both cities prefer to attract, the expat profiles are created. The desired expat profile for Amsterdam is as follows: international talent to increase the standard of the international community. In addition, for The Hague the desired expat profile is the following: Highly Skilled Migrants who transfer knowledge. Chapter six focuses on determining what the needs are of internationals who are located within Amsterdam and The Hague.

In conclusion, both cities have different preferences in types of expat they prefer to attract. The municipality of Amsterdam wants to broaden its international community by encouraging the incoming flood of international talent, they do this by directing their focus on improving school, work and life related features. The municipality of The Hague however, keeps aiming at attracting highly skilled migrants who keep contributing to their international profile and supplement on talent, which is missing in Dutch society.

6 What are the specific needs of expats in Amsterdam and The Hague?

This chapter provides an overview of the results from the online survey. These results provide insight into the needs of the expats in the targeted regions, how they experience their integration process/period, and which areas of the Netherlands integration demeanour therefore might be in need of improvements. In the conclusion of the chapter, the fifth sub-question is answered.

When entering a new society, expats need to acquire a new place in their residence country in both a social and cultural sense. The goal of the survey is to examine which city features are important to the resident expats. As established in chapter three, the social aspects of an integration process contain setting up a social network, easy access to a country's healthcare system and job or school opportunities for spouses. Therefore, by determining to what extent these parts of the integration process are important to the expats and by further analysing how both cities are providing concerning these aspects of the integration process, the success of the type of facilitation can be identified. Furthermore, an analysis can be made regarding the extent to which the integration demeanour of Dutch international cities is successful.

6.1 Survey results.

The online survey was filled in by 160 participants, mainly residents from Amsterdam and The Hague using district related Facebook pages. However, using Facebook pages that are focused on the entire Netherlands, a few respondents from other cities that expats reside in were also collected. The following diagram demonstrates the amount, percentages and location of the respondents.

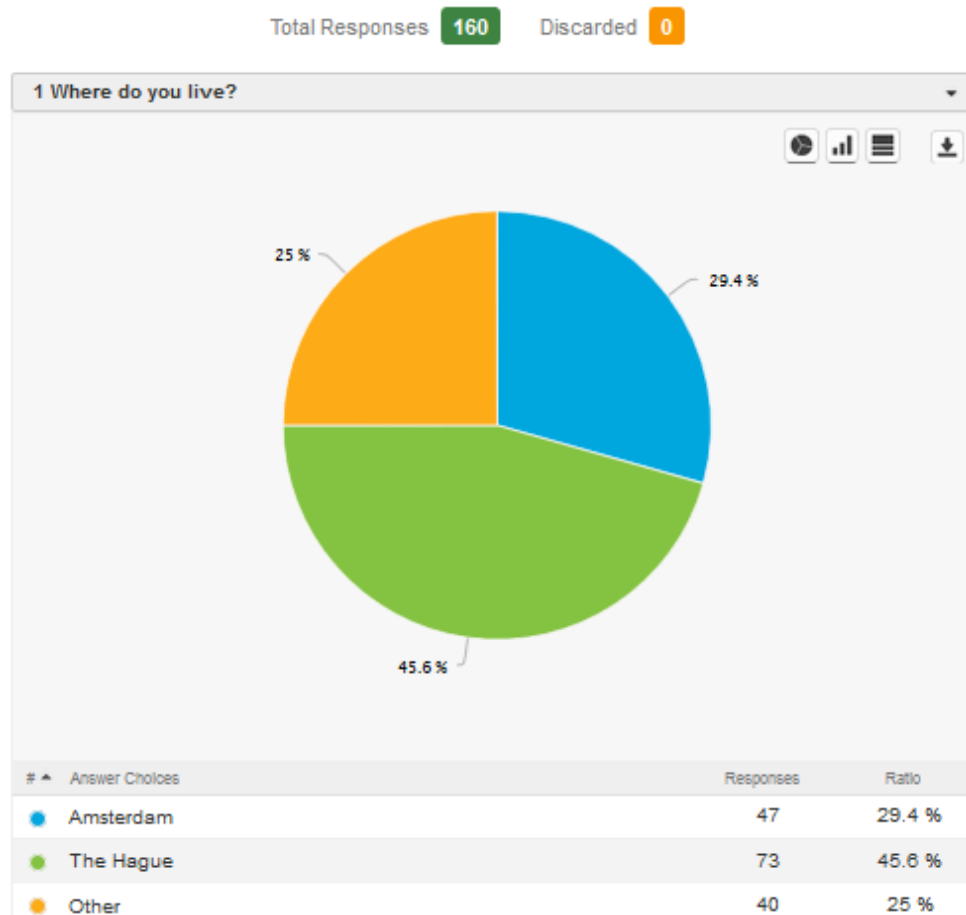


Figure 6 - Survey respondents.

The vast majority of the respondents are between the age of 21 and 40 and have nationalities from all over the globe. Most of the respondents have integrated multiple times into a culture/society other than their own (Appendix V). This is important, since these people therefore already have gained experience as to which parts of the integration process have the most significant influence on the determination of success to fully integrate into a new society.

A total of 105 of the respondents, which is a total of 65,6 %, confirmed that obtaining a new identity within a new society is more important to them than understanding the culture of their new established country. This demonstrates that more than half of the respondents view their social establishment as important.

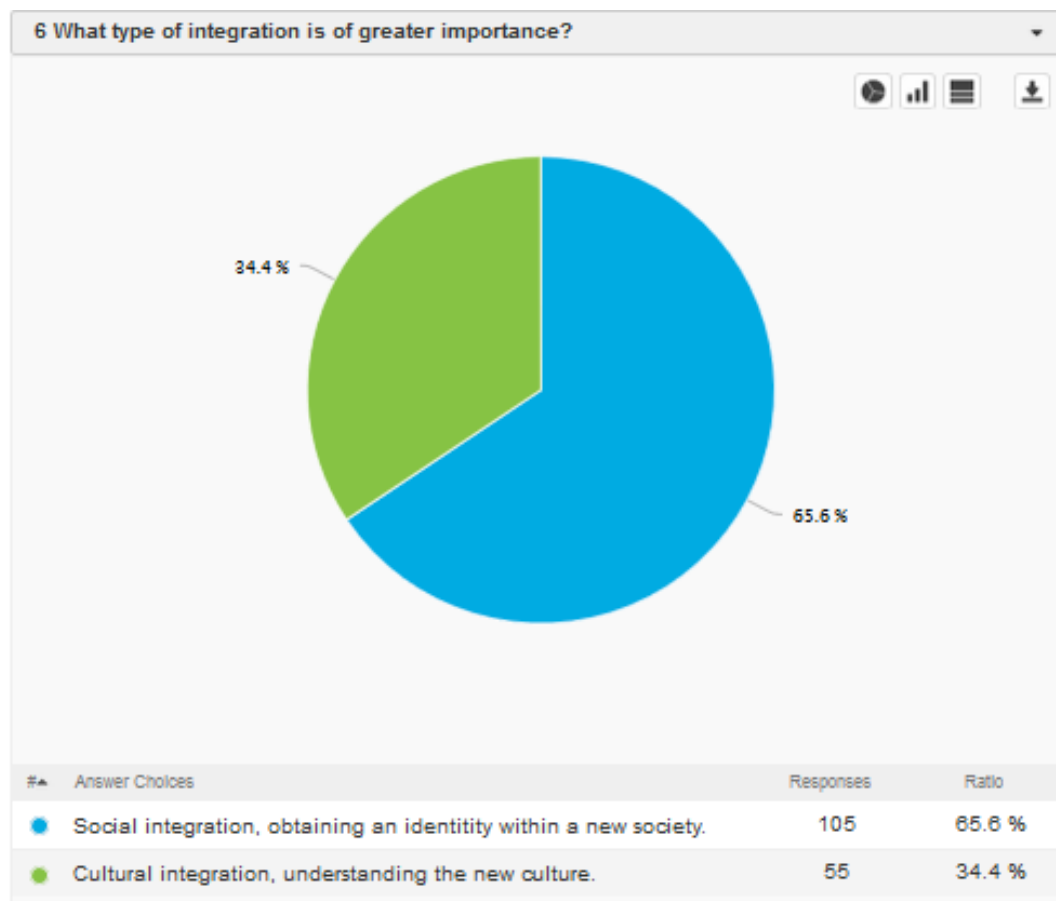


Figure 7 – The importance of integration types.

However, when it comes to settling down in a new country, 43,1% of the respondents (69 respondents in total) find that the type of culture in the new residence country has the most significant influence on the decision of expats to settle down. Other influences where the quality of life, various career related opportunities, and the openness of the receiving culture (Appendix V). The following diagram demonstrates the distribution of opinions on which factors would influence a decision.

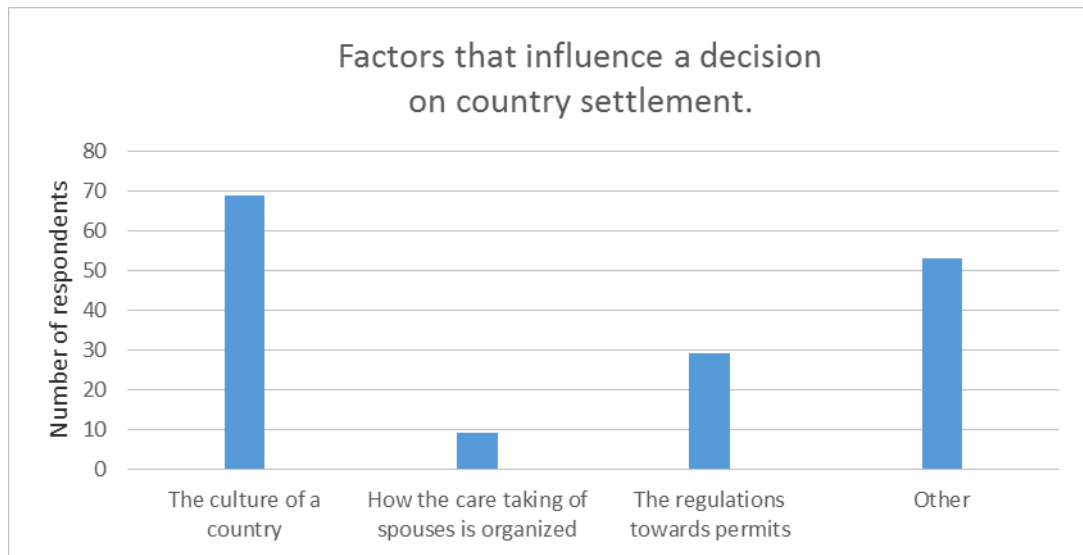


Diagram 1 - Factors that influence a decision on country settlement.

During the survey, the participants were asked to grade the influence the spouse's social integration would have on the determination of an international assignment. The majority of the participants believe their spouses would influence the success of international assignment, this demonstrates the importance of facilitation of the spouses.

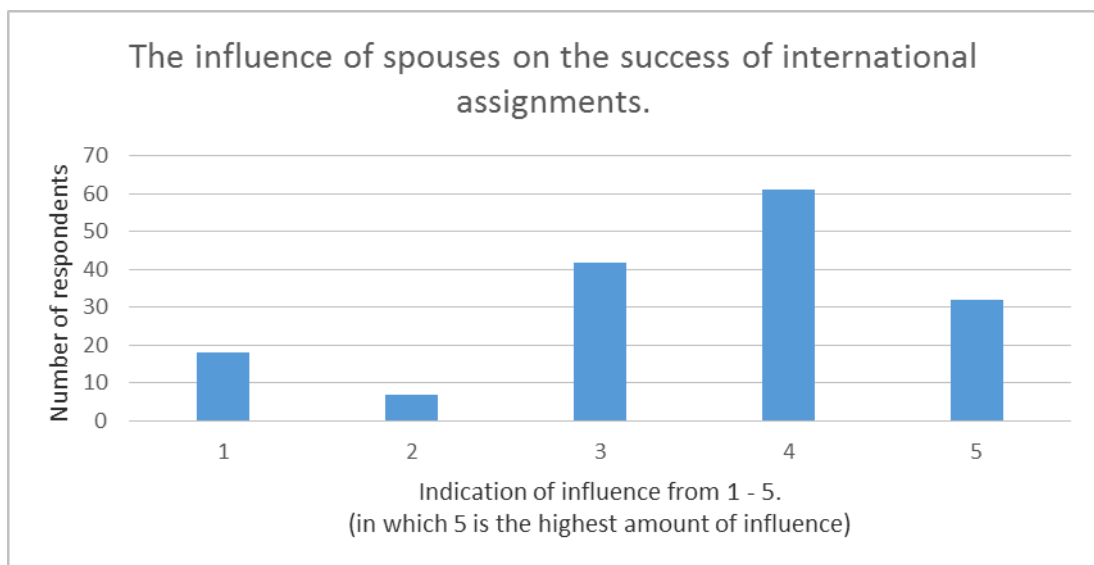


Diagram 2- The influence of spouses on the success of international assignments.

In total, 160 participants graded the influence that spouses would have on the determination of an international assignment; 93 of the participants graded this between a 4 or 5, in which 5 was the highest amount of influence.

The participants indicated the importance various activities have on the degree that expats could successfully integrate themselves into a new country. A total of 157 participants finished this survey question.

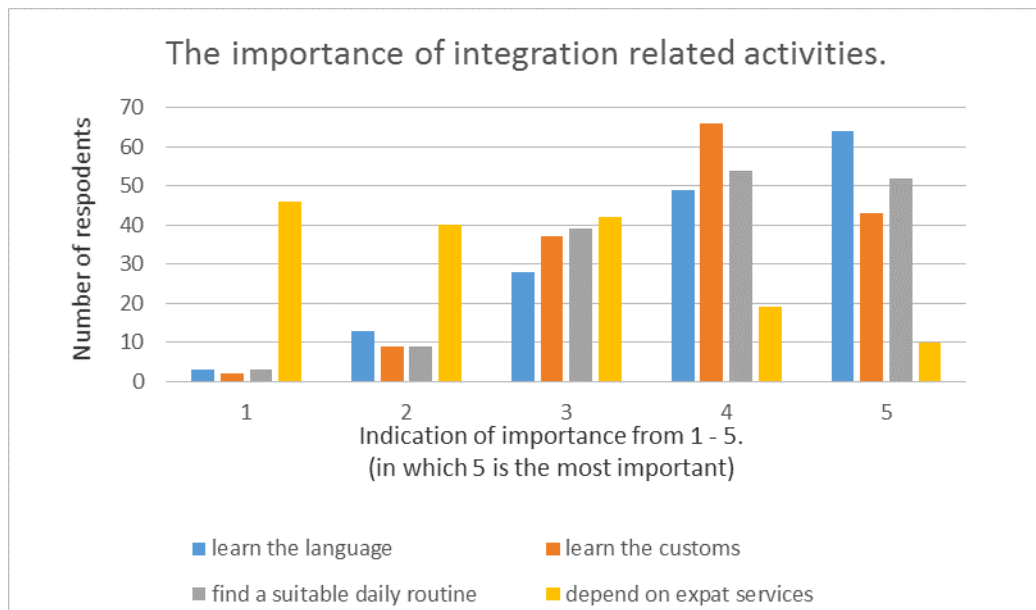


Diagram 3 - The importance of integration related activities.

Most respondents agree that the social activities, such as finding, a suitable daily routine, learning the language and the corresponding customs of the new receiving country, are the most important to be able to successfully integrate into a new country. A total of 66 individuals, which is 42% of the total respondents, found that learning the customs is an important factor in order to successfully integrate. A total of 29% of the participants indicated that depending on an expat community is least important and 6.4% indicated that it was most important.

The participants were asked about their opinion on the importance of expat communities. A total of 110 of the participants, which is 68.8% of the respondents, do not depend on an expatriate community. Those that do depend on these communities mostly depend on them for social purposes. The number of participants that are not dependant on the present expat community is an indication that these expats are willing to integrate into Dutch society.

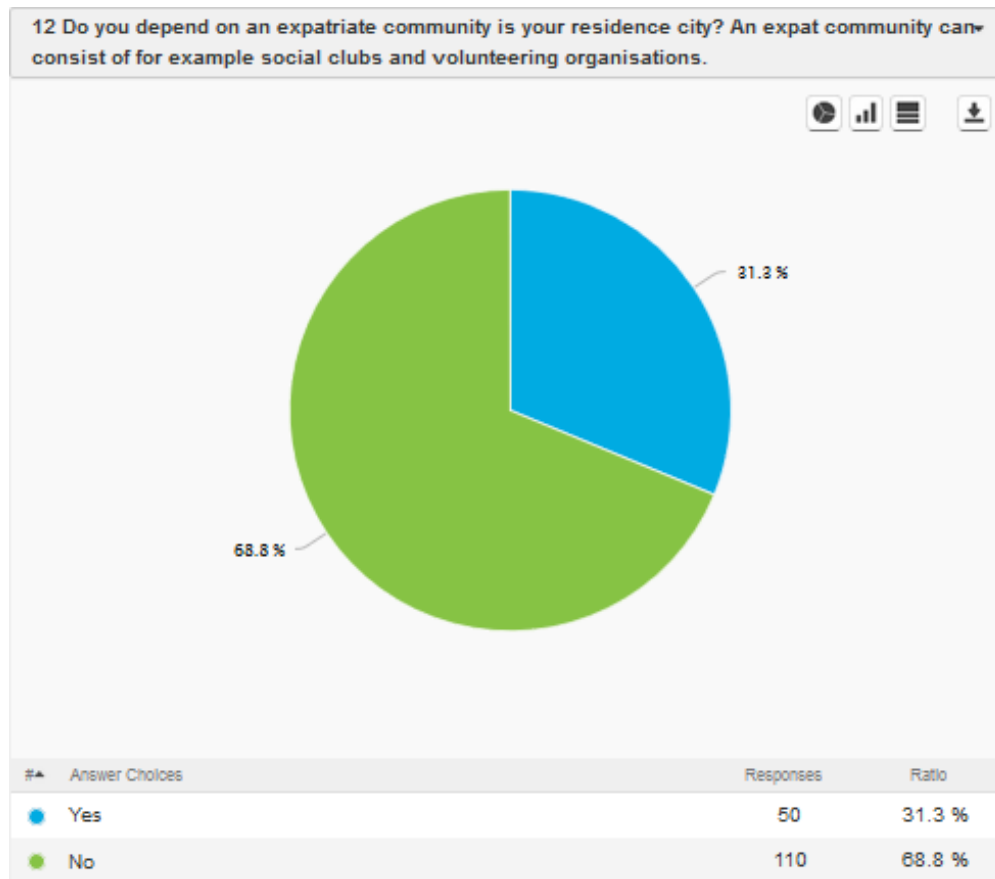


Figure 8 – Dependents on expatriate communities.

