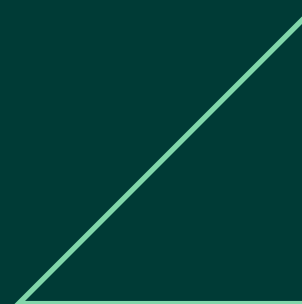



Rasmus Sandy Harboesgaard Nielsen, Jon Horgen Friberg, Karen Nielsen Breidahl, Anne Britt Djuve, Christian Albrekt Larsen and Hanne Kavli

Syrian and Ukrainian refugees' experiences with the welfare state in Denmark and Norway

Technical report and preliminary findings from the MIGTRUST survey





Syrian and Ukrainian refugees' experiences of the welfare state in Denmark and Norway

As part of a longitudinal study designed to investigate how refugees' experiences with welfare state institutions affects their sense of institutional and interpersonal trust, Fafo in collaboration with Aalborg University and Oslo Metropolitan University conducted an initial survey of recently arrived Syrian and Ukrainian refugees in Norway and Denmark in the fall of 2023. This report documents the survey and presents preliminary analyses of the data.

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Preface

Trust is foundational to the functioning of modern societies, and in the context of immigration-induced ethnic diversity, its origins and development have increasingly come into focus. *Trust among refugees – the impact of welfare state institutions* (MIGTRUST) is a comparative research project, headed by Fafo in collaboration with Aalborg University and Oslo Metropolitan University, and funded by the Research Council of Norway (Project ID: 325550). The purpose of the project is to investigate how refugees' experiences with welfare state institutions affects their sense of institutional and interpersonal trust. The empirical backbone of the study is a longitudinal survey administered to recently arrived Syrian and Ukrainian refugees in Norway and Denmark. The baseline survey was conducted in the fall of 2023. The Danish survey was conducted by Statistics Denmark and the Norwegian survey was conducted by Kantar Public/Verian. The plan is to conduct two follow-up surveys in the years to come, to study how trust develops over time.

The project is headed by Hanne Kavli at Fafo and the project team also includes Karen Nielsen Breidahl and Christian Albrekt Larsen at Aalborg University, Anne Britt Djuve and Rasmus Sandy Harboesgaard Nielsen at Oslo Metropolitan University, and Jon Horgen Friberg at Fafo.

This report documents the baseline survey and presents some preliminary analyses of the data. All team members have been actively involved in the development of the survey and this report. The technical analyses were conducted by Rasmus Sandy Harboesgaard Nielsen, who wrote most of the report's text, with contributions from Jon Horgen Friberg, who wrote the report's introduction and conclusion.

We would like to thank the respondents who shared their experiences with us. We would also like to thank Sofie Steensnæs Engedal for proofreading and preparing the report for publication.

Oslo 12.03.2025

Rasmus Sandy Harboesgaard Nielsen, Jon Horgen Friberg, Karen Nielsen Breidahl, Anne Britt Djuve, Christian Albrekt Larsen and Hanne Kavli

Summary

This report presents some preliminary findings of the MIGTRUST survey, which examines Syrian and Ukrainian refugees' experiences with the welfare state in Denmark and Norway.

When comparing refugees to natives, the analyses show that refugees generally report lower levels social trust compared to native-born citizens, as well as challenges regarding language and communication when dealing with host country professionals, but at the same time tend to have high expectations of equal treatment from public authorities, and relatively high levels of institutional trust.

Comparing Ukrainian refugees and Syrian refugees, we find that Ukrainians on average have higher levels of education and work experience (although their level of labour market integration remains mixed). Syrians report greater difficulties in communicating with welfare state employees, particularly in the asylum and integration systems, and express lower satisfaction with service quality and level of support.

Comparing Denmark and Norway, we find that Denmark has a higher share of refugees employed full-time, while Norway has a higher proportion of refugees engaged in education. In general, refugees in Norway tend to have higher expectations of equal treatment from authorities and report higher trust in government institutions, particularly in immigration and integration authorities, than refugees in Denmark.

Refugees in Norway generally report more positive experiences with the integration and welfare system than in Denmark, where refugees tend to report higher levels of coercion and dissatisfaction. In the years to come, the data from this survey will form the basis for future longitudinal studies and more complex analyses aimed at investigating how trust patterns evolve over time, as refugees settle and integrate into Scandinavian societies.

1 Introduction

Trust – between citizens and between citizens and state institutions – is foundational in functioning societies (Nannestad & Svendsen, 2005), and high levels of trust are often described as an essential component of the Scandinavian welfare states' recipe for success (Rothstein, 2001). In contrast, many of the countries from which refugees to the Nordic countries come are characterized by low levels of trust, often related to civil conflicts or state corruption. The extent to which newcomers will adopt higher levels of trust after their settlement in Scandinavia is therefore a key question. Existing research suggests that newcomers' encounters with various welfare state institutions can play a crucial role in either making or breaking social trust among immigrants (Andresen et al., 2023; Breidahl & Fersch, 2018; Friberg & Elgvin, 2016). This applies to both refugee-specific institutions related to reception and integration, as well as to universalist institutions such as those related to health and education.

The MIGTRUST project is funded by the Research Council of Norway and conducted in collaboration between Fafo and Aalborg University. It aims to study how social and institutional trust develops over time among refugees in Norway and Denmark. Despite overall similarities in their social models and welfare state institutions, Denmark and Norway have pursued distinctly different policies towards refugees, making them interesting cases for comparative study.

In late 2023 and early 2024, two large-scale surveys were conducted – one in each country – targeting recently arrived Ukrainian and Syrian refugees. These are the two largest refugee groups to arrive in Scandinavia over the past decade. Since 2015, in the wake of the Syrian civil war and the so-called refugee crisis in Europe, substantial numbers of Syrian refugees have arrived in both Denmark and Norway. Seven years later, following Russia's full-scale invasion of Ukraine in 2022, Ukrainians became the largest group of refugees to arrive (Tyldum et al., 2023). In addition to these refugee groups, the survey targeted a smaller sample of non-immigrant, majority natives as a control group.

This sampling strategy allows us to compare two relatively different refugee groups, with distinct institutional experiences and cultural backgrounds from their countries of origin. It also enables us to compare Denmark and Norway as two refugee reception countries that are similar in their overall social and institutional frameworks but that have chosen strikingly different policy paths regarding refugee reception – with Denmark opting for stricter eligibility criteria, less generous social support for refugees and a more widespread use of temporary protection (Breidahl, 2017; Brochmann, 2022).

In addition to the refugees' social backgrounds and experiences from their countries of origin, the survey focuses on experiences with various aspects of the Scandinavian welfare bureaucracy, as well as their trust in people and institutions. This survey will serve as the baseline for longitudinal follow-up studies examining how the refugees' level of trust develops over time and how this development is shaped by their encounters with the welfare bureaucracy.

In this report, we present the technical background and preliminary results from the baseline survey. The analyses are cross-sectional and descriptive and focus on the following research questions:

- How do refugees experience their encounters with the welfare state apparatus, in terms of communication, quality of services and personal treatment?
- Are there differences between various parts of the welfare system, such as asylum reception centres, integration programmes, schools and health care, in terms of how they are experienced by the refugees?
- What are the differences between Syrian and Ukrainian refugees' experiences with the Scandinavian welfare bureaucracy, compared to each other – as well as to the majority natives?
- What are the differences between Denmark and Norway in terms of how refugees experience their encounters with the welfare system?

Throughout the report, findings will be presented as three-way comparisons. First, within-country comparisons of refugees and majority natives enable interpretations related to the unique circumstances faced by refugee populations in relation to the native majority. Second, within-country comparisons between Syrians and Ukrainians allow for interpretations regarding the differences between these two refugee groups in terms of social and cultural background. Finally, cross-country comparisons of refugee groups in Norway and Denmark facilitate interpretations related to the different national welfare and integration regimes across the two countries.

The report includes a total of 61 tables and figures, along with 6 unique groups for comparison. In this initial report, findings related to subjective assessments will be interpreted as either 'positive' or 'negative'. This entails pooling together positive and negative responses. In some cases, this results in somewhat unnuanced interpretations. Hence, we encourage especially interested readers to explore the numerous included tables and figures. The primary purpose of this report is to document the survey. In the coming years, these data will form the basis for more in-depth analyses that will be published in academic books and journals.

2 Methodology

2.1 Introduction

The survey was conducted between late 2023 and early 2024, with a focus on Syrian and Ukrainian refugees resettling in Denmark or Norway; it included a subsample of majority natives from both countries as control groups. The Danish survey was carried out by Statistics Denmark, while the Norwegian survey was conducted by Kantar Public/Verian. Inclusion criteria for Syrian refugees were 1) arrival in Norway/Denmark between 2015 and 2023, 2) possession of Syrian citizenship upon arrival in the country of residence, 3) aged 18 years or older and 4) granted a residence permit either through asylum or family reunification. For Ukrainian refugees, the inclusion criteria were 1) arrival in Norway/Denmark between 2022 and 2023, 2) possession of Ukrainian citizenship upon arrival, 3) aged 18 years or older and 4) granted a residence permit under temporary collective protection schemes for Ukrainian refugees in Norway/Denmark. For majority natives, the inclusion criteria were 1) having non-immigrant parents and 2) aged 18 years or older. Participants were selected through simple random sampling in each subgroup. The survey included a total of 103 questions and 117 data points.

Refugees are difficult to reach in survey research (Marpsat & Razafindratsima, 2010; Tyldum, 2020). To improve response rates, several steps were taken. First, responses were collected via web interviews (CAWI) for majority natives and through a combination of web and phone interviews (CATI) for refugees. Invitations were sent by email or SMS, followed by several reminders for those who did not initially respond. A second round of data collection was conducted by phone for individuals who were either non-responsive or had only partially completed the survey. Second, the web interview was professionally translated from Danish/Norwegian to Ukrainian, Russian and Arabic. Third, phone interviewers were proficient in Ukrainian/Russian and/or Arabic, enabling direct communication during the interviews. And finally, survey participants were entered into a raffle for cash prizes. These steps helped to ensure satisfactory response rates for each included subgroup (See Table 1).

The overall response rate across both countries was 22.6%, based on 7,623 fully completed interviews. The Danish survey achieved a higher response rate than the Norwegian one (31.5% vs. 18.7%), largely due to lower participation among Syrian refugees and majority natives in Norway. The inclusion of phone interviews helped to increase response rates for Syrian refugees in Norway – as reflected by the fact that 46% completed the interview by phone (see Table 2). Table 3 presents sample sizes by country. Although response rates were higher in Denmark, the overall sample is dominated by responses from the Norwegian survey (58% vs. 42%), due to a larger gross sample in Norway. Table 4 presents sample sizes by subgroup.

While sample sizes for majority natives and Syrian refugees are relatively similar across countries, there are greater differences among Ukrainian refugees. Ukrainian refugees resettled in Norway (N = 2,742) – the largest group in the sample – account for 36% of the total, whereas those resettled in Denmark account for 13%. This is the result of both

a larger gross sample and a notably high response rate among Ukrainian refugees in Norway.

2.2 Sampling strategy and response

To ensure representativeness of the gross sample, participants in both surveys were selected using simple random sampling. This method gives every individual in the population an equal probability of being selected. Since samples were drawn without replacement, duplicates could not occur. Additionally, a new random population was generated for each sample draw, ensuring that no systematic pattern influenced which individuals were selected across different survey waves. The gross samples were based on the most recent government population statistics available in both Denmark and Norway. The MIGTRUST survey therefore holds a methodological advantage compared to previous survey studies on Ukrainian refugees that relied on snowball sampling.

The Norwegian survey includes 4,398 completed interviews and 1,326 partially completed interviews. A total of 144 respondents were screened out through the introductory question. The Danish survey includes 3,225 completed interviews and 423 partially completed interviews. In both countries, Syrian refugees have a higher drop rate than Ukrainian refugees, with the Norwegian survey showing significantly higher rates across all comparable groups. The highest drop rate is among Syrian refugees in Norway (34%), while the lowest is among Ukrainian refugees in Denmark (7%). Tables 1.1–1.4 present completion rates, gross and net samples, and response rates for each group.

Table 2.1: Interview completion

	Majority natives		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Completed interview	518	554	1,138	1,659	2,742	1,012	7,623
	86%	92%	63%	85%	79%	93%	80%
Partially completed interview	73	51	605	301	648	71	1749
	12%	8%	34%	15%	19%	7%	18%
Screened out of TNS intro question	13	0	55	0	76	0	144
	2%	0%	3%	0%	2%	0%	2%
Total	604	605	1,798	1,960	3,466	1,083	9,516
	100.00	100.00	100.00	100.00	100.00	100.00	100.00

First row presents frequencies and second row presents column percentages

Table 2.2: Gross samples, net samples and response rates

	Gross sample	Net sample	Response rate
Majority natives (NO)	5,000	518	10.4%
Syrian refugees (NO)	8,495	1,138	13.4%
Ukrainian refugees (NO)	10,000	2,742	27.4%
Total (NO)	23,495	4,398	18.7%
Majority natives (DK)	2,050	554	27.0%
Syrian refugees (DK)	5,127	1,659	32.4%
Ukrainian refugees (DK)	3,075	1,012	32.9%
Total (DK)	10,252	3,225	31.5%
Total (NO + DK)	3,3747	7,623	22.6%

Note: Net samples only include fully completed interviews.

Table 2.3: Interview method

	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
CAWI	518	544	620	1,405	1,994	899	5,980
	100%	98%	54%	85%	73%	89%	78%
CATI	0	10	518	254	748	113	1,643
	0%	2%	46%	15%	27%	11%	22%
Total	518	554	1,138	1,659	2,742	1,012	7,623
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table 2.4: Sample size per subgroup

	Freq.	Percent
Majority (NO)	518	7%
Majority (DK)	554	7%
Syrian refugees (NO)	1,138	15%
Syrian refugees (DK)	1,659	22%

	Freq.	Percent
Ukrainian refugees (NO)	2,742	36%
Ukrainian refugees (DK)	1,012	13%
Total (NO)	4,398	58%
Total (DK)	3,225	42%
Total	7,623	100.00

2.3 Representativity

To address representativeness, the net samples are compared with the total populations of each refugee group and majority natives across gender, age and geography (region of residence). Figures 2.1–2.18 present comparisons for each group (see Appendix for numeric tables). Overall, the distribution of respondents by gender, age and geography closely reflects that of the total populations, with a few exceptions.

The Danish survey shows a slight overrepresentation of females among Danish majority natives. In addition, there is a slight underrepresentation of respondents under the age of 30 and those aged 60 or above among both Syrians and Ukrainians in Denmark. Conversely, there is an overrepresentation of Danish majority natives aged 60 or above. No noteworthy differences were observed in terms of geographic distribution. The Norwegian survey also shows a slight overrepresentation of females among majority natives. There is an underrepresentation of Ukrainian refugees and majority natives aged 60 or above, most notably among the majority native group. In terms of geography, there is a slight overrepresentation of respondents residing in Norway's most urban region (Oslo and Akershus) across all groups – Syrian refugees, Ukrainian refugees and majority natives.

Altogether, we conclude that all groups – refugees and majority natives – demonstrate strong representativeness, despite the exceptions noted above. As a result, we opted not to introduce additional complexities into the statistical modelling by weighting the data.

Figure 2.1: Comparing gender in sample and population for Syrian refugees in Denmark

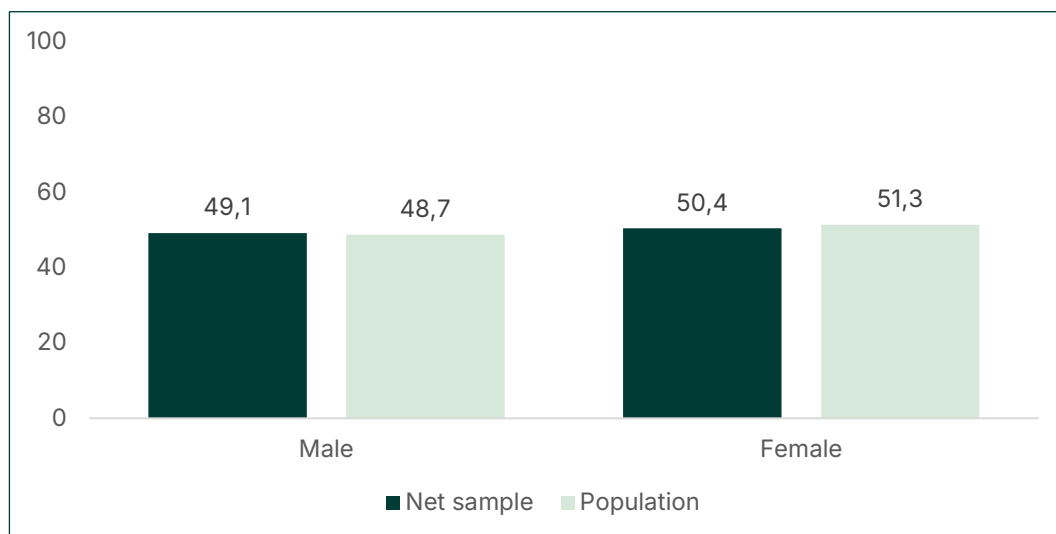


Figure 2.2: Comparing age in sample and population for Syrian refugees in Denmark

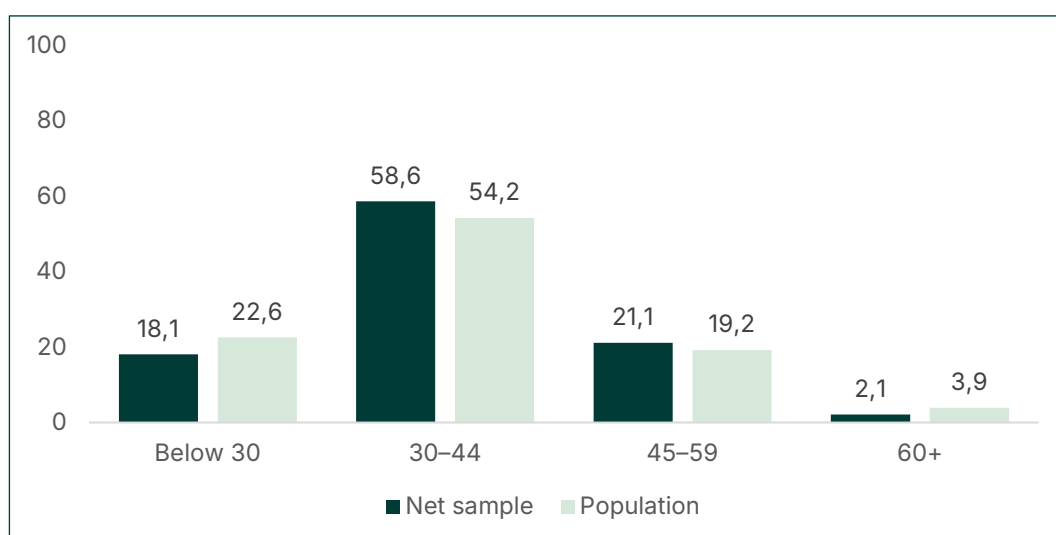


Figure 2.3: Comparing geography in sample and population for Syrian refugees in Denmark

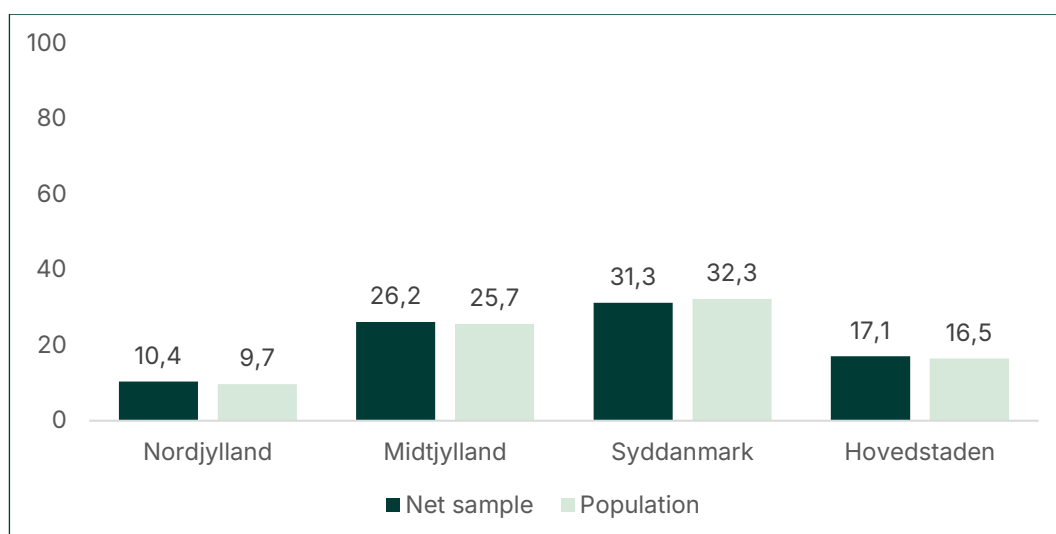


Figure 2.4: Comparing gender in sample and population for Ukrainian refugees in Denmark

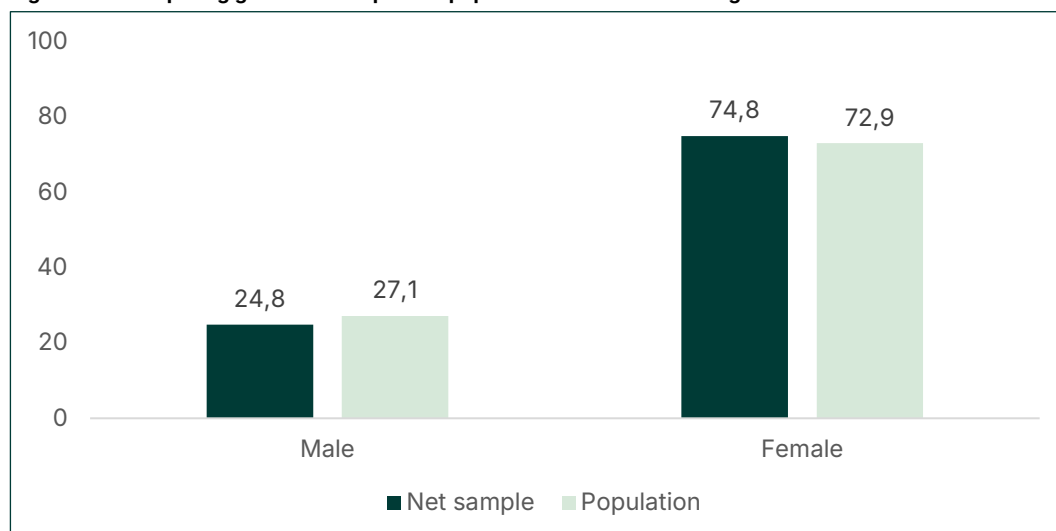


Figure 2.5: Comparing age in sample and population for Ukrainian refugees in Denmark

