

# **Improving the Survey Participation of Non-nationals/Migrants in the LFS**

## **A report of the findings – Phase One**

### **Summary**

- ❑ National Statistical Institutes (NSIs) use (or have considered using) a variety of practices aimed at increasing the survey participation of non-nationals/migrants. The most widely used practice is the translation of survey materials into languages other than that of the home country with the questionnaire being the most translated survey material
- ❑ Main reasons for low survey participation in NSIs include language difficulties, limited coverage, non contact, refusals, broken appointments, status of migrants and lack of trust
- ❑ Problems identified by NSIs regarding implementing practices aimed at increasing survey participation of non-nationals/migrants largely relate to having limited resources and achieving better coverage.

### **1.0 Introduction**

The 2008 LFS ad hoc module on the labour market integration of migrants and their descendants presents a number of methodological challenges that require addressing in order to ensure that the module produces high quality data. This was recognised by the Task Force (TF) responsible for recommending the feasibility of the module. The TF identified a number of problems that could potentially compromise the success of the module and one of these was low response among non-nationals/migrants. The low survey participation or attrition of this group may decrease their representativeness, could lead to bias, and survey estimates may not accurately reflect their characteristics. The UK Office for National Statistics (ONS) carried out a study to identify ways for improving response rates among non-nationals/migrants in the Labour Force Survey (LFS) of EU countries. This report presents the findings of the first phase of the project.

### **1.1 Scope of Phase One**

The main objective of phase one was to conduct a review of existing practices across Member States (MS) with respect to the methods used to enhance the survey participation of non-nationals/migrants including the following:

- ❑ Content of advanced letters and whether translations are provided as standard
- ❑ Whether any other materials describing the survey are available in languages other than that of the host country
- ❑ Existence of telephone help-lines manned by multi-lingual personnel
- ❑ Monitoring of reasons for non-response and whether reasons for non-participation specific to non-nationals (e.g. language) are separately recorded
- ❑ Number of interviewers that are multi-lingual
- ❑ The use of interpreters for face-to-face interviews
- ❑ Acceptability of using household members as interpreters

The wider literature in this report sets the scene by providing relevant background information on non-nationals/migrant population and identifies additional practices which are from MS or surveys other than the LFS that are designed to improve the survey participation of migrants/non-nationals.

### **1.2 Methodology**

Phase 1 was largely a desk-based exercise to trawl through website documentation on the survey response of migrants/non-nationals and methods used to improve their participation. Websites visited included the EuroStat CIRCA website and some National Statistical Institutes (NSIs) websites. The NSIs of 36 European countries were directly contacted by

email for additional information, including documentation that was not readily available from the website. Thirty (78.9%) NSIs responded. The analysis is however based on information received from 29 of them as one had no relevant information to provide. Section 3.0 provides further details.

### **1.3 Structure of the Report**

The report has three sections. The first section is the introduction that includes the scope, objectives and methodology while the following section provides relevant background information or literature on non-nationals/migrant population. The final section is the analysis of information received from NSIs.

### **2.0 Study Background / Context**

Figures gleaned from the 2006 editions of Population Statistics and Statistics in Focus reveal that the total number of non-nationals living in the EU in 2004 was about 25 million or around 5.5 percent of the total population. The share of non-national population varies from almost 39 percent of the total population in Luxembourg to less than 1 percent in Slovakia. In the majority of countries the share of non-national population is between 2 and 8 percent. Countries with a non-national population proportion below two percent include Hungary, Lithuania and Poland and those above 8 percent are Austria, Belgium, Cyprus, Estonia, Germany, Greece and Latvia. In terms of actual population size, the number of non-nationals is highest in Germany (7.3 million) - see Appendix 1, Table 1.

For many EU countries the composition of non-nationals has increased over the years and continues to rise. In the United Kingdom (UK), for example, this went up from 2.4 million to 2.9 million between 2000 and 2004. In Spain and Italy the increase was from 924,000 to 2.7 million and 1.2 million to 1.9 million respectively - see Appendix 1, Table 2. With the exception of Belgium, Cyprus, Ireland and Luxembourg, the majority of foreigners in other EU Member States are citizens of non-EU 25 countries (Statistics in Focus 8/2006).

The largest non-national groups in EU Member States include Turkish citizens in Germany, Denmark and the Netherlands; citizens of former colonies (Cape Verde, Brazil and Angola) in Portugal and in Spain (Ecuadorians and Moroccans); migrants from Albania in Greece; citizens from other parts of the former Yugoslavia in Slovenia; Czech citizens in Slovakia; and citizens from other former Soviet Union countries in Estonia, Latvia and Lithuania (Statistics in Focus 8/2006).

The influence of migrants on developments in the domestic labour market has also been highlighted. Working migrants from Poland to the EU-15 over the last two years has been estimated at about 1.1 million people or around 3% of the total population – some estimates mention 2 million (Statistics in Focus 1/2006). Work permits issued in 2004 and 2005 to Polish citizens in the UK and Ireland respectively were 204,895 and 90,527. Again, flows to the UK, Ireland and Sweden who opened their labour markets to people from Baltic countries between May 2004 and December 2005 were as follows. For the UK there were 44,720 Lithuanians, 23,025 Latvians and 4,680 Estonians. Ireland registered 30,342 Lithuanians, 15,181 Latvians and 3,662 Estonians while Sweden accounted for 1,750 Lithuanians, 440 Latvians and 1,903 Estonians (Statistics in Focus 1/2006). Quoting figures from the World Bank, Munz and Fassmann (2004) reveal that in Luxembourg foreigners make up 57.3% of the total labour force. In Switzerland this is 18.3%, Austria (10.5%), Belgium (8.9%), Germany (8.8%), France (6%) and UK (4.4%).

Despite the increasing composition of migrants/non-nationals and their strong influence on the domestic labour market, there is substantial evidence from the literature on survey non-

response to suggest that it is particularly high among this group. Rendall et al (2003), for example, suspect that some household surveys such as the Labour Force Survey (LFS) may under represent the population of migrants. Munz and Fassmann (2004:5) speak of a 'significant under-representation of foreign residents' in the LFS. Indeed, the survey design means that temporary foreign workers are currently not covered, although this is proposed to change in the UK LFS.

Schmeets and Janssen (2003) analysed The Dutch Continuous Survey on Living Conditions (POLS) and reported that Turks, Moroccans and other non-western groups were particularly under-represented leading to low response from this group. They explain that the survey is in Dutch and administered by computer-assisted-personal-interview (CAPI). As interview by proxy is not permitted, respondents must be able to speak, at least basic Dutch. They also argue that ethnic minorities may be less willing to co-operate in a survey compared to the native Dutch population due to a lack of integration in Dutch society.

A comparison of the 2001 UK population census data with LFS data for 2006 (wave 1 only) suggests that whereas in the former 8.3 percent of the population were born overseas, in the latter this is estimated at 9.4 percent. A report from the Organisation for Economic Co-operation and Development suggests that in recent years about half a million people have come to live in Britain every twelve months.