In order to determine to what extent a particular city can qualify as a city that successfully provides for its residence expats, the features of what a successful expat cities should possess needs to be established first. The respondents were asked to grade several city assets between 1 – 5, in which 5 is the most important. A total of 157 participants finished the questions, of which the results are presented in the following diagram.

The three top assets an expat city should possess are:

1. Easy access to the healthcare system according to 83 of the participants, which is 52,9% of the total respondents.
2. An open culture, according to 75 of the participants, which is 47,8% of the total respondents.
3. Sufficient housing opportunities, according to 70 of the participants, which is 44,6% of the total respondents.

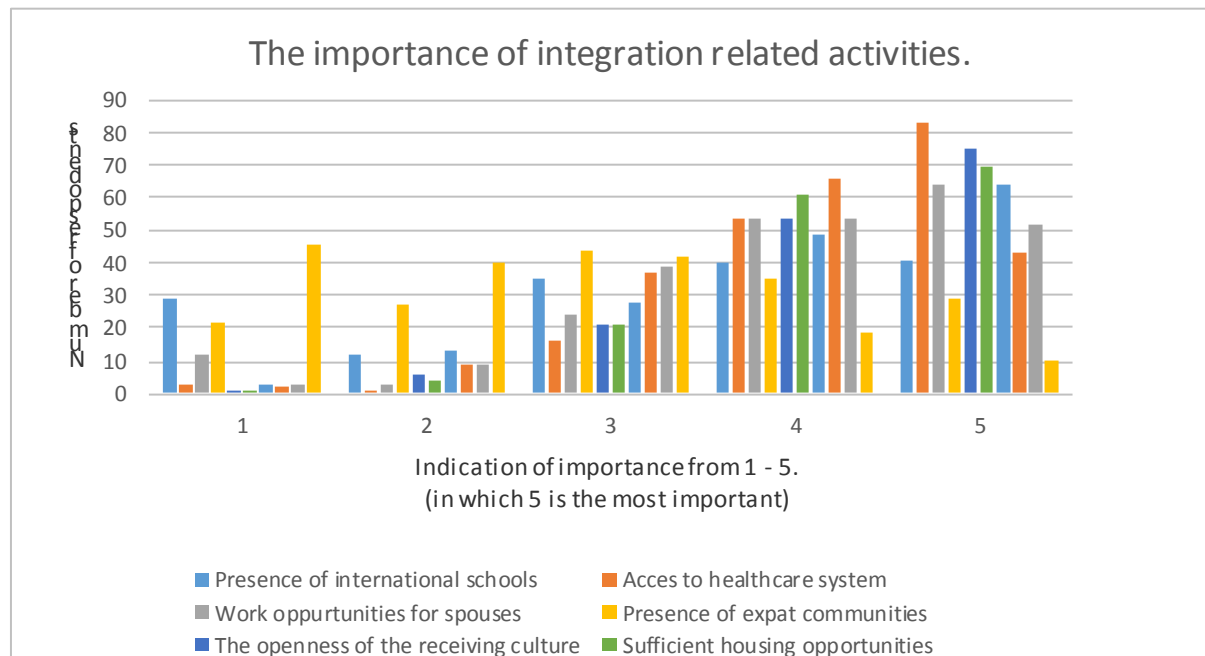
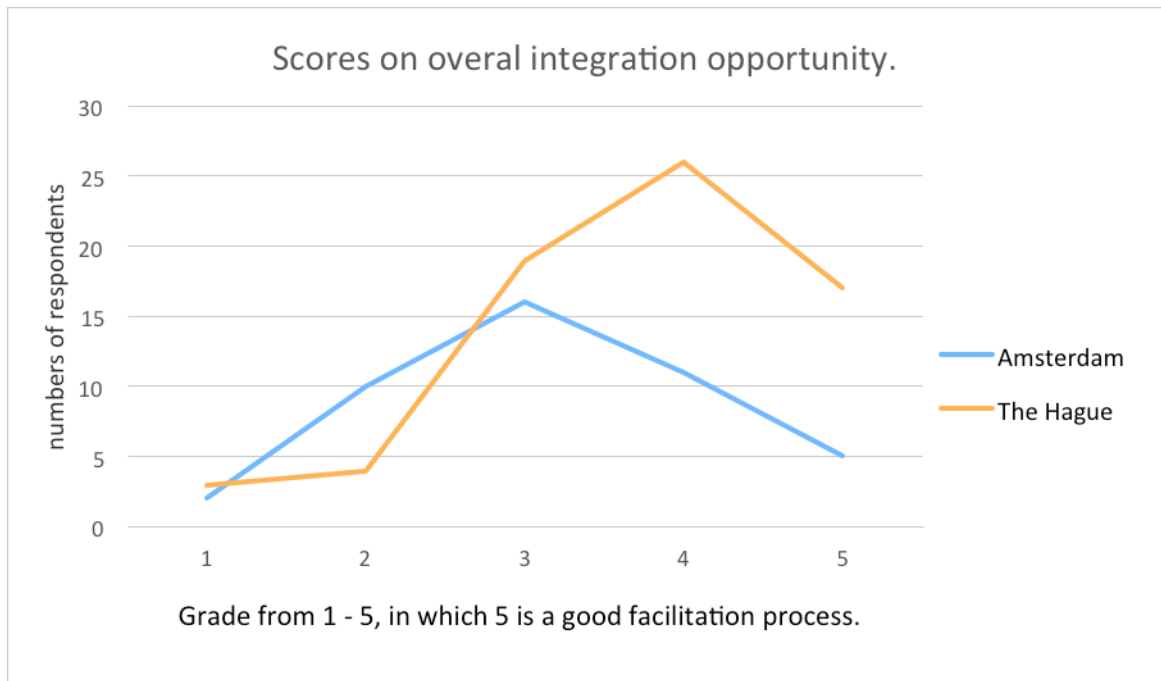


Diagram 4- Which features define a successful expat city?

The opinions on the importance of the presence of international schools and expat communities vary. A number of the participants (n=41, 26.1%) viewed the presence of international schools important. However, others (n=29, 18.5%) regarded it as of least importance. As for expat communities, a group of (n=29, 18.5%) viewed their presence as important, while the others (n=22, 14%) determined it to be of the least importance. Regarding work opportunities for spouses, the majority of the respondents, 64 (which is 40,8% of the total respondents) viewed the presence of these opportunities as important. The results of this question contributed to the decision to determine which assets of the social integration process needed to be researched.

In order to determine to what extent both cities successfully facilitate their residence expats into their integration process, the respondents were asked to grade their overall facilitation process in relation to schools, municipal matters and the opportunity to build a social network with a number between 1 - 5 (in which 5 is a great facilitation process). The following graphic presents the results.



Graph 1 - Scores on overall integration opportunity.

The total 43 respondents from Amsterdam and 68 of The Hague graded their overall integration opportunity. As for Amsterdam the highest number, namely 16 people, graded the way Amsterdam provided their integration process with a 3. Moreover, 26 of The Hague's residents graded their provided facilitation process with a 4. This indicates that in this study The Hague better facilitates the integration process in comparison to Amsterdam.

6.2 Gaps.

The first part of the survey consisted of closed questions in which the opinions of the participants were asked about certain aspects of the integration process and their importance. The following part of the survey consisted of open question in which the participants were asked which elements of their facilitation process should be improved. Several concepts were addressed within the open answer section; the closed Dutch culture, the availability of language courses, the available information about school and healthcare systems and the accessibility of information provided in English.

Several respondents find the Dutch culture to closed, examples are:

Respondent 72: *"More internationally oriented people within the dutch [SIC] community who try to be empathic - reintegrating a new country is hard, finding people who want to share knowledge and knowhow is very important."*

Respondent 103: *"Dutch people are too close, even in Amsterdam. They are polite and able for a small talk, but that's it. They tend to don't make new friends and so all the expats I know, with me included, don't feel 100% integrated due to it. Even though we speak Dutch fluently and we have the same interests, they are not able for new friends."*
[SIC]

Other respondents pointed out the minor available information in English, for example:

Respondent 123: *"Even though they say everyone speaks English, the communication in letters received are mainly in Dutch, which makes it more difficult as always needing to translate letters etc."*

Respondents 159: *"The belastingdienst needs to be prepared to communicate in English."*

Respondent 53: *"I think things should be made easier for non dutch speakers, as it really is difficult to handle the language barrier when you has just arrived. Paper work translated to English would really make a huge difference."* [SIC]

Several of the respondents prefer the availability of language courses:

Respondent 21: *"We had no integration by the city of the company. I asked the city for integration and language courses. However they said they were only for priority immigrants and visible minorities."*

Respondent 130: *"Learn the language as soon as possible. Find your way in the health care system in NL instead to fight against. Just make your own lunch."*

Finally, several participants pointed out the minor availability of information on schooling and healthcare, which was also not available in English.

Respondent 110: *"More information about school system and daycare system that's very confusing and the page is only in Dutch on the website."* [SIC]

Respondent 150: *" More info in English."*

Respondent 42: *"More consistent information. A lot of people dont know what they are talking about. Should be easier to get a credit card. And all public services should also be offered in english. In switzerland all webpages were also in english!"* [SIC]

By determining what the needs are of the residence expats in both Amsterdam and The Hague an indication can be made as to what extent the Netherlands integration demeanour is successful.

Chapter seven examines which parts of the social integration process are currently provided to the resident expats.

To conclude, the needs of expats in Amsterdam and The Hague have social tendencies; they find it more important to obtain a new identity within a new society than to understand the culture of their new established country. However, they do find the culture a country possesses important together with various career related opportunities and the quality of life. The majority of the participants confirmed that the happiness of their accompanying spouses would influence the determination of the success of their international assignments. In order to successfully integrate, expats find a suitable daily routine, learning the language, and the corresponding customs of a culture important. They believe that depending on an expat community does not contribute to their integration process, and the majority of the respondents therefore do not depend on an expat community within their new host country. The top three assets an expat city should possess include the following: easy access to the country's healthcare system, an open culture of the host country, and sufficient housing opportunities. Work opportunities for spouses is the most important factor for respondents. Features that expats are missing in both cities include the presence of additional information on schools and healthcare in English and the availability of language courses.

7 How do Amsterdam and The Hague facilitate their expats?

This chapter provides an overview of all the present facilitation opportunities within the social integration process of expats in both Amsterdam and The Hague. This overview of all the present institutions and regulations will give an insight on the strengths of Amsterdam and The Hague's integration demeanour. The conclusion at the end of this chapter provides an answer to the sixth sub-question.

As mentioned in chapter four, the goal of the expats who arrive in Amsterdam and The Hague is to successfully integrate into the Dutch society. As established in chapter three the characteristics which are responsible for social integration are the ability to build on a social network, the presence of school and job opportunities for the spouses and the access to a country's healthcare system. The relevance of exploring how these elements of the social integration process are present in both cities will provide an insight into to what extent the Dutch integration demeanour is successful.

7.1 Expat centres.

The municipalities of Amsterdam and The Hague provide their arriving expats a service that supports the integration process and several integration procedures. This service manifests itself in the form of expat centres and are especially developed to respond to the needs of their arriving expats and offer them a smooth and rapid transition into their new residence district (Expat centers & Expat desks in the Netherlands, n.d.). The international centres were especially developed to respond to the request of international companies, to simplify the facilitation of their arriving expats (Kooman, Appendix I). The centres provide relevant administrative, business and social services, and they function as facilitators of information and networking activities. This makes them a valued connection between the local city government and the highly skilled migrants (Kolotouchkina Shvedova, n.d.). The Amsterdam expat centre and The Hague International Centre provide a service to internationals and their families where they simplify application procedures. The strength of the expat desks is that their service has created one place where the individuals can complete all the required procedures and regulations regarding their stay in the Netherlands. These include, for example, official municipal matters such as registration, receiving a citizen service number (BSN), obtaining a residence permit, and receiving additional information about living in the Netherlands (The Expatcenter services, n.d.; The Hague International Centre, n.d.).

The social service number is a unique registration number for everyone who lives in the Netherlands. It is the first bureaucratic element expats need to sort out since this number is needed by the Dutch authorities when expats want to start a job, open a bank account or use the healthcare system for example (BSN/Sofi number, n.d.).

7.2 Access.

Many expats depend on expatriate communities for their social integration process; examples of these types of communities are different social clubs or volunteering organisations (Expats, n.d.). Access is such a volunteering organisation that supports the international community in the Netherlands. Access is a substantial organisation, located in Amsterdam and The Hague, which provides the new arriving expats with the needed information on the meaning of working and living in the Netherlands. At these service desks, which are situated at the expat centres, the expats can inquire information on which proceedings are of great importance upon arrival in the Netherlands. Examples include the following: how they can find a suitable real-estate dealer and where to apply for international schools (About ACCESS, n.d.). While visiting the International Centre, several questions were asked to the volunteering women at the Access info-desk. They confirmed that the municipality provides the expats with clear information through their website and the help desk on practical things, housing, taxes, health insurance, and the ruling on driving licenses.

7.3 30% ruling.

It is important that the Netherlands support the incoming flood of international talent (Kooman, Appendix I). The Netherlands, therefore, offers some of the resident expats an extra service in the form of a tax benefit. This service applies to the target group of highly skilled migrant, who are hired abroad to work in the Netherlands and who have a specific experience or expertise that is not or rarely available in the Netherlands. Those who are eligible are offered a 30% tax advantage as compensation for the expenses the expats have by working outside their home country. By reducing the salary of the employee by 30%, the employee receives a 30% tax reduction as reimbursement for his or her expenses. The expat centres have an official cooperation with the Dutch Tax Office regarding the 30% ruling. Applications can be processed directly at the expat centres and numerous companies have affiliated themselves with this service to provide an extra service to their incoming international talent (30% tax ruling, n.d.).

7.4 Permits.

Some of the benefits expats experience by working in the Netherlands are the rules and regulations on permits. As explained in chapter four, when an expat is granted their residence

permit through one of the regulations, the accompanying spouses are granted the same rights (Immigration and Naturalisation Service, n.d.). This is exceptional in comparison to other countries in the world and is a positive aspect of the integration process of the residence expats and their spouses in the Netherlands. The following image gives an overview of one of the few countries where the spouses of expats are granted permission to residence and work freely.


Best practice model: Spouse/partner has 'open' permission to work

Argentina *	Lithuania
Australia	Malta
Austria	Netherlands *
Bulgaria	New Zealand *
Canada *	Norway *
Croatia	Poland
Czech Republic	Portugal *
Denmark *	Romania
Estonia	Slovakia
Finland	Slovenia
France *	Spain *
Germany	Sweden *
Hong Kong	Switzerland
Hungary	UK (ENG, WAL, SCT) *
Italy	United States* (L, E visas)
Latvia	

Advantages

- Full access to employment market once resident visa or permit is issued
- Facilitates temporary project work, self-employment, tele-working
- Reduced bureaucracy for the authorities
- Helps employers fill urgent or temporary vacancies
- Attractive investment climate for employers with highly skilled international staff

Countries in **bold font** : recognise non-married partners
* recognise same-sex marriage



2

Figure 9 - Countries who grant permits (Our agenda, n.d.).

7.5 ICP.

The International Community Platform (ICP) is the global talent catalyst of The Hague's region. It was created to bridge the gap between companies and expats by improving the working and living environment of all the workers in the international community. Their employer's platform of 33 affiliated members supports The Hague's business environment and stimulates the incoming flood of international talent through researching the wishes and needs of the global talent pool. ICP improves connections by facilitating network events where stakeholders of The Hague region can meet and create growth opportunities (ICP-International community platform, n.d.; van Rossum, Appendix III). The following image demonstrates the research & alignment model. This model is used to address and resolve problems in the international community together with different members of governments, educational institutes, and service providers. Some research areas are; housing, healthcare, childcare, public transport, and access to talent.

