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### **Abstract**

This research paper was aimed to reveal Russian speaking female immigrants' experiences related to integration processes and inclusion/exclusion in social and work life moments. For the purpose of gaining knowledge about unique experiences respondents has in relation to the topic chosen, qualitative descriptive technique was implemented. The understanding about which aspects to illuminate was received from literature review available within project's boundaries. Thus, based on existing knowledge available in literature review and experiences respondents shared, through interviews done in open-ended questions technique, conceptual frame was built. Therefore, data collected from respondents showed that on a way to integration and inclusion in society and work life, the most important factors contributing within process are employment, language, interaction with locals, and personal qualities, same factors were revealed as constraints, but, additionally such factor as discrimination against foreigners was named. Data received was analysed, discussed and based on that limitations and suggestion were generated.

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## 1.0. Introduction

Immigration seems to be one of the most loudly spoken phenomenon nowadays. As the world globalizes, borders become more opened, and people are supposedly to have freer access to mobility. Therefore, migration becomes as integral component of modern life.

People emigrate from one country to another motivated by complex of reasons. Some are forced to move as a reason of prejudices, some pushed by economic situation within country of origin, some on voluntary basis. Although such a move may be inevitable, destination places can be welcoming, or pushing away. Relatively immigration can have either positive or negative impacts both on immigrant and host country. For the host country immigrants may contribute by diversifying society, which can increase tolerance and understanding, and, at the same time, broaden pool of talented workers, and or workers who are able to perform at positions local people are not willing to participate at.

After relocation has been completed, immigrants are being faced to integration and consequently inclusion/exclusion issues society and working life is greeting them by. What, in turn, has attracted the interest of author of this master's thesis.

Topic of the master's thesis has been inspired by real life situations and experiences I have went through while immigrating to Norway, therefore it was considered to be interesting to find out more about experiences of other Russian speaking immigrants who went through same realities.

Specifically, I chose to concentrate research on such topics as integration and inclusion/exclusion within social and working life in Norway, as these are central concepts accompanying phenomenon of immigration. Following main research questions, aiming to help to shed light on research topic has been scrutinized: 1). how do Russian speaking female immigrants experience the integration process themselves? 2). To what degree do women having local partner experience higher level of integration into society compared to those with an immigrant partner? 3). To what extent does Russian speaking female immigrants feel included/excluded in the working life in Norway. By evaluating research data, I have revealed common patterns acting as facilitators and or constrains for Russian speaking female immigrants on a way to integration and inclusion into social and work life.

Revealed patterns facilitated to generation of suggestions done for authorities which might be useful in creation of better policies for immigrants and for inclusive diversity management strategies.

## **1.1. Background**

From unremarkable times people used to have a tendency for movement from its place of origin to other destinations, because of search for work, salvation or simply guided by a need of change. Nowadays, migration is inseparable part of national and international economy. Large flows of migrants from Eastern Europe to Western Europe; Latin and South America to USA and from SE Asia to Middle East has been tracked in the last decade. High-performing economies countries serve as magnet to foreign workers from countries at earlier stages of economic and demographic development. There are many 'push and pull' factors for migration of workforce, such as skills base, support mechanisms of receiving country, legal status, monetary value, family reunion, overseas students and refugees, demographical trends and many others.

Norway's population continues having growth thankfully to immigration, but the number of immigrants is dropping down. Suchwise, for example, it was diminished by 13,3 percentage in one-year time comparing years of 2017 and 2018. Main Triangulum of reasons by which immigrants came to Norway persists to be – refuge, family, labour ("Statistics Norway," 2019) .

The survey done in July-August in Norway in 2017 (Blom, 2017), showed that attitudes towards immigrants and immigration have attained more positive direction, since preceding survey done in a previous year. The attitudes almost aligned with those existing in 2015, before the surge of asylum seekers (Blom, 2017). The number of respondents who agreed that 'majority of immigrants make an important contribution to Norwegian working life' has grown on 5 percentage, and vice versa, number of respondents thinking that immigrants are bringing insecurity in society, went down on 5 percentage. Moreover, the percentage of those having contact with immigrants and those having nothing against neighbouring with immigrants have raised as well (Blom, 2017). Study results also showed that attitudes host country representatives have towards immigrants strongly depends on backgrounds of immigrants, and as well on age of host country representatives, the younger the respondents were the better attitude they were showing (Blom, 2017).

It is also interesting to mention, that Rogaland region inhabitants showed higher rates in scepticism against immigrants, and lower rates in believe that immigrants should have equal access to job market as Norwegians (Blom, 2017).

In the last few years we have witnessed great expansion in female labour migration. Contemporary women have become more mobile and independent in the modern society, they started to migrate autonomously as workers, what led to the fact that number of women migrants have become equal or even higher than amount of male migrant workers in some

parts of the world (Mor-Barak, 2014). Nevertheless, there is still a lack of research done on female immigrants' experiences with inclusion in social/community and working life.

Therefore, gaining new information about female migrant's integration level, feeling of inclusion in Norway, especially in Rogaland municipality is considered to be interesting.

## **2.0. Literature Preview**

### **2.1. Immigration**

#### **2.1.1. Theoretical Underpinnings of Immigration**

In modern world immigration has become an inseparable aspect of contemporary living. Migration trends has moved from traditional immigrant-receiving countries such as Australia, Canada, United States and Europe, toward Asia, Africa, and Latin America. European countries which tend to be perceived as sending out migrants, shifted towards immigrants receiving countries. Respectively, after 1945, more or less each Western Europe country, has become attractive for job seekers from abroad. First immigrants were coming mostly from southern Europe, but, as the time goes, starting from 1960 immigrants' origins has expanded and its saturation from such countries as Africa, Asia, Caribbean and Middle East has enlarged. Same happened to Japan, when in 1980, because of its low birth-rate indicator, aging population and high standard of living, it was forced to open gates for immigrants from poorer countries in Asia and even south America, in order to sustain its economic stability. At the same period southern Europe countries, such as Spain, Italy and Portugal for instance, started to attract workers from Asian, Middle East and Africa as well.

As the immigration gained momentum, society has become more and more diverse and multi-cultured, and, if there are still countries left untouched by diversity, it might be because it is already on the way of its transformation (Massey et al., 1993, p. 431).

Many theories explaining international migration emergence exists. Each of them is trying to explain and look on it from different angle, however each is purposed to explain

same thing. Relatively all theories can be divided into categories and sub categories (Massey et al., 1993, p. 432)

Neoclassical economists focused its attention on inequality in between wages and working conditions in different countries, and migration costs for individuals searching ways of income maximization. Meanwhile the ‘new economics of migration’ are speculating about differentials in a variety of markets, not just labour markets. In this theory central aspect is family, its income and family production activities. In other theories such as Dual labour market and world systems theory, focus is being shifted from micro-level decision processes, to higher level of aggregation. The former compounds immigration to the structural requirements of modern industrial economies, where the latest are explaining it as naturally appeared consequence of economic globalization and market penetration throughout national borders (Massey et al., 1993, p. 432).

As it can be noticed, different theories are looking on a concept of immigration from different levels of analysis, such as individuals, families, national and international levels, thereby it is being hard to make them consistent (Massey et al., 1993, p. 433). Nevertheless, each theory deserves to be clearly specified and well-understood, as it is quite possible, that different life conditions cases immigration. In order to make it possible to look deeper in the core of immigration, most bright theories related to migration emergence will be scrutinised in the body of this master’s thesis paper.

#### **2.1.1.1. Neoclassical Economics: Macro-Theory**

Main principle of this theory focusing on geographic differences in the supply of and demand for labour. Countries with high saturation of workers, have low balanced market wages, and vice versa, those countries which has low saturation of workers are characterized

by a high market wage. Hereby such market situation incentives workers from low-wage countries to migrate to high-wage countries. As a result of such migration wages level flattens out, because workers saturation level falls in countries with low-wages status, by that raising wages, relatively countries with low workers saturation receive more workers, and wages level drops down (Massey et al., 1993, p. 434). Levelling wages can cause reverse migration of high-skilled human capital, but nonetheless it may not influence low-skilled workers. Neoclassical economists states that if there will be no wages differentiation, no migration will occur (Massey et al., 1993, p. 434)

#### **2.1.1.2. Neoclassical Economics: Micro-Theory**

The theory is based on international movements of individuals looking for personal profit enlargement. Individuals are choosing to move to the destinations where they can be more productive, where they are in a higher demand and where they can have better life conditions. But before that stage, they are faced with additional spending's and investments, such as material cost of movement, job search, allocation expenses, the effort involved in learning new language, new skills achievement, emotional discomfort related to cutting old ties and integration in new society (Massey et al., 1993, p. 434).

Before migration potential immigrants are weighting possible earnings and current investment cost of immigration. Decision to immigrate will be done if net returns will be higher than spending's required for that. Neoclassical economists are stating that migration will be constant until the individual finds the best conditions, he is desired to achieve for himself.

### **2.1.1.3. The New Economics of Migration**

New economics of migration contradicts to previous neoclassical theories. In the core of new economics theory is not individual anymore, but households, family and other related people, influencing his decision to immigrate – they all act collectively in a purpose not just to maximize monetary earnings, but also to reduce possible risks and to minimize constraints related to a variety of market failures, aside from those in the labour market (Massey et al., 1993, p. 436).

In comparison with individuals, households are able to better regulate risks appearance possibility, more productively and diverse allocate household resources, such as family labour. For the sake of common family wellbeing, family members may be sent to work abroad, where economic conditions are better, while others will be settled in a home country, thereby creating a strong base for all family members (Massey et al., 1993, p. 436).

Another reason of migration can be mentioned here – weak governmental support and underdeveloped private insurance systems in the developing countries. Households are forced to migrate to developed countries where risks to household income are usually minimized though stabile private insurance markets or supportive government programs. In addition, in developed countries, credit institutions are comparatively better developed and are able to finance new projects families are willing to develop, by adoption of new production technologies (Massey et al., 1993, p. 438).

Theory of new economics of migration argues that not just monetary surplus is a reason for migration, but also low government support, underdeveloped insurance systems, and bad credit terms, unemployment support mechanisms are real incentives for families and households' territorial movements (Massey et al., 1993, p. 440).

#### **2.1.1.4 Network Theory**

The network theory of migration does not look at crucial factors formatting migration, but rather at reasons monumentalizing migration in time and space (Massey et al., 1993, p 448).

In short network theory is about immigrant network links which are able to diminish relocation costs. It is not a secret that international migration requests investments and is costly for potential immigrants (McKenzie & Rapoport, 2007, p. 1). Relatively relocation cost and risk reduction are a crucial interest for immigrants.

Therefore, relocation to destinations where potential immigrants have sets of interpersonal ties, becomes the most attractive and less expensive perspective (Massey et al., 1993, p. 448).

Moving to a new country immigrant produce networks that interconnect migrants and local residents through kinship, friendship and shared community links, thereby developing a platform of benefits allowing safe and inexpensive immigration possibilities for other family members or friends. As soon as saturation of immigrants settled in one place reaches certain limit, cost of relocation and risks related to movement drops down, what causes the probability of immigration to rise, by that stretching network links.