Stoops (2005) summarises the following as factors that could influence the survey participation of non nationals/migrants. They often live in big cities which generally have low response, may be wary of government involvement in the survey, may have language problems, may have little or no previous experience in surveys, more often have a low education, low income and poorly paid jobs, more frequently reside in apartment buildings and have unlisted phone numbers. Furthermore, they may spend extended periods in their country of origin or not be willing to talk to an interviewer for cultural reasons. Other reasons that may influence their participation include the transient nature of this population, concerns over confidentiality and impact this may have in cases where the legal status of the migrant is an issue and therefore they are not motivated to attract the attention of others to themselves.

The low survey participation of non-nationals/migrants is a concern to survey practitioners because of the specific characteristics and problems associated with this group and as a Director General for Employment and Social Affairs of the European Commission asserted at the 90<sup>th</sup> Conference of the Directors-General of the National Statistical Institutes in Paris, there is the need to examine how migrants can be better captured in the LFS and, indeed, in other social surveys. Understandably, some survey organisations and practitioners have instituted measures specifically aimed at increasing the survey participation of non-nationals/migrant population.

In the UK, interviewers of the International Passenger Survey (IPS), use relatives or others to translate the questions. This is believed to reduce non-response among non-English speaking migrants (Rendall et al, 2003). Again, although most interviews are by face-to-face, self-completion questionnaires are available in ten languages and these are administered on those occasions an interview cannot be conducted because of language difficulties (Travel Trends, 2006).

Furthermore, in the 2004 Dutch Family and Fertility Survey, the response rate of young Moroccans, Turks and other ethnic minorities was increased from 40 to 52 per cent (Schmeet et al, 2004). This was achieved through developing a tailored questionnaire, advance letters, interviewer training and interviewing mode.

In Canada, questionnaires for the Survey of Labour and Income Dynamics (SLID) and the Survey of Household Spending (SHS) are translated into six languages – Cantonese, Italian, Korean, Mandarin, Punjabi and Spanish. Interviewers are provided with a paper copy of the questionnaire to help them in interviewing third language respondents. For the Participation, Activity and Limitations Survey, a glossary of terms has been translated in ten languages for reference purposes. The introduction letter used for the Canadian Labour Force Survey is translated and provided to all the regions in eight different languages – Cantonese, Inuktitut, Italian, Korean, Mandarin, Punjabi, Polish and Spanish. The questionnaire has also been translated in all but Inuktitut. A brochure that accompanies the introduction letter will soon be translated in the seven languages<sup>1</sup>.

Similarly, de Leeuw (2005), reporting on a Medicaid Survey in America states that in the attempt to include ethnic groups, the advance letter had an explicit statement in several languages urging respondents who preferred a telephone survey to contact the survey centre where bilingual interviewers were available. Referring to the same survey, Gallagher et al (2005) report that offering a Spanish version of the data collection instrument stimulated returns from Spanish speakers.

The Longitudinal Survey of Immigrants to Canada (LSIC) conducts interviews in one of 15 different languages including English, French, Mandarin, Cantonese, Punjabi, Farsi/Dari, Arabic, Spanish, Russian, Serbo-Croatian, Urdu, Korean, Tamil, Tagalog and Gujarati (Simard et al., 2003). Furthermore, Bizier et al (2004) reveal that the 2001/2 questionnaire of the Ethnic Diversity Survey (EDS) in Canada was translated into seven non-official languages – Cantonese, Italian, Mandarin, Portuguese, Punjabi, Spanish and Vietnamese. In addition, interviewers who could speak these languages were recruited. They however had to conduct the interviews using a paper copy of the translated questionnaire and simultaneously entered the information in the CATI application in French or English. Regional offices with sufficient linguistic resources were provided to assist with the non-official language interviews. Significantly, interviews conducted in the non-official languages boosted response by 2.2 percent. For first generation respondents, the increase was 8 per cent. The overall response rate was 75.6 per cent (Bizier, et al. 2004).

From the literature, converting the survey instrument into other languages appears to be the most widely used practice for increasing survey participation of non-nationals/migrants. Other identified practices include making advance letters available in different languages, the use of bi-lingual interviewers and providing a well-resourced central office to give the necessary guidance to interviewers.

### **3.0 Analysis of information provided by National Statistical Institutions**

Thirty NSIs responded to the request for information regarding practices used for improving the survey participation of migrants/non-nationals in the LFS. They include Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, France, Finland, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and the UK. Bosnia and Herzegovina's response was that their LFS was in its infancy and therefore had no relevant information to provide. They were also not implementing the 2008 ad-hoc module. Responses from 29 NSIs (see Appendix 2) have therefore been used for the following analysis.

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<sup>1</sup> Information provided by Statistics Canada

### **3.1 Practices used by NSIs to increase survey participation of migrants/non-nationals**

#### **3.1.0 Survey materials**

Twenty (69%) NSIs (Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Finland, Germany, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Norway, Slovak Republic, Spain, Sweden, Switzerland & UK) reported that they use survey materials that are translated to languages other than that of the home country. The main foreign languages mentioned include, Albanian, Bengali, Bosnian/Croatian/Serbian, Chinese, English, French, German, Greek, Gujarati, Hindi, Polish, Portuguese, Punjabi, Romanian, Russian, Somali, Spanish, Turkish and Urdu.

The most translated survey material is the questionnaire mentioned by 12 (41.4%) NSIs - (Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Finland, Hungary, Italy, Latvia, Slovak Republic, Spain & Sweden). Austria and Finland have CAPI and CATI translations of the questionnaire. In Bulgaria and Slovak Republic the English translated version is only for EuroStat purposes or provided to other foreign users of LFS data.

Eleven (37.9%) NSIs (Austria, Cyprus, Finland, Iceland, Italy, Latvia, Luxembourg, Malta, Sweden, Switzerland & UK) reported that advanced survey letters are translated to the main foreign language(s) and sent out to respondents as standard practice. This ranged from a single language translation in Cyprus and Latvia to as many as 12 foreign languages in the UK. In Norway and UK, translated advanced letters are sent out only when requested by interviewers. They are normally intended to inform each sampled address of a visit from an interviewer and the survey for which they have been selected.

Translated information leaflets/publication/brochures/special flyers are used by five NSIs (Finland, Germany, Ireland, Norway & UK). In Germany the special flyers contain information about the micro census and have to be requested at the federal offices.

Malta, Italy and Spain translate their interviewer instructions while Iceland does the same for instructions to respondents/participants. Latvia is the only country that reported the translation of show cards while the UK has language identification cards which are intended for migrants/non-nationals who are unable to communicate in English to point to the language they understand.

#### **3.1.1 Multi-lingual interviewers**

Fourteen (48.3%) NSIs (Austria, Belgium, Cyprus, Denmark, Finland, Iceland, Italy, Latvia, Luxembourg, Romania, Spain, Sweden, Switzerland and UK) stated that they use multi-lingual interviewers for either face-to-face or telephone interviews. Depending on the NSI, the number available for the LFS ranged from a handful (Spain), to a few (Sweden), some (Austria) about half (Finland) and all/almost all the interviewers (Iceland, Latvia, Slovenia).