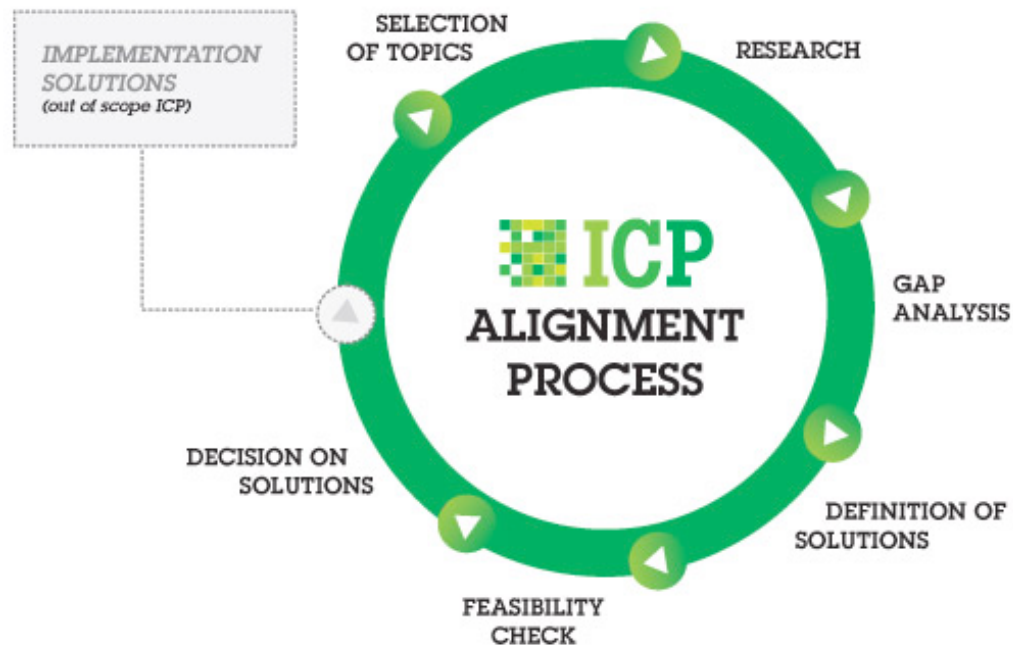


Figure 10 - ICP alignment process (Mission, n.d.).

7.6 International schools.

Two types of international schools are represented within the Netherlands. The majority of these international schools are subsidised by the Dutch ministry of Education. However, some operate privately. The international schools value the connection with Dutch society, and they offer Dutch language lessons and activities to promote integration.

Amsterdam has six international schools located in the Amsterdam city-centre. The international schools in the Netherlands follow a standardised International Baccalaureate programme, which is internationally recognised education so students can easily be transferred to other international schools around the world.

The Hague has the highest concentration of international schools in the Netherlands. Besides offering a wide variety of higher education that is accessible in English at all different levels. The Hague has 16 primary education schools for the ages four to eleven. Some examples of subsidised schools are the American school of The Hague, British School in the Netherlands, and the European School The Hague (International schools in Amsterdam, n.d. ; International schools in The Hague, 2016).


7.7 Language courses.


The focus of this dissertation lies on the highly skilled migrants, which are exempt from the Dutch integration exam and are therefore not compulsory to learn the Dutch language. The Amsterdam municipality does subsidise some language courses. However, these funds are not accessible to

highly skilled migrants. Both Amsterdam and The Hague provide numerous language courses. However, these courses are to be paid for by the individuals themselves and can cost between 500 and 1.500 euros (Amsterdam, n.d.; The Hague, n.d.).

7.8 Healthcare.

The Dutch healthcare is rated as the best in Europe according to the Euro Health Consumer Index of 2015 (Health Consumer Powerhouse, 2016). Health insurance is mandatory within the Netherlands and every citizen who resides in the Netherlands is required by law to acquire at least a basic health insurance. Expats from outside the European Union who arrive in the Netherlands are compelled to acquire a Dutch health insurance within four months of receiving their residence permit. Expats from the European Union who want to work within the Netherlands need to acquire Dutch health insurance within four months after registering at their Dutch city hall (Dutch health insurance, n.d.). The requirement of Dutch healthcare differs due to the duration of stay and whether or not the expat is an EU citizen. As for students who have a short stay, other rules apply. However, all these exemptions are not elaborated on within this dissertation. ACCESS provides the Dutch expats with information on how to access the Dutch healthcare system through an ACCESS guide "Healthcare in the Netherlands" on their website. Within this guide, access refers to a website where the expats can find (written in Dutch) all the presence health insurance institutions within the Netherlands (Healthcare in the Netherlands, n.d.). This website is presented in figure 11. However, there are websites that also provide this service in English, and an example is presented in figure 12.


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Figure 11 – Zorgverzekering (Zorgverzekering.net, n.d.).



Compare Dutch health insurance

Date of birth, for example. 15-01-1970

#

Provider

Rating

Hospital coverage

Acceptance

Monthly price

1		<p>7.1</p> <p>★★★★☆</p> <p>480 reviews</p>	<p>Extensive (?)</p>	<p>✓</p> <p>Directly</p>	<p>€ 90,75</p> <p>Proceed ></p>
2		<p>7.4</p> <p>★★★★☆</p> <p>39 reviews</p>	<p>Extensive (?)</p>	<p>✓</p> <p>Directly</p>	<p>€ 91,90</p> <p>Proceed ></p>
3		<p>8.0</p> <p>★★★★★</p> <p>218 reviews</p>	<p>Extensive (?)</p>	<p>✓</p> <p>Directly</p>	<p>€ 93,00</p> <p>Proceed ></p>
4		<p>8.0</p> <p>★★★★★</p> <p>126 reviews</p>	<p>Full (?)</p>	<p>✓</p> <p>Directly</p>	<p>€ 93,85</p> <p>Proceed ></p>

Deductible excess

☒ € 385 excess
☐ € 485 excess
☐ € 585 excess
☐ € 685 excess
☐ € 785 excess
☐ € 885 excess

Dental insurance

☒ No cover
☐ 75% cover, max. € 250
☐ 100% cover, max. € 250
☐ 75% cover, max. € 500
☐ 100% cover, max. € 500

Figure 12 – Zorgwijzer (Zorgwijzer.nl, n.d.).

In conclusion, this chapter demonstrates that the strength of Amsterdam and The Hague lies within the expat centres, where the expats are offered the opportunity to arrange many important municipal matters in one place. This prevents much of the usual confusion upon arrival. The presence of ACCESS is most beneficial for the spouses of expats, since they provide them volunteer-based work opportunities. Legally, the Netherlands offers beneficial factors in forms of tax benefits and permit allowances. Companies as the International Community Platform operate purely to efficiently keep responding to the needs of the international community that resides in The Hague. With the wide range of international schools within the Netherlands, the Netherlands offers education that is accessible at all different levels. The Netherlands does encourage their foreign citizens to learn Dutch. However, providing this freely or in a subsidised manner would be more beneficial. Finally, the healthcare sector, while outstanding, it should be improved in terms of accessibility. Few healthcare insurance companies offer information on their websites in English.

8 Analysis of the results

This chapter provides an analysis of all the enquired results. The research process provided various concepts that are important for the arriving expats. These concepts; obtaining a new identity, openness of culture, career opportunities, quality of life, daily routine, language, housing opportunities and the availability of information in English are analysed within the Netherlands.

8.1 Obtaining a new identity within a society: when expats move to a new country, they often encounter a culture that demonstrates major differences to their own culture. These contrasts could evoke a culture shock. It is therefore important that the Netherlands provide the expats with an opportunity to create a new identity within a society. Upon arrival the expat services desk offers the first step in creating a new identity, they offer the expats and their spouses a place in which they can arrange important registration at one time. The DMIS model of Dr. Milton Bennet describes these six stages that need to be endured before an individual truly integrates within a society. The Netherlands stimulates this integration process by offering the expats several public services that help the expats obtaining a new identity. Examples include the volunteering organisation ACCESS; this organisation offers the trailing spouses the opportunity to establish a social network. Another example is the wide representation of international schools; these offer the children of spouses a smooth transition. Another way in which expats and spouses can create a new identity within society is by learning the language. Despite the fact that the expats are eager to learn Dutch and language courses are available in both cities, the municipality lacks in making these available to new arriving expats, due to the high costs. The survey results demonstrate that 52.9% of the survey respondents found that easy access to countries healthcare system would benefit their integration process. Despite the quality of the Dutch healthcare system, the accessibility is poor, since the Netherlands is not sufficiently providing the information on how to access the countries healthcare system in English.

8.2 The openness of the Dutch culture: the results from the survey demonstrate that the factor that exerts the most influence on the decision of expats to settle in a new country is the culture of a country. When expats integrate into another culture they need to cross-culturally adapt by closing the gaps of the unfamiliar host environment. The iceberg theory of Edward T. Hall represents how unfamiliar a culture can be, since there will always be characteristics that are located beneath the surface. Cultural differences will always exist within each culture. Therefore, truly integrating will always be a challenge. Nevertheless, how open is the Dutch culture? A total of 65.5% of the surveyed respondents indicated that they find social integration within a country

important. Unfortunately, the article from RTL Nieuws, which is mentioned in the introduction, represents the typical closed Dutch culture. Moreover, despite the fact that integration is about becoming accepted into society, the stimulation of the openness of the Dutch culture is non-existent within the Dutch municipalities. Desk research demonstrates that their focus lies on encouraging the flood of incoming international talent and improving the Dutch infrastructure. The municipalities are not attempting to fade the boundaries on cultural differences so individuals can mingle together. One of the survey respondents suggested that a town municipality could provide an information meeting: Introduction to Dutch culture. The theory stated that expats are known for depending on an expat community. However, 68.8% of the surveyed expats indicated that they do not want to depend on expat communities. They prefer to integrate within their new society. Nevertheless, as one of the survey respondents stated, expats do not feel completely integrated because Dutch people are too closed.

8.3 Career related opportunities for expats/spouses: Most survey respondents indicated that the wellbeing of spouses would influence the success of their international assignment. According to the theory, the Netherlands stimulates this by granting permits to the spouses of highly skilled migrants, which offers them the right to work and reside freely within the Netherlands. The International Community Platform attempts to stimulate the business climate in the Netherlands by bridging the gap between expats, their spouses, and the international community by forming collaborations with other companies. Another company is ACCESS, which provides a volunteer-based organisation established by and for expats and spouses to create a business environment.

8.4 The quality of life within the Netherlands: According to the theory, the quality of life is about the extent to which people can provide a suitable environment for themselves. The Netherlands offers the Dutch expats a few ways in which this can be achieved. Firstly, through the ability to build a social network using various social clubs and volunteering organisations, the spouses are provided with opportunities for school and work. Secondly, the Netherlands offers the Dutch expats comfortable living standards through the granted permits, the 30% tax ruling, and the extensions of these benefits to their spouses. However, healthcare is a significant part of determining the level of quality of life. Despite the consistency of the healthcare standard, the accessibility remains a problem.

8.5 Finding a daily routine: The vast majority of the survey respondents find a suitable routine important. Despite the fact that both cities are providing their resident expats with numerous options in which they can accomplish this, the theory states that finding a suitable daily routine is also dependent on one's own effort, therefore the municipalities cannot be held responsible for the amount in which this can be achieved.

8.6 Learning the Dutch language: one of the benefits from being an expat is obtaining intercultural competences; one of these competences is learning the language of the host country. Many of the surveyed expats prefer to learn the Dutch language. Despite the availability of a multitude of language courses, the municipalities should improve the accessibility of these to expats, because many of these courses exclude highly skilled migrants and are only accessible for immigrants. As survey respondent 21 added: *"I asked the city for integration and language courses, however they said they were only for priority immigrants and visible minorities"*.

8.7 Housing opportunities: outside of the scope of this dissertation, the importance of housing opportunities has been polled. Despite the fact that newly residents of the Netherlands find housing opportunities important, the housing climate especially in Amsterdam is dire.

8.8 The available information about public services in English: one of the most important findings within this dissertation is that the Netherlands has much offer to their resident expats, as they tick the right boxes with regard to public services and infrastructure. However, the accessibility of the amount of information that is provided in English is very poor; both the desk research and the survey respondents support this statement. Despite the international image of the Netherlands, the way in which information is offered should be improved. As respondents of the survey confirm, letters are received in Dutch, which makes them difficult to understand, and the tax office needs to be prepared to communicate in English. In addition, number one healthcare insurance provider, Menzis, does not offer their information in English on their web page.

Plan	Premium	Risico	Key Benefits
Menzis Basis Voordelig Naturapolis	€ 90,75	met eigen risico van € 385	<ul style="list-style-type: none"> U kiest zorgvuldig. U heeft ruime keuze uit goede zorgaanbieders 65% 75%: Gaat u naar een zorgaanbieder zonder contract? Dan krijgt u 65% of 75% vergoed Regel alles zelf en eenvoudig online
Menzis Basis Naturapolis	€ 107,00	met eigen risico van € 385	<ul style="list-style-type: none"> U heeft ruime keuze uit goede zorgaanbieders 75%: Gaat u naar een zorgaanbieder zonder contract? U krijgt maximaal 75% vergoed Persoonlijk contact of alles zelf online regelen
Menzis Basis Vrij Restitutiepols	€ 109,75	met eigen risico van € 385	<ul style="list-style-type: none"> U kiest zelf uw zorgaanbieder 100%: Zorgaanbieder met of zonder contract. U krijgt 100% van het gemiddeld gecontracteerd tarief Persoonlijk contact of alles zelf online regelen

Each plan includes a button: **Stel uw verzekering samen** and a link: [Meer Menzis Basis Voordelig](#), [Meer Menzis Basis](#), or [Meer Menzis Basis Vrij](#).

Figure 13 - Menzis health insurance (Menzis, n.d.).

9 Conclusion

The goal of this research was to provide insight into the role the Dutch international cities Amsterdam and The Hague fulfil in the social integration process of the resident expats and their families and to examine whether they contribute to the preservation of the expatriate bubble. By examining the facilitation of the most important characteristics of the social integration process that were established in chapter three; the culture/openness of a country, the ability to establish a social network, the presence of sufficient school and job opportunities for the spouses and children and the access to a country's healthcare system. An indication is made as to what extent the Dutch integration demeanour of international cities is successful. Beyond the scope of this dissertation, the housing opportunities and, the job opportunities for spouses was polled within the survey to provide understanding about their importance. However, they were not further discussed within this dissertation.

Firstly, the Netherlands has much to offer its resident expats. The Netherlands ticks the right boxes with regard to public services and infrastructure and has a few aspects embedded in their legal system that encourage the integration process. On the one hand, the Netherlands has a great legal system for highly skilled migrants due to the fact that when they obtain a single permit, the same rights are granted to their partners and, on the other hand, the Netherlands offers their resident expats a financial benefit in the form of the 30% tax ruling.

Secondly, both Amsterdam and The Hague offer their resident expats the ability to create a new identity through the presence of the expat desk. Their strength lies in abolishing frustration by offering the new arriving expats a place where they can complete all the required procedures and regulations regarding their stay in the Netherlands. The ability to establish a social environment is supported through the presence of volunteer-based organisations, such as ACCESS and the International Community Platform, who improve the working and living environment of all the workers in the international community.

Thirdly, the Netherlands has a wide representation of international schools in Amsterdam and The Hague. In addition, Dutch international schools follow the International Baccalaureate programme, which is internationally transferable. Finally, the Netherlands has a consistent healthcare system.

However, while the presence of all these factors are beneficial and contribute to a successful integration process. Results from the survey and desk research demonstrate that the accessibility of several social services in English is dire and became the most significant obstacle for expats in the Netherlands. A second obstacle is the fact that while the Dutch prefer the foreigners to speak Dutch, language courses are not made available to expats. Finally, the government is not encouraging Dutch residents to be more open to expats, so they find it difficult to integrate fully into society.

In conclusion, the Netherlands has several excellent integration opportunities. However, English accessibility makes the Dutch integration demeanour insufficient. This inaccessible behaviour encourages the expats to make use of their expatriate communities and therefore to preserve the expatriate-bubble.

9.1 Limitations and recommendations

There were some limitations to this research. Firstly, this research was only conducted in the municipalities of Amsterdam and The Hague. The Netherlands provides residence to many more expats cities, such as Amstelveen, Rotterdam, and Eindhoven, which could have influenced the outcome of this research process.

Secondly, the social features that were investigated were limited due to the scope of the research. It could be possible that the Netherlands has other expertise that would benefit the integration process of its resident expats. For example, the housing issue was polled in the survey, yet it was not elaborated upon in the research process. Subsequently, the employment opportunities for partners from expats were not viewed within this dissertation. This would provide a complete new insight in integration opportunities for the partners.

Thirdly, due to the sampling method of the survey, expats who are already part of a community were polled. There are many expats located outside of a community. However, they did not participate in this survey. Those expats might have different point of views and needs, which could have influenced the outcome of the survey.

It also differs when residents who have been situated in the Netherlands for a longer period were polled. Furthermore, if short-term residents are polled, their opinions could provide a more first-hand impression on the situation. The limitations during this research were that the time of the participant residents was not known.

Another limitation was that despite the number of respondents being sufficient, it would have been preferable if a higher number of individuals participated in the survey, this could have influenced the reliability of the conclusion of this research process. Still, due to the 160 participants, the reliability level remained 80%, which is a sufficient reliability level.

Finally, a more equal division of the participant's places of residence would have been preferable.

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Appendices

Appendix I – Summary interview Frank Kooman

Date: February 11, 2016.

Duration: 45 min.

This is a summary of the results from the interview with Frank Kooman, team manager of The Hague International Centre (hereafter referred to as THIC). Preceding the interview, a list of questions was compiled based on the preliminary desk and literature research. However, because this was an in-depth interview, this interview also contained several open questions.