#### **2.1.1.5 Social Identity Theory**

Originally theory was presented by Tajfel (H. Tajfel, Turner, Austin, & Worchel, 1979) in Britain and it was aimed at representing the ways of relationships in between people from different groups and how they communicate with each other, based on their perceptions towards outgroup members. Social Identity theory comprises of two key divisions: 1)

individuals' attitude and communication with others within same group having common cultural and/or background, 2) individuals' interaction with "out group" members, which has different background and/or came from different cultures (H. Tajfel et al., 1979). Generally speaking, theory is about the phenomenon of "intergroup" and "out group" members relations based on their perceptions about communication partner built on unequal division of scarce resources – such as: prestige, wealth, social reputation, power, social status, etc (H. Tajfel et al., 1979, p. 4).

According to Social Identity Theory social belongingness can be employed from two perspectives. First, it cognitively sorting out the social environment, providing the individual with structured map of defining others. A person is attached to specific class or group of the category he is belonging to. What can be also named as stereotyping (Turner, 1982).

Second, social belongingness helps to the individual to define or locate himself into the social environment. Classification may be done according to various factors, such as, for example bodily attributes, race, psychological traits, gender, abilities or disabilities and so on (Turner, 1982). The individual may include himself in different human aggregate. Suchwise, for example, woman may define herself in terms of the class or groups with which she categorizes herself (being a representative of one nationality, at the same time being woman). She allocates herself as an actual or symbolic member of one class or group, and she also takes the destiny of the groups as her own (Turner, 1982).

Tajfel and his colleagues (Billig & Tajfel, 1973; H. Tajfel, Billig, Bundy, & Flament, 1971) were also pointing out that individuals tend to favour members of their own group (in group) over members from other groups (out-group), what may bring to a wrong judgement about different group representative, thereby giving rise to stereotypes, prejudice or even discrimination.

It is stated in Social Identity Theory that individuals belonging to groups with higher perceived social status will be open to let in the group only individuals who they see similar to them, and vice versa, they will exclude and discriminate against those who differ from them (H. E. Tajfel, 1978).

### **2.1.2. Research Studies Review Done on Cultural Difference and Diverse Backgrounds of Immigrant Workers**

Diversity in the workplace has become an extremely important issue nowadays, thereby much of research studies has been done and described in the management literature concerning the impact of diversity on organizational effectiveness and productivity. Studies has investigated how diversity management policies are influencing employees from the bottom line up to managerial positions and how individuals' unique features and/or background particular qualities are influencing cooperative work within organization.

Larkey (1996) is speculating about diversity management significance, justifying it in respect to the importance of building understanding between various cultures and revealing potential of other nations representatives. He classifies it into two steps, the first step focusses on similarities of same culture or nationality group within interpersonal communication; the second step is concentrating on behaviours, symbols or cultural knowledge existing within the group where individuals are interacting with each other and share commonality named as a group identity. The second step serves as a facilitator in boundaries causing between nationalities and cultures, because individuals have a tendency to associate themselves as a specific group or nationality members, possessing with certain behaviour patterns or certain behaviour rules (Larkey, 1996).

Each society is influenced by stereotyping affects, according to them people make their choice about which nationality representative to deal with, who deserves to be included or excluded from society (Larkey, 1996). Stereotypes are providing us with basic beliefs and pictures regarding different groups and nationalities, which can be either positive or negative. Accordingly, critical part of judgements about minority group representatives, made by domestic hiring systems, consists of undervalued assessments about job applicants, who are being evaluated not by job qualifications and work experience they may bring in the organization, but by oversimplified picture about ethnicity features individual might have, what can not be perceived as a fair judgement (Larkey, 1996).

Numerous research studies are showing that immigrants from some specific ethnicities or countries face with employment disadvantages on the job arena. Studies are showing that immigrants coming from European and developed countries, that prosper under similar rights and standards of employment regulations as domestic ones, have fewer challenges finding a job than non-European immigrants (Brekke, 2007).

Various research studies are indicating that the amount of time individual has spent in the receiving country plays a crucial role on his labour market participation outcomes: in Sweden (Grand & Szulkin, 2002) in Norway (Longva & Raaum, 2003) and in Australia (Maani, 1994). These studies are displaying that Ethnic minorities have higher achievements in the labour market arena if they have long-term residency in the receiving country. Some of the studies include only second-generation ethnic minorities (Nielsen, Rosholm, Smith, & Husted, 2004; Rooth & Ekberg, 2003; Van Ours, 2004) and show that they are successfully integrated on the European labour market having similar opportunities to have same employment and earnings and levels as local citizens have.

Hiring decisions may be influenced also by nation's attitude towards individualism/collectivism features, as it may vary from country to country. Numerous research studies (Cha, 1994; Kagitcibasi, 1997) show that different countries may interpret these concepts in their own way, and, accordingly to that, make one favourable over another.

## **2.2. Integration and Inclusion/Exclusion**

### **2.2.1. Concepts of Integration vs Inclusion**

In relation to the topic of migration, two concepts are met in the majority of cases. These concepts are 'Integration' and 'Inclusion'. Concepts of 'Integration' and 'Inclusion' both stand on ideology and policies fundament. The core meaning of integration as well as inclusion is democracy, equality in respects for rights, everyone being of equal value, even access for everybody to participate in public/social activities and so forth. Important to add that the both concepts are also combined by one common word 'diversity' (Emanuelsson, 1998).

The term of 'integration', regarding migration topic context, maybe be defined in various ways, depending on different national arenas. According to Favell (Favell, 2010, p. 372) the term 'integration' maybe understood as the insertion of a group or individual into a certain environment. Rudiger and Spencer (2003) are defining the concept of 'integration' as follows:

"Integration means the process by which people who are relatively new to a country (i.e. whose roots do not reach deeper than two or three generations) become part of society" (p. 4).

The concept of 'inclusion' is usually used by policy makers and scholars as alternative (Hochschild, Chattopadhyay, Gay, & Jones-Correa, 2013; Martiniello & Rath, 2010). Rudiger and Spencer (2003) defines the concept of 'inclusion' in such a way "to have access to, use, participate in, benefit from and feel a sense of belonging to a given area of society" (p. 5).

For some, term 'inclusion', is preferable over 'integration' because it is used to highlight social exclusion of disadvantage groups or individuals, thus transforming migrants into the 'mainstream' category (Spencer & Charsley, 2016, p. 3).

As a sump up, given concepts are close and has certain similarities, and, in relation to that they are widely mistakenly interchangeably used and understood incorrectly, by that causing some confusion for the readers and other researchers. According to this reason, aiming not to miss important points which might help to shed light on research topic, both concepts will be applied in the master thesis paper.

### **2.2.2. Integration**

Originally integration was perceived as a one-way process, which required the responsibility for change solely from migrants. They were expected to merge with host country inhabitants, especially in the social moments, and fit into the norms and orders a host country had, even though it was demanding sacrifices from the immigrants (Rudiger & Spencer, 2003). Recent studies (Ager & Strang, 2008; Heckmann & Schnapper, 2016; Joppke, 2013; Martiniello & Rath, 2010) show that integration should be examined in a more broad context as a two-way process. Studies offered that not only newcomers or disadvantaged groups representatives should bring effort into social inclusion processes, and common identity sense construction, but a receiving part should be engaged as well. Thereby

not only newcomers' values and norms may change, but also those residents who they are in contact with. Thus, accordingly Heckmann (2005), is stating that "integration research must not only be on immigrants, but also on natives and the openness of their institutions. Barriers to integration, be it individual or structural forms of discrimination are thus an integral part of integration research" (p. 14).

Integration processes may occur in different domains. These domains can be named as *structural*, regarding labour and housing market participation; *social*, talking about social networks, relationships, marriages; *cultural* meaning changing cultural values, attitudes, lifestyles, way of behaviour; *civic and political participation* in community life and democratic processes; and the last but not least important – *identity*, in relation to the events through which individuals aggregate shared identity feeling, sense of belonging to the host country, inhabitants, communities (Ager & Strang, 2008; Heckmann & Schnapper, 2016; Spencer, 2011). It is important to mention that it is not a must that individual feels same level of integration in all domains. Meaning that individuals may be employed, but, at the same time, having sense of being outsider in the workplace. They may be completely involved in structural, social, civic, and social domains, but have no feeling of shared identity and belongingness. According to Heckmann (2005, p. 17) identity adaptation may go more slowly than integration processes in other domains. Talking about political domain migrants may feel less interested in participation in the democratic process than nationals of host country, being more interested in economic and social domains (Joppke, 2013, p. 65). Others maybe well integrated as citizens, be highly involved in social and cultural relationships, but be limited in access to education and employment opportunities. These cases presumably may be labelled as 'Integrational Failure', but, nevertheless, they deserve to have different policy responses (Rudiger & Spencer, 2003, p. 6).

Integration may also implicate totally different sets of interaction with the host country representatives, so, for example, some immigrants might build social ties with people they work together, and even find a partner among local population (Rudiger & Spencer, 2003, p. 6). Whereas majority of others remain in 'the box', keeping communication only with kinship networks or other immigrants and/or expatriates of the same racial or ethnic background, thereby creating stability and building social networks in the host country. Both models can be counted as 'Integrational Success', and policies which are forced on diminishing one of them are likely to be unsuccessful (Rudiger & Spencer, 2003, p. 6).

Ager and Strang (2008, p. 5) names several core domains of integration. These are: markers and means (employment, housing, health, education); social connection (social bridges, social bonds, social links), facilitators (language, safety and stability); foundation (rights and citizenship).

For many immigrants employment remains one of the most important domains of immigration, cause it is influencing many life aspects, such as, for example, financial independence, network construction at work, possibility to improve language skills, and self-esteem achievement (Tomlinson & Egan, 2002). To be mentioned vocational training and further education are the complimenting factors of employment, which allow to receive job promotion, improve productivity, and enhance work skills (Ager & Strang, 2008, p. 5).

Housing may have positive or negative effect on mental health. Important features are housing size, neighbourhood, security of neighbourhood, relationships with community (Ager & Strang, 2008, p. 5).

Education helps immigrants to find better job offers, social respects, helps to become active society members and, in some case to learn more about host country representatives

(Ager & Strang, 2008, p. 6). The study of Ager and Strand (2008, p. 6) revealed that education can also have a negative impact on integration. They bring up such an argument that immigrant (refugees) children are put in a separate school, where they have no interaction with local children, by that causing feeling of exclusion and slowing down integration process (Ager & Strang, 2008, p. 6) .

By Ager and Strand (2008, p.6) health is another brick in a fundament of integration. First of all, good health, helps to be more actively engaged in social and work arenas and secondly it is extremely important to have access to public health institutions and to be aware how public healthcare policies are functioning.

The most complicated domain of integration processes is Citizenship and Rights, it strongly depends on nations understanding of itself, its cultural values, sense of cohesion and ability to interact with other nations. Meaning that, for example, from mid-1960s United Kingdom was a multi-cultural society, or ‘ethic pluralism’, with different cultures co-existing together, but keeping each culture authenticity; where, at the same time in Germany, citizenship depends on blood ties, not birth in country. Immigrant born children are not being naturalized automatically (Ager & Strang, 2008, p. 6). Surely, citizenship opens an access to public benefits, possibility to be engaged in political and demographical aspects, gives feeling of protection and stability.

