

Interview Guide

Voor de internationals die nu voor ICT Group werken.

Wat wil ik weten?

Wat vond de gebruiker van het huidige guidebook document?

Hoe vond de gebruiker het hele overplaatsing proces?

Welke functies zou de gebruiker in een nieuw product willen zien?

Introductie

Bedanken: *Thank you for participating in my research.*

Korte doel: *I'm currently doing research on how the new portal for internationals have to look like and what kind of features it does have to have. The platform will replace the guidebook for internationals.*

Vragen voor opnames: *Is it okay if I record this interview? The recordings will not be shared with anyone else and will only be used for writing notes.*

Richtlijn vragen

Profilering

Deze vragen worden gesteld om erachter te komen met wat voor gebruiker we te maken hebben. Zo is het mogelijk om de resultaten achteraf met elkaar te vergelijken.

- *Can you give me a short introduction about yourself? (age, location, hobbies)*
- *Where did you live before moving to the Netherlands to work for ICT?*
- *What was your motivation to work for ICT Group in the Netherlands?*
- *How is your experience so far? Are there any difficulties?*

Guidebook

Deze vragen worden gesteld om erachter te komen wat de gebruiker vond van de Internationals Guidebook.

- *What was your first opinion from the guidebook for internationals?*
- *What did you think about the amount of new information you have to process?*
- *Did you have questions while reading the guidebook? If so, how did you find your answer?*
- *If yes, how did you ask these questions and how was your experience with it?*
- *What are the things that could be improved about the guidebook?*

Portal

Deze vragen worden gesteld om erachter te komen wat de gebruiker vindt van een nieuwe online portal voor de internationals.

- *If you could create something else that would replace the guidebook, what would you create?*
- *What are your thoughts about an online portal for internationals instead of a guidebook document?*
- *What kind of features would you like to see on this portal?*
- *Do you think a portal is the best option to replace this guidebook document?*
- *If there would be game elements added to the portal, do you think it would work better?*

Afsluiting

Bedanken en vragen of je later contact op mag nemen.

23.09.2019 Interview Randa

Can you give me a short introduction about yourself?

My name is Randa. I came from Egypt and I used to work there as a software engineer. So I've been working for five years there. I came here last year, almost a year and a half.

What was your motivation to work here?

It's been a dream for me. Like I want to go abroad and work there. And I always liked Netherlands, being a software engineer, which is my work and being at work in the Netherlands was a win win situation. I like being abroad. This was my main motivation to move here to work.

So how is your experience in the Netherlands so far?

It actually was good. Yeah. Which is weird because like my colleagues, when they used to work in Egypt, then they travel abroad with their families or alone, but they always face problems like how to where to live, how to go to work and. What to eat? Because it's usually the new food. Uh, speaking the new language and all this because many I believe, they went to Germany. Germans are like strict with their language. So yeah, if you speak English with them, they won't reply back in English. So I believe that also mainly was a problem for them. So yeah, when I travelled here I had like I hear from my other colleagues their experience of traveling abroad. So I was like having fears. But when I came here, the only problem I faced here was finding a house. Because in Eindhoven, I believe it's spread because it has a lot of expats here. But after that is that it was nice. Yeah.

So like language barrier wasn't an issue for you because almost everyone can speak English here?

Yeah, people usually start with Dutch and after you ask if they can speak in English, they immediately start replying in English.

Was it hard to leave your friends and family in Egypt?

They were shocked and because I wanted to travel. It's not a normal thing for a girl to travel alone. But yeah, they got used to it. And actually, I came here in June. And in November, the same year I got my mother to come here to visit me. So it was actually a good thing. She spent the months here. She had to see like where I live, where there is an airport and other stuff like this.

So what was your first impression, your first opinion when you received the guidebook?

As I remember, it was good because it has like all the steps that I need to do. And it was like summarizing what I needed. It was like a checklist for me. So it was good for me.

What did you think about the amount of information inside the guidebook?

Just fine. Well, it was just fine because here at ICT Group, they have third party companies helping us with the relocation. They for example took care of making an appointment with the bank when I arrived in the Netherlands.

If you had any questions while reading the provided guidebook, how did you ask the question?

I was in contact with the contact person. Through WhatsApp. So yeah, I just ask her like what is this like, what is needed or something. And she would reply back.