The goal of this interview was to reach an understanding on what the policies, legislation, and the role of the municipality of The Hague is in relation to the attraction of expats. The first questions of this interview were: what does the term expat mean, what are the different types of expats, and which type of expats does The Hague's municipality prefer to attract? The term expats include all the internationals. However, THIC uses the term knowledge migrant to define expats. The Hague prefers these expats since they contribute to knowledge which is not present within the Netherlands. The term highly skilled migrant is income related, which means that individuals need to earn a specific income to qualify as a highly skilled migrant. THIC focuses on the attraction of knowledge migrants, scientific researchers, and highly graduated students. When not belonging to this target group, internationals cannot take care of their registration at THIC. Another type of expats The Hague prefers to attract is the diplomats; they support The Hague's image of being the international city of peace and justice. THIC also focuses on lovepats, which are the partners of expats and these are also welcome in the Netherlands.

The next part of the interview focused more on the organisation itself, and it contained the question about what THIC does. Do they cooperate with other companies, is THIC governmental? THIC is not an immigration service, their focus lies mainly on highly skilled migrants who are requested to work here by a company and THIC assist them in getting registered, receive a social service (BSN) number and a residence permit. They do this in cooperation with the municipalities of The Hague, Delft, Leidschendam, Voorburg, Wassenaar, the Immigration and naturalisation service, and Access. The Hague provides residence to several companies who exist to support the international community, for example, the International Community Platform and ACCESS. The International Community Platform is an employer's platform that is initiated by companies and contributes to employment opportunities. Access is a volunteer organisation guided by and for expats, that exists to serve the international community. THIC is seeking more cooperation possibilities. Currently, they have a cooperation with the Immigration and Naturalisation Service

and the tax authorities, since expats can request a 30% tax benefit on their salary. They also have a cooperation with the sociale verzekeringsbank in regards to the procedure on child support and they have a cooperation for the driver's license ruling in which they can easily get their Dutch driver's license changed into a Dutch driver's license, without taking a new driving test. Do expats have to pay for this service? The companies need to register with the Immigration and Naturalisation Service, these offers them the opportunity to easily transfer knowledge migrants. The companies need to register once for €5000 – and they need to pay €800 – each time they want to transfer a highly skilled migrant. The companies pay for the residence permits of the expats, while the municipal registration is free.

What is The Hague's policy towards the attraction of expats? What do they do to provide a suitable environment for the partners? Is this a task of the municipality? Are there companies who strive for providing a suitable environment for the expats partners? THIC is the results of The Hague's expat policy because offering this service will stimulate the attraction of expats. THIC exist to make it easier for expats and partners to adapt. Children easily build a social network due to the large amount of international schools. However, for partners it is more difficult, they do not easily get a job or establish a social network. Are there companies who are involved in this? Access is one of the few companies who work with hospitality; they offer the welcome to The Hague program, which initially was an initiative from The Hague municipality. Access also offers volunteering positions; in this way, the partners can build on their social network. Are there companies who work especially for these people? THIC would like to establish a Jobportal/agency together with other municipality expat centres to promote the employment opportunities of the partners. It has been stated that when partners are not happy, the expats are not happy, which sometimes results in them returning to their home country. The question remains whether this is the responsibility of the municipality. No companies, from a municipal perspective, strive for this. However, expat drinks/events are provided to stimulate their social environment. Amsterdam and The Hague have similar policies in this feature.

Is THIC responsible for further settlement of the expats? Often companies hire relocation bureaus that are in charge of arranging the social features such as housing and schools. The THIC is the fastest way in which the expats can arrange all their required registration. This means that the sooner everything is arranged, the sooner expats can start working.

How did THIC originate? THIC originated through the need of companies who requested an organisation that offered the opportunity to arrange the needed registration in one place. What would happen if THIC did not exist? Expats would then need to have themselves registered at the

borough and visit the Immigration and Naturalisation Service to receive their permit. Furthermore, they would not receive the additional information from ACCESS on housing, schooling, healthcare, drivers' licenses and so on. What is still missing? THIC is starting a survey to discover how THIC can improve the services they are offering.

Appendix II – Summary interview Rita Molenkamp

Date: July 5, 2016.

Duration: 35 min.

This is a summary of the interview conducted with Rita Molenkamp, policy advisor of the city of Amsterdam. This interview provided insights on what the expat policy of Amsterdam is and how the international community is structured in Amsterdam.

During the introduction of this interview, the obtained results were firstly elaborated on, namely that The Hague prefers to attract highly skilled knowledge migrants and that the research perspective of this dissertation focuses on the social integration process. The focus would lie on the presence of international schools, healthcare, registration opportunities, and social clubs and organisations.

Firstly, a discussion took place about the term that would best describe an expat in a specific city. The international community in The Hague can be identified as highly skilled migrants who work for, and are hired by, companies. Amsterdam prefers to name their expats internationals. Thus, their target group has a broader focus and includes international students, entrepreneurs, knowledge migrants, scientific researchers, and even though they include highly skilled migrants, this community is diminishing within Amsterdam. Since there are differences between types of expats, they also have different needs. The Hague has a strong profile for international organisations and Amsterdam focuses more on the attraction of entrepreneurs to broaden their international environment.

The second part of the interview focused on the objectives of Amsterdam. The focus was on three pillars: the first is international schools to broaden the possibilities of English education for the children of Internationals. They also focus on universities, since Amsterdam has a low score on the attraction of international students. The second pillar is work, where the emphasis lies on providing those who find Amsterdam interesting with information on work opportunities. They want to bridge universities and employers. The third pillar is quality of life. The Amsterdam expat centre works in cooperation with the gezondheidscentrum. They strive for more accessible healthcare in English. Their focus lies on providing an improved infrastructure for their internationals. The final pillar concerns housing, which remains a problem for not only internationals but also for normal citizens. The fact that internationals are wealthy is stereotypical. They need sufficient housing, which is expensive while they are not compensated by their employers.

These pillars form the strategy for international talent and objectives, since they are structured according to the needs of the current internationals who reside in Amsterdam.

Amsterdam has a cooperation with ACCESS, which is different from the cooperation The Hague has. Though the Amsterdam expat centre also works together with the expat centre of The Hague and they have annual meetings. The expat centres emerged since companies did not know how to arrange the immigration of foreign employees. The Immigration and Naturalisation Service now work together with the Amsterdam expat centre, such as the one in The Hague where they can arrange the registration in the boroughs and provide residence permits.

Amsterdam was ordered to improve its international school community. Even though there are sufficient international schools, the waiting lists are long. Amsterdam is working on their school environment by providing an overview of waiting lists and they compiled a brochure on how the school system works.

There are not many differences in the function of the expats desk. However, the objectives and cooperation of both cities are different, since both cities have different preferences on the types of expats they prefer to attract.

The Hague already is attractive due to its international profile. Amsterdam provides residence to international companies, but they prefer to attract more international individuals. The goal is to keep attracting as much talent as possible, so the question remains whether they will succeed. However, by applying this 3-pillar system, Amsterdam is striving for greater international talent in its community.

Appendix III – Summary interview Anne van Rossum

Date: July 5, 2016.

Duration: 35 min.

This is a summary of the interview that was conducted with Anne van Rossum, research and project manager at the International Community Platform (hereafter referred to as ICP). This interview was conducted through the recommendation of Frank Kooman from The Hague International Centre. Preceding the interview, several questions were designed to guide the interview. This interview started with an explanation about what the research goal is for this dissertation. The goal of this dissertation is to get an insight into what The Hague's municipality does to attract more expats. The Hague already has an international profile mainly through the international zone.

What is ICP? ICP is an employer's platform, which exists for the business community. ICP tries to make the environment for the international employees as attractive as possible, because an attractive business environment will attract more international employees. ICP function as a bridge between expats and international companies, 25 companies are linked to this platform, and they have four annual meetings in which they discuss the major concerns regarding the international community.

ICP conducts their research through exploring what the motives of the international community are and they spread this information among their partners through annual meetings. ICP does not only focus on the highly skilled migrants who work with a contract for a multinational, their target group is broader. There are about half a million internationals in The Netherlands and ICP wants to include expats from smaller internationals, partners from expats and students in their target group. The target group of the companies ICP works with are all the international companies who have international staff.

The task of the ICP is different from the one from The Hague International Centre; ICP is the contact point for multinationals, The Hague International Centre is the contact point for expats.

Does ICP have a connection with the municipality? The municipality of The Hague is a partner of ICP; together they research how to attract more talent to the region of The Hague. Is ICP subsidies by the municipality? No, the companies who are part of the employer's platform pay a fee. Other earnings are through partners and universities.

How does the ICP guide their research process? Through the use of the lifecycle diagram of ICP. This diagram forms the research basis for the further strategy of ICP. The research starts with

exploring what the drivers of the target group are, then a gap analysis takes place – where is there a need for improvement? This analysis provides the basis of thinking of solutions that can be achieved within a year. ICP finds it important that they set goals that can be achieved within one year.

What are the results of the work of ICP? Are they perceived as successful? The earlier research of ICP demonstrated that the internationals choose the Netherlands not only because of their jobs but also because they think that the Netherlands offers the potential for growth, both on a business and a personal level. Some examples include housing and schooling. However, in practice, the international community rated these opportunities with a 6.1. ICP researched this outcome and found out that it was mostly because the accessibility of opportunities is lacking. Do you think it should be a task of The Hague municipality to promote these changes? Alternatively, should there be another company to promote these changes? ICP believes that they have enough resources to strive for change. They prefer to find a solution with the companies with whom they already collaborate.

Does ICP include partners in their research? ICP also focused on the partners. However, they do believe that companies such as ACCESS can provide improved changes for them.

To conclude: ICP is the employer's platform that strives for the working and living environment of the international community. It consists of 25 companies, and the ICP researches the motivations of the target groups and, together with the affiliated companies, it provides opportunities to attract more internationals and further promote and stimulate growth.

Appendix IV – Examples of survey distribution strategies

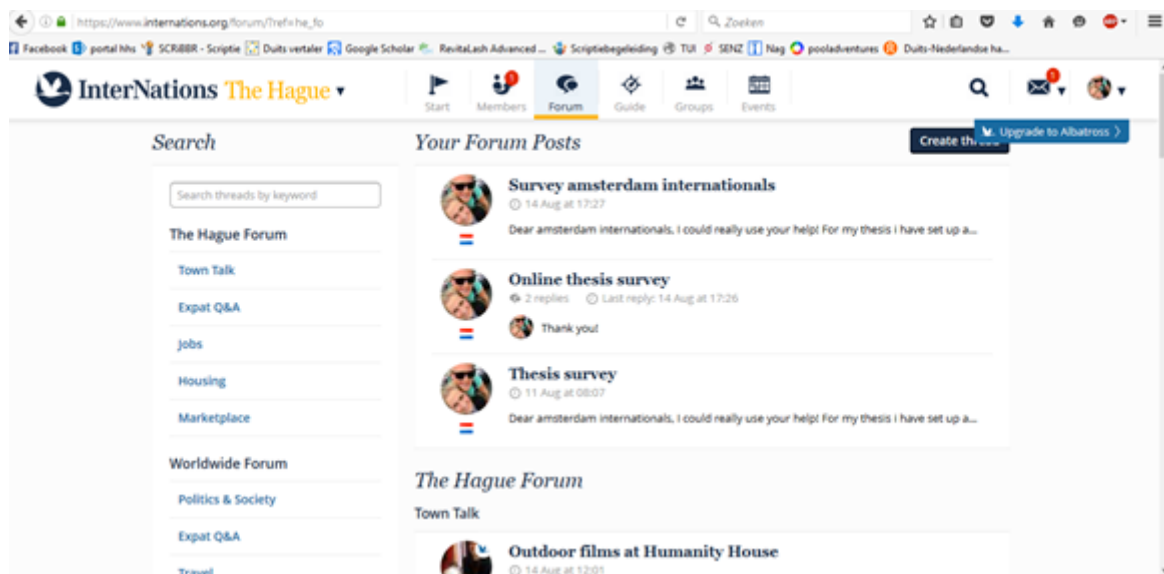


Figure 14 - Online survey on the InterNations The Hague community website.



Figure 15 - Online survey on the Just landed community website.

expatcenter amsterdam

Expatcenter newsletter, August 2016

Have your say on the Dutch integration process



What could be done to make relocating to the Netherlands easier?

Complete this short survey and let us know how we can improve procedures for expats in the Netherlands. Your opinion is important to us and we appreciate your feedback.

[>>Start the survey](#)

Figure 16 - Online survey posted in Amsterdam expatcenter newsletter.

Appendix V – Survey questions

Integration: the role of expats and state.

The term expat refers to employees who take up a foreign assignment for several months or years and came into existence due to international trade agreements, the globalization of economics and the urge for highly skilled professionals in the right place and position (What's an expat anyway?, n.d.)

When entering a new society, expats need to acquire a new place in their residence country in both social and cultural sense. During this process their own set of efforts and ability to adapt are of importance. Yet, the role of the receiving society is also of significant importance (Penninx, 2003)

The HSBC Expat Explorer Survey specifies a few key characteristic of successful expat countries as having an open society, a wide range of suitable schools and access to healthcare (HSBC, n.d.).

The goal of this survey is to gain insight in how expats experience their integration process/period and which areas of The Netherlands integration demeanour are in need of improvement.

1. Where do you live?
 - Amsterdam.
 - The Hague.
 - other....

2. What is your age?
 - <20.
 - 21-30.
 - 31-40.
 - 41-50.
 - 51-60.
 - 61>

3. What is your nationality?

4. How many times did you have to re-integrate into a new country?
....
5. Which factor would have the greatest influence in your decision to get settled in a certain country?
 - The culture of a country.
 - How the care-taking of the spouses is being dealt with.
 - The regulations towards obtaining residence and permits.
 - Other, namely ...
6. What type of integration is of greater importance?
 - Social integration, obtaining an identity within a new society.
 - Cultural integration, understanding the new culture.
7. Please grade the influence that the spouse's social integration has on the determination of your international assignment. In relation to schools, jobs or volunteering organisations. On a scale of 1 - 5 with 5 being the highest amount of influence.
8. Please indicate the importance of the following activities in order to successfully integrate into a new country? 1 – 5 with 5 being the most important.
 - Learn the language.
 - Learn the customs.
 - Find a suitable daily routine.
 - Depend on expat services.
12. Do you depend on an expatriate community in your residence city?
An expatriate community can consist of for example social clubs and volunteering organisations.
 - Yes.
 - No.
13. If answered yes in question 12, what type of community is this?

.....

14. Please indicate to what extent the following factors define a successful expat city? on a scale of 1 – 5 with 5 being the most important.

- The presence of international schools for children.
- Easy access to the countries healthcare system.
- Work opportunities for spouses.
- The presence of expat communities.
- The openness of the receiving culture.
- Good housing opportunities.

20. Do you think your integration process was well facilitated to you by your residence city?

In relation to schools, municipal matters, the opportunity to build a social network.

Grade it in which 1 - 5 in which 5 is a great facilitation process.

For Amsterdam.

For The Hague.

21. For Amsterdam; If needed, what should be improved in this facilitation process?

.....

22. For The Hague; If needed, what should be improved in this facilitation process?

23. What would you recommend to future expats/international who take-on an international assignment in The Netherlands?

.....

Appendix VI – Survey results

Integration: the role of expats and the state.



www.survio.com



Integration: the role of expats and the state.

General

	Survey name	Integration: the role of expats and the state.
	Author	maxine de wilde
	Survey language	 English
	Survey URL	http://www.survio.com/survey/d/G8H8Q103L0L9D1X2Q
	First response	08/02/2016
	Last response	08/16/2016
	Duration	15 days



Integration: the role of expats and the state.