### **2.2.3. Inclusion/Exclusion**

Social exclusion concept is a term which has no generally accepted definition (Hayes, Gray, & Edwards, 2007, p. 4). Nevertheless, several definitions have been offered by Tony Atkinson (1998, p. 13) where he highlighted three main themes: 1). social exclusion is corresponding to the norms and expectations of society only in relation to the specific period

of time; 2). social exclusion is initiated by an individual, group or institution. Individual may exclude himself by personal choice, or maybe excluded because of counterpart party's decision; 3). social exclusion is not only an outcome of current situation (e.g. unemployment), but it also influences future success and prosperity. Additionally, Atkinson (1998) stresses out that social exclusion may be a "property of a group of individuals rather than of individuals" (p.14) and relatively may be exercised at a community level.

The European Union ( as cited in Hayes et al., 2007, p. 4) has proposed personal definition of social exclusion, which explain the relationships between individuals and surrounding environment, and at the same time the inconsistent meaning of social exclusion. Whereas, Eurostat Taskforce on Social Exclusion and Poverty Statistics (as cited in Hayes et al., 2007) announced such a definition:

"... a dynamic process, best described as descending levels: some disadvantages lead to exclusion, which in turn leads to more disadvantage and more social exclusion and ends up with persistent multiple (deprivation) disadvantages. Individuals, households and spatial units can be excluded from access to resources like employment, health, education, social or political life."  
(p. 4)

Hayes et al. (2007) are also mentioning that RT Hon. David Miliband, UK Minister of communities and Local Government, uncontained existing definitions, in his speech, offering that Social Exclusion, should be examined on three levels, such as: *wide* exclusion, applicable to extensive number of individuals, being excluded based on insignificant number of indicators; *deep* exclusion, applicable to exclusion on various levels, it is more entrenched than previous kind of exclusion; *concentrated* exclusion – applicable to wider sector, such as national level (p. 4).

Even though, social exclusion concept still has no clear universal definition, Sanders and colleagues (Saunders, Naidoo, & Griffiths, 2007) made attempts to develop dimensions of social exclusion. The list of dimensions consisted of 1). *consumption* – which was showing the ability to purchase services and goods; 2). *production* – which was showing participation in social activities, as well as in economic aspects; 3). *political engagement* – participation and involvement in regional or national decision-making processes 4). *Social interaction* – relationships with community, family, friends (Atkinson & Hills, 1998).

Shore et al. (2011, p. 19) scrutinizes the fundamental origins of ‘inclusion’ concept. He brings to discussion the idea that one of the crucial factors generating inclusion is justice, which is associated with high-standard social exchange relationships, that involve reciprocal contributions from both participants and concern for the interests of the second party in the relationship. Relationships build on such a rule create an obligation to mutual favourable treatment and exclude actions which may be harmful for both parties, and thereby are associated with better job performance and stronger organizational citizenship behaviour. As a second factor he offers trust, because it is one of the most important mechanism of social exchange, which enhances self-sacrifice and commitment in favour for organization. To summarize, actions and policies facilitating inclusive workplace conditions, brings to employees enhanced organizational commitment, higher work performance and stronger organizational citizenship behaviour (Shore et al., 2011, p. 19).

Numerous studies have been conducted with attempt to examine correlation between inclusion and psychological well-being (e.g. stress, health). Results are showing that individuals are gaining health benefits from positive connections with others and feeling valued and more included (Shore et al., 2011). Research data is also showing that highly

inclusive climates in the workforce are diminishing relationship and task conflicts in gender-diverse groups, leading to employee's stress reduction (Shore et al., 2011).

### **2.3. Diversity Management Underpinnings Related to Inclusion/Exclusion in the Workplace**

In past decades tremendous amount of effort has been done to create a more equitable work environment, through legislation and public policies practises worldwide, including U.S. The combination of affirmative action programs and antidiscrimination laws have helped a lot to members of ethnic and racial minorities, gays and lesbians, woman, older workers, people with disabilities, and members of other marginalized groups to be better accepted and equal with other labour market participants (Barak, 2008, p. 2).

Originally, the commonly used definition of diversity was concentrated on specific categories of human differences, such as gender, disability, sexual orientation, race, and ethnicity. However, increased level of worker migration fuelled by global economy, has expanded the number of marginalized groups discriminated against in the workplace. Thereby it has become challenging to create a definition relevant and applicable in different cultural and national contexts (Barak, 2008, p. 2).

Mor Barak ( 2014) is offering following definition of workforce diversity:

“It is important to remember that workforce diversity is not about the anthropological differences between people that “make them special, diversity is about belonging to groups that are different from whatever is considered “mainstream” in society.” (p. 241)

Further on Mor Barak (2014) also provides a broader definition that may cover any categories relevant to determined cultural or national environments without highlighting a specific category:

“Workforce diversity refers to the division of the workforce into distinction categories that (a) have a perceived commonality within a given cultural or national context, and that (b) impact potentially harmful or beneficial employment outcomes such as job opportunities, treatment in the workplace, and promotion prospects – irrespective of job-related skills and qualifications.” (p. 132).

### **2.3.1. Central Constructs of Diversity Management**

Several important and central constructs, usually used to describe intergroup relations, and psychological processes occurring during them, will be discussed below. Proposed constructs are helpful in defining and explaining central mechanisms of diversity in organizations, that may transform labour market participant into dominant actor having advantage over other group members, or vice versa to make him to be discriminated against.

#### **2.3.1.1. Stereotyping and Prejudice**

Stereotype and prejudice are two concepts which are often confused. However, these are two completely independent and different concepts.

“A *stereotype* is a standardized, oversimplified, and typically negative mental picture held by a person or persons about members of another group and sometimes about their own group as well” (Taylor & Moghaddam, 1994, pp. 159-166).

“A *prejudice* is a preconceived judgement or opinion held by members of a group; most commonly it is an irrational attitude of hostility directed against an individual, a group, a race, or their supposed characteristics.” (Taylor & Moghaddam, 1994, pp. 159-166).

Savour and Porter (as cited in Jones & Quach, 2007, p. 3) define stereotype as : “The perceptions of beliefs we hold about groups or individuals based on our previously formed opinions or attitudes” (p. 3). Meaning that stereotypes do not appear simultaneously, but over a period of time influenced by individuals’ cultural specifics. Stereotypes can be either positive or negative, and it’s main purpose is to help to our brain to draw a specific picture about strangers, in other words they “make sense”, thereby categorizing and classifying people and situations we meet (Jones & Quach, 2007, p. 3).

Stereotypes are considered to have negative emotional meaning because they are oversimplified, overgeneralized and exaggerated. Statements like “Blacks are ...”, “Women should...” are typical examples of what are stereotypes, because they are built on half-truths, or misconceptions about a group of people or individuals (Jones & Quach, 2007, p. 3).

Researchers Hofstede and Minkov (Hofstede, Hofstede, & Minkov, 2010) offers to divide stereotypes into two groups. The first are *heterostereotypes* – meaning individual’s perceptions about members from the other groups, and *autostereotypes* – meaning individual’s perceptions about one’s own group (Hofstede et al., 2010, pp. 388-389). Speaking more extensively individual will favour his own group members over out group members, and will incorporate positive characteristics to them in the autostereotype model, and vice versa, he will prescribe unfavourable and negative characteristics to out group members in the heterostereotypes model (Hofstede et al., 2010, pp. 388-389).

### ***Major Stereotypes Based on Sex***

Individuals start learning about sex role stereotypes from very early childhood. Sex based stereotypes are being reinforced constantly, because they are influenced by culture, politics, religion, and many other factors. No matter how natural they may seem, they serve as constraints for opportunities that individual may have, limiting both genders. (Dahl, Baker, & Harrison, 1981, p. 3).

Three life spheres in which sex related stereotypes arises more often are illustrated below:

#### ***Stereotypes in education and training***

Men are taught to be competitive, diligent and sharp, avoiding artistic fields. Women are usually perceived as weaker students in math and science, tend to avoiding physical work which might make them dirty, preferring artistic and home related duties (Dahl et al., 1981, p. 4).

#### ***Stereotypes in Business***

Men are usually perceived more sacrificial, ready to devote everything in a purpose to achieve desired result, prioritizing goal above family and equality or fair dealing. Women, at the same time, are usually perceived to be less resistant to stress and emotionally unstable, relatively less suitable for occupations requiring work under pressure, they are subject to more absence from work, not inclined to want responsibility and are not able to fulfil it at a proper level when they are given it (Dahl et al., 1981, p. 4).

***Stereotypes in Personal Relations and Family Life.***

Men are thought to be more aggressive than women, they are inherent to hide their emotions, and they are expected to shift childcare responsibilities to the mother. On the other hand, society usually expects women to be more submissive, less independent and passive; women who are ambitious, successful and independent, are sexually unattractive; besides all the above listed, the primary role for a woman is to be a mother, raise children and take care about family (Dahl et al., 1981, p. 4).

Stereotypes, illustrated above, are not universal, but, nevertheless, most people are guided at least by some of them. For successful co-existence of both genders it is extremely important to be aware of these stereotypes and to be able to reveal them when they arise, thereby expanding the roles that each man and woman can play (Dahl et al., 1981).

***Stereotypes Related to Ethnicity, Nationalities, Race***

The most common negative career stereotypes, met in our society, are those based on racial, ethnic group membership and belongingness to a certain nationality. Some examples of such stereotypes are that blacks are undisciplined and trouble makers at work; Asians are better for positions which require few social and verbal skills; and Native Americans are best in positions that require manual work, and they work more willingly out-of-doors (Dahl et al., 1981, p. 3). These negative stereotypes are building constrains for Third World (minority) representatives on a way to desired work opportunities.

Modern world rules mitigate overt and blatant stereotypes effect on recruitment systems, but still there is long way on reducing effect from less obvious and more covert stereotypes (Dahl et al., 1981, p. 5).

Returning to prejudice, same as stereotypes it may have both positive and negative meaning. Again, same as stereotypes, prejudice consists of preconceptions of individuals or groups built on inaccurate beliefs, attitudes, or opinions (Jones & Quach, 2007, p. 5 ).

Concept of *prejudice* is usually described as a schema of unfavourable evaluations and characteristics that are attached to groups thought to be as racially and culturally different (Essed, 1991, p. 45).

### **2.3.1.2. Language**

Language is one of the most important tools which may facilitate or constrain foreigner on a way to integration and inclusion in society and work life. Without certain level of language proficiency, the applicant's place on a job arena is not clearly defined. Language is extremely useful instrument in order to develop reciprocal communication, in ability to discuss market change, forward of information, and in discussion of job responsibilities and tasks (Nelson, 1988).

In relation to use of language in communication purposes, there is an obvious inference that it is the brightest way how to express cultural reality. In addition, language is important factor facilitating more complex experience in between social groups, it is usually express in willingness of individuals to choose interaction partner speaking same language, what helps to express feelings and emotion in a brighter way, whatever it is face-to-face communication, social media chats, or, for example through printed magazines and newspapers (De Bot, Ginsberg, & Kramsch, 1991).

Scrutinizing about language specifics, it is important to stress out that each occupation and industry has its own terminology, including specific idioms and expressions that are being applied in daily routine communications. Undoubtedly, the necessity of having certain

terminology within various industries is bringing positive input in language evolution. Relatively, job applicants, while applying for a job must be introduced to the specific language occupation requires (Wright, 2000) and therefore be able to participate in all formal and informal communications in the work place.

