

Céad Míle Fáilte: Attitude towards immigrants and experience of skilled non-nationals with integration into Irish labour market

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1. Abstract

Aim. Globalisation has opened the door to the international recruitment process that due to the lack of local human capital is run through immigration. This research investigates two key factors that influence successful incorporation of educated and skilled immigrants, the attitude of nationals and the integration of immigrants into the Irish working environment. The period of interest was 2002 – 2018.

Methodology. In the quantitative part, research analysed secondary statistical data taken from the European Social Survey (ESS) and looked into factors influencing the attitude towards immigrants in Ireland. Identified factors such as affiliation to a minority ethnic group, gender, age, household income and satisfaction with the economic situation were explored and relations outlined. In the second qualitative part, research investigated the subjective experiences of highly skilled non-nationals, living and working in Ireland for at least ten years. For this purpose, we used semi-structured interviews to gather primary data and to investigate the experience of respondents with identified factors that helped immigrants to settle into the culture of a new home country.

Findings. As expected, the attitude towards immigrants showed significant difference and was more positive for the group of non-nationals belonging to the ethnic group. Surprisingly but in alignment with previously proven data, men report more favourable attitudes to immigrants than women. In addition, age proved to be a significant factor affecting attitude and the most positive behaviour towards non-nationals was shown by participants in the age range 25-44. Both findings can be related to the achieved level of education, as those with an average higher education, men and young people, show more positive results. Two other analysed factors were feeling about the household income and satisfaction with the state of the economy. Examined data confirmed that with higher income and satisfaction with the current state of economy, the attitude improves. Our assumption was that the attitude directly influences the immigrant's integration process. During the interview sessions with highly educated immigrants coming from less developed European countries, we discussed identified factors that directly influenced integration. The interview highlighted and discussed the main topics: the motivation and potential reasons for

immigration, the experience with attitude towards immigrants, the immigration challenges and factors that helped immigrants to settle in, the influence of education and knowledge of language spoken locally on the integration process and the satisfaction with the employment terms and conditions. From the gathered immigrant's subjective experiences and narrative content, the analysis of qualitative material showed importance of employment and income, the new home country and its economy but also the positive attitude towards immigrants.

Conclusions and Recommendations. Despite extending the research over a longer time period and including expectance to uncover different and more subtle effects on migration, implication of findings, showed no significant difference and generally proved already existing data. In the recommendation section, researchers advised on implementing the best practices to the existing immigration policies and procedures on the country and company levels. It was acknowledged that many of these efforts has been already done, however following trends and improvements on a regular basis is highly recommended.

2. Acknowledgements

Many people have helped directly and indirectly with the publication of this research and I am thankful to all of them. I acknowledge the support of my supervisor Dr TJ McCabe with the qualitative part and Jonathan Lambert for his outright guidance throughout the quantitative analyses. I am also indebted to all research participants and their willingness to take part in the interviews and their thoughtful and honest discussions. I am particularly grateful to Nina Milosavljevic who helped with the proofreading. Finally, I would like to thank to my husband for his insightful comments, valuable ideas and discussions that helped to shape this research.

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5. List of abbreviations

EU – European Union

OECD - The Organisation for Economic Co-operation and Development

ESS – European Social Survey

ESSIE – European Social Survey, Country Ireland

CSO – Central Statistics Office

FDI - Foreign Direct Investment

Ho – Null Hypothesis

Ha – Alternative Hypothesis

MR – Mean Ranks

HRM – Human Resource Management

HR – Human Resource

MA – Master of Arts

6. Introduction and background

The population in most developed countries is aging and decreasing making the national labour market deficient. As a result, many companies search for talents internationally and, as a result, mobility around the world rises. The hunger for skilled workers has been present in majority of developed countries as it seems to have a positive effect on productivity and country economy (Kahanec & Zimmermann, 2011). According to OECD/EU (2015) and Toshkov & Kortenska (2015) the countries with the most developed and successful immigration policies are US, Canada and Australia. The EU follows this stream and will most probably remain an important destination for international immigrants for the foreseeable future. The success with mobility and the flow of international immigrants will depend on the quality of policies the EU member states have applied to stand up against existing internal and external immigration challenges (Kahanec & Zimmermann, 2011). In this regard, the EU adopted an integration framework that has promoted equality for all members of society. This progressive approach has brought new challenges with incorporation into new societies and their multinational social and cultural environments for both, non-national and national populations. These changes improved the immigration process in most of the EU countries and influenced identities on individual and social level (Ramos, *et al.*, 2017; O'Connora & Faas, 2012). For this and many other reasons, the immigration¹ topic has been high on the policy agenda for most EU Member States.

Growing globalisation and international mobility resulted in global competition for human capital and skills, and the key importance for EU countries has been to focus on proper management of high-skilled immigrants (Kahanec & Zimmermann, 2011). Their integration into the countries' labour market has become vital for sustainable economic growth (McGinnity & Kingston, 2017; OECD, 2017; Jackson, Mach, & Miller-Gonzalez, 2016; C/O Centre for Comparative Social Surveys, 2016; Toshkov & Kortenska, 2015). The countries experiencing with inclusion and assimilation of high-skilled immigrants confirm that the process is challenging and mutual, depending on

¹Immigration means the action by which a person establishes his or her usual residence in the state for a period that is, or is expected to be, of at least 12 months, having previously been usually resident in another member state or a third country (Central Statistics Office, 2014a).

both, nationals and non-nationals. Unfortunately, the EU has been additionally decelerated by a long history of uncertainty if immigration is “*a blessing*” or a “*curse*”. This ambivalence brought confusion and the challenges that paralysed EU immigration policies and their efficiency. Finally, over the past two decades, some papers addressed existing evidence about steady immigration into EU developed countries (Jackson, Mach, & Miller-Gonzalez, 2016; C/O Centre for Comparative Social Surveys, 2016; OECD/EU, 2015; Boski, 2013; Garner, 2007). Due to the positive influence on the labour markets and economy indicators, most of the EU countries have changed their opinions and have become ready to face immigration. This seems to be a good position as most of the immigrants (80% in OECD and EU countries) are in the working age bracket (15-64) (C/O Centre for Comparative Social Surveys, 2016; OECD/EU, 2015; Central Statistics Office, 2014b) and their highest priority in a host country is to find a job and assure existence through an income.

Due to recent dynamic immigration development, Ireland provides an important context for examining attitudes towards non-nationals (McGinnity & Kingston, 2017; Jackson, Mach, & Miller-Gonzalez, 2016). Ireland had a long history of emigration that has shaped the development of the country. Before 1990, there were very little non-nationals, non-Irish ethnic and national minority groups in the population (Central Statistics Office, 2014a). Suddenly at the beginning of the twenty-first century, Ireland welcomed a large quantity of immigrants with no immigration policy in place (Garner, 2007). High rate of this inward migration was related to the attractive economic conditions that Ireland offered during its “*Celtic Tiger*” period. Another important dimension that influenced the intense immigration influx was the decision of the Irish government to allow full access to the Irish labour market when the EU expanded to 25 members on 1 May 2004 (Byrne & O’Brien, 2017; Barrett, *et al.*, 2011). In this period, mostly white Christians from a variety of EU’s less developed countries entered Ireland. As they were similar to the national population, their assimilation was more favourable when compared to other immigrants from Africa or Asia (McGinnity & Kingston, 2017; OECD/EU, 2015; Central Statistics Office, 2014b; Barrett, *et al.*, 2011; Hainmueller & Hiscox, 2007). The steep increase of immigration was dramatically affected in years 2007 – 2008 by the recession, economic and labour market crisis. Once

the economy recovered in 2010, the wages increased and attracted immigrants again. For the last eight years, due to favourable economic situation, the country experienced significant recent migration. Additionally, in the middle of 2016, Brexit had a material impact on the business landscape in Ireland. The labour market became open again to new opportunities and challenges (Colleran, 2017). Many companies made decisions to move to Ireland and highly skilled non-nationals have been allured once more by attractive job offers.

Conceptually, this research is designed, firstly, to explore the attitude towards all immigrants in the country and secondly to look into the integration of highly skilled immigrants into the Irish labour market during the dynamic immigration period (2002-2018). The sample used to explore the attitude is relevant to all of the population living in Ireland (nationals and non-nationals) and in second part of this paper, this is narrowed to nationalities that came to Ireland from less developed European countries (after joining the EU in May 1st, 2004). By now, most of those nationalities have lived in Ireland for more than ten years and provide valuable information about the integration process. As Ireland has been successful with attracting skilled immigrants, we further narrowed our scope in this regards for a few reasons; (1) to understand the factors that facilitate and hinder their social cohesion and cultural integration and (2) to contribute to the mutual accommodation of migrants and native-born people, and improve the retention of skilled foreign-born workers. All of these is to understand better the incorporation of skilled migrants into the workplace that could help companies, cities, and states compete in the global knowledge economy.

There are a number of ways in which attitude toward immigrants and their integration could be measured. As preliminary findings suggest, both are very complex processes and cover multiple factors influencing them. Therefore, this research applied multidimensional and multimethod approach advised by some scholars (Ramos, et al., 2017; McGinnity & Kingston, 2017; Ceobanu & Escandell, 2010). The point of interest was to investigate the attitude towards immigrants and factors that have supported or challenged their integration process. Thus, the study looks into two main objectives. First, to examine the relevant statistical secondary data that

according to most current literature frames integration indicators influencing the country's labour market and attitude towards the non-nationals. Second, to support gained conclusions from statistical analysis with subjective and personal experiences of skilled non-nationals with the workplace integration process. The aim was to enrich the quantitative analysis of secondary statistical data with the subjective experience of immigrants in scope. The personal opinions of individuals having experienced certain behaviour and conditions when entering the Irish labour market is considered as an important and necessary input to gain a full picture of the researched paradigm.

Under the Literature review, this study provides overview of the main factors influencing the attitude towards immigrants and their integration process. This chapter guides the reader through the up-to-date statistical data and research outcomes, the most recent literature and relevant theory. Right after the literature review, the study connects with the research questions and identified hypotheses that are stemming from it. Methodology additionally overwhelms research questions and the hypothesis and introduces used quantitative and qualitative research methods. In this chapter, the reader can find a detailed description of the population in scope, the sample and sampling method, data collection methods, and the triangulation of the used quantitative and qualitative approach. Section on Analytical Framework clarifies, both gained quantitative and qualitative data, which were thoroughly analysed in the second part of this chapter. The potential outcome with reference to the relevant literature was outlined in Discussions. Finally, the research reflects on the possible conclusions and recommendations.

Majority of articles have analysed factors influencing the attitude towards non-nationals and their integration in the period 2000-2012 (McGinnity & Kingston, 2017; Jackson, Mach, & Miller-Gonzalez, 2016). With this study we sought to widen the time range of investigated attitude towards immigrants (2002 - 2017) and liaise with immigrant's personal and subjective workplace experience, as it has been evident from the literature review, that only few articles used this approach (McGinnity & Kingston, 2017; McPhee, 2012).

7. Main factors impacting the attitude towards immigrants and their integration process

This chapter provides the most recent literature review, immigration statistical data analysis and relevant theories on the socio-cultural integration process.

7.1. EU immigration policies

As already discussed, immigration is widely influenced by countries' policies that make international immigration flows either effective or challenging. According to Kahanec & Zimmermann (2011) EU immigration policies that should attract high-skilled immigrants in the EU have not fully taken advantage of the potential of the international pool of immigrants and could still be developed. Recently introduced free internal mobility policy has increased immigration potential in the EU and emphasised skills and labour market criteria. In comparison with the US, the EU still works on improving the actual lower propensity to move from one EU country to another. The reason for this is often complicated and lengthy administrative barriers for the migrating population. For a long time the EU has seen itself as a fortress that protects herself from international immigration flows, hostile to immigration and therefore preventing labour-market shortages that the US, Canada and Australia have benefited from already for decades (Toshkov & Kortenska, 2015). Survey done by Kahanec & Zimmermann (2011) showed that over 80% of respondents indicated that the EU needs to keep the trend with immigration, while over 50% has the opinion that immigration should increase. Over 90% believes that the EU needs skilled immigrants and that their number should gradually increase.

From EU countries, northern Scandinavian welfare states are characterised by their steady inflows and outflows of migrants and their policies that favour employed high-skilled migrants². From those countries, Norway was in the most similar situation with Ireland when thousands of new highly skilled immigrants from less developed European countries entered the country during recession (van Riemsdijk, 2016). They worked hard on the integration process, analysed the approach of companies,

² Sweden is the most pro-emigrant country (Hainmueller & Hiscox, 2007).

managers and native colleagues, and were successful in facilitating new ways of socio-cultural incorporation of migrants into the workplace. Apart from the Scandinavian countries, western EU countries have traditionally been the focal point for immigration due to their well-developed economies. When compared to Scandinavian countries they were less successful with the integration process. Surprisingly, Ireland belongs to newly emerged European countries with the fastest increase in the immigration population. While Member States that joined the EU most recently have experienced significant immigration inflow only during the last few years³.

7.2. Density of immigrated population, type of migrants and time

Some researchers suggest (McGinnity & Kingston, 2017; C/O Centre for Comparative Social Surveys, 2016; OECD/EU, 2015) that a higher proportion of the immigrated population have a positive influence on the attitude towards immigrants and their integration. This happens most probably due to a more intense social interaction that promotes positive attitudes. Caselli & Coleman's (2012) claim that an increased number of immigrants, makes dominant and weaker group misbalanced, which narrows the "*ethnic distance*" and reduces the conflicts. Other studies proved the opposite and found that higher influx of migrants increases competition for jobs and housing and leads to negative attitudes and integration (Schneider, 2008 in McGinnity & Kingston, 2017; Toshkov & Kortenska, 2015; Hainmueller & Hiscox, 2007; Dion, 1997).

Ireland has been well positioned to investigate attitudes and the immigrant's integration process due to its dynamic immigration history. In the last two decades, Ireland has experienced a considerable change from an economic point of view that influenced population demographics and its labour market. Based on the estimation of gross annual migration flows (Central Statistics Office, 2014b), since 2007 Ireland encountered the largest population growth and annual increase (see Table 1.1.). While in most EU countries the population is decreasing, Ireland has been developing

³ Hungary is the most anti-immigrant country (Hainmueller & Hiscox, 2007).

in an opposite way primarily due to migration (but also because of the number of births that resulted in additional natural increase).

	April 2016	April 2017
Immigration	82,300	84,600
Emigration	66,200	64,800
Net migration	16,200	19,800
<i>of which Irish nationals</i>	<i>-8,800</i>	<i>-3,400</i>
Natural increase (births vs. deaths)	35,600	33,100
Population change	51,800	52,900
Population	4,739,600	4,792,500

Table 1.1. Population and Migration Estimates: April 2017 (revisions from April 2012 to April 2016), CSO statistical release, 28 September 2017 (Central Statistics Office, 2014b)

Results from the European Social Survey (ESS) study indicates another factor that has had an impact on the attitude and integration process, which is a clear hierarchy of preferred type of migrants. The most preferred type of migrants according to ESS are people from the closest race or ethnic group as the majority of the local population (McGinnity & Kingston, 2017; C/O Centre for Comparative Social Surveys, 2016; Barrett, *et al.*, 2011). Central Statistics Office (2014b) (see Figure 2.1.) published results showing that the majority of immigrants that entered Ireland in 2011-2016 were white non-Irish Christians (67.6%) coming from various European countries⁴.

⁴UK, EU15 (countries before enlargement on 1 May 2004: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Italy, Luxembourg, Netherlands, Spain, Sweden, Portugal), EU13 (defined as 10 countries that joined the EU on 1 May 2004 (Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia), along with Bulgaria and Romania who joined on 1 January 2007, and Croatia who joined on the 1 July 2013).

Some results (McGinnity & Kingston, 2017; OECD/EU, 2015; Central Statistics Office, 2014b; Barrett, *et al.*, 2011) suggests that this similarity tend to provide a positive environment for new arrivals.

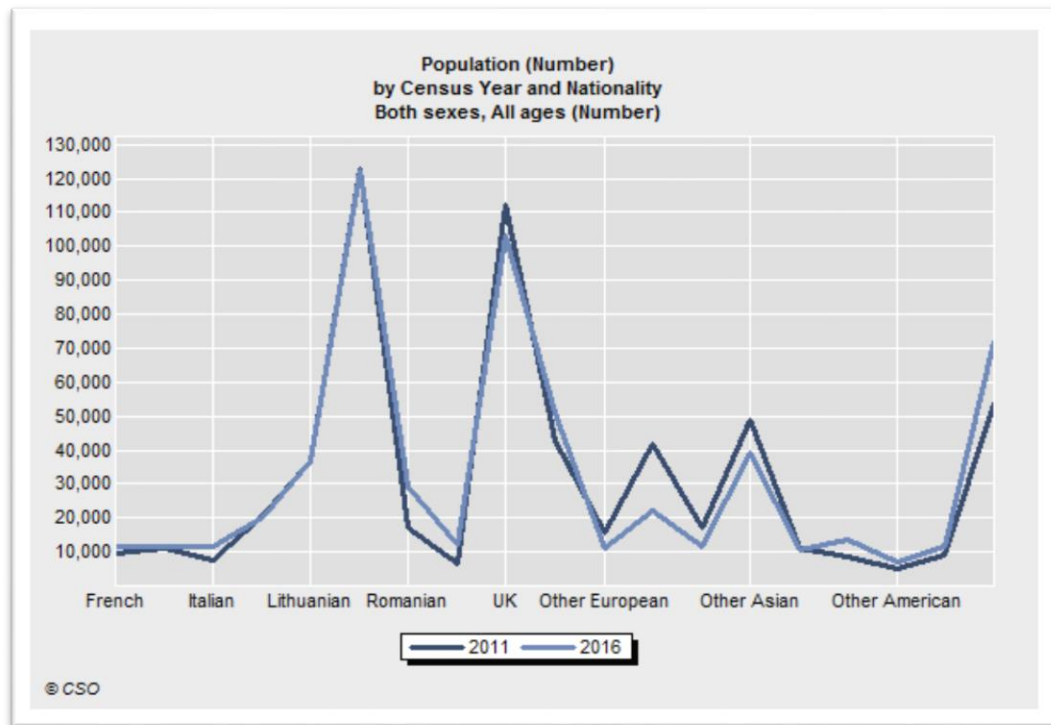


Figure 2.1. Immigrant population by nationality across the years 2011 and 2016 (Central Statistics Office, 2014a)

Another important argument supporting the attitude and immigrant's integration process is time (McGinnity & Kingston, 2017; van Riemsdijk, 2016; OECD/EU, 2015). According to Jackson, Mach, & Miller-Gonzalez (2016) certain elements of foreign origin are more resistant and will define immigrant's behaviour longer. This affects full integration within the host country and usually, with time, it becomes less of a hindrance. OECD/EU (2015) reports that if immigrants stay in the country longer, their employment results improve, gradually overlapping with those of the native-born. Due to the same reason, permanent immigrants have a tendency to assimilate more when compared to temporary ones⁵.

⁵ Kahanec & Zimmermann (2011) correlated time factor with education and concluded that low skilled immigrants will dominate in permanent group for coming years and high skilled immigrants will increase in both temporary and permanent groups.

Due to significant recent migration (last 20 years), short-term immigrants are dominant in Ireland and half of them have lived in the country for approximately ten years (OECD/EU, 2015; Central Statistics Office, 2014a).

7.3. Country economy, employment and income

Many articles report (McGinnity & Kingston, 2017; Jackson, Mach, & Miller-Gonzalez, 2016; Toshkov & Kortenska, 2015) strong correlation between positive economic conditions and attitude towards immigrants. The reason is that during economic downturns, the gap between nationals and non-nationals becomes wider and the negative attitude towards immigrants rises (*Hypothesis 5*). OECD/EU (2015) findings shows that lower-income countries generally perceive the welcoming of immigrants in their area more sceptically than richer ones⁶. In addition to the economic situation in the country, high-skilled immigrants are more welcomed than their low skilled counterparts. The reason is that high skilled immigrants are connected with positive economic development and seen as one of the important factors to developing further (Kahanec & Zimmermann, 2011).

Ireland has been considered as a prosperous and attractive economy with elevated FDI (Foreign Direct Investment) that pushed economic growth up until 2007 and immigration increased due to appealing offers and attractive working conditions. Only one year later, Ireland entered a very deep recession that lasted for 2 years and as of 2012 a steep growth of the economy has helped Ireland to flourish again (McGinnity & Kingston, 2017; Byrne & O'Brien, 2017; OECD/EU, 2015; Central Statistics Office, 2014a). McGinnity & Kingston, (2017) reported significant correlation between the attitude towards immigrants in Ireland that followed exactly its economic development. The attitude rose gradually in years 2002-2006, when it reached the highest point, in years 2008-2010 it hollowed, and grew again in 2012 (see Figure 2.2., which shows the development of purchasing power in Ireland

⁶Nordic countries have more positive attitude towards immigrants and Eastern European countries lower (C/O Centre for Comparative Social Surveys, 2016).

connected to both, economy and household income).