Survey visits

1815

Total
visits

160

Total
completed

83

Total
unfinished

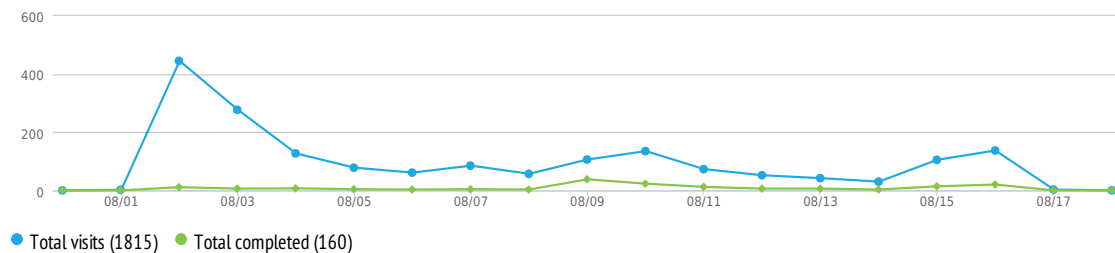
1572

Displayed only

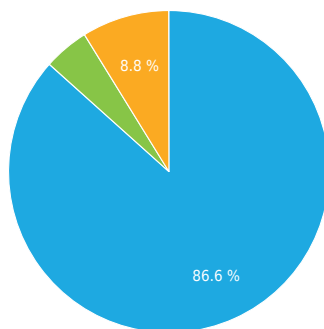
8.8 %

Overall
completion rate

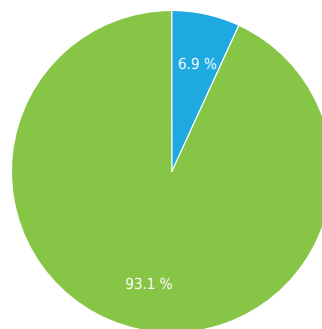
Visit History (08/02/2016 – 08/16/2016)



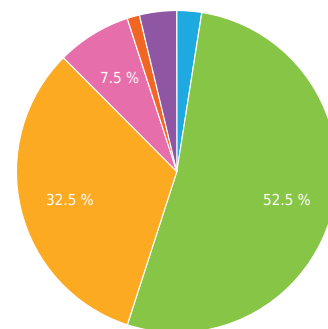
Total Hits



Visit Sources



Average Time of Completion

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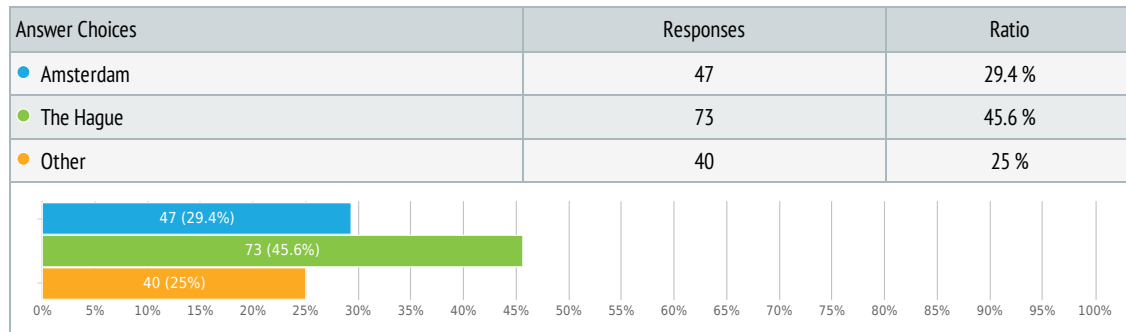
3



Results

1. Where do you live?

Single choice, answers 160x, unanswered 0x



- (4x) Rotterdam
- Lived in didam
- Gouda
- (3x) Utrecht
- (2x) rotterdam
- Stuttgart Germany now but lived in Eindhoven and Delft before
- (4x) Haarlem
- (2x) Wassenaar
- Oegstgeest
- den bosch
- venlo
- leiden
- (2x) Delft
- tilburg
- (2x) Eindhoven
- (3x) Almere
- Weesp
- (3x) Leiden
- Kazakhstan
- hellevoetsluis
- Drenthe
- Amstelveen
- Rijswijk



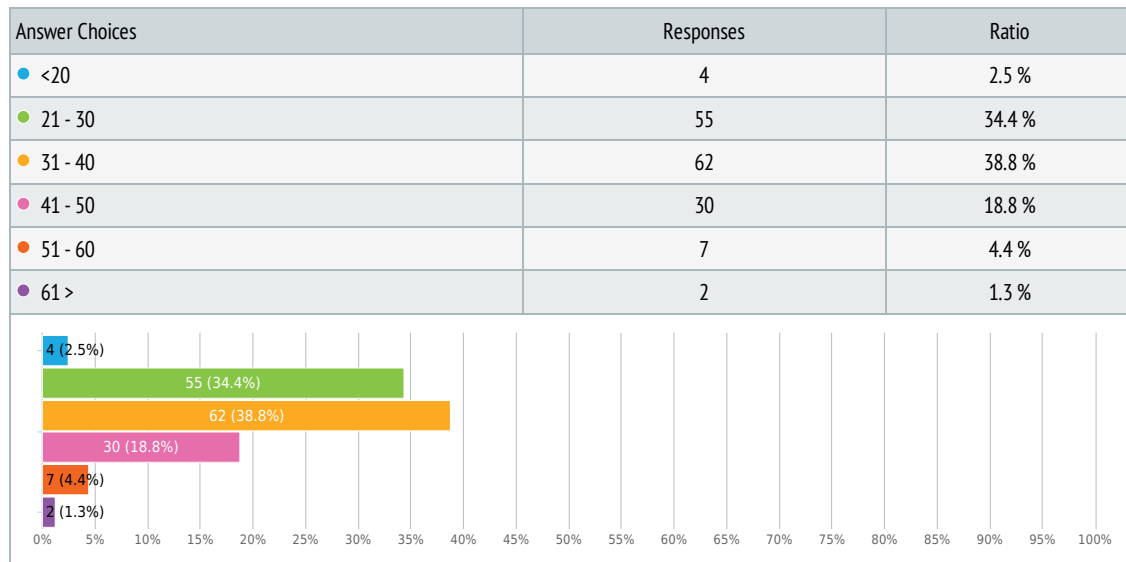


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● Assen

2. What is your age?

Single choice, answers 160x, unanswered 0x



3. What is your nationality?

Text answer, answers 160x, unanswered 0x

- (7x) Australian
- Mexican-French
- British and Dutch
- (11x) American
- (10x) German
- (3x) UK
- (2x) Portuguese
- Egyptian.
- American of Indian subcontinent descent
- Filipino
- Dutch and Israeli
- (9x) Italian
- (3x) Swedish
- (12x) British

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- India
- Canada
- Indonesian
- (3x) Canadian
- (4x) Romanian
- Trinidad and Tobago
- polish
- Belgian
- US
- Tanzania
- American & Irish
- Hungarian
- (3x) Irish
- russian
- (3x) Indian
- Mauritian
- Norwegian
- (3x) French
- (7x) Dutch
- Pakistani,
- Austrian
- (3x) Polish
- (4x) Spanish
- (4x) Mexican
- Algerian
- DUtch
- Latvian
- secret
- romanian
- British/Australian/Italian
- Malaysian
- Serbian
- African
- half american and half dutch
- no answer
- Colombian
- Bulgarian
- ukraine
- (3x) USA
- FRENCH AND SIERRA LEONEAN



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- Czech
- Turkish
- Singaporean
- Egyptian
- Iranian
- Brazilian and German
- syrian
- New Zealand
- australian
- Danish
- Kazakhstan
- (5x) Russian
- Honduran
- (2x) british
- U.S. American
- Israeli
- italian
- Brazilian
- Slovak
- American & Dutch
- Ukrainian
- Portuegese
- dutch
- German/American
- Thai

4. How many times did you have to re-integrate into a new country?

Text answer, answers 160x, unanswered 0x

- This is the third time I have lived overseas
- (23x) 3
- (24x) 1
- I've re-integrated into three countries: Luxembourg, Germany and now the Netherlands .
- (17x) 2
- (2x) Three times
- Several, but this is the first non-English (as a first language) nation
- (12x) 4
- India to USA to England to Netherlands and (now) Ireland
- (9x) Twice



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- zero
- 10 times at least
- Twice, 1st Norway then the Netherlands.
- (2x) three
- Just 1
- (12x) Once
- Twice. Three times if you count when I went back to the US for a year and felt totally out of place!
- 5 times
- 3x
- (7x) 5
- (3x) Four
- (2x) Two
- 3 times
- First time
- 6
- One time
- (2x) once
- (5x) One
- (4x) twice
- Many
- no answer
- (3x) 4 times
- 3 times . Have lived in Canada Australia and now Netherlands
- French and Sierra Leonean
- 2 times
- (2x) Three
- this is the first time
- thrice (3 times) - twice to The United Kingdom and once into The Netherlands
- Only once
- Don't understand the question, re-integrat implies returning to a country you've already integrated into?
Re-integrate 0
Integrate 2
- one
- One. Only here in the Netherlands
- This is the first time I've lived abroad long term. I've spent months in places in Europe and Asia, but this is the first time I've LIVED abroad.
- first time

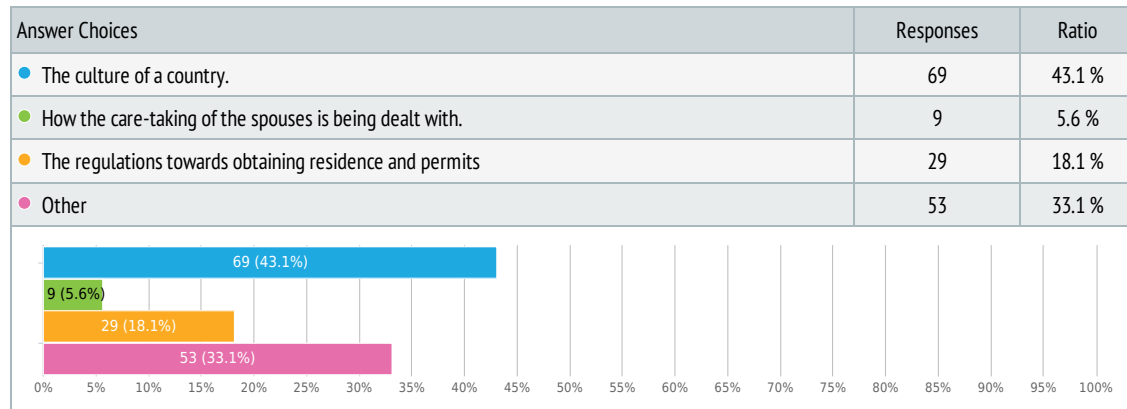




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5. Which factor would have the greatest influence in your decision to get settled in a certain country?

Single choice, answers 160x, unanswered 0x



- Jobs
- Safety
- (3x) Work
- Professional and personal growth
- (2x) Employment
- The economic prosperity
- Quality of life in a country.
- Selected for a new job
- work opportunities and location to uk.
- living standard
- Economy, climate, costs of living
- Where my work is based
- Better payment for certain Jobs.
- Better job
- Employment quality
- Life in general
- Availability of well paid work
- the respect for other beliefs
- probably mentality of the country, how open-minded, non-judgmental, free people are.
- Work opportunity
- People, Culture and weather (in order of priority, all three being really important)
- The opportunities offered to the spouse and children

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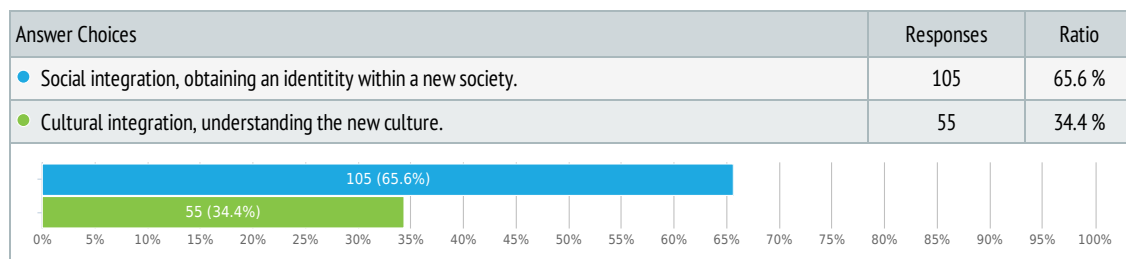


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- openness and welcoming
- The first time I left to work in the UK, the second time I followed my partner who is Dutch here
- New job
- Life quality
- job offer
- Quality of life
- Work opportunities
- i met a dutch women
- Quality of life and work culture
- Social and Work Security
- Combination of culture, work and development opportunities and quality of children's' education
- Availability of facilities such as universities, work opportunities etc.
- Comfort and (h/wealth)care for me and famaly
- Availability of jobs and how easy it is to get a work permit
- job security
- Mostly opportunity driven, together with basic viability factors (cost of living, language, travel)
- the culture of Amsterdam - international and cosmopolitan and yet - small and accessible by bike
- Culture I guess, but more how welcoming and open the people are
- Possibility of finding work
- Salary of my job
- Work availability
- I didn't necessarily choose NL, a job I applied for happened to be here.
- job opportunities
- work and standard of living
- language
- economic
- Career growth opportunity
- Work-family life balance

6. What type of integration is of greater importance?

Single choice, answers 160x, unanswered 0x



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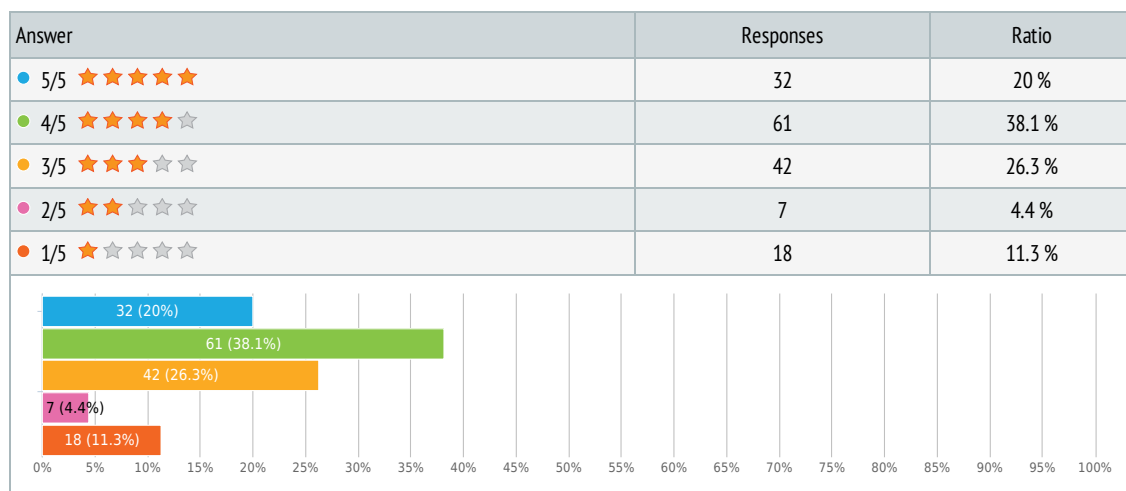


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7. Please grade the influence that the spouse's social integration has on the determination of your international assignment. In relation to schools, jobs or volunteering organisations. On a scale of 1 - 5 with 5 being the highest amount of influence.

Star Rating, answers 160x, unanswered 0x

Number of stars 3.5/5

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11

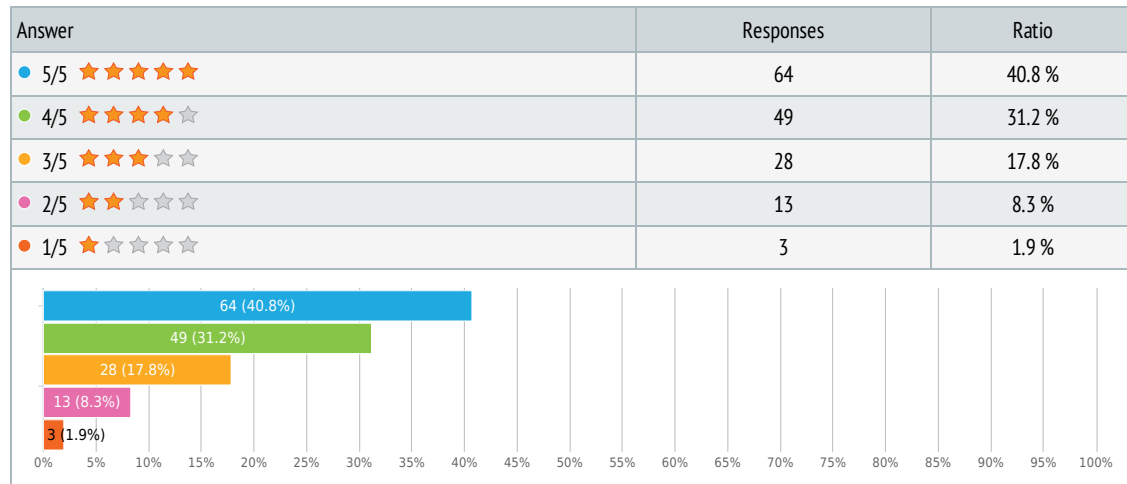


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8. Learn the language.

Star Rating, answers 157x, unanswered 3x

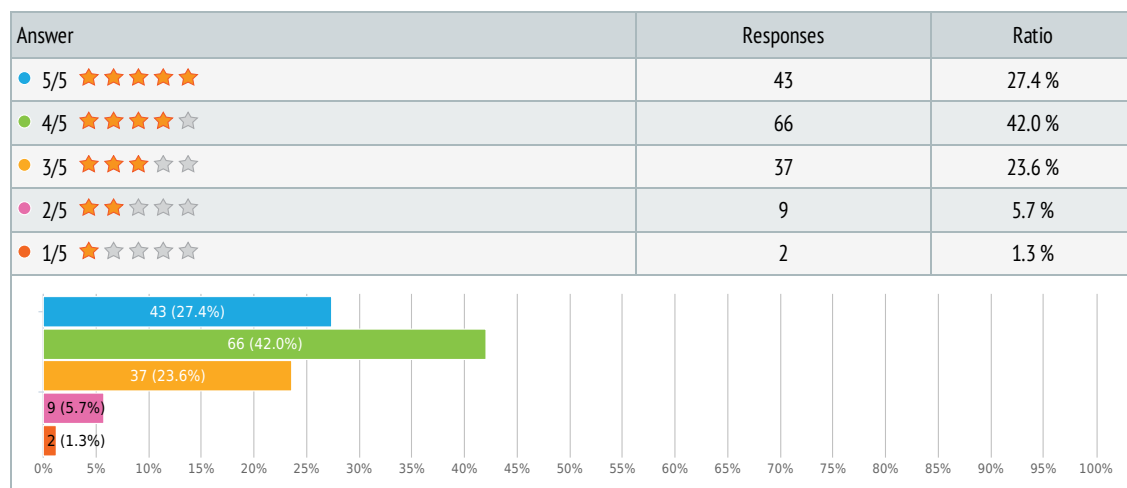
Number of stars 4.0/5



9. Learn the customs.

Star Rating, answers 157x, unanswered 3x

Number of stars 3.9/5

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12

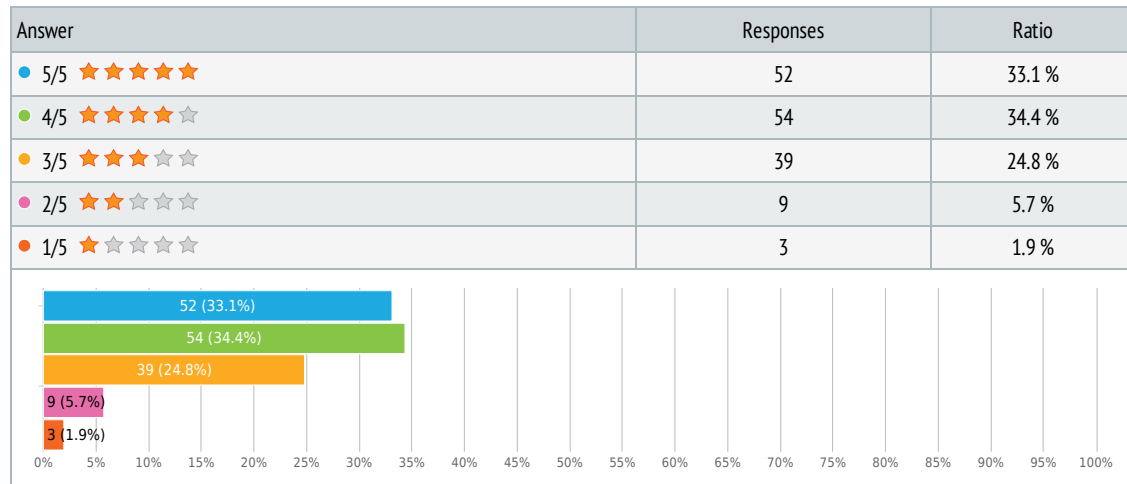


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10. Find a suitable daily routine.