How was the experience with it?

She was fast with replying to me. But there was one thing I didn't like. Like I don't know if it's like how they do this at this company. It's my first time to relocate. So I don't know how it's usually done. But I tried to find the house. For my side, I looked through all the websites and doesn't let all the information about the places that I want to live. And I was I would send to her like a list of housing that I want to ask some questions about. Yeah, but after that she'd replied late on this. So most of the housing will be unavailable after the reply. So yeah, I was nervous because I got my apartment like a month before I came here. And it's really for short term. I was trying to find the house for a long time, but they didn't have. And even when I found this, I did everything. So I had to go to a website. I had to, like, keep refreshing the pages, you know, just keep updated. And when I found my place, I just like filled information by myself and paid for it for myself.

If you could improve the guidebook, how would you improve it or what would you like to change about it?

If it has like a bigger housing section. It would be better if there were more websites about this. It would be better like two for anyone who will come to see all the varieties and they can choose.

If you would like to create something else that could replace the guidebook, what would you create?

Uh, a summarized checklist with differences, with additional links to more information. So it would be like at first you have to make an appointment with the bank. So you can read about the different kinds of banks and be able to read more about it after you click on a link.

So it's like you would like to have something that could guide you to every step. So like for like a bank, you would like a different bank. So you can read about it and you can pick the one that you choose one, create a bank account and then you move to the next step, which could be something else like housing.

I don't like to read much. So I just need to know what's needed. And then I would search by myself how it would be done. So just need to show the exact steps that it's needed. And if you can provide links that they can go through, it would be great.

So really the most important stuff. And like, if you want to know something else, maybe you can redirect you to another Website. Another page or something like that? So what if there's a portal instead of the guidebook? What are your thoughts about it?

Yeah. It would be helpful. There are other people like me, who don't like reading. So going through a portal is like searching the internet. So it will be better. Will be easier.

And what kind of device would you like to use to use the portal. So like phone or like laptop desktop or to basically laptops or just a bigger screen.

So yeah, just a bigger screen. A laptop would be the easiest for me.

Like what kind of features would you like to see on the portal?

Like you already mentioned, the checklist to guide the user to walk through the steps that's needed.

Right now if you have a question. Right now you ask it on WhatsApp right?

Yes. I would like to ask it on the portal. And it would be better if we have, like most asked questions, frequently asked questions. So my question could be helpful for someone else and others questions would be helpful for me.

And how do you visualize it, how do you want that feature to look like? It could be just a list or maybe even a chatbot.

A chatbot sounds really interesting.

Why?

So yeah. A chatbot has interaction. Maybe it can tell me where to find more information to read about the question.

Do you believe the chatbot would be the best solution for asking questions?

In combination with the frequently asked questions, yes.

Why do you think a portal is the best way to replace this guidebook?

I think a portal can be more interactive and is easier to search for additional information when needed. Maybe it's even possible to personalize the information on the portal for the users which could also help.

Conclusie

De combinatie van de guidebook met de externe bedrijven zorgde ervoor dat de emigratie proces goed verliep. Als ze een vraag had over een appartement en moest wachten op reactie, was het al vaak dat het appartement al weg was. Wat ze graag wil zien in een portal is een stappenplan waarbij de gebruiker door het proces heen geleid wordt en waarbij alleen het belangrijkste informatie gedeeld wordt. Ook de optie om antwoorden op vragen snel te vinden wordt gewaardeerd. Dit zou kunnen in de vorm van een chatbot of een FAQ lijst. Maar interactie wordt meer gewaardeerd.

23.09.2019 Interview Hennie

Kan je een korte introductie geven over jezelf?

Natuurlijk, ik ben Hennie, 37 jaar oud en kom oorspronkelijk uit Zuid-Afrika. Ik werkte daar als Senior Software Designer. Ik ben getrouwd, heb een vrouw maar nog geen kinderen. Wel een kinderwens. Verder vind ik het leuk om af en toe een biertje te drinken. Drie maanden geleden ben ik samen met mijn vrouw naar Nederland gekomen om hier te wonen en te werken.

Leuk. Wat was je motivatie om hier in Nederland te werken?