Where specific numbers were provided Austria stated that 25 multi-lingual telephone interviewers are available on any one day while the UK has 57 interviewers with second language skills. Italy has 27 CAPI multi-lingual interviewers, Luxembourg has 4 while Switzerland has between 65 and 70. Norway reported that 8 foreign-born interviewers and several Norwegian interviewers have skills in different languages though they are not used as multi-lingual interviewers for the LFS.

Austria and Iceland specifically mentioned that they used both face-to-face and telephone multilingual interviewers. Luxembourg has an external private call-center where interviews in Luxembourgish, French, German, English and Portuguese are guaranteed.

### 3.1.2 Native interviewers

Seven (24.1%) NSIs (Austria, Denmark, Iceland, Italy, Norway, Spain & Switzerland) stated they used native interviewers or interviewers from the same ethnic/language background as non-nationals/migrant population.

### 3.1.3 Interpreters

Five (17.2%) NSIs (Greece, Iceland, Sweden, Switzerland and UK) mentioned that they use paid interpreters for the survey. In the UK, for example, LFS interviewers, at any time, have access to approved face-to-face or telephone interpreters who speak the main Asian languages. Field Managers have arrangements with the local authority or local companies to provide interpreters to work with interviewers. Alternatively, if interviewers have to use an interpreter who has not been trained by ONS such as a relative, friend or an officer from the local social services, there are again specific guide lines they have to follow such as explaining to interpreters the importance of translating the questions as asked and not to attempt to explain the question for the respondent in any way and ensuring that face-to-face interpreters sign a data confidentiality/data protection declaration before the interview takes place. Telephone interpreters have this enshrined in their contract. Interviewers must be prepared to find a face-to-face interpreter to help with an interview if no one in the house has sufficient knowledge of English. If the parents do not speak English but a child does, s/he is used as an interpreter if the interviewer feels that s/he is capable of understanding and interpreting the questions.

In addition to the UK, 21 (75.9%) other NSIs said they either use or find it acceptable to use household members as interpreters - Austria, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Malta, Norway, Poland, Portugal, Slovenia, Spain and Sweden.

### 3.1.4 Language help lines

Only the UK mentioned that interviewers were provided with a language help-line to utilise when appropriate. Language Line works with many public and private sector organisations in the country providing a 24 hour telephone interpreting service, 7 days a week, within a minute, from any location and telephone and in over 150 languages. LFS interviewers have been provided with instructions on how to use this facility.

Table 1 summarises the practices used by NSIs to increase the survey participation of migrants/non-nationals.

**Table 1 – Practices used to increase the survey participation of migrants/non-nationals**

Practices	NSI
Survey materials	<ul style="list-style-type: none"><li>Twenty NSIs (Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Finland, Germany, Hungary, Iceland, Ireland, Italy, Latvia, Luxembourg, Malta, Norway, Slovak Republic, Spain, Sweden, Switzerland &amp; UK) translate survey materials to languages other than that of the home country</li><li>The main foreign languages used include Albanian, Bengali, Bosnian/Croatian/Serbian, Chinese, English, French, German, Greek, Gujarati, Hindi, Polish, Portuguese, Punjabi, Romanian, Russian, Somali, Spanish, Turkish and Urdu</li></ul>
1/ Questionnaire	<ul style="list-style-type: none"><li>Twelve NSIs (Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Finland, Hungary, Italy, Latvia, Slovak Republic, Spain &amp; Sweden) translate their questionnaires</li></ul>
2/ Advanced survey letters	<ul style="list-style-type: none"><li>Eleven NSIs (Austria, Cyprus, Finland, Iceland, Italy, Latvia, Luxembourg, Malta, Sweden, Switzerland &amp; UK) translate advanced survey letters</li></ul>
3/ Information leaflets, flyers, publications	<ul style="list-style-type: none"><li>This is translated by five NSIs (Finland, Germany, Ireland, Norway &amp; UK).</li></ul>
4/ Instructions	<ul style="list-style-type: none"><li>Spain and Malta translate their interviewer instructions</li><li>Iceland translates instructions to respondents/participants</li></ul>

5/ Show cards	<ul style="list-style-type: none"> <li>Latvia reported the translation of show cards</li> </ul>
6/ Language identification cards	<ul style="list-style-type: none"> <li>UK reported the use of language identification cards</li> </ul>
Multi-lingual interviewers	<ul style="list-style-type: none"> <li>Fourteen NSIs (Austria, Belgium, Cyprus, Denmark, Finland, Iceland, Latvia, Luxembourg, Romania, Spain, Sweden, Switzerland &amp; UK) reported the use of multi-lingual interviewers for either face-to-face or telephone interviews</li> </ul>
Native interviewers	<ul style="list-style-type: none"> <li>Seven NSIs (Austria, Denmark, Iceland, Italy, Norway, Spain &amp; Switzerland) use native interviewers or interviewers from the same ethnic/language background as non-nationals/migrant population</li> </ul>
Interpreters	<ul style="list-style-type: none"> <li>Five NSIs (Greece, Iceland, Sweden, Switzerland and UK) use paid interpreters</li> <li>20 NSIs use or find it acceptable to use household members as interpreters - Austria, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, France, Greece, Hungary, Iceland, Ireland, Latvia, Malta, Norway, Poland, Portugal, Slovenia, Spain, Sweden &amp; UK.</li> </ul>
Language help -lines	<ul style="list-style-type: none"> <li>Mentioned only by the UK</li> </ul>

### 3.1.5 Other measures/practices used to seek or increase survey response of non-nationals/migrants

Some NSIs specifically mentioned that nothing had been done to improve upon existing strategies either because migrant non-response was low or had no influence on overall response. Germany, for example, reported that since their overall non-response is less than 5 per cent, there was no need for other strategies to increase the response rates of migrants. Information provided by Ireland explains this point further.

In Ireland net inward migration is a relatively new phenomenon and the vast majority of our migrants are from the 10 member states that joined on 1 May 2004. We do not categorise our non-response by nationality but we are confident enough that while the non-response is slightly higher for non-nationals it is not significantly higher. Our confidence is based on the fact that proportion of our sample identified as foreign nationals (respondents) is only slightly below the proportion of foreign nationals in the state on the basis of Census of Population statistics.

Table 2 lists other measures that have been used by some NSIs to seek or increase survey participation of non-nationals/migrants.