Star Rating, answers 157x, unanswered 3x

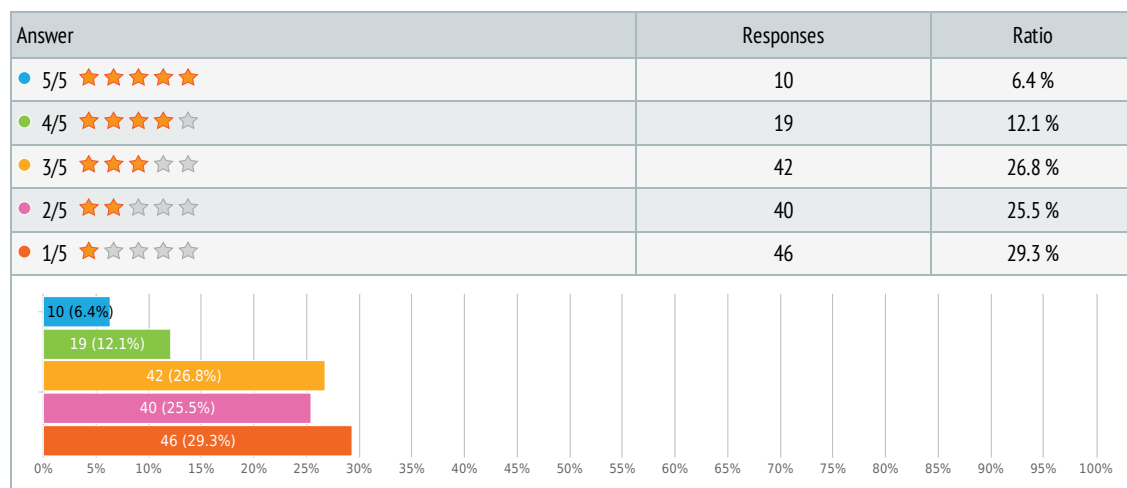
Number of stars 3.9/5



11. Depend on expat services.

Star Rating, answers 157x, unanswered 3x

Number of stars 2.4/5

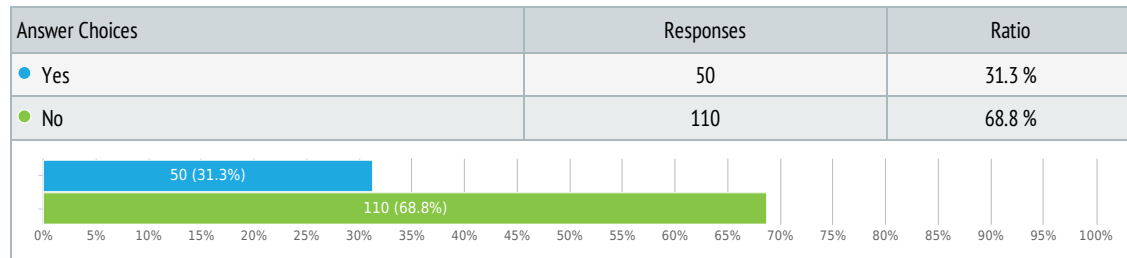




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12. Do you depend on an expatriate community in your residence city? An expat community can consist of for example social clubs and volunteering organisations.

Single choice, answers 160x, unanswered 0x



13. If answered yes in question 12, what type of community is this?

Text answer, answers 48x, unanswered 112x

- Meet up/ Expats in Amsterdam
- Religious
- Internations, American Women's club, Salvation Army, Red Cross, as well as any other English speaking charitable organization.
- American Women's Club, Tennis Group, International School Parents Group, International Book Club
- you spelled expatriate incorrectly in Q.12
- I do volunteering work
- Company expats community.
- English language book group
- I answered yes, but it is not a priority, it did help, especially in the beginning. The communities were the Indonesian Students Association and the Indonesian Catholic Church Society
- Rugby, theatre & squash
- Social.
- Finding a good pub and church
- Amsterdam Cares, Meetup groups, Dutch language school
- Amsterdam mamas Facebook group
- International playgroup
- Friends
- The Meet up community on which you can find all sorts of different activities to do to build a circle of friends.
- fb
- FB
- The expat community residing in the Hague
- Social for internationals
- sports community

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- Other expats from all over the world
- School, Scouts, Church
- Social
- It is a student community, "expat in the Hague group" or "French people in NL"
- InterNations, Internationals in Amsterdam
- Sporting and social
- Expats facebook groups, meetups
- since i was a student i have been always hanging around with international students. after graduation mostly left back home. then i was lonely and did not have people around me. I always had difficulties hanging around with dutch people as they spoke their own language and I felt apart from the group, until i learned their language.
- work and friends
- A community for mothers and families.
- Meetup.com fantastic expat meetup site
- It's called the Internations community. I have recently joined this community but I think it is really required since I do not have any friends here.
- fb community
- Meetup, Facebook groups, social group
- International students studying the same course
- InterNations/ Expat TheHague
- Variety of communities and social clubs to help replace loss of natural network from home country
- Not much anymore, but it used to be the Expat Center.
Now I am volunteering to integrate more with the Dutch community (e.g. volunteering at Sail, involved with international students at UvA)
- Expat friends that I have met here and with who I spend my time.
- Art of Living
Meetup groups
International contacts through work
- American women's club
- Fellow expats at my job. Other English speaking expats I've found through Meetup groups or through FB groups.
- Most of my friends are expats
- no
- No
- expat group to hang around
- Meetup group, co-workers



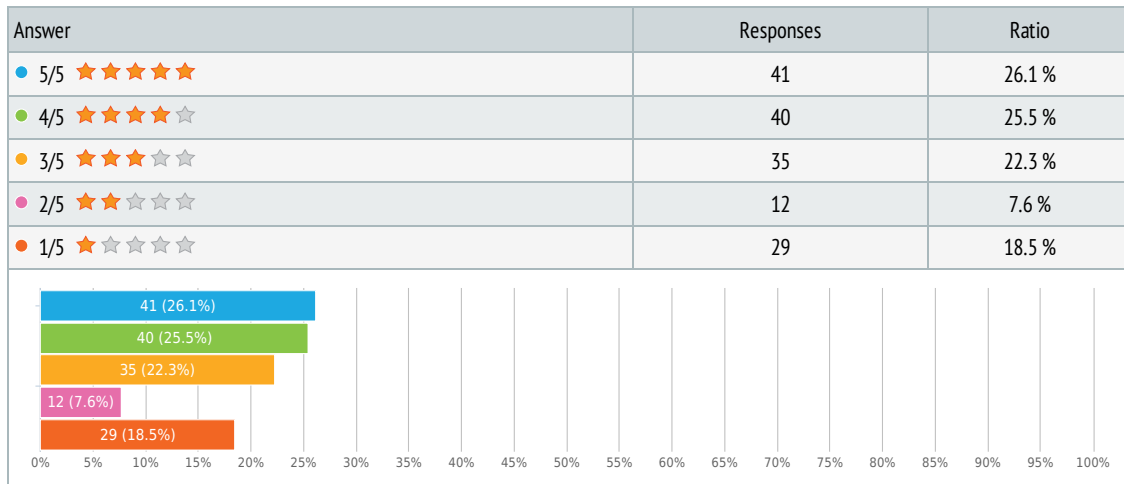


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14. The presence of international schools for children.

Star Rating, answers 157x, unanswered 3x

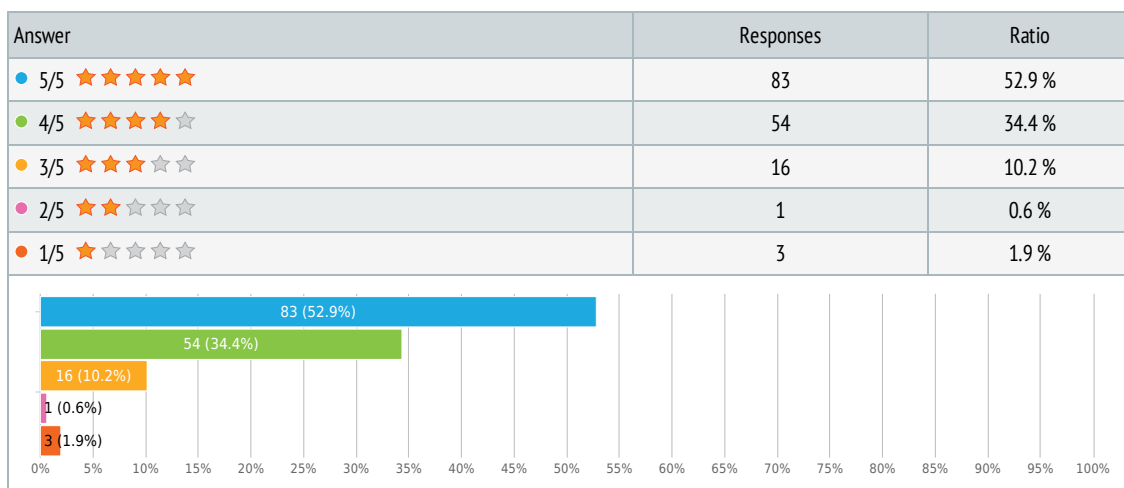
Number of stars 3.3/5



15. Easy access to the countries healthcare system.

Star Rating, answers 157x, unanswered 3x

Number of stars 4.4/5

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16

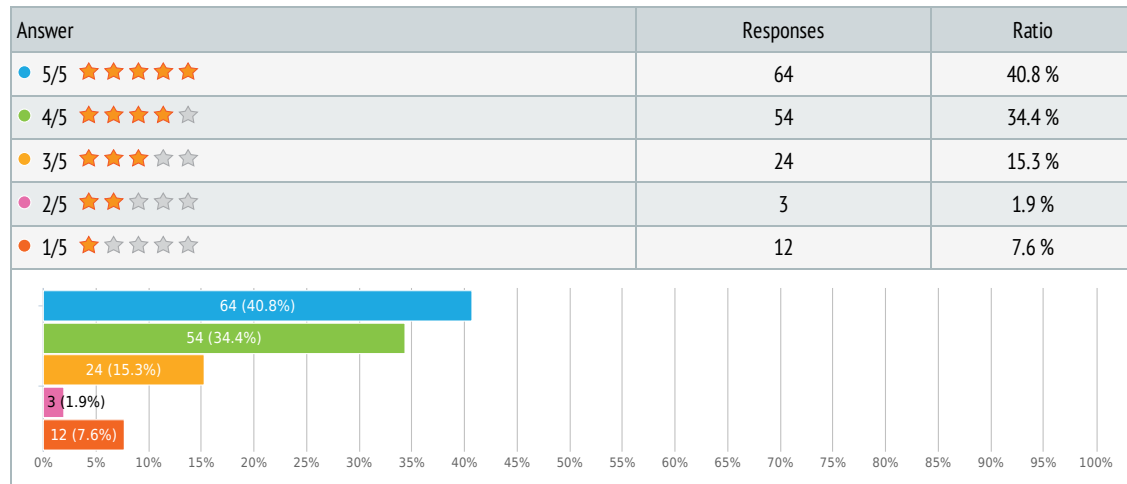


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16. Work opportunities for spouses.

Star Rating, answers 157x, unanswered 3x

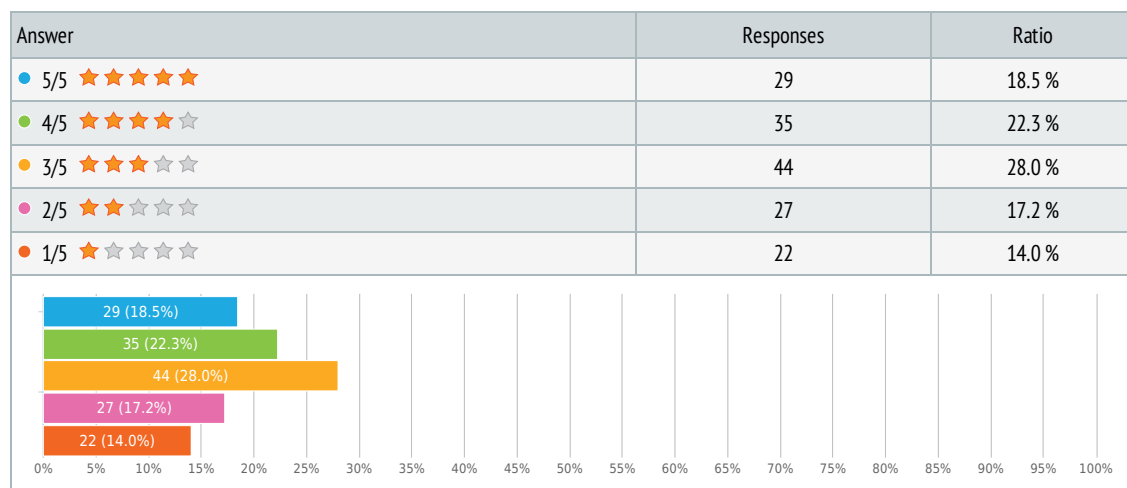
Number of stars 4.0/5



17. The presence of expat communities.

Star Rating, answers 157x, unanswered 3x

Number of stars 3.1/5

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17

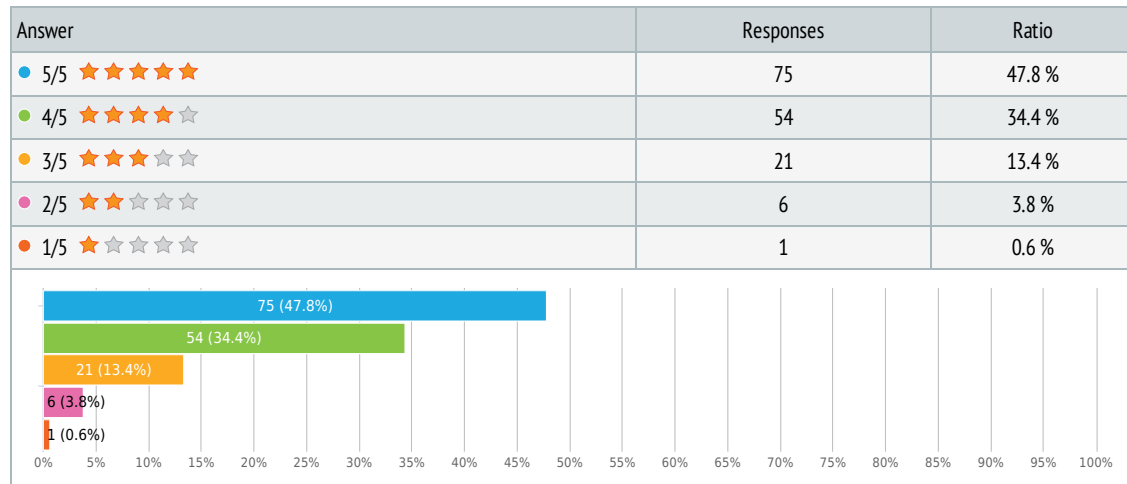


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18. The openness of the receiving culture.