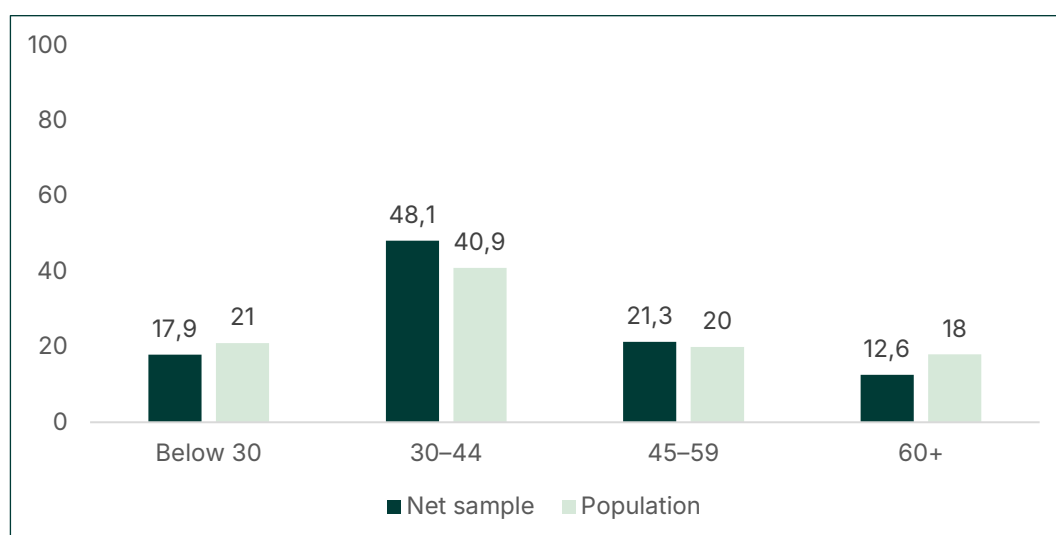


Figure 2.6: Comparing gender in sample and population for Ukrainian refugees in Denmark

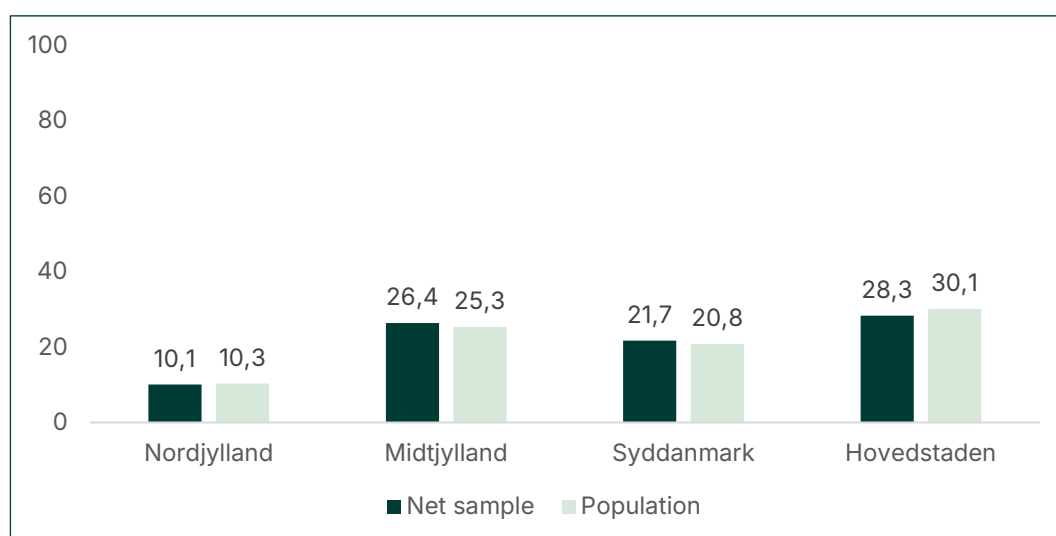


Figure 2.7: Comparing gender in sample and population for majority natives in Denmark

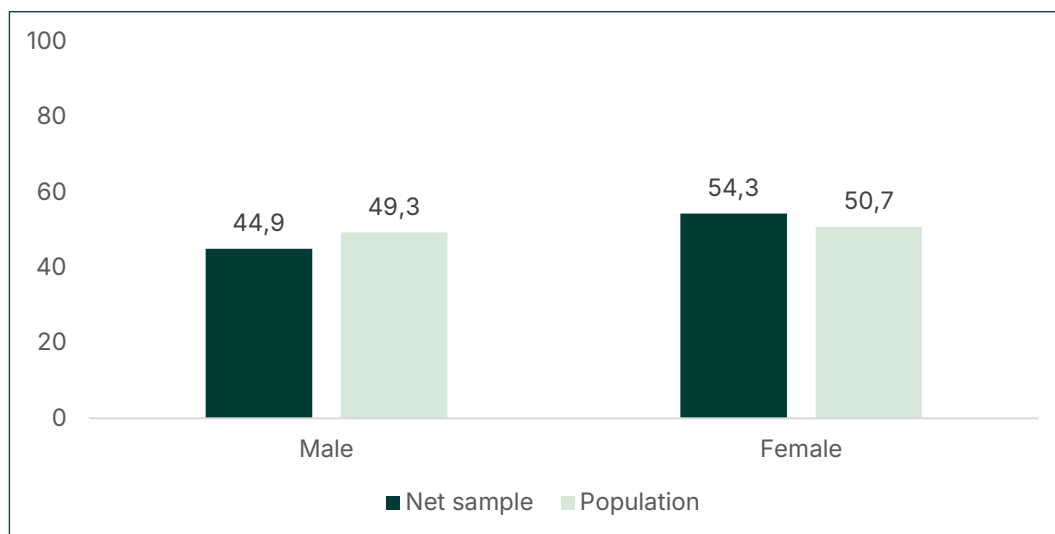


Figure 2.8: Comparing age in sample and population for majority natives in Denmark

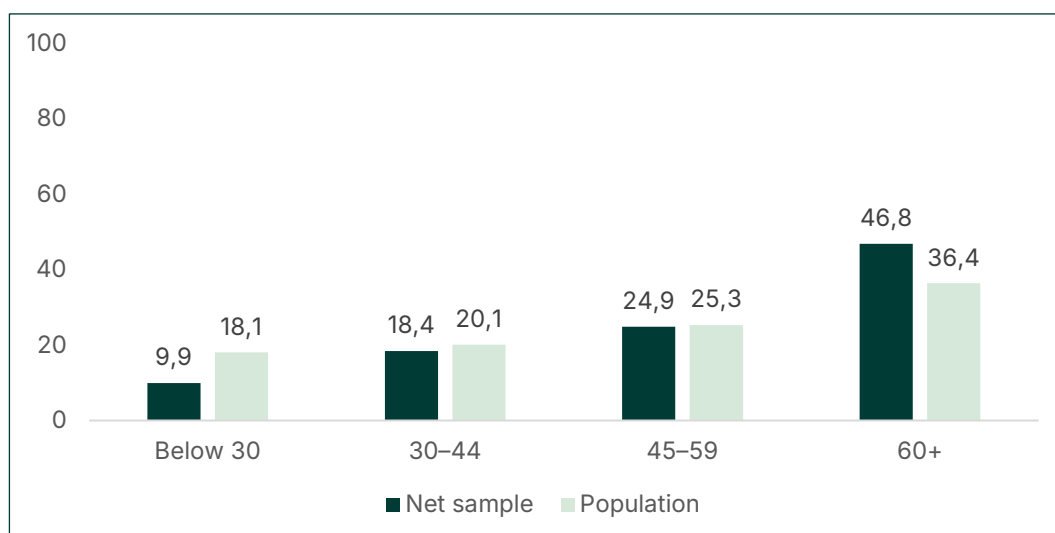


Figure 2.9: Comparing geography in sample and population for majority natives in Denmark

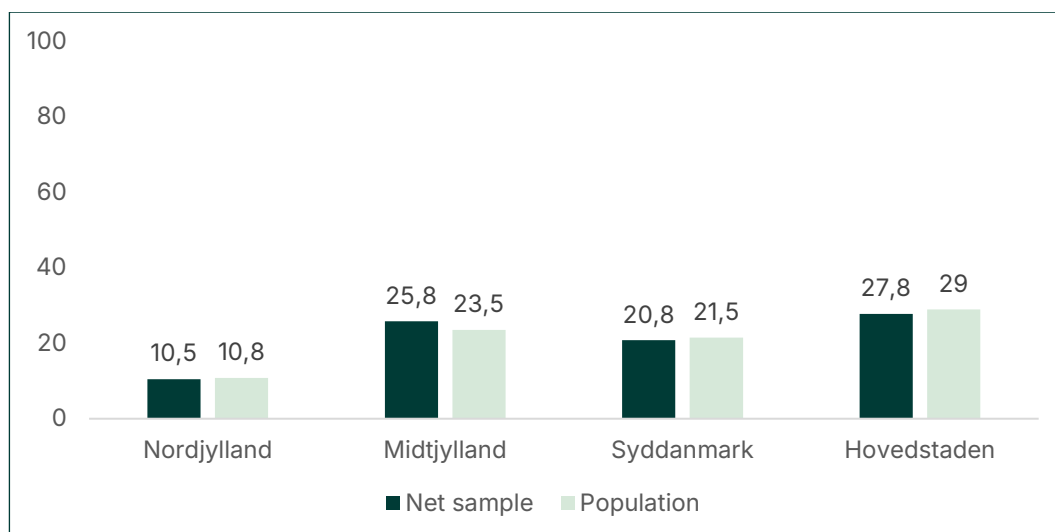


Figure 2.10: Comparing gender in sample and population for Syrian refugees in Norway

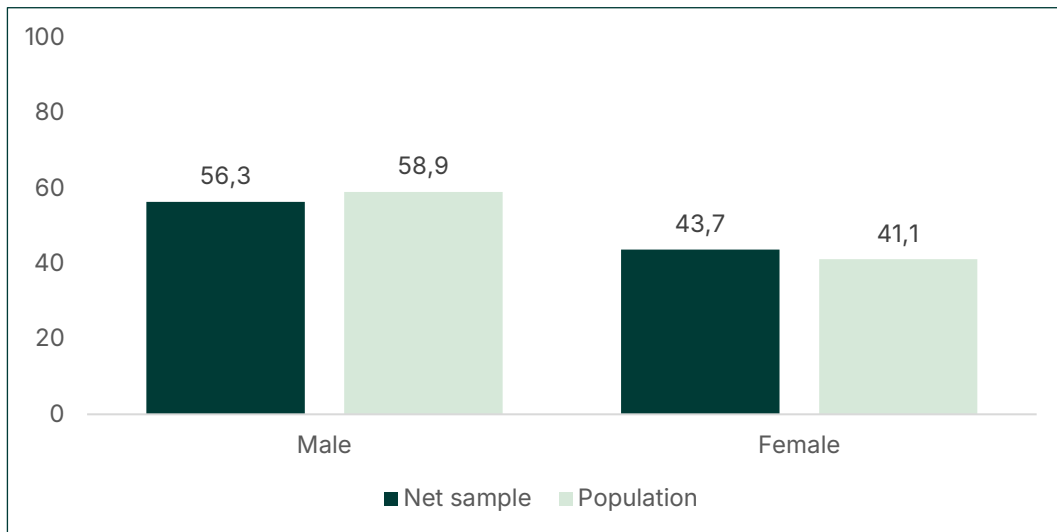


Figure 2.11: Comparing age in sample and population for Syrian refugees in Norway

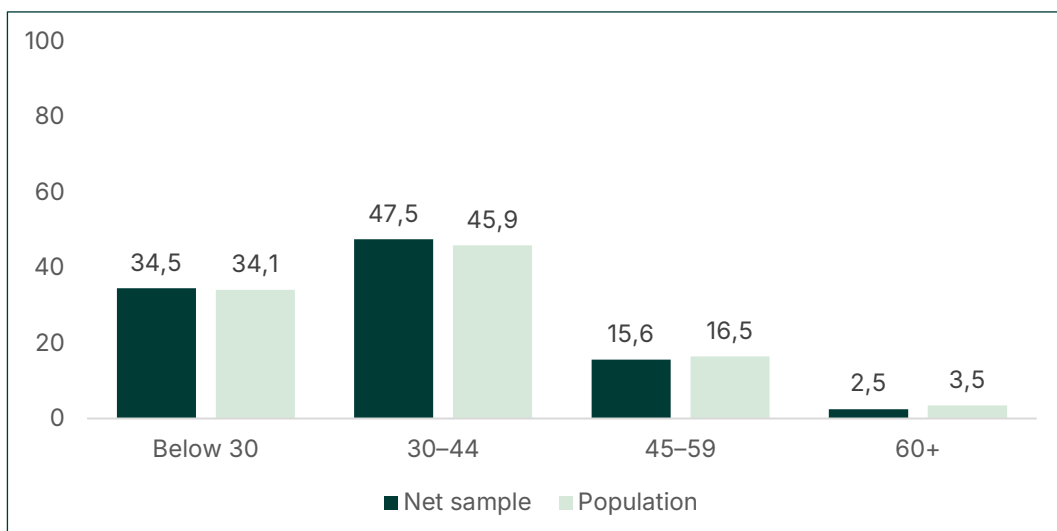


Figure 2.12: Comparing geography in sample and population for Syrian refugees in Norway

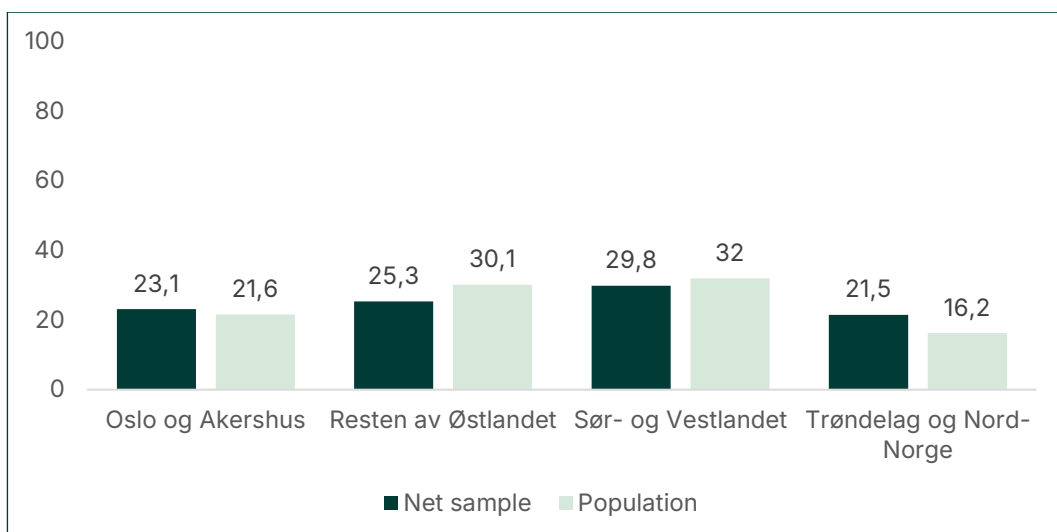


Figure 2.13: Comparing gender in sample and population for Ukrainian refugees in Norway

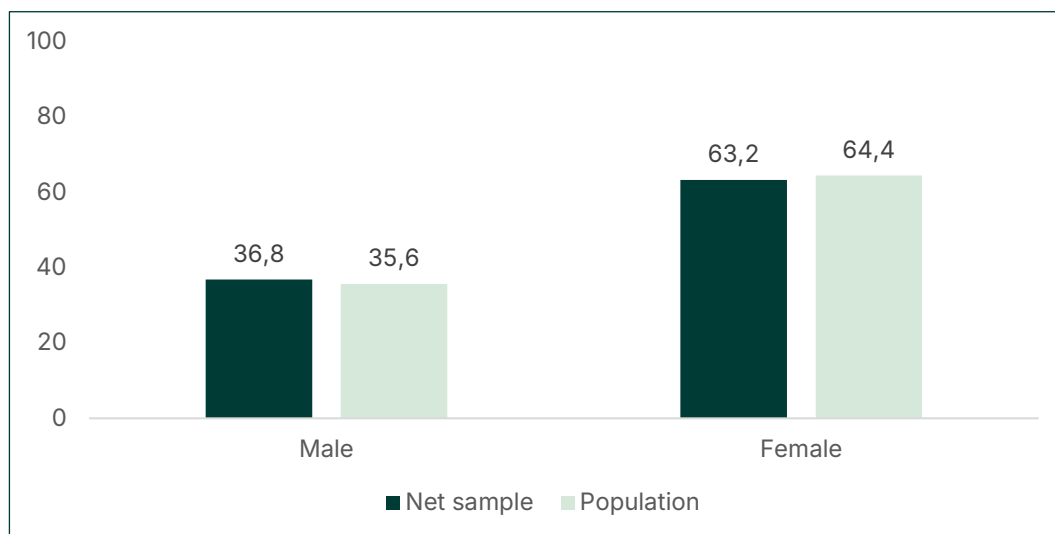


Figure 2.14: Comparing age in sample and population for Ukrainian refugees in Norway

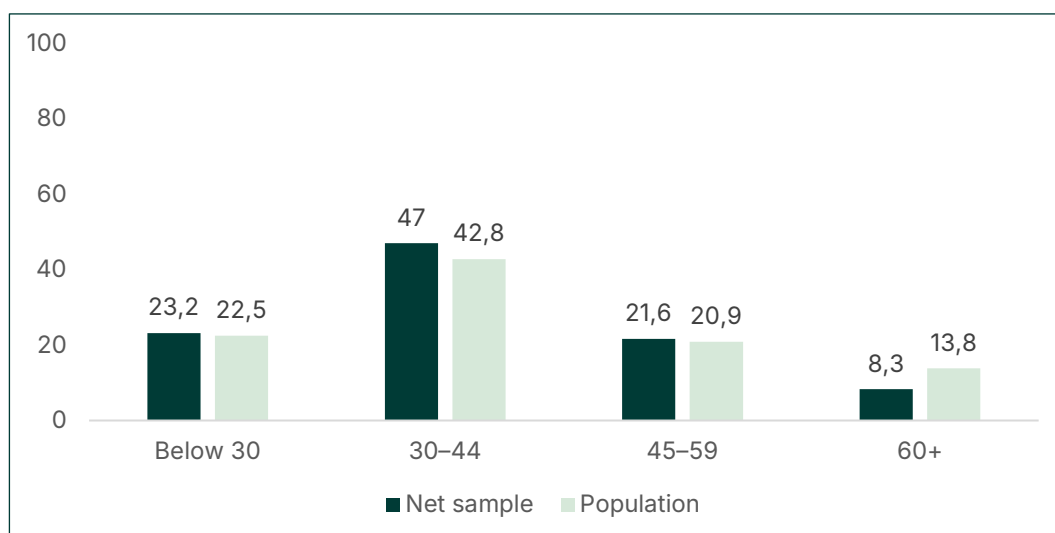


Figure 2.15: Comparing geography in sample and population for Ukrainian refugees in Norway

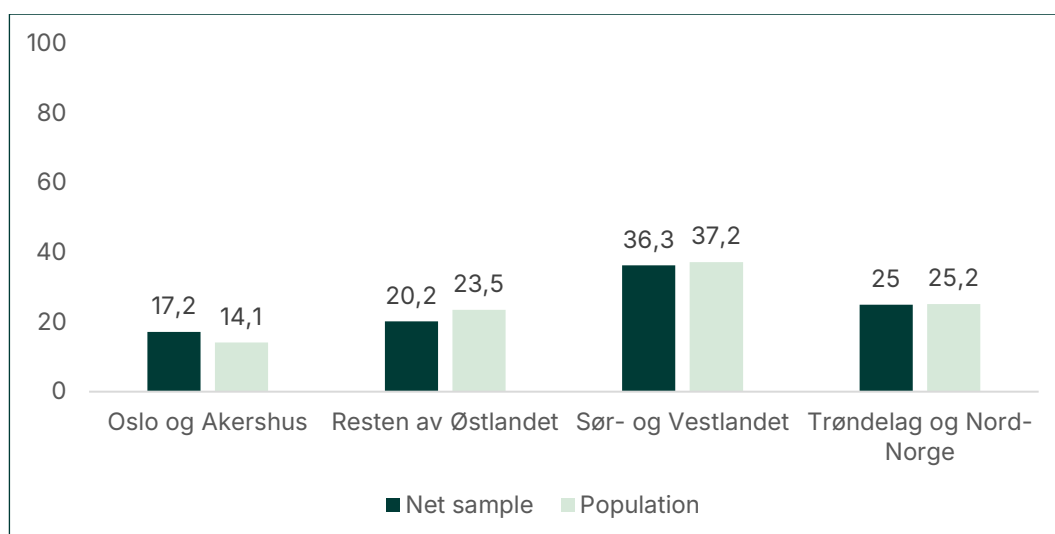


Figure 2.16: Comparing gender in sample and population for majority natives in Norway

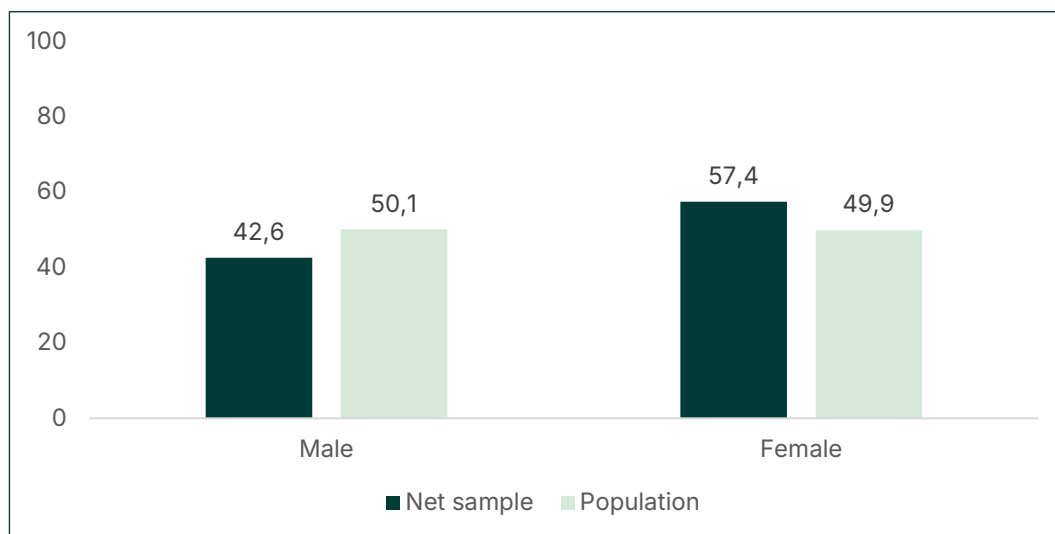


Figure 2.17: Comparing age in sample and population for majority natives in Norway