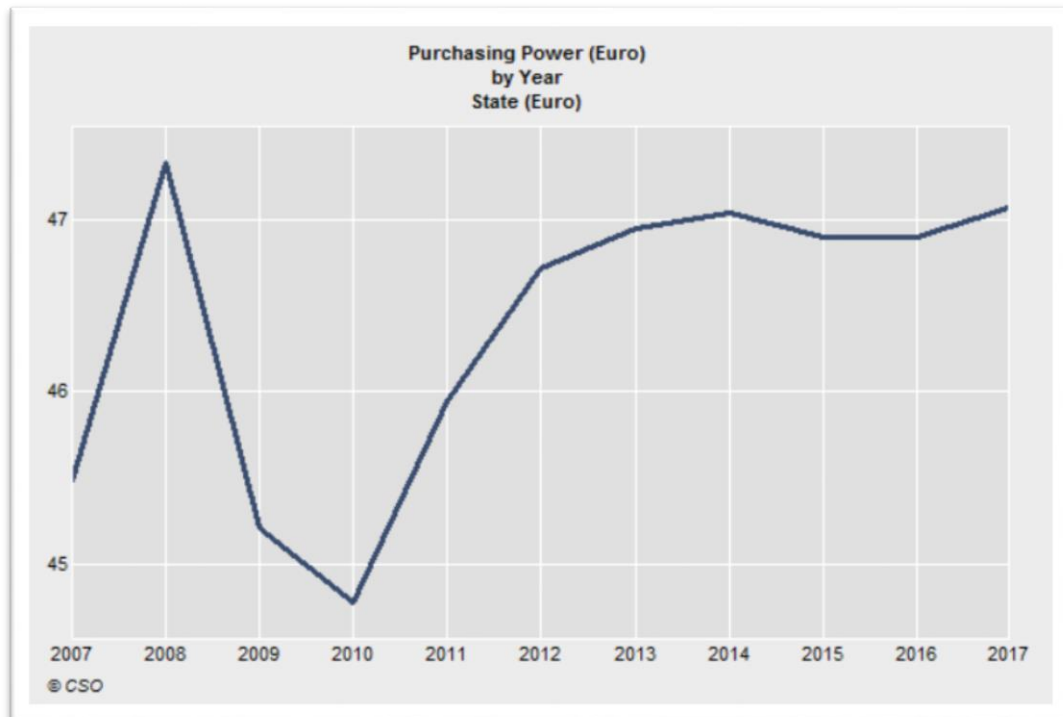


Figure 2.2. Purchasing power in Ireland across the years 2007 - 2017 (Central Statistics Office, 2014a)

The economic downturns have additionally a negative effect on the employment rate⁷, which when it increases, it has a positive influence attitude towards immigrants. The reason is that increased employment makes the local population feel economically more secure and less threatened by immigrants (McGinnity & Kingston, 2017; Jackson, Mach, & Miller-Gonzalez, 2016; OECD/EU, 2015). The effect of recession placed Ireland in a difficult situation even few years after, when the Irish population was in high unemployment numbers (2012 – 2013). Compared to immigrants they were equally distributed, if not even less likely positioned in employment relationship. During that period, the numbers already confirmed slow recovery from the hard crisis that hit the country not only by widening the unemployment gap, but also by slowing down the immigration process as such (Byrne & O'Brien, 2017; OECD/EU, 2015). From Figure 2.3. we can see the improvement in

⁷The employment rate is defined as people in employment as a percentage of the population of working age (15-64 years old) (OECD/EU, 2015).

the last years due to new working opportunities. This is proven by the number of immigrants in working age bracket (15-64), from which more than half (55.5%) is in employment (Central Statistics Office, 2014b).

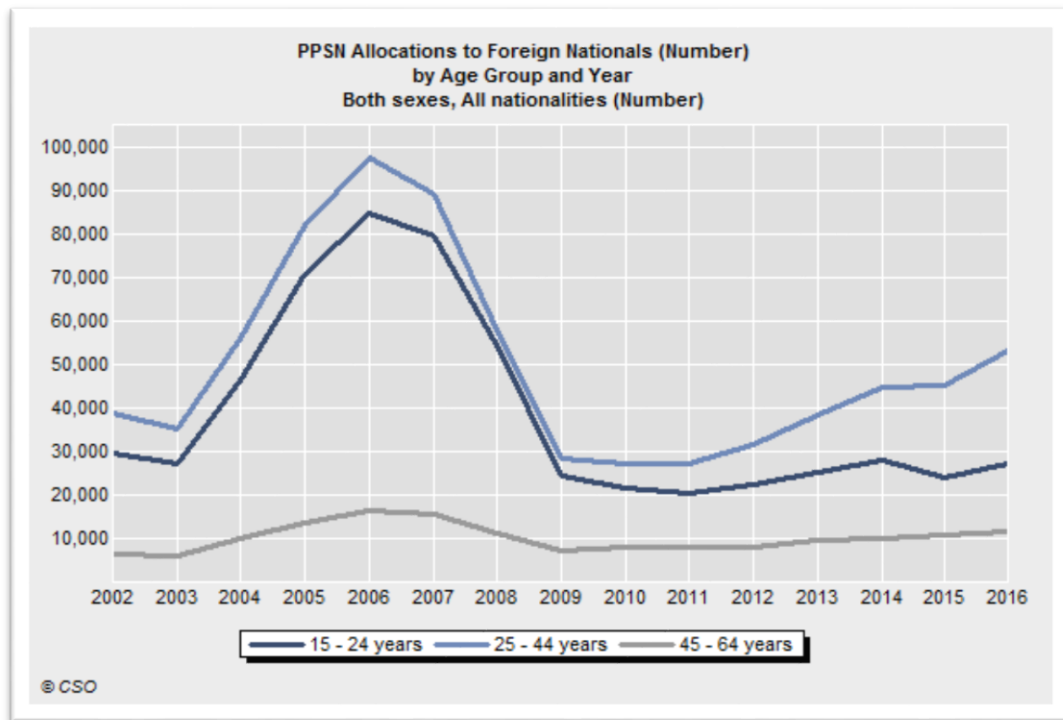


Figure 2.3. Distribution of foreign-born population aged 15 to 64, 2002-2016 (Central Statistics Office, 2014a)

Ireland belongs to the group of new destinations with many recent highly educated immigrants, who came mostly from high-income EU countries (OECD, 2017; Central Statistics Office, 2014a). Boski (2013) showed that relative wealth of the ethnic group is an important factor of its perception and Hainmueller & Hiscox (2007) added that richer immigrants are in all EU countries more preferred than poorer ones (except Sweden, Norway, Netherlands and Switzerland). In addition, Caselli & Coleman (2012) research proved that with the perception of a group being wealthier “ethnic distance” decreases. From both sources, we assume that higher income positively influences attitude and speeds up the integration process (*Hypothesis 4*) and their level is largely shaped by an immigrant’s employment status. Figure 2.4. presents median earnings per different nationalities in Ireland.

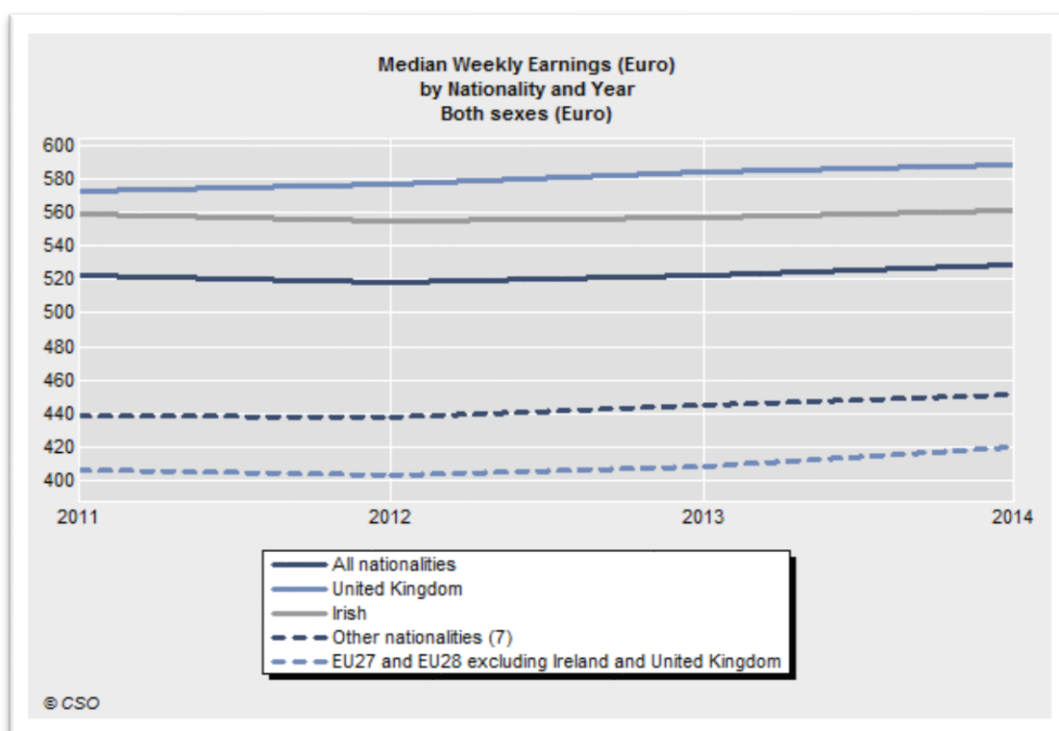


Figure 2.4. Median weekly earnings per nationality in Ireland (Central Statistics Office, 2014a)

Barrett, *et al.* (2011) went even further and explored the question of whether immigrants tend to increase or reduce the average wages of the Irish native population, which certainly influences the way in which they approach the newcomers. The results showed both positive and negative impact of non-nationals on native wages, which was mainly influenced by their education and occupation⁸.

Income is a decisive factor in determining many socio-economic outcomes and therefore can influence the attitude towards immigrants. Variety of studies suggested (OECD/EU, 2015; Boski, 2013; McPhee, 2012) that a higher level of income is associated with better health, housing and education, and greater civic participation and social cohesion. If social cohesion is strong, it promotes integration, if it is weak, immigrants find it harder to settle in. In addition, inequitable distribution of income can lead to marginalisation and damage social cohesion. Social cohesion is hard to

⁸ Their data showed negative wage impacts but only when skill cells were based on education. But, when they repeat the analysis and used occupation as the basis for the skill cells, they find evidence of a positive impact of immigration on wages (Barrett, *et al.*, 2011).

measure and can be estimated from certain information produced by satisfaction surveys or by analysing the host country's attitude and degree of acceptance of immigration. A high level of acceptance will indirectly promote the conditions for successful integration – if the immigrant population is welcomed, it will be better able to contribute to the life of the community. Although the attitude of the native-born population is the key for integration process, as expected, results from some surveys (McGinnity & Kingston, 2017; Hainmueller & Hiscox, 2007) show that members of minority ethnic groups are more positive about immigration (*Hypothesis 1*). Described conditions are critical factors in integration that is shaped by the nature of the relationship between a host society and its immigrant population.

7.4. Education and knowledge of the local language

Other articles and reports (McGinnity & Kingston, 2017; van Riemsdijk, 2016; OECD/EU, 2015) have proved a strong relationship between attitudes towards immigration with other factors such as education and knowledge of the local language. Higher education and better knowledge of the local language have increased the probability of better integration in a host country.

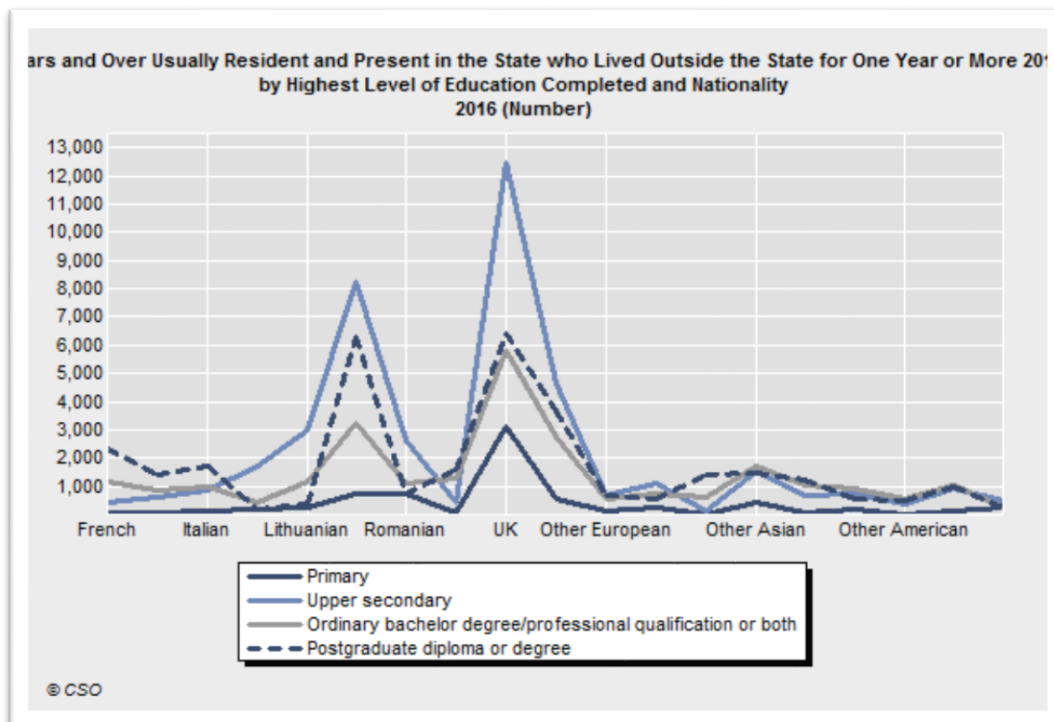


Figure 2.5. Education level of foreign-born population aged 15 to 64, 2002-2016 (Central Statistics Office, 2014a)

McGinnity & Kingston (2017) analysed the perspective of native-born and found the same results as Hainmueller & Hiscox, (2007) ten years after that higher levels of education, report significantly more positive attitudes towards immigration. Both articles underlined that individuals with higher education are more liberal with higher tolerance and are less biased. The individuals with lower level of education have a risk of prejudices towards immigration and struggle with positive attitudes. From an immigrant's perspective, high levels of education enhance the prospects of acceding to the workplace (McGinnity & Kingston, 2017; Byrne & O'Brien, 2017; OECD/EU, 2015; McPhee, 2012). The authors suggest that immigrants with lower levels of education struggle less, when compared to native-born counter partners, to enter the workplace. The opposite is valid with highly educated immigrants for whom is easier to join the labour market, particularly if they obtained the host country degree (OECD/EU, 2015), yet struggle more to enter the workplace (Jackson, et al., 2016). Previous studies have addressed findings that skilled migrants are generally perceived

positively by members of the receiving country, which can be explained by conviction that they contribute to the positive development of the economy and therefore assimilate faster and better (van Riemsdijk, 2016).

The economic and financial downturn in Ireland in years 2007–2008 has affected certain parts of the population particularly badly, especially the lower education groups. In Ireland, by contrast to other EU countries, the rise in unemployment has not been as steep among low educated foreign-born workers as it has been among their native counterparts (OECD/EU, 2015). Immigrants with tertiary degrees and above present the biggest group in Ireland⁹, they are more liberal, less biased and integrate better (McGinnity & Kingston, 2017; Central Statistics Office, 2014b; Hainmueller & Hiscox, 2007). The unemployment has hit them less hard than their native peers, which was not the case in most other developed countries (OECD/EU, 2015). Bigger threat for them was recognition of professional qualifications that often led to the down-skilling of well-qualified immigrants (Kahanec & Zimmermann, 2011).

Apart from education, knowledge of the language spoken in the host country showed positive influence on the integration process (OECD/EU, 2015). McGinnity & Kingston (2017) and van Riemsdijk (2016) underlined that learning the language of the host country is a good tool that supports infiltration into native-group. Other authors Caselli & Coleman (2012) analysed already mentioned “*ethnic distance*” and found loose correlation with language differences. Kahanec & Zimmermann (2011) stated that language barriers are leading to professional downscaling. It is clear that language is not the main obstacle in the employment process but it can be useful when complementing other discussed indicators.

7.5. Gender and age

Some studies done previously have found that women are more critical towards immigrants than men (*Hypothesis 2*) and that certain age groups tend to be negatively associated with immigration (*Hypothesis 3*) although authors admit that the relation

⁹ Number of immigrants with tertiary level of education increases each year and in 2017 reached almost 50% (Central Statistics Office, 2014b).

between age and immigration is not terribly robust (Ceobanu & Escandell, 2010; Hainmueller & Hiscox, 2007). McGinnity & Kingston (2017) recent article confirmed similar results that females report more negative attitudes towards immigrants than males. Authors linked these results to the level of education where the average years of schooling of women is slightly lower than those of men. Regarding age, the same authors have found a significant effect on the attitudes, when measured generally across the whole population with those aged 65 plus being more positive. This is explained by negative experiences during the recession period when the younger and mid age population experienced employment difficulties. As already mentioned in previous chapters, education influences the relation between the age and attitude and showed opposite results. Respondents with higher education that are usually belonging to a younger population had a more positive attitude. This is in contrast with the findings that a younger people display more tolerant and positive attitudes towards immigrants (Ceobanu & Escandell, 2010).

7.6. Theories influencing social interactions

Immigrants have different cultural and social characteristics that can be seen as a threat to the national cultural identity. Increasing mobility is clearly challenging and requires both, certain identity change, and development of new identities on individual and social level (Ramos, et al., 2017; Jackson, et al., 2016; O'Connora & Faas, 2012).

The attitudes towards different social and cultural groups and integration into society are rooted in a few social theories. Social identity theory (Rubin, 2004; Rubin & Hewstone, 1998) elaborates on cognitive and motivational processes responsible for social competition that directly influence the attitude and integration process. This theory determines conditions under which social competition will or will not occur and relates to specific historic, cultural, political and economic context that defines the groups and their status. Additional value, in terms of how to motivate, create and maintain positive social identity, is brought by the System justification theory (Rubin, 2004) and Social dominance theory (Kauff, Schmid, Lolliot, Ramiah, & Hewstone,

2016; Rubin, 2004). Both investigate ideologies that promote or attenuate intergroup hierarchies, cross group contacts, humanisation of outgroups members and reappraisal of in-group norms. These group dynamics influence behaviours and acceptance of certain individuals and groups and sometimes can generate group conflicts. These are well investigated by the Ethnic conflict or Competition theory (Caselli & Coleman, 2012; Dion, 1997). Authors of this theory suggest that unformed groups with a blurred distinction have no need to compete and conflicts are rarely occurring inside of them. They are convinced that in practice, the people are not motivated to form isolated groups, do not exclude the rest of the population, and therefore coexist with the ethnic groups peacefully. Surprisingly, Dion's (1997) results show that people are having conflicts more often within their own ethnicity than outside of it. This has been further discussed within Intergroup theory (Kauff, Schmid, Lolliot, Ramiah, & Hewstone, 2016; Hewstone, et al., 2014) that focused on cross group contacts and their influence on the improvement of the intergroup relations quality, in-group identification and outgroup attitudes. The main topic of this theory is the neighbourhood ethnic diversity and the trust that different cultures will develop to reduce intergroup threat. Furthermore, diversity is often linked to the differences related to widely discussed migration and demographic heterogeneity (Ramos, et al., 2017). There is no doubt that demographic trends are changing and people are more exposed to multicultural environments and diversity increases. This generally improves intercultural attitudes by re-examining pre-existing assumptions, generates flexibility and considers new information. Honestly, diversity brings many challenges and it is necessary to put in place adaptations and to use the knowledge developed in the social sciences to develop policies that might influence the quality of people's life and sustainability of our societies and their economies.

8. Hypothesis and research questions

The purpose of this research was to explore major factors influencing the attitude to immigrants in Ireland and their integration into the Irish culture and working environment. In the first quantitative part, the research explores key identified factors that influence the attitude to immigration. The period of interest is 2002-

2017, when immigration in Ireland exceeded standard values in both ways, the highest and the lowest. Development of attitude was put in relationship with the identified factors as belonging to a minority ethnic group, gender, age, feeling about the household income and feeling about economic situation. In the quantitative part, we analysed five hypotheses:

Hypothesis 1: Attitude towards immigrants as measured through the ESSIE (European Social Survey, Country Ireland) three item scale is higher for respondents that are members of minority ethnic group to those that are not.

Hypothesis 2: Attitude towards immigrants as measured through the ESSIE three item scale is higher for males respondents compared to females.

Hypothesis 3: Attitude towards immigrants as measured through the ESSIE three item scale is higher for respondents in the age range of 65 – plus when compared to other age ranges (0 – 24, 25 – 44, 45 – 64).

Hypothesis 4: Attitude towards immigrants as measured through the ESSIE three item scale is higher for respondents with more positive feeling on household income.

Hypothesis 5: Attitude towards immigrants as measured through the ESSIE three items scale is higher for respondents with higher satisfaction with the present state of the economy.

