

The Expat Study 2014



Preface and acknowledgements

Oxford Research A/S presents Expat Study 2014, the fourth survey conducted among expats who live and work in Denmark¹.

The study has been financed by a group of sponsors. The sponsors, in alphabetical order, are:

Aarhus University
Confederation of Danish Industry
Copenhagen Capacity
The Danish Agency for Labour Market and Recruitment (STAR)
The Danish Society of Engineers, IDA
International Community
Lyngby-Taarbæk City of Knowledge & Urban Development
The Ministry of Business and Growth
The Murmur
The Technical University of Denmark
University of Copenhagen

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Oxford Research would like to thank the sponsors for their input and for contributing to this study.

Last but not least, we would like to thank all the expats who completed the survey and by doing so, have shared their views and perceptions about living and working in Denmark.



¹ The survey has been financed and completed by the Danish Agency for Labour Market and Recruitment, STAR

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1. Executive summary

This executive summary presents the overall conclusions of the Expat Study 2014. The Expat Study 2014 has been carried out by Oxford Research using data from a questionnaire survey conducted among approximately 1,800 highly skilled expatriates² who live and work in Denmark. The report thus follows in the footsteps of the expat studies conducted by Oxford Research in 1998, 2006 and 2010³.

The Expat Study 2014 explores the state of the expat agenda by examining how expats in Denmark perceive their lives here and why they do so. This allows the many stakeholders within the expat field to assess how the attraction and retention of highly skilled expats has progressed since the last study in 2010, and identify and address potential areas for improvements.

The Expat Study 2014 has been conducted differently, compared to the previous studies. In the last Expat Study from 2010, respondents were reached through different networks and workplaces and an overwhelming amount of respondents were researchers which may have influenced the results of the study. In the 2014-study, the data was drawn by Statistics Denmark and includes a random sample of expats, representing the entire population of expats in Denmark. This has made it possible to comment on assessments, satisfaction etc. among all types of expats both in relation to areas such as sectors, branches and geography.

It is however, important to notice that the findings cannot be seen as an objective measure of Denmark's ability to attract expats. This would have required information from expats who have actively chosen not to come to Denmark and develop their careers here.

Rather, from this study, we gain the most solid knowledge to date on the expats who have actively chosen Denmark and as such are able to evaluate Denmark as a country to work and live in.

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Lyngby-Taarbæk City of Knowledge & Urban Development
The Ministry of Business and Growth
The Murmur
The Technical University of Denmark
University of Copenhagen

² The survey has been financed and completed by the Danish Agency for Labour Market and Recruitment, STAR

³ <http://www.oxfordresearch.dk/om-oxford/kernekompetencer/expat.aspx>

Professional possibilities is a key factor

The Expat Study 2014 confirms that the most important factor for expats when deciding to move to Denmark is related to their professional career. The study shows that the expats living in Denmark are satisfied with their job (84 %) as well as other aspects related to the job, which are crucial for coming to Denmark.

The study shows that there are three main reasons why the respondents have accepted a job in Denmark:

1. To improve their career
2. To have an interesting job
3. To have the opportunity to enjoy a good work/life balance.

When exploring further into these answers, we find some noteworthy differences e.g. in relation to age groups, where younger expats generally find career opportunities more important than older expats, who value having an interesting job and work/life balance. We find that the motivation to seek a job in Denmark differs among expats from different countries of origin. Expats from countries outside the EU and the Nordic countries find career opportunities and the possibility to work in a world-class company important, whereas expats from the Nordic countries value an interesting job to a higher extent and expats from the EU highlight work/life balance in their answers.

The finding that expats come especially to Denmark because of professional possibilities is noteworthy, as it shows that the expats perceive Denmark as a country where they can have an interesting job while improve their careers at the same time. Overall, the expats are satisfied with their jobs, which indicate that their expectations to a high degree are fulfilled. Furthermore, the opportunity to have good work/life balance is mentioned by two out of five expats as an important factor when accepting a job in Denmark, showing that this is a valued part of working in Denmark. In an increasingly globalised competition for skilled workers, this is important.

Social life is important for general satisfaction with life in Denmark

Another main finding from the study is that expats generally enjoy living in Denmark (86% of the respondents). Factors such as social life and the family's happiness are important issues to discuss, in order to understand the expats' satisfaction with life in Denmark. Generally, satisfied expats are those who have an active social network outside of work, and who meet and socialise with others expats and Danes on a regular basis. This is affected by how good the possibilities to do so are at work. Expats who work in small companies find the possibilities to meet and socialise with Danes outside of work easier compared to those who work in large companies, who on the other hand, find that there are good possibilities to meet with other expats. Those working in medium sized companies were the least satisfied with their possibilities for social networking.

The expats who have a well-integrated partner in Danish society and who works or studies in Denmark, are also the most satisfied with life in Denmark. Finally, the study reveals that expats with family and children in Denmark are more satisfied with their lives here if they are also satisfied with the school and educational opportunities for children. In general, 40 % of the expats prefer an international school for their children.

Public authorities are good in English in 2014 - and Danish language courses are in demand

The study also examined how satisfied the expats were with their arrival in Denmark. The reception of newly arrived expats play a crucial role in helping them settle into their new lives. The majority are satisfied (70 %) with the service of Danish authorities. International Citizen Services was especially highlighted positively. 90 % of the expats also state that the public authorities can communicate in English, which is essential for communication with non-Danish speakers. Interestingly, the study indicates that more expats find the public authorities capable of communicating in English than in 2010.

When asking the expats what kind of help the work place should offer to assist them with in the beginning, the majority wished to be assisted with practical issues outside of work, such as housing and insurance. Furthermore, Danish language courses are stressed as important. This aligns well with the findings from Expat Study

2010, which found that it is important to learn Danish to be able to feel integrated in Denmark and socialise with Danes. The language barrier is, in general, an essential factor for expats since it is often highlighted as a reason for leaving Denmark earlier and among the factors that can make the expats stay longer.

Reasons for leaving Denmark earlier than originally planned

The majority of the expats are happy with their jobs and lives in Denmark and 46 % of the respondents in the survey plan to stay longer than originally planned. We find that 6 % have decided to leave early and the rest will stay as originally planned.

Even though it is a relatively small group who will leave earlier than expected, the characteristics of and assessments from this group are highly relevant. The reason why they leave is an important piece of knowledge to gain if Denmark wishes to be even better in retaining expats.

Those who leave Denmark are unhappy with their jobs and lives, and some of them have partners and families who are also unhappy with life here. When exploring further into why these respondents are unhappy and decide to leave, we find some key factors that affect this.

The unsatisfied expats are characterised as coming to Denmark because they expected to work in a world-class company and to have work/life balance in their lives. They are less social i.e. only rarely or never socialise with other expats and Danes - and do not find the opportunities to do so very good. Amongst those who leave because the partner is unhappy, we find that their partners neither work nor study, which could indicate that they are not well integrated in Denmark. Finally, among expats with children, who leave Denmark earlier than planned because they are unhappy with their lives, there are an overrepresentation of expats, who have their children in a Danish school but wish to have them in an international school instead.

The retention of expats

Once expats have come to Denmark, the majority are happy with their lives and half of them want to stay here longer than they originally intended. The expats thus generally perceive Denmark as an attractive country to live and work in. Still, it is important to capture the targets for further improvement; therefore, we asked the expats what could make them stay longer.

The study identifies four main factors that influence whether the expats stay in Denmark:

1. Better career opportunities
2. A better social network
3. Lower income taxes
4. Better Danish language skills.

There are some noteworthy differences. Females highlight a social network as an important factor, compared to men who find lower income taxes more important. The younger expats wish to have a better social network, career opportunities and Danish skills, whereas the older expats focus on career opportunities for the partner and work life balance. Employees within research rate better career opportunities as more important than expats within other work fields. Expats within manufacturing & other industry find lower income taxes to be important compared to employees in other work fields.

2. Introduction to the expat agenda

The Expat Study 2014 is the fourth survey on expats living and working in Denmark conducted by Oxford Research, and thus follows in the footsteps of the Expat Study's conducted in 1998, 2006 and 2010. The aim of the present study is to gauge how expats living and working in Denmark perceive their professional as well as personal lives. In line with previous expat studies, the results from 2014 can be used by a multiplicity of stakeholders to improve and target their efforts in attracting and retaining expats in Denmark.

In this first chapter, we introduce the concept of an expat and the expat agenda in a Danish context. We briefly look into the development since the last expat study completed in 2010 and finish the chapter with a reading guide to the Expat Study 2014.

2.1 THE COMPETITION FOR THE HIGHLY SKILLED – A GLOBAL TREND

International migration is on the rise⁴ and mobility of people can be viewed as a specific dimension of globalisation. With Silicon Valley setting the pace in the late 1990s and continuing to accelerate, this phase of globalisation has increased the competition for specific skills in order to create innovation and growth.

Even though this theme of global professionals has been on the agenda for a while, challenges still exist in the recruitment and retention of highly skilled and qualified expats. This is highlighted by a recent report by the World Economic Forum, where Denmark ranked number 19 in attracting and retaining highly educated internationals⁵.

Highly skilled and qualified expats – a sensible investment

The public debate has often, and especially in the aftermath of the financial crisis in 2008, focused on whether the attraction and retention of highly skilled workers is necessary. Several studies show however, that attracting and retaining highly skilled and qualified foreign workers has a positive effect on public finances as well as the productivity of individual firms.

The demographic developments in Denmark are also revealing that there will be fewer working age individuals in the future. Meaning that it will be more unlikely for companies to be able to hire employees with the necessary skillsets in the upcoming years. Immigration is then one option to ease the implications of the aging population, as well as sustaining companies and furthering their development and growth.

⁴ OECD Migration Outlook 2013

⁵ <http://www.weforum.org/reports/global-competitiveness-report-2014-2015>

Definition of an expat

The word “expat” derives from “expatriate”, which the Oxford Dictionary defines as “a person who lives outside their native country”. In The Expat Study 2014, this broad definition is however, further narrowed, as the study only focuses on highly qualified and skilled foreign citizens who are working in Denmark (see chapter 3).

Number of foreign workers in Denmark

According to table 2.1, the number of foreign workers living and working in Denmark has increased rapidly since 2008 (www.jobindsats.dk).

2008	2009	2010	2011	2012	2013
34,497	39,299	41,900	49,956	58,262	67,638

Basis of residence

Whether an expat needs a work permit in order to work in Denmark varies for Nordic citizens, EU/EES citizens and citizens from countries outside the Nordic countries or the EU/EAA. Nordic citizens are free to live and work in Denmark, and so are EU/EES citizens, though a registration at the State Administration is necessary for stays longer than three months.

Meanwhile, citizens from countries outside the Nordic countries or the EU/EAA require a permit in order to work in Denmark. There are special schemes designed to make it easier for highly qualified professionals to get a residence and work permit in Denmark.

- *The Greencard scheme:* A residence and work permit under the Greencard scheme is issued on the basis of an individual evaluation using a point system. The points are given based on several criteria incl. language skills, education from international universities etc. From 1st January 2015 the duration of Greencards are changed from three to two years and the expat needs to earn at least DKK 315,000 the year before applying for an extension.
- *The Positive List:* If the expat has been offered a job in a profession currently experiencing a shortage of qualified professionals, he or she has particular easy access to the Danish labour market. The minimum educational level required for a position on the Positive List is a Professional Bachelor's degree.
- *The Pay Limit scheme:* If the expat has been offered a highly paid job, he or she has particularly easy access to the Danish labour market. There are no specific requirements with regards to education, profession, or the specific nature of the job. The expat must have a gross annual pay of no less than DKK 375,000.
- *The Corporate scheme* (replaced by the Fast Track scheme by 2015): The corporate scheme makes it easier for companies with operations in Denmark to transfer employees with special abilities or qualifications from the company's foreign departments to Denmark to work on a project or to carry out work that is innovative or educational in nature. It is only certified companies that can gain from the scheme and it is required that the expat must have a gross annual pay of no less than DKK 375,000.

A new reform regarding international recruitment is launched January 1st, 2015. The overall aim of the reform is to achieve better opportunities for Danish companies, universities etc. to recruit and retain highly qualified labour and international students who have earned a master's degree or PhD in Denmark. Beside the schemes mentioned above, the reform will include new rules for self-employed (Start-up Denmark) and international graduates (Establishment Card).

Several publications have shown that highly skilled and qualified expats are a worthwhile investment for public finances as well as the individual companies hiring them. Jacobsen et al. have shown that the annual net contribution of an average highly skilled and qualified expat with a family to public finances is approximately 243.000 DKK, while the amount for an average highly skilled and qualified expat without a family is about 123.000 DKK. One possible explanation as to why the net contribution is higher for expats with families than for expats without families is that the partner also works. Additionally, single expats are generally younger and not as far in their careers as the expats with families, meaning their income is lower. Their higher net contribution is due to that fact that expats use publicly funded services, including health care and daytime care for their children, far less than Danes⁶.

It is not only the public finances that benefits from the highly skilled and qualified expats. The Confederation of Danish Industry has calculated that one highly skilled and qualified expat creates value worth 1.5 million DKK yearly⁷. Furthermore, Malchow-Møller et al. has demonstrated that Danish companies who have employed foreign experts increase their productivity more than if they had employed Danish experts. These companies also increase their exports of goods and services, for instance as a result of the foreign experts' knowledge about foreign markets⁸.

2.2 DEVELOPMENTS IN THE EXPAT FIELD SINCE 2010

The Expat Study 2010 showed that even in the shadow of the financial crisis, Danish companies require highly specialised international labour. However, the study discovered several issues, which conceivably made attraction and retention of expats more difficult than it ought to be. For instance, 90 % of the expats found assistance with practical issues as essential when coming to Denmark, but only 32 % - the majority employed in private companies with more than 50 employees – was actually offered this assistance. Furthermore, while the general perception of the Danish bureaucracy was positive, there was a need for a coherent overview of relevant rules and regulations as well as the bureaucracy as a whole.

As such, it is worth noting that there has been a growing understanding of the importance in the reception of newly arrived expats in Denmark in order to retain them here. In the past four years, a stronger focus on the reception of expats from public authorities has resulted in a general upgrade of communication in English amongst public authorities. Furthermore, International Citizen Service centres in the four largest cities in Denmark opened in 2011 based on the experiences with a One Stop Shop in Aarhus.

It also seems that private as well as public workplaces are paying more attention to their international employees. A mapping carried out by Oxford Research on behalf of The Danish Agency for Labour Market and Recruitment indicated that many workplaces have increased their range of activities for their international employees in the past few years, including practical help with relocation as well as professional and social integration in the workplace⁹.

Besides the increased focus from public authorities and workplaces, a range of stakeholders have strengthened their activities in helping expats living and working in Denmark, for instance initiatives such as Copenhagen Talent Bridge¹⁰ and International Community.

Naturally, the agenda is constantly evolving. In 2014, the Danish government together with the Liberal Party of Denmark, the Socialist People's Party, The Danish People's Party, Liberal Alliance and The Conservative

⁶ Jacobsen, R. H., og J.R. Skaksen (2013): Fiscal Costs and Benefits of High Skilled Immigration to a Generous Welfare State. CEBR

⁷ Dansk Industri (2014): Velkommen, bienvenue, witamy.

⁸ Malchow-Møller, N., J. R. Munch og J.R. Skaksen (2011): Do Foreign Experts Increase the Productivity of Domestic Firms. IZA Discussion Paper no. 6001

⁹ See www.expatsviden.dk (in Danish)

¹⁰ See <http://talentcapacity.org/about/copenhagen-talent-bridge/>

People's Party agreed on a reform of the regulation of international recruitment regarding e.g. smoother recruitment processes when obtaining work permits for expats, improved retention of both international students and international labour. The new reform is set to come into effect at the beginning of 2015.

2.3 READING GUIDE TO THE EXPAT STUDY 2014

The Expat Study 2014 is divided into eight chapters. The first chapter is the executive summary, presenting the key findings from the Expat Study 2014. After this introductory chapter, chapter 3 introduces and analyses the expats constituting the respondents of the survey in order to get a better understanding of their characteristics.

Chapter 4 delves into where the expats actually work, looking in depth at the distribution of public and private employment as well as employment across industries, while also analysing the educational backgrounds of the expats and how they were recruited to their current job.

Chapter 5 examines how the expats perceived their reception from both public authorities and their employer when they arrived in Denmark. Further on the chapter analyses which factors played a part in the expat's decision to come to Denmark.

Chapter 6 is dedicated to the many nuances related to how it is to work in Denmark, starting by examining the expats' perception of their career opportunities in Denmark. The chapter then studies how the expats look at Danish work culture in general and work/life balance in particular. Finally, the chapter elaborates on the expats' overall satisfaction with working in Denmark.

Chapter 7 then turns its attention towards how expats experience living in Denmark. This chapter focuses on whether the expats have partners and/or children, the employment opportunities for partners, the possibilities of being integrated into Danish society, as well as the perceived balance between taxation and its subsequent benefits.

Chapter 8 summarises the various findings from the other chapters in order to find out which factors play a key role in the expats' decision to stay in Denmark either longer or shorter than they intended when they originally decided to move here.

Finally, Chapter 9 elaborates on the methodological approach of the Expat Study 2014 as well as the possibilities of generalising the key findings of the study to the total population of highly skilled and qualified expats living and working in Denmark.

3. Who has participated in Expat Study 2014?

This chapter aims to provide a general description of the characteristics of the 1,749 expats (respondents) who took part of the questionnaire survey ‘The Expat Study 2014’.

The expats who were selected to participate in the survey were defined as **highly qualified and skilled foreign citizens living and working in Denmark, and who have arrived within the last 5 years**. The sample of expats were selected by Statistics Denmark based on the following criteria:

- Foreign citizens
- An average income level of minimum 25,000 DKK/month, the last five months
- Minimum 22 years old
- Arrived in Denmark after 1/1 2009

The questionnaire was posted by the Danish Agency for Labour Market and Recruitment via Statistics Denmark to 4,000 expats and 1,853 respondents answered the survey. In the data processing that followed, 104 respondents were deleted from the sample because they did not match the criteria. We ended up with a sample of 1,749 expats, who are representative of the entire population of highly skilled expats in Denmark¹¹.

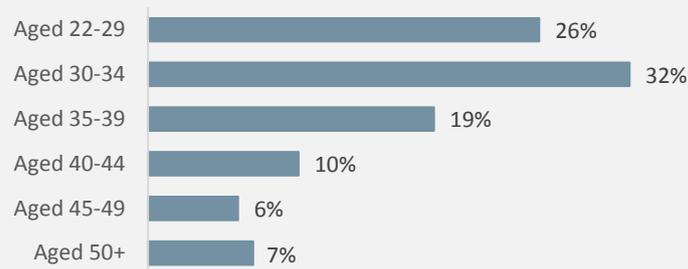
This chapter serves to give a description of the respondents based on age, gender, education level, country of origin, region of living and experience. In chapter 4 we describe where the respondents are working i.e. sector and branches etc. Both chapters provide **background knowledge** of the respondents in the survey, and in general gives an overall picture of what characterise highly skilled expats in Denmark.

3.1 GENDER, AGE, EDUCATION AND INCOME LEVEL

In this section, we describe the distribution of the expats by age, gender, education and income level, region of residence and country of origin.

The majority of the respondents are men, making up approximately 64 % of the group. Furthermore, over half of the sample is under the age of 34 years old, whereas around 30 % are within 35-44 years old (fig. 3.1).

¹¹ Statistics Denmark use two types of procedures to ensure the sample is representative; non-response analyses, followed up by a telephone survey that aims to make those respondents who are in the minority of the survey answer the questionnaire.

Figure 3.1 Distribution by age groups

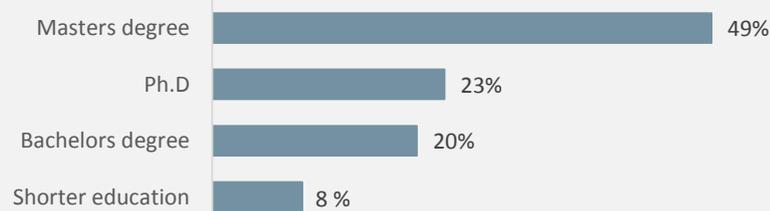
Question: How old are you?

n=1,749

Source: Oxford Research, STAR & Statistics Denmark 2014

The educational distribution shows that the majority of the respondents are well educated, as 92 % have at least a Bachelor's degree from the university (fig. 3.2). Since the aim of the survey is to examine highly qualified and skilled expats experience of Denmark as a host country it is a criteria, that the respondents in the survey is well educated. Additionally, 8 % of the respondents included in the survey have a shorter educational level, but holds highly responsible job functions fx manager and therefore are included in the survey.