**Table 2 – Other measures used to increase survey participation**

Measures Used	NSI
A pilot study / several focus groups conducted / trials have been set up on how to increase survey participation of immigrants	Norway Netherlands Slovenia
Improved communication/door step strategies between interviewers and non-nationals	Norway Poland
Media announcements (radio & newspapers)	Norway
Non nationals with permanent/temporary residence have been included in the sampling frame	Slovenia
CAPI used in all waves	Italy
Substitution of non responders	Italy

### 3.1.6 Measures that have been considered to seek or increase the survey participation of non-nationals/migrants

While few NSIs have actually undertaken measures to seek or increase the survey response of non-nationals/migrants, over twice the number have considered or are considering some other measures/practices such as increasing coverage and survey personnel and/or improving survey materials and mode of survey. Most NSIs in this category have however considered measures that will eventually increase the coverage of non-nationals/migrants. In the UK, a

qualitative study is to be carried out to identify when and how translated materials and interpreters are used and also identify common difficulties encountered when contacting and interviewing migrants. Poland has considered translating the LFS questionnaire to three languages – English, Russian and German while Spain intends to obtain telephone numbers of respondents to enable interviews to be conducted from a telephone centre by multi-lingual interviewers. Table 3 provides further details.

**Table 3 – Measures considered by NSIs**

<b>Measures Considered</b>		<b>NSI</b>
Increase coverage	Link the Register of inhabitants with data from Census 2011 to obtain further information on non-nationals Target main groups of migrants susceptible to non-response Ask ad-hoc questions every quarter in 2008 to increase the migrant sample Investigate the use of incentives (gift vouchers/stamps) Tackle coverage issues Increase awareness of the LFS and how the information is used Undertake qualitative research	Czech Republic Denmark  Hungary Netherlands Norway Sweden UK
Improve survey materials	Translate advanced survey materials to the main foreign languages Make show cards available in 16 foreign languages Translate questionnaire to three foreign languages	Hungary Ireland Poland
Increase survey personnel	Increase the number of multi-lingual interviewers and face to face interviewers and re structure the use of the former To use interviewers of the same ethnic origin Recruit interviewers from specific countries	Denmark Greece Ireland
Improve mode of survey	Introduce multimode survey Obtain telephone numbers to enable interviews to be conducted from the telephone centre by multi-lingual interviewers	Iceland  Spain

### 3.2 Major problems

National Statistical Institutes (NSIs) were asked to list any major problems they face regarding practices aimed at increasing the survey participation/response of non-nationals/migrants. Problems that were mentioned related to coverage, limited resources and cultural barriers.

Three NSIs reported coverage related problems. Bulgaria, for instance, has a problem achieving better coverage of non-nationals in the sampling frame. As their number in the LFS sample is very small, no specific efforts have been undertaken to increase the response rate of this population. In Czech Republic, the migrant population are not surveyed in the institutions and flats where they may be illegal workers. Ensuring their participation becomes a problem. A similar situation occurs in Slovenia where most foreigners live in collective households (usually block of flats with common kitchen and bathrooms) which are run or rented of the employer. According to the definition of the household they should not be interviewed and are thus not covered in the sampling frame.

The most frequently mentioned problem was however related to having limited resources. Denmark stated that they would need more resources in order to implement practices aimed at increasing the survey response/participation of non-nationals/migrants. Malta found it difficult recruiting interviewers specifically for non-nationals because the small sample size of this sub-group meant that it is not feasible to employ persons for this specific issue. It was again difficult to engage skilled interviewers from outside the public sector due to the current policy of using those who are already employed within the sector. Italy have a limited budget



and personnel and spend a longer duration interviewing non-nationals while with Norway, inadequate contact information meant that they are unable to contact non-nationals.

Table 4 summarises the major problems.

**Table 4 – Major problems faced by NSIs**

<b>Major problems</b>	<b>NSI</b>
Limited resources	Denmark Italy Malta Norway
Achieving better coverage of non-nationals/migrants	Bulgaria Czech Republic Slovenia
Cultural barriers	Sweden
Longer duration of interviews for non-nationals	Italy

### 3.3 Monitoring survey participation

Almost all NSIs (79.3%) who responded to our request for information (Austria, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, France, Hungary, Iceland, Ireland, Italy, Latvia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, Spain, Sweden, Switzerland & UK) said they monitor/record reasons for non-response. Less than half (Denmark, France, Hungary, Iceland, Italy, Netherlands, Norway, Poland, Slovenia & UK) further stated that reason(s) for low/non-participation by non-nationals/migrant population are separately recorded. Some NSIs however had anecdotal evidence and were thus able to give reasons for the low participation of non-nationals/migrant population to the LFS.

Language or communication difficulties were the most mentioned barrier to participation (see Table 5) followed by coverage, non-contact, refusals, broken appointments, lack of trust and the illegal status of migrants. In Norway, language problems are especially concentrated in the capital, Oslo, while in the Netherlands this is a problem with first generation migrants. In Czech Republic, LFS coverage excludes the institutions or collective accommodation establishments where non nationals can be found. A similar situation exists in Slovenia where non-nationals live in the collective households and are thus not covered in the sampling frame. In Greece it is difficult to approach migrants with illegal status. The LFS also excludes those who work in the agriculture sector and who in many cases, reside outside the scope of the survey while in the Netherlands migrants have no opportunity to participate in survey. In Finland, the transient nature of migrants suggests that they stay in a place only briefly and are hence non-contactable.

The main reasons mentioned and nationals/migrant group likely to have low survey participation are summarised in Table 5.

**Table 5 – Main reason for low survey participation**

<b>Main reason (s)</b>	<b>NSI</b>	<b>Specific Migrant group</b>
Language or communication issues/difficulties	Austria Denmark Finland Greece Hungary Iceland Ireland Italy	Nationals from Somalia  Nationals from Asia  Persons of Chinese origin

	Malta Netherlands Norway Poland	Persons of Chinese, East European or Arabic origin  Nationals from Asia and Africa, especially Somalians
Limited coverage/sampling frame	Czech Rep Greece Netherlands Slovenia	
Non contact	Finland Netherlands Norway	Nationals from Somalia  Nationals from Asia and Africa, especially Somalians
Refusals	Netherlands Poland	
Broken appointments	UK	All migrant groups but especially those from the A8 countries, North Africa and Asia
Status of migrants	Greece	
Lack of trust	Italy	Persons of Chinese origin

#### 4.0 Conclusion

Most NSIs use a variety of measures/practices aimed at increasing the survey participation of non-nationals/migrants. While the translation of survey materials, such as the questionnaire, into languages other than that of the host country remains the most widely used practice, the provision of a language help-line service appears to be the least used practice amongst NSIs. Other not so popular measures include the use of native interviewers and interpreters, although the use of multi-lingual interviewers is widely used. Many NSIs have considered or are considering other measures.

The study further revealed that the main reasons for low survey participation in some countries include language difficulties, a limited sampling frame and non-contact/broken appointments and refusals.

Problems identified by some NSIs regarding implementing practices aimed at increasing survey participation of non-nationals/migrants largely relate to achieving better coverage with limited resources.

Admittedly, not all European countries have a problem of improving the survey participation of non-nationals/migrants and where it exists, the magnitude differs between countries. The very nature of a particular migrant group or their characteristics may also suggest what practice(s) to adopt to increase their survey participation. Invariably, NSIs may, through this study, know what pertains in other countries that they may find useful to adopt or gain further information.