Star Rating, answers 157x, unanswered 3x

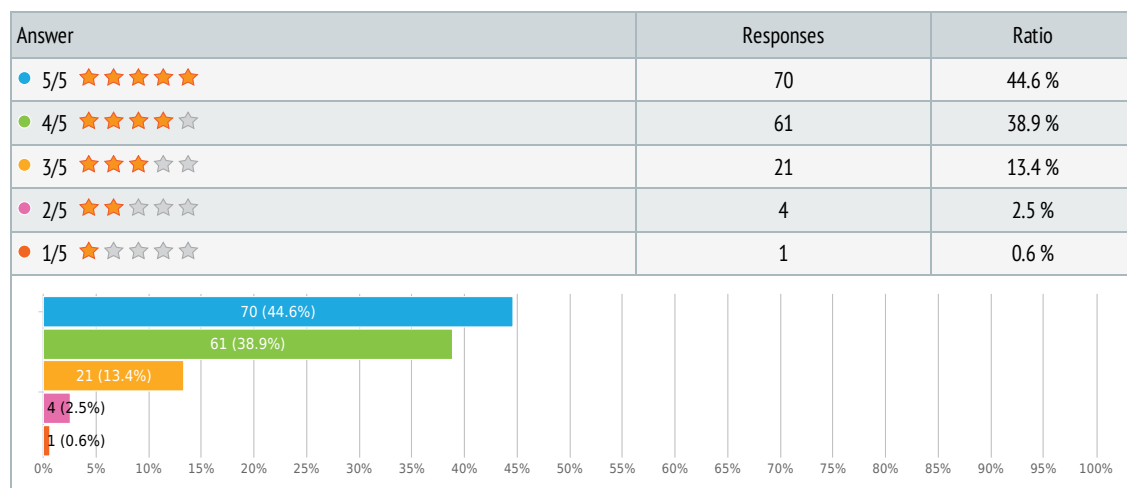
Number of stars 4.3/5



19. Sufficient housing opportunities.

Star Rating, answers 157x, unanswered 3x

Number of stars 4.2/5

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20. Do you think your integration process was well facilitated to you by your residence city? In relation to schools, municipal matters, the opportunity to build a social network. Grade it 1 - 5 in which 5 is a great facilitation process.

Matrix with text fields, answers 132x, unanswered 28x

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	2
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	I was offered free classes from the local council, so yes.

	1 - 5
Amsterdam residence.	
The Hague residence.	5

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	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	2
The Hague residence.	2

	1 - 5
Amsterdam residence.	1
The Hague residence.	5

	1 - 5
Amsterdam residence.	3
The Hague residence.	3

	1 - 5
Amsterdam residence.	did not move to Amsterdam
The Hague residence.	3

	1 - 5
Amsterdam residence.	1
The Hague residence.	5

	1 - 5
Amsterdam residence.	3
The Hague residence.	3





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	1 - 5
Amsterdam residence.	N/A
The Hague residence.	4

	1 - 5
Amsterdam residence.	N/a
The Hague residence.	4 - pretty smooth and functional

	1 - 5
Amsterdam residence.	1
The Hague residence.	1

	1 - 5
Amsterdam residence.	not from amsterdam
The Hague residence.	1/2

	1 - 5
Amsterdam residence.	4
The Hague residence.	5

	1 - 5
Amsterdam residence.	I dont know
The Hague residence.	4

	1 - 5
Amsterdam residence.	3
The Hague residence.	1

	1 - 5
Amsterdam residence.	4
The Hague residence.	4

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	1 - 5
Amsterdam residence.	0
The Hague residence.	0

	1 - 5
Amsterdam residence.	0
The Hague residence.	3

	1 - 5
Amsterdam residence.	1
The Hague residence.	4

	1 - 5
Amsterdam residence.	-
The Hague residence.	4

	1 - 5
Amsterdam residence.	0
The Hague residence.	4

	1 - 5
Amsterdam residence.	5
The Hague residence.	5

	1 - 5
Amsterdam residence.	4
The Hague residence.	1

	1 - 5
Amsterdam residence.	2
The Hague residence.	Don't know





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	3
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	four

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	1
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	5





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	3
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	3





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	bad formulation you are missing the " other city " box
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	1

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	n/a
The Hague residence.	n/a

	1 - 5
Amsterdam residence.	
The Hague residence.	5





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	3
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	No

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	5





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	3
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	0k
The Hague residence.	





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	2
The Hague residence.	2

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	I do not feel like I am in The Netherlands as I only know one Dutch person. So I'll grade it a 2. However, network-building is very good thanks to social media.

	1 - 5
Amsterdam residence.	
The Hague residence.	2

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	2
The Hague residence.	2

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Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	2
The Hague residence.	

	1 - 5
Amsterdam residence.	2
The Hague residence.	I dont know

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	5
The Hague residence.	

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	1
The Hague residence.	

	1 - 5
Amsterdam residence.	3
The Hague residence.	





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	2
The Hague residence.	

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	2
The Hague residence.	

	1 - 5
Amsterdam residence.	n/d
The Hague residence.	n/d

	1 - 5
Amsterdam residence.	3
The Hague residence.	3

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	5
The Hague residence.	





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	5
The Hague residence.	

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	3





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	3
The Hague residence.	Nvt

	1 - 5
Amsterdam residence.	2
The Hague residence.	

	1 - 5
Amsterdam residence.	2 while not being expat myself, my partner moved here to live with me and integration into our society is far from easy, we suffer from limited access to job market and social networks for a large part due to systematic forma of racism
The Hague residence.	

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	3
The Hague residence.	n/a

	1 - 5
Amsterdam residence.	5
The Hague residence.	





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	5
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	3
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	yes

	1 - 5
Amsterdam residence.	3
The Hague residence.	3





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	2
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	NA

	1 - 5
Amsterdam residence.	2
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	1

	1 - 5
Amsterdam residence.	
The Hague residence.	5

	1 - 5
Amsterdam residence.	3
The Hague residence.	





Integration: the role of expats and the state.

	1 - 5
Amsterdam residence.	4
The Hague residence.	

	1 - 5
Amsterdam residence.	
The Hague residence.	3

	1 - 5
Amsterdam residence.	nvt
The Hague residence.	3

	1 - 5
Amsterdam residence.	
The Hague residence.	4

	1 - 5
Amsterdam residence.	
The Hague residence.	3

21. For Amsterdam; if needed, what should be improved in this facilitation process.

Text answer, answers 43x, unanswered 117x

- Agencies to not make big businesses with foreigners and be transparent with them.
- Language lessons for adults
better support for kids in school
- N/a
- There's little to no interest from the Dutch to interact with expats. It's an 'us and them' culture.
- Don't know never lived there
- -
- N/A
- I needed info about enrolling children in school - I only found out "by accident" at the last minute that my young child needed to start, and what to do. Also we had pages and pages of government paper documents to fill out which I couldn't translate. We had no "company" support in any regard. Also, youngest was socially isolated, and with no toys, as we waited 4 months for our household goods. I found the resources to help him only much later once I'd "integrated" more myself by various chance meetings. Also, I had no one to watch him while I gave birth to another child shortly thereafter.

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Integration: the role of expats and the state.

- More consistent information. A lot of people don't know what they are talking about. Should be easier to get a credit card. And all public services should also be offered in English. In Switzerland all webpages were also in English!
 - Everything
 - .
 - n/a
 - Friendliness
 - The regulations are diffuse. It would be nice to have one central point and a 'tick list' to arrange everything.
 - Suburban development
 - English paperwork, clearer definition of the roles of ind, gemeente etc..
 - The housing in Amsterdam is a big challenge.
 - It should be same work opportunities with Dutch people if I have high skills
 - None
 - Dutch people are too close, even in Amsterdam. They are polite and able for a small talk, but that's it. They tend to don't make new friends and so all the expats I know, with me included, don't feel 100% integrated due to it. Even though we speak Dutch fluently and we have the same interests, they are not able for new friends.
 - housing problem
 - More focus towards helping expats that are single and childless. Too much emphasis is placed on families and helping out spouses and children. The single expats are slipping through the cracks and being left behind. After multiple visits and phone calls to the Amsterdam Expat Center, I have determined that they don't have anything that would be of assistance to me.
 - For starters it is difficult to get a response from the IND. Waiting times on emails is 6 weeks!
 - Housing!!
 - More information about school system and daycare system that's very confusing and the page is only in Dutch on the website.
 - work permit
 - More housing supply
 - Looks and feels like everything is easy getting and people are super friendly, ready to understand and help
 - A better mechanism to guide the expat when arrives, that comes as an initiative from the municipality and not from the expat.
 - More availability of language courses
 - More meetups and activities for expats, free language courses, more expat (English speaking) jobs
 - Even though they say everyone speaks English .. The communication in letters received are mainly in Dutch which makes it more difficult as always needing to translate letters etc
 - Housing opportunities for expats. Discounts on public transportation (student discount, or a monthly ticket etc)
 - Honesty/fair treatment
- It's a tough city...only the strongest survive...
- Maybe a town municipality can provide an information meeting 'Introduction to Dutch culture' + expats should ask WHY things are different instead of judging them too fast.
 - Free Dutch classes for all residents not only EU)
more open culture and job market for non-whites
Better legislation and enactment against racism
 - More detailed information when you move here so that you know the steps.
 - More equality on rental prices for locals and expats in the private sector will be necessary





- When I came they only showed housing in Oud Zuid. We didn't know Amsterdam well enough to know where to live so we trusted our makelaar. It would have been nice to know and love in Oud West for instance.
- Obtaining a residence permit
- Dutch healthcare system and leaning towards non-medicine treatment is not conducive with expectations of internationals - it ruined my wife life because they didn't give her cheap medicine which in the rest of the world is normal.... the locals do not help integration that well, they stay to themselves because they do not want to invest in friendships with temporary people... the housing is insanely expensive and lots of cons going on
- More language learning opportunities
- A stronger focus on explaining that Amsterdam does not represent the Netherlands.

22. For The Hague; if needed, what should be improved in this facilitation process.

Text answer, answers 44x, unanswered 116x

- Healthcare is the biggest hurdle in The Hague. The healthcare model here is too indifferent at the entry point. Huisarts seem to be tasked with rejecting all health concerns until the patient reaches a certain critical point. There must be a medically desirable compromise between the American system of immediately over-testing and over-medicating and the Dutch approach of telling patients to take paracetamol and stay home in bed for two weeks before they see the huisarts. Seriously, two weeks? Who wants to waste that much time and endure that much sickness before being assessed?
- Perhaps if the classes were better advertised so that more foreigners know of them then that would help.
- More bilingual schools.
- Change the curriculum of the language lessons, teach people to learn the language rather than specific sentences for specific situations, which can be very limiting
- Our recocation service was not very fast at answering out questions which caused a lot of frustration during the first 2 weeks of settling in.
- Pretty smooth from what I can remember. Nothing springs to mind.
- We had no integration by the city of the company. I asked the city for integration and language courses, however they said they were only for priority immigrants and visible minorities.
- Basically everything, I was not given any type of support in any direction. Everything I had to do, from finding a job/accommodation/health I did on my own.
- Higher tolerance towards our working schedule, not only making appointments from 8 to 13 not even thinking that we have to work; Not trying to rip off the expats: in relation to rental or any issue. Many times we pay things that we shouldn't but as we are not aware of the rules we are just ripped off.
More flexibility. Not everything is written in stone: sometimes we have to be a bit flexible...
- I found the Hague the easiest city to live in.
- (3x) -
- In regards to municipal matters: they should be more lenient with foreign documents/ records. Sometimes I had to prove something 3 times before they believed it (eg change of last name) just because the domestic procedure was different
- English to be taught at primary school or international schools should be less expensive. The only problem I have is I don't want my kids to study in Dutch and don't want to spend a fortune on international schools.
- Better language courses
- .
- Don't force people to integrate. Give them opportunities to blend-in, like International Music Festival that's enough.





Integration: the role of expats and the state.

- I think things should be made easier for non dutch speakers, as it really is difficult to handle the language barrier when you has just arrived. Paper work translated to English would really make a huge difference.
- Hallal food in local supermarket , more mosques/ prayer places for muslims
- We were not facilitated as the company only helps when being assigned to a country other than yr nationality. Bummer
- healthcare
- Too much emphasis on learning the language when most everyone speaks English.
- n/a
- More online options for bureaucracy - making appointments and doing things by paper is a hassle and not very efficient
- NA
- Health care
- To be more stickt on the process
- More internationally oriented people within the dutch community who try to be empathic - reintegrating a new country is hard, finding people who want to share knowledge and knowhow is very important.
- Social network
- (2x) Nothing
- Suburban development
- Faster administrative procedures for EU citizens.
- More Dutch/Expat mix.
And less of the "we speak English attitude, but we want you to speak Dutch" pick your choice Dutchies :P
- Municipal matters could be improved. I had no idea how things worked in Holland when I moved there, and I am still often confused by these matters.
- as amsterdam
- work permit
- well, i really liked the way things got sorted out for me w.r.t housing, healthcare services, etc. However, I think the housing facilities could be a little better. The involvement of the broker services is good, but it should not be mandatorily present unless the expats really need it. At this moment, the broker services are kind of mandatory and the expats have to shell out a huge chunk of money on accommodation. It gets worse if they are staying with family since they need to take bigger apartments with higher rents and more brokerage.
- Nvt
- I'm very happy with everything. But I speak Dutch which makes everything easy.
- More info in English
- more information
- The belastingdienst needs to be prepared to communicate in English.

23. What would you recommend to future expats/internationals who take-on an international assignment in The Netherlands?

Text answer, answers 158x, unanswered 2x

- To look at budget before coming here, rents are very expensive for what they offer.



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Integration: the role of expats and the state.

- Nope! I wouldn't want to subject anyone else to a country that "nickel and dimes" you on literally everything, as well as one of the most inefficient places in the world. This is illustrated by fact that local government agencies can't electronically communicate with one another. For example, why do people have to pay the city €12 for a piece of paper to confirm their place of residence to RDW? Why isn't my State issued ID sufficient, or the thousands of other pieces of paper that they give you at the immigration office with your address sufficient. In 21st century, why does it take 4-6 months to send people traffic violations? This country makes people pay crazy amounts of taxes, but the governmental services such health care system structure is beyond antiquated. Sustainability practices are beyond deplorable to be part of the EU. In Rotterdam you have high rises with at minimum 300 people, and they all share only one recycle bin for paper and one bin glass, and then have to travel down the road for plastic, and compose is not even an option. I really think that the local government officials needs to have conversations with their counterparts in the EU. I'm sure those conversations will lead to helping reduce the pollution in the North Sea. Furthermore, what is the purpose of having a government website with English if you are not going to include important information that people need in English? If I knew then what I know now, I wouldn't be here myself.
- Learn about the culture and the pace of life before you come here. The Dutch are impatient in their daily life -- they butt in line, tail-gate when they drive, and tend to listen for what they want to hear rather listen to seek to understand what is being said. This rushed demeanor comes across as rudeness and aggressiveness. The Dutch seem to misinterpret the reaction to their demeanor by thinking they are more honest and direct. I find them no more honest and direct than anywhere else; I think they are just too impatient to take the time to be courteous while being honest and direct. For the same reason, I think friendliness isn't a cultural norm here, but the people are very kind and caring once you break in.
- Building a social network is difficult, Dutch people only open up after a while so be persistent
- Suck it up. The Netherlands isn't a land of milk and honey (as I once thought) but it has fantastic opportunities for those who are willing to contribute.
- learn the language
- Decide early how many years will be spent here, as it affects many decisions as school type, where to live, buy/rent, etc.
- b
- Have blond Hair and blue eyes and prepare to be assimilated? The racism I faced was extreme as did our son. (My husband is Dutch)
- Invest in learning the language as quick as you can
- Get local friends asap
- The first thing to do is going to the city offices to get all the information you need to move here.
- Remember to breath and dont let the locals get to you, just ignore them and get on with it.
- Don't become stressed by the bureaucracy, it's best to go with the flow. If you can find someone to help you with finding a house then do it, but if you have the determination to do it alone, go for it as you may find something more affordable.
- Nothing
- (3x) Learn the language
- Although everyone speaks English in NL, take the time to learn the language and understand their customs. When you first arrive, it's definitely important to find international (if not your country of origin) communities, which can help you get around, but finding a daily/weekly routine i.e. activities/hobbies was the utmost important to me. This contributed to the sense of belonging and normalcy, if that makes sense at all!
- The sooner you get established in a social circle the easier you will find it to pick up practical tips from other expats
- Be prepared that the Dutch reputation for tolerance and liberality is in conflict with the local Dutch residents.
- Prepare to be strong.
- Stop criticizing the local culture. Look at your own-especially Americans-there's a lot to laugh at (especially now) Be open to new experiences, but keep your criticism for when you are at home.
- Learn the language, go out as much as you can, try new food & activities.
Sign up for sports or language group to meet people.
- Learn the language early on. If you find you can get in without it, you'll probably never learn.





Integration: the role of expats and the state.

- Don't be shocked by the healthcare system and the mindset of GP's and dentists here. Have backup solutions ready. Healthcare is really the only subject that rebuts me and where I prefer to go back to my country if anything serious happens.
- Enjoy every minute. It's an amazing country with amazing people...once we learn how they "work"... :)
- Wouldn't change this country for any other!
- yes, however it is so important to learn dutch, and make friends outside the expat community. I have lived in the Hague for 16 years and the best thing I did was leave the expat community and make dutch friends.
- (2x) -
- To be patient. Things work different in different cultures. And even if the Dutch speak English well, you get around so much easier when you speak the language! So learn at least a little if you can.
- Volunteer and take any social opportunity that comes your way initially. Also don't be afraid to ask questions
- willing to learn the language
open minded
- A list of essential resources for children.
To get someone to translate documents for them.
- Learn the language
Accept/understand local customs and traditions
The Dutch are very direct. Know and accept this from the beginning
- Buy a Dutch bike immediately. They're expensive but they don't break down and bikes are vital here.
- Inform yourself about Cost of living and social insurances
- not sure, i've just recently moved here and would love to receive those recommendations myself
- Its a very welcoming country if you are open to the people. Might get difficult at the beginning but push through the ego and you will see that there are wonderful friends to be made
- Visit in February and see if you are ok with the weather and daylight
- Learn Dutch
- Know that integration is very difficult
- Make sure you partake in Dutch courses to get a good foundation of the language. Get yourself involved with the expat community and also be open to get to know Dutch people.
- Have an open-mind, be ready to struggle at the beginning, accept that everything is not always easy and granted
- N/A
- Yes, definitely.
- It's a very nice place to live specially if you don't have school going kids or you can afford international school. Very next cel and friendly people.
- Buy a bike
Get to know people by going to events
Be patient when it comes to papers for the car, bank account....it takes forever
Don't get offended...dutch people are not very diplomatic (sometimes is a good thing)
- (3x) .
- bring own food. local/dutch food is terrible ;) forget about sunny weather.
- Take things easy, one step at a time! Focus on the positive, which is a lot!
- Dutch course, car, a social rules workshop.
- To make contact with the locals





Integration: the role of expats and the state.