The fields of education are mainly within three categories being engineering, manufacturing & construction (23 %), natural sciences, mathematics & statistics (20 %) and business, administration & law (18 %).

Figure 3.2 Educational distribution

Question: What is the highest level of education you have completed?

n=1,698

Note: Short education level includes: primary school, high school, vocational training, shorter tertiary education etc.

Source: Oxford Research, STAR & Statistics Denmark 2014

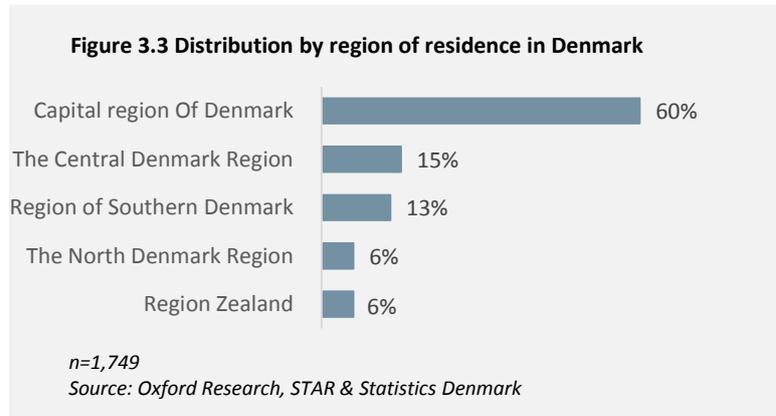
Drawing on data from Statistics Denmark, we find that the mean income level of the respondent is approximately 50,000 DKK/month. Table 3.1 below show the income range by quartiles of the entire sample, thus excluding three outliers that have a substantial higher income level than the rest of the expats.

Table 3.1 Income range pr. month (DKK) by quartile

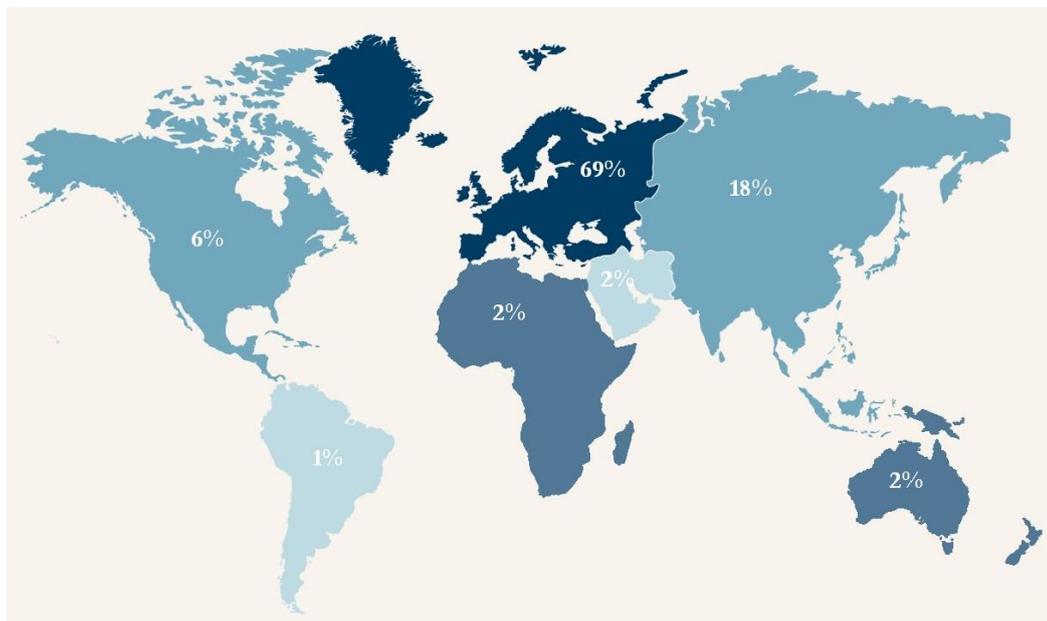
Quar-tiles	Income per month (DKK)
1	25,000-29,400
2	29,401-35,540
3	35,541-47,760
4	>47,760

3.2 REGION AND COUNTRY OF ORIGIN

Figure 3.3 shows the distribution of the respondents by region of residence. As the figure illustrates, the majority of expats live in the Capital Region of Denmark (60 %). Both the Central Denmark Region and the Region of Southern Denmark are the second most represented regions, with 13-15 %.



When exploring the respondents' country of origin, we find that the expats are represented among 95 different countries. The map below illustrates which continents the respondents are from; 69 % of the expats come from Europe, 18 % are from Asia and 6% from North America. The rest of the expats are from South America, Africa, Oceania and the Middle East.

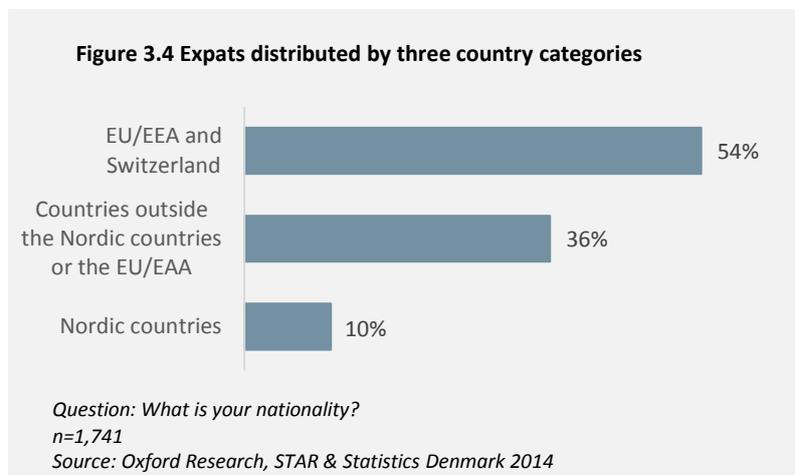


Note: Question: What is your nationality? n=1741, 8 have reported dual nationality. Source: Oxford Research, STAR & Statistics Denmark, 2014

Figure 3.4 shows the distribution of the respondents by the Nordic countries, the EU/EEA¹² countries and countries outside the Nordic countries or the EU/EEA. We see that 54% of the expats are from an EU/EEA

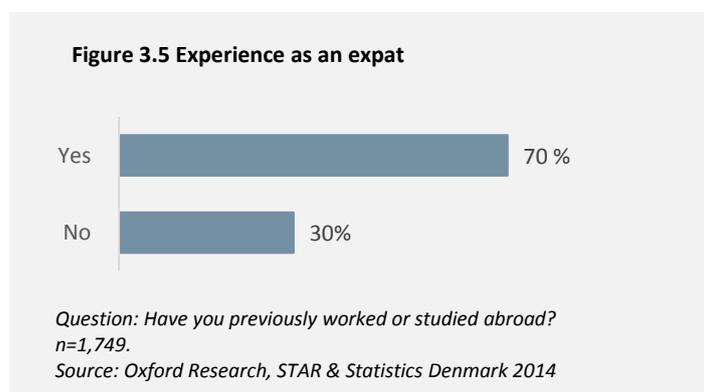
¹² Switzerland is not a part of EEA, but have a series of agreement with EU including a free trade agreement. Therefore is Switzerland a part of this category

country or Switzerland. 36% are from a country outside the Nordic countries or the EU/EAA and 10 % of the expats comes from the Nordic countries.

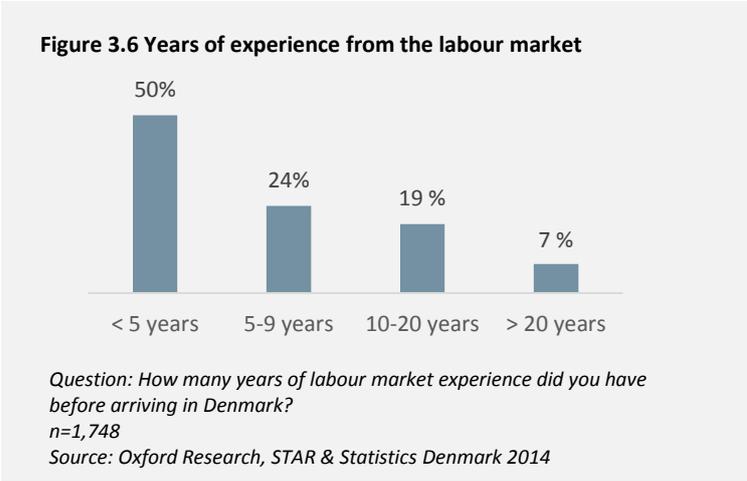


3.3 EXPERIENCE AS AN EXPAT

The figure 3.5 shows whether or not the respondents are experienced as being an expat i.e. have either worked or studied in Denmark, or in other countries. It shows that 70 % have answered 'yes' to the question regarding whether they have been an expat before, with 30 % of the expats expressing that they have not had this experience before.



When exploring how experienced the expats are according to years they have spent in the labour market before arriving in Denmark, we find that half of the respondents are fairly unexperienced, with less than 5 years of work experience (figure 3.6). A quarter of the expats have worked between 5-9 years, whereas the rest have been working more than 10 years.



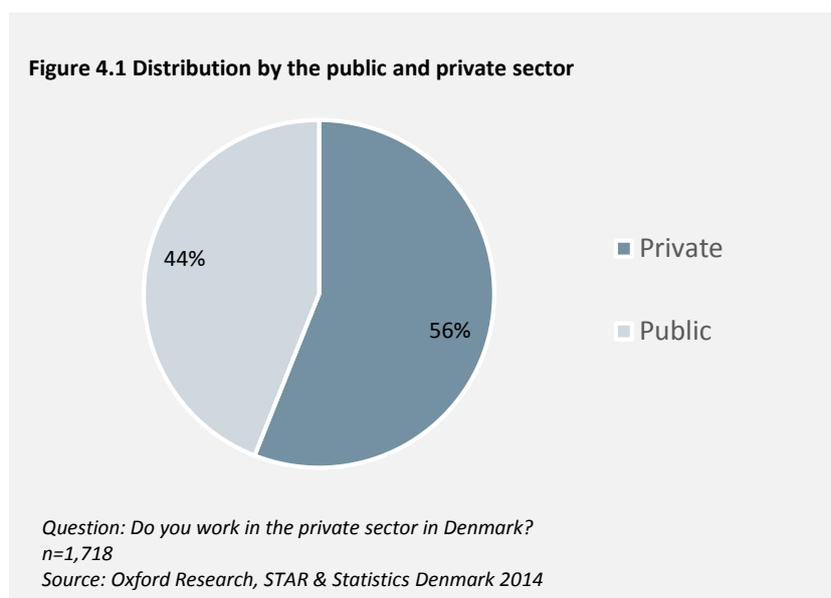
4. Where do the expats work?

The purpose of this chapter is to describe and analyse the workplaces in which the expats work as well as the job functions the expats have. As stated in the previous introductory chapter, foreign experts hold a potential for improving productivity as well as export activities for workplaces. Therefore it is interesting to analyse which workplaces the expats are employed in, in order to examine which workplaces actually utilise this potential. This includes an analysis of whether the workplaces are public or private, which branches they are in, as well as the size of the workplaces. The chapter then goes on to examine what the job functions of the expats are, in order to assess what they actually do in their jobs, i.e. whether they are managers or are doing work requiring knowledge of the highest level.

4.1 CHARACTERISTICS OF THE WORKPLACES

This section analyses the characteristics of the companies and organisations in which the expats are employed in.

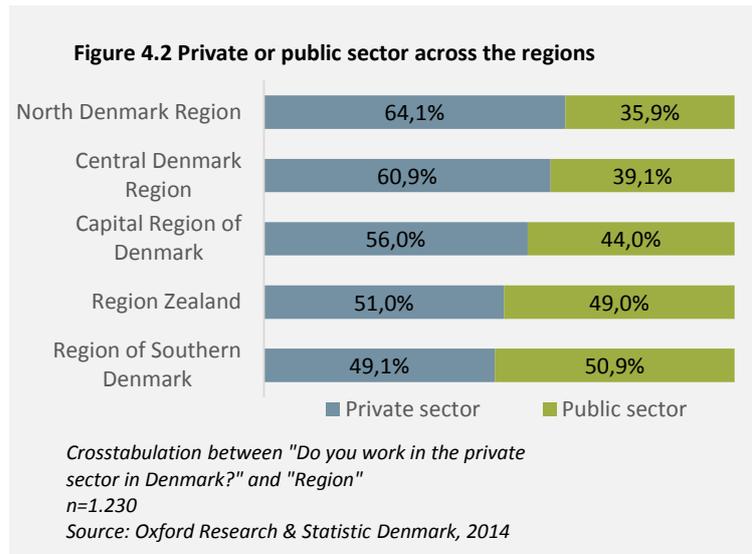
The diagram below shows the distribution between the public and private sector in regards to the employment of expats. As can be seen in the figure, 56 % are working within the private sector, including embassies, consulates and NGOs, while 44 % work in the public sector.



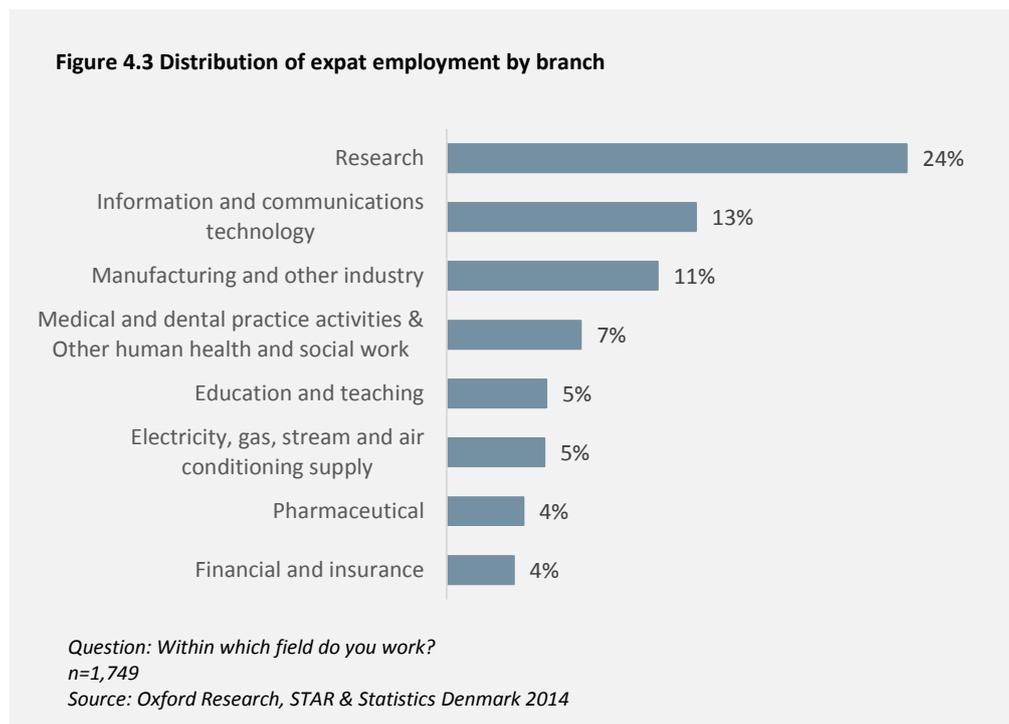
Hence there is a larger proportion of the expats in Expat Study 2014 study that work within the private sector than in Expat Study 2010¹³.

There is a difference in whether the expats work in the private or the public sector depending on which region they live in (fig. 4.2). Thus expats living in the North Denmark Region, Central Denmark Region and the Capital Region of Denmark more often work in the private sector than expats living in Region Zealand and the Region of Southern Denmark.

¹³ Oxford Research and The Copenhagen Post (2010): The Expat Study 2010



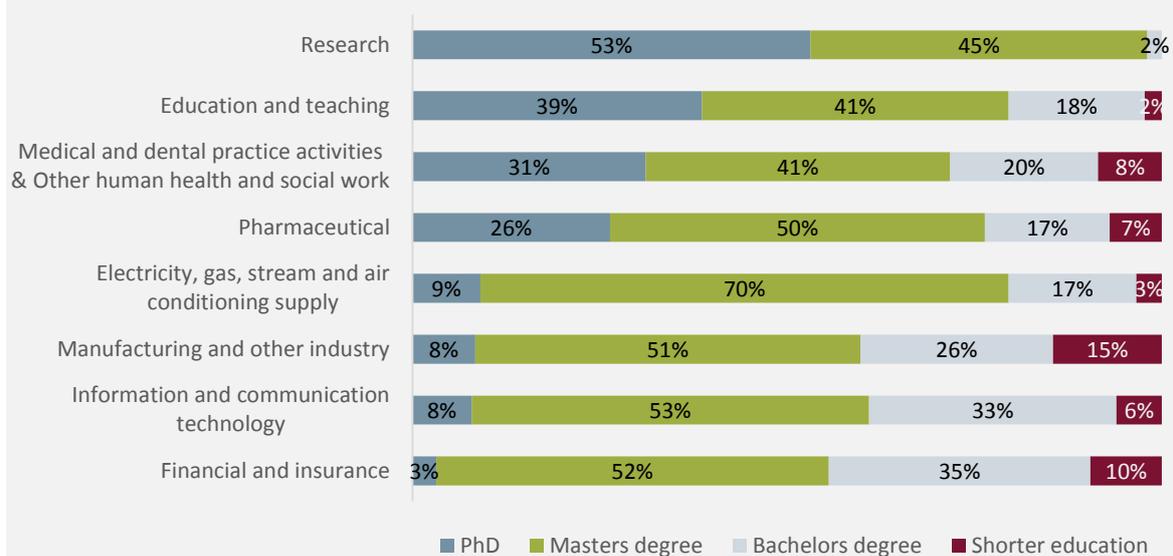
The figure below (fig. 4.3) shows the eight most common branches in which the expats are employed. The most common branch is research, followed by information & communications technology (ICT) and manufacturing & other industry.



The remaining respondents work in several other branches, however in small numbers per branch. These branches include construction; wholesale & retail trade; agriculture, forestry & fishing and arts, entertainment & recreation activities.

The branches in figure 4.3 are generally regarded as knowledge intensive. Figure 4.4 below further analyses the educational background of the expats working in the respective branches.

Figure 4.4 Educational background distributed by branches



Crosstabulation between "Within which field do you work?" and "What is the highest level of education you have completed?"

n=1,230

Source: Oxford Research, STAR & Statistics Denmark 2014

The figure shows that the level of education varies across the branches. Unsurprisingly, most expats holding a Ph.D. degree work in either research, education and teaching, in medical or dental practices and other human health and social work activities, or the pharmaceutical branch. This demonstrates that the expats are generally employed in branches corresponding to their level of competence.

An analysis of the geographical location of the workplaces within the selected branches shows that in the selected branches, the majority of the expats' workplaces are located in the Capital Region of Denmark, as at least 50 % of the expats work in that geographic area. Furthermore, the Central Region of Denmark is generally the region with the second-largest number of workplaces. This corresponds with the general distribution of where the expats live, which indicates that there are no clusters of workplaces within one or more branches outside the Capital Region of Denmark.

Figure 4.5 shows that the expats are mainly employed in large companies or organisations with more than 500 employees (53 %). The rest of the expats are evenly distributed amongst workplaces with 1-500 employees. This is quite interesting, since the Danish business structure in general is characterised by a majority of small and medium sized companies, supplemented by some large companies.