In the second qualitative part, the aim was to investigate personal experiences of non-nationals with their integration into the Irish culture and working environment. The qualitative research was designed to enrich the analysed attitude from the quantitative part. Six respondents, as described in the section Population, sample and sampling method, have to reply to five main inclusion criteria: belonging to a minority ethnic group, higher education (NFQ level 7 - 9), origin from a less developed European country, good knowledge of the English language and belonging to a productive age category (25-44 years of age). During the six semi-structured interviews we discussed the themes and sub-themes related to the factors influencing their integration process. In the qualitative part, as advised by the

grounded theory, the aim was to approach and analyse text without any prior hypothesis (Burck, 2005). The interview was set up with significant context, which highlights the main topics (1) understanding of motivation and potential reasons for immigration; (2) exploration of experience with the attitude towards immigrants; (3) investigation of immigration challenges and factors that helped immigrants to settle in; (4) analysis of influence of education and knowledge of language spoken locally on the integration process and (5) satisfaction with the employment terms and conditions.

9. Methodology

9.1. Analysis of relevant statistical data

Similarly to the history of social research, the quantitative analysis of this study aimed to prove “*social science*” through positivism presented by statistical data (Quinlan, 2011; Pereira Heath & Tynan, 2010). For the purpose of attitude analysis, we followed McGinnity & Kingston (2017) approach and used ESS¹⁰ statistical data to understand the implication of relevant factors on the attitude to the immigrated population. Analysed ESS data was specially designed to measure aspects of public opinion that changes over time. Research of McGinnity & Kingston (2017) showed that it is very difficult to measure attitude as it varies depending on respondents characteristics (age, gender, education, nationality and many others). Even though ESS survey shows development over time, it is not longitudinal as it does not ask the same respondents continually about their opinion but provides cross-national data in people’s long-term perceptions and attitudes. The ESS (The European Social Survey, 2017) is an academically driven interview based multi-country survey, which contains a core module that takes place every round and typically replicate questions, and a rotating module that changes each round. It is ideally suited to comparing attitudes over time and allows us to examine attitudes in a comparative framework (McGinnity & Kingston, 2017, p. 261).

To measure such a complex component as attitude, McGinnity & Kingston (2017)

¹⁰ For more information about the ESS see <http://www.europeansocialsurvey.org/>

suggested correlating the three ESSIE items of complete Irish data merged across the years that measures one concept¹¹, which we labelled “Attitude”:

“Would you say it is generally bad or good for Ireland's economy that people come to live here from other countries?”

“Would you say that Ireland's cultural life is generally undermined or enriched by people coming to live here from other countries?”

“Is Ireland made a worse or a better place to live by people coming to live here from other countries?”

Before undertaking the quantitative analysis, we run reliability tests that shows that the ESSIE three item scale has good internal consistency with Cronbach’s Alpha 0.886 suggesting that the scale is very reliable¹² (see Table 1.2.).

Reliability Statistics	
Cronbach's Alpha	N of Items
.886	3

Table 1.2. Reliability statistics showing that Cronbach Alpha of ESSIE three item scale is over 0.70 (results calculated in SPSS)

After proving internal consistency and reliability between ESSIE three survey items, we tested the variables to find out if they have met with the prerequisite conditions for the use of the Parametric Tests. To achieve that, we applied two frequently used tests normality, the Kolmogorov-Smirnov, applied for a larger sample size and the Shapiro-Wilk test that is more robust but built for a smaller sample size (ideally between 50 and 2 000 respondents). Under conditions of larger sample scale groups, we used the Kolmogorov-Smirnov test because in those cases the Shapiro-Wilk test,

¹¹ Scree plot showed that the three item scale measures one component, labelled Attitude.

¹² It is generally accepted that a Cronbach Alpha value in excess of 0.70 is a sufficient value to infer internal consistency and reliability between survey items (Lambert & Darcy, n.d.).

even though being advised as more robust, did not generate any results. The Null Hypothesis for both tests of normality were that data is normally distributed. Our research is based on the p -value approach and to prove this we looked into a p -value, which is equivalent to the Significance (Sig.) value listed in the output of both Parametric Tests (see Table 2.2.). According to the test procedures, if the p -value is < 0.05 then the Null Hypothesis stating that the data is normally distributed is rejected. Results of both normality tests showed p -value < 0.05 . Therefore, the Null Hypothesis was rejected and the Alternative Hypothesis confirming not normal distribution of data was accepted.

The main purpose of the data analysis was to explore relationships between two or more groups through the Non-Parametric test, using either the Independent Samples Test (Mann-Whitney U-test) tailored for two variables or the K-Independent Samples Test (Kruskal-Wallis H) used for three or more variables, so as to identify if they are significantly different. To do so, every hypothesis (H 1-5) was split into an identified Null Hypothesis (H_0) stating no difference between the results for any of the groups and the Alternative Hypothesis (H_a) suggesting that there is a significant difference between analysed results:

H1₀: There is no difference between the attitude towards immigrants as measured through the ESSIE three item scale for respondents that are members of a minority ethnic group and those that are not.

H1_a: Attitude towards immigrants as measured through the ESSIE three item scale is higher for respondents that are members of a minority ethnic group to those that are not.

H2₀: There is no difference between the attitude towards immigrants as measured through the ESSIE three item scale for male and female respondents.

H2_a: Attitude towards immigrants as measured through the ESSIE three item scale is higher for males respondents compared to females.

H3o: There is no difference between the attitude towards immigrants as measured through the ESSIE three item scale for respondents in the age range of 65 – plus when compared to other age ranges (0 – 24, 25 – 44, 45 – 64).

H3a: Attitude towards immigrants as measured through the ESSIE three item scale is higher for respondents in the age range of 65 – plus when compared to other age ranges (0 – 24, 25 – 44, 45 – 64).

H4o: There is no difference between the attitude towards immigrants as measured through the ESSIE three item scale for respondents with more positive and negative feeling about household income.

H4a: Attitude towards immigrants as measured through the ESSIE three item scale is higher for respondents with more positive feeling about household income.

H5o: There is no difference between the attitude towards immigrants as measured through the ESSIE three item scale for respondents with higher and lower satisfaction with the present state of the economy.

H5a: Attitude towards immigrants as measured through the ESSIE three item scale is higher for respondents with higher satisfaction with the present state of the economy.

If the *p*-value of the applied Mann-Whitney U-test or Kruskal-Wallis H test was less than 0.05, then we rejected the Null Hypothesis in favour of the Alternative Hypothesis.

9.2. Semi-structured interviews

In the qualitative part, we supported social constructionists and interpretivists who introduced individual experience, subjective opinions and personal interpretation. In alignment with both streams, our aim was to prove the reality that is constantly changing, the existence of different realities and the importance of interpretations of a person's own view. Based on this conviction, every individual goes through a proper

socialisation process and comes to conclusions about the social world built on intrinsic experience (Quinlan, 2011).

Based on the personal and individual nature of the subject concerning integration and attitude towards immigrants, we decided that an in-depth, semi-structured interview is the most suitable research method. The interview schedule was designed by extensive analysis of literature and both personal and professional experiences, and piloted amongst two respondents. The used pilot study's purpose was to probe the questions and the course of semi-structured interview. Information gathered from the pilot study were excluded from the analysis and some questions were amended to ensure that they were clearly understood. Research also took into consideration the difficulties of capturing social and cultural integration with the measures that rely on questions investigating attitudes and self-perceptions of certain situations. The final interview schedule comprised of a set of open-ended questions to investigate reasons for immigration, the attitude towards immigrants, immigration challenges and what helped them to settle in, factors influencing the integration process and the satisfaction with the employment terms and conditions. Each participant was asked to give examples of their own involvement with the integration process, which enabled interviewees to reflect on their personal experience. They were then asked to discuss factors influencing their integration process. Research relied on interviewer skills to develop a rapport with interviewees, to gather the observations during the interview and to use opportunity to probe the responses. The respondents were informed of the research aims and objectives in advance, as they received the Consent form with the Interview schedule attached. Necessary time was given to interviewees to express their ideas and thoughts, individual perspectives or experience. In order to assure honest and open answers, the interviews were conducted in confidence. Respondents were questioned about their interpretation and understanding of the questions asked. While interviewing and analysing data the researcher was aware of the potential source of bias from both interviewer, due to their immigration status and respondents, due to the tendency to provide social acceptable responses. To avoid this, interviews were conducted in a structured and systematic manner and the interviewer made an effort not to lead any

interviewee with their responses. Each interview lasted approximately 40-60 minutes, followed an interview schedule (see Appendix 16.5. Interview Schedule) and was audio recorded. All recordings were analysed and inputted into a cluster transcripts text format for the purpose of analysis (see Appendix 16.2. Qualitative research tables).

This research was based on the three-step process as defined in the Grounded theory to explore certain concepts in more depth and the Narrative analysis of the content gained from the semi-structured interviews (Quinlan, 2011).

(1) The first step in the data analysis is the Open coding, which consisted of

- outlining situational context or social setting of analysis,
- respondents discussed their experience with integration while living and working in Ireland,
- interview investigated main factors and challenges that non-nationals experienced during their integration process.

(2) During Axial coding

- the interviews were analysed sentence by sentence and coded to identify main themes that are key and critical for the study,
- the data was split into clusters (key concepts, key words, or key phrases) according to identified relationships.

(3) Finally, in Selective coding associations and interactions in recurring patterns were outlined and linked to the literature and theory.

Narrative analysis examined how respondents construct their self-accounts¹³, using different language to describe their experiences, and how they manage their different sense of self (Burck, 2005).

To assure reliability and validity and due to that all interviews in this research were not concerned with measurement as analysed data was gathered during the interactive process, every decision made during the research was documented and additionally explained and justified. In alignment with other qualitative researches, we looked into the notions of “credibility”, “honesty” and “truthfulness” as

¹³ The researcher retells the person’s account as if in their shoes and then examines this story (Burck, 2005).

comparable terms to reliability and validity, which assured that data was gathered in a consistent manner (Quinlan, 2011).

9.3. Population, sample and sampling method

In the quantitative part, this research used the ESS (The European Social Survey, 2017) that has been administered in over 30 countries to date including Ireland. The total number of non-national ESSIE respondents is over 600 (depending on the round) and nationals is over 17 000 (depending on the round). Across all the rounds the total number of ESSIE respondents is over 17 600.

This survey applies rigorous methodologies, involves strict random probability sampling, and gathers eight rounds (ESS1 took place in the year 2002/2003, ESS2 in 2004/2005, ESS3 in 2006/2007, ESS4 in 2008/2009, ESS5 in 2010/2011, ESS6 in 2012/2013, ESS7 in 2014/2015 and ESS8 in 2016/2017). The cumulative data is in general updated once every 2 years and is as already discussed cross-sectional.

In the qualitative research, based on available and relevant national statistical data (Central Statistics Office, 2014b) we identified top nationalities that are dominant in Ireland. The UK population has the highest presence followed by the population from the less developed European countries (Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia along with Bulgaria, Romania and Croatia). As UK's social and cultural background is similar to Ireland's this research focuses on a total of six immigrants, three females and three males, that were selected from ten potential respondents from various nationalities that came to Ireland from less developed European countries after joining EU in May 1st, 2004. Overall two are from Serbia/Slovakia (double citizenship), two from Slovakia, one from Croatia/Slovenia, and one from Croatia (see Table 1.3).

Code	Nationality	Gender	Education	Working experience	Age
SKSERF	Slovak/Serbian	Female	Master of Arts	Since 2004/2009	37
SKSERM	Slovak/Serbian	Male	Bachelor of Arts	Since 2004	42
CRF	Croat	Female	Bachelor of Arts	Since 2004	41
SLOCRM	Slovenian/Croat	Male	Masters of Arts	Since 2004	43
SKF	Slovak	Female	Bachelor of Arts	Since 2007	34
SKM	Slovak	Male	Master of Arts	Since 2006	37
<i>Total 6 respondents</i>	<i>2 Slovak 2 Slovak/Serbian 1 Croat 1Croat/Slovenian</i>	<i>3 Male and 3 Female respondents</i>	<i>Bachelor of Arts and Master of Arts level of education</i>	<i>More than 10 years living in Ireland</i>	<i>Age between 25-44</i>

Table 1.3. Participant demographics

We used non-probability convenience sampling and participation in this study, which was voluntary. Apart from originating from less developed European countries, additional inclusion criteria were, working age (between 25 and 44), balanced gender distribution (50% : 50%), education (NFQ level 7 - 9), English fluency and at least ten years of working experience in Ireland. Geographically, respondents were located in Dublin, the city with the highest density of skilled foreign-born nationals (Central Statistics Office, 2014a). The interviews took place mid 2018 when we obtained the narrative content for the survey.

9.4. Triangulation

In this research, we used both quantitative secondary data analysis and qualitative content analysis. Application of more than one methodology that looks into researched phenomenon from more than one different perspective is called triangulation (Quinlan, 2011). This brings new insights that the separate methods usually cannot bring alone. This research involves multiple sources of data and seeks through chosen quantitative (secondary data analyses) and qualitative (interviews) research methods to assess the attitude and integration of immigrants. Both methods that were proven compatible (Pereira Heath & Tynan, 2010) have their strengths and weaknesses and were used in this research together and were combined to explore better researched paradigms.

9.5. Research ethics

Ethical responsibility is a crucial part of every people related research methodology. This means critical analysis and application of ethical principles and standards towards each participant and in every step of the research (Quinlan, 2011). Ethical responsibility of this project is owed towards two constituencies, National College of Ireland, institution under which the research was carried out and six participants taking part in the research. With the aim to circumvent potential harms, bringing transparency, honesty and open communication into the research process, the researchers developed the consent form available in the Appendices (see chapter 16.4. Informed Consent Form). The developed form serves multiple functions, as an invitation letter, to clarify the intent and nature of the research and to give the consent. This Informed Consent Form assures contributions of all respondents are dealt with in a professional manner. They are acknowledged, confidential and not identifiable, anonymous, at every stage of the research. The participants were fully aware of the extent of the participation in the research required from them before they agreed to participate. The data gathered for this research was held safely and securely. The names of the participants were coded and only researchers have access to the codes. Each participant will be consulted about the intention to publish received data and their consent is mandatory before any such action is undertaken. Researchers are in addition transparent about the obligation to keep a copy of this

thesis in the university library.

10. Factors influencing immigrant’s adaptation process

10.1. Quantitative analysis

According to the information outlined in the Methodology chapter, the first steps in the quantitative research guided us to verify that the ESSIE three item scale transformed into a single scale of perception of immigration. After receiving confirmative results that the scale has been approved, the research proceeded with the tests of normality. The results of two tests used for all variables, Kolmogorov-Smirnov and Shapiro-Wilk tests (see Table 1.4.), show that population is not normally distributed as the *p*-value (*Sig.*) is < 0.05.

Items	Kolmogorov-Smirnov test Sig.	Shapiro-Wilk Test Sig.	Mean	Std. Dev.	N
Ethnicity					
Belongs to ethnic group	.000	.000	6.52	2.256	640
Does not belong to ethnic group	.000	n/a	5.39	2.255	17 269
Gender					
Female	.000	n/a	5.31	2.224	9 672
Male	.000	n/a	5.58	2.305	8 368
Age					
0 - 24	.000	.000	5.38	2.151	1 967
25 – 44	.000	n/a	5.66	2.238	6 400
45 – 64	.000	n/a	5.36	2.303	5 794
65 - plus	.000	.000	5.22	2.282	3 944
Feeling about household income					
Living comfortably on present income	.000	n/a	5.91	2.127	5 874
Coping on present income	.000	.000	4.93	2.363	2 830
Difficult on present income	.000	.000	4.24	2.682	1 087
Very difficult on present income	.000	.000	4.24	2.682	1 087

Satisfaction with present state of economy					
Extremely dissatisfied	.000	.000	4.30	2.806	1 720
1	.000	.000	4.55	2.346	1 259
2	.000	.000	4.97	2.207	2 061
3	.000	.000	5.26	2.09	2 189
4	.000	.000	5.44	2.065	2 057
5	.000	.000	5.50	2.081	2 523
6	.000	.000	5.96	1.98	2 024
7	.000	.000	6.17	1.954	1 872
8	.000	.000	6.22	2.022	1 373
9	.000	.000	6.33	2.072	494
Extremely satisfied	.000	.000	6.45	2.635	301

Table 1.4. Kolmogorov-Smirnov test and Shapiro-Wilk tests normality: Attitude towards immigrants, both populations, nationals and non-nationals, as measured through the ESSIE three item scale across the years 2002 – 2017 in relation to identified factors such as ethnicity, gender, age, feeling about household income and satisfaction with the present state of the economy.

After testing normality and due to the negative results, we applied two different Non-Parametric Tests, depending on the number of variables. The purpose was to explore the relationship between the ESSIE three item scale (representing *Attitude*) and identified variables as belonging to the minority ethnic group, gender, age, feeling about household income, and satisfaction with the present state of the economy. The Independent Samples Test (Mann-Whitney U-test) was used for two variables (belonging to the minority ethnic group (two categories) and gender (two categories)) and the K-Independent Samples Test (Kruskal-Wallis H) used for three and more variables (age (four categories), feeling about household income (four categories) and satisfaction with the present state of the economy (ten categories)). These tests generate results based on the ranking data and given mean ranks (MR) of analysed groups showed that the p -value for all five hypothesis is less than 0.05. This was the reason why we rejected all Null Hypothesis, and assumed that there is no difference between the ranks and concluded that significant difference does exist.

In order to confirm *Hypothesis 1* and if the *Attitude* towards immigrants as measured through the ESSIE three item scale is higher for respondents that are members of a

minority ethnic group to those that are not, we first test for normality in both groups according to affiliation to the ethnic group on the attitude scale. The Shapiro-Wilk test is not built for larger samples (above 2 000) and therefore failed to produce any results. For the group “Does not belonging to the ethnic group” where the number of respondents widely exceeds the advised number (N = 17 269), we applied the results of the Kolmogorov-Smirnov tests. Both tests indicated significant deviation of the members of the minority ethnic group distribution at the 5% significance level. With respect to the group “Belongs to ethnic group” Kolmogorov-Smirnov test results are $k_s = .084$, $df = 640$ and $p < 0.05$. The group “Does not belong to the ethnic minority” produced similar results $k_s = 0.65$, $df = 17\ 269$ and $p < 0.05$ (see Table 1.4.).

Due to the proven deviation from normality, a Non-Parametric Mann-Whitney U-test was undertaken to ascertain if the *Attitudes* of the minority ethnic group were greater than those of the non-minority ethnic group. Table 1.5 presents the results of the Mann-Whitney U-test that indicated a statistical difference between the Mean Rank attitude of a minority ethnic group (MR = 11 501.82) compared to the non-minority ethnic group (MR = 8 860.61), $Z = -12.705$, $p < 0.05$.

Belong to a minority ethnic group in the country*		
Yes	N = 640	MR = 11 501.82
No	N = 17 269	MR = 8 860.61
Mann-Whitney U	3 896 114.000	
Wilcoxon W	153 013 929.000	
Z	-12.705	
Asymp. Sig. (2-tailed)	.000	

Gender**		
Male	N = 8 368	MR = 9 386.79
Female	N = 9 672	MR = 8 703.59
Mann-Whitney U	37 402 533.000	
Wilcoxon W	84 181 161.000	
Z	-8.797	
Asymp. Sig. (2-tailed)	.000	

* Question: Do you belong to a minority ethnic group in Ireland? (Yes/No)

**Gender: Male (0), Female (1)

Table 1.5. Mann-Whitney U-Tests results showing significant difference between Mean Rank attitude of the minority ethnic group and the non-minority ethnic group and between the Mean Rank attitude of males and females.

As expected, the results show significantly more positive attitude towards immigrants expressed by the minority ethnic group in comparison with those not belonging to the ethnic minority.

In terms of the *Attitude* towards immigrants related to gender, which tests *Hypothesis 2*, and if the attitude towards immigrants is higher for male respondents compared to female. Due to larger samples (for female respondents N = 9 672 and for males N = 8 368), we applied the Kolmogorov-Smirnov tests of normality. The test showed a significant deviation of normality with the male's sample, $ks = 0.66$, $df = 8\ 368$, $p < 0.05$ and the same test demonstrated a significantly deviated distribution also for females, where $ks = .065$, $df = 9\ 672$, and $p < 0.05$ (see Table 1.4.). In favour of *Hypothesis 2*, as presented in the table 1.5., the Mann-Whitney U-test indicated already proven difference that male respondents have a more positive attitudes toward immigrants (MR = 9 386.79) when compared to female respondents (MR = 8 703.59), $Z = -8.797$, $p < 0.05$.

Similarly with the previous two hypothesis, we run the Kolmogorov-Smirnov test

again to look into the distribution of normality of *Hypothesis 3*. The test demonstrated significant deviation from normality for all age groups. For the age group 0 – 24 the results were $k_s = .053$, $df = 1967$, $p < 0.05$, for the age group 25 – 44, $k_s = .070$, $df = 6\ 400$, $p < 0.05$, for the age group 45 – 64, $k_s = .057$, $df = 5\ 794$, $p < 0.05$ and for the age group 65 – plus, $k_s = .073$, $df = 3\ 944$, $p < 0.05$ (see Table 1.4).