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## Appendix 1

**Table 1 Percentage of Non-national population in EU Member States**

	Year	Nationals (1 000)	Non- nationals (1 000)	Non- nationals %	Year	Nationals (1 000)	Non- nationals (1 000)	Non- nationals %
Belgium	2004	9 536	860	8.3	1990	9 067	881	8.9
Czech Republic	2004	10 016	195	1.9	1990	10 327	36	0.3
Denmark	2004	5 126	271	5.0	1990	4 985	151	2.9
Germany	2004	75 190	7 342	8.9	1990	74 267	4 846	6.1
Estonia	2000c	1 096	274	20.0	1990	:	:	:
Greece	2004e	10 149	891	8.1	1990	9 979	142	1.4
Spain	2004	39 426	2 772	6.6	1990	38 428	398	1.0
France	1999c	55 258	3 263	5.6	1990	53 055	3 597	6.3
Ireland	2002c	3 585	274	7.1	1990	3 426	81	2.3
Italy	2004	55 898	1 990	3.4	1990	56 338	356	0.6
Cyprus	2002c	625	65	9.4	1992	577	26	4.2
Latvia	2004	1 804	515	22.2	1998	1788	671	27.3
Lithuania	2001c	3 450	34	1.0	1990	:	:	:
Luxembourg	2004	277	174	38.6	1990	270	109	28.7
Hungary	2004	9 987	130	1.3	1995	10 199	138	1.3
Malta	2004	389	11	2.8	1990	352	6	1.6
Netherlands	2004	15 556	702	4.3	1990	14 251	642	4.3
Austria	2004	7 375	765	9.4	1990	7 211	434	5.7
Poland	2002c	37 530	700	1.8	1990	:	:	:
Portugal	2003p	10 169	239	2.3	1990	9 819	101	1.0
Slovenia	2004	1 951	45	2.3	1995	1 942	48	2.4
Slovakia	2004	5 350	30	0.6	1990	:	:	:
Finland	2004	5 113	107	2.0	1990	4 953	21	0.4
Sweden	2004	8 500	476	5.3	1990	8 071	456	5.3
United Kingdom	2003	55 636	2 760	4.7	1990	55 043	2 416	4.2

c- census data; e- estimated figures; p – provisional data

Source: Statistics in Focus (8/2006), Non-national populations in the EU Member States

**Table 2 Nationals and Non-nationals 1990 - 2004**

	Nationals <sup>1)</sup> (1 000)					Non-nationals (1 000)				
	1990	1995	2000	2003	2004	1990	1995	2000	2003	2004
Belgium	9 067	9 208	9 342	9 506	9 536	881	922	897	850	860
Czech Republic	:	:	10 039	10 024	10 016	:	:	239	179	195
Denmark	4 985	5 019	5 071	5 118	5 126	151	197	259	265	271
Germany	74 267	74 421	74 827	75 189	75 190	4 846	7 118	7 336	7 348	7 342
Estonia	:	:	1 098	:	:	:	:	274	:	:
Greece	:	:	10 142	:	10 149	:	:	761	:	891
Spain	38 428	38 844	39 037	38 878	39 573	398	461	924	2 673	2 772
France <sup>2)</sup>	52 980	:	55 486	:	:	3 597	:	3 263	:	:
Ireland	3 426	3 501	3 651	3 748	3 829	81	96	127	215	215
Italy	:	56 160	55 659	:	55 898	:	685	1 271	:	1 990
Cyprus	:	609	633	643	:	:	37	58	65	:
Latvia	:	:	2 356 <sup>3)</sup>	2 302 <sup>3)</sup>	2 286 <sup>3)</sup>	:	:	25	30	33
Lithuania	:	:	3 450 <sup>4)</sup>	:	:	:	:	34 <sup>4)</sup>	:	:
Luxembourg	270	273	274	:	277	109	133	159	:	174
Hungary	:	10 199	10 068	10 027	9 987	:	138	153	116	130
Malta	347	363	372	:	389	6	7	9	:	11
Netherlands	14 251	14 667	15 212	15 493	15 556	642	757	652	700	702
Austria	7 211	7 266	7 304	7 394	7 375	434	677	699	709	765
Poland	:	:	:	37 530 <sup>5)</sup>	:	:	:	:	700 <sup>5)</sup>	:
Portugal	9 895	9 861	10 004	10 169	:	101	157	191	239	:
Slovenia	:	1 942	1 945	1 950	1 951	:	48	43	45	45
Slovakia	:	:	:	:	5 350	:	:	:	:	30
Finland	4 953	5 037	5 084	5 103	5 113	21	62	88	104	107
Sweden	8 071	8 279	8 374	8 467	8 500	456	537	487	474	476
United Kingdom	55 043	:	57 163	55 636	55 612	2 416	:	2 460	2 760	2 941
Bulgaria	:	:	7 903 <sup>4)</sup>	:	:	:	:	26 <sup>4)</sup>	:	:
Croatia	:	:	:	:	:	:	:	:	:	:
MK	:	:	:	:	:	:	:	:	:	:
Romania	:	:	:	:	21 686	:	:	:	:	26
Turkey	:	:	67 531	:	:	:	:	273	:	:
Iceland	:	:	:	278	:	:	:	:	10	:
Liechtenstein	:	:	:	:	:	:	:	:	:	:
Norway	:	:	:	4 355	4 373	:	:	:	198	205
Switzerland	:	:	:	5 833	5 863	:	:	:	1 485	1 501
Albania	:	:	:	:	:	:	:	:	:	:
Bosnia and Herzegovina	:	:	:	:	:	:	:	:	:	:
Serbia and Montenegro	:	:	:	:	:	:	:	:	:	:

<sup>1)</sup> Calculated as the difference between total population and non-nationals

<sup>2)</sup> Census results 1990 and 1999

<sup>3)</sup> Including Latvian non-citizens (482 thousand on 1 January 2004)

<sup>4)</sup> Census results 2001

<sup>5)</sup> Census results 2002

Source: Population Statistics 2006

## Appendix 2

	AUSTRIA	BELGIUM	BULGARIA
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice What language(s) is/are these?	Yes, available in 3 languages - Turkish, SBK, and English	*	No
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS List all these materials and briefly explain how they are used.	CAPI & CATI translations of the whole questionnaire are in Turkish, SBK & English	LFS questionnaire is in the 3 official Belgian languages - Dutch, French & German. An English-language version is provided for the first wave but subsequent waves are restricted to the 3 official languages	Yes, the LFS questionnaire is translated in English, but this version is only sent to EuroStat or provided to other foreign users of LFS data
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews.	Yes, in CATI. Turkish, SBK, English, French & if needed in Mandarin and Arabic.	The first wave is by FtF. Interviewers have the questionnaire in four languages (Dutch, French, German, English) at their disposal	No
4/ Number of multi-lingual interviewers available for the survey.	Some FtF interviewers are multi-lingual. There are 25 telephone interviewers on any one day. Most of them can do the interview in English, at least one in another language	*	*
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	Yes, in CATI.	No	No
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate.	No	No	No
7/ Whether interpreters are used for the survey Are they paid interpreters?	No	No	No
8/ Does MS use, or find it acceptable to use, household members as interpreters?	Find it acceptable	*	Find it acceptable
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	See report 'Migrants in the LFS – Austria'	*	No figures available
10/ / Whether reasons for non-response is monitored/recorded.	Yes	*	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded.	No	*	No specific reasons are included for non-participation by non-nationals
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey.	No	*	No figures available
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants.	None	None	*
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants.	None	*	*
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response/participation of non-nationals/migrants	*	*	To achieve better coverage of the non-nationals in the sampling frame. As their number in LFS sample is very small, no specific efforts have been undertaken to increase the response rate of this population