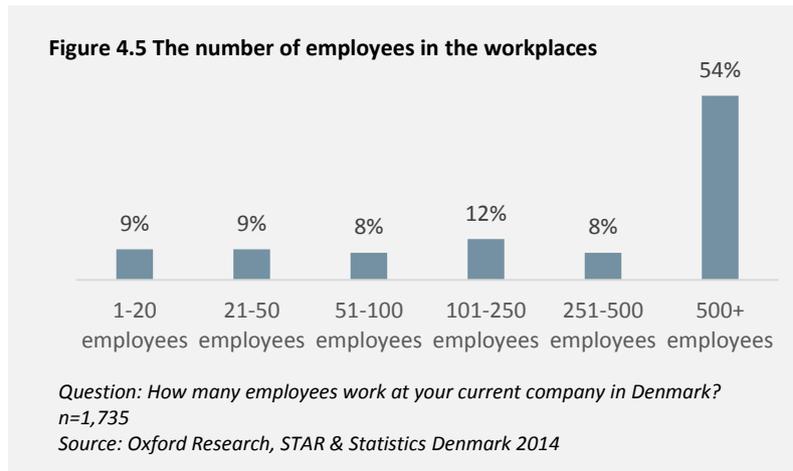
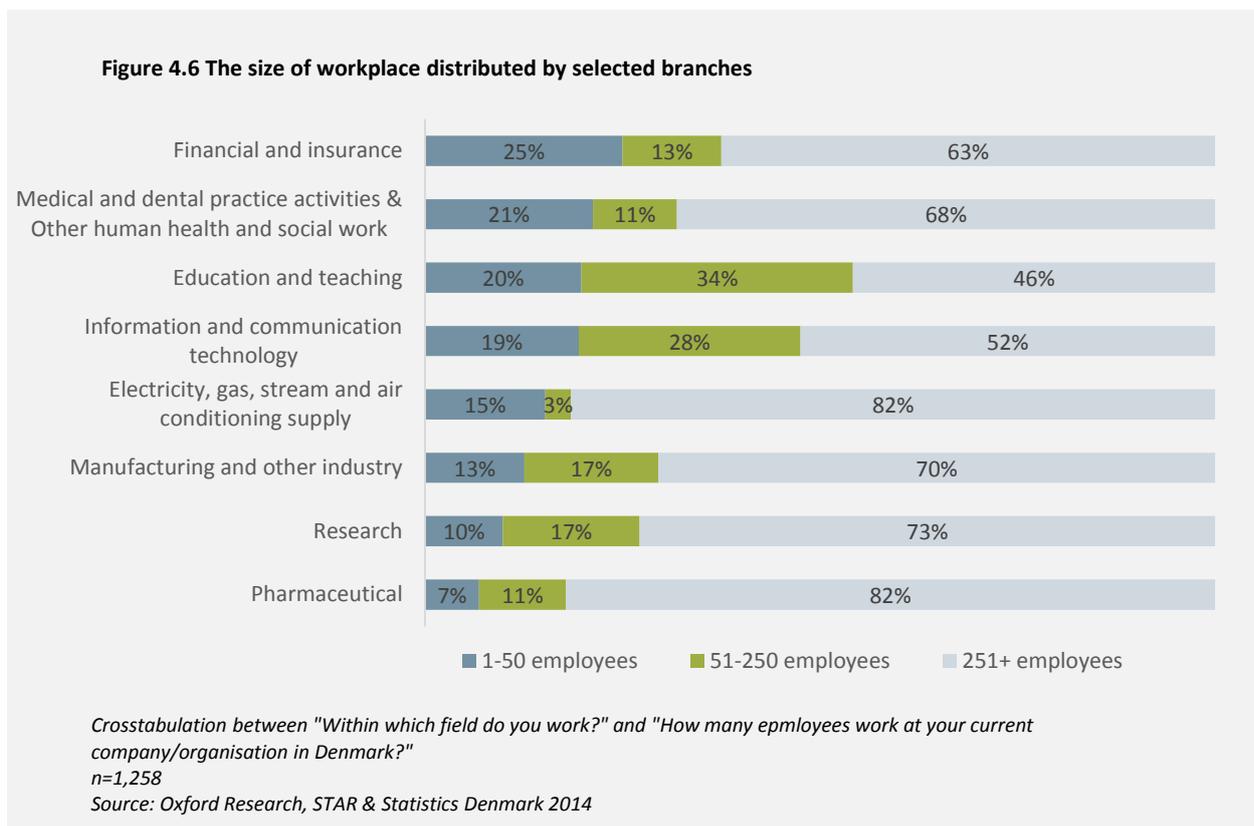
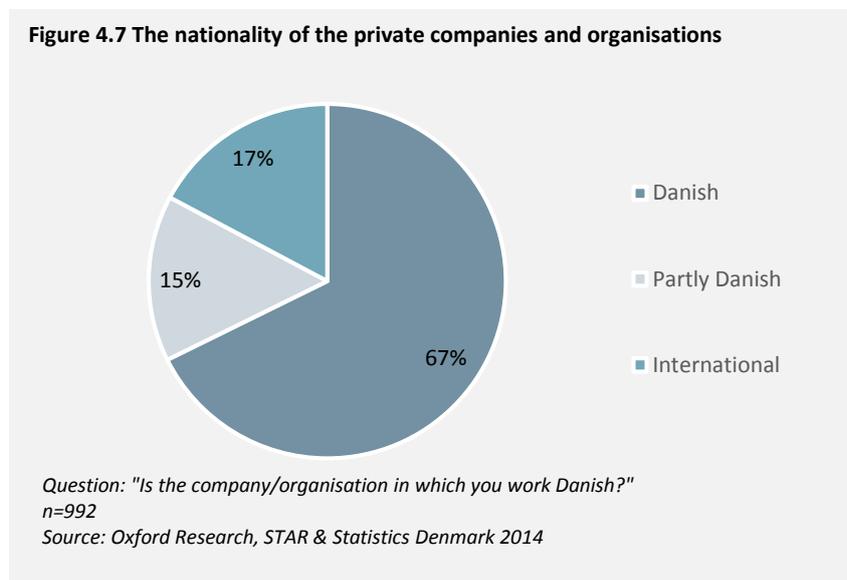


Figure 4.6 shows that at least half of the expats in all but one of the selected branches work in large workplaces, and that four in five working in the pharmaceutical and electricity, gas, steam and air condition supply industries work in large companies or organisations.



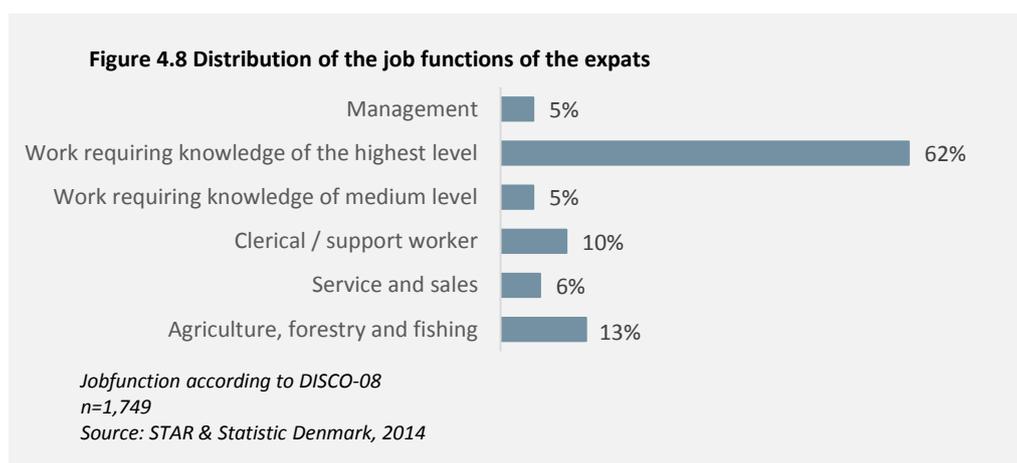
ICT as well as education and teaching are two of the selected branches with the highest amount of expats working in small and medium sized companies and organisations with 48 % and 54 % respectively.

Figure 4.7 shows whether the private companies and organisations that the expats work in are either Danish, partly Danish or international. The expats working in the public sector are not included in the figure.



Two thirds of the private workplaces are Danish, while another 15 % are partly Danish. 17 % of the private companies or organisations are international. Further analysis reveals that the international companies mainly are within ICT as well as manufacturing and other industry. It is thus often Danish companies that benefits from employing expats.

Figure 4.8 shows the job function that the expats have. The analysis is based upon the classifications in DISCO-08, which Statistics Denmark uses. The classification ranks the job functions according to the minimum level of competences employment in the respective job functions requires. The categories are taken from the registers of Statistics Denmark and are thus not reported by the expats themselves¹⁴.



According to Figure 4.8, the majority of the expats has jobs requiring knowledge of the highest level within the respective field. This category includes knowledge intensive jobs, research, education and teaching. 13 % has a job function within agriculture, forestry and fishing, 10 % have a job function as a clerical or support worker,

¹⁴ See <http://www.dst.dk/da/Statistik/dokumentation/Nomenklaturer/disco08.aspx>.

6 % work in a service and sales function, while 5 % have a function requiring knowledge of a medium level. Finally, 5 % has a job function within management.

Further analysis discloses that the educational backgrounds of the expats are evenly distributed across the different job functions. Furthermore, there are no significant differences between the job function of the expats and the size of the workplace in which they are employed. Thus the job position does not affect whether expats are employed in small or large companies or organisations.

Interestingly, while there is a small majority of expats working in the private sector, there is no statistical significant difference between whether expats working in the respective job functions are privately or publicly employed.

Summing up

The main findings from chapter 4 are that:

- A small majority of the expats are employed in the private sector
- The majority of expats are employed in large workplaces with more than 250 employees, and many in workplaces with more than 500 employees
- A large proportion of the expats have job functions that require knowledge of the highest level
- Two out of three got their job by applying for it themselves, while 14 % were head-hunted and 13% are in Denmark as a part of an internal transfer within the company.

5. Coming to Denmark

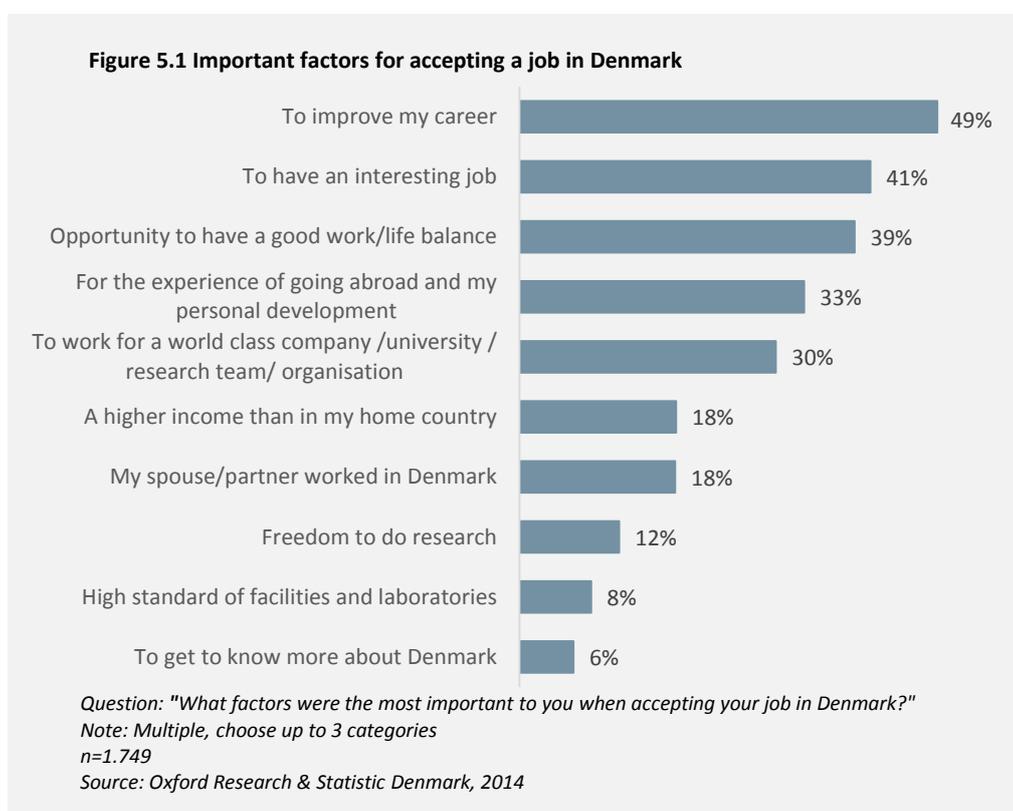
In this chapter it is analysed why the expats have decided to come to Denmark as well as how they perceived their reception by the Danish authorities and their employer when they moved here. The chapter starts by examining the factors that motivated the expats to accept a job in Denmark, which indicates why the expats decided to move to Denmark to work. This, in turn, offers insights in to how the expats perceive Denmark as a country to work and live in. The chapter thereafter looks in to how the expats are received in Denmark by the Danish authorities and their workplace, since this is essential for the expats' ability to settle in Denmark as quick and easy as possible. First, how the expats perceive the services provided by the Danish authorities and if they are able to communicate in English is discussed. Following that, the services provided by the workplaces are analysed as well.

5.1 IMPORTANT FACTORS WHEN CHOOSING DENMARK AS THE COUNTRY TO WORK IN

This section examines what motivated the expats to accept a job in Denmark. It is important to keep in mind that the respondents have already chosen to come and work in Denmark. As such, this chapter examines the motivations of these expats and not expats, who have actively decided not to move to Denmark.

The majority (64 %) of the expats applied for the job themselves, 14 % were head-hunted, and 13 % is in Denmark through an internal transfer in the company. 6 % of the expats obtained their job in other ways, either through their networks, friends, and partners for example. 3 % got the job through a research network or organisation, while 1 % is stationed in Denmark. Further analysis shows that there is an equal distribution of expats who apply for the job themselves in the public and private sector. Head-hunting and internal transfers are mainly used within the private industries.

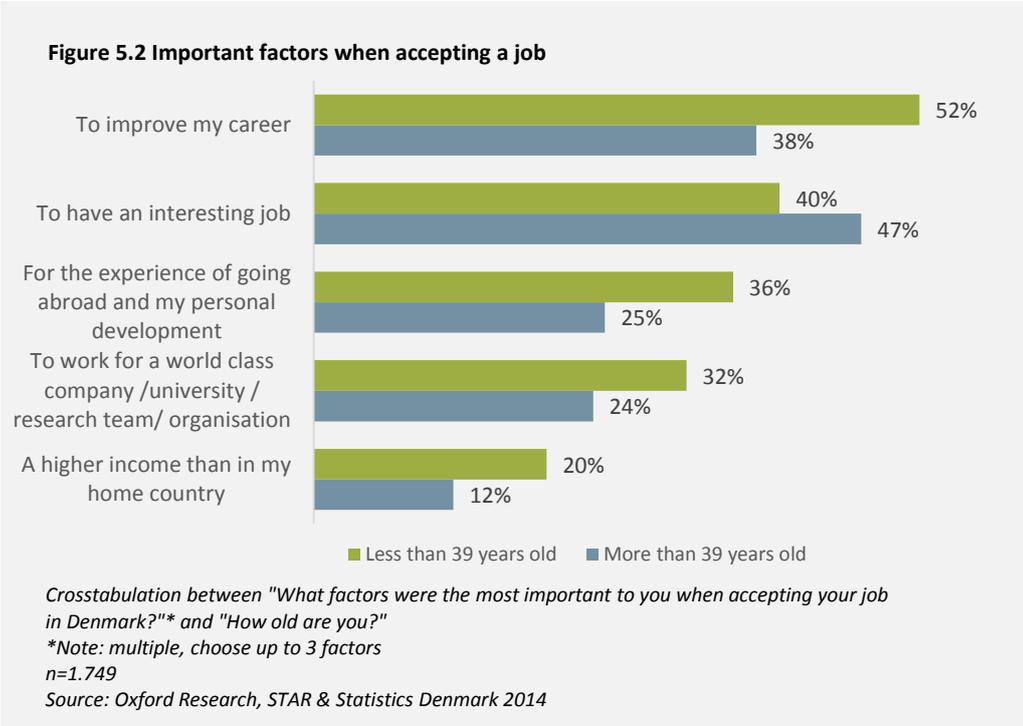
Figure 5.1 reveals which factors were the most important when the expats accepted a job in Denmark.



Half of the expats, 49%, accepted a job in Denmark to improve their careers. Around 40% find it important to have an interesting job or the opportunity to have good work/life balance. The importance of work/life balance will be further analysed in section 6.2 below. Approximately one third find the experience of going abroad and personal development important, while there is also one third who find it important to work for a world class company, university, research team or organisation. 18 % of the expats accepted a job in Denmark because they would earn a higher income than in their home country or that their spouse/partner worked in Denmark. 12 % value the freedom to do research, while 8 % find it important to have a high standard of facilities and laboratories. Only 6 % find it important to get to know more about Denmark.

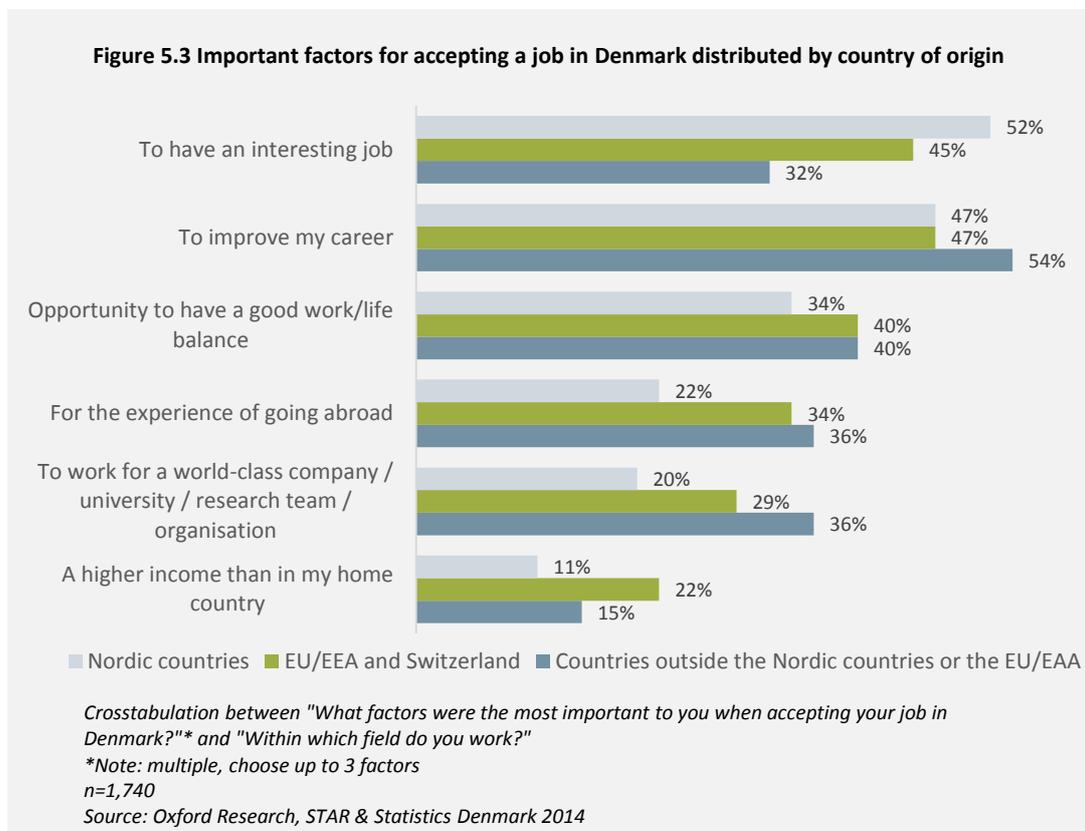
Motivations vary according to age and country of origin

Figure 5.2 illustrates that the motivations for accepting a job in Denmark varies according to the age of the expats. There is a general tendency for expats aged 39 or younger to be focused on professional and personal development than other expats. Meanwhile, expats over 39 years old tend to be focused on the quality of their current job.



Almost half of the expats 39 years old or younger state that improving their career was important to them when they accepted their job in Denmark, while only 25 % of the expats over 50 found this factor important. It is also more important for respondents younger than 39 to work for a world class company, university, research team or organisation than for the respondents over 39 years old. Furthermore, personal development is valued highly by the younger expats, as witnessed by the stronger emphasis placed on the experience of going abroad and personal development by expats aged 39 or younger compared to expats older than 39.

As figure 5.3 shows, expats from different countries of origin have varying motivations for accepting a job in Denmark.



Expats from the Nordic countries were mostly motivated by an interesting job and to improve their careers. These factors also, albeit to a lesser degree, motivated expats from the other countries. Expats from the EU/EEA and Switzerland as well as countries outside the Nordic countries or the EU/EAA were more motivated by the experience of going abroad than expats from the Nordic countries. This is not surprising, as the cultural differences between Denmark and the country of origin are arguably larger in countries outside the other Nordic countries. Working for a world-class company plays a larger motivational role for accepting a job in Denmark for expats from countries outside of the Nordic and the EU/EEA and Switzerland. Finally, there are no differences between how the opportunity to have good work/life balance motivated expats from different countries of origin.