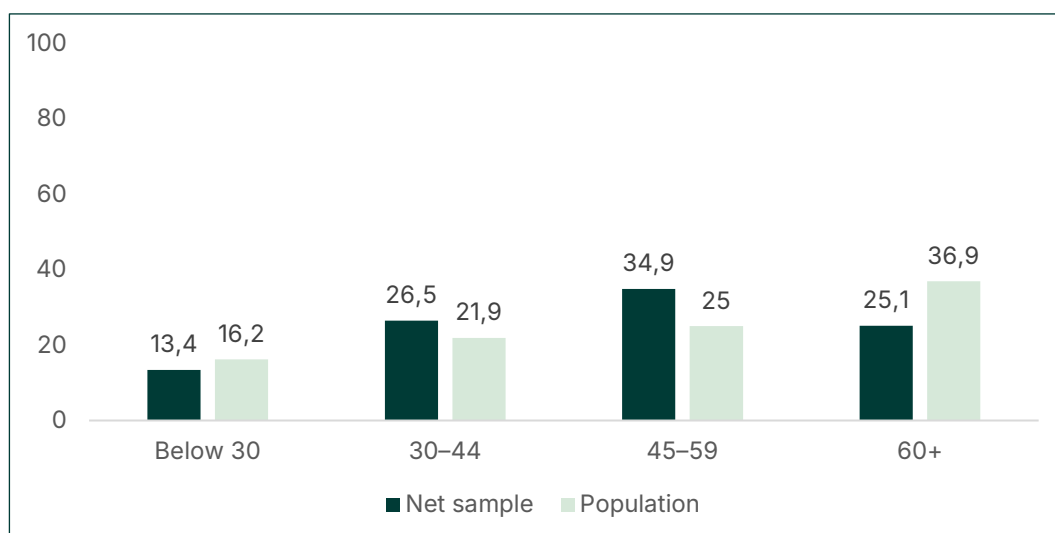
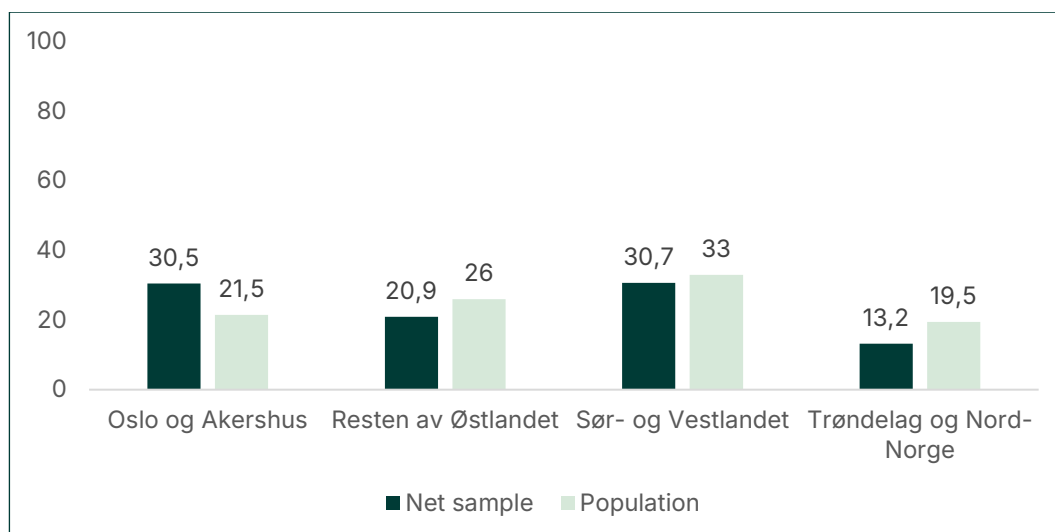


Figure 2.18: Comparing geography in sample and population for majority natives in Norway



3 Sample characteristics

3.1 Introduction

The MIGTRUST survey includes a comprehensive set of sample characteristics. These are based on information about the respondents and will be used as background and explanatory variables in future analyses. Here, we provide a detailed overview of these characteristics for documentation purposes. We have categorized these into objective and subjective characteristics, and a table of sample characteristics is presented for each. Objective characteristics include age, gender, educational attainment, year of arrival, country of education, residence permit type, primary occupation, civil status, partner's place of residence, number of children and children's primary activity. Subjective characteristics include language proficiency in both English and Norwegian/Danish, perceived financial security, perceived overall health, perceived life satisfaction and varieties of social contact frequency and attitudes.

3.2 Comparing refugees and majority natives

Table 3.1 reports summary statistics for a range of objective sample characteristics. The most immediately noticeable pattern is that the refugees in our samples are considerably younger than the majority natives. While relatively few refugees are over the age of 56, especially in Norway and particularly among Syrians, a substantial proportion of the native control group in both countries – and Denmark in particular – are above that age. Another related difference, tied to the variation in age structure, is that both Syrian and Ukrainian refugees are more likely than majority natives to be parenting children under the age of 19. In addition, Syrian refugees tend to have more children on average compared to majority natives in both Norway and Denmark. The opposite holds for Ukrainian refugees, whose rates of parenting children under 19 are lower (13.1% and 12.2% in Norway and Denmark, respectively). Among respondents with children under 19, a higher proportion of both Syrian and Ukrainian refugees have children enrolled in pre-school institutions (nursery school/kindergarten) compared to majority natives in their host countries. For the purposes of this study, this suggests that these refugee groups are likely to have more frequent contact with frontline workers in relation to their children than the native populations.

Table 6 reports subjective sample characteristics. Compared to majority natives, refugees tend to report lower levels of life satisfaction. However, in Norway, the proportion of majority natives and Syrian refugees reporting positive life satisfaction is nearly equal (82% vs. 80%, respectively). In both countries, refugees consistently express more conservative attitudes regarding premarital cohabitation, gay rights and gender roles. Additionally, a substantially larger share of refugees view religion as an important part of their lives compared to majority natives.

3.3 Comparing Syrians and Ukrainians

In Denmark, most Ukrainian and Syrian refugees arrived in 2022 (89.4%) and 2015 (60.4%), respectively. In Norway, the majority of Ukrainians also arrived in 2022,

although the proportion is smaller than in Denmark (68.0%). For Syrian refugees in Norway, arrival years are more evenly distributed across the period 2017–2023.

In terms of objective sample characteristics, differences in educational attainment between Syrian and Ukrainian refugees stand out in both countries. More than half of Ukrainian refugees have attained higher education (61.0% in Norway and 52.0% in Denmark), whereas this applies to around one third of Syrian refugees in Norway (29.6%) and about one quarter in Denmark (22.9%). There are also notable differences in gender composition between the two groups. The Ukrainian refugee population is predominantly female – more so in Denmark than in Norway. In contrast, the Syrian refugee population is slightly male-dominated in Norway and evenly balanced between men and women in Denmark.

Although Ukrainian refugees in both countries are primarily aged 26–45, there is a significantly higher share of older respondents (aged 56+, among Ukrainian refugees compared to Syrian refugees. These within-countries diverging age profiles can likely help explain the higher share of Syrian refugees parenting children under 19 in country of residence. As the frequency of interactions with various institutions evolves over a lifespan, the differing age profiles of Syrian and Ukrainian refugees in both Norway and Denmark are likely to result in distinct patterns regarding the institutions they most frequently engage with. Moreover, the age profile of Ukrainian refugees is notably older compared to other groups of refugees resettled in Denmark and Norway in recent times.

In terms of subjective sample characteristics, Ukrainian refugees tend to have a higher social contact frequency with civilian majority population compared to Syrian refugees in both countries. Moreover, A substantially larger share of Ukrainian refugees in both countries 'often to always' daily interact with compatriots, compared to Syrian refugees. While life satisfaction for Syrian and Ukrainian refugees in Denmark is similar, there are substantial differences in Norway. Here, the share of Syrian refugees reporting positive life satisfaction is almost twice as high compared to Ukrainian refugees (80% vs. 45%). In both countries, Syrian refugees tend to express more conservative attitudes compared to Ukrainian refugees, except for attitudes towards gender roles where response patterns tend to be equally distributed.

3.4 Comparing Denmark and Norway

Comparing objective sample characteristics across Denmark and Norway also reveals several noteworthy findings. Most notably are differences in primary occupation. Compared to Norway, Denmark has a larger share of full-time employed refugees, and this goes for both Syrians and Ukrainians. Conversely, Norway has a larger share of refugees in education. In addition, Syrian refugees in Norway report higher perceived financial security compared to Syrian refugees in Denmark (58,6% vs. 42,4% in Denmark). For Ukrainians, however, the opposite is true, with higher perceived financial security in Denmark (39.7% vs. 27.7%). In terms of gender, there is a substantially higher share of female refugees in Denmark, among both Syrians and Ukrainian groups.

Turning to subjective sample characteristics, a larger share of both Ukrainian and Syrian refugees in Denmark report 'often to always' with regards to their daily interaction with members of the civilian majority population compared to those in Norway. Life satisfaction patterns also differ across countries. A greater share of Syrian refugees in Norway report positive life satisfaction compared to those in Denmark (80% vs. 68%). Conversely, a smaller share of Ukrainian refugees in Norway report positive life satisfaction compared to those in Denmark (45% vs. 65%). Finally, in terms of religiosity, a larger share of Syrian refugees in Norway consider religion an important aspect of their life compared to those in Denmark (65% vs. 45%).

3.5 Figures and tables

Figure 3.1: Year of arrival

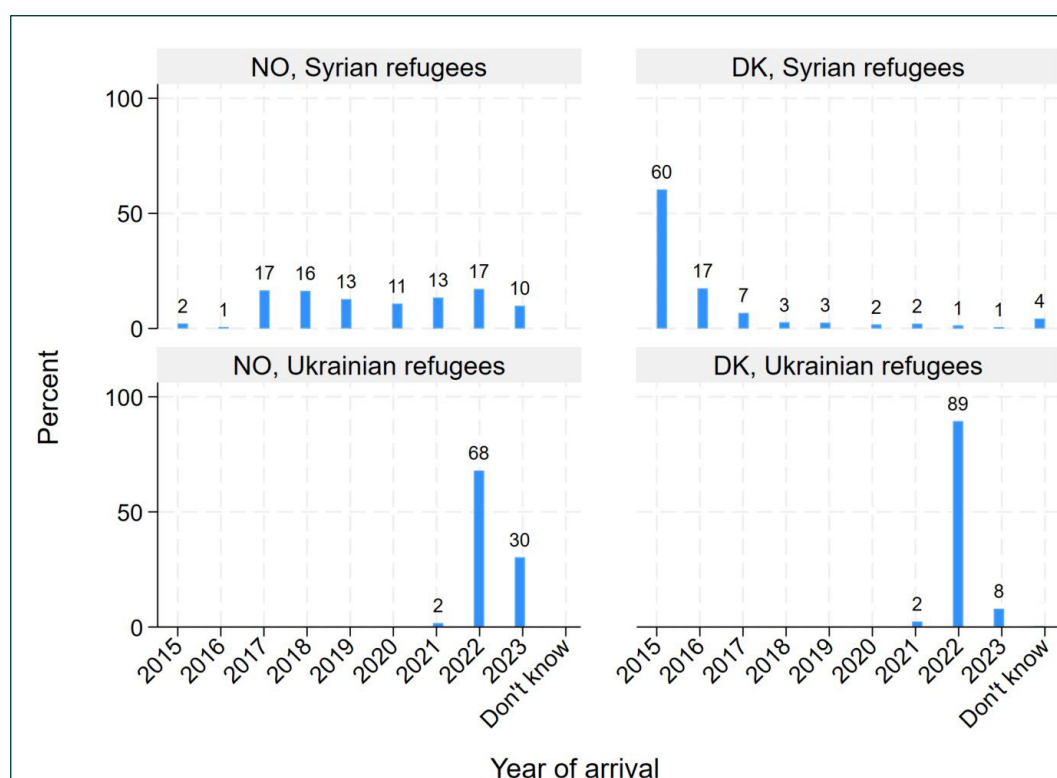


Table 3.1: Objective sample characteristics

	Majority natives				Syrian refugees				Ukrainian refugees			
	NO		DK		NO		DK		NO		DK	
	N	Pct.	N	Pct.	N	Pct.	N	Pct.	N	Pct.	N	Pct.
Age												
18-25	523	8%	564	5,1%	1.170	23%	1.686	5%	2.815	15%	1.009	10%
26-35	523	14%	564	12,8%	1.170	31%	1.686	9%	2.815	24%	1.009	27%
36-45	523	21%	564	12%	1.170	30%	1.686	36%	2.815	34%	1.009	30%
46-55	523	24%	564	15%	1.170	12%	1.686	15%	2.815	15%	1.009	15%
56-65	523	21%	564	22%	1.170	3%	1.686	4%	2.815	8%	1.009	11%

66+	523	12%	564	33%	1.170	1%	1.686	1%	2.815	4%	1.009	7%
Gender												
Male	521	42%	557	45%	1.165	58%	1.672	49%	2.808	36%	1.005	25%
Female	521	57%	557	55%	1.165	41%	1.672	50%	2.808	63%	1.005	75%
Other	521	0%	557	1%	1.165	0%	1.672	0%	2.808	0%	1.005	0%
Don't want to answer	521	1%	557	0%	1.165	1%	1.672	1%	2.808	0%	1.005	0%
Educational attainment												
Primary/lower secondary	519	4%	557	14%	1.130	36%	1.574	23%	2.794	7%	1.003	4%
Vocational education/training	519	23%	557	22%	1.130	7%	1.574	8%	2.794	24%	1.003	22%
General upper secondary	519	13%	557	8%	1.130	31%	1.574	32%	2.794	8%	1.003	22%
Higher	519	60%	557	56%	1.130	23%	1.574	30%	2.794	61%	1.003	52%
Don't know	519	0%	557	1%	1.130	3%	1.574	8%	2.794	1%	1.003	0%
Country of education												
Country of residence					1.108	25%	1.572	23%	2.735	1%	1.003	0%
Another country					1.108	7%	1.572	3%	2.735	3%	1.003	3%
Country of origin					1.108	63%	1.572	67%	2.735	96%	1.003	97%
Don't know					1.108	5%	1.572	8%	2.735	0%	1.003	0%
Residence permit type												
Permanent					1.369	18%	1.945	2%				
Temporary					1.369	81%	1.945	96%				
Don't know					1.369	1%	1.945	2%				
Primary occupation												
Employed, full time	549	55%	605	47%	1.352	14%	1.942	39%	3.013	13%	1.064	37%
Employed, part time	549	8%	605	6%	1.352	7%	1.942	8%	3.013	7%	1.064	18%
Self-employed	549	4%	605	4%	1.352	1%	1.942	4%	3.013	1%	1.064	2%
In education	549	6%	605	3%	1.352	53%	1.942	22%	3.013	22%	1.064	5%
Activation or training position	549	1%	605	0%	1.352	7%	1.942	4%	3.013	28%	1.064	10%
Permanently ill or disabled	549	9%	605	2%	1.352	5%	1.942	8%	3.013	2%	1.064	5%
Homemaker	549	1%	605	1%	1.352	3%	1.942	5%	3.013	5%	1.064	8%
Retired	549	13%	605	33%	1.352	1%	1.942	3%	3.013	5%	1.064	7%
Other	549	2%	605	4%	1.352	7%	1.942	7%	3.013	17%	1.064	8%
Civil status												
Married or in a relationship	521	70%	557	74%	1.165	67%	1.671	76%	2.808	62%	1.005	60%
Single	521	28%	557	24%	1.165	30%	1.671	21%	2.808	36%	1.005	36%
Don't want to answer	521	2%	557	2%	1.165	3%	1.671	4%	2.808	2%	1.005	4%
Partner's place of residence												
Country of residence					782	90%	1.268	95%	1.731	80%	602	76%
Country of origin					782	4%	1.268	3%	1.731	17%	602	23%

Another country					782	6%	1.268	2%	1.731	2%	602	0%
Don't want to answer					782	0%	1.268	0%	1.731	1%	602	1%
Don't know					782	0%	1.268	0%	1.731	0%	602	0%
Parenting children under 19 in country of residence												
Yes	528	32%	573	22%	1.210	61%	1.726	72%	2.835	47%	1.015	49%
No	528	66%	573	77%	1.210	34%	1.726	24%	2.835	52%	1.015	50%
Don't want to answer	528	2%	573	1%	1.210	5%	1.726	4%	2.835	1%	1.015	1%
Number of children												
No children	171	1%	125	0%	734	3%	1.240	0%	1.326	1%	500	1%
1	171	36%	125	37%	734	18%	1.240	23%	1.326	56%	500	53%
2	171	46%	125	49%	734	26%	1.240	36%	1.326	30%	500	34%
3	171	16%	125	12%	734	24%	1.240	26%	1.326	10%	500	10%
4	171	1%	125	2%	734	19%	1.240	11%	1.326	2%	500	2%
5	171	1%	125	1%	734	7%	1.240	3%	1.326	0%	500	0%
More than five	171	0%	125	0%	734	2%	1.240	1%	1.326	0%	500	0%
Children's primary activity												
Nursery	171	10%	125	11%	726	19%	1.234	24%	1.326	10%	494	8%
Kindergarten	171	20%	125	21%	726	33%	1.234	36%	1.326	23%	494	27%
Primary/Lower secondary	171	71%	125	71%	726	60%	1.234	66%	1.326	76%	494	79%
Upper secondary	171	25%	125	15%	726	44%	1.234	26%	1.326	10%	494	6%
Home care/Home schooling	171	3%	125	6%	726	1%	1.234	1%	1.326	2%	494	3%

Table 3.2: Subjective sample characteristics

	Majority natives				Syrian refugees				Ukrainian refugees			
	NO		DK		NO		DK		NO		DK	
	N	Pct.	N	Pct.	N	Pct.	N	Pct.	N	Pct.	N	Pct.
Language proficiency (English) "How well do you speak and understand English?"												
Beginner					1.166	29%	1.674	25%	2.813	22%	1.007	15%
Elementary					1.166	31%	1.674	26%	2.813	35%	1.007	36%
Low intermediate					1.166	19%	1.674	19%	2.813	14%	1.007	15%
Intermediate					1.166	11%	1.674	13%	2.813	13%	1.007	14%
Advanced					1.166	5%	1.674	6%	2.813	8%	1.007	8%
Very advanced					1.166	4%	1.674	7%	2.813	8%	1.007	11%

	Majority natives				Syrian refugees				Ukrainian refugees			
Don't know/Don't want to answer					1.166	2%	1.674	3%	2.813	1%	1.007	1%
Language proficiency (Danish/Norwegian) <i>"How well do you speak and understand Norwegian/Danish?"</i>												
Beginner					1.165	3%	1.673	3%	2.809	10%	1.006	19%
Elementary					1.165	23%	1.673	15%	2.809	48%	1.006	63%
Low intermediate					1.165	26%	1.673	22%	2.809	25%	1.006	14%
Intermediate					1.165	26%	1.673	31%	2.809	13%	1.006	3%
Advanced					1.165	15%	1.673	20%	2.809	3%	1.006	1%
Very advanced					1.165	5%	1.673	8%	2.809	1%	1.006	0%
Don't want to answer					1.165	1%	1.673	1%	2.809	0%	1.006	0%
Don't know					1.165	0%	1.673	1%	2.809	0%	1.006	1%
Financial security <i>"I feel financially secure"</i>												
Strongly disagree	521	7%	556	4%	1.163	5%	1.670	13%	2.809	13%	1.003	9%
Disagree	521	12%	556	6%	1.163	13%	1.670	15%	2.809	29%	1.003	23%
Neutral	521	11%	556	14%	1.163	20%	1.670	23%	2.809	26%	1.003	22%
Agree	521	35%	556	42%	1.163	37%	1.670	31%	2.809	20%	1.003	28%
Strongly agree	521	35%	556	33%	1.163	21%	1.670	12%	2.809	8%	1.003	12%
Don't want to answer	521	0%	556	1%	1.163	1%	1.670	1%	2.809	2%	1.003	3%
Don't know	521	0%	556	0%	1.163	3%	1.670	5%	2.809	3%	1.003	4%
Perceived overall health <i>"All together, how would you describe your overall health?"</i>												
Very good	521	21%	556	25%	1.162	26%	1.669	20%	2.806	10%	1.003	9%
Good	521	46%	556	45%	1.162	37%	1.669	34%	2.806	52%	1.003	42%
Neither good or bad	521	21%	556	19%	1.162	22%	1.669	28%	2.806	29%	1.003	35%
Bad	521	11%	556	8%	1.162	11%	1.669	11%	2.806	7%	1.003	12%
Very bad	521	1%	556	2%	1.162	3%	1.669	6%	2.806	1%	1.003	2%

	Majority natives				Syrian refugees				Ukrainian refugees			
Don't know	521	0%	556	1%	1,162	1%	1,669	1%	2,806	1%	1,003	1%
Life satisfaction “I feel satisfied with my life”												
Strongly disagree	521	2%	556	1%	1,163	2%	1,670	5%	2,809	4%	1,004	2%
Disagree	521	5%	556	2%	1,163	4%	1,670	5%	2,809	17%	1,004	11%
Neutral	521	10%	556	9%	1,163	10%	1,670	17%	2,809	31%	1,004	16%
Agree	521	49%	556	52%	1,163	41%	1,670	42%	2,809	31%	1,004	44%
Strongly agree	521	34%	556	35%	1,163	40%	1,670	26%	2,809	14%	1,004	21%
Don't want to answer	521	1%	556	0%	1,163	2%	1,670	2%	2,809	2%	1,004	4%
Don't know	521	0%	556	0%	1,163	2%	1,670	3%	2,809	2%	1,004	2%
Social contact frequency: Civilian majority population in country of residence “Think about a normal day for you here in Norway/Denmark. How often do you spend time with Danes/Norwegians (not public employees or case workers)?”												
Never	527	0%	573	0%	1,188	22%	1,713	11%	2,830	6%	1,011	4%
Almost never	527	1%	573	1%	1,188	6%	1,713	6%	2,830	12%	1,011	8%
Rarely	527	2%	573	3%	1,188	30%	1,713	32%	2,830	34%	1,011	27%
Often	527	28%	573	30%	1,188	23%	1,713	25%	2,830	29%	1,011	29%
Almost always	527	25%	573	26%	1,188	5%	1,713	10%	2,830	9%	1,011	12%
Always	527	44%	573	38%	1,188	6%	1,713	9%	2,830	9%	1,011	18%
Don't know	527	0%	573	1%	1,188	9%	1,713	7%	2,830	1%	1,011	1%
Social contact frequency: Compatriots “Think about a normal day for you here in Norway/Denmark. How often do you spend time with Syrians/Ukrainians?”												
Never					1,188	10%	1,713	8%	2,830	1%	1,011	1%
Almost never					1,188	3%	1,713	5%	2,830	4%	1,011	2%
Rarely					1,188	30%	1,713	29%	2,830	21%	1,011	17%
Often					1,188	30%	1,713	30%	2,830	44%	1,011	36%