- Learn the basics of the language
- Netherlands is a great country and full of opportunities. People are very friendly. facilities are there, be sure you will enjoy your stay in the Netherlands.
- none
- Use your colleagues, Dutch people are more open than you might think
- Not to sell anything here, but pretty much everything written in the book "Stuff Dutch People Like" is true. And gives a pretty accurate insight on culture, customs etc over here.
- nada
- Be friendly and try to meet people.
- to think about all the paperwork that needs to be done here! it is incredible how hard it is to solve something when you are entitled to (i.e., how many papers and proofs you need to send) and how easy it is to be taxed for everything. This is something internationals should be prepared to deal with, as the system is not making it easy at all for those who don't speak Dutch to deal with bills and all the paperwork.
- Learn Dutch - you appreciate your time here more
- Bring adaptation spirit
- NA
- Learn the language because it does help. People won't bother talking to you unless you can understand / speak Dutch.
- Yes
- learn the language as soon as possible
- Choose your neighborhood wisely
- Build a strong expat network so that they can get all the information they need to survive
- To prevent a budget to learn the language, and consider the dutch community is not really open to accept expats, diplomatically is kind, but in the honest true is not so open, and defenitully learn the language!
- Try to keep an open mind to local traditions even if they don't seem to make sense. Be courteous to your neighbors and invite them over for a coffee (it helps when you need them to pick up the mail or trash cans :))
Enjoy the caos!
- Learn the language, people appreciate it. Be like a local, not an "expat". Do not think or care about whatever you miss from home, and stop comparing your new home to any other country - this is an experience.
- Consider it only if you AT LEAST speak English.
- This is just a comment on this survey: the english grammar is not very good in this survey and it is a bit hard to understand. It would be good if you had someone who speaks english natively to look over it. Also you are assuming that everyone taking this survey has a spouse...
- Yes but do your research properly
- learn dutch
- Try to get an idea of what you will need to arrange to get yourself settled. If anything is unclear, asking ahead of time will make life here so much easier and more enjoyable.
- Join the Ex-pat groups on FB for information from Ex-Pats as well as Dutch members, their input is very important and helpful
- be prepared for an immense amount of paperwork and bureaucracy
- Learn the language, it helps to integrate better with the Dutch
- Be prepared to live with the locals. As much as they are very open-minded, they do have their firm habits and life vision, which almost never change, regardless of their social or professional position.
- Find activities to do
- first hard thing: finding a house
second: communicating with dutch people as in 'squeezing in' their 'groups', as they are normally very closed





Integration: the role of expats and the state.

- learn Dutch. you think you don't need it but you do to get a job.
- To stop promoting it as a city that is super welcoming, it's not true. (To some extent of course)
I have met the nicest Dutchies but the worse people I have ever met were here too (racism, and lack of open-mindedness)
- I would recommend to reach and get to know other expats, there is often someone who has been in a similar situation as yourself, and they offer the greatest help because they know what you are going through.
- ss
- I have no recommendations
- organise health insurance as soon as you register
- Reach out on social platforms! Amsterdam is more fun with a social network.
- Make sure housing and all insurances are covered before moving
- Prepare legal documents ready and manage life expectations.
- Do try to learn some Dutch.
- Get in touch with expat services and don't be afraid to ask questions
- Be open minded and accept the local customs.
- Learn the language, make friendships with locals, be open to meeting new people and gaining their insights
- learning the language and the culture before coming to the netherlands is a great help to integrate.
- Making friendship with others expats, otherwise you will feel very lonely.
- do not stay at home
- Don't bother with the Expat Center
- Start looking for a house weeks before you arrive.
- don't
- Find a place to stay as early as possible
- Ask for help.. Everyone's willing to lend a hand
- Re-think that the language barrier is very real, there is limited options for international schools not many stay at home mums so get a job to integrate, pick housing after school opportunity
- Understand that different countries have different lifestyles, and no culture is better than the other, they are just different.
- learn language, save money
- Look for an apartment or room earlier.
- I wish just love this great beautiful, friendly and peaceful country and people who live here)
- To get In The Expat community on the web to learn all the tips
- Yes, indeed. It is a wonderful city - so well organized, great transportation facilities, good healthcare facilities, not-to-bad weather (well, i like it :)), people are warm and hospitable. It's a nice city to be in.
- To learn about all the errands needed before and after arrival.
- no
- Finding a residence is key. Make that a priority.
- Get involved in expat organisations early.
- Come with friend/wife
- Make sure that the whole family can easily integrate and develop. I.e. Spouse can find a job if wishes to, children can go to good schools etc. besides, join expats groups on Facebook before the move to ask questions and get important info about the new location





Integration: the role of expats and the state.

- The apartments here are quite small & narrow so be wary about bringing big furniture/mattresses that won't fit through internal staircases.
Most have single mattresses that join together or mattresses that fold (are not stiff)
Sizes of beds, mattress & pillows are different here.
- Fix housing asap
- Try to learn language basics beforehand, investigate neighborhoods carefully before committing to accommodation, enjoy dining out & customer service in home country because it's a big step down in The Hague.
- To organize always social events to meet people
- Be aware of paperwork, everything takes more time than expected
- Take good care for yourself as well.....never expect you can completely trust on governments help. Be open minded and don't expect the natives to think and (re)act like you. Stay interested instead of negative minded. Help to keep the positive atmosphere up and you'll be loved and welcomed.
- Get your banking in order as quickly as possible. You can't do anything here until you have a Netherlands bank account.
- Learn the language as soon as possible. Find your way in the health care system in NL instead to fight against. Just make your own lunch 😊
- Good luck!
- Learn the language, build a solid social and business network quickly. The distance of friends and family will mean more than you expect when times get hard.
- the best way to integrate is to take some professional courses or start studies of international degree programmes. That way you are meeting mind-like people and extend your international friendships.
- I focused more on socialising within the Dutch community than with expat groups, in part because there isn't a large expat community locally, but also because expats come and go. Finding some stability, especially socially made a big difference for me personally.
- Learn Dutch, be open-minded.
- Learning Dutch.
Join activities such sports, social clubs, hobbies etc.
Try to make international friends first.
- To research better all the aspects of a daily life here and see if it would match with their personality,
-
- Be autonomous... Do not depend on a dutch (man or women)
- Learn about the healthcare system beforehand. Think about if you can cope with the weather.
- Do it. It's uncomfortable but you grow and learn so much. It's great for most kids. They learn language and culture first hand. I would do it again and again and again.
- Buy a house as soon as you bunk you'll stay – private market rent is a rip-off.
- Don't be mad at the Dutch people who seem to be preserved and don't let you inside of their circle. Learn the language and blend in.
- Don't worry about nothing. Netherlands is very friendly country
- red tape
being ready to live in small city
- Expect to be underwhelmed by many things, but also enjoy the good things like riding bikes and slower pace of life than big cities
- ?
- To enjoy it at its fullest as this country has more cultural freedom than other countries but to be willing to adapt to their customs as Dutch can't be defined as super warm and friendly, or at least not in the initial phase.
- Learn the culture













Integration: the role of expats and the state.

- try not to depend on expat communities, as this will not help you integrate - many expats stay within their communities and are incapable of speaking even basic Dutch after being in the country for more than 7 years. This can have a huge impact on one's own and their children's social life, as they can feel left out of many activities and opportunities
- more information on all the procedure
- enjoy
- Make a Dutch friend
- Commitment to understand Dutch culture.
- N/a
- learn the language!
- Try to get as much done for the spouses visa/documentation before moving here
- Sorry, this question is not specific enough.
- You should study at least some dutch before you moving here.





Survey settings

	Questions per page	All
	Allow multiple submissions?	✓
	Allow return to previous questions?	✓
	Display question numbers?	✓
	Randomize questions order?	
	Show progress bar?	✓
	Receive response notifications by e-mail?	
	Password protection?	
	IP restriction?	



Appendix: Survey

Integration: the role of expats and the state.

The term expat refers to employees who take up a foreign assignment for several months or years and came into existence due to international trade agreements, the globalization of economics and the urge for highly skilled professionals in the right place and position (What's an expat anyway?, n.d.)

When entering a new society, expats need to acquire a new place in their residence country in both social and cultural sense. During this process their own set of efforts and ability to adapt are of importance. Yet, the role of the receiving society is also of significant importance (Penninx, 2003)

The HSBC Expat Explorer Survey specifies a few key characteristic of successful expat countries as having an open society, a wide range of suitable schools and access to healthcare (HSBC, n.d.).

The goal of this survey is to gain insight in how expats experience their integration process/period and which areas of The Netherlands integration demeanour are in need of improvement.

1. Where do you live?

☐ Amsterdam

☐ The Hague

☐ Other

2. What is your age?

☐ <20

☐ 21 - 30

☐ 31 - 40

☐ 41 - 50

☐ 51 - 60

☐ 61 >

3. What is your nationality?

4. How many times did you have to re-integrate into a new country?





Integration: the role of expats and the state.

5. Which factor would have the greatest influence in your decision to get settled in a certain country?

- ☐ The culture of a country.
☐ How the care-taking of the spouses is being dealt with.
☐ The regulations towards obtaining residence and permits
☐ Other

6. What type of integration is of greater importance?

- ☐ Social integration, obtaining an identity within a new society.
☐ Cultural integration, understanding the new culture.

7. Please grade the influence that the spouse's social integration has on the determination of your international assignment. In relation to schools, jobs or volunteering organisations. On a scale of 1 - 5 with 5 being the highest amount of influence.

☆☆☆☆☆ / 5

Please indicate the importance of the following activities in order to successfully integrate into a new country? On a scale of 1 - 5 with 5 being the most important.

8. Learn the language.

☆☆☆☆☆ / 5

9. Learn the customs.

☆☆☆☆☆ / 5

10. Find a suitable daily routine.

☆☆☆☆☆ / 5

11. Depend on expat services.

☆☆☆☆☆ / 5

12. Do you depend on an expatriate community in your residence city? An expat community can consist of for example social clubs and volunteering organisations.

- ☐ Yes
☐ No

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13. If answered yes in question 12, what type of community is this?

Please indicate to what extend the following factors define a successful expat city? On a scale of 1 - 5 with 5 being the most important.

14. The presence of international schools for children.

☆☆☆☆☆ / 5

15. Easy access to the countries healthcare system.

☆☆☆☆☆ / 5

16. Work opportunities for spouses.

☆☆☆☆☆ / 5

17. The presence of expat communities.

☆☆☆☆☆ / 5

18. The openness of the receiving culture.

☆☆☆☆☆ / 5

19. Sufficient housing opportunities.

☆☆☆☆☆ / 5

20. Do you think your integration process was well facilitated to you by your residence city? In relation to schools, municipal matters, the opportunity to build a social network. Grade it 1 - 5 in which 5 is a great facilitation process.

	1 - 5
Amsterdam residence.	<input type="text"/>
The Hague residence.	<input type="text"/>

Appendix VII - Consent forms

Appendix 6.4 – Informed Consent Form

Informed Consent Form

- 1) Project Title To what extent is the integration demeanour of Dutch international cities successful?

- 2) Project Description (1 paragraph)

This project views the integration opportunities the Netherlands offers to their residents expats

If you agree to take part in this study please read the following statement and sign this form.

I am 16 years of age or older.

I can confirm that I have read and understood the description and aims of this research. The researcher has answered all the questions that I had to my satisfaction.

I agree to the audio recording of my interview with the researcher.

I understand that the researcher offers me the following guarantees:

All information will be treated in the strictest confidence. My name will not be used in the study unless I give permission for it.

Recordings will be accessible only by the researcher. Unless otherwise agreed, anonymity will be ensured at all times. Pseudonyms will be used in the transcriptions.

I can ask for the recording to be stopped at any time and anything to be deleted from it.

I consent to take part in the research on the basis of the guarantees outlined above.

Signed:



Date:

11/3/16

ES4 Guide for Final Project and Dissertation **2015-2016**

Appendix 6.4 – Informed Consent Form

Informed Consent Form

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If you agree to take part in this study please read the following statement and sign this form.

I am 16 years of age or older.

I can confirm that I have read and understood the description and aims of this research. The researcher has answered all the questions that I had to my satisfaction.

I agree to the audio recording of my interview with the researcher.

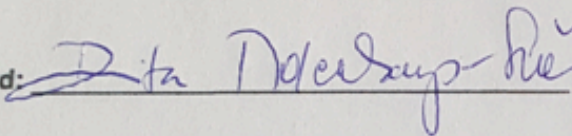
I understand that the researcher offers me the following guarantees:

All information will be treated in the strictest confidence. My name will not be used in the study unless I give permission for it.

Recordings will be accessible only by the researcher. Unless otherwise agreed, anonymity will be ensured at all times. Pseudonyms will be used in the transcriptions.

I can ask for the recording to be stopped at any time and anything to be deleted from it.

I consent to take part in the research on the basis of the guarantees outlined above.

Signed:  Date: 4/8/2016

Appendix 6.4 – Informed Consent Form

Informed Consent Form

1) Project Title To what extent is the integration demeanour of Dutch international cities successful?

2) Project Description (1 paragraph)

This project views the integration opportunities the Netherlands offers to their residents expats.

If you agree to take part in this study please read the following statement and sign this form.

I am 16 years of age or older.

I can confirm that I have read and understood the description and aims of this research. The researcher has answered all the questions that I had to my satisfaction.

I agree to the audio recording of my interview with the researcher.

I understand that the researcher offers me the following guarantees:

All information will be treated in the strictest confidence. My name will not be used in the study unless I give permission for it.

Recordings will be accessible only by the researcher. Unless otherwise agreed, anonymity will be ensured at all times. Pseudonyms will be used in the transcriptions.

I can ask for the recording to be stopped at any time and anything to be deleted from it.

I consent to take part in the research on the basis of the guarantees outlined above.

Signed: _____



Date: _____

12/07/2016

Appendix 6.3 – Student Ethics Form

European Studies
Student Ethics Form

Your name: Maxine de Wilde

Supervisor: Flora Visscher

Instructions/checklist

Before completing this form you should read the APA Ethics Code (<http://www.apa.org/ethics/code/index.aspx>). If you are planning research with human subjects you should also look at the sample consent form available in the Final Project and Dissertation Guide.

- a. ☐ Read section 3 that your supervisor will have to sign. Make sure that you cover all these issues in section 1.
- b. ☐ Complete sections 1 and, if you are using human subjects, section 2, of this form, and sign it.
- c. ☐ Ask your project supervisor to read these sections (and the draft consent form if you have one) and sign the form.
- d. ☐ Append this signed form as an appendix to your dissertation.

Section 1. Project Outline (to be completed by student)

- (i) Title of Project: to what extent is the integration demeanour of Dutch international cities successful?
- (ii) Aims of project: to research the presence integration opportunities.
- (iii) Will you involve other people in your project – e.g. via formal or informal interviews, group discussions, questionnaires, internet surveys etc. (Note: if you are using data that has already been collected by another researcher – e.g. recordings or transcripts of conversations given to you by your supervisor, you should answer 'NO' to this question.)

YES NO

If no: you should now sign the statement below and return the form to your supervisor. You have completed this form.

This project is not designed to include research with human subjects. I understand that I do not have ethical clearance to interview people (formally or informally) about the topic of my research, to carry out internet research (e.g. on chat rooms or discussion boards) or in any other way to use people as subjects in my research.

Student's signature _____ date _____

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If yes: you should complete the rest of this form.

Section 2 Complete this section only if you answered YES to question (iii) above.

(i) What will the participants have to do? (v. brief outline of procedure):
 answer a series of questions verbally or on writing.

(ii) What sort of people will the participants be and how will they be recruited?
 Experts interviews, employees of institutions unknown expert people through an online survey

(iii) What sort stimuli or materials will your participants be exposed to, tick the appropriate boxes and then state what they are in the space below?
 Questionnaires ☒; Pictures ☐; Sounds ☐; Words ☒; Other ☐.
 Questionnaires through an online survey
 words through 3 expert interviews
 and a phone call with an institution

(iv) **Consent:** Informed consent must be obtained for all participants before they take part in your project. Either verbally or by means of an informed consent form you should state what participants will be doing, drawing attention to anything they could conceivably object to subsequently. You should also state how they can withdraw from the study at any time and the measures you are taking to ensure the confidentiality of data. A standard informed consent form is available in the Dissertation Manual.

(vi) What procedures will you follow in order to guarantee the confidentiality of participants' data? Personal data (name, addresses etc.) should not be stored in such a way that they can be associated with the participant's data.
 all the participants allowed me to use their name and function.

Student's signature: Maxine de Wilde date: 13-09-2016

Supervisor's signature (if satisfied with the proposed procedures): [Signature] date: 14-09-2016
 F.L. Visscher

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