### **2.3.1.3. Discrimination in the Workplace**

Negative stereotypes and prejudices lead individual to a judgement that other person, who is different from us, is unworthy of equal rights and treatment as we are (Mor-Barak, 2014, p. 145). The word *discrimination* originally had neutral meaning, but it has acquired negative value since it started to be used within employment context, where it is defined as follows:

*“Discrimination in employment and consumer relations occurs when (a) individuals, institutions, or government treat people differently because of personal characteristics such as race, gender, or sexual orientation rather than their ability to perform their jobs; (b) these actions have a negative impact on access to jobs, promotions, or compensation”* (Mor-Barak, 2014, p. 147).

The most known and commonly used criteria of discrimination in the workforce is gender belongingness. Discrimination against women is usually based on perceptions of a difference in their “life purpose”, and often has a religious background. Yasuhiro Nakasone, Japan’s Prime Minister, once made a statement:

“First of all, I want women, as mothers, to become 100 percent wonderful mothers. Then I want them to become good wives. And I want them to become ladies capable of making contributions for society” (Yasuhiro Nakasone, prime minister of Japan, 1984, as cited in Barak, 2008, p. 5).

Another group, usually being discriminated against are members of ethnic and national minorities. According to numerous studies on this topic, discrimination comes in force as soon as ethnic and national minorities as well as immigrants introduce themselves using foreign names that differs from local representatives' names.

Discrimination may be expressed in lower salary offers, unequal responsibilities share, stricter requirements to qualifications and to be followed (Barak, 2008, p. 5).

#### **2.3.1.4. Inclusion-exclusion in the Workplace**

Inclusion is a relatively new concept in the organizational literature and, despite the fact that this new concept attracted great attention in recent years, it still remains underdeveloped and has no clear theoretical underpinnings (Shore et al., 2011, p. 2).

Mor Barak (2014) offered following definition of what is *inclusion*, where she made inclusion inseparable from exclusion:

“ The concept of inclusion-exclusion in the workplace refers to the individual’s sense of being a part of the organizational systems in both the formal processes, such as access to information and decision-making channels, and the informal processes, such as “water cooler” and lunch meetings where information exchange and decisions informally take place.” (p. 155).

In virtue of the concept of inclusion-exclusion employee may express its experiences and perceive their position in the organizational structure in regard of “mainstream”. In some cases experience with exclusion may be explicit, in some implicit, and may vary from one culture or country to next (Barak, 2008, p. 6). Experience of inclusion-exclusion may occur when one either avoids or provokes conversations solely when certain selected individual is

present, or when one, nonverbally or linguistically, excludes outsiders who are present. As to be added, one may also change the content of conversation if he wants to include/exclude others from job-related information share (Larkey, 1996). By Larkey (1996) origins of exclusion lays in individuals or group perceptions about cultural differences, especially differences in status. Minorities or disfavoured identity group representatives may feel excluded because of their actual or perceived belongingness in such aspects as exclusion from job opportunities, decision-making processes, information networks, team membership, and human resource investments (Barak, 2008, p. 6).

Scholars are showing dependability and correlation between inclusion and better job opportunities, relatively job satisfaction and well-being. According to research data ethnic minorities are paid less and has lower positions compared to “mainstream” workers.(Barak, 2008, p. 6).

Pelled, Eisenhard, and Xin (1999) came to a conclusion that one of the crucial factors creating inclusive workplace is equality, which manifests itself in equal distribution of influence in decision-making processes, align access to information, and job security. A study conducted by Roberson (2006) attempts to differentiate concept of diversity from inclusiveness, the study found that inclusion focuses on employee involvement and integration.

Or, in other words, inclusive workplace is an environment where individuals feel accepted and valued, despite of its marital status, sexual orientation, having children or not, full or part-time employment status, or are working in a real-life time or from a distance using telecommunication (Pelled et al., 1999, Roberson, 2006).

According to Shore et al. (2011) individual must have two important features to feel included in a workgroup, these are belongingness and uniqueness. It is extremely important that on a way to inclusion in the workplace, individual will not be pushed to sacrifice with one of the features in favour for another. By that meaning, for example, case with African American manager, whose unique characteristics are not being taking in consideration and she is expected to act as any other manager experiencing belongingness but losing uniqueness. And vice versa, if an employee is respected for his uniqueness, such as expertise level among older workers, but, at the same time he is left behind in formal and informal meetings, then his need for uniqueness is covered, but need for belongingness remains unsatisfied. For employee to experience inclusion both belongingness and uniqueness feeling must be in perfect balance (Shore et al., 2011).

### **2.3.2. Previous Research done on Workplace Inclusion**

Researcher Den Hartog and his colleagues (Den Hartog, De Hoogh, & Keegan, 2007) pointed out on another not insignificant factor of creating inclusive workforce which is supervisors support. The study tested relationship between interactive effects of belongingness and perceived charismatic leadership style of supervisor. Collected data showed positive and significant correlation between belongingness and perceived charismatic leadership, as well as positive correlation between charisma and willingness to help and/or assist. Studies also displays that employees with lower level of belongingness were more in need for charismatic leader, then those with higher level. (Den Hartog et al., 2007). Ryan's and Kossek's (2008) research study in regard of work-life balance policies designed to promote inclusion, is complimenting results of Hartong and his colleagues, stating that: "A lack of supervisor support can lead to nonwork roles serving as barriers to full contributions and engagement and to non-supported employees feeling excluded" (p. 299).

Based on existing studies, and some research data results are showing that policies working on inclusive workforce creation are not always efficient. Ryan and Kossek (Ryan & Kossek, 2008, p. 4) proposed that it is not the fault of policies, but rather implementation actions are incorrect. In this regard, they has created the model, showing a better link between correct adoption and implementation of actions aimed at improving situation with inclusion in the organization (see Appendix A).

As a sum up, successful inclusion, within working life means that individual has a sense of organizational identity, and a sense of belonging to a group, which respectively leads to organizational loyalty, positive work achievements, high level of personal interest in achieving assigned task, conformity with organizational values and goals (Akaah, 1992; Hollander, 1964; James, Coray, Bruni, & Jones, 1977; Litwin & Stringer, 1968; Mowday & McDade, 1979).

## **3.0. The Study**

### **3.1. Aim**

The aim of this study was to reveal Russian speaking immigrant experiences with integration processes and inclusion/exclusion in social and work life in Norway.

The main research questions are as follows:

- How do Russian speaking female immigrants experience the integration process themselves?
- To what degree do women having local partner experience higher level of integration into society compared to those with an immigrant partner?
- To what extend does Russian speaking female immigrants feel included/excluded in the working life in Norway?

### **3.2. Method**

The main purpose of the study was to reveal Russian speaking immigrants' experiences within integration processes and experiences with inclusion-exclusion to the social and work life in Norway. The research question has dictated the methodological approach, and according to Corbin and Strauss (2008, p. 12) qualitative research, should be used in cases when a researcher is aiming to get a picture about respondents inner experiences, and measure how meanings are formed through and in culture, and to personally discover, instead of testing variables. Qualitative research study design is also a good tool to be used when a researcher is interested to look at grounded theory, or description of phenomenon, to get

better understanding of human behaviour and experiences (Bogdan & Biklen, 1997) Denzin and Lincoln (2011) defined qualitative research as follows: “Qualitative research is a situated activity that locates the observer in the world” (p. 3). Thereby, for the purpose of the study, a descriptive-interpretive qualitative research technique was implemented. Because it was important to find out about respondents’ personal feelings and emotions, expressed through verbal and nonverbal communication.

### **3.3. Data Collection and Context**

Data was collected in March 2019 based on interview guide, created on available knowledge and theory within the theme, which was carefully examined, carrying out a through literature review that included information on the topic of investigation, as Elliot and Timulak (2005) suggests: “... the researcher should become as aware of possible of nature of their pre-understanding of the phenomenon, as these are likely to shape the data collection, analysis and interpretation” (p. 2). In order to collect as sensitive data as possible, it was important to allow respondents to express their thoughts freely, without any possible influence. Thereby interview guide consisted of semi-structured in-depth interview technique with open-ended questions. As Bogdan and Biklen (1997) states: “open ended questions allow for the informants to answer from their own frame of reference rather than being confined by the structure of pre-arranged questions” ( p. 1). Open-ended questions were supplemented with probes and follow-up questions in order to bring out breadth and depth answers from respondents. Interview guide was presented to and checked by supervising professors. Typical questions were: “*To what extent do you feel that you have been integrated in working life?*”, “*How easy or how difficult was it for you to get included in social life?*”, “*Have you been facing with any difficulties looking for a job in Norway?*” (see Appendix B). Face-to-face interviews were generally conducted in women’s houses or public

cafes, lasted between 45 min to one hour, and were tape-recorded and transcribed verbatim. Interviews were hold on English language. As interviews were accomplished, the interviewer made a summary back to the interviews to make sure that his interpretation and understanding was correct. Respondents showed true concernment in participation within research study, and after interview was finished most of respondents confessed that it was an enjoyable experience for them, giving a room to think deeper about their current life stage.

### **3.4. Participants**

Sample consisted of 10 Russian speaking women, originally came from post-Soviet Union territory countries, immigrated to Norway, living in Rogaland municipality. All participants were approached by snowball sampling technique, which is widely used in qualitative sociological studies. Biernacki and Waldorf (1981), are defining snowball sampling method as “The method yields a study sample through referrals made among people who share or know of others who possess some characteristics that are of research interest” (p. 1). All women participated in the study (see Table 1), were at the age range from 30-40 years, what means that they all were born when Soviet Union was existing, and are united by a speaking unified language (Russian), respectively were raised with more or less common mentality views and behaviour patterns, and received same education according to consimilar standards (Tishkov, Zayinchkovskaya, & Vitkovskaya, 2005, p. 2). Thereby it can be considered that sample size was broad enough because respondents came from different countries, and, at the same time, homogeneous, because countries has common backgrounds, what helped to reveal common patterns in responses.

Table 1. Sample description.

Interviewee	Country of Origin	Age	Marital Status	Partner's nationality	Partner's citizenship	Amount of Years spent In Norway	Reason of Immigration	Employment Status	Status of Residence Permit	Norwegian Citizenship	Norwegian Language Proficiency
Respondent 1	Russia	35	Married	Russian	Russian	13	Education	Employed	Permanent Residence Permit	No	Fluent
Respondent 2	Latvia	33	Married	Russian	Latvian	7,5	Family Reunion	Self-Employed	Permanent Residence Permit	No	Fluent
Respondent 3	Russia	31	Married	Russian	Norwegian	6	Work	Employed	Permanent Residence Permit	No	Basic
Respondent 4	Russia	33	Married	Norwegian	Norwegian	10,5	Work	Unemployed	Permanent Residence Permit	No	Fluent
Respondent 5	Ukraine	36	Partnership	Norwegian	Norwegian	8	Work	Employed	Norwegian Citizenship	Yes	Fluent
Respondent 6	Kazakhstan	32	Current status - Partnership. Before was married to Norwegian citizen	Current partner - Russian. First husband - Norwegian	Current partner - Russian. First husband - Norwegian	8	Family Formation with 1 <sup>st</sup> husband	Employed	Norwegian Citizenship	Yes	Fluent
Respondent 7	Russia	35	Partnership	Norwegian	Norwegian	12	Work	Employed	Norwegian Citizenship	Yes	Fluent
Respondent 8	Russia	38	Divorced	Norwegian	Norwegian	15	Education		Norwegian Citizenship	Yes	Fluent
Respondent 9	Ukraine	35	Married	Norwegian	Norwegian	7	Family Formation	Unemployed	Norwegian Citizenship	Yes	Fluent
Respondent 10	Latvia	32	Partnership	Latvian	Latvian	8	Work	Employed	Permanent Residence Permit	No	Fluent

### **3.5. Ethical Considerations**

The project was reported to and approved by NSD (Norwegian Social Science Data Service ("Norwegian Centre For Reseach Data," 2019)) , reference number 853854. All participants received both oral and written information about purpose of the study. The participants were informed that participation is happening on voluntary basis and that they can withdraw any time, as well as guaranteed that confidentiality will be followed. There were no withdraws.