	Majority natives				Syrian refugees				Ukrainian refugees			
Almost always					1,188	10%	1,713	13%	2,830	16%	1,011	15%
Always					1,188	12%	1,713	9%	2,830	14%	1,011	28%
Don't know					1,188	5%	1,713	7%	2,830	1%	1,011	1%
Social contact frequency: Immigrants/Other immigrants "Think about a normal day for you here in Norway/Denmark. How often do you spend time with immigrants/other immigrants?"												
Never	527	9%	573	13%	1,188	17%	1,713	19%	2,830	13%	1,011	14%
Almost never	527	18%	573	20%	1,188	4%	1,713	9%	2,830	13%	1,011	13%
Rarely	527	30%	573	32%	1,188	30%	1,713	34%	2,830	39%	1,011	36%
Often	527	27%	573	22%	1,188	28%	1,713	19%	2,830	26%	1,011	23%
Almost always	527	10%	573	6%	1,188	9%	1,713	6%	2,830	5%	1,011	4%
Always	527	6%	573	6%	1,188	7%	1,713	4%	2,830	3%	1,011	7%
Don't know	527	1%	573	0%	1,188	5%	1,713	10%	2,830	1%	1,011	2%
Premarital cohabitation "Living together as a couple without being married is okay."												
Strongly disagree	527	1%	573	1%	1,182	13%	1,698	14%	2,824	5%	1,011	6%
Disagree	527	0%	573	0%	1,182	20%	1,698	15%	2,824	11%	1,011	10%
Neutral	527	4%	573	2%	1,182	36%	1,698	27%	2,824	6%	1,011	10%
Agree	527	6%	573	9%	1,182	14%	1,698	20%	2,824	34%	1,011	36%
Strongly agree	527	88%	573	88%	1,182	8%	1,698	14%	2,824	39%	1,011	34%
Don't know	527	1%	573	0%	1,182	10%	1,698	10%	2,824	4%	1,011	3%
Gay rights "Homosexuals should have the same rights as other citizens."												
Strongly disagree	527	1%	573	1%	1,182	8%	1,694	11%	2,824	3%	1,011	4%
Disagree	527	1%	573	1%	1,182	8%	1,694	7%	2,824	4%	1,011	6%
Neutral	527	4%	573	5%	1,182	31%	1,694	25%	2,824	6%	1,011	10%
Agree	527	9%	573	15%	1,182	22%	1,694	19%	2,824	32%	1,011	35%

	Majority natives				Syrian refugees				Ukrainian refugees			
Strongly agree	527	84%	573	77%	1,182	10%	1,694	12%	2,824	44%	1,011	33%
Don't know	527	1%	573	1%	1,182	21%	1,694	26%	2,824	10%	1,011	12%
Gender roles <i>"Women with children under the age of three should not work but stay at home and raise the children."</i>												
Strongly disagree	527	58%	573	46%	1,182	11%	1,694	7%	2,824	11%	1,011	9%
Disagree	527	14%	573	16%	1,182	17%	1,694	14%	2,824	20%	1,011	20%
Neutral	527	18%	573	22%	1,182	20%	1,694	21%	2,824	16%	1,011	20%
Agree	527	4%	573	7%	1,182	26%	1,694	24%	2,824	22%	1,011	24%
Strongly agree	527	4%	573	5%	1,182	18%	1,694	22%	2,824	22%	1,011	20%
Don't know	527	2%	573	3%	1,182	9%	1,694	13%	2,824	9%	1,011	8%

4 Labour market experiences

4.1 Introduction

Labour markets are fundamental social institutions, not only in terms of financial support but also as arenas for social interaction and participation, acculturation and learning. Experiences acquired through participation in the host country labour market are therefore important for the development of social trust among refugees – but experiences from the country of origin may also play a key role.

This chapter summarizes key findings related to labour market experiences in both the country of origin and the country of residence. More specifically, it presents findings on employment status in the country of origin, job satisfaction in the country of origin, work experience in the country of residence and job satisfaction in the country of residence. We focus on three aspects of job satisfaction: 1) whether respondents felt they could utilize their skills in their daily work, 2) whether they felt they were treated with respect by their superiors and 3) whether they enjoyed the social environment at work.

4.2 Comparing refugees and majority natives

When comparing labour market experiences in the host country, both Syrian and Ukrainian refugees report substantially lower job satisfaction than majority natives – particularly regarding skill utilization, but also in relation to the social environment at work. However, when it comes to respectful treatment from superiors, the differences are much smaller. Syrians report slightly lower job satisfaction on this dimension compared to majority natives, while Ukrainian refugees report slightly higher levels of satisfaction. This diverging pattern should, however, be interpreted with caution, as the differences are relatively small.

4.3 Comparing Syrians and Ukrainians

There are also noteworthy differences between the two refugee groups. One key difference is that Ukrainian refugees are more likely to have been employed in their country of origin compared to Syrian refugees – a pattern that holds true in both Norway and Denmark. In terms of job satisfaction in the country of origin, Ukrainian refugees consistently report higher levels of satisfaction across all three measures compared to Syrian refugees. However, when it comes to job satisfaction in the country of residence, the pattern is more mixed. In both Norway and Denmark, Syrian refugees report higher levels of satisfaction with the social environment at work, but lower satisfaction in terms of respectful treatment. For skill utilization, the differences between the two groups are small and vary by country, with no consistent pattern across the two contexts.

4.4 Comparing Denmark and Norway

There are also differences between the two countries in terms of refugees' labour market experiences. While roughly the same share of Syrian refugees report host country work experience in both countries (36% in Norway vs. 32% in Denmark), Ukrainian refugees show markedly different levels of labour market attachment. A substantially

larger share of Ukrainian refugees in Denmark have work experience in the host country compared to those in Norway. In fact, a significantly larger proportion of Ukrainian refugees in Norway report no work experience in the country of residence (63% vs. 37%, respectively).

When it comes to job satisfaction in the country of origin, response patterns among the corresponding refugee groups are – as expected – strikingly similar. Both Syrian and Ukrainian refugees report predominantly positive job satisfaction across all three measures: skill utilization, respectful treatment and social environment. In terms of job satisfaction in the country of residence, however, certain differences emerge. Although the overall positive trend persists, Ukrainian refugees in Norway report slightly higher satisfaction than their counterparts in Denmark, particularly regarding skill utilization (63% vs. 55%, respectively) and the social environment (69% vs. 62%). By contrast, Syrian refugees report slightly lower job satisfaction in Norway than in Denmark across the same measures. The response patterns among Syrian refugees are likely influenced by differences in arrival times and, as a result, varying lengths of work experience in the host country. Notably, a substantially smaller share of Syrian refugees in Norway compared to Denmark have more than 2 years of work experience in the country of residence (9% vs. 29%, respectively).

4.5 Figures and tables

Figure 4.1: Labour market experiences in country of origin for Syrian and Ukrainian refugees in Denmark

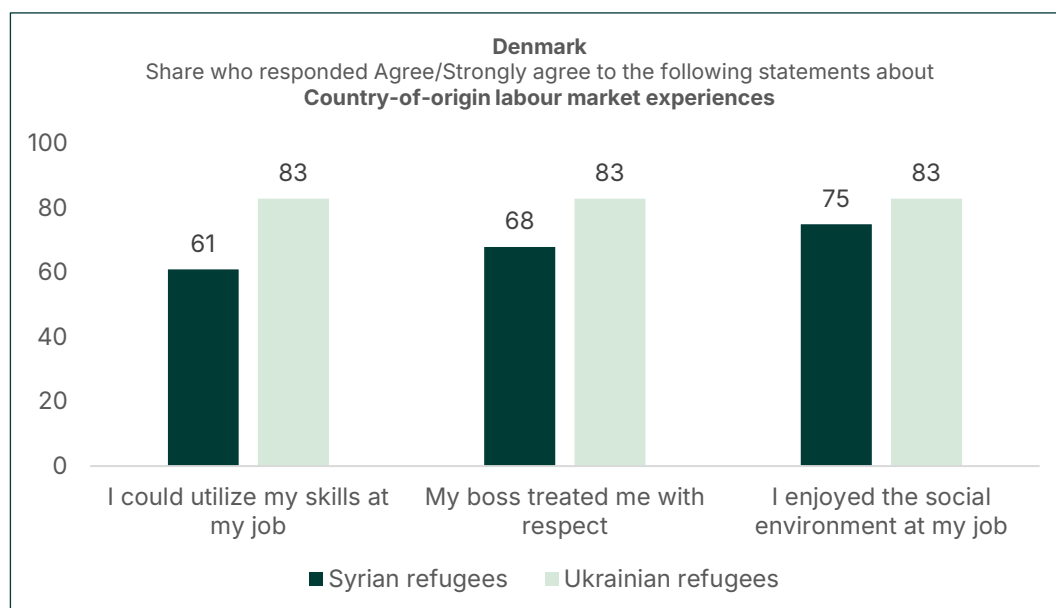


Figure 4.2: Labour market experiences in country of origin for Syrian and Ukrainian refugees in Norway



Figure 4.3: Labour market experiences in country of residence for Syrian and Ukrainian refugees in Denmark

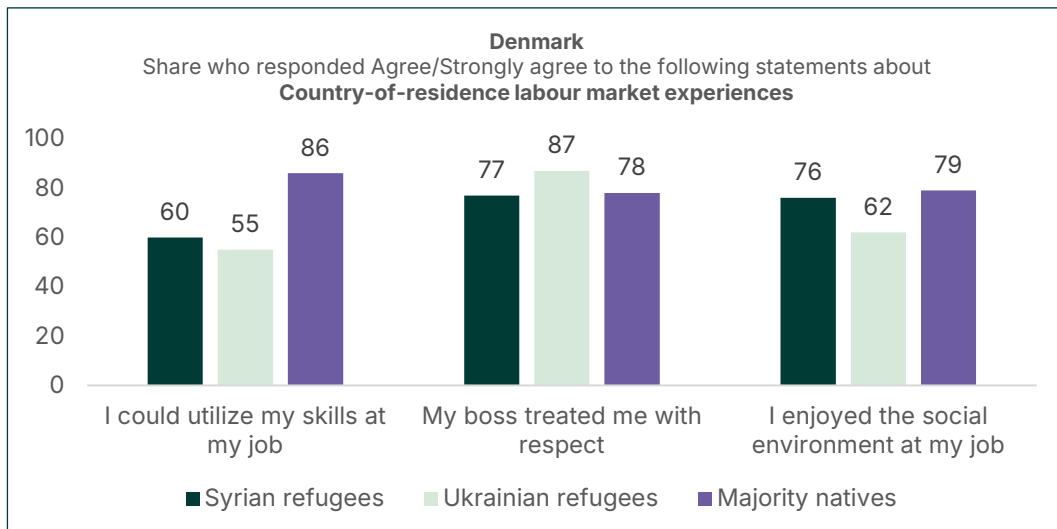


Figure 4.4: Labour market experiences in country of residence for Syrian and Ukrainian refugees in Norway

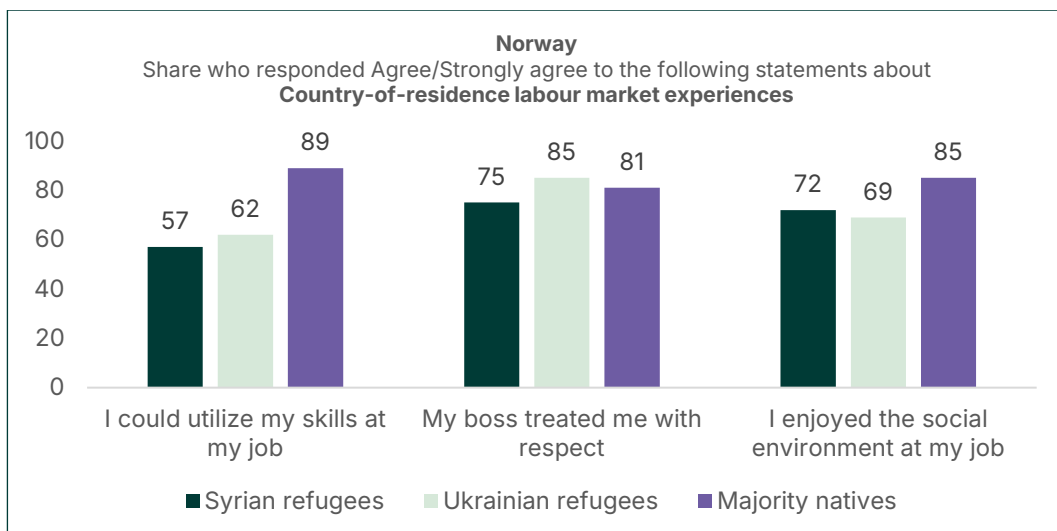


Table 4.1: Work experience in Denmark/Norway

	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
No experience	7	22	480	610	1,875	395	3,389
	1%	4%	36%	32%	63%	37%	40%
1-3 months	8	3	86	95	455	170	817
	1%	1%	6%	5%	15%	16%	10%
4-12 months	24	9	84	157	393	322	989
	4%	2%	6%	8%	13%	30%	12%
1-2 years	13	15	167	268	108	139	710
	2%	2%	13%	14%	4%	13%	8%
3-4 years	26	24	88	235	12	8	393
	5%	4%	7%	12%	0%	1%	5%
5 years or more	466	518	27	336	13	3	1,363
	85%	86%	2%	17%	0%	0%	16%
Don't know	2	11	396	224	136	24	793
	0%	2%	30%	12%	5%	2%	9%
Total	546	602	1,328	1,925	2,992	1,061	8,454
	100%	100%	100%	100%	100%	100%	100%

Note: First row has *frequencies* and second row has *column percentages*

Table 4.2: Employment status in Syria/Ukraine

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Employed	594	853	2,522	855	4,824
	45%	45%	85%	81%	67%
Not employed	659	913	355	157	2,084
	50%	48%	12%	15%	29%
Don't want to answer	57	123	86	43	309

	Syrian refugees		Ukrainian refugees		
	NO	DK	NO	DK	Total
	4%	7%	3%	4%	4%
Total	1,310	1,889	2,963	1,055	7,217
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

5 Expectations of equal treatment from government

5.1 Introduction

A central element in understanding how refugees experience their encounters with the welfare state relates to the expectations they hold towards authorities more broadly – both in their country of origin and in their country of residence. A key notion within the theoretical framework of the MIGTRUST project is that current expectations are shaped by past experiences, even when those experiences were formed within different institutional contexts. This chapter therefore summarizes key findings from survey questions addressing participants' perceived likelihood of receiving equal treatment when contacting authorities in both the country of origin and the country of residence.

5.2 Comparing refugees and majority natives

Perhaps surprisingly, the largest differences in expectations of equal treatment are found when comparing majority natives with refugees. In both countries, a substantially larger share of refugees report high expectations of equal treatment from Norwegian and Danish institutions compared to majority natives. The largest gap between majority natives and refugees appears in Norway, where refugees tend to have higher expectations than in Denmark, while majority natives have somewhat lower expectations than their Danish counterparts. These findings may reflect a so-called 'honeymoon effect', suggesting that newly arrived refugees may hold an initial overconfidence in host country institutions compared to the more tempered expectations of majority natives.

However, these high expectations should be understood in light of refugees' past experiences with and expectations of public authorities in their countries of origin. Unsurprisingly, both groups report significantly lower expectations of equal treatment when it comes to authorities in their home countries. This is especially pronounced among Syrians, of whom only a very small minority believe that one can expect equal treatment from authorities in Syria.

5.3 Comparing Syrians and Ukrainians

Comparing the two refugee groups within each country, it becomes evident that Ukrainians have slightly higher expectations than Syrians, as a somewhat larger share of Ukrainian refugees tend to believe that they are 'likely to very likely' to receive equal treatment by authorities compared to Syrian refugees in both countries. The within-country differences, however, are substantially smaller than the cross-country differences between corresponding refugee groups. Moreover, as mentioned, Syrians express much lower confidence in their home country institutions, compared to Ukrainians.

5.4 Comparing Denmark and Norway

Unsurprisingly, both Syrian and Ukrainian refugees report significantly higher confidence in host country institutions compared to the institutions in their countries of origin. This pattern is especially pronounced among Syrians, who tend to have very low confidence in their home-country institutions. Both groups generally consider it much less likely that they would receive equal treatment from authorities in their country of origin, and conversely, much more likely that they would receive equal treatment from authorities in their country of residence.

However, when it comes to expectations of equal treatment by host country authorities, refugees in Norway tend to report higher expectations than those in Denmark. These findings suggest a country-level pattern: refugees resettling in Denmark – with its relatively restrictive integration regime – tend to hold significantly lower expectations of equal treatment compared to refugees resettling in Norway, where the integration regime is less restrictive.

5.5 Figures and tables

Figure 5.1: Expectations of equal treatment from government in country of origin and in country of residence among Syrian and Ukrainian refugees in Denmark

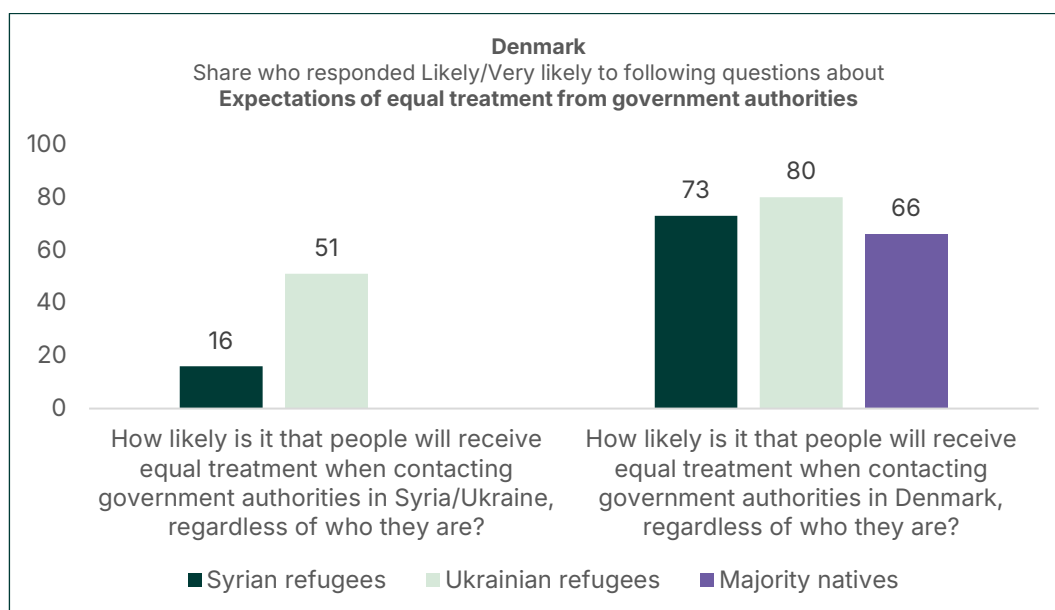
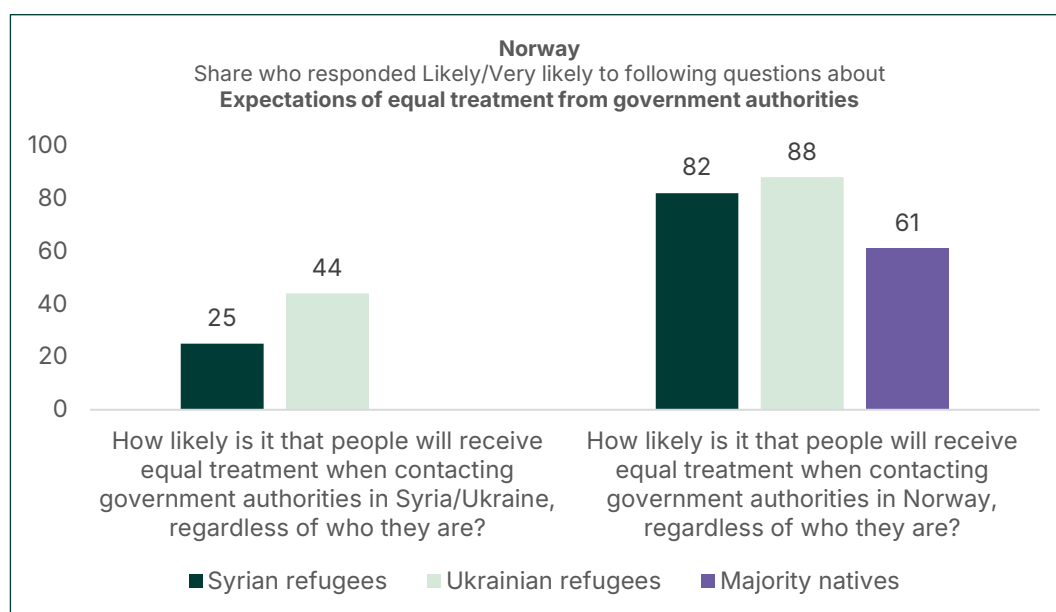


Figure 5.2: Expectations of equal treatment from government in country of origin and in country of residence among Syrian and Ukrainian refugees in Norway



6 Experiences with the asylum systems

6.1 Introduction

The asylum system is the first host country institution that refugees encounter, and their experiences during the asylum process may influence their relationship with public authorities more broadly. This section summarizes key findings from encounters with the asylum systems in Norway and Denmark. It includes measures of whether refugees stayed at an asylum centre, as well as evaluations of service quality in terms of satisfaction with service outcomes, assessments of psychological costs and perceptions of employees' communication efficacy. As majority natives do not have any experience with asylum systems, this analysis focuses exclusively on comparisons between Syrians and Ukrainians, and between Denmark and Norway.

6.2 Comparing Syrians and Ukrainians

In both countries, Ukrainian refugees consistently reported better service quality than Syrian refugees across all included measures. The most pronounced differences relate to perceived communication efficacy: the share of Syrians who reported difficulties communicating with asylum centre employees was twice as high as among Ukrainians in both countries. Syrians were also more likely to report feeling lower self-worth as a result of their encounters with asylum staff. Regarding perceived service outcome satisfaction, both groups were generally positive, although Syrians were once again somewhat less satisfied than Ukrainians.