The importance of freedom to do research for researchers

The motivation for coming to Denmark varies according to the sector the expats are employed in. For example, the motivational factor "Freedom to do research" plays a pivotal role for respondents working within research as well as education and teaching when accepting a job in Denmark, which is not surprising. One third and one fifth of the respondents working in these fields identify this as an important factor for coming to Denmark. At the same time, freedom to do research only plays a marginal motivational role for the respondents within the other branches, as they seldom actually do research. This is emphasised by cross-referencing the educational background of the expats with their motivation for accepting a job in Denmark, where freedom to do research is highly important for expats having a Ph.D., somewhat important for expats having a Master's degree, and not important for expats having either a Bachelor's degree or shorter education. It also follows the trend from

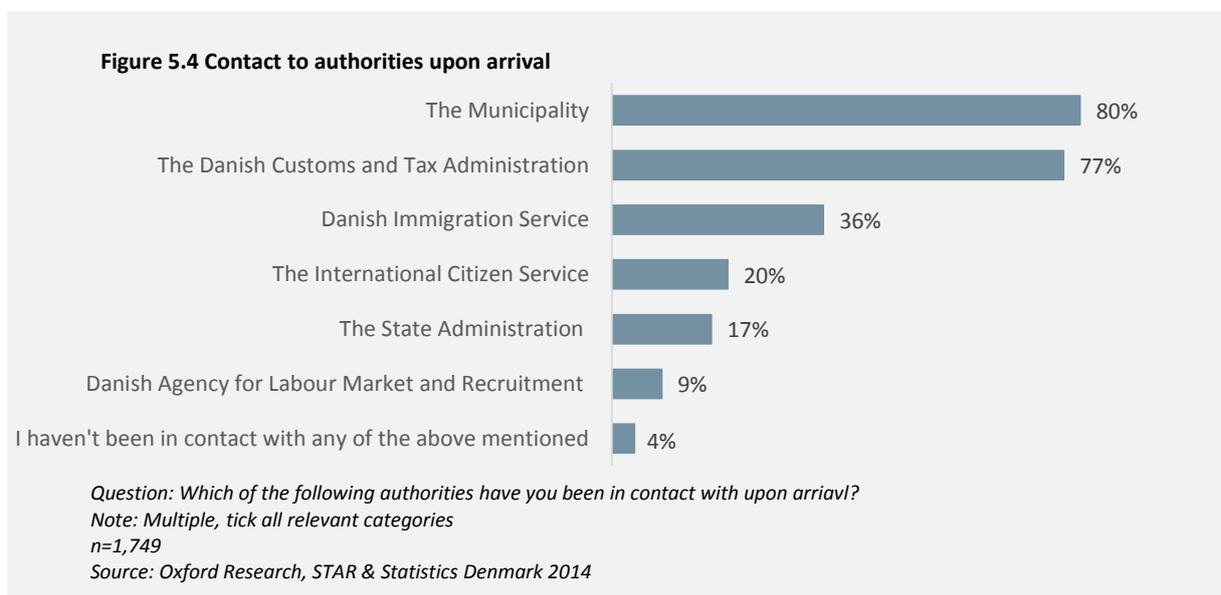
the Expat Study 2010, where freedom to do research had a prominent motivational role for researchers to accept a researcher position in Denmark¹⁵.

High standards of facilities and laboratories is an important motivational factor for respondents working within research, indicating that the quality of facilities and laboratories of the Danish universities are perceived well by the respondents. Although to a lesser degree, the high standards also motivates respondents working within medical and dental practices, pharmaceuticals, as well as in education and teaching.

5.2 SERVICES FROM PUBLIC AUTHORITIES UPON AND AFTER ARRIVAL IN DENMARK

This section analyses how the expats perceive the service of the public authorities when they arrive in Denmark, which plays a crucial role in helping them ease into their new lives in Denmark.

Figure 5.4 highlights how many of the expats have been in contact with one or more of the six authorities in Denmark mentioned below.

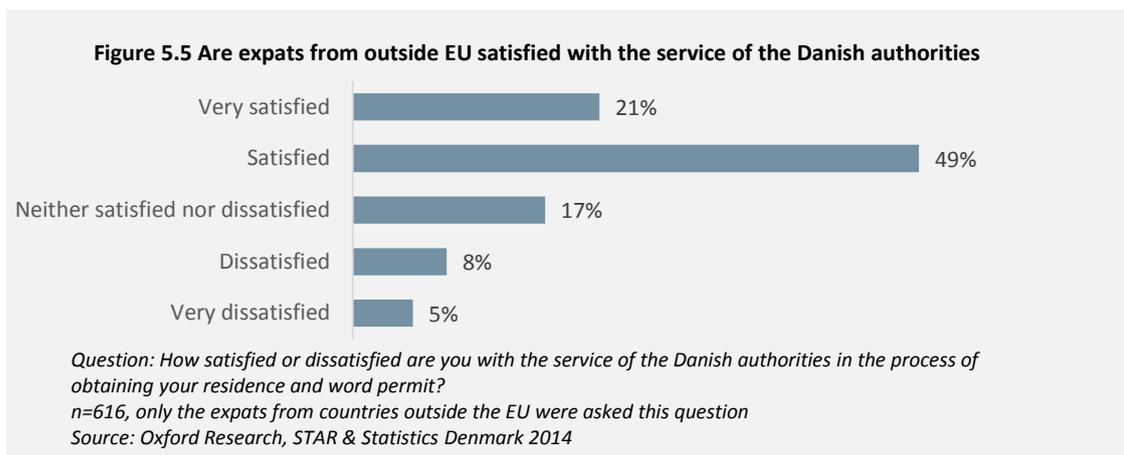


Most of the expats have come in contact with some of the mentioned authorities in figure 5.4; only 4 % of the expats have not had any contact with the mentioned authorities. 80 % of the expats have needed to contact their local municipality and 77 % have contacted The Danish Customs and Tax Administration. About one third, 36 %, have been in contact with the Danish Immigration Service, while 20 % have been in contact with The International Citizen Service. 17 % have come in contact with The State Administration and lastly, 9 % have needed to contact the Danish Agency for Labour Market and Recruitment.

Figure 5.5 shows whether or not expats from outside the EU¹⁶ have been satisfied with the service of Danish authorities in the process of obtaining their residence and work permit.

¹⁵ Oxford Research and The Copenhagen Post (2010): The Expat Study 2010

¹⁶ When referring to expats from outside EU, it refers to expats, who are not from an EU or EFTA country. EU and EFTA are called EEA (The European Economic Area). Citizens from the EEA are not required to have a work permit in Denmark, and therefore they are not asked this question.



70 % of the expats from outside the EU are very satisfied or satisfied with the service of the Danish authorities. 17 % are neither satisfied nor dissatisfied, while 13 % are dissatisfied or very dissatisfied with the service of the Danish authorities. This is comparable to the overall findings from 2010 regarding the quality of the public services. Meanwhile, when comparing the satisfaction with the specific task of obtaining a residence and work permit, it seems as though a larger proportion of the expats in 2014 are satisfied with the service of the public authorities. These findings indicate that the authorities have made this process easier.

Further analysis shows that expats, who have been in contact with the ICSs, are slightly more satisfied with the service than other expats are.

When looking deeper into the 13 % of expats who are dissatisfied or very dissatisfied with the service of the Danish authorities, we find that they speak Danish rather well and that expats who came here because of their partner who either got a job in Denmark or is Danish, are considerably less satisfied with the service. Furthermore, expats who are cohabitating with a partner are significantly less satisfied with the service of the public authorities than both married and single expats are.

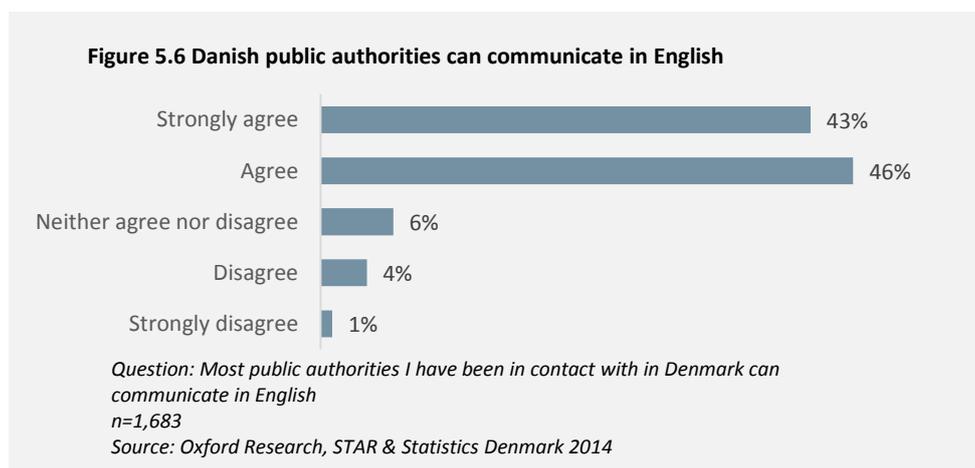
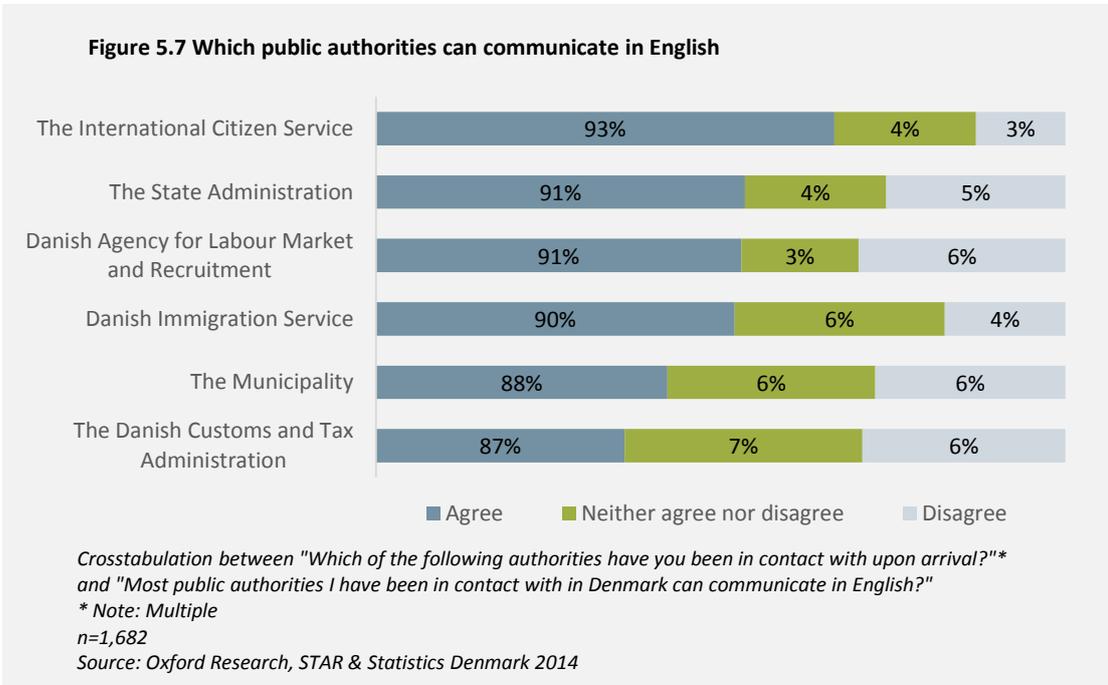


Figure 5.6 reveals that 89 % of expats strongly agree or agree with the statement that most of the public authorities they have been in contact with in Denmark can communicate in English. Only 5 % of the expats disagree or strongly disagree with this statement. Compared with the results from the Expat Study 2010, there are more expats today who find that the public authorities can communicate in English when the expats have been in contact with them.

The survey aims at uncovering whether the public authorities can communicate in English when the expats are in contact with them, and it thus targets the active interaction between expats and authorities. Whether all relevant material, such as informational leaflets and the home pages of public authorities, *per se* is in English, however, is not gauged in this question. Instead, the expats have had the opportunity to suggest improvements for the public authorities in a more open-ended question. Many of these answers suggest that there still exists difficulties regarding the availability of information from the authorities in English.

Upon arriving in Denmark, I was disappointed to find that the access to necessary information was NOT available in English. Usually the first page of public websites is in English but the rest of the site switches back to Danish or doesn't work at all (Employed within wholesale and retail trade, Canadian)

Figure 5.7 shows the expats who have had contact with one of the six mentioned authorities upon arrival and if they agree or disagree with the statement that most public authorities can communicate in English. As such, more than 87 % of the expats find that the authorities can communicate in English.



Expats who have been in contact with the International Citizen Service (ICS) have found that the Danish authorities are able to communicate in English; with 93 % of them strongly agree or agreeing that ICS can communicate in English. This result paints a positive picture of the ICS, which was established in 2011 in Copenhagen, Aarhus, Aalborg and Odense following the positive experiences with a One Stop Shop in the Central Region of Denmark. The ICSs represents all the authorities expats typically need to have contact with in Denmark. By bringing these authorities together in the same building, expats have a one-stop entry to the Danish bureaucracy and eases their communication with the public administration upon arrival in Denmark. It is, however, worth noting that only 20 % of the expats have been in contact with the ICSs.

All in all it appears that the public authorities in Denmark are viewed as being rather adept at communicating in English. This plays a key role in the satisfaction with the service of the Danish authorities, as there seems to be a correlation between how satisfied or dissatisfied the expats from outside the EU are with the service of Danish authorities in the process of obtaining their residence and work permit and whether or not most of the

public authorities they have been in contact with can communicate in English. Overall, it appears that expats from outside the EU are more satisfied with the service of the Danish authorities if the authorities can communicate in English. This shows that it is important that the authorities in Denmark can communicate in English as it increases the expats satisfaction with the service.

5.3 SERVICES AND POLICIES BY THE WORKPLACE

The reception of expats to Denmark extends beyond encounters with Danish authorities. For instance, the Expat Study 2010 revealed that the majority of expats found practical assistance when settling in was important for their relocation. This is analysed in greater depth below.

Figure 5.8 shows in which areas the expats find it important that the workplace offers assistance.



67 % find it import that the workplace offers to assist with practical issues outside of work in areas such as housing, registering of their addresses and insurance. Furthermore, in the “other” category, some have mentioned practical issues such as help with tax, information about schools for their children and help with understanding Danish culture as important aspects.

*Buddy systems are key to become integrated in the Danish society, which is very closed for expats
 (Employed within manufacturing and other industry, Swede)*

61 % of the expats find it important that the workplace assists with Danish language courses for expats and 45 % of the expats find assistance with social networking/events and introductory programs, buddy programs, mentorships, etc. as important. 28 % of the expats would like for their workplaces to assist with finding employment for their partner.

The open-ended question regarding services from workplaces to newly arrived expats emphasises the importance of having a policy regarding language. For example, several mentions that the corporate language is English, while a lot of the internal communication, however, is in Danish.

Offers of free Danish language courses at the workplace would significantly improve the ability of employed expats to attend language courses and improve their language skills. Buddy programmes with Danish colleagues would also help in this respect (Management consultant, Bulgarian)

There is a correlation between which issues the expats find important that the workplace offers assistance in and the size of their workplace. It appears as if expats employed in workplaces with more than 250 employees, to a greater extent, find it important that the workplace offers assistance than expats who work at places with less than 250 employees. For example, 50 % of the expats who are employed at a workplace with more than 250 employees find it important that the workplace offers to assist expats with introductory programs, buddy programs, mentorships etc., while there are only 35 % who work at a small workplace, and 39 % who work at a medium sized workplace, who find this feature important. This finding may be explained by the fact that people who work in bigger companies are more likely to be offered more assistance from their workplace than employees in smaller workplaces and therefore know how important it is to receive this help.

All the expats, regardless of the size of their workplace, think that the work place should assist with social networking and events. This shows that the expats find social networking important and may be difficult on their own. This is analysed further in depth in chapter 7.2.

There are no correlations between which areas the expats find it important for the workplace to offer assistance, whether the expats are working in the private or public sector or across the different branches they work in.

Summing up

This chapter has analysed the expats motivations for accepting a job in Denmark, as well as how the expats experienced their reception from the public authorities and workplaces. The main findings are that:

- The most important factors for accepting a job in Denmark for the expats are to improve their careers, to have an interesting job, the opportunity to have good work/life balance, the experience of going abroad, and to work for a world-class company/university/research team/organisation.
- Expats under the age of 39 are more motivated by improving their career, to work at a world-class workplace, the experience of going abroad, as well as earn a higher income than in their home country, while expats aged 40 or older are more motivated by having an interesting job.
- The freedom to do research as well as the high standards of facilities and laboratories are particularly important for researchers and employees within education and teaching.
- Expats from the Nordic countries are particularly motivated by factors related to their work, while expats from the other countries also are motivated by the opportunity to have good work/life balance, a higher income than in their home country and the experience of going abroad.
- The majority of the expats (89 %) state that the Danish authorities can communicate in English. This indicates a rather large improvement since 2010.
- There are still, however, issues regarding the availability of information in English, e.g. on the home pages of public authorities.
- 70 % of the expats from countries outside the Nordic countries or the EU/EAA are satisfied with the service of the Danish authorities in the process of obtaining their residence and work permit.
- The International Citizen Service centres are highlighted by the expats with regards to both communication in English and general satisfaction.
- The main areas for company services are practical issues outside work, e.g. housing and tax, as well as Danish language courses. Social networking and introductory programs are also important for the expats.
- Expats employed in large workplaces tend to find assistance from the workplace more important than expats employed in either medium sized or small workplaces.

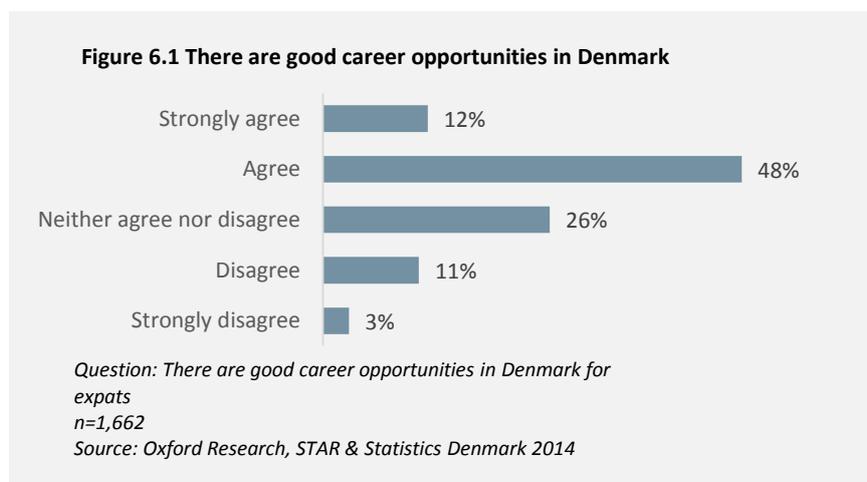
6. Working in Denmark

For any expat, the experience of working in Denmark is a key component of life in Denmark. This chapter first analyses how the expats perceive their career opportunities in Denmark. The opportunity to learn and improve their careers is essential to match the professional ambitions that the expats come to Denmark with. Satisfaction with how it is to work in Denmark, however, are not defined by professional opportunities alone. As shown in chapter 5, many expats come to Denmark because of the opportunity to have good work/life balance. This is examined further in this chapter as is the general satisfaction with Danish work culture. Lastly, the chapter analyses whether the expats are satisfied with their jobs or not, and several factors that influence this is identified and discussed.

6.1 CAREER OPPORTUNITIES IN DENMARK

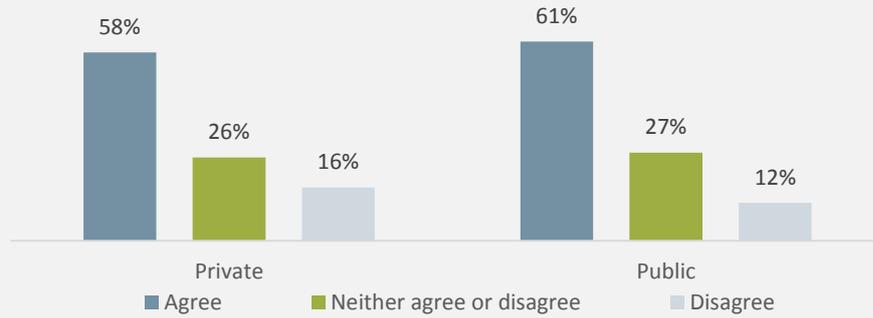
This section examines how expats perceive their career opportunities in Denmark. This is a key factor in retaining international talent in Denmark as it is important for them to experience that it is possible to foster a career that goes beyond their current job, if they are to stay in Denmark. This is even more important given the increasing global competition for talents, as mentioned in chapter 2.

Thus, it is positive that 60 % either agrees or strongly agrees with the statement that there are good career opportunities in Denmark (fig. 6.1). 26 % neither agrees nor disagrees, while just 14 % either disagrees or strongly disagrees with there being good career opportunities in Denmark. Therefore, it is interesting to further analyse what characterises the expats who agree or disagree with the statement that their career opportunities in Denmark are good.