To test *Hypothesis 3 to 5* and due to using more than two variables, we applied the Non-Parametric Kruskal-Wallis H Test. In *Hypothesis 3* to prove if the *Attitude* towards immigrants is higher for respondents in the age range of 65 – plus when compared to other age ranges (0 – 24, 25 – 44, 45 – 64). As we can see from Table 1.6. this test confirmed significant difference between the different age groups, $H(2) = 107.194$, $df = 3$, $p < 0.05$, with a Mean Rank of 8 865.37 for the age group 0 – 24, 9 571.57 for the age group 25 – 44, 8 879.01 for the age group 45 – 64 and the Mean Rank of 8 560.68 for the age group of 65 – plus. The most positive attitude towards immigrants has the 25 – 44 age group, then the 45 – 64, 0 – 24 and the lowest Mean Rank with the least positive attitude towards immigrants has the age group 65 – plus. Presented achieved results demonstrate the most positive attitude within the working age range 25 – 44 followed by the age range 45 – 64. The respondents 65 and plus seems to be the least convincing, having showed the lowest level of positive attitude towards immigrants.

Age Range*		
1 (0 – 24)	N = 1 967	MR = 8 865.37
2 (25 – 44)	N = 6 400	MR = 9 571.57
3 (45 – 64)	N = 5 794	MR = 8 879.01
4 (65 plus)	N = 3 944	MR = 8 560.68
Chi-Square	107.194	
df	3	
Asymp. Sig.	.000	

Feeling about household's income nowadays**

Living comfortably on present income	N = 5 874	MR = 10 026.99
Coping on present income	N = 8 076	MR = 8 852.21
Difficult on present income	N = 2 830	MR = 7 822.47
Very difficult on present income	N = 1 087	MR = 6 529.20
Chi-Square	634.944	
df	3	
Asymp. Sig.	.000	

Satisfaction with present state of the economy in the country***

Extremely dissatisfied	N = 1720	MR = 6 649.22
1	N = 1259	MR = 6 961.01
2	N = 2061	MR = 7 796.15
3	N = 2189	MR = 8 429.09
4	N = 2057	MR = 8 864.94
5	N = 2523	MR = 8 990.80
6	N = 2024	MR = 10 117.81
7	N = 1872	MR = 10 673.30
8	N = 1373	MR = 10 822.72
9	N = 494	MR = 11 012.64
Extremely satisfied	N = 301	MR = 11 075.09
Chi-Square	1281.389	

df	10
Asymp. Sig.	.000

**Age of respondents calculated from date of birth*

*** Which of the descriptions on this card comes closest to how you feel about your household's income nowadays?*

****How satisfied you are with the present state of the economy in the country?*

Table 1.6. Kruskal-Wallis H Test results showing significant difference for variables Age, Feeling about household income and satisfaction with the present state of the economy.

In order to prove *Hypothesis 4* that relates a higher *Attitude* towards immigrants for respondents with more positive feelings on household income (as presented in the Table 1.4.) Kolmogorov-Smirnov test confirmed significant deviation of normality for all four groups. Living comfortably on present income with $k_s = .064$, $df = 5\ 874$, $p < 0.05$, coping on present income with $k_s = .060$, $df = 8\ 076$, $p < 0.05$, difficult living on present income with $k_s = .066$, $df = 2\ 830$, $p < 0.05$ and very difficult living on present income with $k_s = .062$, $df = 1\ 087$, $p < 0.05$. The applied non-Parametric Kruskal-Wallis H test demonstrated significant difference between the four groups, $H(2) = 634.944$, $df = 3$, $p < 0.05$ with the highest Mean Rank (MR = 10 026.99) for respondents who live comfortably on the present income, followed by those who are coping on the present income (MR = 8 852.21), who have difficulties living on the present income (MR = 7 822.47) and finally the least positive attitude have respondents for whom it is very difficult to live on the present income (MR = 6 529.20). The outcome of this test reveals a direct influence of the household income on the attitude towards non-nationals. Correlation is proportional, the higher the income, the more welcoming the attitude is towards newcomers.

With *Hypothesis 5*, we tested if the *Attitude* towards immigrants is higher for respondents with higher satisfaction with the present state of the economy. As in previous procedures, we tested normality and applied this time a more robust Shapiro-Wilk test as N was in the acceptable range between 301 and 2 523. Received

results indicated a significant difference (p -values in all levels were 0.000) across the satisfaction of the 0 – 10 scale with the present state of the economy in the country that ranges from “*Extremely dissatisfied*” (0) to “*Extremely satisfied*” (10) (see Table 1.4.).

To explore relationship between 11 satisfaction levels we used the Kruskal-Wallis H test that confirmed significant difference between the items with $H(2) = 1281.389$, $df = 10$, $p < 0.05$ with the Mean Ranks gradually increasing from “*Extremely dissatisfied*” (0) to “*Extremely satisfied*” (10) level. As presented in the Table 1.6., the attitudes towards immigrants gradually improves with higher satisfaction with the present state of the economy in the country.

10.2. Qualitative analysis

The study used the Grounded theory approach that offers both, research concept and analyses framework. In addition, we used some elements from the Narrative analysis to scrutinize identified thematic categories generated from the qualitative research data (Burck, 2005). The research seeks to analyse concepts from gathered qualitative material and discover patterns in the identified main researcher categories (clusters) presented in Table 1.7.

Researcher category	Category
Reasons for immigration	(1) New opportunities, English-speaking country, To Learn English
	(2) Employment Reasons, Finding a Better Job, Attractive Offer
	(3) Better Economic Situation, Escaping the Political Situation
	(4) Accessibility of the Market, No Ties, Easy to Start a New Life, Opportunities for Students
Country of immigration	(1) Attractiveness of the Country

	(2) Immigrants Change the Country
	(3) How do I Feel as an Immigrant
Attitude towards immigrants	(1) Attitude Towards Immigrants (generally)
	(2) Attitude Towards Immigrants and Terms and Conditions in the Work Environment
	(3) Attitude During Recession
Integration factors, education and English language	(1) Integration and Knowledge of the English Language
	(2) Integration and Education
Immigration challenges and factors that helped to settle in	(1) Immigration Challenges
	(2) Factors that Helped to Settle in

Table 1.7. Overview of identified researcher categories (clusters) and sub-categories from the gathered qualitative material.

10.2.1. Reasons for immigration

Table 1.8. gives an example of “Reasons for immigration” researcher category generated from the extracts of the interviews. Full table of this researcher category together with all other researcher categories is available in the Appendices (chapter 16.2. Qualitative research tables).

Researcher Categories: REASONS FOR IMMIGRATION

Categories	Sub-Categories	Text
New Opportunities	New opportunity/English-speaking country	(SKSERF)
English-speaking country		We came here for the new opportunities. I would like to experience something different, my boyfriend was already here and I joined him...it wasn't necessarily about work as such.
		We wanted to travel and Ireland is an English-speaking country...as you know the market was growing at that time, and there were many work

<p>To learn English</p>	<p>opportunities. It wasn't necessarily to stay here for longer...we wanted to try something different.</p> <p>(SLOCRM)</p>
<p>New experience/English-speaking country</p>	<p>First it was about a bit of adventure, new experience, to travel and live somewhere else, then we searched for English-speaking countries and we heard nice things about Irish people and that is the reason why we are here. We decided to go and the time was not set.</p> <p>(CRF)</p>
<p>New opportunity for women</p>	<p>It was a mixture of things. One smaller reason was economical but the other was more important and was about opportunities. At that time, 14 years ago, there weren't enough opportunities for women in Croatia as Croatia is still a macho country. And then in our IT area there were not so many opportunities.</p> <p>(SKM)</p>
<p>New experience, new challenges, new opportunities/to learn English</p>	<p>The plan was to come to Ireland with my wife just for a year or two and then to come back home. We wanted to gain a new experience, to search for new challenges, learn English and find new opportunities.</p> <p>(SKF)</p>
<p>New experience/to learn English</p>	<p>The main reason was to have a new experience and to learn English. I have studied English but have difficulties speaking with other people. It was a good chance to change it and get experience. When I applied for an English course here and then I found a job in my area, accountancy, I was successful and I stayed more than 1 year (smile).</p>

Table 1.8. Example of construction of the researcher category "Reasons for immigration" with categories "New opportunities", "English-speaking country" and "To learn English".

The participants were asked to discuss their personal experience on various reasons

for immigration. Our analysis showed considerable similarities across this researcher category. From shared information, we identified certain categories that were grouped into the four sections.

(1) New Opportunities, English-speaking Country, To Learn English

The majority of respondents stated these motivational factors as the reasons for immigration, “*new opportunities*”, “*new experience*”, and “*new challenges*” that were lacking in their home country. Two male respondents, the one from Croatia/Slovenia, and another from Slovakia, captured most of these reasons when saying:

“First it was about a bit of adventure, new experience, to travel and live somewhere else, then we searched for English-speaking countries and we heard nice things about Irish people and that is the reason why we are here. We decided to go and the time was not set” (SLOCRM).

“We wanted to gain a new experience, to search for new challenges, learn English and find new opportunities” (SKM).

Equally important to new opportunities with living and working abroad was to move to an English-speaking country, as the priority of most participants was to improve their English language. Only one female respondent from Croatia discussed the sub-category “*better opportunities for women*” in Ireland, which she described as more favourable when compared to the home “*macho*” country.

(2) Employment Reasons, Finding a Better Job and Attractive Offer

These sub-categories were often linked to the “*new opportunities*” already discussed in the previous cluster. Most of the respondents valued economic development in Ireland for the last 15 years that brought attractive job opportunities, particularly in the IT sector. The main motivation for the most of the participants was to find a proper job, earn enough money and have a “*decent life*”, which they could not have at home. When the male respondent from Croatia/Slovenia was asked about his personal motivation, he said:

“I was attracted by IT job opportunities, and Ireland, is the European hub of IT companies. People immigrate if there is a lack of decent jobs in their home country and they may come to search for better job opportunities here. To achieve more they have to step up, have to move, and if not they will be just stuck there in their home

country" (CRSLOM).

During the employment topic, respondents mainly raised a need for further career development and suggested going beyond the options offered in their home country if it was not sufficient or did not exist. In addition, many participants confirmed being attracted by appealing offers in Ireland. Primarily they valued salary, which has been disproportionately higher when compared with those incomes from countries they are coming from. With increased income they could afford the decent life they have been searching for, which also became one of the main reasons for a change. Both participants from Slovakia/Serbia expressed this with words:

"For us we would have a job in Bratislava and there were opportunities, but for the same job you would be paid twice as much here" (SKSERF).

"I think it is money that attracts people here, their financial situation... The reason why I left Slovakia and came to Ireland was due to the job opportunities and I wanted to earn more money. Ireland offered better career opportunities." (SKSERM).

(3) Better Economic Situation and Escaping a Political Situation

When during the interviews we asked questions like *"What was the reason you came to live in Ireland?"* and *"Discuss and think about the various reasons why people decide to immigrate, work and live in another country?"* recurrent topics were the economic and political situation in their home countries that they are *"not comfortable with"*. Some can hardly imagine going back and living there as they have *"a safe heaven and a better life"* here in Ireland. The male respondent from Slovenia/Croatia gave detailed explanation of these reasons:

"Immigration is often about economic and political reasons especially if people are more active in this sphere. They can be easily stuck in the country they are coming from. If they want to change their lives, they may need to change the country to have a safe heaven and a better life" (SLOCRM).

The female respondent from Croatia sees Ireland as open and liberal country where it is *"much easier to coexist"*. She wasn't satisfied with the economic, social and political situation in Croatia and felt uncomfortable staying there. Unfortunately, there are some circumstances where immigration is seen as a solution in life threatening situations during the war when safety and people's lives are endangered. Few respondents enlisted in our research experienced such extreme situations that

forced them to leave the country. The male respondent from Slovakia/Serbia, aged 42, experienced multiple immigrations, and remembers the period of the first one when escaping a country overwhelmed by the war:

“This is my second emigration. The very first time I emigrated from Serbia was to run away from the bombings to Slovakia. It was clear to me, “if I stay I will be drafted back to Kosovo”. My uncle helped me to get the papers and run away from the country basically three days before the bombing started” (SKSERM).

Slovak female participant made a reference to recent immigration from the countries where riots are still ongoing.

“For some people it can be due to safety reasons because there is war in their home country. Maybe they do not come here for money but to save their lives” (SKF).

(4) Accessibility of the Market, No Ties, Easy to Start a New Life and Opportunities for Students

These categories were less frequent and discussed only occasionally. Two respondents from Slovakia/Serbia appreciated the open market within Ireland and the UK, which was announced in 2004 when Slovakia became an EU Member Country. During that period, only a few countries allowed immigration without the working permission and people from countries that newly joined the EU community could move and work immediately.

“My boyfriend came in when Slovakia joined the EU. It was when the work market opened and Ireland was one of the few countries we could enter without any working permissions” (SKSERF).

“In that time, people from Slovakia could go only to England or Ireland” (SKSERM).

Few respondents underlined “No ties” as an important factor when people decided to move and live in another country, as well. With this expression, they referred to ties like having children, family, property etc. that can convince people to restrain from change and keep to the *status quo*.

“When you don't have kids or family and you are either single or in a relationship. So you might start somewhere else where you feel it might be better” (SKSERF).

Participants only exceptionally shared reason like the study in Ireland usually due to a better education system. They concluded that once study is finished it is usually

followed by accepting an attractive job offer. Thus, after the study, students usually decide to stay and continue living in Ireland. The respondent from Croatia/Slovenia shared his experience with studies in Ireland and Croatia and concluded:

“Some immigrants came to study, as they didn’t see a chance to develop in their home country. What happen often after finishing studies is that, they stay in the country” (SLOCRM).

10.2.2. Country of immigration

Country of immigration was one of the main and decisive factors directly influencing relocation. From the discussed content, we identified three different clusters related to Ireland as a new home country.

(1) Attractiveness of the Country

It was very impressive how positive all participants were about the Irish people when admiring their *friendliness* and *helpfulness*. None of participants experienced any kind of discrimination coming from the native population. Few of the many examples confirming the positive attitude towards immigrants are enlisted below:

“We heard nice things about Irish people and that was the reason why we are here... I’ve never had a negative experience coming from Irish people” (SLOCRM).

“I was never discriminated against here in Ireland. It would be nice to make friends with the Irish people. They have a great sense of humour that is always very relaxing and cool” (CRF).

“People are friendly, country is prosperous, you can see the difference” (SKM).

“Irish are very friendly. They are very helpful, which is definitely a big advantage” (SKF).

Many other grounds like plenty of opportunities that give flexibility, Irish culture, history and language were discussed as the reasons why Ireland is attractive for relocation:

“The good thing about Ireland is that there are plenty of opportunities so if you don’t like something you look for something else” (SLOCRM).

“I decided for Ireland over England because Sinead O’Connor, Cranberries, and U2. I felt it might be more comfortable to come to Ireland. The Irish language intrigued me and I wanted to learn it. It was the Irish culture, Gaelic tradition, and Celtic history that were appealing to me” (SKSERM).

(2) Immigrants Change the Country

Most of respondents acknowledged that immigrants change the country, bring new culture, habits, food, etc. The change has been perceived as an advantage that can vary the country to make it better, by creating a more international environment.

“Ireland is booming with the IT sector where all those international companies are coming and there are many people from Spain and other European countries and they are changing Dublin” (SKM).

“Definitely, immigrants have an impact on the country and on the economy. Foreigners are coming here with their customs, their habits” (SKF).

“I like the coffee culture that has been brought by immigrants, when we came here there were two places to drink coffee outside as we are used to. Irish people are more pub oriented because of the rain. Also brunch and cocktail culture is something that came with the immigrants” (SKSERM).

“In 2004 I could find in the supermarket only Irish Ham and now you can have Chorizo, Polish salami, you can find everything” (CRF).

Participants underlined certain impact on schools, public sector and big international companies that settled in Ireland and became under this influence more *“multi-national friendly”*. The female participant from Slovakia summed up few examples with words:

“At Irish schools, they accept all different habits even though they educate them in their way. I think for the future, in a couple of years, 10-15 years, these generations, will for sure be changing the country” and “attitude in the public sector has changed hugely, there are many Polish people here. If you go there, you see the signs, leaflets in English, Irish and the third language is Polish. They had to adapt to all those people that are here” and “country is more organised, and companies are more organised thanks to all those people that came with different opinions and ideas” (SKF).

(3) How do I Feel as an Immigrant

An extremely positive attitude towards the native population and the country resulted into participants feeling in Ireland like they do at home. Surprisingly, few statements showed that after more than ten years spent here, their country of birth lost the “home” status. The respondent from Slovakia (male aged 37) referred to the sign they have at their house in Ireland “Home is where your heart is” when saying:

“At home here in Ireland we have a sign that says, “Home is where your heart is”, which is so difficult to identify where it is. My home is where my family is. Where we are all together, that is our home. Whether it is here or somewhere else when I’m with my family that’s my home” (SKM).

Employment opportunities lead to better income assuring funds and all necessary conditions are present to build a proper “home”, for some to build a family, for others to fulfil other sought opportunities. The statement of the Croat female participant is impressive when she was saying:

“I do not feel that Croatia is my home I feel like a foreigner there. I do not understand the mentality and the culture any more. I think I would have had a hard time if I needed to move back to Croatia. I have never felt that I fit there and now I do not feel at all that I fit there. Ireland is my home and is definitely the place I have so much gratitude for, because it gave me so many opportunities” (CRF).

Male participant from Slovakia/Serbia genuinely said:

“Apart from not being able to vote everything else is the same for all of us and I lost that feeling that I’m an immigrant for the last 5-6 years. I feel more like at home now I would say. We bought a home and we are happy here, and it really feels like home. Feels more like home than Serbia. I do not feel like I’m living in somebody else’s country. I do feel like I’m living in my own country” (SKSERM).

With time Ireland became “their” country, where they “feel like at home” and do not consider themselves as foreigners who more than ten years ago entered the Irish border with the aim of settling in. The already mentioned strong statements like “...feels more like home than Serbia”, “I do not feel that Croatia is my home I feel like a foreigner there” clearly indicates the position switch between the country of birth

and the new home country.

10.2.3. Attitude towards immigrants

The attitude towards immigrants research category was particularly important for this research and thus we thoroughly analysed behaviour in the ordinary day-to-day interactions with natives, in the working environment and during the recession period.

(1) Attitude toward Immigrants (generally)

Participants vividly discussed the importance of acceptance and positive behaviours towards the immigrated population. Similarly to the attractiveness of the country category, they admired the positive attitude of nationals that was usually described as “welcoming” and “friendly”.

“And I think that Ireland was willing to accept immigrants and have them integrated as part of their culture and they were not scared of it” and “I think that's different because they know the other side of the story because they were the ones going somewhere else...” and “I never experienced bad behaviour. There might be some isolated cases but generally, they made a lot of effort for people to integrate” and “...the reason why I am staying in the country is that generally the Irish people are welcoming, friendly people and easy going...” (SKSERF).

“...you do not feel the difference and nobody cares what you are or where you come from. Irish people are very welcoming, I had some bad experience but 99.9% of Irish people are very open and always helpful and I have good experiences with them” (SKSERM).

“They have huge empathy... It's nice to live in a country where whatever happens they will be there to support you. They are accepting of different cultures” (CRF).

Majority of respondents confirmed that they have never been discriminated against or treated badly by nationals. Additionally they appreciated openness, acceptance and the way how natives behave towards newcomers and integrate them into their culture.

(2) Attitude towards Immigrants and Terms and Conditions in the Work Environment

Respondents claimed to have been immediately integrated at work. They never felt like immigrants and their origin seems not to be an issue or a reason why they would have been treated differently from the others. From comments quoted below, it can be seen that both male and female participants share the same positive experience:

"...I felt that I was accepted immediately into the group. I wasn't put aside just because I'm coming from a different country" (SKSERF).

"I never had a bad experience at work. I never noticed anything different with how people will interact or see me compared to an Irish local person" (CRSLOM).

"I have never lost any chance at work or at a project, you know, because I'm a foreigner or can't express myself properly" (CRF).

"I never felt like being an immigrant or disadvantaged against the others" (SKM).

"They are friendly, they are helpful and they need us. Their economy need us because they do not have so many people to cover the need" (SKF).

The most important topic that participants raised at work were the characteristics of the team members in close working environment and their behaviour towards co-workers. During the interviews, they reiterated the appreciation of attributes like "friendly", "supportive", "approachable" and "informal".

"I think... that people are...a very important factor at work." and "The work itself changes you're working on one or another project and the work will be more or less the same but the people that you will see tomorrow again makes the difference" (SKSERF).

"When my stepfather was ill, there was no problem for me to go back to Croatia. When I had surgery, there was no problem to work from home and take as much time as needed. There's always that sense of support when you are going through a tough time" (CRF).

"In Slovakia when somebody is your boss, he is the God and he doesn't talk to employees just like that. Here directors are fine and approachable, they may be millionaires, but they are cool guys, you can have a chat with them, we can have a

beer” (SKM).

Some respondents raised an issue with having a difficulty building a friendship with Irish colleagues. Cultural differences are explicitly presented by the Croat female respondent accordingly:

“Somebody described Irish people like peaches, they are soft from the outside but hard inside. You feel that they are very friendly but to get to bond with them and have a friendship is difficult” (CRF).