\* means either NSI did not provide a response or the question does not apply

	<b>CYPRUS</b>	<b>CZECH REPUBLIC</b>	<b>DENMARK</b>
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	Yes, available in 1 language - English.	No	No
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	Questionnaire is translated in English	Questionnaire is translated in English	No
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews	Yes, all our interviewers are multilingual	No	Yes
4/ Number of multi-lingual interviewers available for the survey.	10	No one	Currently do not know the exact number of FtF or telephone interviewers that are multi-lingual
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	No	No	Yes
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	No	No	No
7/ Whether interpreters are used for the survey? Are they paid interpreters?	No	No	No
8/ Does MS use, or find it acceptable to use, household members as interpreters?	Yes	Yes	Yes
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	The survey non-response rate is about 3%. The rate for non-nationals is not known	We do not find out non-response for main groups of non-national/migrants.	This information has not yet been analysed
10/ / Whether reasons for non-response is monitored/recorded	Yes	Yes	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	No	No	Yes, we record language difficulties as a reason for non-response
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	*	Survey only contains the dwellings, not institutions (collective accommodation establishments).	Language difficulties
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	None, non-response is very low	The rate of non-national/migrants is very low. It is not necessary to improve our strategies.	None
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	None, non-response is very low	To obtain further information on non-nationals through linking the Register of inhabitants with data from Census 2011	To increase the number of multi-lingual interviewers, structure the use of multi-lingual interviewers, increase the number of FtF interviewers, and target the main groups of non-nationals/migrants that are susceptible to non-response.
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response/participation of non-nationals/migrants	None	Ensuring the increased participation of non-nationals/migrant population, because they are not surveyed in the institutions and in the flats where they may be illegal workers.	Lack of resources to implement practices aimed at increasing the survey participation of non-nationals/migrants.

\* means either NSI did not provide a response or the question does not apply

	FRANCE	FINLAND	GREECE
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	No	Yes, available in 1 language - English. The official languages are Finnish and Swedish. However there is no main foreign language, because the number of non-nationals/migrants is so small.	No
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	No	Questionnaire (Blaise, CATI) and leaflet are in English. Leaflet and publication ("pocket statistics") 'Finland in figures' are sent with the advanced survey letter.	No
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews.	No	Not particularly multi-lingual, but we have English-speaking interviewers.	No
4/ Number of multi-lingual interviewers available for the survey.	None	About half of the 70 interviewers can conduct interviews in English.	*
5/ Whether native interviewers are used. i.e. interviewers from the same ethnic/ language background as non-nationals / migrant population	No	Not in LFS, but we have used in a migrant survey (Somalian, Vietnamese).	No
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate.	No	Not in LFS, but we have used in a migrant survey (Somalian, Vietnamese).	No
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	Not in LFS, but we have used in a migrant survey (Somalian, Vietnamese).	Yes, paid interpreters
8/ Does MS use, or find it acceptable to use, household members as interpreters?	Yes	Yes	Yes
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	Unknown	Somali	*
10/ / Whether reasons for non-response is monitored/recorded	Yes	Yes	No
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	Yes	No	No
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	No analysis has been carried out	Insufficient knowledge of language (Finnish, Swedish or English), a lot of changes of residence	Difficulty in approaching migrants due to their illegal status, language difficulties, migrants who work in the agriculture sector, in many cases, reside outside the scope of the survey
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	None	None, because until now the number of non-nationals/migrants is so small.	*
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	None	None, because until now the number of non-nationals/migrants is so small.	To use interviewers of the same ethnic origin
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response/ participation of non-nationals/migrants.		None, because until now the number of non-nationals / migrants is so small.	*

\* means either NSI did not provide a response or the question does not apply



	<b>HUNGARY</b>	<b>ICELAND</b>	<b>IRELAND</b>
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	No	Yes, translated in 2 languages - English & Polish.	No
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS? List all these materials and briefly explain how they are used.	Questionnaire is translated in English	Instructions to participants	Information leaflets are issued to respondents during the first wave. This leaflet is available in 16 languages.
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews	No	Yes, for both FtF & telephone interviews	No
4/ Number of multi-lingual interviewers available for the survey	Currently do not know the exact number of FtF or telephone interviewers that are multi-lingual	All of our interviewers speak English. Some speak Danish, Swedish and German.	None
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	No	Yes	No
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	No	No	No
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	Yes, paid interpreters	No
8/ Does MS use, or find it acceptable to use, household members as interpreters?	Find it acceptable	Yes, we use household members as interpreters	Yes
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	Don't know	Non-nationals/migrants from Asia	Our non-response is not categorised by nationality.
10/ / Whether reasons for non-response is monitored/recorded	Yes	Yes	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	Yes	Yes	No
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	Language difficulties	Language difficulties	Anecdotal evidence from the field force suggest language issues are the main problem.
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	*	None because are response rates are good or acceptable	None
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	To send out advanced survey letters translated to the main foreign languages and to translate survey materials (e.g. show cards, questionnaire, interviewer instructions etc). Also to increase the sample of migrants by asking the adhoc questions each quarter in 2008	Multi-mode surveys	To make show cards available in 16 foreign languages and recruit interviewers from specific countries.
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response / participation of non-nationals/migrants	*	None	*