There are several factors which influences the expats views on their career opportunities in Denmark. One of these are whether the expat is employed in the private sector or in the public sector, as expats employed in the public sector are slightly more positive about their career opportunities than expats employed in the private sector. The differences are even larger across the selected branches.

Figure 6.2 Are there good career opportunities in Denmark distributed by sector



Crosstabulation between "There are good career opportunities in Denmark for expats" and "Do you work in the private sector in Denmark?"

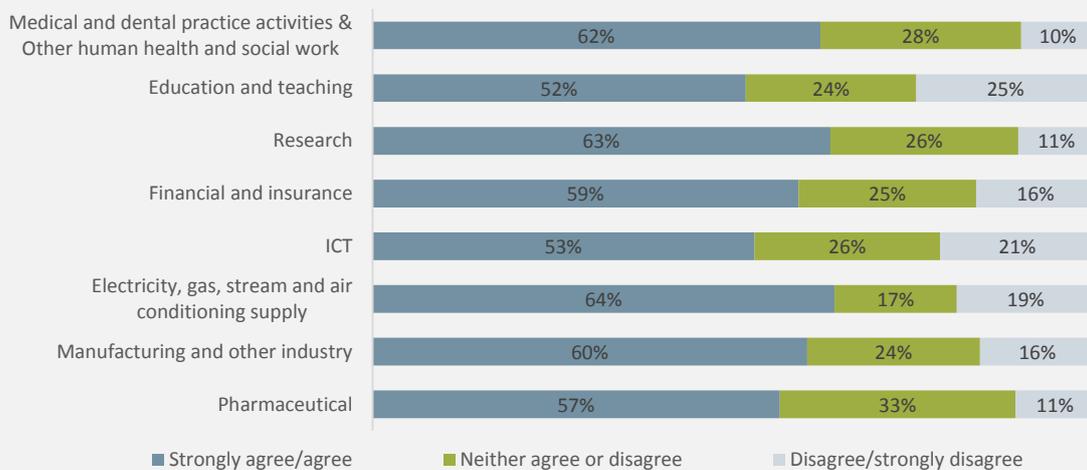
n=1,633

Source: Oxford Research, STAR & Statistics Denmark 2014

Expats employed within Pharmaceuticals, Research or Medical and dental practice activities & other human health and social work are more positive about their careers in Denmark than expats working within Electricity, gas, steam and air conditioning supply, ICT and Education and teaching are.

Furthermore, expats working in companies with more than 250 employees are the most positive about their future careers here, while expats working in medium sized workplaces are the least positive.

Figure 6.3 Are there good career opportunities in Denmark distributed by branches

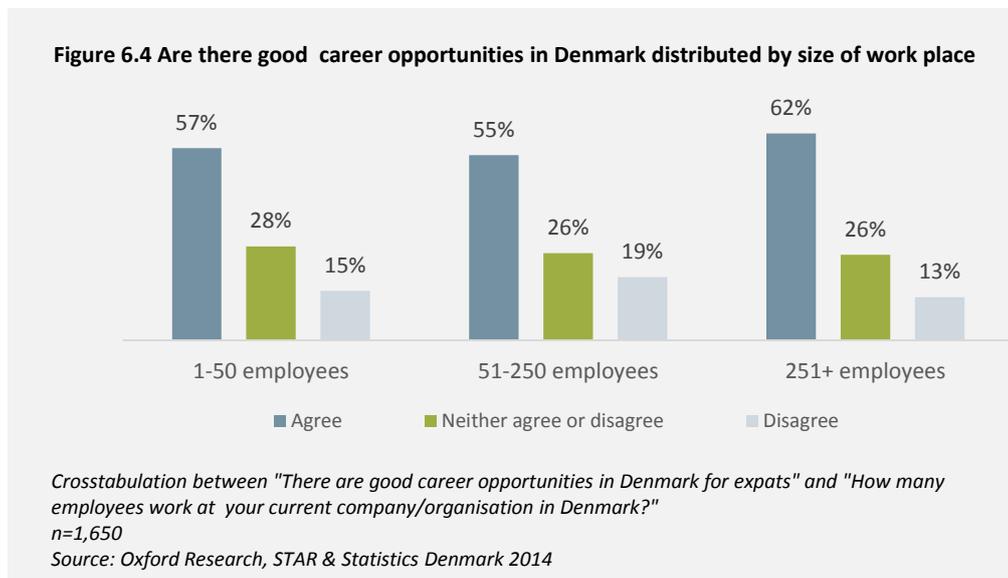


Crosstabulation between "There are good career opportunities in Denmark for expats" and "Within which field do you work?"

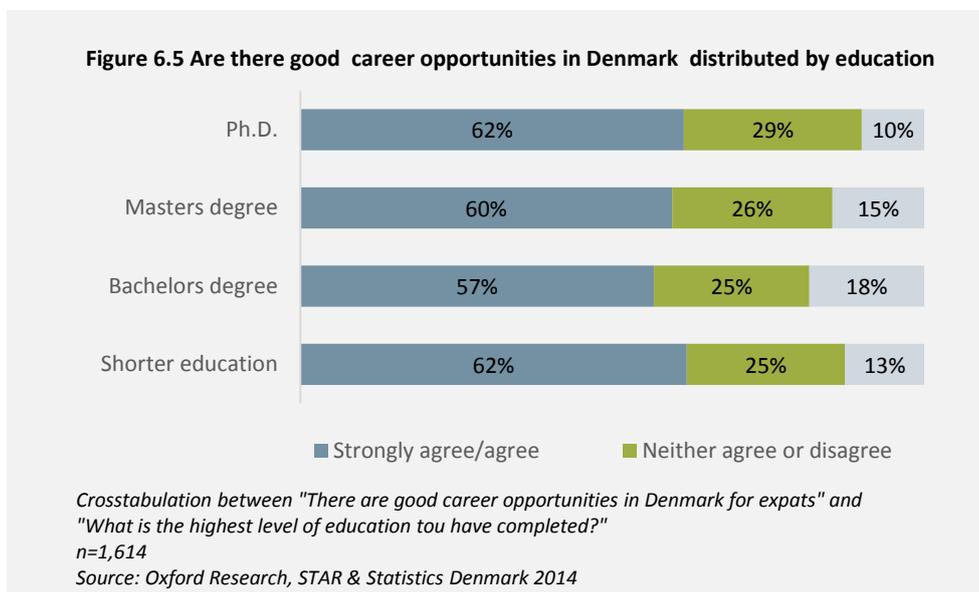
n=1,201

Source: Oxford Research, STAR & Statistics Denmark 2014

The expats level of education also influences their perception of career opportunities as figure 6.4 illustrates.

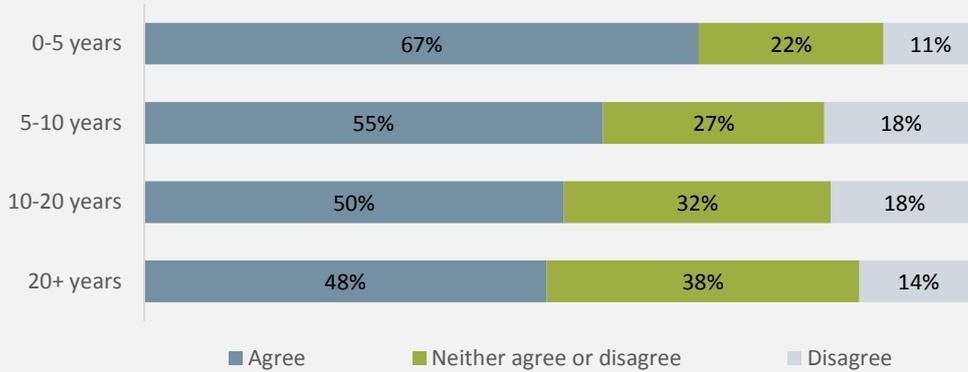


Expats with a Bachelor’s degree are the least optimistic (18 % disagree), while expats with either a Ph.D. degree (10 % disagree) or shorter education (13 % disagree) are the most positive. This could be due to the Danish job markets focus on the perceived necessity of holding a Master’s degrees, whereas a Bachelor’s degrees would be perceived as sufficient in other countries. As such, an expat may find his or her Bachelor’s degree, which was deemed sufficient in his or her home country, to be seen as insufficient in Denmark, thus decreasing his or her career opportunities here.



Another factor influencing the attitude towards their career opportunities in Denmark is the age of the expats. 66 % of the expats between the ages of 22 and 29 believe they have good career opportunities in Denmark, while only 12 % disagree. Generally, the older the expats are, the more they disagree with their career opportunities in Denmark being good, though for all age groups at least nearly half of the expats are positive about their career opportunities here. This corresponds well with the findings in figure 6.6.

Figure 6.6 Are there good career opportunities in Denmark distributed by years of work experience



Crosstabulation between "There are good career opportunities in Denmark for expats" and "How many years of labour market experience did you have before arriving in Denmark?"

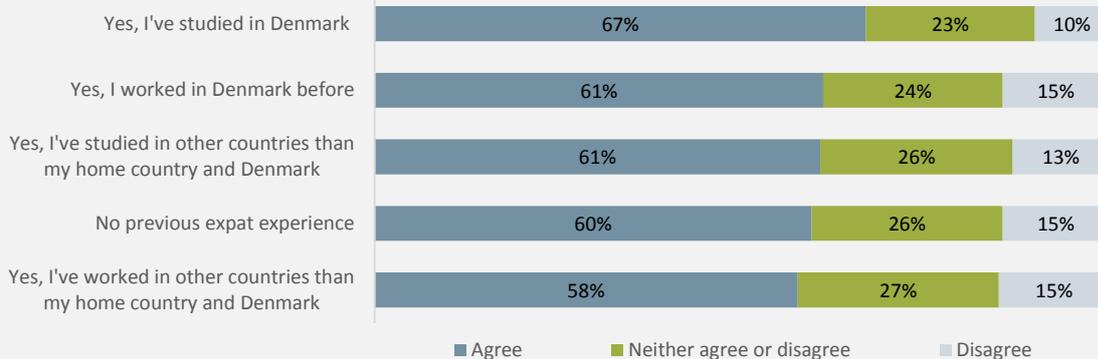
n=1,660

Source: Oxford Research, STAR & Statistics Denmark 2014

There is a significant tendency for younger expats to feel more positive about their careers in Denmark than older expats. As such, the more work experience the expats have, the less they perceive their career opportunities in Denmark as good, though the expats with 5 to 20 years of work experience are the least positive. This could be influenced by younger people, who tend to believe that their careers lie ahead of them and therefore feel positive about their opportunities to a larger degree. Comparing this to people with many years of work experience, who perhaps have already nurtured their careers to a point where further career improvements are increasingly difficult to come by. It could also indicate that there are generally relatively few top job positions in Denmark, which are often filled by more experienced people. Alternatively, perhaps there exists a sort of 'glass-ceiling' for expats, limiting their possibilities to advance to the top positions in Danish workplaces.

Further analysis shows that there is no significant correlation between the respondents' job functions and how they perceive their career opportunities in Denmark, meaning that the job function does not influence their perception. However, there is a slight trend amongst respondents who have studied in Denmark before accepting a job here, who are more positive about their career opportunities in Denmark than other respondents.

Figure 6.7 There are good career opportunities in Denmark distributed by previous experience being abroad



*Crosstabulation between "There are good career opportunities in Denmark for expats" and "Have you previously worked or studied abroad?"**

**Note: Multiple, tick all relevant categories*

n=1,662

Source: Oxford Research, STAR & Statistics Denmark 2014

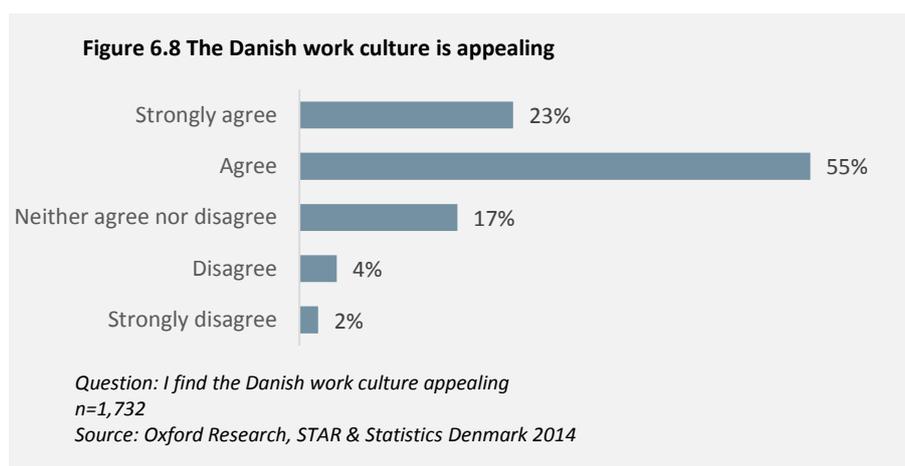
One explanation for this could be that the respondents who have studied in Denmark before, through their studies, have gained an understanding of the Danish labour market, influencing their perception positively. How the experience of studying in Denmark has a positive influence on the perception of working in Denmark is further examined in sections 6.2 and 6.3 to follow.

6.2 WORK CULTURE AND WORK/LIFE-BALANCE IN DENMARK

This section analyses how expats perceive Danish work culture. While Danish work culture is no single entity, many Danish workplaces are renowned for their relaxed and informal tone as well as their flat hierarchy, largely allowing and expecting knowledge-workers to organise how they solve their tasks themselves¹⁷. Furthermore, in many knowledge-intensive workplaces there is a tradition of maintaining a work/life balance that allows employees to balance their professional and family life. Thus, it is acceptable to leave the office in order to pick up the children from kindergarten for example, enjoy the early evening with them, and then work after they have been put to bed. It is also acceptable to leave work early in order to participate in leisure time activities and then resume work in the evening.

Danish work culture

Since there is a tradition in many Danish companies and organisations to have a work culture characterised by e.g. flat management structures and an informal tone in one form or another, many expats working in Denmark will come across and experience it. Thus, it is important that they find the work culture appealing if they are to stay in Denmark, and as figure 6.8 shows, this seems to be the case.

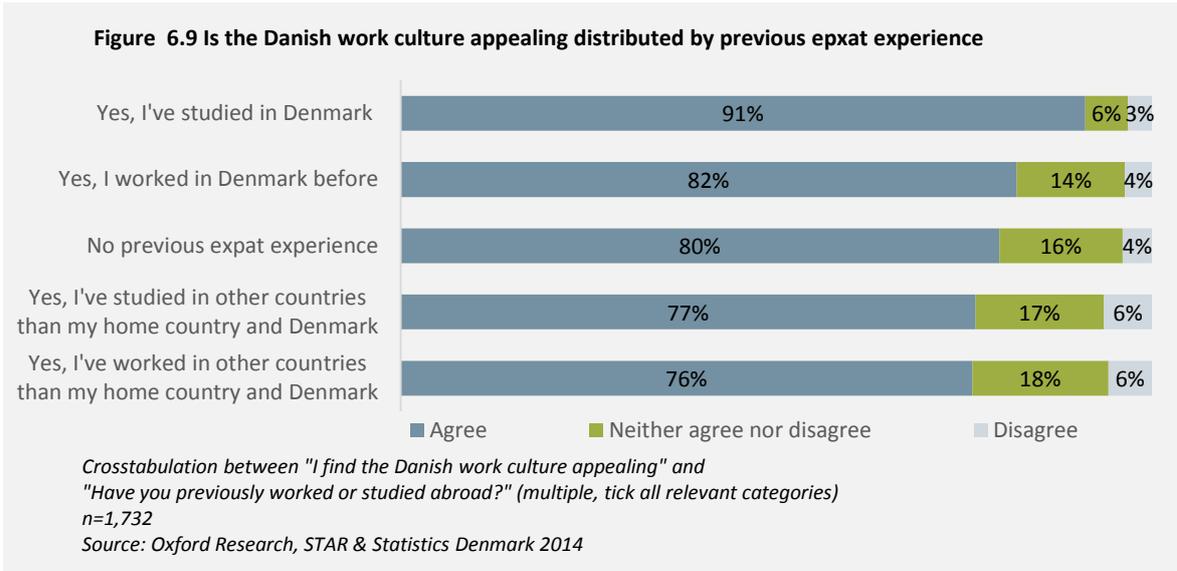


The majority of expats, 78 %, find Danish work culture appealing, while 5 % do not find it so. This is highly positive and is a positive development compared to the findings from Expat Study 2010¹⁸, where less expats agreed that Danish work culture is appealing.

When the perception of Danish work culture is correlated with a number of factors, including level of education, job function, income, size of workplace and employment in different branches or sectors, there are no significant differences. This indicates that the perception of the Danish work culture is unaffected by those factors. However, whether the expats have studied here before they started working or not, influences how the expats perceive Danish workplace culture.

¹⁷ Danish Chamber of Commerce and Oxford Research (2010): Living and working in Denmark – An expat perspective

¹⁸ Oxford Research and The Copenhagen Post (2010): The Expat Study 2010



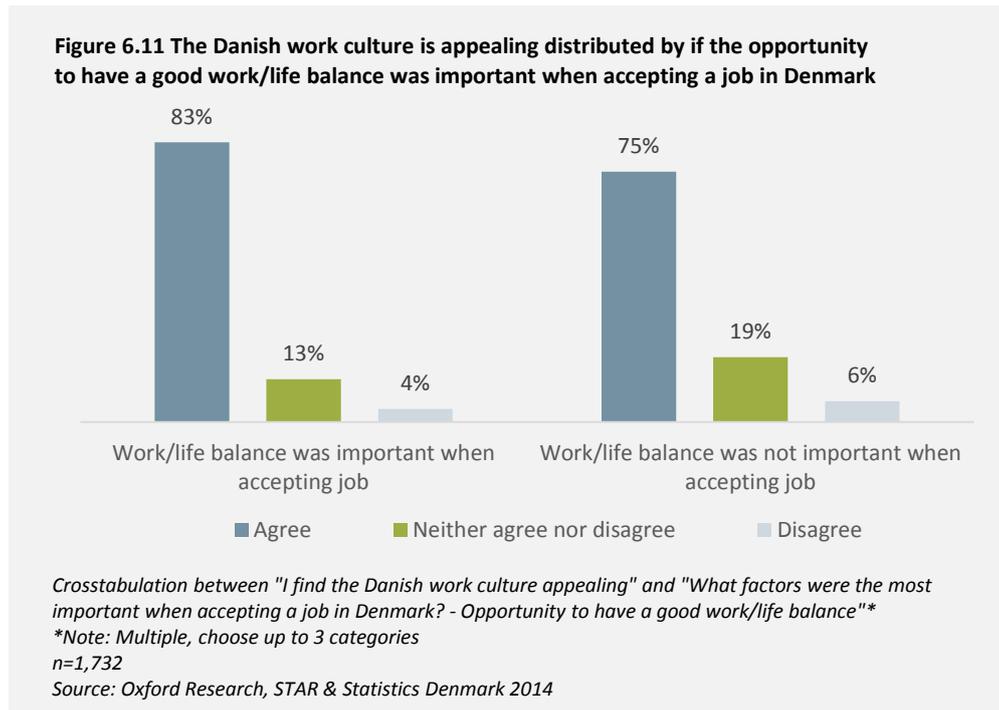
As figure 6.9 reveals, expats who have either studied or worked in Denmark before, find Danish work culture more appealing than other expats. As such, there is a significant difference between expats who have studied in Denmark before and expats who have not, where the former find Danish work culture more appealing than the latter.