6.3 Comparing Denmark and Norway

The most noteworthy cross-country finding is the substantial difference in the number of individuals within each group who have stayed at an asylum centre. In Norway, roughly one third of Syrian refugees have stayed at an asylum centre, while two thirds of Ukrainian refugees have done so. In Denmark, the opposite pattern is observed: approximately two thirds of Syrian refugees and one third of Ukrainian refugees have stayed at an asylum centre. For Syrian refugees, this cross-country difference is likely influenced by varying arrival times. Most Syrian refugees in Norway arrived later than those in Denmark, where the majority came during the 2015 refugee crisis. As a result, a larger proportion of Syrian refugees in Norway may have arrived through family reunification and were therefore not required to stay at an asylum centre.

In both countries, the vast majority of Ukrainian refugees who have stayed at an asylum centre report predominantly positive experiences with service quality. The same holds true for Syrian refugees in terms of perceived service outcome satisfaction (87% in Norway and 88% in Denmark) and assessments of psychological costs (72% in Norway and 71% in Denmark). However, evaluations of asylum centre employees' communication efficacy are more mixed. In both countries, roughly half of Syrian refugees expressed negative evaluations – 52% in Norway and 48% in Denmark.

6.4 Figures and tables

Figure 6.1: Share who stayed at an asylum centre among Syrian and Ukrainian refugees in Denmark

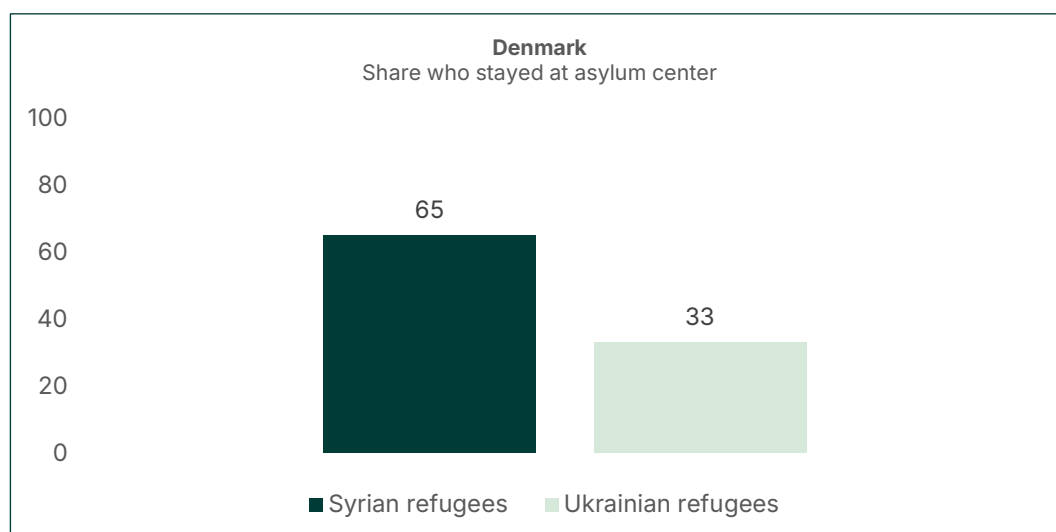


Figure 6.2: Share who stayed at an asylum centre among Syrian and Ukrainian refugees in Norway

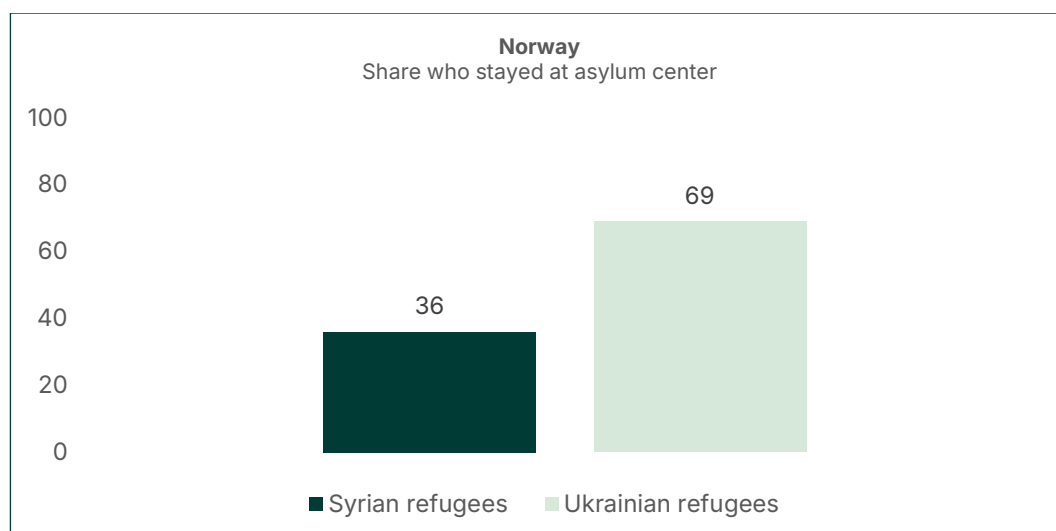


Figure 6.3: Experiences with asylum centre employees among Syrian and Ukrainian refugees in Denmark

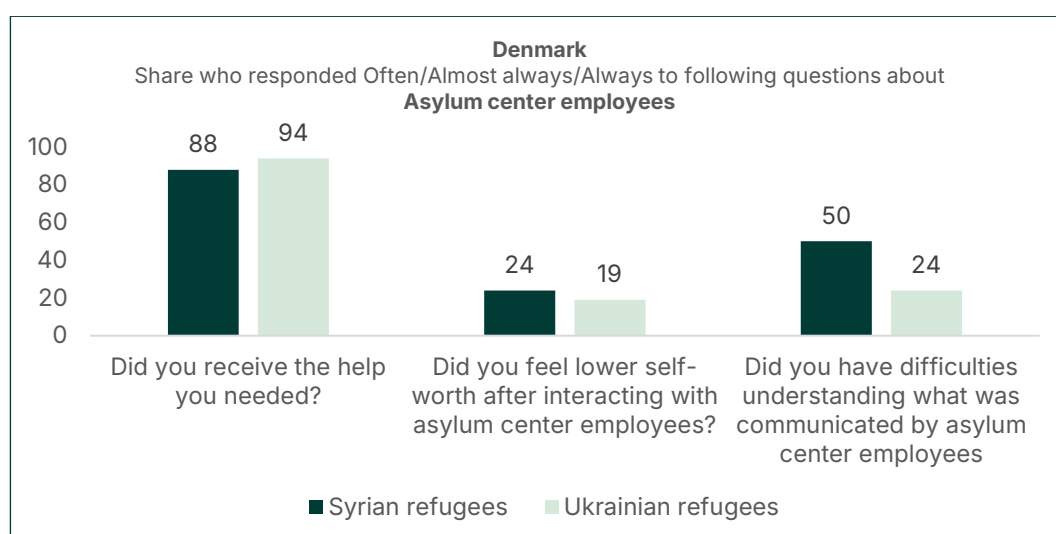
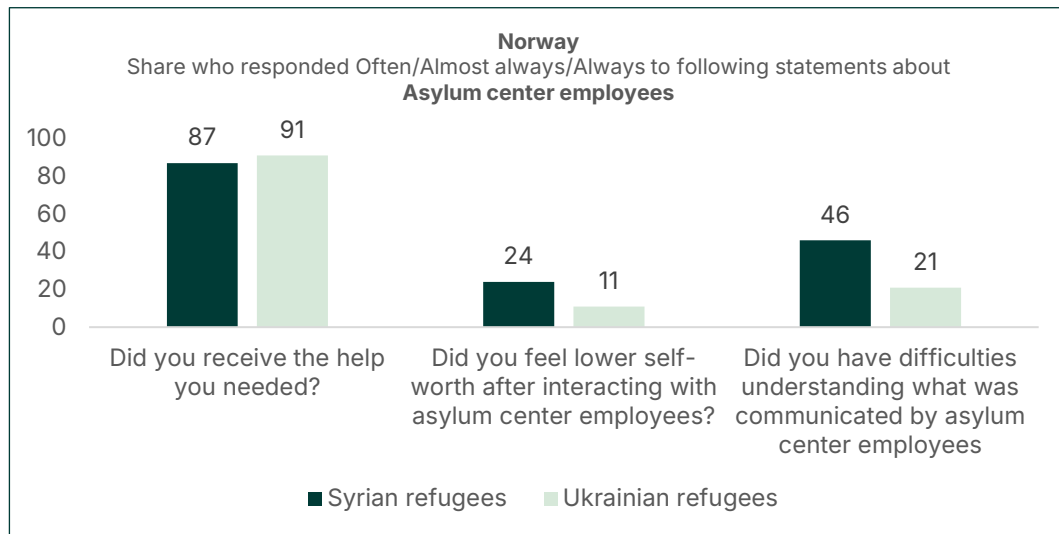


Figure 6.4: Experiences with asylum centre employees among Syrian and Ukrainian refugees in Norway



7 Experiences with integration system

7.1 Introduction

After the asylum process is concluded, refugees are required to attend various integration programmes, such as language courses and work-oriented training programmes. This section summarizes key findings on experiences from encountering these integration systems for Syrian and Ukrainian refugees. This entails summarizing attendance of and satisfaction with specific components of the integration programmes in Norway and Denmark, as well as four measures on perceived service quality of integration workers: namely, perceived service outcome satisfaction, psychological costs assessment, perceived communication efficacy and whether they felt pressured into unwanted actions (coerciveness).

7.2 Comparing Syrians and Ukrainians

In both Norway and Denmark, there is a larger share of Syrian than Ukrainian refugees who have attended both language courses and work-oriented training. In terms of overall satisfaction with these programmes, there are no apparent differences, except that a slightly larger share of Syrian refugees in both Norway and Denmark are dissatisfied with the work-oriented training compared to Ukrainian refugees. When delving into the more specific questions about service quality, however, we find that a significantly higher proportion of Ukrainian refugees report positive experiences with the quality of service provided by integration workers. This trend is consistent across all four measures and is observed in both countries. Syrian refugees, by contrast, were less likely to report receiving the help they needed, feeling lower self-worth after interacting with integration employees and having greater difficulties with communication; they were also much more likely to report feeling pressured into unwanted actions.

7.3 Comparing Denmark and Norway

The vast majority of both Syrian and Ukrainian refugees have attended language courses in both countries (97% for Syrians and 88% for Ukrainians in Norway, and 97% and 82% in Denmark, respectively). Moreover, most refugees report positive evaluations of these language courses. Language courses in Norway received slightly better evaluations from both Syrian and Ukrainian refugees (85% vs. 83% for Syrians in Norway and Denmark, respectively, and 87% vs. 83% for Ukrainians).

Attendance at and satisfaction with work-oriented training programmes are more mixed. Compared to Denmark, a significantly smaller proportion of Syrian refugees in Norway have participated in work-oriented training (51% vs. 69%). Conversely, a slightly larger share of Ukrainian refugees in Norway have attended such programmes compared to Denmark (46% vs. 41%). In both countries, the vast majority of Syrian and Ukrainian refugees express satisfaction with the work-oriented training (82% and 80% for Syrians in Norway and Denmark, respectively, and 82% in both countries for Ukrainians).

Regarding the quality of integration workers' services, there are greater differences between countries. Compared to Denmark, a larger proportion of refugees in Norway

report positive experiences across all four measures of service quality: satisfaction with service outcomes (79% vs. 68% for Syrians, and 84% vs. 82% for Ukrainians); psychological cost assessments (69% vs. 63% for Syrians, and 81% vs. 73% for Ukrainians); communication efficacy (58% in both countries for Syrians, and 80% vs. 76% for Ukrainians); and perceived coerciveness (68% vs. 51% for Syrians, and 87% vs. 72% for Ukrainians). For both refugee groups, the largest difference between countries relates to coerciveness – that is, feeling pressured by integration workers into unwanted actions. Although Syrians report feeling more pressured than Ukrainians overall, both groups experience significantly more pressure in Denmark than in Norway.

7.4 Figures and tables

Figure 7.1: Satisfaction with quality of language courses and work-oriented training programmes among Syrian and Ukrainian refugees in Denmark

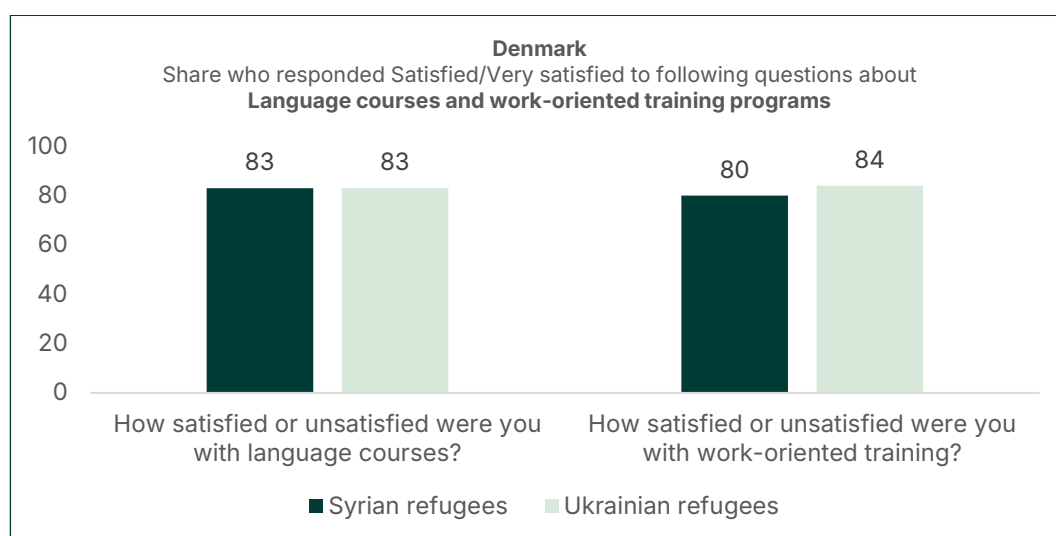


Figure 7.2: Satisfaction with quality of language courses and work-oriented training programmes among Syrian and Ukrainian refugees in Norway



Figure 7.3: Experiences with integration workers among Syrian and Ukrainian refugees in Denmark

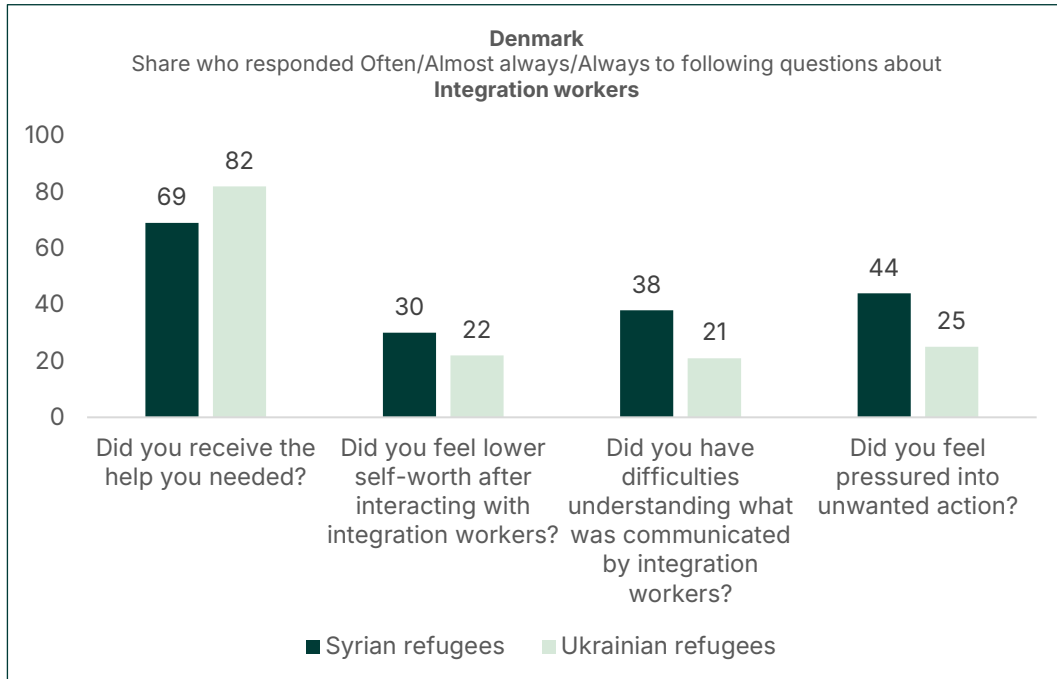
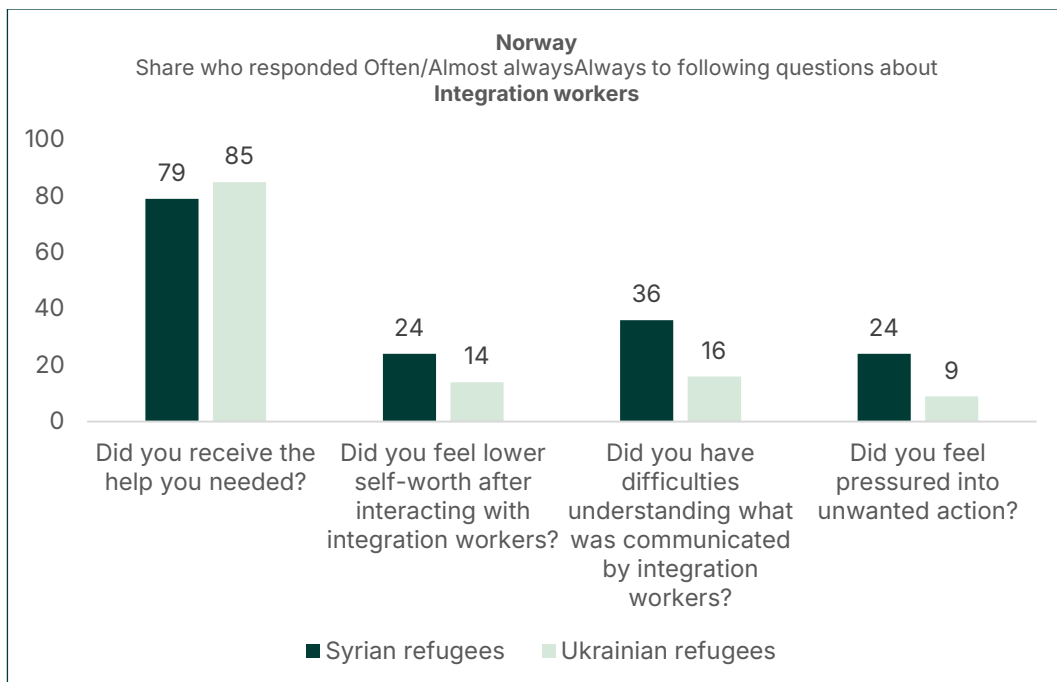


Figure 7.4: Experiences with integration workers among Syrian and Ukrainian refugees in Norway



8 Experiences with universal welfare state institutions

8.1 Introduction

Refugees typically first encounter host country state institutions through the asylum and integration system. However, as they become more integrated into their host societies, they also gradually interact with healthcare services, schools and other regular or universal welfare state institutions. This section summarizes key findings on Syrian and Ukrainian refugees' experiences with frontline workers in these universal institutions, such as general practitioners, schoolteachers and pre-school professionals.

For general practitioners, the survey includes measures of perceived service outcome satisfaction, psychological cost assessments and perceived communication efficacy. For schoolteachers and pre-school professionals, the survey assesses perceived information adequacy, psychological costs and communication efficacy. Overall, most Syrian and Ukrainian refugees in both countries report positive experiences with the service quality of frontline workers across universal welfare institutions. Service quality in pre-school and school settings is viewed most positively by refugees in both countries, while experiences with general practitioners are more mixed.

8.2 Comparing refugees and majority natives

Compared to majority natives, a substantially larger share of Syrian and Ukrainian refugees report dissatisfaction with the service quality of general practitioners in both countries across all measures – namely, service outcome satisfaction, psychological cost assessments and communication efficacy. The data gathered from interactions with pre-school and school institutions present a more varied picture. In both countries, a greater proportion of Syrian and Ukrainian refugees report positive experiences regarding the adequacy of information provided. However, a higher proportion of Syrian refugees express negative evaluations concerning psychological costs and communication efficacy. The differences in service quality evaluations for pre-school and school institutions should be interpreted with caution, due to the relatively small number of responses gathered from majority natives.

8.3 Comparing Syrians and Ukrainians

Ukrainian refugees tend to express greater dissatisfaction with service outcomes from general practitioners (32% for Ukrainians vs. 26% for Syrians in Norway, and 33% vs. 29% in Denmark). More generally, both Syrian and Ukrainian refugees in both countries offer mixed evaluations of frontline workers' communication efficacy across all included institutions, suggesting a potential overarching challenge for service delivery. However, this issue appears most pronounced among Syrian refugees. For instance, over one third of Syrian refugees in Norway report 'often to always' experiencing problems with their children's schoolteacher's communication efficacy, compared to roughly 1 in 10 Ukrainian refugees.

In addition, Syrian refugees in both countries tend to report lower self-worth following contact with frontline workers in pre-school and school settings, compared to Ukrainian refugees. This is reflected in responses related to children's schoolteachers (14% for Syrians vs. 4% for Ukrainians in Norway, and 18% vs. 9% in Denmark) and pre-school professionals (15% vs. 3% in Norway, and 15% vs. 5% in Denmark).

8.4 Comparing Denmark and Norway

A slightly larger share of Ukrainian refugees in Norway give positive evaluations of their encounters with general practitioners compared to those in Denmark, in terms of psychological cost (76% vs. 67%) and communication efficacy (77% vs. 70%). With a few exceptions, both Syrian and Ukrainian refugees in Norway tend to give slightly more positive evaluations of service quality across all included institutions than their compatriots in Denmark.