Regarding the terms and conditions at work, respondents discussed equal treatment of all employees that is based on performance and not on the country of origin.

“I never had a feeling that I was at a disadvantage because I’m a non-national” (SKSERF).

“Everything was the same for every employee, no difference, people were not treated like they are paid less because they are coming from a different country” (SKSERM).

“People are treated here on their merits, how they are performing and it doesn’t matter from where they are coming from” (CRF).

“I’m looked after and I can’t complain. I’m pretty sure it is the same, I do not feel that there is any difference in terms and conditions. They treat everybody equally and in the same way” (SKM).

Few experiences slightly contradict the above quotes. The Slovak female respondent discussed the income of both groups and admitted slight differences between the people without any reference to nationals and non-nationals.

“I’m sure that the terms and conditions were the same, I worked with contracts and they were totally the same. Sometimes salaries may be different but not the other conditions” (SKF).

The male participant from Croatia/Slovenia has an interesting experience. When he moved to Ireland and started his first job due to the lack of knowledge on local best practices, he was put into a situation where people took advantage of him. He is convinced that his employment conditions should have been more favourable.

“I don’t think so that there are differences in terms and conditions at work. Actually, when

I came here, I was very unfamiliar with the things here. I think that I should have probably done better and they were taking advantage of me but that was just a first job and you know I wouldn't put that down to the country, it's most probably down to the people. And I believe that they would do the same to an Irish person if they could" (CRSLOM).

(3) Attitude during the Recession

What is interesting with this category is that all female respondents commented on the attitude towards immigrants during the recession period. Generally, the attitude towards immigrants was less positive but on the other hand, all respondents understood the reason. The threat that immigration meant for the native population in terms of lost jobs taken over by immigrants who would take any job and accept lower base pay, was well understood.

"At that time recession was already coming, in 2009 the crash started, and I think that the base salary was cut and immigrants were in a better position to accept lower base pay than the local population. People coming from different countries would take any job" (SKSERF).

"Some people came to us and insulted us by saying "go home, you are foreigners" but it was actually a bad time because of the big crises in 2008 and many Irish lost their jobs and that is the reason why they were behaving like that at that time" (SKF).

The Croat female respondent described the reaction of the state regarding the statement *"foreigners are there and took our jobs"*, which shows presence of high compassion and empathy in the local population when dealing with immigration issues:

"In 2007 and 2008 people felt that the crisis was coming and what happened is that foreigners were there and "took our jobs". Dublin was full of posters saying we were all immigrants once and "Think about people, your family that are in America, that are in Canada, how do they feel and how they are treated and treat other people". That touched me because of the compassion towards immigrants, which is a huge thing" (CRF).

10.2.4. Integration Factors, English Language and Education

(1) Integration and Knowledge of the English Language

Most respondents had difficulties with the Irish accent in the initial stages of the immigration process. They are convinced that knowledge of the language spoken locally is crucial to becoming member of the local community, finding job and integrating faster.

“It took me a certain time to get used to the Irish accent... if you want to be a member of the local community you may have to (researcher’s remark: improve your level of the English language) because you don’t want to feel left out because you don’t understand and therefore you can’t participate.” (SKSERF).

“I think it is mandatory for somebody who immigrates to know the local language because you can get a better chance, and a better job. I felt sorry for those people, because that’s how I feel when I read Irish, you do not know what it meant, you’re scared in that world and it looks to me like a nightmare” (SKSERM).

“If you come with better language skills, you can get a better job” (SKM).

Both respondents from Croatia, male and female, made a strong relation between knowledge of the language and integration. Their experience is that the language has helped to express yourself better and to avoid frustration with miscommunication or even misunderstanding.

“Your language must be decent enough to handle basic communication. If you are missing that you may miss an opportunity that you might well deserve to have. For example if you have a meeting and you can’t express yourself, if you don’t have the vocabulary to say and to point things out that are important you may get overlooked, you miss the point and you won’t be taken seriously you might end up being frustrated. Regarding integration people without proper level of English can be shy to talk to other people. Naturally, they stay with those people they can communicate with easily” (CRM).

“The English language is important for the integration process, because you can express yourself better” (CRF).

One respondent made an interesting correlation between understanding of the local humour and integration. The female respondent from Serbia/Slovakia suggests working on better understanding the local stories and the country’s humour, which makes communication with the native population more fluent and relaxed.

“It is about integration when you can understand a country’s humour. It’s when you can say I’ve been here long enough. You know the history and the background of the stories”

(SKSERF).

(2) Integration and Education

Education was identified as a key to initiate a professional career, to find an appropriate job, enter relevant and comparable group of people that will be able to help with all you face during your integration process.

“Exactly, to start a professional career. It (researcher’s remark: better education) would allow me to choose other jobs, not to work in a store...” (SKSERF).

“Definitely, education helps to integrate... If you come without proper education you fall into a group of people where you see the difference, what they think about you, how they react, what they talk about, what is their biggest interest... For the integration process you have a better chance if you work with better educated people, they can give you better advice, tell you how the system works, etc.” (SKSERM).

For the female respondent from Croatia, education done in Ireland was less about a finding new job and more about understanding the Irish culture and integrating faster.

“Education (Researcher’s remark: in Ireland) didn’t help to find a job, it was more about understanding their culture better” (CRF).

Majority of respondents agreed that the type of degree or the institution of issue make no difference during the employment process. They accepted that the well-known institutions or degrees are usually perceived better in the CV but are not considered as a “...ticket for the show, to get a job...” According to the Croat/Slovenian male respondent who experienced the education process in both countries, Croatia and Ireland, education “is nice to have ... but doesn’t mean a lot in the real world”, it shows capacity of the person and what is primarily helpful in employment is “exclusively a skill set”.

“Which degree and from which institution you have it doesn’t really matter when you are applying in the IT sector” (SKSERM).

“I tend to say that education is of better quality here, but that is not necessarily true because it is down to the lecturer... There was no specific benefit related to this to position myself better. It probably helped a bit in the initial phase when somebody went through CVs, I might come up as an interesting party. This can make a difference when they see

known institution in the CV but it is not the ticket for the show, to get a job... What helps is exclusively skill set. College is a nice thing but it is a basic thing to get at a certain level but that doesn't mean a lot in the real world. It's good to have, it's a nice base that shows that you have capacity, but I reckon that it is where it pretty much all stops" (CRSLOM).

A slightly different experience has the female Slovak participant who during the stay in Ireland finished Bachelor studies in Slovakia and right after a certificate in accounting in Ireland that was much better perceived as it was well known locally.

"When they have seen that I attended the school here in Ireland they gave me the opportunity and I worked for them. I did not learn anything new there, I just got the paper, I put it into my CV and I got the job... After I finished these lectures, the company I worked for offered me a better salary and a better job, so it was for sure beneficial for me" (SKF).

10.2.5. Immigration challenges and factors that helped to settle in

(1) Immigration Challenges

One of the biggest immigration challenges in Ireland was religion, Catholicism is widely present in the country that poses a few difficulties to those having a different religious background or being an atheist and having none. Catholicism seems to be deeply enrooted into the schooling system and the habits of the country, which in respondent's opinion makes it more conservative.

"Christianity and Catholicism can be a challenge here for people coming from abroad... So, if you want that your kids attend a good school here which is regulated by the church, you cannot do that unless the kid is Catholic and unless you are Catholic" (SKSERF).

"I don't understand the Catholic church, even though Croatia became very Catholic after the 90s but we never grew up with this Catholic influence and we do not get that. Immigration is for sure an advantage for Ireland because of their conservative and Catholic culture" (CRF).

Similarly to the previously mentioned difficulties with making friendships with Irish colleagues at work, respondents refer struggling with social interaction in relation to the local population. The hindrance is hidden in cultural divergence that is conveniently on non-nationals to work on and overcome.

"They don't necessarily socialise that much at home, and even with the close friends they would go for a drink in a pub rather than you come over and have a drink... They lived all their life here, they have their own friends, and they don't need a new friend.

You need a new friend because you came here alone and the question is how you are going to make that work.” (SKSERF).

“It is a bit difficult to have an Irish person as a close friend and then again maybe it’s your view, maybe your thing. Certainly, it is your responsibility to try and maybe step into that space and see if you can get your place there and get a proper and meaningful friendship.” (CRSLOM).

“My perception of the things is a bit different because I feel that if you move somewhere you have to accept the culture if you decided to live here. I think that complaining about the things that are not the same as where you were born makes no sense” (CRF).

Another challenge for all non-nationals is the fact that they are away from their closer friends and other family members coping with all integration challenges alone. Some may have left their home young enough while struggling with new roles and tasks to solve, or if later on in their lives, they left behind all they gained and achieved in the home country.

“Being away from family, we left our home there in Slovakia and you have to meet new people and try to find new friends that is even more challenging than the other things that I mentioned before (researcher’s remark: mentioned before are all advantages of moving and living in a new country)” (SKM).

“I came here when I was 23. It was the hardest thing in my life... it was so hard at that time that I wouldn’t like to go through it again... It was a shock, I never lived abroad and went on holidays for 2 weeks but never left my family behind...it was shocking. Day by day, step by step and we are here for 11 years with a husband and a kid” (SKF).

“You have to do everything alone” (CRSLOM).

(2) Factors that Helped to Settle in

As already discussed Ireland is perceived as a country that has an extremely positive attitude towards the immigrated population. One of the respondents that came to Ireland in early 2004 explains how the country made all of the processes ready for immigration:

“I couldn’t believe how easy it was to come here as we were coming from Serbia, Slovakia the bureaucratic countries where you need a lot of forms. We went to the bank, got the PPS number and they said that’s it you can live and work in Ireland now” (SKSERM).

Integration is a very complex process as it is built on many factors (culture, age,

gender, education, social cohesion, etc.) affecting the hopes and expectations of immigrants about living in the host country. One of the male participant suggests not to set your expectations too high and to accept differences as quick as possible to settle in swimmingly.

“I see myself quite at home anywhere, that’s because I wouldn’t be bringing hopes and expectations from the country where I came from. You know life goes on and I see it in that way. I’m not saying that I put all those things aside but I’m not nit-picking” (CRSLOM).

Another male interviewee from Slovakia pointed out that during the initial period it was supportive to meet other immigrants and share joys and hardships with immigration.

“Obviously, a very good friend of mine, my colleague too, from India, you know I’m an immigrant, he is an immigrant and the rest are Irish, so I felt good, it helped to speak to somebody from a totally different country, I felt that I’m not alone in the company, as an immigrant” (SKM).

Finally, when starting a new life in the country, the working environment, the language is different and most of foreigners need time to settle in. Most of them have to take a “step back” during the initial period. The female respondent from Slovakia/Serbia remembers the time when she arrived in Ireland for the first time:

“I knew that I have to step back when leaving the country and starting at lower position. It took me longer to come back to the position I had before” (SKSERF).

11. Discussions

This research investigated the relationship between the attitude towards immigrants and identified factors such as belonging to the minority ethnic group, gender, age, feeling about household income, and satisfaction with the present state of the economy. Based on the review of the existing literature we concluded that the attitude of the local population and notion of being welcomed is gaining importance and is critical to the integration process (McGinnity & Kingston, 2017; OECD, 2017; Jackson, Mach, & Miller-Gonzalez, 2016; Boski, 2013; McPhee, 2012). Therefore, this research focused on attitude as a crucial factor for the integration process and explored identified secondary statistics data and personal experience gathered

during the interviews. Data analysis concluded that our findings on the attitude towards immigrants investigated in Ireland and the time period 2002 – 2018, in vast majority of cases confirmed outcomes discussed in the literature review.

For the last twenty years, the population in Ireland has become multi-national a melting variety of cultures from different parts of Europe and the world (Central Statistics Office, 2014b). Even though this is challenging for the local population, influencing their identity and culture (Ramos, et al., 2017; Jackson, et al., 2016; O’Connora & Faas, 2012), according to McGinnity & Kingston (2017), C/O Centre for Comparative Social Surveys (2016), and OECD/EU (2015) higher density of the immigrated population has a positive influence on attitude. This was reiterated by respondents commenting on the influence of immigration on the country and attitude. Majority underlined the influence of the new cultures through the new customs and habits (e.g. multi-national food variety options, multiplicity of products in shops, new restaurants, etc.), which indirectly increased knowledge about other countries and acceptance of their cultures. As expected, our empirical analysis of attitudes towards non-nationals indicated that the population belonging to the minority ethnic group in Ireland has indeed a more positive attitude towards immigration. This is explained by having experience and better understanding challenges that the newcomers are facing (Hainmueller & Hiscox, 2007) due to the intense exposure to the different cultures and societies. From the analysis of narrative data, it was evident that immigrants face during the adaptation process many challenges like getting used to the new culture with its habits (CRF, SKF), social interactions difficulties with the native population (SKM, SLOCRM, SKSERF), understanding the local (Irish) accent (SKSERF, SKSERM, CRF, SKM, SKF), incorporation into the new workplace (all participants), and influence of religion (SKSERF, SLOCRM, CRF). On their way to the socio-cultural incorporation, and after overcoming most of them, it has become clear that the integration remains largely an immigrant’s responsibility. From another point of view, we refer to the interviewees’ comments that highly valued and referred to the positive attitude of native population towards immigration (SKSERF, SKSERM, CRF). Confirmative to these findings was the literature that highlighted attitude as a main factor that helped to overcome immigration

challenges and helped immigrants integrate successfully. This conclusion is supported in the work of McGinnity & Kingston (2017) and van Riemsdijk (2016) that proved a tight causal link between attitude and integration, and the fact that positive attitude makes the integration process more successful. Supportive to this positive attitude is the immigration policy that according to some interviewees has been well developed and proved that Ireland has been ready to embrace and welcome immigrants. The Irish government noticed lacking professionals in the early stages and has made several notable changes to accommodate skilled migrants to fill identified gap. Garner (2007) has a contradicting opinion and claimed that at the beginning of the twenty-first century Ireland welcomed a quantity of immigrants with no immigration policy in place. This points out to a significant improvement over the last twenty years.

Further results from this research identified some groups as having a more positive attitude and scaling up the integration process. In alignment with the literature review, males demonstrated a more positive attitude than females, participants in the active working age group (25 – 44) when compared with other age groups, and those on higher income or being satisfied with the country's economic situation when related to lower income or satisfaction score. McGinnity & Kingston (2017), Ramos, *et al.* (2017), O'Connora & Faas (2012), Kahanec & Zimmermann (2011), and Hainmueller & Hiscox (2007) suggests that the education is the key factor favourably influencing both the attitude and the integration process. According to Central Statistics Office (2014a) and McGinnity & Kingston (2017) the higher the education, the more flexible and less biased the behaviour is towards different nations. Education is the major factor in McGinnity & Kingston (2017) and Ceobanu & Escandell (2010) research that explains a more sympathetic approach of the male population due to the slightly higher average years of schooling compared with the women's average. Relating to the age, Ceobanu & Escandell (2010) findings suggest that younger people display a more tolerant and positive attitude towards immigrants. One of the possible explanations for this argument is that the respondents with a higher education usually belong to a younger population that shows a more positive attitude. Our findings on the younger age group having the most positive attitude were contradicting with McGinnity & Kingston (2017) results

that show more preferable behaviour within the age range 65 plus. Their interpretation relates to the recession on one side affecting this age category less and on other, to the experience with the pre-immigration period when the Irish economy struggled a lot. In addition, narrative data made it evident that education is one of the major factors influencing employment and therefore, indirectly the integration process. As commented by a few participants (SKSER, SKSERM, CRSLOM, and SKF), education is important, even though it does not provide “*the ticket for the show*” in the meaning of employment, but is showing the capacity and “*skills set*”. Education helps to integrate (SKSERM, SKF), to understand the local culture better (CRF) and gives access to other professions (SKSERF, SKSERM). Frequently, education has been closely interconnected with the knowledge of language spoken locally and both played an important role in the incorporation process (McGinnity & Kingston, 2017; van Riemsdijk, 2016; OECD/EU, 2015). From the immigrant’s perspective, the reason is that levels of education and knowledge of language enhance the prospects of employment (McGinnity & Kingston, 2017; Byrne & O’Brien, 2017; OECD/EU, 2015; McPhee, 2012). Majority of respondents prioritise knowing language as an important integration factor that makes a person eloquent and therefore assures better job opportunities.

Regarding the educational institution, the majority of participants denied the importance of the local or international educational institution particularly in the IT sector, which is according to them purely focused on developed skills. Only few participants raised concerns about the recognition of professional qualifications that often led to the down-skilling of well-qualified immigrants in the first years of immigration (Kahanec & Zimmermann, 2011).

Ireland belongs to the EU countries that offer attractive employment packages. Therefore, migrants with the relevant education replying to the country’s needs usually do not struggle with finding new employment opportunities and can easily assure their income. The quantitative analysis of secondary data proved (Byrne & O’Brien, 2017; OECD/EU, 2015; McPhee, 2012; Barrett, *et al.*, 2011; Kahanec & Zimmermann, 2011; Hainmueller & Hiscox, 2007) that the attitude towards immigrants is gradually increasing with higher household income. Based on Central

Statistics Office (2014b) income is influenced mainly by education, as according to the CSO, employees with a tertiary degree benefit from the most generous income in Ireland. Another explanation for this effect, supported by OECD/EU (2015), Boski (2013) and McPhee (2012), is that higher income increases social cohesion and participation. The opposite leads to marginalisation, which makes it difficult to contribute to the life of the community, social interactions are less frequent leading to difficulties with integration. The majority of interviewees stressed the importance of the income by enlisting it into the main reason for immigration (SKSERF, SKSERM, SLOCRM, and CRF). Similarly to income, analysis of secondary data showed a proportional increase in positive attitude for those respondents being more satisfied with the current economic situation in the country (McGinnity & Kingston, 2017; Jackson, Mach, & Miller-Gonzalez, 2016; Toshkov & Kortenska, 2015). The opposite situation makes the local population feel more insecure about the future and more threatened by immigrants (Jackson, Mach, & Miller-Gonzalez, 2016; OECD/EU, 2015). An unfavorable economic situation in a home country was frequently discussed in the qualitative part (SKSERF, CRF, SLOCRM). For some participants the reason for the immigration was a hunt for more appealing job offers, for another it was a way to run away from an unfavourable economic situation, political instability or even war devastation (see reasoning of SKSERM).

Overall, the findings in this research reflect a need to study the socio-cultural incorporation focused on skilled migrants. This issue has become important as more skilled migrants from Central, Eastern, and Southern Europe, as well as third country nations move to Western Europe in search of better employment opportunities and higher income. Despite their privileged status due to the positive impact on the country's economy, high level of social and economic capital and positive acceptance by the local population, skilled migrants must learn the cultural codes of the receiving society as well to integrate successfully into the workplace and larger society. This incorporation process is a two-way process of interaction between migrants and the host society and thus it is salient to study both actors and initiatives that are involved in this process (van Riemsdijk, 2016).

12. Conclusions and recommendations

This chapter concludes main study findings, highlighting the key role of the welcoming attitude of nationals and its influence on the integration process particularly for skilled immigrants in the work environment and outlines further research suggestions and recommendations. In this research, it has been attempted to provide the most recent literature review, complementing quantitative and qualitative research on the attitude and integration of immigrants and their self-perspective on the experience with the integration in general or in the labour market. Despite extending the research over a longer time period and including the expectance to uncover different and more subtle effects on migration, implication of findings, showed no significant difference and generally proved already existing data. Our findings proved already known positive effects of experience from the countries with intense immigration that it is beneficial for the host population to accept immigrants and adhere to integration policies at national and international level (OECD/EU, 2015). After experiencing the hectic immigration period in Ireland, graduating from the spontaneous and even chaotic beginning to a well defined proper immigration policies in place over the last ten years (McGinnity & Kingston, 2017; Jackson, Mach, & Miller-Gonzalez, 2016; Central Statistics Office, 2014a; Garner, 2007), it became clear that the importance of welcoming attitude towards immigrants cannot be neglected.

In the recommendation section, implementing the best practices to the immigration policies, practices and procedures on the country and company levels is highly advised. Many of these efforts has been already done and following trends and improvements on a regular basis is highly recommended. Due to the nature of this topic, we have encountered some difficulties with introducing the costs associated with the recommendations. For practical and actionable suggestions for change, improvement or enhancement of current immigration practices see Table 1.9.