Work/life balance

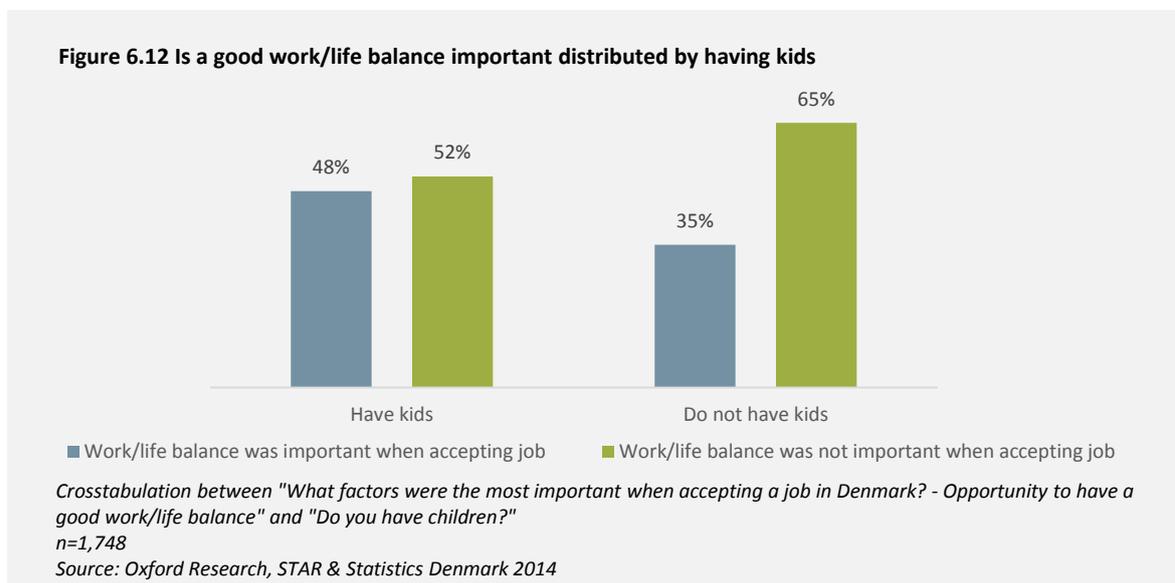
A study from Boston Consulting Group shows that having a good work/life balance is important for talents around the world¹⁹. This corresponds with the findings in this study, and as shown in figure 5.1 in the previous chapter, the opportunity to have good work/life balance was important for nearly 40 % of the expats when they accepted a job in Denmark.

Unsurprisingly, expats, who have emphasised work/life balance in Denmark as an important factor in coming here, find Danish work culture significantly more appealing than the other expats do. 83 % of the expats who chose work/life balance as an important factor in deciding to move to Denmark when accepting a job here, find Danish work culture appealing, while this is the case for 75 % of the other expats.

¹⁹ Boston Consulting Group & The Network (2014): Decoding Global Talent



This shows that many expats have actively taken Danish work/life balance into account before moving to Denmark, and as such, Danish work/life balance is a factor that contributes to the attraction of expats to Denmark. Furthermore, as figure 6.11 shows, expats with children have, significantly more often, chosen Denmark because of the opportunity to have good work/life balance compared to expats without children.

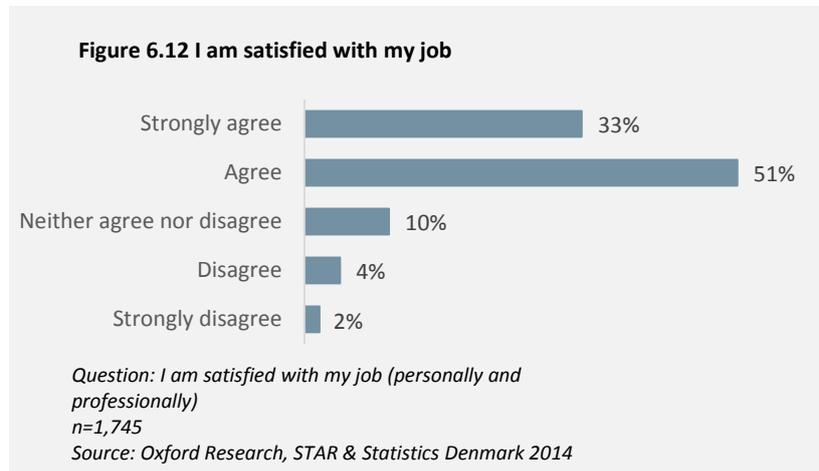


This reveals a tendency that expats with children, more often than other expats, value the Danish work/life balance. This makes sense, as its apparent characteristics arguably benefits families with children more directly than families without children.

6.3 OVERALL SATISFACTION WITH MY JOB IN DENMARK

After analysing several key indicators on how the respondents perceive working in Denmark in areas such as career opportunities and Danish work culture, this section examines how satisfied the expats are with their jobs.

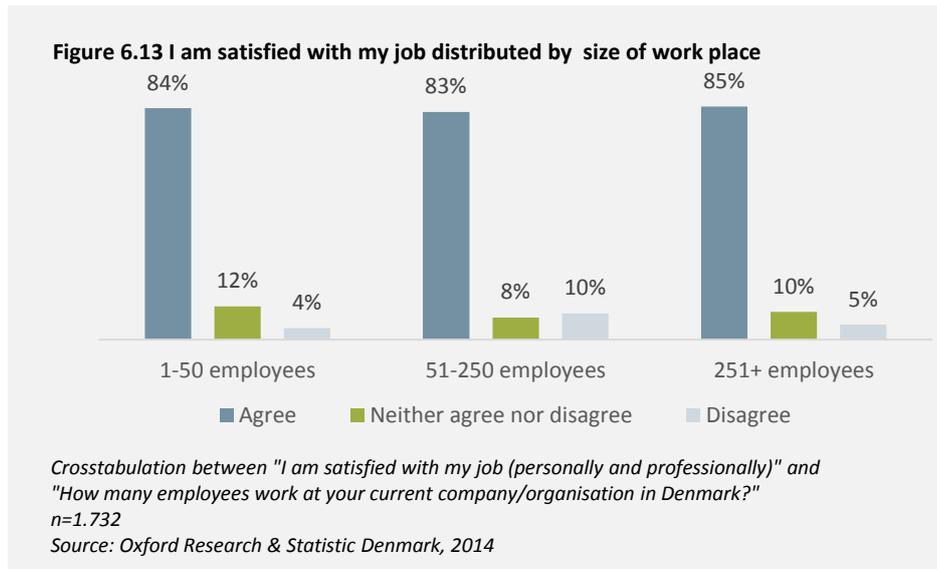
As figure 6.12 demonstrates, the expats are generally very satisfied with their jobs in Denmark.



84 % either agree or strongly agree that they are satisfied with their job, while only 6 % are dissatisfied with their job. There is a small, statistically significant tendency for the publicly employed to be more satisfied with their job than those who are employed in the private sector.

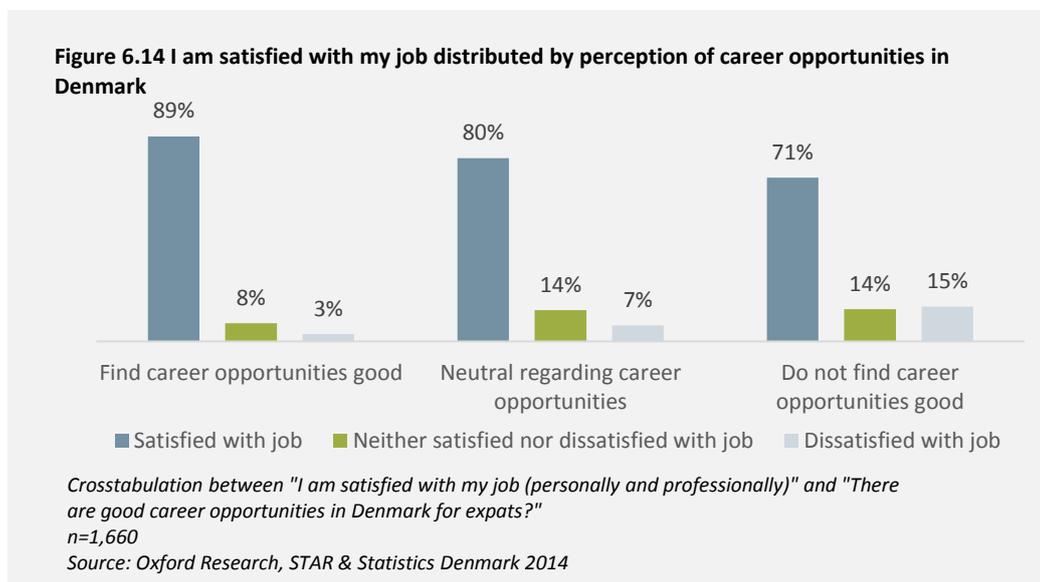
Further analysis reveals that there are no significant differences between the respondents employed in different branches or in different job functions. This is also the case regarding the age and years of work experience of the respondents, as well as their educational background, indicating that the level of satisfaction with the job is not significantly correlated with these factors.

There is however, a significant difference with job satisfaction depending on the size of the workplace. As such, 10 % of the expats working in medium sized workplaces are dissatisfied with their job, while this is the case for 4 % of the expats working in small workplaces and 5 % for expats working in large workplaces.

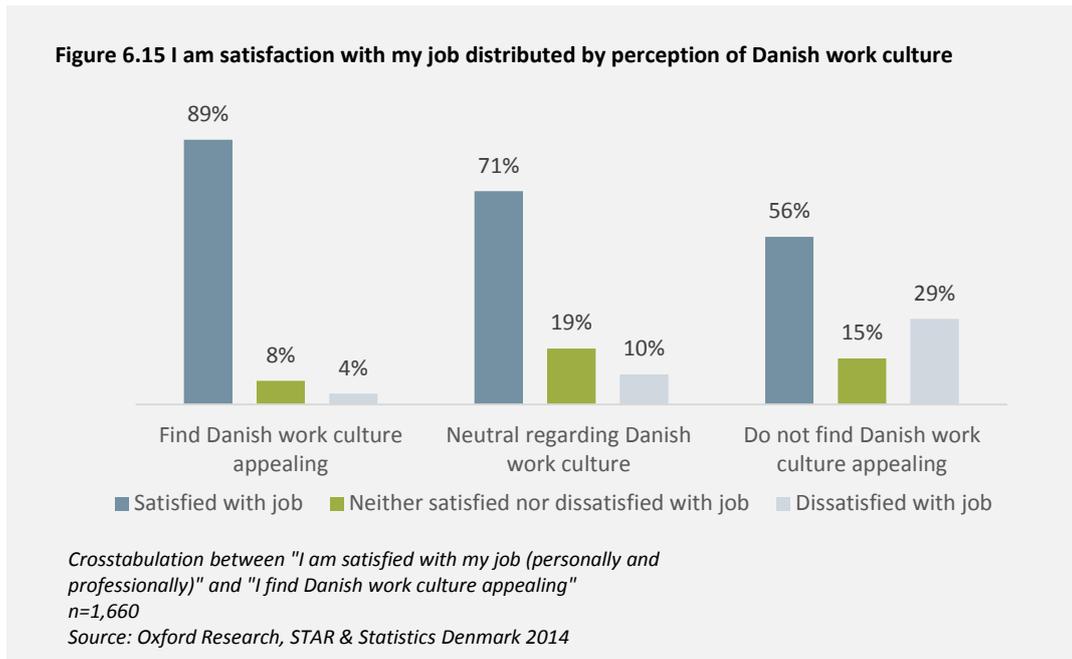


Additional analysis shows that respondents who have studied in Denmark before starting in their job, are slightly more satisfied than the others. This corresponds well with the findings in figure 6.7 and figure 6.9, which showed that respondents who have previously studied in Denmark before accepting their job, are more positive regarding their career opportunities, while also finding Danish work culture more appealing than expats without this experience.

There is also a strong correlation between the expats perceptions of career opportunities and their satisfaction with their job, suggesting that respondents who perceive their career opportunities in Denmark as good, are more satisfied with their job than the other respondents.



Respondents who find Danish work culture appealing, are similarly more inclined to find their job satisfactory.



89 % of the respondents who find Danish work culture appealing are satisfied with their job and only 4 % are dissatisfied. On the other hand, only 56 % of the respondents who do not find Danish work culture appealing are satisfied with their jobs, and 29 % of them are dissatisfied.

These correlations suggest that career opportunities as well as Danish work culture play a pivotal role in the expats' perceptions of working in Denmark. If and how this affects the duration of the expats' stay in Denmark is further analysed in chapter 8.

Summing up

This chapter has sought to describe and analyse the experience of the expats with regards to how it is to work in Denmark. The main findings from the chapter are:

- The majority of the expats (60 %) are satisfied with their career opportunities in Denmark, while 14 % are dissatisfied.
- 78 % of the expats find Danish work culture appealing. Only 5 % do not find it appealing.
- 84 % of the expats are satisfied with their job, and just 6 % are unsatisfied.
- Expats employed in small and large workplaces are slightly more positive about their career opportunities and their current job than expats employed in medium sized workplaces.
- Expats employed in small as well as large workplaces are generally more positive about their career opportunities and their current job than expats employed in medium sized workplaces.
- Expats who have previously studied in Denmark are more positive about their career opportunities, Danish work culture, and their current job than other expats.
- Nearly 40 % stated that the opportunity to have good work/life balance was one of the three most important factors for accepting a job in Denmark.
- Among the expats who have chosen Denmark because of the opportunity to have good work/life balance, there is an overrepresentation of expats with children.
- The level of satisfaction with one's career opportunities, as well as whether or not Danish work culture is appealing, influences the level of satisfaction with one's job.

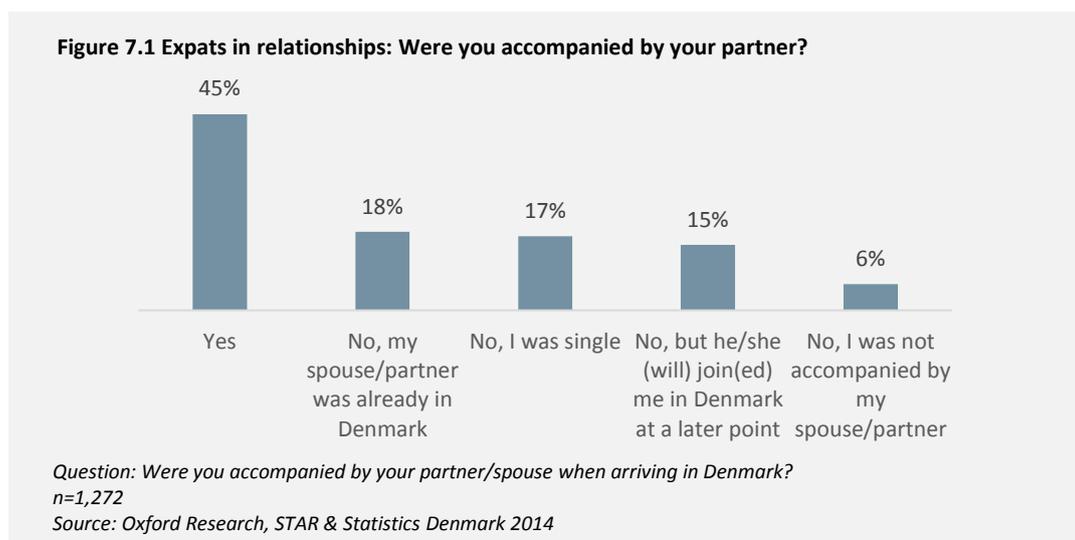
7. Living in Denmark

This chapter describes the expat experience of living in Denmark. Considerations regarding work and career are important issues for an expat before deciding to go abroad. However, bringing the partner, spouse and children are also important factors that need to be considered. In this chapter, we refer to findings from the survey that relates to the expats who brought a partner or their family to Denmark. The chapter also includes aspects relating to the social life of expats in general. A well-functioning social life, where individuals are able to meet with other expats and Danes can be an important aspect for expats and a factor that could prolong their stay. Finally, this chapter concludes by addressing the expats' attitude towards the balance between the tax system and public goods and benefits in Danish society.

7.1 FAMILY

It appears that three quarters of the respondents have a partner or a spouse. The majority of the partners are female and of the same nationality as the expat themselves. Additionally a quarter of the expats have a Danish partner.

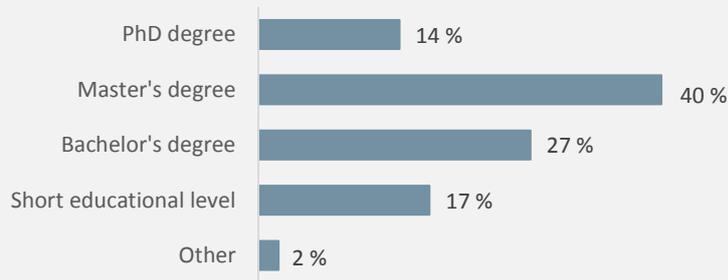
In the survey we asked the expats whether they were accompanied by their partner when arriving in Denmark. This was the case for approximately half the expats, whereas 15 % will come (or came) at a later point (fig. 7.1).



The partner's educational background and employment

The expats' partners are fairly highly educated. As illustrated in figure 7.2, 14 % of the partners in Denmark hold a PhD degree as their highest education level, while 40 % have a master's degree.

Figure 7.2 The partner's educational background - among those who are in Denmark

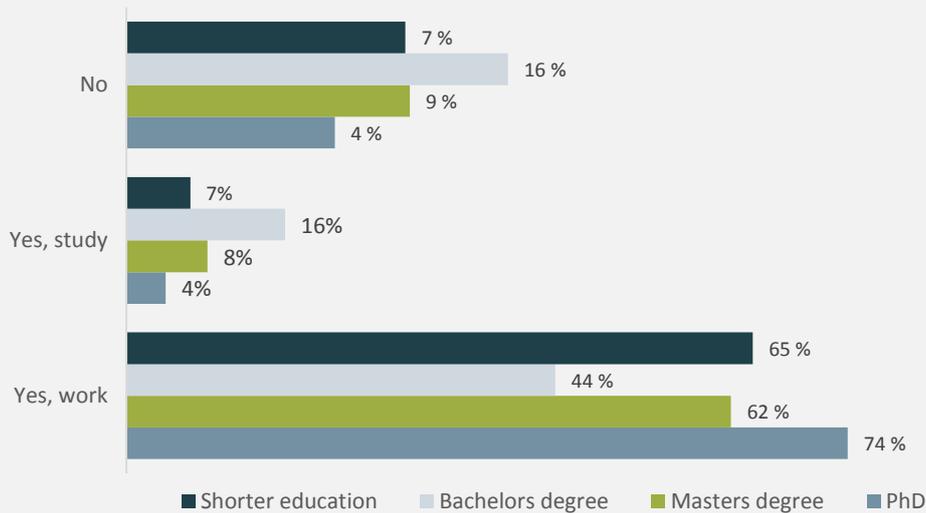


Question: What is the highest level of education your partner/spouse have completed?
 n=1,272
 Note: Short education level includes: primary school, high school, vocational training, shorter tertiary education etc.
 Source: Oxford Research, STAR & Statistics Denmark 2014

We asked the expats whether their partners work or study in Denmark. The results reveal that 60 % are working, 10 % are studying and 30 % are homemakers.

In figure 7.3 below, we see the educational background of the partners in relation to what they do. The partners with a high educational level (PhD and master's degree) have a significantly higher tendency to work in Denmark. While those who hold a bachelor's degree have a higher tendency to study or be homemakers when compared to those with other educational levels.

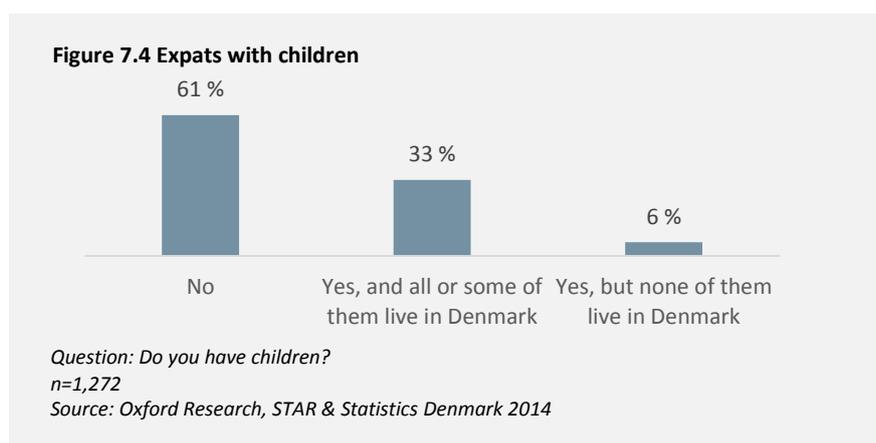
Figure 7.3 The educational background of the partners in relation to 'does your partner work or study in Denmark?'



Crosstabulation between the partners educational level and 'does your partner work or study in Denmark?
 n=1,272
 Source: Oxford Research, STAR & Statistics Denmark, 2014

The majority of expats are in their thirties, it is therefore likely that they have brought small or young children with them to Denmark (fig. 7.4). 85 % of the expats with children²⁰ state that they were accompanied by their children when they arrived in Denmark.

In this study, the majority of children are between 0-5 years old and might, in many cases, have been born in Denmark. The young children are often sent to Danish day care if the partner is either studying or working. There are also some children who are taken care of at home as they are still too young for day care, or they are taken care of by the expat's partner or an au pair for example.