8.5 Figures and tables

Figure 8.1: Experiences with general practitioner doctors among Syrian and Ukrainian refugees in Denmark

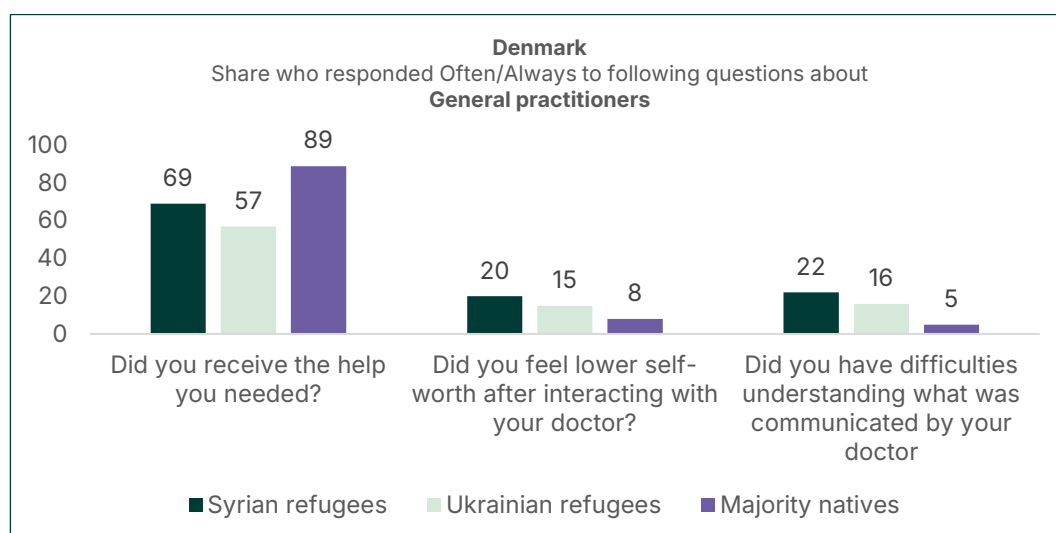


Figure 8.2: Experiences with general practitioner doctors among Syrian and Ukrainian refugees in Norway



Figure 8.3: Experiences with children's schoolteachers among Syrian and Ukrainian refugees in Denmark

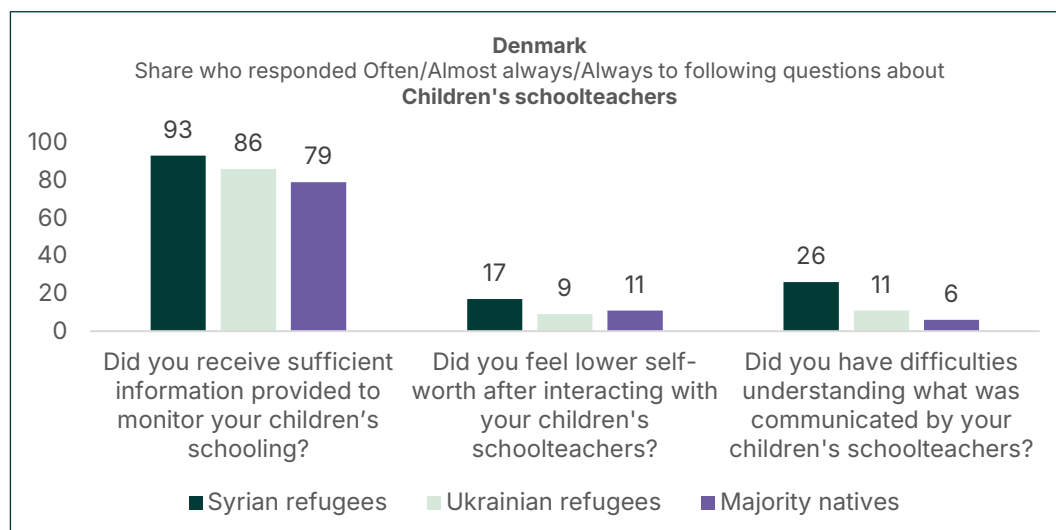


Figure 8.4: Experiences with children's schoolteachers among Syrian and Ukrainian refugees in Norway

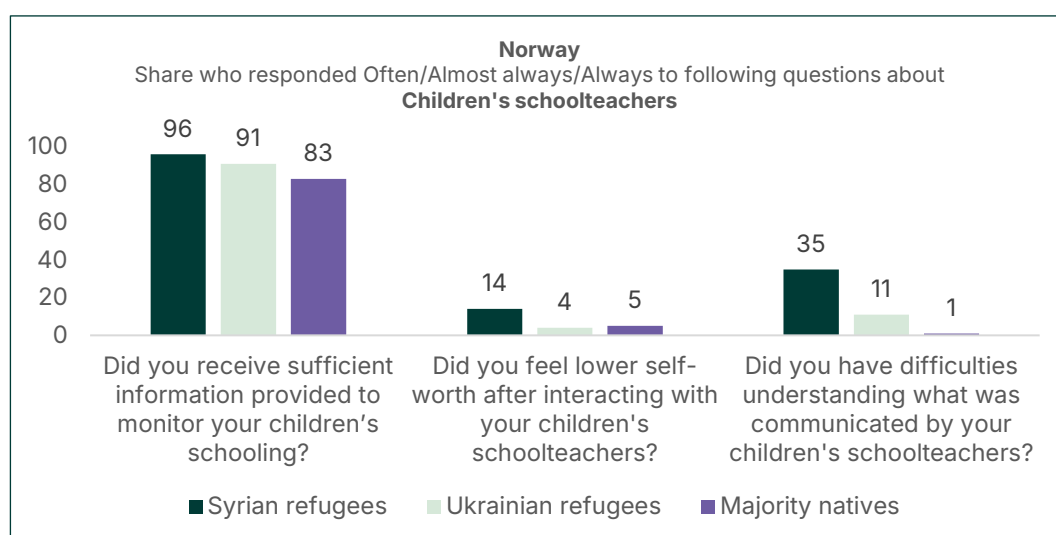


Figure 8.5: Experiences with children's pre-school professionals among Syrian and Ukrainian refugees in Denmark

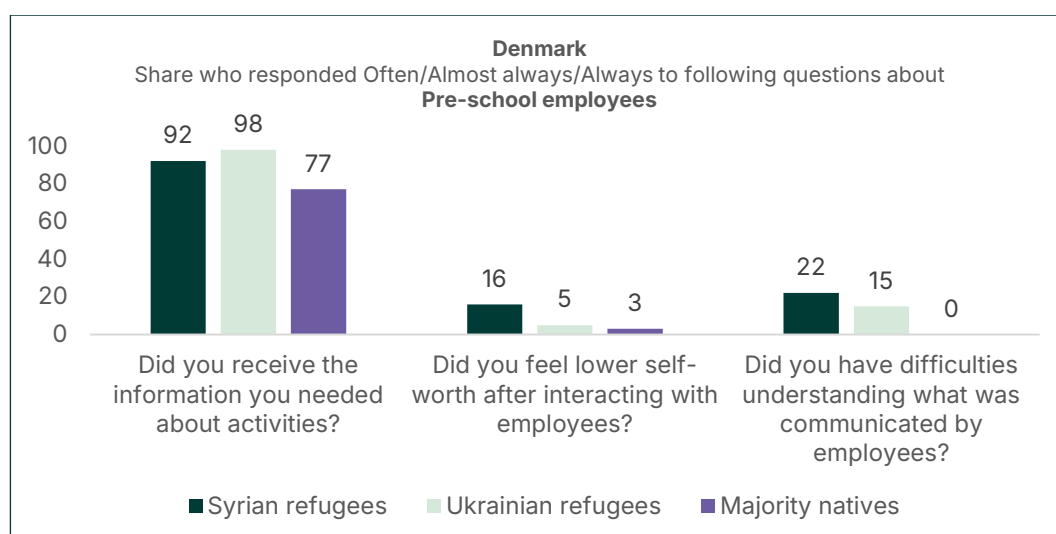
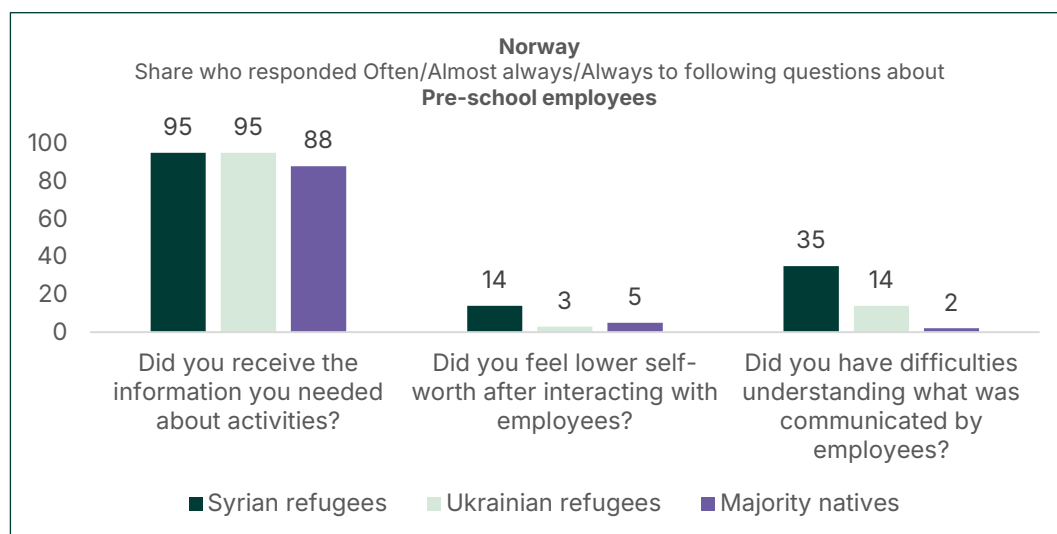


Figure 8.6: Experiences with children's pre-school professionals among Syrian and Ukrainian refugees in Norway



9 Trust

9.1 Introduction

This final chapter summarizes findings related to the main areas of concern in the MIGTRUST project – namely, social and institutional trust. It also presents key findings on procedural fairness, defined as the perceived fairness of host country immigration policies. In the literature on trust and migration, formative experiences in countries of origin are considered essential for understanding trust in the country of residence. This includes both institutional trust and generalized social trust in the country of origin. A unique feature of the MIGTRUST survey is that it includes measures of both social and institutional trust in the pre-migration context. Social trust is assessed through measures of generalized social trust across three spheres: the country of origin, the country of residence and overall. Institutional trust is measured as trust in specific political institutions in both the country of origin and the country of residence. These institutions include the political system, courts and legal systems, traditional media, educational institutions and healthcare institutions. For institutional trust in the country of residence, the survey also includes measures of trust in immigration and integration authorities.

9.2 Comparing refugees and majority natives

Compared to majority natives, both refugee groups tend to express lower levels of overall generalized social trust. While majority natives in both countries are predominantly trustful of strangers, Syrian refugees are predominantly distrustful. Although Ukrainian refugees report higher levels of generalized social trust than Syrians, there remain substantial differences between Ukrainian refugees and majority natives in both countries. Interestingly, a larger share of both Syrian and Ukrainian refugees express trust in the political system, immigration authorities and integration authorities in their country of residence compared to majority natives. Conversely, both refugee groups express lower levels of trust in the courts and legal systems of their host countries. In both countries, Ukrainian refugees also report less trust in educational and healthcare institutions compared to majority natives. By contrast, Syrian refugees express more trust in educational institutions than majority natives in both countries.

9.3 Comparing Syrians and Ukrainians

Ukrainian refugees consistently report higher levels of social trust across all included measures in both countries compared to Syrian refugees. For instance, the findings reveal substantial differences in pre-migration social trust. The proportion of refugees expressing trust in strangers in their country of origin is roughly twice as high among Ukrainians as among Syrians. This pattern continues when measuring generalized social trust in Denmark and Norway. Moreover, a significantly larger share of both Ukrainian and Syrian refugees express more trust in their country of residence than in their country of origin. Regarding trust in country-of-origin institutions, both groups predominantly express distrust towards political systems, courts and legal systems and traditional media. However, Ukrainian refugees generally trust their country-of-origin

healthcare and educational institutions, while findings for Syrian refugees are more mixed – although these are also the most trusted institutions in Syria.

In terms of institutional trust in their country of residence, both Syrian and Ukrainian refugees are predominantly trustful across all included institutions. However, there are notable within-country differences. Compared to Syrians, Ukrainian refugees express greater trust in the political system, traditional media, immigration authorities and integration authorities. Conversely, Syrian refugees report higher levels of trust in educational and healthcare institutions. These within-country differences are most pronounced in Denmark across all measures. Regarding procedural fairness, there are no major differences between groups in Norway. In Denmark, however, differences are substantial. A significant share of Ukrainian refugees (28%) believe that Danish immigration legislation favours them and their compatriots, while 41% of Syrian refugees believe it disfavours them and their compatriots. Notably, a larger share of Ukrainian refugees in both countries are undecided about procedural fairness – likely due to their more recent arrival.

9.4 Comparing Denmark and Norway

There are no notable country differences in generalized social trust among Ukrainian refugees, but substantial differences are observed among Syrian refugees. In terms of overall generalized social trust and trust in the country of residence, a larger share of Syrian refugees in Denmark report trustfulness compared to their compatriots in Norway. Regarding institutional trust in the country of residence, the findings reveal a general pattern: refugees resettling in Norway tend to express more trust in national institutions than those resettling in Denmark. However, the extent of country differences varies considerably across institutions. For both Syrian and Ukrainian refugees, differences are relatively small when it comes to trust in universal welfare institutions – such as courts and legal systems, educational institutions and healthcare institutions. In contrast, there are significant differences regarding trust in the political system and immigration-specific institutions (immigration authorities and integration authorities), with refugees in Norway being generally more trustful. In terms of procedural fairness, a substantially larger share of Syrian refugees believe that the immigration legislation in their country of residence disfavours them and their compatriots compared to immigrants from other nationalities (41% vs. 16%).

9.5 Figures and tables

Figure 9.1: Social trust – in general, in country of origin and in country of residence – among Syrian and Ukrainian refugees in Denmark

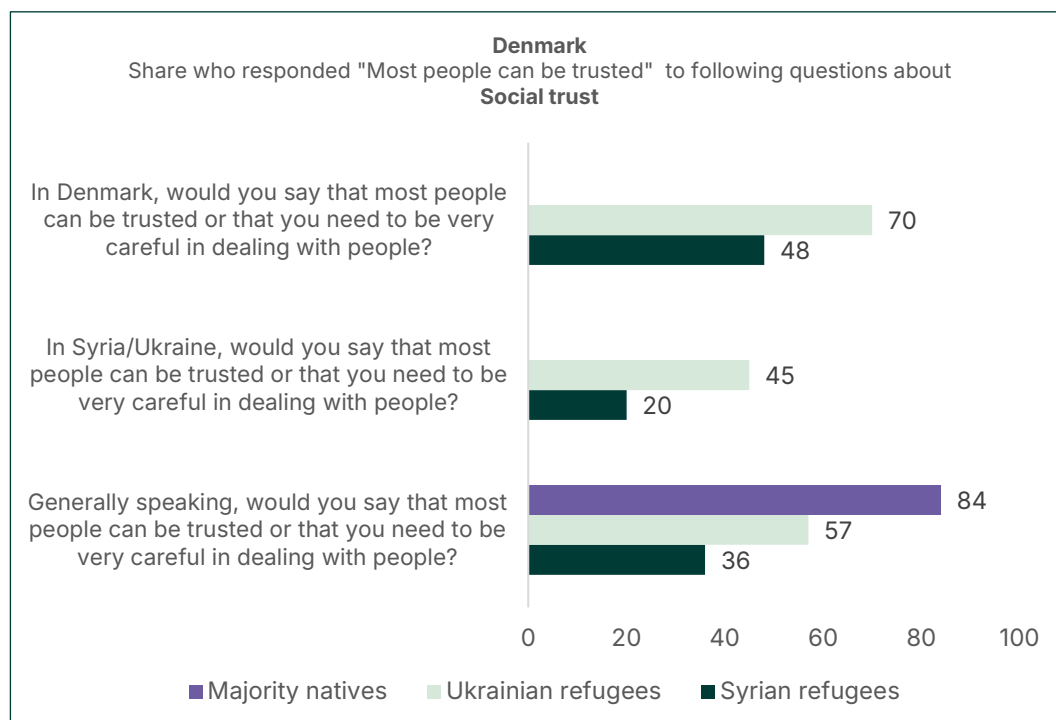


Figure 9.2: Social trust – in general, in country of origin and in country of residence – among Syrian and Ukrainian refugees in Norway

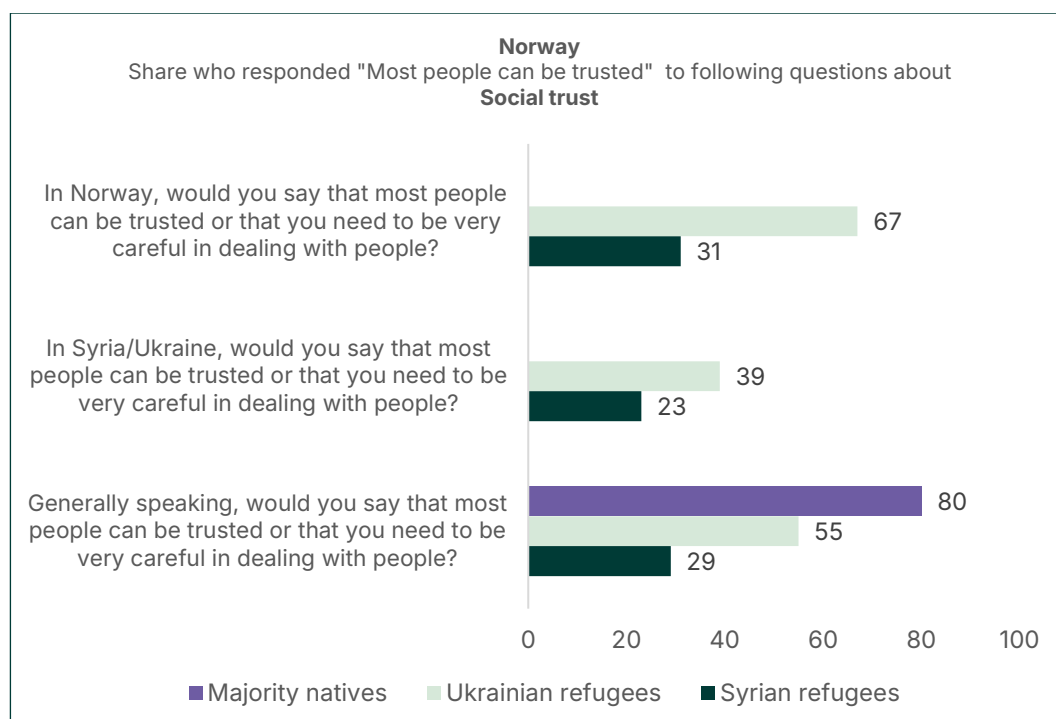


Figure 9.3: Country of origin institutional trust among Syrian and Ukrainian refugees in Denmark

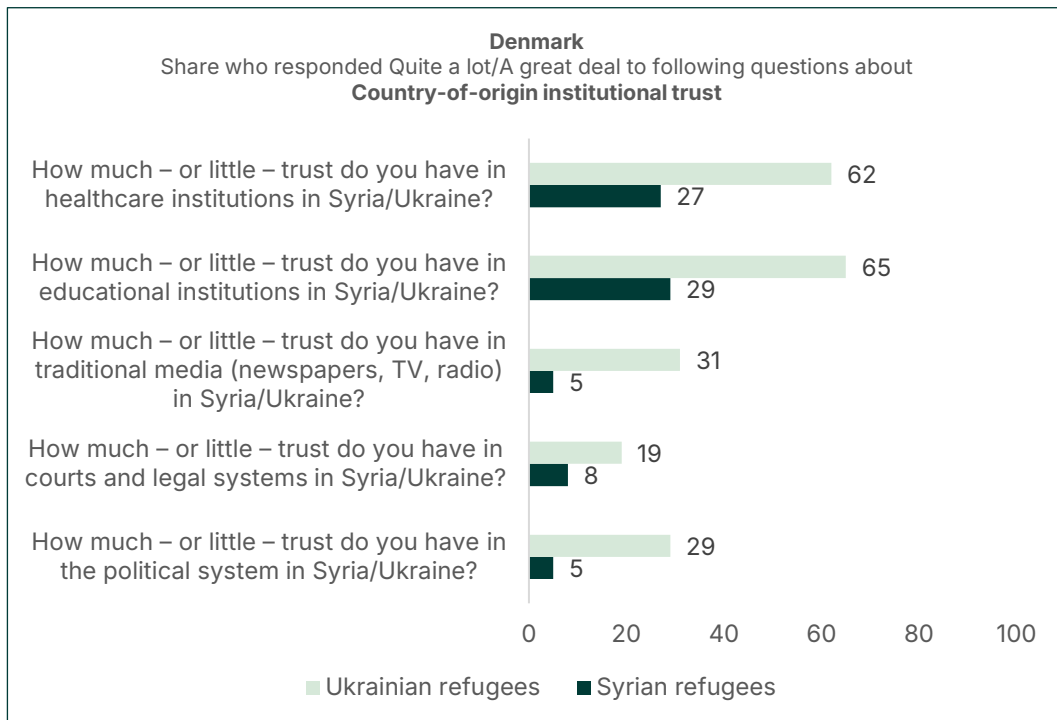


Figure 9.4: Country of origin institutional trust among Syrian and Ukrainian refugees in Norway

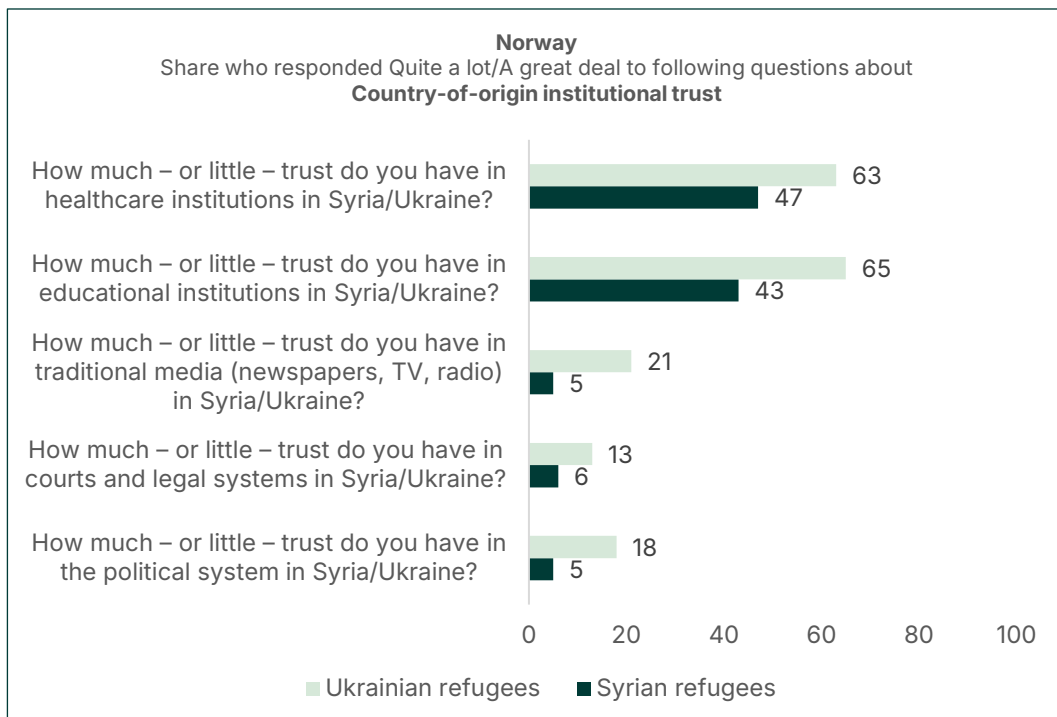


Figure 9.5: Country of residence institutional trust among Syrian and Ukrainian refugees in Denmark