Enhancement	Benefit	Level	Time frame
Conceptual clarity and immigration policy alignment of high skilled immigrants between the EU countries	Simplified and equal approach to immigration that is conducive to the free movement of highly skilled immigrants	EU, Country	As soon as possible, ideally before the immigration
Regular integration of local experiences with highly skilled immigrants into existing integration policies/D&I standards	Follow-up and application of the most effective integration/D&I practices that will have the best impact on the incorporation into the local labour market	Country, Company	On regular basis (annually)
Reduce national public resistance and increase of the positive attitude towards immigrants, individual experience helps to understand immigration	Active pro-immigrant communication and publicity presenting both advantages and disadvantages of immigration with the aim of increasing transparency and integration processes across all age categories	Country, Company	On regular basis, particularly if maintaining the positive attitude is critical
Pursuit of education & knowledge of the language spoken locally	Education brings less biased and more flexible opinions, knowledge of the language helps to socialise and integrate into the new environment	Country, Company	Promote an improvement on monthly bases
Maintain prosperous country economy and multi-national/diverse environment that attracts skilled immigrants	Skilled immigrants develops multi-national environment and positively support local economy/performance	Country, Company	On daily bases
Employment, better job opportunities	Filling the vacancies that can't be sourced locally, gathering know how to develop economy/performance further	Country, Company	Whenever needed, on daily bases

Fair treatment and equal terms and conditions at work	Maintaining trust of co-workers helps to prevent discrimination and support inclusive environment	Company	During employment and the contract changes
Maintain good relationships and positive attitude towards immigrated population	Helpful and friendly relationships enhance integration process	Country, Company	On regular bases

Table 1.9. Recommendations for enhancement of the immigrant's integration process across all levels EU, Country and Companies

This study might be useful for policy makers, the state immigration office, companies, managers, citizens, etc. Based on findings from this research, they may work on some improvements in better immigration integration into the relevant environment.

13. Further research and limitation of the study

Immigration plays an important role in the future political, economic and societal integration of democratic states, market economies and liberal societies. Thus, further research on successful integration that is implied in the free movement of people, capital, goods and services is unavoidable and the positive attitude of the receiving society towards immigration groups is mandatory. Ireland has proven in this research, as well appropriate settings for investigation of immigration's attitudes and integration process as having experienced a dynamic recent labour migration. Apart from this, there are a few main reasons why this project contributes to existing findings. Immigration data was analysed from the host country, the immigrant's perspective and the extended period 2002–2018. Although there are some updates on data analysis, the practical research done on development for the last five years is scarce (McGinnity & Kingston, 2017). In addition, the investigations were focused on certain, limited quantity of identified variables that should be enriched, taking into account the overwhelming multidimensional complexity of the topic. Regarding the length of

the study, Ramos, et al. (2017) suggests to examine the long-term and sustained relationship between diversity and intergroup relations and to shed light for longitudinal study on diversity at work. Van Riemsdijk (2016) pointed that scholars, policymakers, and the media have predominantly focused on the integration and incorporation of low-skilled migrants, refugees, and their family members, who may experience economic or practical difficulties when settling in a country of destination. Only in the recent period when the international motion of highly skilled immigrants have increased, studies and policies were implemented to address a need for the long-term incorporation of skilled migrants.

The literature review proved only scattered information on the qualitative research investigating immigrant's perspective in the work environment (McPhee, 2012). Therefore, interest in factors supporting skilled immigrants to settle in the country and workplace environment is the key for further development of immigration and its influence on countries' economies.

Despite our effort to overwhelm all aspects of the research, few limitations were present that may complicate findings and contributions. We considered interviews as the best option to gain qualitative material but we were aware of other existing options, such as focus groups, that might bring a more interactive discussion, test different responses, and provoke deeper analysis of the statements. During the interviews, the risk of potential source of bias was present from both the interviewer, due to the immigration status and the respondents, due to the tendency to provide socially acceptable responses. Despite efforts to avoid this by not leading interviewees with their responses and critically analysing respondent's comments, research may not be successful in avoiding all pitfalls. In addition, attitude and integration is a multidimensional matter and research practically cannot gather all factors and have to cope with those that are identified as the most important and cautiously investigate their effect. Other authors (Ceobanu & Escandell, 2010) suggest distinguishing the attitude toward immigration and the attitude towards immigrants, advising that they have different notions and cannot be interchanged. To that, they highlight the importance of distinguishing the attitude of large domestic minorities towards the other immigrated population from purely attitude of native

population towards immigrants in general. Finally, reviewing the sample size, examining six interviewees in a qualitative study, brings valuable input in terms of the obtained narrative content but also causes some possibility for subconscious biases during the analysis.

14. Personal learning statement

Nineteen years ago, I finished the first Master of Arts (MA) in Psychology and Human Resource Management (HRM). From that time, I have had twenty years of Human Resource (HR) experience and have decided to refresh my knowledge in the HR area. In addition, recently, two years ago, I moved to Ireland, my third “*home country*”. This change inspired me to explore both, HRM in terms of the differences between the Continental Europe and the Islands (Ireland and UK), and further global economic development focused on international employment and immigration. As I experienced this process on my own, I tend to agree with the scholars suggesting that the future for further economic growth lies with free employment of skilled immigrants that are scarce. This was where my first thoughts about this research began.

My first steps guided me to the statistical data (CSO, ESS, ILO, OECD) indicating that Ireland belongs to the group of states with the most dynamic recent immigration. I was lucky to find myself on the spot, where intense immigration was happening. In addition, in my further research I found EU reports indicating the necessity to scale up the movement of skilled immigrants. The key message from the reports stated that few preconditions are obligatory if the integration model should be successful. Countries’ have to put in place the immigration policies outlining the integration process. Once the immigration policy is well designed and implemented in the country, it influences the attitude towards the immigrated population. This was the learning and the reason why at the beginning of this research I decided to look into two key elements of successful immigration, the attitude towards immigrants and their integration process.

From discussions with many of my friends living in Ireland that are non-nationals and

my own experience, I understood that the attitude towards the immigrated population is the key for the integration process. Both their comments fitted well with the statistical data from the initial phases of my study. Thus I started to gather data from both methods, quantitative (secondary data analysis) and qualitative (interviews). This gave me the opportunity to learn about the analysis of secondary data but also about how to conduct interviews and analyse narrative content. In the quantitative part, I learned a lot about the initial steps of analysis, validity and reliability of the tool I decided to use (ESSIE three item scale) and mandatory parametric and non-parametric tests. Consequently, I used relevant tests comparing two and more variables and produced results based on the p -value approach. Having the outcome from the analysis of the secondary data, I was convinced that the numbers would fit well with the personal experience with non-nationals. The six respondents provided valuable input and enriched the numbers given from the statistical analysis and brought vivid examples complementing presented numbers. Subjectivity and bias was the major concern during the qualitative data gathering process, which was worth coping with as it is always present during the interviewing process. The data gathering instrument (interview schedule) was designed cautiously to include all substantial topics, to align with the secondary data but also to bring relevant personal experience. Remaining impartial was challenging as I belong to the immigration population myself. However, the implemented research diary helped to follow the methodology systematically and avoid possible pitfalls. In the applied analysis of the received primary data, I decided to use the Grounded theory and the Narrative analysis as I was convinced that they provided the best overview of research concept and analysis framework. Both theories proved to be relevant in scrutinizing identified thematic categories generated from the qualitative research data.

From my experience, this research developed many skills from identifying the relevant literature that adds value to the research, to gathering data methods, analysis and interpretation phase. In parallel, I had to improve writing skills to present data in a confidential, simple and logical manner showing curiosity but still being critical of the statements.

For the last two years, from the time I have signed up for my second MA, I convinced

myself that I reached my goal to enhance my knowledge and experience with HRM through the new academic and working experience in Ireland.

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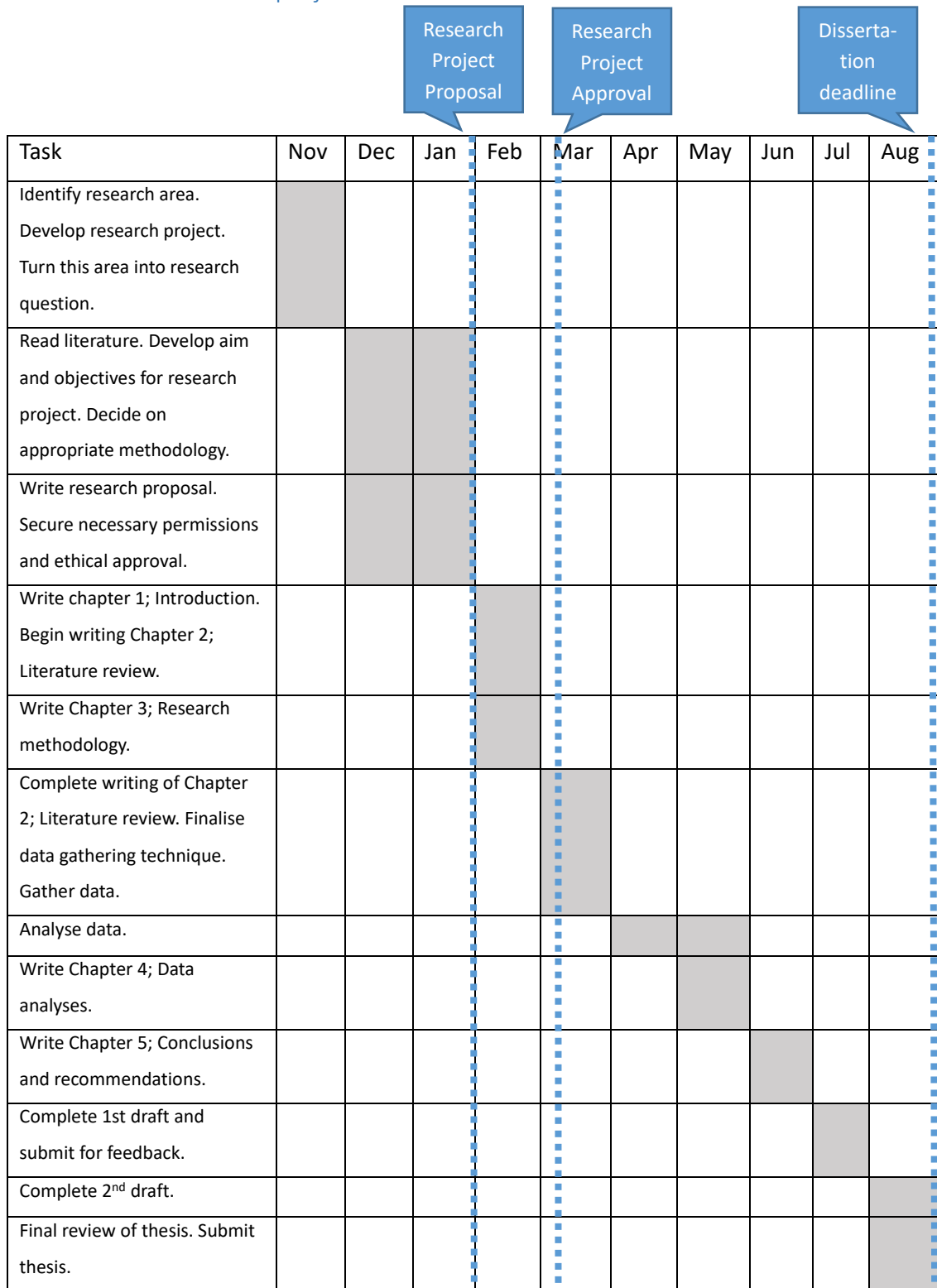
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16. Appendices

16.1. Research project work schedule¹⁴



¹⁴ Structure of the Gantt Chart of Research Project is taken from Quinlan (2011) and shows timing of the main steps of research with the three milestones.

16.2. Qualitative research tables

Researcher Categories: REASONS FOR IMMIGRATION

Categories	Sub - Categories	Text
		(SKSERF)
New Opportunities	New opportunity/English-speaking country	We came here for the new opportunities. I would like to experience something different, my boyfriend was already here and I joined him...it wasn't necessarily about work as such.
English-speaking country		We wanted to travel and Ireland is an English-speaking country...as you know the market was growing at that time, and there were many work opportunities. It wasn't necessarily to stay here for longer...we wanted to try something different.
To learn English		
	New experience/English-speaking country	(SLOCRM) First it was about a bit of adventure, new experience, to travel and live somewhere else, then we searched for English-speaking countries and we heard nice things about Irish people and that is the reason why we are here. We decided to go and time was not set.
	New opportunity for women	(CRF) It was a mixture of things. One smaller reason was economical but the other was more important and was about opportunities. At that time, 14 years ago, there weren't enough opportunities for women in Croatia as Croatia is still a macho country. And then in our IT area there were not so many opportunities.
	New experience, new challenges, new opportunities/learn English	(SKM) The plan was to come to Ireland with my wife just for a year or two and then to come back home. We wanted to gain a new experience, to search for new challenges, learn English and

		find new opportunities.
	New experience/learn English	(SKF) The main reason was to get new experience and to learn English. I have studied English but have difficulties speaking with other people. It was a good chance to change it and get experience. When I was here, I applied for an English course and then I found a job in my area, accountancy, I was successful and I stayed more than 1 year (smile).
Employment reasons	Career development, Better job opportunities,	(SKSERF) There are always those people that go for an opportunity. So, they spend a short time in Ireland with the aim to earn bunch of money and invest. Their reasons are connected to professional career development and because the companies are based here in Ireland. They come to live here because of much better job opportunities.
Finding better job		
Attractive offer		For us we would have a job in Bratislava and there were opportunities, but for the same job you would be paid twice as much here. So, that was something that motivated people to move.
		(SKSERM) I think it is money that attracts people here, their financial situation...similarly to those that are going to America. The reason why I left Slovakia and came to Ireland was due to job opportunities and I wanted to earn more money. Ireland offered better career opportunities.
	Higher salary, Job opportunity, Better career opportunity	
		(SLOCRM) I was attracted by IT job opportunities, and Ireland is the European hub of IT companies. People immigrate if there is a lack of decent jobs in their home country and they may come to search for better job opportunities here. To achieve more they have to step up, have to
	IT job opportunities, Better job opportunities	

		<p>move, and if not they will be just stuck there in their home country.</p> <p>(CRF)</p> <p>Job opportunity, IT job opportunities, Higher salary</p> <p>People immigrate because of job opportunity, economic reasons. There are so many IT job opportunities in Ireland, you can get a job that is paid well, more than in Spain, Italy etc. you can change jobs quickly if needed.</p>
	<p>Decent job, Secure job, Saved money</p>	<p>(SKM)</p> <p>We both are coming from the Slovak countryside, middle of nowhere and if we would like to have a decent job we would have still travel to the city. Everything is situated around the capital city, which is 500 km and 6 hours drive away. Therefore it was easy to say “let’s try Ireland, to learn English, find new opportunities, there are a lot of things to do, and to see and try something new”. Since 2001, my wife was here every summer and in 2006 we came together. She had a secure job here and saved money to afford the study in Slovakia.</p>
	<p>Find a new job, earn money</p>	<p>(SKF)</p> <p>We wanted to find a new job, to interact with different nationalities, to take English lessons and to learn English. The main reason why we came here was to improve our level of English. Then we wanted to have a new experience and to earn money.</p>
<p>Better Economic situation</p>	<p>Immigration is about economics, Immigrants coming from the countries with high unemployment, Earn money to have a decent life</p>	<p>(SKSERF)</p> <p>...at least from my own experience and from the experience of people I know, immigration is usually about economics. And it's usually about trying to get a better job. Some are coming from countries where there is high unemployment and there is no work at all.</p> <p>Immigration is a great opportunity to gain even non-professional work and earn money to have a decent life.</p>
<p>Escaping political situation</p>		

	Safety reasons	(SKSERM) This is my second emigration. The very first time I emigrated from Serbia was to run away from bombing to Slovakia. It was clear to me, “if I stay I will be drafted back to Kosovo”. My uncle helped me to get the papers and run away from the country basically three days before the bombing started.
	Economic and political situation, save heaven, better life	(SLOCRM) Immigration is often about economic and political reasons especially if people are more active in this sphere. They can be easily stuck in the country they are coming from. If they want to change their lives, they may need to change the country to have a safe heaven and a better life.
	Political, social and cultural situation	(CRF) Political, social and cultural situation in Croatia wasn't something we could handle and I didn't feel comfortable with it. If you do not feel that you fit in there and Ireland offers an open and acceptable society where it is much easier to coexist.
	Not happy with political situation	(SKM) Some people may not be happy with the political situation at home. They just want to get out and live in another country.
	Safety reasons, to save their lives	(SKF) For some people it can be due to safety reason because there is war in their home country. Maybe they do not come here for money but to save their lives.
Accessibility of the market	When Slovakia joined EU	(SKSERF) My boyfriend came in when Slovakia joined the EU. It was when the work market opened and Ireland was one of the few countries we could

		enter without any working permissions. (SKSERM)
	When Slovakia joined EU	In that time people from Slovakia could go only to England or Ireland. (SKSERF)
No ties	No family, no kids, single or with relationship	And especially in that age you don't have your life built. When you don't have kids or family and you are either single or in a relationship. So you might start somewhere else where you feel it might be better. (SKSERM)
Easy to start new life	No career or property in Slovakia	We didn't have any career or property in Slovakia so we decided to start a new life here. (SKSERF)
Opportunities for Students	Students attracted by job opportunities and better pay	And then there are students, freshly finished students that wanted just to explore things... but I think that they are motivated with the fact that from very beginning they will be able to find a job, be better paid compared to the country they're coming from. (SLOC RM)
	Better development opportunities	Some immigrants came to study, as they didn't see chances to develop in their home country. What happens often after finishing studies, they stay in the country.

Researcher category: COUNTRY OF IMMIGRATION

Category	Sub - Category	Text
		(SKSERM)
Attractiveness of the country	Irish language, culture, history and music	I decided for Ireland over the England because Sinead O'Connor, Cranberries, and U2. I felt it might be more comfortable to come to Ireland. The Irish language intrigued me and I wanted to

Irish people, Plenty of opportunities	learn it. It was Irish culture, Gaelic tradition, and Celtic history that were appealing to me.
	(SLOCRM)
	We heard nice things about Irish people and that was the reason why we are here.
	Life goes on, I like to have opportunities and chances and that's probably the reason why I'm here. I can't say that I like or dislike something particularly here. It could have been any place in the world and I'm here now because I like this one, you know.
	I've never had a negative experience coming from the Irish people.
	The good thing about Ireland is that there are plenty of opportunities so if you don't like something you look for something else.
IT country, Sense of humour	(CRF)
	When I was 16 I came to London, I remember getting out at Piccadilly, and when I looked around, I said wow. I always felt I was born in a wrong place. London made a huge impression on me and I felt that everything is possible there, what I have never felt in Croatia. We had a friend in Ireland, Ireland was very well known for IT, and that's how we ended up in Ireland.
	I can't complain about anything. I was never discriminated here in Ireland.
	Would be nice to have friendships with the Irish people. They have a great sense of humour that is always very relaxing and cool.
Friendly people, Prosperous country	(SKM)
	People are friendly, country is prosperous, and you can see the difference.
Friendly and helpful people	(SKF)
	Irish are very friendly. They are very helpful,

		which is definitely a big advantage.
Immigrants change country	Booming IT sector, New multinational companies, New cultures, International food	(SKM) Immigrants can bring new culture here, you can see more multinationals here. Ireland is booming with the IT sector where all those international companies are coming and there are many people from Spain and other European countries and they are changing Dublin. It is great to see that there is Thai food, Chinese food...there are many Italian take aways and immigrants are trying to build their own culture. We can see many immigrants working at petrol stations, restaurants, IT sector companies, people speaking two, three, four languages.
	Foreign habits and customs, Multi-national friendly country, Immigrants make country more organised	(SKF) Definitely, immigrants have an impact on the country and on the economy. Foreigners are coming here with their customs, their habits. They have kids here and they are in school. Everything is changing year by year to be more multi-national friendly. At Irish schools, they accept all different habits even though they educate them in their way. I think for the future, in a couple of years, 10-15 years, these generations, will for sure be changing the country. Attitude in public sector has changed hugely, there are many Polish people here. If you go there, you see the signs, leaflets in English, Irish and the third language is Polish. They had to adapt to all those people that are here. Companies are full of people from different countries, they like to employ them as they have different ideas. They might have a better education and very good opinions that are helpful. Country is more organised, and companies are more organised thanks to all those people that came with different opinions

<p>Coffee, brunch, cocktail culture, Better knowledge of European countries</p> <p>Multi-national food options, Outside sitting culture</p>	<p>and ideas.</p> <p>(SKSERM)</p> <p>I like coffee culture that has been brought by immigrants, when we came here there were two places to drink coffee outside as we are used to. Irish people are more pub oriented because of the rain. Also brunch, cocktail culture is something that came with the immigrants.</p> <p>10 years ago, Irish people didn't care where Slovakia or Slovenia, Serbia or Russia or whatever is and since then it changed a lot as they became weekend destinations thanks to Ryanair.</p> <p>(CRF)</p> <p>In 2004, I could find in the supermarket only Irish Ham and now you can have Chorizo, Polish salami, you can find everything. Another thing is that there wasn't in the city centre some place where you can sit outside and after people from continental countries came now you have plenty of choice where to sit outside in the sun. As a result, the Irish are becoming less conservative and more open.</p>
<p>How do I feel as an immigrant in Ireland</p> <p>Here is my home, It's my country</p> <p>Ireland is my home</p>	<p>(SKSERM)</p> <p>Apart from not being able to vote, everything else is the same for all of us and I lost that feeling that I'm an immigrant for the last 5-6 years. I feel more like at home now I would say. We bought a home and we are happy here, and it really feels like home. Feels more like home than Serbia. I do not feel like living in somebody else's country. I do feel like I'm living in my own country.</p> <p>(CRF)</p> <p>I do not feel that Croatia is my home I feel like a foreigner there. I do not understand the mentality and the culture any more. I think I would have had a hard time if I need to move</p>

back to Croatia. I have never felt that I fit there and now I do not feel at all that I fit there. Ireland is my home and is definitely the place I have so much gratitude for, because it gave me so many opportunities.