### **3.6. Data Analysis**

Format of qualitative studies requires to be extracted from *verbal* accounts or descriptions in words (Elliott & Timulak, 2005, p. 3). Verbal data, received from interviews with respondents, was transcribed by ‘orthographic’ transcript technique into written form in order to be further analysed, guided by two techniques - content analysis technique represented by (Graneheim & Lundman, 2004) and thematic analysis suggested by (Braun & Clarke, 2006), which is tent to be a sub-category under content analysis technique in qualitative analysis (Vaismoradi, Turunen, & Bondas, 2013). Both techniques has no clear boundaries between them two (Vaismoradi et al., 2013), therefore both were applied choosing the most applicable points relevant for the study. Furthermore, data was read through several times and as soon as data was familiarised, and initial list of ideas was generated, initial codes were prescribed, which in turn were classified into themes. While organizing data into themes, direct quotes from the interview material were used to illustrate the kind of data was attached to each theme, as suggested by (Graneheim & Lundman, 2004). It may not seem as a surprise, but it was interesting that some of the meaning units appeared under different themes.

The study was tested on credibility. The credibility in qualitative research depends on the ability and involvement of researcher, so ,in other words, “the researcher is the tool” (Golafshani, 2003, p. 6 ). Qualitative research is aiming to display real life events and investigate experiences individuals had in relation to it. It is well known that the real world is constantly changing, and therefore, working under qualitative research technique, a researcher should be present there to register and record the changes happening within event before and after change occurs. The researcher of this study is an immigrant himself, therefore he is aware about processes immigration is complimented by, as well as is equipped with appropriate knowledge available from literature review. Undoubtedly the fact that the researcher is aware about the topic from inside, could have influenced the study results in a certain way, but since the study is done within qualitative research technique, where researcher’s own interpretations are important, the data collected has the right to be considered credible.

To support the analytical validity at a descriptive stage, the author discussed the initial coding and themes with a group of co-researchers’ in order to obtain feedback and correction. Examples of meaning units, condensed meanings, sub-themes and themes are shown in Table 2.

**Table 2.** Examples of meaning units, condensed meaning units, codes and themes (inspired by Graneheim & Lundman, 2004)

Meaning Unit	Condensed meaning unit Description close to the text	Condensed meaning unit Interpretation of the underlying meaning	Code/Sub-Category	Category	Theme
<i>“The only reason I feel is because I am a foreigner. Because they might have some stereotypes that I might not speak good enough Norwegian, I might not know how Norwegian corporate culture works. It is very important for them. For me it is not even a language problem. You know. It is not even, I have an education and language, so It must be the foreigner name.”</i>	Not being invited to job interviews because person is a foreigner	Hard to get a job, which leads to diminishing sense of inclusion.	Discrimination	Employment	Work life Inclusion/Exclusion
<i>“They were very reserved and resistant. It takes time to reach their hearts. It is long time. But sometimes you can not even tell that you did, because they do not express their emotions, so sometimes you think that you are good friends, but you are not, because you do not know what they feel inside. They do not show their emotions... They were very careful. They would not go to places with you, they would not tell you things, they would just casually invite you for coffee, but not more than that. No personal attachments. It takes time with them.”</i>	Norwegian society is being cold towards new acquaintances and is not showing real emotions. Norwegian people are reserved and resistant.	Hard to build social network within Norwegian society.	Cold mentality	Interaction with locals	Social inclusion/exclusion
<i>“...because when you learn the language it gets easier to understand the culture, because you kind of, you know, when you can speak the language, you understand the language, you can get a lot of information even when you are not seeking for it, you can just sit on the bus, or looking TV, radio, and if understand the language you get the perception of the culture and everything, like without really thinking about it. So, this is why I think, this the best way to get to know the country and be integrated, if you have the language in place.”</i>	Language is a key component on a way to successful integration.	It is important to know language of host country to be well integrated in it.	Key to integration	Language	Integration

### **3.7. Scientific Underpinning**

Research finding, according to Graneheim and Lundman (2004, p. 5), should be as trustworthy as possible, and, additionally, it should be evaluated regarding the procedures implemented to generate the findings (p. 5). In order to achieve trustworthiness, Graneheim's and Lundman's (2004) suggestions were followed. For each data collection, authors have included experienced informants, whose opinions were wide enough as a reason of that respondents' countries of origins were different. The research study was not aimed at exploring change, therefore, to ensure dependability, data was collected by the same interviewer, over a period of one month. To enhance transferability, given study aims to show a transparent description of the context, together with appropriate quotations.

In relation to generalizability, the study requires additional testing of a broader sample and can be supplemented by quantitative technique.

## **4.0. Findings**

Collected research data has been analysed and categorised, thus, in order to create a certain structure and transparency in logical sequence, data will be presented in four sections illustrated below. First section will be concentrated on immigrants' backgrounds and push and pull factors caused immigration and will serve as an introduction aiming to help to understand content following afterwards. Thereby three last sections will be generally concentrated on the main research questions and will try to reveal female immigrants' experiences within integration and inclusion/exclusion processes.

### **4.1. Immigrants Background and Reasons Initiated**

#### **Immigration.**

Certainly, each immigrant has went through his own push and pull factors and each experience was unique. Nevertheless, there were common patterns among respondents replies. Suchwise following reasons, influenced on decision to immigrate were revealed – family reunion/family formation, better economic conditions of receiving country, and social networks, as well as willingness for a change and or curiosity. For some respondents it was a mix of all factors mentioned above.

Regarding emotional side interconnected with immigration, all respondents said that it was a hard moment for them to go through networks break, and it still remains as a pull factor for some to consider a relocation back to the country of origin:

I would like to go back to my country any day. Tomorrow maybe. Because there has never been a problem for me to make friends and find something to do. So, I would like to come back. (Respondent Nr 10)

There is skype and everything, but it is not the same, so you feel the distance and not so much help from the family. (Respondent Nr2)

Some of respondents regret of losing cultural identity and traditions and inability to raise kids in the same environment as they were raised at:

Maybe a little bit culture from your childhood, you do not feel the same and cannot teach the same to your kids. I do not know if it is good or bad. (Respondent Nr 2)

Whereas, certainly there are factors initiating settlement. Respondents greatly appreciate Norwegian *environment*, implying clean water, fresh air, garbage sorting, use of electro cars, etc.:

Drinking water, yes! I always come from travelling and this is the first things I take time to appreciate a glass of good water. (Respondent Nr 4)

*Stability and low level of crime* are attracting immigrants to live in Norway as well. They see the differences with their country of origins, where economic situation is unstable, social support systems are not functioning properly, corruption is met around each corner.:

And I like the stability it gives me. So that in my country you never know what will happen next day, but here it is more stable and predictable, I like it. Especially when you are getting kids and you want to have some stability in your life. (Respondent Nr 8)

Respondents pointed out that Norwegian citizen status and Permanent Residence permit gives them geographical freedom, they are able to travel more freely, to spend less time on visa attainment, to be less dependent on bureaucracy:

...with my permanent residence I can travel a lot. I do not need to apply for visa, to most of the countries in European union. (Respondent Nr 1)

...because it is located in Europe, so it is quiet easy to travel around, due to Schengen agreements, and because now, when I have Norwegian citizenship I need less visas to different countries, in comparison when I had “x country” passport I had to have visa almost to every country, except soviet union countries. (Respondent Nr 6)

Questionless the most magnificent factors influencing immigrants to stay are *family and social connections*:

It is pretty simple. I have my life pretty much settled down here, my family is here, my partner is here, now my interests, hobbies, friends, everything is here, so, that are major things for me. (Respondent Nr 5)

## 4.2. Integration

Responding the first research question, how do Russian speaking female immigrants experience the integration process themselves, the overall findings of the study revealed that respondents have similar experience with integration process, but nevertheless some discrepancies were identified. Some respondents feel them self well integrated, or, in their own words “*I feel myself 100% integrated*” (Respondent Nr3), arguing it as follows:

I know rules how to play, how to behave myself in the new group, I know what I have to do to be accepted, so yeah, I have my friends, my job. Yeah. So I think so.

(Respondent Nr 1)

Albeit some respondents, staying cool minded, confessed that even though they have spent long time living in Norway, speak Norwegian language fluent, are aware of how social and political systems work, etc, they are not perceiving them self completely integrated:

... I will never feel like 100 % Norwegian, you will always feel that you are non-Norwegian, because of language sometimes, or just because you are different in culture.

(Respondent Nr 2)

Even though I do speak Norwegian language fluently, I do know Norwegian history, traditions, I understand that, I embrace it, and I like Norway as well, but I will never be 100 % Norwegian, but, on the other side, I am not 100 % Russian either, because I have been living in Norway long, so I feel I am kind of in between Norway and Russia, I am kind of mixture.

(Respondent Nr 8)

#### **4.2.1. Factors Contributing to Integration**

In relation to factors contributing to integration process, respondents revealed few most important ones, among which two were placed on pedestal – *employment* and *language*, which, according to respondents replies, are two factors complimenting each other, thereby it is hard to move forward one of them.

*Employment* turned out to be important not just because of financial stability it gives, but also because employment introduces to cultural values, helps to integrate in social life, and to build social networks:

It was very integrating first of all because of all the customers, they were all over Norway, with different dialects, with different views, from towns, villages. (Respondent Nr4).

Because I feel having a job and work Is a big part of daily life, you know. (Respondent Nr4).

I've good a job as a receptionist at the hotel and when you work as a receptionist you have to speak, you have to take the phone calls, you have to speak with people. First time it went slowly and really hard, but then it was better and better, so it helped me really a lot. (Respondent Nr 8)

Additionally, respondents added that employment impacts language skill improvement:

And I also have improved a lot Norwegian language during my work there. Because I have good to speak so many dialects. (Respondent Nr 4)

Coming back to importance of *language*, respondents were unanimous in their opinion. They stress out that language is a key to successful integration and that is very natural to learn and know the language of a country you are living in:

It feels only natural to learn the language. It helps you really understand people more. (Respondent Nr 5)

No doubt knowledge of the language is a facilitator in better communication with local people:

I think there is a big change in attitude to you once you start speaking Norwegian. That was one of the biggest eye opening experienced I had. Like you can start talking on English, and then you switch to Norwegian and you see how much they warm up, or how helpful they become. So, language is the key! (Respondent Nr 5)

Last, but not least important, it helps to create a more multifaced picture of host country traditions, values, norms and orders:

Because when you learn the language it gets easier to understand the culture, because you kind of, you know, when you can speak the language, you understand the language, you can get a lot of information even when you are not seeking for it, you can just sit on the bus, or looking TV, radio, and if understand the language you get the perception of the culture and everything, like without really thinking about it. (Respondent Nr 6)

*Personal qualities* of immigrants, such as flexibility, proactivity and adaptivity, were discussed as well. These factors were important for respondents because it pushes them forward to get to know the country better and to be integrated:

I think, to be open minded first! Do not be just an observer, do not judge or give some kind of opinion. Just be open and observe and accept. You are in their country, not they are in yours, you came here for some kind of reason. It is family or work or travel, so you are the one who have to accept. You know. I actually strongly believe that it is a part of, like 80 % of success, to be opened and be proactive. Yes! (Respondent Nr 4)

The study results also revealed such factor as *Interaction with locals*. Respondents believe that communication with local people is an integral and very important part of integration.