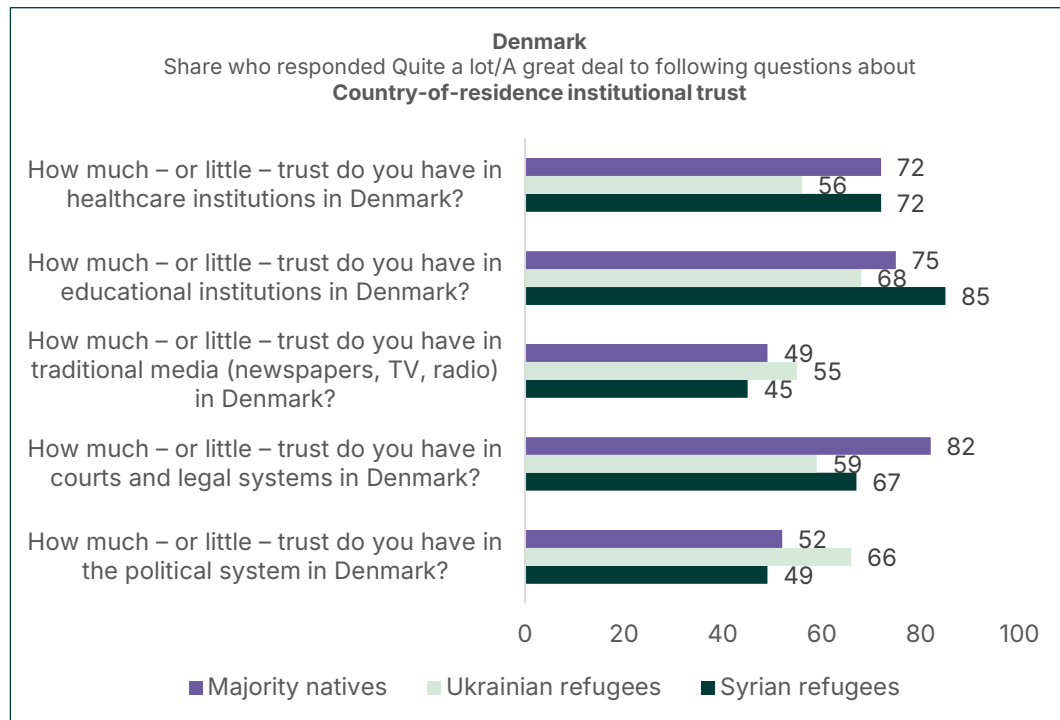


Figure 9.6: Country of residence institutional trust among Syrian and Ukrainian refugees in Norway

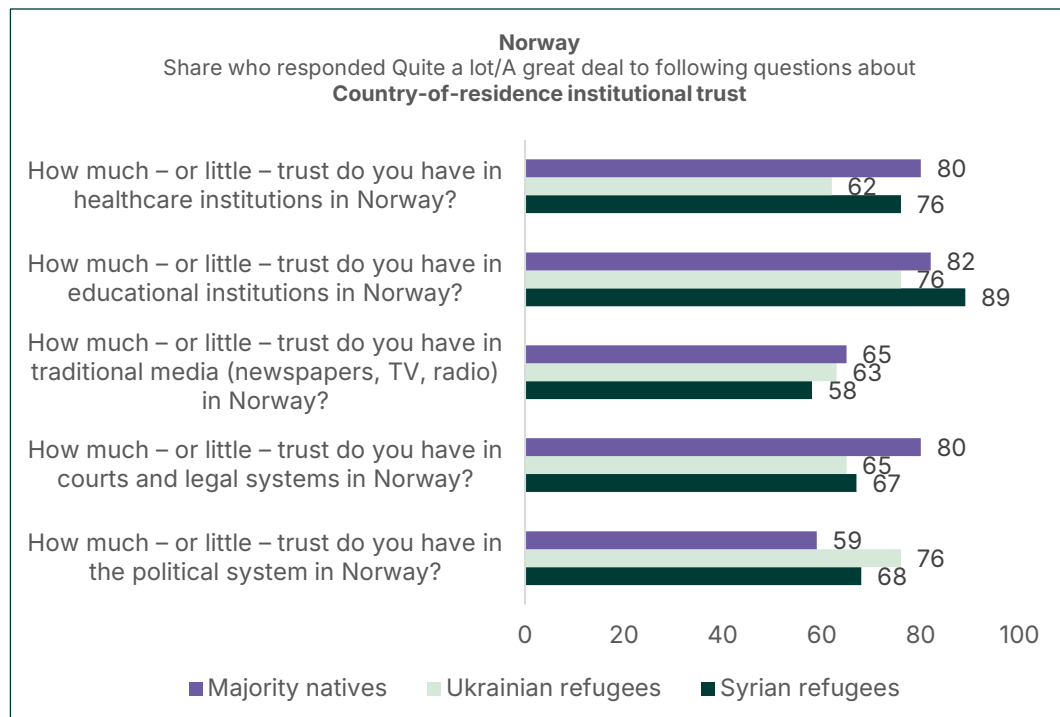


Figure 9.7: Country of residence institutional trust towards immigrant-specific institutions among Syrian and Ukrainian refugees in Denmark

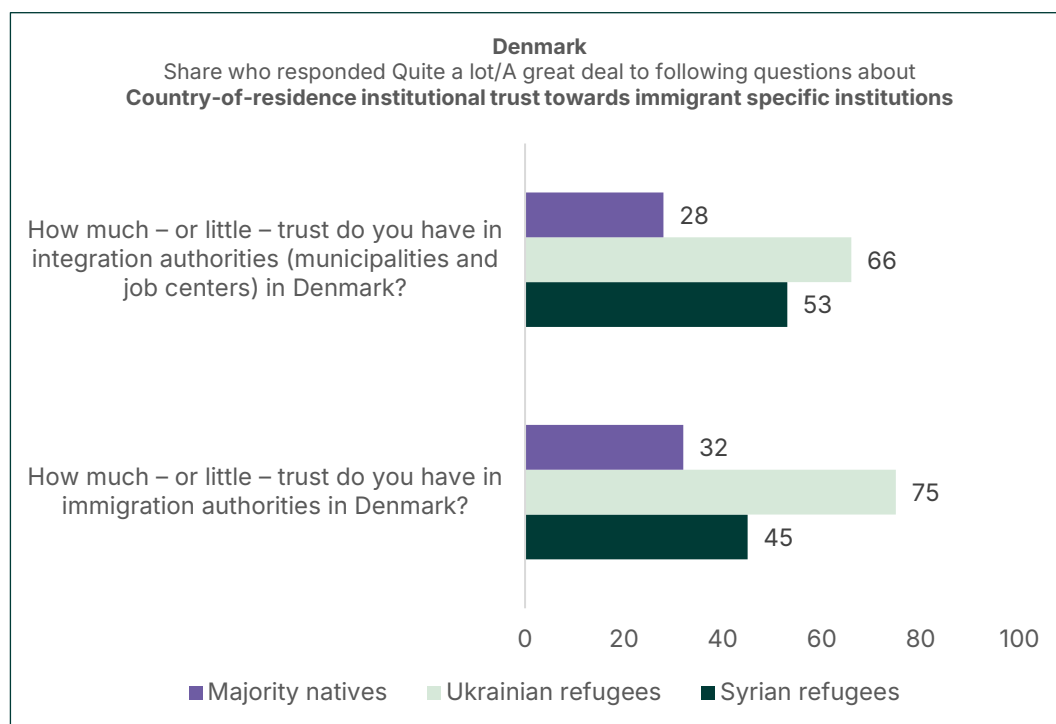


Figure 9.8: Country of residence institutional trust towards immigrant-specific institutions among Syrian and Ukrainian refugees in Norway

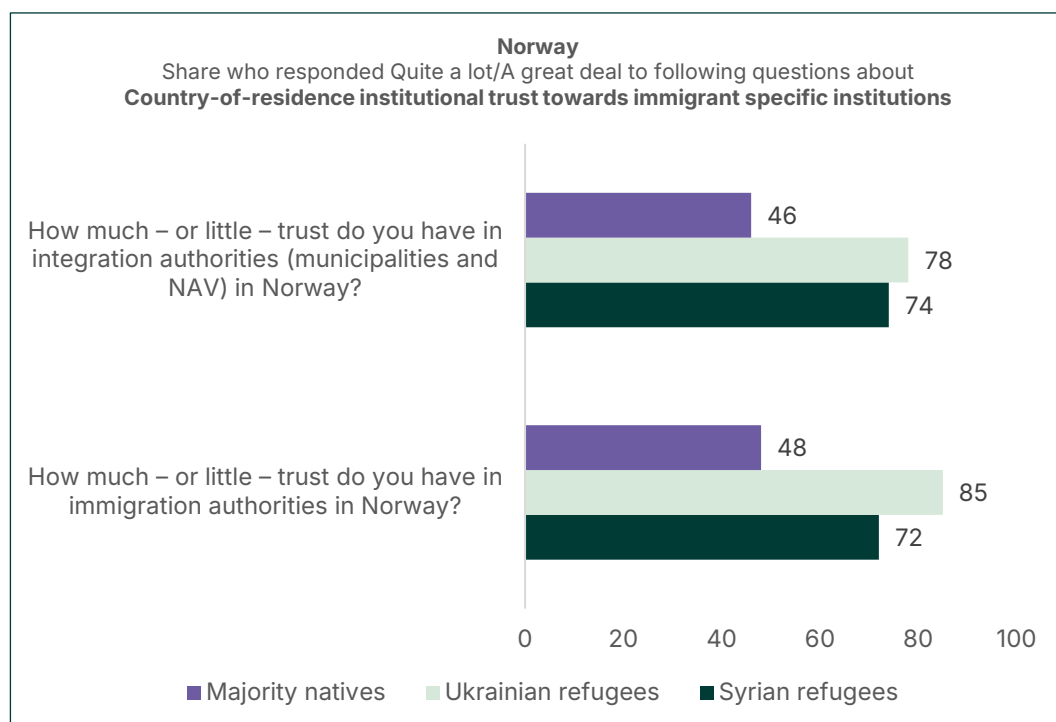
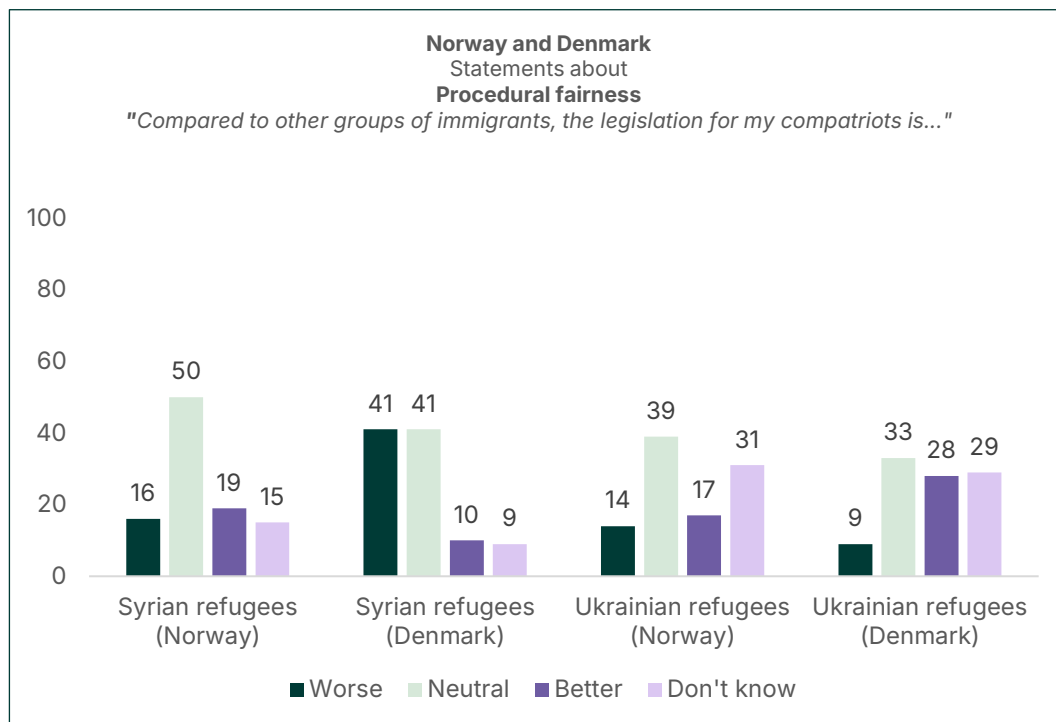


Figure 9.9: Procedural fairness among Syrian and Ukrainian refugees in Denmark and Norway



10 Summary and Conclusion

This report presents preliminary findings of the MIGTRUST survey, which examines Syrian and Ukrainian refugees' experiences with the welfare state in Denmark and Norway. The study compares the perspectives and experiences of these refugee groups with those of native-born citizens and each other, as well as the differences between the two host countries. Key themes include experiences with labour markets, expectations of equal treatment, encounters with asylum and integration systems, interactions with universal welfare state institutions (such as schoolteachers and healthcare personnel) and levels of trust in social and political institutions.

One striking pattern observed in the survey material is the difference between refugees and majority natives regarding labour market experiences, social trust and interactions with public institutions. Refugees generally report somewhat lower job satisfaction, particularly regarding the utilization of skills in the labour market. Refugees also report lower levels of social trust compared to native-born citizens. At the same time, however, refugees tend to have high expectations of equal treatment from public authorities in their host country compared to majority native, and relatively high levels of institutional trust. This is especially the case for political systems and immigration authorities in their host countries, whereas they tend to be more sceptical of the legal system and traditional media. Regarding experiences with universal welfare institutions, refugees tend to have somewhat more negative experiences with healthcare professionals compared to natives, but slightly more positive experiences with schoolteachers. Many refugees nevertheless report challenges regarding language and communication when dealing with host country professionals.

Another striking pattern is related to the differences between Syrian and Ukrainian refugees. Ukrainian refugees on average have higher levels of education, with a majority having university-level degrees, whereas educational attainment among Syrian refugees is lower. The Ukrainian refugee population is also predominantly female, especially in Denmark, while Syrian refugees have a more balanced gender distribution. Ukrainian refugees are also more likely to have been employed in their home country and report higher job satisfaction in their previous jobs compared to Syrian refugees. However, labour market integration in the host country presents mixed results. In Denmark, Ukrainian refugees are more likely to be employed than Syrian refugees, whereas the opposite is true in the Norwegian labour market. Ukrainian refugees in both countries consistently report better service quality in asylum centres compared to Syrian refugees. Ukrainian refugees tend to report greater trust in political institutions and immigration authorities compared to Syrians, but Syrians express more trust in educational and healthcare institutions. Language and communication present distinct challenges. Syrians report greater difficulties in communicating with welfare state employees, particularly in the asylum and integration systems. They also express greater dissatisfaction with the level of support received in these systems, whereas Ukrainians tend to have a more positive perception of service quality.

Finally, the survey results show that there are significant cross-country differences in refugee experiences. Denmark has a higher share of refugees employed full-time, while Norway has a higher proportion of refugees engaged in education. Financial security perceptions also vary: Syrian refugees in Norway feel more financially secure than their counterparts in Denmark, whereas the opposite is true for Ukrainian refugees. Moreover, refugees in Norway tend to have higher expectations of equal treatment from authorities than those in Denmark; similarly, refugees in Norway report higher trust in government institutions, particularly in immigration and integration authorities.

A greater proportion of Syrian refugees in Denmark have stayed in asylum centres compared to their counterparts in Norway. In contrast, a higher percentage of Ukrainian refugees have stayed in asylum centres in Norway than in Denmark. Refugees in Norway generally report more positive experiences with the integration system than those in Denmark. A larger share of Syrian and Ukrainian refugees in Norway feel that they are receiving the necessary support, have higher self-worth following interactions with integration workers and face fewer instances of coercion compared to their counterparts in Denmark. Regarding universal welfare institutions, both Syrian and Ukrainian refugees in Norway report having slightly better experiences with healthcare and education compared to those in Denmark.

The results from the MIGTRUST survey provide insights into how refugees from different backgrounds experience Scandinavian welfare states and their level of trust in various institutions in Denmark and Norway. The broad initial findings we have reported here point to key differences – both between the two refugee groups in terms of their institutional and socioeconomic and cultural backgrounds, and between Denmark and Norway, in terms of refugee integration and welfare policies.

The purpose of this report has been to document these initial broad findings from the survey. In the years to come, the data from this survey will form the basis for future longitudinal studies and more complex analyses aimed at investigating how trust patterns evolve over time, as refugees settle and integrate into Scandinavian societies. In the publications that will follow from this project, we will explore several questions regarding the role of institutional structures in shaping refugees' trust and experiences in their host countries. These include questions about how various kinds of institutions, policies and practices influence the level of trust among refugees; how the quality and generosity of welfare services shape refugee experiences; how interactions between refugees and street-level bureaucrats help to build or break trust; and how such interactions are in turn shaped by institutional factors, such as citizenship rights and integration policies.

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Supplementary materials

Syrian and Ukrainian refugees' experiences of the welfare state in Denmark and Norway: Technical report and preliminary findings from the MIGTRUST survey

A. Labor market experiences

Table A.1: Skill utilization (country of origin)

"I could utilize my skills at my job"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Strongly disagree	19	47	49	17	132
	3%	6%	2%	2%	3%
Disagree	51	94	142	37	324
	9%	11%	6%	4%	7%
Neutral	56	111	112	45	324
	9%	13%	4%	5%	7%
Agree	188	222	686	248	1344
	32%	26%	27%	29%	28%
Strongly agree	224	297	1361	459	2341
	38%	35%	54%	54%	49%
Don't know	53	75	152	45	325
	9%	9%	6%	5%	7%
Total	591	846	2502	851	4790
	100%	100%	100%	100%	100%

Note: First row has *frequencies* and second row has *column percentages*

Table A.2: Respectful treatment by superiors (country of origin)

"My boss treated me with respect"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Strongly disagree	12	41	52	5	110
	2%	5%	2%	1%	2%
Disagree	22	40	160	23	245
	4%	5%	6%	3%	5%
Neutral	52	102	180	62	396
	9%	12%	7%	7%	8%
Agree	200	269	662	264	1395
	34%	32%	26%	31%	29%
Strongly agree	215	308	1292	444	2259
	36%	36%	52%	52%	47%
Don't know	90	85	156	53	384
	15%	10%	6%	6%	8%
Total	591	845	2502	851	4789
	100%	100%	100%	100%	100%

Note: First row has *frequencies* and second row has *column percentages*

Table A.3: Social environment (country of origin)

"I enjoyed the social environment at my job"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Strongly disagree	5	26	35	14	80
	1%	3%	1%	2%	2%
Disagree	28	41	127	20	216
	5%	5%	5%	2%	5%
Neutral	53	88	177	56	374
	9%	10%	7%	7%	8%
Agree	207	274	765	298	1544
	35%	32%	31%	35%	32%
Strongly agree	243	359	1250	410	2262
	41%	42%	50%	48%	47%
Don't know	55	57	148	53	313
	9%	7%	6%	6%	7%
Total	591	845	2502	851	4789
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table A.4: Skill utilization (country of residence)

"I could utilize my skills at my job"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Strongly disagree	12	13	37	85	61	45	253
	2%	2%	4%	7%	6%	7%	5%
Disagree	16	17	97	122	157	129	538
	3%	3%	12%	9%	14%	19%	11%
Neutral	31	45	85	191	91	95	538
	6%	8%	10%	15%	8%	14%	11%
Agree	169	199	253	395	302	172	1490
	32%	35%	30%	31%	28%	26%	30%
Strongly agree	301	289	221	381	380	195	1767
	57%	51%	26%	30%	35%	29%	35%
Don't know	2	5	143	113	106	26	395
	0%	1%	17%	9%	10%	4%	8%
Total	531	568	836	1287	1097	662	4981
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table A.5: Respectful treatment by superiors (country of residence)

“My boss treated me with respect”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Strongly disagree	12	26	15	31	10	8	102
	2%	5%	2%	2%	1%	1%	2%
Disagree	29	28	18	60	34	10	179
	5%	5%	2%	5%	3%	2%	4%
Neutral	60	59	61	127	43	47	397
	11%	10%	7%	10%	4%	7%	8%
Agree	148	181	279	423	304	210	1545
	28%	32%	33%	33%	28%	32%	31%
Strongly agree	280	262	348	568	625	366	2449
	53%	46%	42%	44%	57%	55%	49%
Don't know	2	12	115	81	81	21	312
	0%	2%	14%	6%	7%	3%	6%
Total	531	568	836	1290	1097	662	4984
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table A.6: Social environment (country of residence)

“I enjoyed the social environment at my job”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Strongly disagree	8	21	16	26	17	21	109
	2%	4%	2%	2%	2%	3%	2%
Disagree	26	21	29	57	99	83	315
	5%	4%	3%	4%	9%	13%	6%
Neutral	46	68	76	136	114	104	544
	9%	12%	9%	11%	10%	16%	11%
Agree	187	202	298	419	344	221	1671
	35%	36%	36%	32%	31%	33%	34%
Strongly agree	263	246	303	567	415	189	1983
	50%	43%	36%	44%	38%	29%	40%
Don't know	1	10	114	85	108	44	362
	0%	2%	14%	7%	10%	7%	7%
Total	531	568	836	1290	1097	662	4984
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

B. Expectations of equal treatment by government

Table B.1: Expectations of equal treatment (country of origin)

“How likely is it that people will receive equal treatment when contacting government authorities in Syria/Ukraine, regardless of who they are?”	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Very unlikely	374	663	516	131	1684
	30%	37%	18%	13%	24%
Unlikely	244	335	949	309	1837
	20%	19%	33%	30%	27%
Likely	235	228	1025	398	1886
	19%	13%	36%	39%	27%
Very likely	78	64	240	121	503
	6%	4%	8%	12%	7%
Don't know	302	480	130	68	980
	24%	27%	5%	7%	14%
Total	1233	1770	2860	1027	6890
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table B.2: Expectations of equal treatment (country of residence)

“How likely is it that people will receive equal treatment when contacting government authorities in Norway/Denmark, regardless of who they are?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Very unlikely	45	48	39	85	47	35	299
	9%	8%	3%	5%	2%	3%	4%
Unlikely	141	116	78	120	128	87	670
	27%	20%	6%	7%	4%	8%	8%
Likely	278	301	394	636	1142	462	3213
	53%	52%	32%	36%	40%	45%	40%
Very likely	46	77	616	644	1371	356	3110
	9%	13%	50%	37%	48%	35%	39%
Don't know	18	34	101	278	168	87	686
	3%	6%	8%	16%	6%	8%	9%
Total	528	576	1228	1763	2856	1027	7978
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