(SKM)

Great country, Home is where my family is

When you spend one, two, three or more years in another country, you see things differently. Both sides, how things are in Slovakia and how things are here in Ireland. I thought ok, maybe Slovakia is great, great, great, great, great but then I found that it's not so great there. The political system, people's attitude may be different and then when experiencing Ireland I found that Ireland is cool. It's a great country. People are friendly, country is prosperous, and I could see the difference.

At home here in Ireland we have a sign that says, "Home is where your heart is", which is so difficult to identify where it is. My home is where my family is. Where we are all together, that is our home. Whether is here or somewhere else when I'm with my family that's my home.

(SKF)

Home is there in my home country

The reason why I stayed here is that I found a better job in accountancy. Before I worked as a waitress in the restaurant which wasn't a very cool job, but it was great for communication improvement and to deal with the customers. Then I worked in the office with accountancy and I decided to stay because it was attractive, I was paid well. I said myself, I'm paid well, I can improve my English so...it was the main reason why we decided to stay and I think it was a right decision. It gave me so much experience dealing with other people, other nationalities. Our plans were to stay here for a couple of years but I wanted to go home afterwards. Now when I have a family, in few years our plans are to go home.

Researcher Category: ATTITUDE TOWARDS IMMIGRANTS

Category	Sub - Category	Text
<p>Attitude towards immigrants (generally)</p>	<p>Ireland integrates immigrants into their culture, No loss of identity threat, Irish are immigrants themselves, Irish are welcoming, friendly and easy-going</p>	<p>(SKSERF)</p> <p>...all depends how a country treats and accepts all those immigrants.</p> <p>And I think that Ireland was willing to accept immigrants and have them integrated as part of their culture and they were not scared of it.</p> <p>They never tried to block it, so they don't lose their identity, because that happens often that people are scared to lose their identity by allowing somebody else to live here but I never felt something like that here.</p> <p>I think that's different because they know the other side of the story because they were the ones going somewhere else...</p> <p>...they added foreign languages in the banks and at schools...</p> <p>At the end of the day, you want those people to be successful as they are paying their taxes, they are going to build your country so you want to help them.</p> <p>I have had a good experience here personally. I never experienced bad behaviour. There might be some isolated cases but generally, they did a lot of effort for people to integrate.</p> <p>Generally, I think they are very welcoming and the reason why I am staying in the country is that generally Irish people are welcoming, friendly people and easy going right? Which are the things that I really like, it is that they are not overly formal, or a kind of it has to be done this way and anything else is going to be weird. They are very easy going and that works for me. And sometimes it can be challenging that you need to be more serious or more structured but generally that are their features that work for me too. They say "We will sort it</p>

out don't worry it is not end of the world".

(SKSERM)

Irish are welcoming,
open and helpful,
European immigrants
are better accepted, No
discrimination

Irish people are welcoming. I also think that there is a difference between the races of immigrants. You can feel that we as European immigrants have it more easy than African. I think there is a bit of racism, not sure about the scale. It's like in the Irish movie, I'm not sure about the name when the Irish actor said "Yes, Irish are the racists". Generally, I do not think that there are major incidents on the races level. Majority of people even though there are a lot of people coming will never start to complain about immigrants. There are only some people, like everywhere in the world, who are dissatisfied. Whatever they think about the immigrants they keep it for themselves, but I think there is a difference in acceptance between European, Asian and African immigrants.

I never felt any discrimination when dealing with state offices and never felt that there is a problem like that. It happened to me because of nature of my job (clamping) that some people used that fact that I'm a foreigner and that was escalated just because of type of my job. Everywhere else, in the shops, banks and elsewhere you do not feel difference and nobody cares what you are or where you come from.

Irish people are very welcoming, I had some bad experience but 99.9% of Irish people are very open and always helpful and I have good experience with them.

(CRF)

No discrimination, Irish
are friendly, Irish
people have empathy,
Irish accepts different
cultures

There are people that are complaining, but I do not think that any foreigner felt that somebody truly discriminated against himself or herself. Honestly, I do not believe that Irish people do that. Maybe it is just my experience but they are very accepting and friendly towards other

	<p>people. They have this huge empathy and you could see that empathy when they were voting for abortions, you could see that. I think that's great as I'm not coming from the country where people have empathy so I think it's really great. It's nice to live in a country where whatever happens they will be there to support you.</p> <p>They are accepting different cultures.</p> <p>(SKM)</p> <p>Irish people like slagging constantly. In Slovakia we wouldn't slag people normally but here everybody slags each other and it is ok, nobody is angry or annoyed. They even slag back.</p>
<p>Attitude towards immigrants at work environment</p>	<p>Irish like slagging</p> <p>(SKSERF)</p> <p>Irish accepted me immediately, Understanding new terminology, People make a difference</p> <p>At that time I didn't have a lot of contact with Irish people there were few Irish colleagues but majority, as I said, were other immigrants. But then in a recent job, the majority would be Irish and I feel I've been integrated as I said I felt that I was accepted immediately into the group. I wasn't put aside just because I'm coming from a different country.</p> <p>I had to work a bit on my understanding...terminology, it wasn't about the formal education but I had to work on it to get up to speed...so that you can know what people are talking about, that you can participate and contribute to the work.</p> <p>I think... that people are...a very important factor at work. And in general how satisfied you are with the work. The work itself changes when you're working on one or another project and the work will be more or less the same but the people that you will see tomorrow again makes the difference. If you are looking forward to hear what they did yesterday and if you want to talk to them and have a coffee with them. This is very important to me. That kind of people around me makes the whole</p>

experience rather positive.

(SKSERM)

No discrimination at work, Equal approach to all employees

My previous work was not challenging at all. Being an immigrant did not affect my position there at all and did not influence my integration.

(SLOCRM)

Ireland is more liberal country, Attitude towards immigrants is not an issue, Equal approach to all employees

I haven't any issues with this and haven't been impacted with any odd views in this regard. Compared to other countries it is probably more liberal. It doesn't seem to be an issue (the attitude towards immigrants).

I never had a bad experience at work. I never noticed anything different with how people will interact or see me compared to an Irish local person.

(CRF)

Irish are tolerant to different cultures, Irish are supportive and friendly, It is difficult to build friendship with Irish, Immigrants must work to fit into the team

They are very open, even at work they are polite. French people are very rude. Even though they are rude, Irish accept them very well because they are saying, "that's how they are", they are French and they never hold it against them.

Also at work when they are in contact with immigrants that also helps to develop opinions. Even Irish confirms that immigration has an impact on Irish society.

I couldn't fully expressed myself at work. I have never lost any chance at work or project, you know, because I'm a foreigner or can't express myself properly.

When my stepfather was ill, there was no problem for me to go back to Croatia. When I had a surgery, there was no problem to work from home and take as much time as needed. There's always that sense of support when you are going through the tough time.

They are nice at work but it is very difficult to build relationship at work. It is different from what we are used in Croatia. Somebody described Irish people like a peaches, they are soft from outside but hard inside. You feel that they are very friendly but to get bond with them and friendship it is difficult. We have a great atmosphere at work because they are always friendly, you can always go for a drink with them, and have some nights out that are full of fun. It is very difficult to build friendship with them. I never managed to figure out why it is so. Irish people say about themselves that they are not very good with making bonds with other people. Then, you can have a great friend like we have and he is Irish. We invited him to watch a football match with Croatia. He started the new job that is very important to him but came and watched with us only because we invited him. But generally it is not that easy to make friends with Irish people.

I think it is important to know the team and the culture of the company, how things are done...like anybody else. I do not think that I have different worries from those that are Irish. How do you fit in and get along with people and that kind of things.

(SKM)

Maybe I was lucky but I haven't had any bad experience here. When I came here, I searched for a job. I pursued my education and I got both. I never felt like being an immigrant or disadvantaged compared to others. I suppose that there are some individuals that do not like immigrants but I don't have any experience with those.

Every day slagging at work is present.

I have a manager that was super busy but never had an issue talking to me. In Slovakia when somebody is your boss, he is the God and he doesn't talk to employees just like that.

No discrimination at work, Equal approach to all employees, Irish like slagging, Irish are approachable no matter job level, Understanding new terminology, Prove yourself as a person

Here directors are fine and approachable, they may be millionaires, but they are cool guys, you can have a chat with them, we can have a beer. It's always "hey John, hey Dave how are you". While in Slovakia it is "How are you Mr. Walsh, good morning Mr. Walsh, how are you today." That's different and there is a distance.

My colleagues were very helpful, they were helping out to express myself, discussing terminology with me, when I couldn't find the right word and they knew what I wanted to say they just said it.

Like in every job, people do not know you at the beginning. They do not know you as a person. So, you need prove yourself and they need to know you better, weather you are ok, or you are...getting grumpy or nervous all the time. Get the team to know you that takes some time. I didn't have any major challenges and everything went smoothly. It took me some time but it was ok.

(SKF)

Irish are friendly and helpful, Ireland needs immigrants, Generally no discrimination, Some discrimination during recession

They are friendly, they are helpful and they need us. Their economy needs us because they do not have so many people to cover the need. That's good. Middle and top social classes know about this. I talked with my boss and they are very grateful for this.

I have both good and bad experience, when I started to work for the company they were very helpful and accepted having somebody who is not native speaker. When I had some difficulties, they were always here to help. I had bad experience when I worked at the restaurant. Some people came to us and insulted us by saying "go home, you are foreigners" but it was actually a bad time because of the big crises in 2008 and many Irish lost their jobs and that is the reason why they were behaving like that at that time. Generally, they are fine and they do not have

<p>Terms and conditions of employment contract</p>	<p>Good benefits, Equal treatment</p>	<p>any problem with immigrants. If they see you living your life, they are fine because the money we earn here we spend here.</p> <p>(SKSERF)</p> <p>It also depends on the company specifics, myself... we are lucky ones and we have a very large set of the benefits coming with the job. What is very important here is health insurance and having that covered by the employer and not having to pay that on top. This, together with the pension fund, is a big benefit.</p> <p>I never had a feeling that I was at a disadvantage because I'm a non-national. Considering that I work in a multinational company it is less likely that it will happen because of the nature of having that many... I don't know what is the situation in small national companies where one non-national could disturb the whole dynamic.</p> <p>(SKSERM)</p> <p>Salary is great I'm very satisfied, holidays and the pension benefits are also good. At my previous work we had a salary run by table and coefficients, so everything was according to the hourly pay. Everything was the same for every employee, no difference, people were not treated that they are paid less because they are coming from a different country. I know that some from Eastern European countries working in some fast-food chains are earning less when compared to locals. This is depending on the employer and your education.</p> <p>(SLOCRM)</p> <p>I'm contracting for an IT company. I like different stuff, I wouldn't be one of those who works in a specific language and that's their career, I work with many different languages and platforms. With that attitude, I always find many interesting things. With my previous</p>
	<p>Good salary, Good benefits, Equal treatment, Small differences in salaries (not proved)</p>	
	<p>Equal treatment</p>	

jobs, I had pretty much free hands to choose to do what I want and need to do and from that perspective, I like it pretty much.

I don't think so that there are differences at terms and conditions at work. Actually, when I came here, I was very unfamiliar with the things here. I think that I should have probably done better and they were taking advantage of me but that was just a first job and you know I wouldn't put that down to the country it's most probably down to the people. And I believe that they would do the same to an Irish person if they could.

(CRF)

Equal treatment,
Skills/performance
based evaluation, Same
treatment, Fair
approach

I was never treated differently just because I'm immigrant. People are treated here on their merits, how they are performing and it doesn't matter from where they are coming from.

I'm fine with my terms and conditions as a contractor and if I wanted more and I asked for more they would never say no. So I can talk to my manager and say "look I can do more" and I has been always given a chance. It always depended on your dedication and ability to perform as a team member and the fact that people can rely on you.

I'm a contractor, so some benefits are not assigned to me, like gym, parking slot, this is company decision...but on team level there's no difference. If there is a company dinner or summer party, all hands meeting the team is always together. It is the same treatment for Irish and immigrants and it is fair approach.

(SKM)

Equal treatment

I'm looked after and I can't complain.

I'm pretty sure it is the same, I do not feel that there is any difference in terms and conditions. They treat everybody equally and in the same way.

	<p>Equal treatment, Irish are supportive, Small differences in salaries (not proved)</p>	<p>(SKF)</p> <p>I'm satisfied, I know them (referring to the company and her team) very well, I work for this company for 10 years. The option I have now to work from home and on a part time basis suits me very well as I can take care of my daughter.</p> <p>Very satisfied, conditions are fine, they are supportive, under this condition that I have a daughter and working from home.</p> <p>I do not think so that there are any differences in terms and conditions of others and myself even though I have been the only one who was a foreigner in our team. I'm sure that the terms and conditions were the same, I worked with contracts and they were totally the same. Sometimes salaries may be different but not the other conditions. I'm not sure but it may happen that they would offer a higher salary to the Irish candidate, but not sure about that, that is just my feeling.</p>
<p>Attitude during recession</p>	<p>Immigrants accepting lower salaries</p> <p>Immigrants took jobs from the Irish, Once we were all immigrants (compassion)</p>	<p>(SKSERF)</p> <p>At that time the recession was already coming, in 2009 the crash started, and I think that the base salary was cut and immigrants were in a better position to accept lower base pay than the local population. People coming from different countries would take any job.</p> <p>(CRF)</p> <p>In 2007 and 2008 people felt that the crisis was coming and what happened is that foreigners were there and "took our jobs". Dublin was full of posters saying we were all immigrants once and "Think about people, your family that are in America, that are in Canada, how do they feel and how they are treated and treat other people". That touched me because of the compassion towards immigrants, which is a huge thing.</p>

<p>Immigrants go home</p>	<p>(SKF)</p> <p>I had bad experience when I worked at the restaurant. Some people came to us and insulted us by saying “go home, you are foreigners” but it was actually a bad time because of the big crises in 2008 and many Irish lost their jobs and that is the reason why they were behaving like that at that time. There were scattered cases like this, not more than 2-3 cases.</p>
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Researcher category: INTEGRATION FACTORS, EDUCATION AND KNOWLEDGE OF ENGLISH LANGUAGE

Category	Sub - Category	Text
<p>Integration and knowledge of English language</p>	<p>Getting used to the Irish accent, Getting used to local jokes, Knowing language is important</p>	<p>(SKSERF)</p> <p>Additionally, it required different languages that would be another reason why people came from other countries...as many of those positions were about customer support that required another foreign language.</p> <p>Irish English is quite different. It took me some time because most of us learnt from the movies, which was American English with very different in pronunciation. It took me certain time to get used to the Irish accent. You don't understand them especially when they talk fast. At work it's not the case, they try to talk slowly and pay attention to pronunciation. But, if you're in a social interaction they can speak fast and you can lose them. They tend to forget how difficult it is to get them, their accent, or can mention something from their culture that happened a few years ago and you may not know it. You know, Irish jokes that you can't get because you haven't been here for a long time and you can't pick it up. Yes, it took me some time to get used to that definitely.</p>

It is about integration when you can understand a country's humour. It's when you can say I've been here long enough. You know the history and the background of the stories. You know certain elements of their childhood. You know what 99 means and how that became a big thing. You wouldn't understand that but with the years you will get the stories and you could be a part of that conversation. And you feel like part of the group as well.

I knew people that didn't have that level of English. And it makes it difficult especially with the local people. If you are with other immigrants then they are on the same level as you are and you can communicate regardless of who knows what, and how many words. However, if you want to be a member of the local community you may have to because you don't want to feel left out because you don't understand and therefore you can't participate. I think it's very critical to work on your language. You don't have to be completely proficient and fluent when you come in but it is critical that you work on that level to get it up as much as possible.

(SKSERM)

Getting used to the Irish accent, Knowing the language is important

I thought I was an active speaker when I came here, but when I listened to the people I struggled to understand what they are saying. Ireland has so many different accents, every county, and every different town. My first words were "sorry can you say it again" or "could you repeat". When I do so they talked to me slowly with the proper accent but once they turned towards friends or family switched immediately to their local accent. Even now when I meet some Irish friends, I think I understand them and know what they are talking about but it can be difficult from time to time. It took even a year to overcome this.

You have a better chance to succeed if you speak a language. At the beginning, I was the

only person speaking English within 30 workers and I was like a God to them, as they couldn't say even a few words in English. When they needed something, to go to the bank, to arrange the PPS number or they simply needed to find out something they asked for help. I think it is mandatory for somebody who immigrates to know the local language because you can get a better chance, and a better job. I felt sorry for those people, because that's how I feel when I read Irish, you do not know what does it meant, you're scared in that world and it looks to me like a nightmare.

(SLOCRM)

Knowing the language is important, Better language better opportunities, Better language better integration, Being eloquent in English

I studied English since I was 4 years old all the way throughout my college, watching TV, listening to people speaking English, reading books in English especially about IT that is my domain. When we came here, I thought within a week everything will be fine but it was difficult to squeeze out a sentence. Especially first weeks, months. I remember calling a guy to rent the apartment and he was telling me about where to meet and about apartment and I did not understand a word. It was just terrible. It was crazy.

It doesn't have to be perfect but you have to have good idea of what to expect. Your language must be decent enough to handle basic communication. If you miss on that you may miss an opportunity that you might be well deserved to have. For example if you have a meeting and you can't express yourself, if you don't have vocabulary to say and to point things out that are important you may get overlooked, you miss the point and you won't be taken seriously you might end up being frustrated.

Regarding integration people without proper level of English can be shy to talk to other people. Naturally, they stay with those people they can communicate easily with.

(CRF)

Getting used to the Irish accent, Better language better integration,

Knowing language is important, Being eloquent in English

I learned English since I was 10, It was different when you arrive in Ireland, the accent is different and it takes a while to understand them. Another point is that we tend to translate words, sentences from our native language. At college, I started to think in English. We were asked to write many assignments, essays and that helped me to learn English faster.

English language is important for the integration process, because you can express yourself better. At my job, a huge part of it is about presentations... ideas, concepts and complex things. If you can better express yourself, people can better understand what you are saying. At my job, there is a lot of discussions about different opinions and points of view and you have to be able to articulate your point of view very clearly.

(SKM)

Better language better job, Better language better integration, Getting used to the Irish accent, Being eloquent in English

If you come with a better language, you can get a better job. People with higher education can have better English, people with only high school can have lower English and they can have some difficulties integrating, it will be hard to speak, get the job.

My English wasn't as good as it is now, I could speak and understand, now it is ok, I can understand even Cork accents and Northern Ireland accents, everybody. At the beginning if somebody would speak to me with Northern accent I would say "what?" I had a 2 seconds delay. I translated everything in my head into Slovak language and back to English. What improved my English is being here, speaking to the people, watching TV, always English, English, English speaking, talking, listening, and reading. Now I know the people and understand better what they are saying. What do they mean when they are slagging me, or when they are serious. Yes, the beginning was

<p>Getting used to the Irish accent, Knowing language is important, Better language better job</p>	<p>difficult. I did not understand everything so let's say, all the technical meanings and words, expressions...I did not understand and I have picked it up slowly. I remember how difficult it was to express myself.</p> <p>(SKF)</p> <p>When I came here, I thought that I was fluent, I was able to fluently read, write but speaking and listening were a problem. Listening because of the accent and talking because I was afraid to talk. Because I focused on my mistakes.</p> <p>Language is very important. IT is also different depending on the community where the immigrants are living. If the Polish live in a Polish community that doesn't speak English at all, they are fine can work and have their life like that. However, when I wanted to ask for directions on the street I couldn't find a Slovak person to help me with it. As I wanted to find the proper job in the office I had to have a decent level of English as I was talking to them on a daily basis, meeting them regularly, having a phone calls...it was very important.</p>
<p>Integration and education</p> <p>Better education better job, Education gives access to professionals, Education creates workplace</p>	<p>(SKSERF)</p> <p>I think it definitely helped. It can give you an access to a job by having a college degree that also gives you access to the people like you, people like young professionals coming from different cultures. I started from the bottom of the work ladder... Exactly, to start a professional career. It would allow me to choose other jobs, not to work in a store...As everywhere else it requires a higher education.</p> <p>The structure of education creates the workplace, so... If you have a degree in social psychology and if you have a workplace that required social psychology you need somebody who have that education and vice versa. My opinion is, when you're coming from a different country where education is structured differently there is a different focus on</p>

something that fits that market. Then it is easier for you...

(SKSERM)

Education helps to integrate, Education gives access to professionals, Degree and institution doesn't matter (IT sector)

Definitely, education helps to integrate. When I started to work with educated people it was a very different world...I think it is because people's reactions are different and depending on whom you are talking to. If you come without proper education you fall into a group of people where you see the difference, what they think about you, how they react, what do they talk about, what is their biggest interest. There is difference between educated people and those uneducated. Educated have different manners, way of how do they talk, topics, when compared to those less educated. For the integration process you have a better chance if you work with better educated people, they can give you better advice, tell you how the system works, etc. You can discuss ideas with them not only people and that prince Charles visited the country.