Communication with Norwegian people, trying to understand how they work, how they communicate and adopting their communication style. (Respondent Nr 5)

... speak with Norwegian to be accepted, to study them in a kind of way.

(Respondent Nr 1)

Communication with local people introduces foreigners to how the life of Norwegian people looks from inside, as while sharing meal, or attending social events, or celebrating together public holidays, cultural values and traditions are being represented.

I had a very unique experience, of living in those families, and whole experience, and the program called itself 'Cultural exchange program'. So, the whole point, for me, was to live in Norway and integrate in Norwegian life. That is why it was sort of easy for me further on, I got to eat Norwegian food, I got to travel to Norwegian places, I was at the weddings, I was at the funerals, I was at baptising, birthday celebrations, so I've got to see How whole class is coming to celebrate one girls, you know. So ... yeah.'

(Respondent Nr4)

#### **4.2.2. The Main Barriers on a Way to Integration**

At most same factors appeared to be on a back side of a coin.

Lack of work, in other words “Unemployment”, is a diminishing factor of integration level. Being unemployment people have a feeling of being left behind, and having lower chances to be integrated:

...at the moment I am not employed, so I feel a little bit left out”. “... this part of integration in the work environment I felt that there is ‘0’ integration. Like I mean there are ‘0’ opportunities for me at the moment. This is how I feel. (Respondent Nr 4)

Being out of work, keeps respondents out of communication with local people, thereby chances to be integrated are lowering:

I am thinking, for example, if you do not get a job, or you stay for some time without job and you are foreigner here, well you will not be integrated, that much, you need to talk to Norwegian people to be integrated. (Respondent Nr 8)

... if I were to go to work every day and spend time with my Norwegian colleagues, maybe I would have been better integrated. (Respondent Nr 9)

*Language* was voiced once again, this time as a barrier:

Language is what carries the world around, communication, so not being able to try to speak or learn I think is a barrier. (Respondent Nr4)

Respondents were bringing up a fact that local people highly appreciate ability to speak on their own language, that removes barriers in interpersonal communication. Some of respondents even noticed how Norwegian people become more friendly as soon as negotiation was switched to Norwegian language:

...people are not so open to you if you are not speaking their language, their mother tongue language. If you could speak mother tongue language, then it is easier for them to be opened, share with you. (Respondent Nr 6)

*Personal qualities* of receiving part, or *mentality difference* was discussed by respondents as well. They were saying that it is very difficult to communicate with Norwegian people due to its mentality specifics:

Reservedness of Norwegian people is one of the barriers. Because not each of them is opened. (Respondent Nr 8)

Respondents perceive local people as cold, not willing to interact, and reserved. According to respondents' words, friendship with local people is a very hard and challenging, and not an easy-going process:

Norwegian, yeah, character or nature (talking about behaviour). They are closed sometimes as people. It is difficult to make a relationship with them, it is difficult to talk, it needs much, much more time to be friends or close to you. (Respondent Nr 1)

Again, same factor, which is acting as a facilitator, was named as a barrier - *personal qualities* of immigrants. Respondents confessed that personal views and character of immigrated persons are playing crucial role in integration process. Persons inability to go "outside the box", is diminishing his chances for success:

...especially if it is a family coming from abroad, they continue living like they did in the country of origin and without trying to be opened at least to everything around them.

(Respondent Nr 5)

Majority of respondents truly believe that adaptivity to existing norms and values of host country is indispensable. It is important, at least to try, to be aware and accept existing canons, instead of bringing your own values and traditions and insist on its implementation on receiving country territory:

You are supposed to change, not the country you are moving to should change or adapt to you. (Respondent Nr 6)

### **4.3. Social Inclusion/Exclusion**

In general respondents perceive themselves included in social life, but they do separate communication with local representatives and communication with other foreigners. For immigrants it seems hard to build social relationships, especially friendship with locals. Respondents describe Norwegian people as closed, reserved, unopened for interaction with foreigners, they mentioned that Norwegian people are not disclosing their true emotions and attitudes towards conversational partners, thereby making it hard to read and understand its true emotions:

They were very reserved and resistant. It takes time to reach their hearts. It is long time. But sometimes you can not even tell that you did, because they do not express their emotions, so sometimes you think that you are good friends, but you are not, because you do not know what they feel inside. They do not show their emotions.

(Respondent Nr 4)

Respondents were naming different reasons. Some respondents consider that it may be influenced by different cultural values and mentalities:

Well, there were things which I was thinking were impolite or rude, but when you get to Norwegians better or you understand the culture, from their side it is not all rude. I still have this moment with my Norwegian partner. It is just different cultures. He thinks it is normal, but I think it is rude, but actually no one is meaning to be rude, by any mean.

(Respondent Nr 7)

Other suppose that Norwegian people have, as to label “Social Bubbles”, meaning that they create social network only with people of interests, for example acquaintances they did playing sport games, or going hiking together, and it is very hard to get into that “bubble” if you are not a part of connecting activity/reason.

Some of respondents even payed attention to gender differences:

It is hard when it comes to the gender basis, like it is easier for me, personally, to get friends among men, than to get friends among women Norwegian. I heard the same from my other foreigner friends that it is easier for them to become friends with Norwegian friends. They are in general more open, whereas foreigners having problems to get Norwegian female friends.

(Respondent Nr6)

Despite the fact, that majority of respondents live in Norway more than 6 years, speak Norwegian language fluently, and perceive themselves well included in society, unanimously they confessed that most of their social life is happening with people speaking same language or other foreigners, not with Norwegian people:

I am having more fun with expats, or other immigrants speaking same language as me, so maybe we have closer culture, or same interests.

(Respondent Nr 2)

I do not know why, but it is easier with people from other countries. Maybe because we are immigrants, we have something in common, and we can speak about everything: cosmetics, body weight, kids, job, girly stuff like ‘this man is handsome, or this lipstick looks good on you!’ (Respondent Nr 1)

Respondents have experienced as well that social life in Rogaland municipality is more challenging, than in other municipalities.

My Norwegian friends, Norwegian husband and his Russian wife, have moved from Stavanger to a bigger city because even for them it was hard to make friends among other Norwegians. (Respondent Nr 1)

In relation to second research question regarding to what degree do women having local partner experience higher level of integration into society compared to those partnering with an immigrant partner, study results showed that Russian speaking immigrants married or partnering with Norwegian man, had no discrepancies in opinion. Each one confessed that local partner existences brought a huge impact on inclusion within social life activity and integrational in whole:

It was quite easy for me because I was married to Norwegian man before, so I kind of got included straight away, because I had the family, sisters and brothers were Norwegians, so that were first people I got to know. (Respondent Nr 6)

... you are getting introduced to some cultural components like holidays, traditions, you get the better understanding of these things, practicalities, you are getting an illustration of how things work and you get further introduction to family, who also brings in more understanding of how society works. (Respondent Nr 5)

But, nevertheless, despite the fact that they are being introduced to culture, get to know Norwegian traditions, introduced to how the social structure is functioning, it still remains very difficult for them to make friendship with Norwegian people, and Russian speaking female immigrants continue having outweighing amount of friends among Russian speaking people or foreigners:

The major barrier immigrants are facing with on a way to inclusion into social life is, as it was mentioned above, different mentality of local people and some informants named that it can also be stereotypes, by which local representatives are judging them by:

I do not know how it is applicable to nation in general, but ... I remember some comment from general practitioner regarding the fact that I am coming from "name of a country", and yeah, but. It was one of the most vivid things I remember, but there were some others, which I cannot recall now. (Respondent Nr5)

#### **4.4. Work Life Inclusion/exclusion**

Undoubtedly Russian speaking immigrants are facing with certain challenges on the work arena. Thereby, responding on the third research question regarding extend of feeling of inclusion/exclusion in the working life of Russian speaking female immigrants in Norway, the overall findings of the study revealed that there is a mix of experiences. Nevertheless, all respondents did separate inclusion within work related processes and informal processes, like interaction with colleagues during coffee break.

Work life? Maybe 100 % to work life, now 10 years later. But, if you would have asked me what I felt in the beginning, like 2-3 years, it was 50/50, I was accepted as a colleague and doing my job well with my employer, but talking about social part they

were on the distance. ‘We know you, but that is it, we are not friends, we do not talk to you about personal things and everything, just talking about work.

(Respondent Nr 1)

Majority of respondents had a feeling of complete inclusion with work processes. They claimed that at work they have feeling of equality regarding job responsibilities, and opportunities, same attitude from employer, they are being heard, and they are being invited to decision making processes:

I do not think there were any differences in terms of tasks or responsibilities.

(Respondent Nr 7)

Some were experiencing a feeling of exclusion from Norwegian colleagues’ side, saying that even if colleagues are friendly, they still have a feeling of being “outsider”:

... in the end of the day, you feel that in the back of their mind they are thinking that she is not from Norway. I do not feel excluded, but I feel that I am from outside.

(Respondent Nr 10)

The Time spent within organisation brings a positive input regarding feeling of inclusion in organization. Some respondents noted that they had that feeling straight away, but some only after certain time consumption:

But with time, it progressed a lot, they opened up, they started making jokes, they started laughing, inviting me for tea and coffee, lunches together, it took time, but it happened.

(Respondent Nr 4)

After data analyzation same factors, as in the section above, appeared as main players contributing or preventing inclusion with organization. These were – *language, difference in mentalities, personal characteristics*. And again, most of respondents concluded that it is much easier to be included in multinational company, with most of the staff being international, or, with colleagues who are foreigners as well:

I've got included with everybody by time, with some persons straight away, but those persons are foreigners. We have woman from Afrika, one from Germany and there was one man from Island, so they accepted me straight away, because I am a foreigner. They were thinking maybe I need help, or something like that. Maybe they already faced with possible problems, and they wanted to make it easier for me. (Respondent Nr 1)

There is a certain belief or conclusion among majority of respondents. Respondents stated that unless job applicant has relevant education and skills, not necessary even language, in some cases, there will be no problems to find a job. But, nevertheless some of respondents mentioned that there can be cases, when, job applicants can be discriminated against in relation to few factors. Ergo some of respondents scrutinized about the influence of foreigner name on hiring processes:

While applying for job, having my original name, I have not been receiving a reply from workplace. I think, they did not even look into my resume as soon as they saw my foreigner name. But, as soon as changed surname on my husbands' surname, I started receiving job offers. (Respondent Nr 9)

In addition, one story was shared, pointing on a factor mentioned above, where a job applicant was called for an interview because his surname was similar to Norwegian

surname, but recruiters were surprised that a person is not speaking fluently on Norwegian language:

In my partners family, there is one man who has very similar surname to Norwegian surname, he was looking for a job and he found it very fast. Afterword's he has received from employer who was asking him if he was N-an? SO, he was more interested to invite him to work because he saw familiar surname.