The use of Danish and international schools

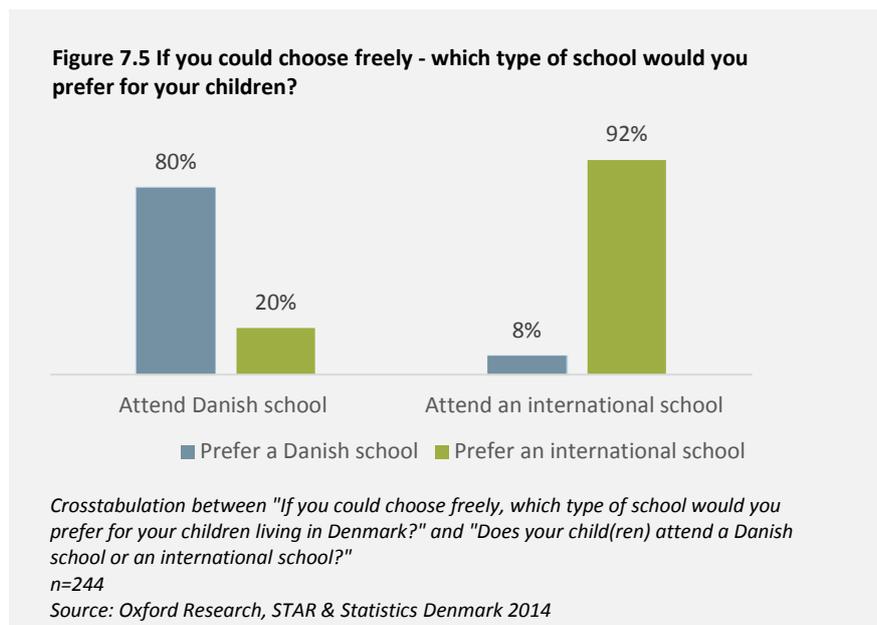
In this study the expats were asked to state which type of school they would prefer, either a Danish school or an international school, and whether they believe there are good educational possibilities for children in Denmark.

First, we found that 61 % of school aged children are attending a Danish school. Alternatively, the children attend an international school (39 %). Further analysis show that users of the Danish school system are, to a larger extent, expats who have a Danish partner and who plan on staying in Denmark longer than 5 years or permanently.

When we asked the expats which school they would prefer if they could choose freely 40 % answered a Danish school, 40 % an international school and the rest answered don't know or it depends on the situation²¹. Additionally, every fifth of the ones who have children in Danish school, would prefer an international school instead (fig. 7.5). Among those who prefer an international school, we find that they are largely expats from the private sector. Furthermore, it is expats living in the capital region and the central region of Denmark who would prefer sending their children to an international school. This finding may be related to the fact that it is in these regions the (International Baccalaureate) certified international schools – to a higher extent - are located.

²⁰ 39 % of the entire population have children

²¹ A survey conducted by The City of Knowledge & Urban Development showed that 50 % of the international respondents in Lyngby-Taarbæk municipality, would prefer an international school. www.vidensby.dk



Educational opportunities for children

We have asked the expats with children about their overall satisfaction with the educational opportunities for children in Denmark e.g. availability of schools, quality of education etc.

The analysis from this survey shows that approximately 75 % of expats are satisfied with the educational opportunities for children and the quality of education, 18 % are neutral, whereas 7 % are unsatisfied. This is similar to the findings from the 2010 study.

In the 2010 study, a large group of the expats indicated that considerations regarding their children's education were the reason for not bringing the children to Denmark. The findings from 2014 reveal however, that a large amount of expats have brought their children to Denmark.

If we explore further into what characterises the expats who are not satisfied with the educational opportunities for children in Denmark in 2014, we find those respondents who only plan to stay for few years to be more negative, compared to those who plan to stay permanently. There are no noteworthy differences in relation to whether the expat works in the public or private sector, their job function and branch of employment.

7.2 THE SOCIAL LIFE

A well-functioning social life in a new home country is an important aspect of feeling settled and integrated. Findings from the 2010 study showed that expats from certain countries, especially the Middle East, Australia and South America, find that Danes are less open and the possibilities to meet other expats is poor. Since 2010, we have seen an increase in activities aimed at strengthening the possibilities to socialise outside of work – for instance through networks for expats fx Expats in Denmark ²² and for the partner and their children fx Children Fair. ²³

In this study, the expats were asked how often they meet and socialise with Danes and other expats outside of their work. Furthermore, there were asked whether they believe there are good possibilities to meet Danes and other expats.

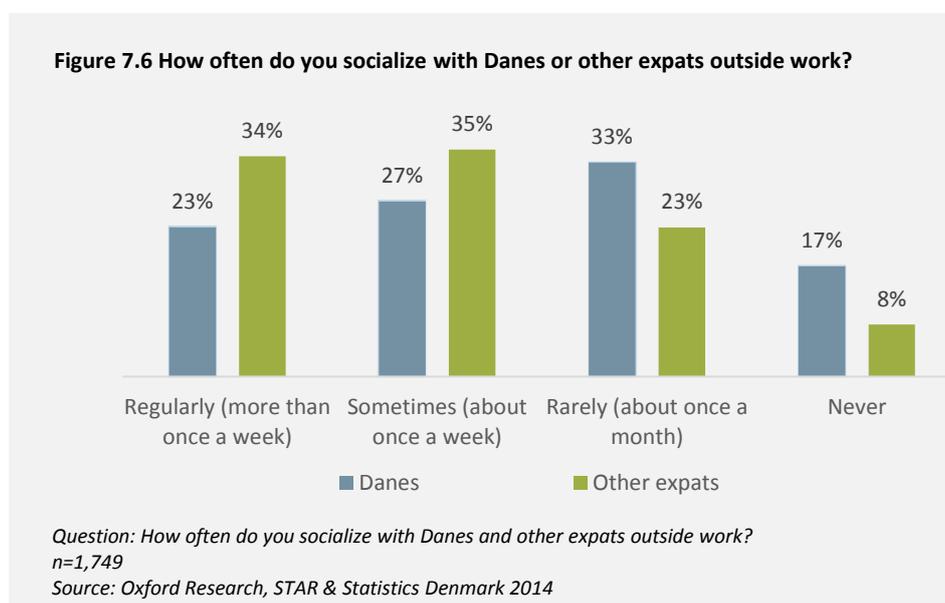
²² www.expatsindenmark.dk

²³ www.expattviden.dk

We got so lonely waiting for Danes to include us in their lives that we decided to invite them into ours - and we throw a dinner party (Head of Human Resource, American)

Socialising with other expats and Danes outside work

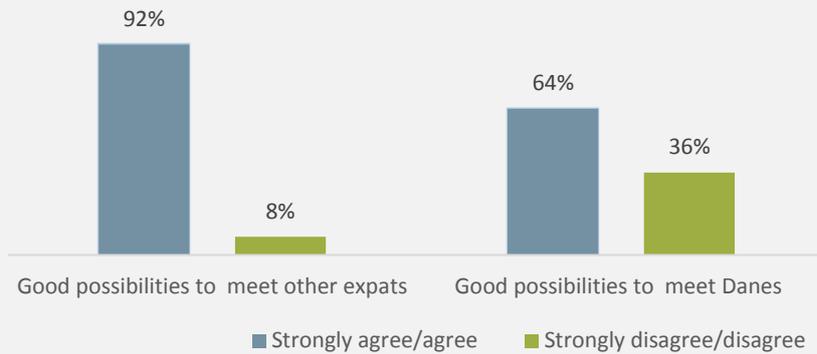
Figure 7.6 reveals the results from the questions on how often the expats meet other expats or Danes. In general, expats socialise more often with other expats instead of Danes outside of work. However, we may ask ourselves why the expats, to a lesser extent, socialise with Danes outside of work. There were no significant differences due to which region they live in or their country of origin. Furthermore, there were no differences due to certain sector or branches. The findings also revealed that the expats who never or rarely meet Danes outside work are more often men who are married and have children. They have a high education level (PhD) and rate themselves poorly in Danish.



The possibilities to socialise outside of work

There may be a connection between how often the expats socialise with Danes and other expats, and the possibilities to do so. Findings from 2010 showed that expats meet friends at work as well as through social and recreational activities. In this study, the expats have rated 'there are good opportunities to socialise with Danes and other expats outside work'. Figure 7.7 illustrates these results; it is clear that the expats find the possibilities to meet other expats outside of work is easier than meeting Danes.

Figure 7.7 Are there good possibilities to meet other expats and danes



Question: There are good possibilities to meet other expats (n=1,243, neutral and don't know excluded)

Question: There are good possibilities to meet other danes (n=1,240, neutral and don't know excluded)

Source: Oxford Research, STAR & Statistics Denmark 2014

Further analysis shows that the expats who regularly meet other expats or Danes outside of their work, think that there are good possibilities to meet other expats and Danes, and vice versa. The expats who work in a small company find it difficult to meet other expats outside of work. However, they find it easier to meet Danes who they likely become friends with through their work. On the other hand, we find that expats from large companies believe there are good possibilities to meet other expats, but not Danes. Those working in medium sized companies were the least satisfied with their possibilities for social networking.

We have found it difficult to find a community of friends and engage in civic life (International Account Manager, British)

Expats who work within the public sector find it more difficult to meet Danes compared to expats from the private sector. When we look at the findings across branches, the expats from pharmaceutical and medical & dental practice activities find the possibilities to meet Danes better, whereas expats within research find it easier to meet other expats.

The importance of having a well-functioning social life

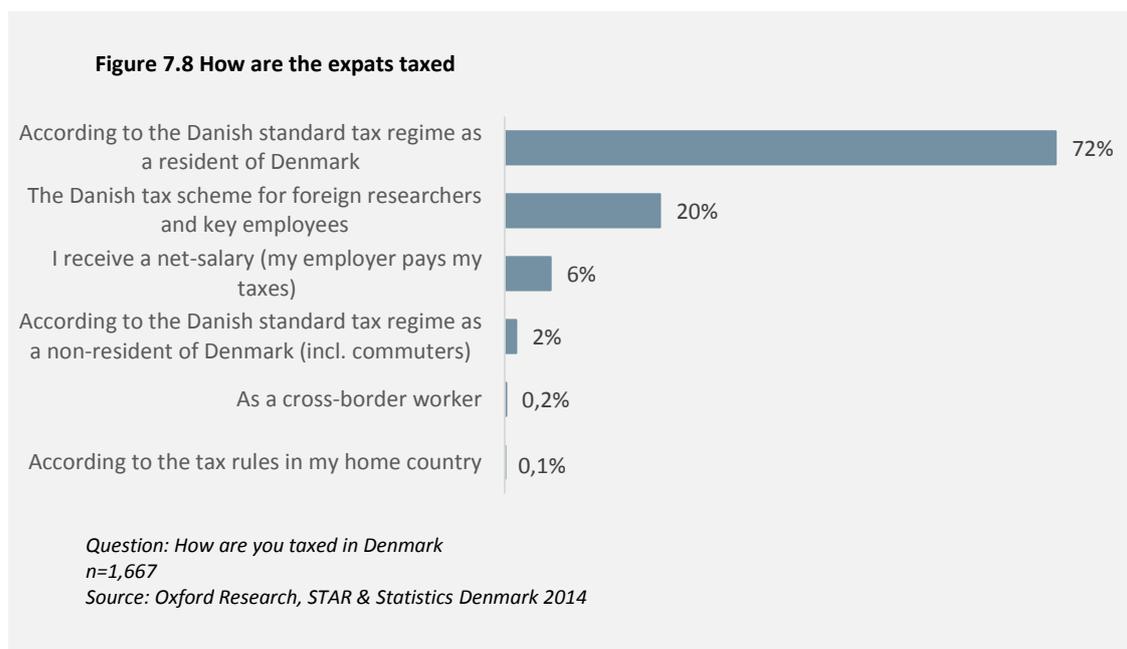
The respondents have had an opportunity to describe in own words, what they think companies and authorities should do to improve the conditions for expats. In this qualitative part of the survey are issues related to having a well-functioning social life - and the help to get it - highlighted.

The respondents calls for more socialising groups and networks. They suggest and recommend companies to establish a culture where foreign new colleagues and their families are invited to social events and introduced to the Danish colleagues. Furthermore, they encourage their Danish manager and colleagues to be more inclusive in their private life outside work, invite them to dinner etc. Finally, programs and company courses in Danish language and culture were underlined as valuable offers.

7.3 TAXES AND BENEFITS

Taxation is closely related to the cost of living. Denmark is a highly taxed country and some expats might regard it as a disadvantage if they are here for a limited time even though they receive access to health care, education and other social services. The aim of this section is to examine how satisfied the respondents are with the balance between the taxes they pay and the benefits and goods they may achieve.

Figure 7.8 reveals how expats from the survey are taxed. Expats pay tax according to five different schemes, and the figure shows that the majority of the expats are taxed according to the Danish standard tax regime as a resident of Denmark, while one fifth are taxed according to the Danish tax scheme for foreign researchers and key employees.



If expats meet certain requirements, they can qualify for a special tax programme. The tax scheme for foreign researchers and key employees with min. approx. 847.000 DKK/year is reduced to 32 % for five years, compared to around 55 % under the ordinary tax system²⁴. The points below describe in greater detail the expats in this survey with reduced taxes:

- There are a higher proportion within the public sector and research, compared to other sectors and branches
- They are to a larger extent within their twenties
- Expats from Germany and UK are more represented
- The majority of the respondents on reduced tax live in the Capital Region of Denmark

²⁴ www.skat.dk

Importance of the reduced tax scheme

In the questionnaire, we asked the expats on the reduced tax how important this was for accepting a job in Denmark; 65 % answered very important or important.

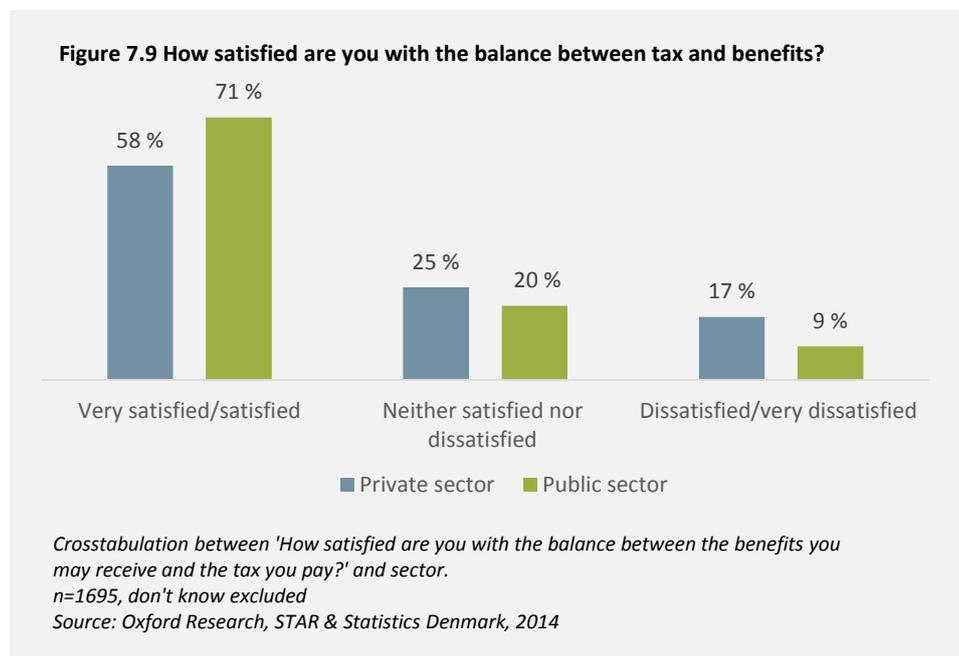
There are some noteworthy differences; expats from the private sector find the reduced tax more important for accepting a job than the expats from the public sector. In the public sector approximately 53 % find it important, which is a decrease since the 2010 study (70 %) ²⁵. Furthermore, this tendency is also found in relation to sectors where expats within research find the reduced tax less important than expats in pharmaceuticals and manufacturing & other industry. No difference was found in relation to region or size of company. However, those expats who find the reduced tax important do also have a tendency to leave Denmark earlier because the period where they have reduced taxes ends. This will be explored further in chapter 8.

The balance between taxation and public goods and benefits

In the survey we asked all of the expats how satisfied they were with the balance between the benefits they may receive (e.g. health care and education) and the taxes they pay.

Overall 63 % are very satisfied and satisfied with the balance, compared to 13 % who are dissatisfied or very dissatisfied; 23 % are neutral and 1 % do not know. Not surprisingly, we find a slightly higher proportion of satisfied expats among those who have reduced taxation.

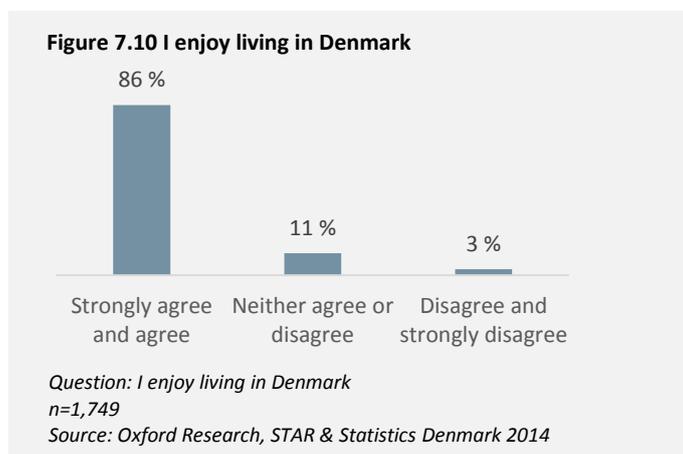
Further analysis shows that there are some noteworthy differences in relation to sector and branches. Expats from the private sector are slightly more negative towards the balance, compared to expats from the public sector (fig. 7.9). In relation to branches, we find expats from financial & insurance, pharmaceutical and manufacturing & other industry to be significantly more dissatisfied with the balance between tax and benefits. There were no significant findings in relation to country of origin, region, length of stay and income level.



²⁵ The population in the 2010 study were mainly from the public sector

7.4 EXPATS ENJOY LIVING IN DENMARK

This section examine whether or not the expats enjoy living in Denmark in general. When the expats were asked to answer the question, ‘I enjoy living in Denmark’ there was a very positive response with 86 % strongly agreeing and agreeing on the question (fig. 7.10). There are no differences related to answers among the private or public employees, and therefore we may conclude that this is a substantial increase since 2010²⁶.



The expats who are less happy about life in Denmark, are those who are also unsatisfied with the balance between tax and benefits in Denmark. They are less integrated in society, never or rarely socialise with Danes and rate themselves poorly in Danish. In relation to language, this finding corresponds to the study from 2010, where the analyses revealed Danish skills as being the key factors for feeling well integrated in Danish society.

In the following chapter, we further explore why some expats plan to stay longer and why some leave Denmark earlier.

Summing up

The aim of this chapter was to describe the respondents’ experience of living in Denmark, including aspects relating to social life, the family and partner, and finally issues related to taxation.

- 78 % have a partner in Denmark and the majority of the partners with a long educational background work here
- Approximately one third of the respondents have brought their children to Denmark
- 39 % of the respondents’ children attend an international school
- The majority of the expats with children are satisfied with the educational opportunities available for children and the quality of the schools
- Expats meet and socialise with other expats more often than Danes outside of work
- The possibilities to socialise with Danes are better in small companies, compared to larger companies
- 63 % of the respondents are satisfied with the balance between tax and benefits
- When the expats were asked to rate the question ‘I enjoy living in Denmark’ 86 % agreed, which is a substantial increase since the previous study in 2010

²⁶ The population in the 2010 study were mainly from the public sector

8. Retention of expats

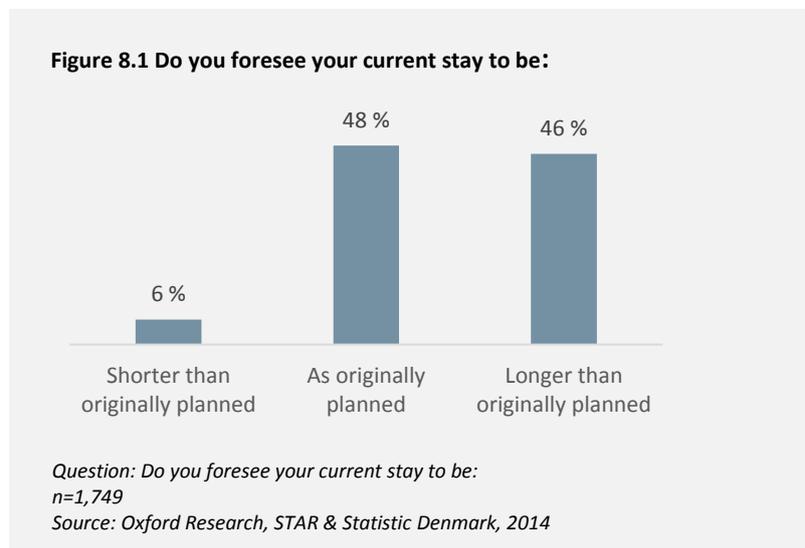
Expats have different reasons for accepting a job in Denmark – and different expectations regarding their length of stay in Denmark. In general it cannot be seen as a specific goal to retain expats permanently in Denmark – and there is no fixed standard for length of stay for an expat. But it is important that Danish companies and universities receive a return on their investments when hiring highly skilled professionals. As described in the introduction several publications have shown that highly skilled and qualified expats are a worthwhile investment for public finances as well as for the individual companies hiring them. Thus, the aim of this chapter is to explore whether the expats expect their stay to be shorter or longer than originally planned, and why a possible change occurs. Furthermore, we describe which factors the expats have found to be important, if they should consider staying in Denmark longer.