Which degree and from which institution you have doesn't really matter when you are applying in IT sector. Maybe in law or medicine you need something like that because the system is different and rules may be different from those in other European countries.

(SLOCRM)

Education is better in Ireland, Degree and institution doesn't matter, Education is good to have, Skill set decides

I finished college back in Croatia, another one here and then the Masters. Definitely, there are differences, which can be partially related to different eras, as I do know that things have massively changed back in Croatia in terms of interrelations and communications between students and teachers or lectures. They improved and this happen mostly because of European regulations. I do not know how it was here 20 years ago, maybe it was difficult, maybe not, hard to know. It was very pleasurable to study here, it was more open, more liberal. I

tend to say that education is in better quality here, but that is not necessarily true because it is down to lecture. It wouldn't be fair to say its better there or here especially because you have experience with somebody who was helpful.

My experience is that diplomas from different countries had no influence on my integration here. There was no specific benefit related to this to position myself better. It probably helped a bit in initial phase when somebody went through CVs, I might come up as an interesting party.

This can make a difference when they see known institution in CV but it is not the ticket for the show, to get a job. That additional kick could put your CV aside to get your foot over the door. What helps is exclusively skill set. College is a nice thing but it is a basic thing to get certain level but that doesn't mean a lot in the real world. It's good to have, it's a nice base that shows that you have capacity, but I reckon that it is it where pretty much all stops.

(CRF)

Education is better in Ireland, Education in Ireland helped to understand the culture

College that I attended here in Ireland helped me get my English to a certain level and helped me to mingle more with people. Going to college and getting a degree ... you feel that you are part of the system. And you can help yourself with the job. And it was a great experience to study in Ireland different than in Croatia. Professors here are approachable, they make sure that you understand the things and in Croatia they are not there for you, they are like Gods, very important and they do not care if you pass or fail the exam and they do not really care if you learn something. Education didn't help me to find a job, it was more about understanding their culture better.

(SKM)

Diploma and

When I was applying for a job in 2006, I always

institution matters

attached my diploma, CV, and reference letter. I think it was important to show that they could see that I have some degree and some kind of knowledge that can be helpful to them.

I think there is a difference between diplomas from different colleges, institutions or countries. For example, it may look different on my CV if I have a Masters of Electronics from Trinity College or somewhere else, because everybody knows Trinity College which is better known as Slovak University of Technology (laughter). Where is Slovakia, what is that country about, what is that college about, that has influence for sure.

(SKF)

Education helps to integrate, Education in Ireland helped to gain proper English, Diploma and institution matters

I would say that education has influenced my integration process. The course that I took here wasn't about learning new things but to have it in proper English and improve it. When they have seen that I attended the school here in Ireland they gave me the opportunity and I worked for them. I did not learn anything new there, I just got the paper, I put it into my CV and I got the job. Actually, everybody asked me about that course I finished here in Ireland. It was because they knew about it and they were familiar with. When I said that I have a school in Banska Bystrica, they were not that much interested. Maybe some international course would gain similar attention to the one I gained here, but the one attended here in Ireland was for sure a good benefit in my case. After these lectures, the company I worked for offered me a better salary and a better job, so it was for sure beneficial for me.

Researcher categories: IMMIGRATION CHALLENGES AND WHAT HELPED TO SETTLE IN

Category	Sub - Category	Text
<p>Immigration challenges</p>	<p>Religion and schools, Socialising, Friendship with local population</p>	<p>(SKSERF)</p> <p>Christianity and Catholicism can be a challenge here for people coming from abroad.</p> <p>I don't need to have their beliefs to be able to live here. It was before the referendum that as a woman I thought what if I was in the position that I would have been forced to leave or forced to make a decision.</p> <p>...schools here and the church. So, if you want your kids to attend a good school here which is regulated by the church, you cannot do that unless the kid is Catholic and unless you are Catholic.</p> <p>I do not have citizenship at the moment, but once I would be a citizen of this country I would like to be able to choose and do whatever I feel is right regardless of my religious background, nationality or whatever.</p> <p>They generally don't necessarily socialise, that's my understanding. They don't necessarily socialise that much at home, and even with the close friends they would go for a drink in a pub rather than you come over and we have a drink, which is culturally different from the country we're coming from. For us, it is common to have people in your house and invite them into your house. You may think that they are not inviting you but they won't invite any people in, so you are not an exception you are part of that. You need to figure out. It takes time, to figure it out how the things are done here.</p> <p>And I think it is the most difficult part when you come to live in a new country, to know how to cross that bridge of being a co-worker and being a friend and have somebody there for Saturdays and Sundays. They lived all their life here, they have their own friends, and they</p>

don't need a new friend. You need a new friend because you came here alone and the question is how you are going to make that work. Often you are fine from 9 to 5, but after that time, what if you want to have a chat or a drink? It takes a while, but now after three years, you're in, you have found a couple of friends that you meet outside of work and you have created the "social base".

(SKSERM)

Multi-cultural environment, Positive discrimination towards immigrants, Improving social system

Kids are learning a bit more when they are learning in a mixed environment with other kids coming from different countries. That is the starting point of assimilation of the immigrants into the Irish culture.

There is a big picture that immigrants are using the social system and doing nothing but taking a few thousands euros a month. In the past when the system was not unified and 26 counties had 26 different systems not connected together, families belonging to the traveller's community could ask for benefit from 16 counties. I heard about one Bosnian family with disabled child who got 10 000 euros which was difficult for two Irish citizens to earn in that time. They could afford a brand new car and there was positive discrimination towards immigrants who were getting more than the domestic population. Some Irish struggled to get social benefits even though they were putting money into the system and never claimed a penny. This could cause a bad attitude towards immigrants, particularly during the recession period. For example, Romanian beggars gave immigrants a bad name as they were robbing. The solution may be improvement of social policy, which is misbalanced and allows social system draining.

(SLOCRM)

Multi-cultural environment, Religion, Socialising, Friendship

They bring different cultures, different views, and as more people will arrive they try to

with the local population

assimilate and with that they bring something that is strictly part of your culture that will stay and people will get used to your views as well. And that's how we change the landscape as well.

People may be conservative and say there is an issue and that's not right, that may be a problem especially when related to religion and doctrines that may happen here. People may be closed here and not really willing to participate in the society, they keep themselves isolated. Those things could be seen as hostile but they happen and that's the reality.

It is a bit difficult to have Irish person as a close friend and then again maybe it's your view, maybe your thing. Certainly, it is your responsibility to try and maybe step into that space and see if you can get your place there and get a proper and meaningful friendship. Those born here, 1st generations that were born in Ireland, they do not have those issues as they have different expectations, they see the same things. You may have your views, your stance and that might not be the same as somebody else's. Those tiny things may influence relationships and if you will build them or not. So I do not say that it is impossible. I do have couple of friends that are my good Irish friends. I think it's more my issue than theirs. These friends are from work where I spend most of my life.

(CRF)

Understanding the local issues, Religion, Accepting local culture, Job type

I never felt discriminated in Ireland in any way. Here is not my complete home because I did not grow up here. I can't associate with certain things because I can't fully get them. For example, I don't understand the issue with abortion, I've never got that because I grew up where women had a right to choose and I didn't get that. I don't understand Catholic church, even though Croatia became very Catholic after the 90s but we never grew up with this Catholic

influence and we do not get that.

Immigration is for sure advantageous for Ireland because of their conservative and Catholic culture. They are becoming more liberal also in relation to women and that is very positive.

Yeah, like weather and food. My perception of the things is a bit different because I feel that if you move somewhere you have to accept the culture if you decide to live here. I think that complaining about the things that are not the same as where you were born makes no sense. I fully accept the culture and I think that made me integrate much quicker with Irish culture. There are certain things that you do not like, that Irish people are late that they have a different view on certain things but that's part of their makeup and you have to accept that. I am very grateful to Ireland who gave me an opportunity that Croatia, the country where I was born never did. So far I was fully able to explore my potential, educate myself, have a decent living, change jobs, try different things and so on.

At my job as an IT designer, I'm changing processes and people's roles. Because I take over roles from other people and that can be challenging and people can be very protective and they always push back. This influenced my integration.

(SKM)

Being away from family, Friendship with the local population, Socialising

Being away from family, we left our home there in Slovakia and you have to meet new people and try to find new friends that is even more challenging than the other things that I mentioned before (researcher's remark: all "likes" about moving into and living in a new country).

We tried to meet some friends from Slovakia that have the same background, so we can talk about the things here and there, combination of both. We have some friends from Slovakia,

some Irish and Polish couples, you know, those people that understand what it meant to be away from home, being an immigrant, kind of they understand both.

I'm very happy here and wouldn't change Irish people but the other people coming to Ireland, for example from Slovakia.

(SKF)

Age when immigrated,
Different environment,
Irish accent, Accepting
local culture, Health
system, Work hard to
succeed, Professional
discrimination

I came here when I was 23. It was the hardest thing in my life. For me it was quite a big change because I'm from a small town in Slovakia and now I just came to Dublin with thousands inhabitants and many foreigners. I couldn't understand their accent even though I had English at school and I was lost completely lost. It took me maybe 3-4 months to accommodate, and slowly to get their customs, their nationality, well it was pretty tough. If I would be in the same situation, and even though I do not regret anything that I did...it was so hard in that time that I wouldn't like to go through it again. Even through with this age, this experience, this English I think that it will be definitely easier now. It was a shock, I never lived abroad and went on holidays for 2 weeks but never left my family behind...it was shocking. Day by day, step by step and we are here for 11 years with a husband and a kid.

The health system here is definitely one big disadvantage.

The other thing is that if you want to grow through the positions at work, it is much harder than in Slovakia because we are not native speakers. I think that we have to work triple harder to achieve some success. That's the way it is, it would be the same for somebody coming to Slovakia, it wouldn't be easy for him to settle there. We can have a decent life here, can earn money and have a good job. The thing is that they have different types of thinking and they actually need us, the foreigners. They need our

	<p>thinking, my opinion is that we are more organised, we can do more things, we work harder, we have a sense for details.</p> <p>When I was here for 3 years, at work I had a case when one client didn't want to deal with me because I'm a foreigner, because they didn't understand the way I was working on projects. I was very disappointed at that time and questioning myself if I should stay or leave the country. Finally, I decided to stay and find a solution. I complained to my manager that this is about professional discrimination. He found another project for myself and everything was sorted out. Additionally, the new project helped me to show my capabilities, so I got a better position and new opportunities.</p>
<p>Factors that helped to settle in</p> <p>Step back with first job</p> <p>Official documents in native language, Ireland was ready for immigration, Knowledge of English language</p>	<p>(SKSERF)</p> <p>I didn't have that much work experience and I didn't come with certain expectations... I was willing and wanted to start... and I knew that I have to step back when leaving the country and start on lower positions. It took me longer to come back to the position I had before. I really started at the lowest job in that area and even though I wouldn't be able to get it without a degree. It was a requirement.</p> <p>(SKSERM)</p> <p>In years 2004-05 when we came here and needed to get the PPS number and go to the bank, there were papers in almost all EU languages and you could understand it better as it was all described in your own language. I couldn't believe how easy it was to come here as we were coming from Serbia, Slovakia the bureaucratic countries where you need a lot of forms. We went to the bank, got the PPS number and they said that's it you can live and work in Ireland now. I had a feeling that they are taking immigrants seriously that they need them, and the country was prepared for that many people coming.</p>

My level of English helped me a lot, as I was able to talk with them, explain myself, and pick up the accent.

I'm an easy going person, I know how to deal with people. This is an advantage and strength of the immigrated population. We have learned a lot about the others, their customs, and how to reply to their needs.

(SLOCRM)

Never bring hopes and expectations from your home country, Good relationships

You have to go with everything alone. Especially when you come to the country a bit older as I did when I was 29, you always have certain expectations and certain ways of looking at things and sometimes they might not work out in the best way but that's nothing major, nothing really comes to my mind. You know that certain things may happen and you cannot attribute those things with somebody here as an issue. You know it's probably your things.

Having a normal relation to people, you worked with. If you will be a lone wolf, you will probably have a hard time. If you just take it in the way it is and enjoy it. I never felt strange here and needed to do the things to undo that strangeness, I always felt good. And it is quite similar to my home country. I see myself quite at home anywhere, that's because I wouldn't be bringing hopes and expectations from the country where I came from. You know life goes on and I see it in that way. I'm not saying that I put all those things aside but I'm not nit-picking. I wouldn't really go to discuss things that make very little sense to talk about like talking about crazy traffic in Dublin. You know...where you need two hours to go from one part of the town to another...that doesn't make sense to me.

(CRF)

Good relationships

How friendly people are, that is very important. And how open they are to welcoming a new person, explaining things to you and willing to

work with you, it is just that the friendliness of the people that you feel that you belong to the place because it is a new place.

(SKM)

Other immigrants can understand your situation

I like new challenges and when we decided to settle here in Ireland everything was new and we have to find out how to rent the house, how to get the driving licence, or simply how to get on the bus and get the ticket. It was always about different challenges, exploring something new. This is positive that we can learn the language, we like how people respond to things and how friendly they are, so we can learn a lot from them.

Obviously, a very good friend of mine, my colleague too, from India, you know I'm an immigrant, he is an immigrant and the rest are Irish, so I felt good, that helped to speak to somebody from a totally different country, I felt that I'm not alone in the company, as an immigrant. We had a chat together, they understand the situation, why did you leave, why you are here. You know those two worlds, two lives.

16.3. Quantitative research figures

Reliability of the three items scale: ALL VARIABLES

Case Processing Summary

		N	%
Cases	Valid	17263	94.6
	Excluded ^a	984	5.4
	Total	18247	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.886	3

Test normality and Mann-Whitney U-Tests or Kruskal-Wallis Test per hypothesis

Hypothesis 1

Tests of Normality

	Belong to minority ethnic group in country	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
AttitudeCompositeS core	Yes	.084	640	.000	.956	640	.000
	No	.065	17269	.000			

a. Lilliefors Significance Correction

Mann-Whitney U-Tests

Ranks

	Belong to minority ethnic group in country	N	Mean Rank	Sum of Ranks
AttitudeCompositeScore	Yes	640	11501.82	7361166.00
	No	17269	8860.61	153013929.00
	Total	17909		

Test Statistics^a

	AttitudeCompositeScore
Mann-Whitney U	3896114.000
Wilcoxon W	153013929.000
Z	-12.705
Asymp. Sig. (2-tailed)	.000

a. Grouping Variable: Belong to minority ethnic group in country

Hypothesis 2

Tests of Normality

	Gender	Statistic	df	Sig.
AttitudeCompositeScore	Male	.066	8368	.000
	Female	.065	9672	.000

a. Lilliefors Significance Correction

Mann-Whitney U-Tests

Ranks

	Gender	N	Mean Rank	Sum of Ranks
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AttitudeCompositeScore	Male	8368	9386.79	78548659.00
	Female	9672	8703.59	84181161.00
	Total	18040		

Test Statistics^a

AttitudeCompositeScore	
Mann-Whitney U	37402533.000
Wilcoxon W	84181161.000
Z	-8.797
Asymp. Sig. (2-tailed)	.000

a. Grouping Variable: Gender

Hypothesis 3

Tests of Normality

	AgeaRange	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
AttitudeCompositeScore	1.00	.053	1967	.000	.989	1967	.000
	2.00	.070	6400	.000			
	3.00	.057	5794	.000			
	4.00	.073	3944	.000	.987	3944	.000

a. Lilliefors Significance Correction

Kruskal-Wallis Test

Ranks

	AgeaRange	N	Mean Rank
AttitudeCompositeScore	1.00	1967	8865.37

	2.00	6400	9571.57
	3.00	5794	8879.01
	4.00	3944	8560.68
	Total	18105	

Test Statistics^{a,b}

AttitudeCompositeScore

Chi-Square	107.194
df	3
Asymp. Sig.	.000

a. Kruskal Wallis Test

b. Grouping Variable: AgeaRange

Hypothesis 4

Tests of Normality

	Feeling about household's income nowadays	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
AttitudeCompositeScore	Living comfortably on present income	.064	5874	.000			
	Coping on present income	.060	8076	.000			
	Difficult on present income	.066	2830	.000	.986	2830	.000
	Very difficult on present income	.062	1087	.000	.969	1087	.000

a. Lilliefors Significance Correction

Kruskal-Wallis Test

Ranks

	Feeling about household's income nowadays	N	Mean Rank
AttitudeCompositeScore	Living comfortably on present income	5874	10026.99
	Coping on present income	8076	8852.21
	Difficult on present income	2830	7822.47
	Very difficult on present income	1087	6529.20
	Total	17867	

Test Statistics^{a,b}

AttitudeCompositeScore	
Chi-Square	634.944
df	3
Asymp. Sig.	.000

a. Kruskal Wallis Test

b. Grouping Variable: Feeling about household's income nowadays

Hypothesis 5

Tests of Normality

	How satisfied with present state of economy in country	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
		Statistic	df	Sig.	Statistic	df	Sig.
AttitudeComposite Score	Extremely dissatisfied	.063	1720	.000	.964	1720	.000
	1	.061	1259	.000	.984	1259	.000
	2	.051	2061	.000	.991	2061	.000

3	.051	2189	.000	.992	2189	.000
4	.053	2057	.000	.990	2057	.000
5	.067	2523	.000	.991	2523	.000
6	.066	2024	.000	.985	2024	.000
7	.074	1872	.000	.979	1872	.000
8	.084	1373	.000	.972	1373	.000
9	.090	494	.000	.976	494	.000
Extremely satisfied	.089	301	.000	.949	301	.000

a. Lilliefors Significance Correction

Kruskal-Wallis Test

Ranks

AttitudeCompositeScore	How satisfied with present state of economy in country		Mean Rank
		N	
	Extremely dissatisfied	1720	6649.22
	1	1259	6961.01
	2	2061	7796.15
	3	2189	8429.09
	4	2057	8864.94
	5	2523	8990.80
	6	2024	10117.81
	7	1872	10673.30
	8	1373	10822.72
	9	494	11012.64
	Extremely satisfied	301	11075.09
	Total	17873	

Test Statistics^{a,b}

AttitudeCompositeScore	
Chi-Square	1281.389
df	10
Asymp. Sig.	.000

a. Kruskal Wallis Test

b. Grouping Variable: How satisfied
with present state of economy in
country

16.4. Informed consent form

INFORMED CONSENT FORM¹⁵

Research Study title: ***Céad Míle Fáilte: Attitude towards immigrants and experience of skilled non-nationals with integration into Irish labour market***

Researcher Name: Ludmila-Jana Dolinaj Babiakova

Researcher's status: Final year student, MA study of HRM

Researcher's contact telephone number: +353 85 1265 806

Researcher's e-mail address: ludmilajana.babiakova@gmail.com

Dear Sir/Madame,

You are invited to participate in a study of MA HRM dissertation exploring the attitude towards immigration. Would you like to participate in this research, it would be very much appreciated if you read this form and sign. Participation of this study will involve a semi-structured interview, which will last approximately 40-60 minutes. The interview will comprise 11 questions and most of them are open questions, where you are expected to describe your point of view. All of the questions are attached to this Informed Consent Form.

All information will remain confidential and your identity will be coded and remain anonymous. The replies will be audio-recorded. Only the researcher will have access to the recordings, which will be also coded. Your name will not appear on any outcome documents. All of the data gathered for the research will be stored adequately on completion of the study. For all further dissemination and reporting researcher will have to ask for written consent of all participants.

Please read the following statements, and if they are fully understood and you wish to participate in this study, please indicate your agreement to take part by ticking the boxes:

¹⁵ Structure of the Informed Consent Form is taken from (Quinlan, 2011).

- I have read and I understand the description of the study
- I willingly consent to participate in the study
- I understand that I may withdraw from the research at any time without consequence
- I understand that the semi-structured interviews will be audio-recorded by researcher's mobile phone and the researches will take notes
- I understand that my identity will remain anonymous and my contribution will be confidential.

Participant's signature:

Name in block capitals:

Researcher's signature:

16.5. Interview schedule

1. Where do you come from? What was the reason you came to live in Ireland?
2. When did you come to Ireland? What was your age when you came here?
3. Discuss and think about the various reasons why people decide to immigrate, work and live in another country?
4. Discuss and think about the various ways those who immigrate to another country can change the country. Can you elaborate, give examples to show what you mean?
5. Can you discuss what you like and dislike about being an immigrant in Ireland.
6. What in your opinion is the attitude towards immigrants in this country? What has been your experience with living and working with Irish people in Ireland? What do you like and what would you change?
7. What is your highest education and where did you achieve it? What is your opinion, has education any influence on your integration process and if so discuss the reasons?
8. Can you think of any advantages and disadvantages of studying in Ireland and having a degree from an Irish institution?
9. What was your knowledge of English when you came to Ireland? From your experience, how important is your knowledge of English for your integration process?
10. What is your employment situation and how satisfied are you with your current job? What were the main challenges you have faced to integrate to the workplace environment and what helped you to settle in?
11. How satisfied are you with the terms and conditions of your employment? Do you think there is any difference between your terms and conditions and those of your native peers (co-workers)?