(Respondent Nr 10)

Some respondents even brought up for a discussion such a fact that they have been hired because their appearance is similar to Norwegian, and that it was the factor influencing on positive hiring decision:

But I can say that my first position was in the school, after school activities for kids, where you should use only n-an language, and you work in government organization, it was government school. One of the things they told me, while I was having interview, that I look like I am from Norway. Maybe it is because my country is located not so far from Norway, and I am looking like N-an. Blond and white skin and blue eyes. So, I think it was one of the reasons why they liked me, but I was like an experiment, I was the only person from abroad. Other colleagues were Norwegians.

(Respondent Nr2)

There were respondents who noted that they have been facing with discrimination on work arena, because they are foreigners and it was expressed in lower salary:

But there was a difference in salary.

(Respondent Nr 5)

According to respondent's experiences, it is important to mention that *Social Networks* plays a crucial role in hiring decisions as well:

They also say that social networks are very, very much important in acquiring the job in Norway. I am not talking just about immigrants or Norwegians, but in general, so, you will be easier accepted to the job if somebody knows you or recommend you.

(Respondent Nr 2)

I do not think that I would have had a job, if not that job, offered by a family member.

(Respondent Nr4)

## 5.0. Discussion

This study sheds light on Russian speaking female immigrants' experiences with integration processes as well as with inclusion/exclusion in social and work life. The study approved theories underpinning reasons causing migration. In such a way, leaning on respondents' experiences, it may be concluded, that migrants do migrate because of inequality in between wages and working conditions in different countries and that phenomenon is well described in such theories as "*Neoclassical economics*" and "*The new economics of migration*" (Massey et al., 1993). Lower wages and weak governmental support in countries of origins pushes immigrant to look for better life opportunities in countries with higher rate of economic and political stability.

Further, the participants of the study confirmed ideology of "Social Network" theory. The theory scrutinizes the importance of immigrant network links, which are therefore to diminish relocation cost and provide the least problematic access to the labour market in a host country (McKenzie & Rapoport, 2007, p. 1). Analysing experiences, respondents had in relation to immigration to Norway, the direct link to "network theory" has appeared. Study shows that some of Russian speaking female immigrants came to Norway because they had friends or family living in Norway, who in turn introduced them to norms and traditions existing in Norway, as well as made an access to labour market less resistant.

The study results showed compatibility with idea of Ager and Strang (2008), where they have addressed core domains of integration, naming them as follows, markers and means (employment, housing, health, education); social connection (social bridges, social bonds, social links), facilitators (language, safety and stability); foundation (rights and citizenship).

And again, study results pushed to the thought that nearly same domains influence inclusion/exclusion within social and work life moments.

According to the findings of the study, which show that almost same factors are being both facilitators and constrains on a way to integration and inclusion into social and work life it was considered to be meaningful to describe those factors in scope, not separating the themes.

Thereby, arguing over, first research question about experiences Russian speaking female immigrants went through, while stepping into integration processes, respondents showed evident congeniality with “Social Identity” theory. According to which individuals tend to form groups and build perceptions about “in-group” and “out-group” members, based on unequal division of scarce resources, which, in turn influences communication quality. (H. Tajfel et al., 1979, p. 4). Second, social belongingness helps to the individual to define or locate himself into the social environment (Turner, 1982). All respondents clearly showed that they have a feeling of being an ‘out-group’ member, in a varying degree, even though it does not constrain them on a way to integration, but still it certainly remains as one of the main barriers on a way to entire integration. The difficulty of becoming an ‘in-group’ member was expressed in that Norwegian society, in majority, but surely not entire, is not opened to immigrants, thereby pushing away foreigners from social network and friendship formation. In relation to that it might be suggested to follow recommendations described in recent studies (Ager & Strang, 2008; Heckmann & Schnapper, 2016; Joppke, 2013; Martiniello & Rath, 2010) where it was offered to look on integration not as one-way process, where only immigrants has to addapt or even change, but as on a “two-way” process, where both interaction parties are bringing effort into social inclusion processes.

## 5.1. Employment

Majority of respondents agreed that employment strongly affects integration, and relatively inclusion within social and work life. Employment is influencing many life aspects, such as, for example, economic stability, network ties construction in the workplace, possibility to improve language skills, and self-esteem achievement (Tomlinson & Egan, 2002). And, accordingly the lack of employment is a strong barrier. One of the reasons why some of respondents had difficulties in this domain lies in existence of discrimination based on the fact that applicant has foreigner name. Tajfel and his colleagues (1971, 1973) were scrutinizing about the fact that individuals tend to favour members of their own group (in group) over members from other groups (out-group), what relatively may have negative outcome and incline individuals to do a wrong judgement about different group representatives, based on stereotypes or prejudices, leading to discrimination. In such a way study results showed that respondents faced with same challenge while looking for a job. They have confessed that they were discriminated against because of having foreigner name on application form, which implies cautious attitudes from job employers, restricting them to do a favour decision toward hiring a foreigner. It may also be interpreted as discrimination based on stereotypes or prejudices about Russian speaking applicants, and or sceptical attitude in relation to the fact that they have discrepant level of education, experience, skills and last, but not least important they have different mentality. And again, in relation to challenges Russian speaking female immigrants are facing while looking for a job, “network theory” could be touched repeatedly. Respondents truly believe that lack of social network diminishes chances in a process of job enquiring in Norway. Some of respondents were even confessing that if they did not have certain social connection they would have not been hired.

## 5.2. Language

Another factor contribution integration and inclusion in society and working life must be mentioned, which is language. According to respondent's experience, it may be concluded that knowledge of language breaks down barriers on a way to successful integration and inclusion within society and work life. It serves as a strong foundation in the formation of social connections, employment enquiring, helps to get acquainted with the rules, norms, traditions and values of host country, and as well to understand how social institutions are functioning.

## 5.3. Interaction with Locals

The study findings did not reflect much on dimensions of exclusion, made by Saunders and colleagues (2007), which were discussed in a previous sections. The only one dimension was important for the study which was *social interaction*. Other dimensions might be important under different context but appeared to be less important or insignificant for respondents of the study.

According to data collected, social interaction with locals does contribute to integration and inclusion processes, but, at the same time, lack of friendship ties with them does not make Russian speaking female immigrants having a feeling of low integration or exclusion from society, what may be due to the fact that majority of respondents underlined the necessity of social ties existence with those who speak same language with them, or with other foreigners. What in turn was explained because people speaking same language has more or less same mentality and are raised under similar canons. And, in relation to social ties with other foreigners – because they are in the host country under same rights and are

facing with certain difficulties same as Russian speaking female immigrants. Thereby interaction with Russian speaking society and those who are foreigners as well, feels much easier and less resistant, as well as more supportive.

Additionally it is important to turn to discussion about second main questions of the study and mention that Russian speaking female immigrants, married or partnering with local man, believe that they do have an advantage in deeper access into host country traditions, values, public institution systems, over Russian speaking female immigrants married or partnering with foreigners. Vance et al. (as cited in Van den Bergh & Du Plessis, 2012, p. 143) stresses out the importance of having local partner in the receiving country as an adjuster of stability and support for immigrant women. The believe of study respondents, that they do have advantage, might be explained in such a way that local partner does provide a rich foundation of knowledge about Norwegian culture, tradition, values, and is able to introduce a “new-comer” to all rights and orders existing in host country. Thereby, the research data, described above, only supports the feeling of inclusion and good level of integration among respondents, married to or partnering with local man.

Researcher Heckmann (2005, p. 17) stated that integration may be uneven in all domains. For example, individual may feel higher level of integration in social domain, and, at the same time, lower in civic domains, nevertheless that does not mean that integration is not successful, same in relation to social acquaintances. Rudiger and Spencer (2003) suggested that immigrants might have different sets of interaction with local people, for example some may have good contacts with host country representatives, be friends with them and even have local partner, but second may prefer to have social connection among same country representatives or other foreigners. Both interaction models may be called as ‘Integrational Success’ (2003, p. 6). And relatively, according to Rudiger and Spencer (2003, p. 6), it is

reasonable to consider that Russian speaking female immigrants are at “Integration Success” phase.

Tony Atkinson (1998, p. 13) scrutinizing about social exclusion, wrote that time is important component of it. As the time goes an individual might have stronger or weaker feeling of inclusion/exclusion. Nearly all respondents confirmed ideas of Tony Atkinson. The time, respondents have spent within certain organization or society, did influence their feeling of inclusion in a positive way. It may also be explained that with time respondents gained more knowledge about host country values and traditions and adapted them, as well as with time respondents became more skilled, talking about work life moments, therefore gained more respect from colleagues, which positively affected on feeling of inclusion.

Study findings also concur with Atkinson (1998, p. 13) in relation to his statement that social exclusion is not only an outcome of current situation (e.g. unemployment), but it also influences future success and prosperity, as it was described in sections above. Respondents of the study were confessing that after rejections from local people and as well after they have been discriminated against while looking for a job, they had a negative feeling, which influenced them afterwards, stopping from further attempts to interact with locals, or search for new job opportunities.

The study results did not reveal fundamental origins of ‘inclusion’ described by Shore et al (2011, p. 19), who were scrutinizing that crucial factors generating inclusion are *justice*, and *trust*. Respondents did not stress much on these two components possibly because these two dimensions requires deeper examination of the topic, with a narrower specific.

## **5.4. Personal Qualities**

During process of interview, respondents revealed additional factor, which influences integration process and helps to create feeling of inclusion in their opinion. Even though, author have not done any reflexion on it into literature review chapter, it was considered that such factor deserves to be illuminated and discussed in a given chapter. Now then, the factor may be called as “personal qualities”. Respondents were scrutinizing that level of integration and inclusion within society and work life related moments to a large extent depends on individual’s personal qualities, such as, for example flexibility, adaptivity, openness and proactivity. Flexibility and adaptivity were mentioned in relation to ability to bear a resemblance to the “sponge” thereby to be able to absorb existing norms, rules, traditions of a host country, and through that find a best way of how to exist within it. Openness was touched in relation to individual’s capacity to observe without judging or attempting to change existing canons, and as well as in the context of openness towards interaction with local people and ability to push yourself out of the “box”, without being anchored by outdated norms, social connections, and, in some cases, even by stereotypes about host country representatives. In addition, such personal quality as proactivity was mentioned implying that it might help with every point related to integration and inclusion. There should be certain level of curiosity and self-motivation, which will influence individual in proactivity towards acquiring necessary tools helping to integrate and be included.