\* means either NSI did not provide a response or the question does not apply

	<b>LATVIA</b>	<b>MALTA</b>	<b>NETHERLANDS</b>
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	Yes, translated in 1 language - Russian.	At a national level the official languages are Maltese and English - all letters are sent in either of these languages.	No
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	Show cards for respondents are available in Russian. Questionnaire also available in Russian. This serves as auxiliary material for interviewers	All explanations are in Maltese or English only.	No
3/ Whether multi-lingual interviewers are used for face-to-face or phone interviews	Yes	No	No, and even if the interviewers are multi-lingual, they are explicitly asked to stick to the Dutch questionnaire
4/ Number of multi-lingual interviewers available for the survey	All interviewers know Latvian and Russian	*	*
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	No	All interviewers are employed within the public sector and as a result they are generally of Maltese origin.	No
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	No	No	No
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	No	No
8/ Does MS use, or find it acceptable to use, household members as interpreters	Find it acceptable	Find it acceptable	Do not find this acceptable
9/ Main group(s) of non-nationals / migrants susceptible to non-response. Provide figures if possible	This information is not available	This information is not available	All migrants are more prone to result in non-response compared to nationals as the register from which the sample is taken, is by definition outdated. As migrants tend to move more often than non-migrants, more addresses of migrants mismatch with the household indicated to live at that address. This only is a problem in case if an individual or household is the sample-unit. This is not the case with the Dutch LFS that is set up as a panel. Especially migrants drop out when reproached for follow-up sessions. Likely, language problems are more disturbing with telephone than with face-to-face interviewing
10/ Whether reasons for non-response is monitored/recorded	Yes	Yes, we get feedback from our interviewers and for non-nationals.	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	This information is not available	No	Yes, the reasons for non-response are recorded by address and individual.
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	This information is not available	Major difficulties encountered by interviewers relate to communication problems with persons of Chinese, East European or Arabic origin.	Language barrier (1 <sup>st</sup> generation only), secondly refusals, thirdly no contact (person not at home for interview) and finally they have no opportunity to participate in survey
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	This information is not available	NSI has not felt the need to address this matter since do not feel that the non-national component is influencing global response rate	There are currently no special practices/strategies used. However trials have been set-up to find out what kind of feasible measures can be put in practice to increase the response rates among migrants. Not specifically introduced to increase the response of migrants, but which increased the response of all is the increase in call times from 3 to 6 times.
14/ Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	This information is not available	If needed the questionnaire or key questions will be translated into other languages. There are difficulties in recruiting interviewers specifically for non-nationals because the sample size of this sub-component is rather small and therefore it is not feasible to employ persons for this specific issue.	To give incentives (gift vouchers) which did not increase the response rate. Currently stamps are given. This experiment is currently under research
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response/participation of non-nationals/migrants	This information is not available	Not feasible to employ persons for this specific issue. The current practice is to use interviewers who are already employed within the public sector. The inability to trace a particular interviewer with the adequate prerequisites, it would be difficult to engage an LFS interviewer from outside the public sector (there is a lot of red tape and it is a lengthy procedure).	*

	NORWAY	POLAND	PORTUGAL
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	No, but we use advance letter translated to English when requested by interviewers	No	No. In the LFS, individuals that are interviewed for the first time receive a letter (only in Portuguese) informing them they will be contacted.
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	Yes, brochures	We intend to translate the questionnaires to Russian and German language.	Not for the LFS. In the 2001 Census, the questionnaire and instructions were translated in Russian (it was considered important at that time).
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews	No, not as a strategy. We have some few multilingual interviewers in the staff, but these are used as ordinary interviewers	No	No because not relevant. Immigrants, normally, try to be integrated and cooperate if they are interviewed. Additionally, in regions with more resident foreign individuals, the interviewers are able to obtain the answers in other language (mainly, in English).
4/ Number of multi-lingual interviewers available for the survey	CATI: 6 and CAPI: 2. This only includes interviewers born outside Norway. It could be that several of our interviewers born in Norway also have skills in different languages.	Information not available	Don't know/not relevant
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	Yes	No	No
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	No	No	No
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	No	No
8/ Does MS use, or find it acceptable to use, household members as interpreters?	Yes, children above 12 years and with acceptable skills in Norwegian and other adults in the household with acceptable language skills	Find it acceptable	Find it acceptable
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	High non-response among immigrants from Africa and Asia. Highest non-response among immigrants from Somalia, especially among women. We also find higher non-response among persons outside the labour market and on the rent market.	The percentage of non-response for non-nationals/migrants equals 0.3%.	No information because not relevant
10/ / Whether reasons for non-response is monitored/recorded	Yes	Yes	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	Yes	Yes	No
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	Non-contact and language problems, especially concentrated to the capital, Oslo	Language difficulties and refusals	No figures available
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	Bilingual interviewers, advance letters in several languages, announcements in radio and newspapers and door-step-strategies. Further, we have conducted several focus groups on how to increase the response rates among groups of immigrants.	Interviewers try to communicate with non-nationals/migrants	*
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	Bilingual interviewers seem to have the best effect. High non-contact rate is still a large problem. Previous strategies have overcome the problem of non-contact. It seems to be several reasons for non-contact, but we believe that some of the problem is due to coverage and not non-response.	To translate the LFS questionnaire to three languages - English, Russian and German	*
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response/participation of non-nationals/migrants?	Non-contact due to poor contact information	Any problem will be recognized during the 2008 ad hoc module on the Labour Market situation of migrants and the immediate descendants of migrants.	Being investigated

\* means either NSI did not provide a response or the question does not apply

	ROMANIA	SLOVAK REPUBLIC	SLOVENIA
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	No. Advanced letters are only drawn up in Romanian language. There is a small number of observations involving foreign-born persons (about 0.1% of total population) in the LFS, the phenomenon is insignificant.	No	No
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	No	Yes, the national questionnaire, ad hoc module and instructions are translated in English language, but they are used for Eurostat's purposes only.	No
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews	In the areas where ethnic minority groups are concentrated, the interviewers know the language (for example: Hungarian language).	No	No, but a lot of interviewers are able to speak Serbo-croatish language which is the most spread language in Slovenia besides Slovenian language.
4/ Number of multi-lingual interviewers available for the survey	Information not available	*	Almost all (elderly speak Serbo-croatish, younger speak English)
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	*	No	No
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	*	No	No
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	No	No
8/ Does MS use, or find it acceptable to use, household members as interpreters?	*	Don't know	Yes, but rarely
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	*	Information not available	In general non-nationals are willing to cooperate, the difficulties we were faced with during the pilot survey on migrants were connected with the definition of the household (they mainly live in the collective households) and with the shortage of time (they work all days long and thus it was very hard to find them at home).
10/ / Whether reasons for non-response is monitored/recorded	Yes	*	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	*	*	Yes
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	*	*	Not covered in the sample frame. They live in the collective households
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	*	None	Non-nationals (foreigners with permanent or temporary residence in Slovenia) were included into the sample frame
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals / migrants	*	None	A pilot survey was conducted
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response / participation of non-nationals/migrants	*	None	Most foreigners live in collective households (usually block of flats with common kitchen and bathrooms) which are run or rented of the employer. According to the definition of the household they should not be interviewed.