C. Experiences with the asylum systems

Table C.1: Asylum centre stay

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Yes	436	1132	1967	336	3871
	36%	65%	69%	33%	57%
No	770	592	856	666	2884
	63%	34%	30%	65%	42%
Don't want to answer	18	28	28	20	94
	1%	2%	1%	2%	1%
Total	1224	1752	2851	1022	6849
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table C.2: Service effectiveness

"Did you receive the help you needed?"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	10	23	14	2	49
	2%	2%	1%	1%	1%
Almost never	7	30	27	2	66
	2%	3%	1%	1%	2%
Rarely	33	65	124	16	238
	8%	6%	6%	5%	6%
Often	111	283	271	42	707
	25%	25%	14%	13%	18%
Almost always	79	290	448	78	895
	18%	26%	23%	23%	23%
Always	191	419	1059	195	1864
	44%	37%	54%	58%	48%
Don't know	6	21	20	1	48
	1%	2%	1%	0%	1%
Total	437	1131	1963	336	3867
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table C.3: Post-interaction self-worth assessments

“Did you feel lower self-worth after interacting with asylum centre employees?”	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	206	451	1077	126	1860
	47%	40%	55%	38%	48%
Almost never	29	140	292	54	515
	7%	12%	15%	16%	13%
Rarely	77	217	309	83	686
	18%	19%	16%	25%	18%
Often	47	130	112	25	314
	11%	11%	6%	7%	8%
Almost always	24	72	58	16	170
	5%	6%	3%	5%	4%
Always	35	70	51	22	178
	8%	6%	3%	7%	5%
Don't know	19	51	64	10	144
	4%	5%	3%	3%	4%
Total	437	1131	1963	336	3867
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table C.4: Communication efficacy

“Did you have difficulties understanding what was communicated by asylum centre employees?”	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	133	204	741	86	1164
	30%	18%	38%	26%	30%
Almost never	19	90	276	55	440
	4%	8%	14%	16%	11%
Rarely	80	248	510	109	947
	18%	22%	26%	32%	24%
Often	107	288	267	49	711
	24%	25%	14%	15%	18%
Almost always	59	126	87	14	286
	14%	11%	4%	4%	7%
Always	34	147	51	19	251

	8%	13%	3%	6%	6%
Don't know	5	28	31	4	68
	1%	2%	2%	1%	2%
Total	437	1131	1963	336	3867
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

D. Experiences with integration systems

Table D.1: Language course attendance

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Yes	1178	1676	2502	834	6190
	97%	97%	88%	82%	91%
No	41	55	336	181	613
	3%	3%	12%	18%	9%
Total	1219	1731	2838	1015	6803
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table D.2: Work-oriented training attendance

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Yes	620	1187	1305	418	3530
	51%	69%	46%	41%	52%
No	596	541	1532	597	3266
	49%	31%	54%	59%	48%
Total	1216	1728	2837	1015	6796
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table D.3: Language course satisfaction

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Very unsatisfied	44	75	61	30	210
	4%	4%	2%	4%	3%
Unsatisfied	116	169	244	91	620
	10%	10%	10%	11%	10%
Satisfied	462	782	1170	430	2844
	39%	47%	47%	52%	46%
Very satisfied	541	608	991	261	2401
	46%	36%	40%	31%	39%
Don't know	12	41	35	22	110
	1%	2%	1%	3%	2%
Total	1175	1675	2501	834	6185
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table D.4: Work-oriented training satisfaction

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Very unsatisfied	21	54	31	12	118
	3%	5%	2%	3%	3%
Unsatisfied	78	138	141	40	397
	13%	12%	11%	10%	11%
Satisfied	248	612	671	239	1770
	40%	52%	51%	57%	50%
Very satisfied	263	337	404	114	1118
	42%	28%	31%	27%	32%
Don't know	9	46	58	13	126
	1%	4%	4%	3%	4%
Total	619	1187	1305	418	3529
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table D.5: Service effectiveness

"Did you receive the help you needed?"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	69	155	62	15	301
	6%	9%	2%	1%	4%
Almost never	25	83	45	32	185
	2%	5%	2%	3%	3%
Rarely	94	233	223	119	669
	8%	13%	8%	12%	10%
Often	280	458	459	213	1410
	23%	26%	16%	21%	21%
Almost always	209	330	637	238	1414
	17%	19%	22%	23%	21%
Always	471	405	1316	388	2580
	39%	23%	46%	38%	38%
Don't know	73	74	96	13	256
	6%	4%	3%	1%	4%
Total	1221	1738	2838	1018	6815
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table D.6: Post-interaction self-worth assessments

“Did you feel lower self-worth after interacting with integration workers?”	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	570	547	1468	334	2919
	47%	31%	52%	33%	43%
Almost never	83	186	411	168	848
	7%	11%	14%	17%	12%
Rarely	177	370	427	237	1211
	15%	21%	15%	23%	18%
Often	146	282	218	120	766
	12%	16%	8%	12%	11%
Almost always	57	125	89	56	327
	5%	7%	3%	6%	5%
Always	90	117	78	48	333
	7%	7%	3%	5%	5%
Don't know	98	111	147	55	411
	8%	6%	5%	5%	6%
Total	1221	1738	2838	1018	6815
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table D.7: Communication efficacy

“Did you have difficulties understanding what was communicated by integration workers?”	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	351	371	1056	320	2098
	29%	21%	37%	31%	31%
Almost never	102	173	465	178	918
	8%	10%	16%	17%	13%
Rarely	255	463	774	280	1772
	21%	27%	27%	28%	26%
Often	289	400	324	131	1144
	24%	23%	11%	13%	17%
Almost always	107	142	76	41	366
	9%	8%	3%	4%	5%
Always	48	126	46	37	257
	4%	7%	2%	4%	4%

Don't know	69	63	97	31	260
	6%	4%	3%	3%	4%
Total	1221	1738	2838	1018	6815
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table D.8: Coerciveness

"Did you feel pressured into unwanted action?"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	603	451	1727	366	3147
	49%	26%	61%	36%	46%
Almost never	74	129	402	140	745
	6%	7%	14%	14%	11%
Rarely	163	307	351	220	1041
	13%	18%	12%	22%	15%
Often	148	358	151	145	802
	12%	21%	5%	14%	12%
Almost always	73	182	49	60	364
	6%	10%	2%	6%	5%
Always	76	229	46	47	398
	6%	13%	2%	5%	6%
Don't know	84	82	112	40	318
	7%	5%	4%	4%	5%
Total	1221	1738	2838	1018	6815
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

E. Experiences with universal welfare state institutions

Table E.1: Service effectiveness (general practitioners)

"Did you receive the help you needed?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	4	7	87	65	174	80	417
	1%	1%	7%	4%	6%	8%	5%
Sometimes	89	52	232	446	749	255	1823
	17%	9%	19%	25%	26%	25%	23%
Often	221	243	252	429	765	242	2152
	42%	42%	21%	24%	27%	24%	27%
Always	210	272	605	780	959	337	3163
	40%	47%	49%	45%	34%	33%	40%
Don't know	4	2	49	33	205	108	401
	1%	0%	4%	2%	7%	11%	5%
Total	528	576	1225	1753	2852	1022	7956
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.2: Post-interaction self-worth assessments (general practitioners)

"Did you feel lower self-worth after interacting with integration your general practitioner?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	369	406	668	869	1662	480	4454
	70%	70%	55%	50%	58%	47%	56%
Sometimes	127	115	207	388	501	204	1542
	24%	20%	17%	22%	18%	20%	19%
Often	18	29	119	220	177	92	655
	3%	5%	10%	13%	6%	9%	8%
Always	5	18	116	125	122	59	445
	1%	3%	9%	7%	4%	6%	6%
Don't know	9	8	115	151	390	187	860
	2%	1%	9%	9%	14%	18%	11%
Total	528	576	1225	1753	2852	1022	7956
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.3: Communication efficacy (general practitioners)

“Did you have difficulties understanding what was communicated by your general practitioner?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	400	388	418	488	1218	401	3313
	76%	67%	34%	28%	43%	39%	42%
Sometimes	108	144	459	847	967	316	2841
	20%	25%	37%	48%	34%	31%	36%
Often	14	17	204	224	331	116	906
	3%	3%	17%	13%	12%	11%	11%
Always	1	12	96	152	120	52	433
	0%	2%	8%	9%	4%	5%	5%
Don't know	5	15	48	41	216	137	462
	1%	3%	4%	2%	8%	13%	6%
Total	528	576	1225	1752	2852	1022	7955
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.4: Information adequacy (children's schoolteachers)

“Did you receive sufficient information provided to monitor your children's schooling?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	3	1	3	14	15	8	44
	2%	1%	1%	2%	1%	2%	1%
Almost never	5	3	4	6	16	6	40
	3%	3%	1%	1%	1%	2%	1%
Rarely	16	15	11	31	60	37	170
	11%	16%	2%	3%	6%	9%	5%
Often	52	23	62	149	113	63	462
	36%	24%	11%	16%	11%	16%	14%
Almost always	46	38	84	241	158	71	638
	32%	40%	15%	26%	15%	18%	20%
Always	23	14	393	473	700	205	1808
	16%	15%	70%	51%	65%	52%	57%
Don't know	1	1	4	9	10	6	31
	1%	1%	1%	1%	1%	2%	1%
Total	146	95	561	923	1072	396	3193
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.5: Post-interaction self-worth assessments (children's schoolteachers)

"Did you feel lower self-worth after interacting with your children's schoolteachers?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	88	47	387	486	764	217	1989
	60%	49%	69%	53%	71%	55%	62%
Almost never	24	17	29	79	115	57	321
	16%	18%	5%	9%	11%	14%	10%
Rarely	24	19	53	164	120	72	452
	16%	20%	9%	18%	11%	18%	14%
Often	4	7	21	74	24	16	146
	3%	7%	4%	8%	2%	4%	5%
Almost always	3	3	22	51	7	7	93
	2%	3%	4%	6%	1%	2%	3%
Always	0	0	33	33	12	12	90
	0%	0%	6%	4%	1%	3%	3%
Don't know	3	2	16	36	30	15	102
	2%	2%	3%	4%	3%	4%	3%
Total	146	95	561	923	1072	396	3193
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.6: Communication efficacy (children's schoolteachers)

"Did you have difficulties understanding what was communicated by your children's schoolteachers?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	102	55	176	296	455	174	1258
	70%	58%	31%	32%	42%	44%	39%
Almost never	22	19	56	99	163	62	421
	15%	20%	10%	11%	15%	16%	13%
Rarely	17	13	128	272	323	103	856
	12%	14%	23%	29%	30%	26%	27%
Often	1	6	132	151	87	32	409
	1%	6%	24%	16%	8%	8%	13%
Almost always	1	0	47	51	17	6	122
	1%	0%	8%	6%	2%	2%	4%
Always	0	0	18	41	12	7	78
	0%	0%	3%	4%	1%	2%	2%

Don't know	3	2	4	13	15	12	49
	2%	2%	1%	1%	1%	3%	2%
Total	146	95	561	923	1072	396	3193
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.7: Information adequacy (pre-school professionals)

"Did you receive the information you needed about activities?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	1	0	3	18	5	2	29
	2%	0%	1%	3%	1%	1%	2%
Almost never	0	3	3	4	4	0	14
	0%	9%	1%	1%	1%	0%	1%
Rarely	3	5	8	21	12	2	51
	7%	14%	2%	3%	3%	1%	3%
Often	11	8	34	90	29	19	191
	27%	23%	10%	15%	7%	11%	12%
Almost always	15	14	64	148	67	36	344
	37%	40%	19%	24%	17%	22%	22%
Always	10	5	226	323	287	107	958
	24%	14%	66%	53%	71%	64%	60%
Don't know	1	0	2	9	0	0	12
	2%	0%	1%	1%	0%	0%	1%
Total	41	35	340	613	404	166	1599
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.8: Post-interaction self-worth assessments (pre-school professionals)

"Did you feel lower self-worth after interacting with employees?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	29	19	225	319	296	101	989
	71%	54%	66%	52%	73%	61%	62%
Almost never	5	3	21	68	43	23	163
	12%	9%	6%	11%	11%	14%	10%
Rarely	5	12	36	107	43	27	230
	12%	34%	11%	17%	11%	16%	14%

Often	2	0	23	44	8	2	79
	5%	0%	7%	7%	2%	1%	5%
Almost always	0	1	9	21	1	4	36
	0%	3%	3%	3%	0%	2%	2%
Always	0	0	17	30	4	3	54
	0%	0%	5%	5%	1%	2%	3%
Don't know	0	0	9	24	9	6	48
	0%	0%	3%	4%	2%	4%	3%
Total	41	35	340	613	404	166	1599
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table E.9: Communication efficacy (pre-school professionals)

"Did you have difficulties understanding what was communicated by employees?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Never	29	21	93	218	165	60	586
	71%	60%	27%	36%	41%	36%	37%
Almost never	8	8	29	75	68	30	218
	20%	23%	9%	12%	17%	18%	14%
Rarely	3	6	99	173	114	46	441
	7%	17%	29%	28%	28%	28%	28%
Often	1	0	83	87	44	15	230
	2%	0%	24%	14%	11%	9%	14%
Almost always	0	0	22	22	8	7	59
	0%	0%	6%	4%	2%	4%	4%
Always	0	0	13	24	3	3	43
	0%	0%	4%	4%	1%	2%	3%
Don't know	0	0	1	14	2	5	22
	0%	0%	0%	2%	1%	3%	1%
Total	41	35	340	613	404	166	1599
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

F. Trust

Table F.1: General social trust

“Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Most people can be trusted	427	493	380	677	1629	593	4199
	80%	84%	29%	36%	55%	57%	51%
Need to be very careful	109	95	926	1200	1308	455	4093
	20%	16%	71%	64%	45%	43%	49%
Total	536	588	1306	1877	2937	1048	8292
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.2: Social trust in country of origin

“In Syria/Ukraine, would you say that most people can be trusted or that you need to be very careful in dealing with people?”	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Most people can be trusted	297	366	1152	472	2287
	23%	20%	39%	45%	32%
Need to be very careful	1000	1501	1779	575	4855
	77%	80%	61%	55%	68%
Total	1297	1867	2931	1047	7142
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.3: Social trust in country of residence

“In Norway/Denmark, would you say that most people can be trusted or that you need to be very careful in dealing with people?”	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Most people can be trusted	399	885	1964	729	3977
	31%	48%	67%	70%	56%
Need to be very careful	888	977	954	315	3134
	69%	52%	33%	30%	44%
Total	1287	1862	2918	1044	7111
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.4: Trust in political system (country of origin)

“How much – or little – trust do you have in the political system in Syria/Ukraine?”	Syrian refugees		Ukrainian refugees		
	NO	DK	NO	DK	Total
Very little	664	1185	1084	343	3276
	53%	65%	38%	33%	47%
Not very much	173	150	972	302	1597
	14%	8%	34%	29%	23%
Quite a lot	43	46	437	238	764
	3%	3%	15%	23%	11%
A great deal	14	39	68	59	180
	1%	2%	2%	6%	3%
Don't know	362	405	321	97	1185
	29%	22%	11%	9%	17%
Total	1256	1825	2882	1039	7002
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.5: Trust in courts and legal systems (country of origin)

“How much – or little – trust do you have in courts and legal systems in Syria/Ukraine?”	Syrian refugees		Ukrainian refugees		
	NO	DK	NO	DK	Total
Very little	583	1058	1189	429	3259
	49%	58%	43%	41%	48%
Not very much	172	213	892	307	1584
	15%	12%	32%	30%	23%
Quite a lot	57	85	311	149	602
	5%	5%	11%	14%	9%
A great deal	19	62	49	46	176
	2%	3%	2%	4%	3%
Don't know	348	405	335	108	1196
	30%	22%	12%	10%	18%
Total	1179	1823	2776	1039	6817
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.6: Trust in traditional media (country of origin)

"How much – or little – trust do you have in traditional media (newspapers, TV, radio) in Syria/Ukraine?"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Very little	671	1165	939	257	3032
	54%	64%	33%	25%	43%
Not very much	192	210	1083	379	1864
	15%	12%	38%	36%	27%
Quite a lot	54	47	525	266	892
	4%	3%	18%	26%	13%
A great deal	14	40	81	60	195
	1%	2%	3%	6%	3%
Don't know	314	361	242	77	994
	25%	20%	8%	7%	14%
Total	1245	1823	2870	1039	6977
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.7: Trust in educational institutions (country of origin)

"How much – or little – trust do you have in educational institutions in Syria/Ukraine?"	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Very little	289	589	231	81	1190
	24%	32%	8%	8%	17%
Not very much	268	459	642	234	1603
	22%	25%	23%	23%	23%
Quite a lot	317	322	1454	485	2578
	26%	18%	51%	47%	37%
A great deal	201	211	392	189	993
	17%	12%	14%	18%	14%
Don't know	142	244	128	50	564
	12%	13%	5%	5%	8%
Total	1217	1825	2847	1039	6928
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.8: Trust in healthcare institutions (country of origin)

“How much – or little – trust do you have in healthcare institutions in Syria/Ukraine?”	Syrian refugees		Ukrainian refugees		
	NO	DK	NO	DK	Total
Very little	287	650	265	94	1296
	23%	36%	9%	9%	19%
Not very much	235	425	705	253	1618
	19%	23%	25%	24%	23%
Quite a lot	365	306	1394	470	2535
	29%	17%	49%	45%	36%
A great deal	217	194	402	175	988
	17%	11%	14%	17%	14%
Don't know	143	250	104	47	544
	11%	14%	4%	5%	8%
Total	1247	1825	2870	1039	6981
	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.9: Trust in political system (country of residence)

“How much – or little – trust do you have in the political system in Norway/Denmark?”	Majority		Syrian refugees		Ukrainian refugees		
	NO	DK	NO	DK	NO	DK	Total
Very little	76	88	32	260	24	17	497
	14%	15%	3%	14%	1%	2%	6%
Not very much	130	162	92	313	127	71	895
	25%	28%	7%	17%	4%	7%	11%
Quite a lot	261	267	391	428	1450	432	3229
	49%	46%	31%	24%	50%	42%	40%
A great deal	50	34	453	464	751	246	1998
	9%	6%	36%	26%	26%	24%	25%
Don't know	13	27	277	340	531	266	1454
	2%	5%	22%	19%	18%	26%	18%
Total	530	578	1245	1805	2883	1032	8073
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.10: Trust in courts and legal systems (country of residence)

“How much – or little – trust do you have in courts and legal systems in Norway/Denmark?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Very little	26	16	18	73	18	12	163
	5%	3%	1%	4%	1%	1%	2%
Not very much	67	65	43	114	82	58	429
	13%	11%	3%	6%	3%	6%	5%
Quite a lot	272	286	340	470	1150	373	2891
	53%	49%	27%	26%	40%	36%	36%
A great deal	142	186	491	742	723	233	2517
	28%	32%	39%	41%	25%	23%	31%
Don't know	9	25	353	406	910	356	2059
	2%	4%	28%	22%	32%	35%	26%
Total	516	578	1245	1805	2883	1032	8059
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.11: Trust in traditional media (country of residence)

“How much – or little – trust do you have in traditional media (newspapers, TV, radio) in Norway/Denmark?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Very little	56	66	44	280	57	34	537
	11%	11%	4%	16%	2%	3%	7%
Not very much	121	207	125	335	265	113	1166
	23%	36%	10%	19%	9%	11%	14%
Quite a lot	300	255	377	420	1387	417	3156
	57%	44%	30%	23%	48%	40%	39%
A great deal	41	30	350	383	421	147	1372
	8%	5%	28%	21%	15%	14%	17%
Don't know	10	19	349	384	753	321	1836
	2%	3%	28%	21%	26%	31%	23%
Total	528	577	1245	1802	2883	1032	8067
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.12: Trust in educational institutions (country of residence)

"How much – or little – trust do you have in educational institutions in Norway/Denmark?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Very little	18	16	29	53	78	43	237
	3%	3%	2%	3%	3%	4%	3%
Not very much	66	93	64	108	260	120	711
	13%	16%	5%	6%	9%	12%	9%
Quite a lot	338	337	387	545	1454	457	3518
	65%	58%	31%	30%	50%	44%	44%
A great deal	92	93	721	982	732	242	2862
	18%	16%	58%	54%	25%	23%	35%
Don't know	9	38	44	116	359	170	736
	2%	7%	4%	6%	12%	16%	9%
Total	523	577	1245	1804	2883	1032	8064
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.13: Trust in healthcare institutions (country of residence)

"How much – or little – trust do you have in healthcare institutions in Norway/Denmark?"	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Very little	26	37	94	146	252	134	689
	5%	6%	8%	8%	9%	13%	9%
Not very much	77	114	150	267	554	230	1392
	15%	20%	12%	15%	19%	22%	17%
Quite a lot	302	322	353	520	1236	355	3088
	57%	56%	28%	29%	43%	34%	38%
A great deal	120	93	590	774	562	223	2362
	23%	16%	47%	43%	19%	22%	29%
Don't know	5	11	58	97	279	90	540
	1%	2%	5%	5%	10%	9%	7%
Total	530	577	1245	1804	2883	1032	8071
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.14: Trust in immigration authorities (country of residence)

“How much – or little – trust do you have in immigration authorities in Norway/Denmark?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Very little	50	78	65	346	64	46	649
	10%	14%	5%	19%	2%	4%	8
Not very much	112	138	126	369	182	103	1030
	21%	24%	10%	20%	6%	10%	13
Quite a lot	225	164	371	370	1591	524	3245
	43%	28%	30%	21%	55%	51%	40
A great deal	28	19	527	442	847	251	2114
	5%	3%	42%	25%	29%	24%	26
Don't know	110	178	156	277	199	108	1028
	21%	31%	13%	15%	7%	10%	13
Total	525	577	1245	1804	2883	1032	8066
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

Table F.15: Trust in integration authorities (country of residence)

“How much – or little – trust do you have in integration authorities (municipalities and NAV/job centres) in Norway/Denmark?”	Majority		Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	NO	DK	
Very little	70	104	76	295	103	85	733
	13%	18%	6%	16%	4%	8%	9%
Not very much	156	160	140	357	309	190	1312
	30%	28%	11%	20%	11%	18%	16%
Quite a lot	225	155	428	457	1481	450	3196
	43%	27%	34%	25%	51%	44%	40%
A great deal	19	8	496	508	773	230	2034
	4%	1%	40%	28%	27%	22%	25%
Don't know	58	150	105	187	217	77	794
	11%	26%	8%	10%	8%	7%	10%
Total	528	577	1245	1804	2883	1032	8069
	100%	100%	100%	100%	100%	100%	100%

Note: First row has frequencies and second row has column percentages

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