Mijn eerste motivatie was toch wel de veiligheid. In Zuid-Afrika is het niet zo veilig vergeleken met Europa qua leef en werkomstandigheden. Het leven is hier ook gewoon beter en dat is voor de toekomstige kinderen ook gunstig. Ze hebben hier meer kansen op een betere toekomst.

Hoe is je ervaring in Nederland tot nu toe?

Ja. Ik ben zeer tevreden hier. Ik kan hier met een veilig gevoel wonen en leven. Dus dat is wel fijn. Ook woon ik hier gewoon met mijn vrouw en dat is prima.

Eigenlijk heb je ook geen last gehad van de taalbarrière toch?

Nee, klopt. Afrikaans lijkt wel een beetje op Nederlands, en anders kan ik gewoon Engels spreken. Bijna iedereen in Nederland kan Engels.

Dat klopt. Was het moeilijk om hier nieuwe vrienden te maken?

Ja. Best wel. In het begin had ik er wel moeite mee want Nederlanders zijn best gesloten, waardoor het voor mij wel moeilijk was om vrienden te maken. Ik heb nu wel een groepje waar ik af en toe een biertje mee drink. Maar ik zou ze nog niet meteen goede vrienden noemen.

Was het moeilijk om je vrienden en familie achter te laten in Zuid Afrika?

Haha, gelukkig is mijn vrouw gewoon meegegaan, anders zou het wel moeilijk zijn. Een paar vrienden van mij zijn ook naar Nederland gekomen om te werken bij ICT dus heel moeilijk was het niet.

Wat was je eerste impressie toen je de guidebook aan het lezen was?

Mijn eerste indruk was dat het prima informatie is. Alleen het is wel erg veel. Ik zelf heb het wel meteen gelezen met mijn contract offer, maar het is inderdaad wel veel. Ook kon ik niet genoeg informatie vinden over lease auto. Omdat ik al boven de 30 ben kan ik geen company lease krijgen, maar moet ik een private lease regelen. Dit was voor mij onduidelijk omdat ik ook nog geen permanente contract heb.

Misschien komt dat niet zo vaak voor en is het niet opgenomen in de guidebook.

Ja klopt, maar voor mij zou het handig zijn geweest.

Maar over het algemeen was je tevreden over de guidebook?

Ja, de guidebook was een goed beginpunt.

Als je vragen had, na of tijdens het lezen, hoe zocht je naar je antwoord?

Zelf had ik niet heel veel vragen, maar als ik een vraag had heb ik gemaild naar de recruiter. Ik kan het me nu weer herinneren maar ik had een vraag over de verzekeringen, wanneer ik ze moest afsluiten en wanneer ze precies beginnen. Meteen of wanneer ik echt in Nederland was. Dat was voor mij ook onduidelijk.

Als je de guidebook kon vervangen met een ander product, wat voor een product zou je dan kiezen?

Dit is een moeilijke vraag... Even denken... Een online website zou een vervanging kunnen zijn. Een website is ook interactiever en kan mooier opgemaakt worden dan een PDF.

ICT Group wil een portal maken om de guidebook te vervangen, wat is je mening daar over?

Een portal klinkt heel positief. Een portal is gewoon online en er is interaction mogelijk. Als de informatie die op de portal staat snel op te zoeken is, lijkt mij het een goede oplossing. Ook moet de user interface goed zijn en je moet makkelijk kunnen navigeren.

Wat vind je van gamification? Denk je dat het werkt bij dit portal?

Ik ben van mening dat gamification zeker helpt met het onthouden van informatie. Aangezien het best wel veel informatie is denk ik dat het voor de lezer ook leuker maakt als er game elementen in zitten. Cyber Security heeft ook een portal met game elementen hier.

Welke functies zou je graag willen zien op de portal?

De mogelijkheid om snel informatie op te zoeken die op dat moment belangrijk is zou fijn zijn.

Bijvoorbeeld een FAQ of een chatbot?

Ja. Een chatbot lijkt mij heel interessant want dan heb je ook meer interactie met de lezer.

Denk je dat een portal de beste oplossing is?

In dit geval denk ik van wel. Ik denk dat het voor de mensen van ICT ook makkelijker is dan een PDF. Als er nieuwe informatie komt moet het natuurlijk geupdate worden en dat is makkelijker op een website dan op een PDF.