## **5.5. Inclusion/Exclusion in the Work Life**

Inclusion/exclusion in the work life will be highlighted separately in the given section, as it contains some additional sensitive moments, which were not described above. Thereby, it should be underlined that Russian speaking immigrants, undoubtedly are facing with certain

challenges in relation to work life moments and, responding on the third research question, regarding extend of feeling of inclusion/exclusion in the working life of Russian speaking female immigrants in Norway the overall results of the study showed that there is a mix of experiences. But nevertheless, there was a uniformity in replies in relation to separation of inclusion into two subcategories, which are work related processes and informal processes, like interaction with colleagues during coffee break. In relation to inclusion within informal processes, informants proposed to draw a border between communication with Norwegian colleagues and international colleagues, as it does differ. Scrutinizing about Russian speaking female immigrants' experiences with communication with Norwegian colleagues, same constraints showed up as those described above. Norwegian colleagues are not able to help on a way to a feeling of complete inclusion of foreigners within organization. That is expressed in cold attitude toward colleagues, they are showing no interest in personal life moments, what is at great importance for post-Soviet Union territory immigrants. Such attitude is being perceived by Russian speaking female immigrants as rudeness, impoliteness or just aloofness. Whereas interaction with other international colleagues, aligns low feeling of inclusion in relation to informal moments, they do show support, offer small talks, and help in professional moments, in some cases even communication is being held in after work activities.

Pelled, Eisenhard, and Xin (1999) stated that workforce inclusion should be expressed in equal distribution of influence in decision-making processes, align access to information, and job security and by Roberson (2006) inclusion focuses on employee involvement and integration. In conformity with statements mentioned above, respondents' replies have truly displayed concurrence. Majority of respondents of the study, experience equality in work related moments. They are being invited to job meetings, where their opinion is at high value, responsibility share is uniformed, job employers does show same level of respect and provide

similar work conditions. Consequently, they do perceive them self-included in work life, even despite the fact that Norwegian colleagues are not opened for informal communication. The following conclusion can also be done that once you are employed, the workplace will bring its effort toward inclusion. Though, there are sensitive moments and or difficulties while Russian speaking female are looking for a job. They are not being called for the interview or are rejected because of having foreigner name on application form. Therefore, it can be concluded that hiring processes in Norway are way not perfect and hiring decisions are done based not on individuals working skills and possible positive input applicant might bring in organization, but on stereotypes and prejudices.

## **5.6. Limitations and Suggestions**

In order to gain in-depth knowledge about given master's thesis topic and reveal Russian speaking female immigrants' experiences, qualitative research study was conducted. However, qualitative research studies also have limitations. According to Bowen (2009) potential problem of qualitative research is that particular problem go unnoticed. Thereby, it can be concluded that some of problems might have not been revealed and brought up for a discussion in this paper. Second, limitation of this paper is also connected to disadvantage of qualitative research study technique, that is researcher interpretations, which, are dependable on researcher knowledge about the topic, which in turn can be limited. Even though author was trying his best to remain alienated and inert, personal experience and knowledge might have influenced the observations and conclusion related to research problem.

As qualitative research is mostly open-ended, the respondents have more control over the research study question and might influence collected data. So, in relation to verification,

the researcher might not be able to verify the results objectively against scenarios brought up for discussion by participants.

Qualitative research data has no way to be analysed mathematically, therefore interpretations should be done throughout thoughtful planning to ensure the obtained results are accurate. Even though research data, while analysing, has been categorized, and carefully examined, it might not be that precise as in quantitative research technique. But that is a topic for a discussion of research associations, not for this master thesis research problem.

Another limitation of the study might be caused by sampling. The study results did show common patterns within experiences respondents have in relation to integration and inclusion within social and working life. But, nevertheless, there were discrepancies caused by the fact that respondents were employed in different fields, and in different companies, meaning that some respondents had experience in working within international companies, with a more diverse workforce, but others in a more homogeneous work environment consisting mostly of host country representatives. Thereby, there were differentiated experiences, causing different emotional tension. In relation to that it can be suggested to choose a narrower sample in order to reveal stronger patterns and enhance sensitivity of data extracted from respondents replies. As well as investigate what are weak points in existing diversity management policies and develop more effective plans towards diverse workforce implementation into organizations.

Research data has shed light on challenges Russian speaking female immigrants are facing with while looking for a job, which were discrimination against foreigner names on applicant curriculum vitae. Thereby it can be suggested for the consideration of hiring authorities to implement a system, which would interchange candidates' names on, for

example, number generated in random order. That practise may reduce discrimination against foreigners based on stereotypes and prejudices.

In relation to moments related to hiring practises, respondents did mention that social networks bring a huge impact on hiring decisions. There is a much greater chance to be recruited if someone will recommend job applicant for opened position. That is related not just to immigrants, but to local job seekers as well. For job seekers, having certain connections, it might be considered as an advantage, but for employers it might not be that positive, because that is diminishing diversity within organization, which is tented to improve organizational prosperity. According to Aghazadeh (2004), diverse organizations creates good business sense for higher income and profitability in profit goaled organizations, as well as in non-profit companies. Diverse workforce creates huge pool of opportunities for organizations and individuals to tap the ideas, creativity, and possible contributions diverse workforce may offer (Aghazadeh, 2004). Therefore, hiring practise in Norway must improve its supply of diverse workers through more successful hiring activities. But, first of all, companies must start valuing diversity, which can be achieved by breaking accepted norms, rooted in old mind set, of hiring through acquaintances and substitute it by “blind” hiring, meaning that all candidates should have equal possibilities to be recruited, regardless its race, skin colour, country of origin, gender, etc. Consequently, it might be suggested for Norwegian companies, to shift company culture, revise hiring policies, create new structure, and redesign human resource systems.

Respondents of the study were pointing out repeatedly that Norwegian people are reserved, what constrains immigrants on a way to integration and inclusion. Thereby, coming back to the points described in discussion section, it might be suggested to work on integration programs involving efforts from both sides, making integration as a “two-way”

process, as it was suggested in recent studies (Ager & Strang, 2008; Heckmann & Schnapper, 2016; Joppke, 2013; Martiniello & Rath, 2010). But, at the same time, as some of the respondents pointed out, it is at a great importance to keep the balance between effort host society may offer and adaptivity immigrants should employ, meaning that there should be a certain level of respect towards traditions and orders of host country without obtrusion of norms and values of comers.

## 6.0. Conclusion

Overall, the findings on how Russian speaking female immigrants perceive and experience integration process and what is the degree of feeling of inclusion/exclusion in social and working life, showed that respondents does not have commonality in responses, some feel completely integrated, whereas some stay less positive and still suppose that it is long way to go before that believe can be achieved, what again proves that integration processes and inclusion in society depends on time, and stands on such domains as employment, language, interaction with locals and social networks in general, and personal qualities.

Both for policy-related concerns and theoretical reasons, it is important to acknowledge that “migration” is an integral part of broader processes of social and economic transformation, thereby it should be considered as an almost inevitable outcome of nations “incorporation into the global economy”.

It is clear from the above analysis that in order to attain harmony between comers and greeting side it is necessary to develop an effective policy on integration, governments need to clearly articulate policy on nationhood and citizenship, and greater attention should be attracted to hiring processes existing in Norway. There is certainly a time for a change to come, and therefore in order to enhance productivity, achieved by diversified labour, old ways of hiring based on personal acquaintances, should remain in the past.

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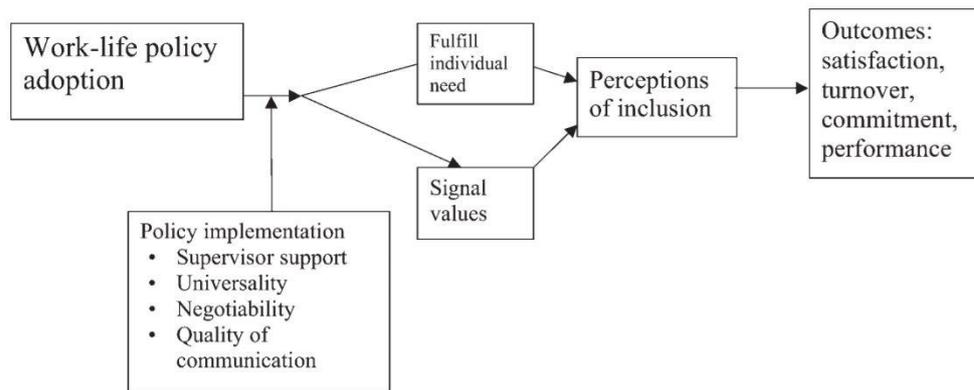
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## Appendix A



*Figure 1*

## Appendix B

### Interview Guide

- **Introduction Part** (presentation of the research topic and central aspects of it)
- **Fact Oriented Questions:**

Could you please represent yourself? I would like to know following information:

  - How old are you?
  - Which country are you from?
  - What is your marital status? Are you single/married/living with partner/divorced? If you have a partner/husband can you, please tell me a little about him? Which nationality does he have, and which country is he coming from? Does he have Norwegian citizen status?
  - Do you have kids?
  - How long do you live in Norway?
  - What was the reason of your immigration to Norway? (education/work/family reunion or formation/other)
  - Did you immigrate on your own or accompanied by your partner/family/children?
  - Can you please tell me which education do you have?
  - Can you please mention which occupation did you have before moving to Norway?
  - Are you employed at the moment?
  - Do you know Norwegian Language? If yes, are you fluent in it? Did you learn Norwegian language before immigration or after? Can you please share your experience of learning Norwegian language?
  - Which status of residence permit do you have?
  - Do you have Norwegian passport?

- Is there any additional information about you which you would like to share with me?
- **Transition Questions**

*Background expectations:*

Before immigrating to Norway did you have any knowledge about it? Were you familiar with Norwegian culture, work system, immigration requirements rules?

- **Key questions**

*Experiences related to immigration:*

- What do you like most and least living in Norway?
- What are the main reasons influencing you to live in Norway? Are you considering yourself to continue living your life in Norway or you would rather like to return back for living to your home country? Please name reasons.
- To what extent do you feel yourself integrated to Norway/Norwegian culture/Norwegian society?
- Can you please tell me what are the most important factors contributing to successful immigration to Norway in your opinion?
- Which factors are the main barriers on the way to successful integration?
- In your opinion does Norwegian government provides good enough integration programs for immigrants? If no could you, please mention what could be done differently or additionally?

*Experiences with inclusion/exclusion to social life*

- How do you perceive yourself with inclusion in social life?
- How easy or how difficult was it for you to get included in social life?
- If difficult, what were the barriers?

- If easy, what were the facilitators?
- Could you please describe your relationship with Norwegian born citizens? Have you faced with any rudeness/impoliteness from them?
- Is it easy for you to make friends among Norwegians and do you have friends among Norwegians? To what extent are you close?
- You have mentioned that you are married/living with Norwegian nationality person, how do you think does it help you to be better integrated and included in Norwegian society?

*Or if married/living with immigrant*

- In your opinion, are other Russian speaking immigrant women married /living with Norwegian nationality person better integrated and included in Norwegian society? If yes, could you please name those factors contributing to more successful integration.

***Experiences with inclusion/exclusion to work life***

- Can you please tell me about your first work experience in Norway?
- What were your expectations to becoming an employee in Norway?
- How did you perceive a process of job acquiring? How do you think is there any discrimination against immigrants/foreigners looking for a job?
- To what extent do you feel that you have been integrated in working life?
- How easy or how difficult was it for you to get included in work life?
- If difficult, what were the barriers?
- If easy, what were the facilitators?
- To what extent is there any difference in attitude towards you and your Norwegian colleagues from your employer?

- In your opinion would there be higher chances for promotion if you were Norwegian?
- **Complicated and sensitive questions**
- **Ending the interview**