8.1 THE LENGTH OF THE STAY

In the survey we asked the respondents about their current planned length of stay in Denmark. The responses showed that 38 % plan to stay permanently, 22 % more than five years but not permanently and the rest plan to stay less than five years.

Furthermore, the respondents were asked to foresee whether their current stay in Denmark will be shorter or longer than originally planned or as originally planned (fig. 8.1). Surprisingly, 46 % of the expats plan to stay longer. In contrast, we find that 6 % have decided to leave earlier.

Further analyses show that there are significant differences in relation to branches. Respondents working in finance & insurance more often experience that their length of stay changes to either shorter or longer than originally planned. Expats from the research field more often experience a prolonged stay. Additionally, the findings reveal that half of those with a bachelor's degree experience that their stay are prolonged; corresponding to 48 % of those with a master's degree and 40 % of those with a PhD. There were no significant differences in relation to the public and private sector, size of company, region, job function and age.



Factors that make expats stay longer

The expats who have decided to extend their stay were asked to explain why. In the survey they were able to choose as many choices as they wanted, within seven options. Furthermore, they were able to describe in their own words why they extended their stay. The majority of the expats who plan to stay longer are happy with their life (35 %) and job in Denmark (30 %), and the partner and family are happy as well (20 %).

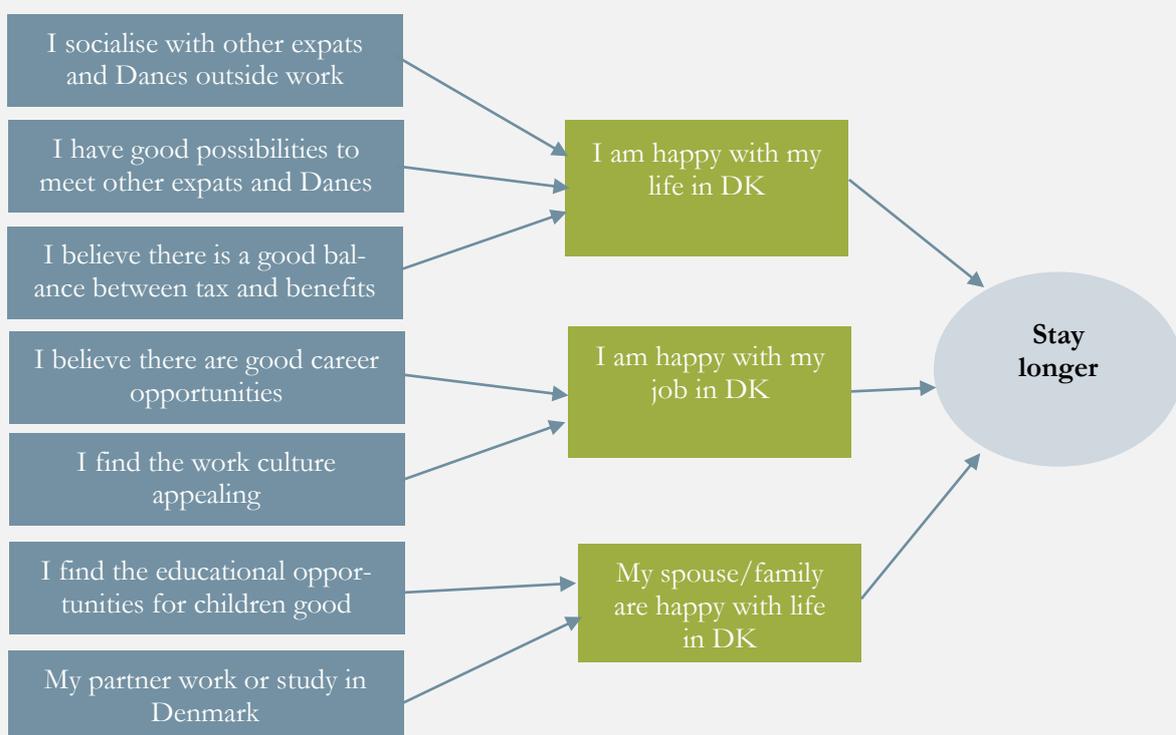
To be 'happy' is somewhat subjective and can contain a wide range of themes and issues. Therefore, we have explored which factors contribute to the respondents' happiness in regards to their lives and jobs, and furthermore why their families/partners are happy. Altogether these factors illustrate why some expats decide to stay in Denmark longer.

We have a lot of friends now, parents from the day care and parents from our backyard (Employed with in financial and insurance, American)

The respondents who have answered that they will like to stay longer in Denmark because they are happy with their lives, are also the expats who, to a larger extent, socialise with other expats and Danes outside of work and who find the possibilities to do so well (fig. 8.2).

The respondents who are happy about their job, and therefore wish to stay longer, find the work culture appealing and believe that there are good career opportunities in Denmark. The families and partners of the expats are happy with their lives in Denmark when the partner is either working or studying, compared to those who do not. Additionally, the respondents who would like to stay have answered they believe that there are good educational opportunities for their children. We may assume, that it is the expats with a Danish partner who plan to stay longer than originally planned. However, a cross tabulation between the partners nationality and stay do not indicate any correlation.

Figure 8.2 The factors that make expats stay longer



Note: Methodical we tested whether the two responses correlated for: 'I am happy with my life' (dependent) and 'I socialize with other expats outside work' (independent). This was done by the use of Pearson's correlation coefficient (r), which ranges from -1 to 1. A 1 indicates a 100 % positive correlation between two variables, and vice versa. All correlations included in the figure are positive and significant. $n=805$. 10 % of all the responses have replied that they stay longer because their employment has been extended.

The respondents were able to describe in their own words why they have extended their stay in Denmark. The qualitative findings support the quantitative ones; highlighting reasons like extended employment, settled family and social life etc. In 2010 the respondents extended their stay for similar reasons, however safety and quality of living were also mentioned occasionally²⁷.

Factors that make expats leave earlier

The expats who have decided to shorten their stay were also asked to explain why. Again, they were able to select as many choices as they wanted, this time within nine options. Furthermore, they were able to describe in their own words why they will shorten their stay.

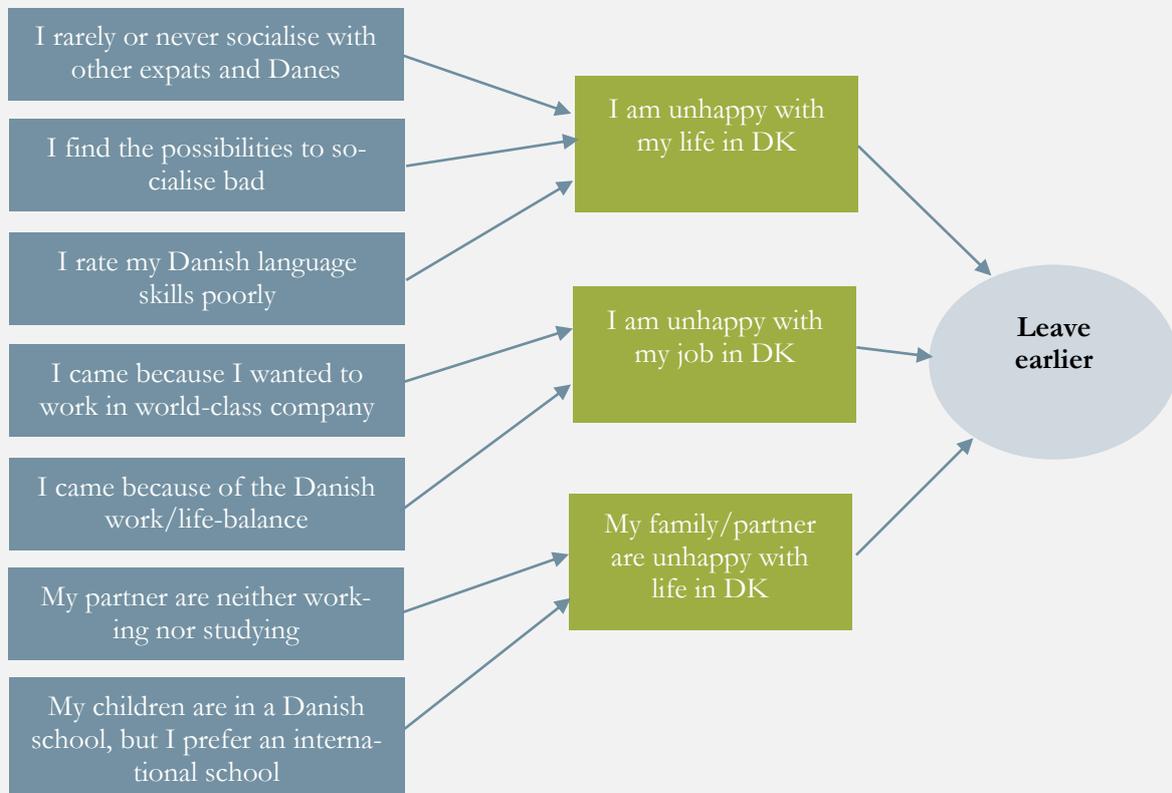
The majority of the respondents who plan to cut their stay short have explained it with the same factors as those who would like to extend their stay. They are unhappy with their life (26 %) and job in Denmark (29 %), and the partner and family are unhappy as well (14 %). Again we delve deeper into the responses. This time we explore which factors that make expats 'unhappy' with their lives and jobs in Denmark, and why their families and partners are unhappy. The aim is to point out which factors influence expats to leave earlier.

Language barrier in the long run is detrimental for permanent residence and citizenship (PhD student, French)

The respondents who answered that they wish to leave Denmark earlier than originally planned, are those who rarely or never socialise with other expats or Danes outside of work (fig. 8.3). Furthermore, they believe that the opportunities to do so are bad. The respondents who leave earlier because they are unhappy with their job, are those who are experienced on the labour market. They came to Denmark mainly because they wanted to work in a world class company and to have work/life balance. The partners who are unhappy with life in Denmark, are those who neither work nor study. Additionally, the unhappy families are to a larger extent, those who have children in a Danish school but who prefer an international school.

²⁷ The Expat Study 2010: 1) Question regarding why they stay longer was only answered qualitatively and 2) the study had an overrepresentation of respondents from the public sector i.e. research

Figure 8.3 The factors that make expats leave earlier



Note: Methodical we tested whether the two responses correlated for 'I am happy with my life' (dependent) and 'I socialize with other expats outside work' (independent). This was done by the use of Pearson's correlation coefficient (r), which ranges from -1 to 1. A 1 indicates a 100% positive correlation between two variables, and vice versa. All correlations included in the figure are positive and significant. $n=105$. 6% of all the responses have replied that they leave earlier because their employment periods end.

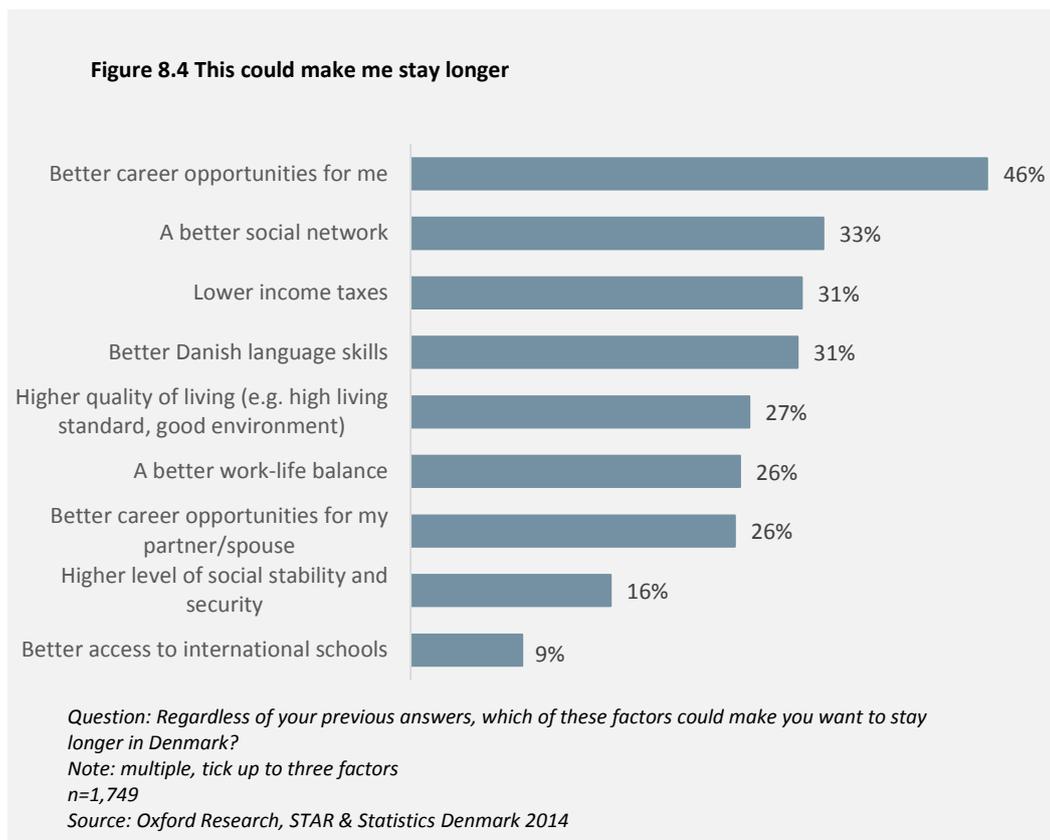
The respondents who have decided to leave earlier were able, in their own words, to describe why their stay was shortened. Despite variation in the quality of answers, there were also similarities and themes that arose. Some of the respondents will leave Denmark earlier because there have been organisational changes inside the company, the company is closing or moving to another city. Additionally, several of the respondents pointed to the language barrier as a reason for leaving, which correspond to the quantitative findings. Some respondents leave Denmark earlier than originally planned, because there is lack of job opportunities for themselves or the partner. Finally, respondents expressed concern about the quality of the Danish school system as a reason for leaving.

In the study from 2010, the respondents were also able to, in their own words, describe why they decided to leave earlier than originally planned. The replies have some similarities in relation to 2014 i.e. the employment period ends, lack of opportunities to get a well-functioning social life, the partner could not find a job etc. Furthermore, the respondents in 2010 highlighted a lack of integration and the feeling of not being welcome, as central reasons for leaving Denmark.

8.2 THIS COULD MAKE ME STAY LONGER

In the survey, the respondents were able to choose up to three factors that, regardless of previous answers, could encourage them to stay longer. Figure 8.4 below shows the distribution of answers. Half of the respondents have emphasised 'better career opportunities' as an important factor. Secondly, we find a 'better social network', 'lower income taxes' and 'better Danish language skills' to be important. Following these are factors relating to career opportunities for the partner, better work/life balance and higher quality of living. Lastly, we find answers regarding 'better access to international schools' and 'higher level of social stability and security'.

The findings confirm that the most important factor for expats when deciding to move to Denmark, and wishes to stay longer, is related to their professional career. As shown in chapter 5, the expats accepted their job in Denmark mainly because they wanted to improve their careers.



Further analyses show some noticeable differences.

Gender differences: Females find a better social network to be a more important factor than males. Men on the other hand find lower income taxes to be more important than women do.

Age differences: Younger expats in their twenties wish to have a better social network, career opportunities and Danish skills compared to older expats. Additionally, the younger expats in their twenties and thirties find a high quality of living to be more important than the older expats. Expats in their thirties wish to have better career opportunities for their partners. The expats in their forties find lower income taxes to be important, while the older expats wish to have better work/life balance.

Work field differences: Employees within research rate better career opportunities as more important than expats within other work fields. Expats within manufacturing & other industry find lower income taxes to be important compared to employees in other work fields.

Accordingly to previous, the respondents from the 2010 study were able in own words to describe with factors that could make them stay longer in Denmark. The qualitative findings showed similarities to this study; language barrier, permanently job opportunities for themselves and their partner and strengthen social network were mentioned as important factors.

Summing up

This chapter revealed that a large proportion of the respondents from the Expat Study 2014 plan to extend their stay in Denmark. This is because they, as well as their families and partners, are happy with their lives and jobs in Denmark. The factors that contribute to this picture is among others:

- The degree of socialisation i.e. satisfied respondents regularly socialise with expats and Danes
- Positive attitude towards the Danish tax system
- Find the work culture appealing
- The partner is settled in Danish society i.e. working or studying

In contrast, some of the respondents have decided to leave earlier. This because they - and in some cases their partners - are unhappy with their lives and jobs in Denmark. The reason for being unsatisfied are, among others:

- Lack of social network
- The partner is not well established in Denmark i.e. neither work nor study, and the opportunities for them to get a job are small
- Concerns about the quality of the Danish school system and lack of opportunity to have children in an international school.

Finally, the chapter gives us insight into which factors the expats highlight as important if they should stay in Denmark longer. There are some interesting differences in the answers across gender, age and work field, which politicians, authorities and companies could advantageously focus on.

- Young people (especially females) call for better social networks, including opportunities to better their Danish skills.
- Expats who have a partner and family in Denmark call for a higher quality of living, access to a high quality school system and better career opportunities for themselves and their partners.
- Later in life, it is factors like lower income tax levels and work-life-balance that are highlighted.

9. Methodology of the Expat Study 2014

This chapter describes the methodology of the Expats Study 2014. In general, the quality of data in this study is stronger than previous surveys within this field. This is due to the creation of a population through Statistics Denmark and the possibilities to combine survey data and data from registers.

9.1 THE POPULATION

As described in chapter 1 and chapter 3, the population of expats has been defined - in this study - as highly skilled foreign citizens working and living in Denmark, having arrived after 2008. Statistics Denmark delimited the population from the National Population Register (incl. CPR. nr.) based on the following criteria:

- Foreign citizens
- Income level of minimum DKK 25,000 /month for the last five months
- Minimum 22 years old
- Arrived in Denmark after 1/1 2009
- Minimum a bachelors' degree (if available in registers)

From the entire population of approximately 15,000 expats, a random sample of approximately 4,000 expats were chosen to be included in the questionnaire survey. Additionally, Statistics Denmark ran tests of the sample against a number of background information (gender, age, origin, education, income etc.) to make sure it was representative of the entire population.

The collected sample of approximately 4,000 expats received a letter with a unique link to the web-based questionnaire. After two weeks a second letter was sent to those who had not answered. The (non)response rate was followed closely throughout the period. This was done to ensure that there was a representative sample of answers when the survey was completed. If certain types of expats e.g. younger people, to a lesser extent answered the questionnaire, Statistics Denmark started a telephone survey where an employee contacted the expat with an invitation to and reminder of completing the questionnaire.

The total sample of respondent was 1,853 expats i.e. response rate of 46.3 %. After excluding 104 respondents who did not fit the criteria (short education + manual worker), the total sample became 1,749.

9.2 SURVEY DATA IN COMBINATION WITH DATA FROM REGISTERS

The questionnaire survey was completed in June 2014. The questions in the survey included themes such as working life, social life and factors regarding retention.

In general, the survey was shorter than the one conducted in 2010 – both in order to raise the response rate and because some background information on the respondents can be drawn from registers. Thus, the data from the survey was combined with background information from national registers, including information on the expats income level, basis for residence, type of branches and job function etc.

9.3 STATISTICAL ANALYSES

Statistical analyses were performed in SPSS. Before any analysis, the data and including variables are tested for missing values and outliers. Methodically, frequency tables, cross-tables incl. chi-square test and p-value, and correlations analysis with Pearson's correlation coefficient (r) and p-value have been used to conduct this analysis.



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