\* means either NSI did not provide a response or the question does not apply

	SPAIN	SWEDEN	UNITED KINGDOM
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	No. Advanced letters are available in Spanish and other 4 official regional languages but not in any foreign language.	Yes, advanced letters are available in English. If English isn't enough we recommend our interviewer to use an interpreter	Yes, translated into 12 foreign languages - Bengali, Chinese, Greek, Gujarati, Hindi, Polish, Portuguese, Punjabi, Serbian, Somali, Turkish, Urdu.
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	The questionnaire and interviewer instructions are available in English and the interviewer may change the language at any moment during the interview	The questionnaire is translated to English. If English isn't enough we recommend our interviewer to use an interpreter	Yes Asking the people leaflet - leaflet keeps people informed about the survey (available in 12 languages+English & Welsh Language identification card - shows the list of languages the interview can be conducted & the introduction in the various languages?
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews	Yes, there are multilingual interviewers ready to do telephonic interviews in English, French and Arabic.	Yes, when we have interviewers who are able, otherwise we recommend our interviewer to use an interpreter	Yes
4/ Number of multi-lingual interviewers available for the survey	There are 2 multilingual people prepared to do the telephonic interviews	Only have a few interviewers	SDCAS has a list of interviewers with second-language skills. There are currently 57 names on this list.
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	Yes, one of the multilingual telephonic interviewers is Arab.	Only have a few interviewers	No
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	No	No	Interviewers have access to Language Line, a company that provides telephone and some face-to-face interviewing in over 150 languages. Some LFS telephone interviews carried out using Language Line telephone services.
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	Yes	Yes, paid telephone and face-to-face interpreters although Language Line have face-to-face interpreters available only in and around London. Outside London, interviewers/field managers have to find interpreters in the areas they are working
8/ Does MS use, or find it acceptable to use, household members as interpreters?	Find it acceptable	Yes, when the interviewer finds a household member who is able to do so effectively	Yes, if the parents do not speak English but a child does, s/he is used as an interpreter if the interviewer feels that s/he is capable of understanding and interpreting the questions.
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	Information not available	*	All migrant groups but especially those from the A8 countries, North Africa and Asia
10/ / Whether reasons for non-response is monitored/recorded	Yes	Yes	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	No	This is a problem because among the units that we can't contact or among the units that refuse we can't say if its language difficulties that's the primary reason.	Yes
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	None	This is a problem because among the units that we can't contact or among the units that refuse we can't say if its language difficulties that's the primary reason.	Broken Appointments
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	None	We try to locate them as soon as possible and the strategy is to use an interviewer who can speak the right language or an interpreter at the first interview	None
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	To try to get the telephone number for doing the interview from the telephone center by multilingual interviewers	We try to give a proper information about our LFS and the way we use the information	Carry out qualitative study
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response / participation of non-nationals/migrants	None	This is a problem with many facets especially cultural. For instance the language problem, mistakes that may be made by interpreters and different nationalities may be less keen to participate.	None

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	<b>CROATIA</b>	<b>GERMANY</b>	<b>ITALY</b>
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	No	No, the advanced letters (letter from the federal office's president, short information, microcensus law, contact data of the interviewer) are only available in German.	Yes - available in 1 language - German
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	No	The only thing that is available in other languages than German is a special flyer with some information about the microcensus. It is translated into English, French, Spanish, Greek, Polish, Romanian, Russian, Serbo-Croatian and Turkish. These flyers have to be requested at the federal offices. The questionnaire, lists and show cards are only in German as well as the interviewer instructions.	Yes - letters, instructions, questionnaire and interviewer instructions are translated to German
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews	No	If the interviewer speaks another language besides German it is good for us, but this is not a criterion in the choice of interviewers.	Yes
4/ Number of multi-lingual interviewers available for the survey	*	*	27 CAPI interviewers
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	No	*	Yes
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	No	No	Yes – in German
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	No	No
8/ Does MS use, or find it acceptable to use, household members as interpreters?	No	Yes. Sometimes, for example, children translate during the interview for their family. Otherwise we could not get any information and answers from these persons.	Yes
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	*	In 2006 we know that only 5% of the non-response-households are headed by a non-national, for about 1/3 of the non-response-households we do not have any information about the nationality. 47.6% of the non-national non-response-households are single households, most of the time these persons are male	Chinese
10/ / Whether reasons for non-response is monitored/recorded	*	No	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	*	*	Yes
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	*	*	Lack of trust and language difficulties
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	*	None. As Germany has less than 5% non-response all over the sample there is no need for special actions to increase the response rate of migrants.	We use CAPI in all waves; Substitution of non-respondent
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	*	*	Letter of presentation will be translated to the native language; Questionnaire to be translated to 10 languages; Using associations of non-nationals to obtain first contact
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response / participation of non-nationals/migrants	*	*	Lack of resources (limited budget and personnel); Longer duration of interviews for non-nationals

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	<b>LUXEMBOURG</b>	<b>SWITZERLAND</b>
1/ Whether advanced survey letters are translated to the main foreign language(s) as a standard practice. What language(s) is/are these?	Our letters that we send out are in French and German. But we have also an English and a Portuguese letter that we send when people ask it	Yes. Amongst our three official languages German, French and Italian these are the languages of the main migrant – groups: Serbo-Croatian, Albanian, Portuguese, Turkish and English
2/ Whether other survey materials (e.g. show cards, questionnaire, interviewer instructions etc) are translated in languages other than that of the home MS. List all these materials and briefly explain how they are used.	We have an external private Call-Centre. They guarantee the interviews in Luxembourgish, French, German, English and Portuguese (most migrants in Luxembourg are coming from Portugal)	*
3/ Whether multi-lingual interviewers are used for either face-to-face or telephone interviews	Yes, in Luxembourg it is normal to be multi-lingual	Yes
4/ Number of multi-lingual interviewers available for the survey	We have an external Call-Center, where 4 employees are working for us. They are all multi-lingual	65-70 (figures of 2007)
5/ Whether native interviewers are used i.e. interviewers from the same ethnic/language background as non-nationals/migrant population	No	Yes
6/ Whether language help-lines, manned by multi-lingual personnel, are provided for interviewers to utilise when appropriate	No	Partly yes (Serbo-Croatian, Albanian, English)
7/ Whether interpreters are used for the survey. Are they paid interpreters?	No	Yes/Yes
8/ Does MS use, or find it acceptable to use, household members as interpreters?	Not usual for CATI interview	No
9/ Main group(s) of non-nationals/migrants susceptible to non-response. Provide figures if possible	Until now we did not make such analyses	Actually no figures available
10/ / Whether reasons for non-response is monitored/recorded	As our survey is voluntary until yet we did not record the reasons	Yes
11/ Whether the reason(s) for low/non-participation by non-nationals (e.g. language difficulties) are separately recorded	*	No
12/ Main reason(s) identified as being the cause of low/non-participation of non-nationals/ migrant population to the survey	*	Phone – Number not available
13/ Other strategies/practices used to seek or increase survey response of non-nationals/migrants	None. About one third of the participants are non-nationals. (The population of Luxembourg is divided in 61% nationals, 39% non/nationals/migrants)	Participants get as present 5 stamps and a folder written in their language and including the main results of the survey
14/ / Methods/practices that have been considered to seek or increase survey response/participation of non-nationals/migrants	None	None
15/ Major problem(s), if any, faced by MS with regards to practices aimed at increasing the survey response / participation of non-nationals/migrants	*	None

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