Conclusie

De informatie die in de guidebook aanwezig is, is prima. Maar de hoeveelheid informatie is erg veel. Ook was er niet genoeg informatie over een private lease omdat de geïnterviewde ouder is dan 30, waardoor hij niet meer in aanmerking kwam voor een company lease. Het nieuwe product moet de informatie sneller vindbaar maken, zoals een zoekfunctie in de vorm van een FAQ of een chatbot waarbij interactie mogelijk is. Een online middel is makkelijker te updaten bij wijziging van informatie. Ook kan een online middel aantrekkelijker worden gemaakt voor de

gebruiker zodat de motivatie minder snel daalt tijdens het lezen van informatie. Volgens de geïnterviewde is het toevoegen van game elementen een positieve toevoeging omdat het voor de gebruiker helpt om de hoeveelheid aan informatie beter te onthouden.

24.09.2019 Interview Anisha

Can you give me a short introduction about yourself?

Ok, so I'm Anisha. I travelled from India, some three months back. So since three months, I'm working in ICT. Previously, I worked in India for four years. I'm an automotive engineer, so currently already have some experience. So it was my fiancé's working here. So he was working here since last year. So it's almost a year for him. So he was the one who would have told me into the organization. And the process of recruitment for me started. So it was the first round was a telephonic discussion regarding my will to change what I know about the Netherlands. I would say the second was the Face-To-Face interview with Jan and everyone traveled and some of the managers traveled to India. So we had a Face-To-Face discussion. So that was something I liked because they took the trouble to travel to other areas which was different for my fiancé's case. He had to travel here to give the face to face. But there were a lot of people like that, that applied for the job. So maybe because of that they traveled so that they can completely talking with everyone at the go. And then the last round of interview was again on Skype. So this process went pretty well.

So what was your motivation to work in the Netherlands?

Oh, my first and honest motivation was my fiancé was already settled here. We are getting married the next day or so. I know I had to, well, move to here, or he had to move back home because I didn't want to leave work at any cost. So what we decided first he would try for me. He was trying for me if things go well and good so he can continue working here otherwise he would have to move back to India. So this was the only honest motivation I had because I was a core member of my team in the previous organization, and I was learning a lot of things and I was of great importance because I had a lot of dependencies because I was in the project from scratch. So there were only two people working on the project. Later on expanded to team of 30, and then to 39. Then it was me and one of the colleagues of mine who was handling the project. So it was something very close to my heart. So I was not planning not switching so early.

Was it hard? Leaving India for the Netherlands?

Yeah, it was very hard leaving because I didn't want to leave at that moment of time when the project was taking a peak. One of the most talked about project. In the entire Europe as well. There are many companies that are trying to get some part on that particular project. I was working in. So I felt I took pride in the things that I am already a part of it. And I was in the part of its right from scratch and something that is very different here because I have not been assigned to any project since last three months. So like because of the down market and they have not been able to give me any project. So it's almost four months that I'm working on nothing so that this is something I feel is demotivating my expertise, sort of like I'm getting out of touch because the tools the concepts that I was working on is totally out of hand. I'm sure they're trying their best to get something. This is something happening at present.

So how was your experience in the Netherlands so far?

Yeah. So as a place, it's very good. The weather is good. Of course, I find the people here. They are friendly, they have a very friendly approach and something that is very important when you travel, when you're coming here like, learning that that's not that easy and you don't learn a language, which I like about the people here as they do communicate in English and they do really try to understand what you want to communicate to them. Even if they don't know proper English. So that is something I really like about that. They do try to communicate. I have been to other countries as well in Europe and I've seen that people don't like to communicate in English and stick to their native languages

Like France?

Yes, like France. My first trip from Netherlands was Paris. Then I couldn't go to shop. Couldn't go to do anything because even in the city centre of Paris, people completely rejected talking in English and they were constantly communicating in French.

It's weird because they probably do know English, but they still answer in their native language.

Yeah, exactly. Because they I couldn't make out that they are understanding what I'm asking them. It's almost like they didn't want me to understand what they're feeding back. So when I go shopping for a pair of jeans. And I just wanted to ask certain questions and they answered in French and I was like OK... So I chose not to buy it.

I have some questions about the guidebook. My first question, what was your first opinion or impression when you had the guidebook or read the guidebook?

Yeah, it was quite helpful. It has though, the knowings and the whereabouts about ICT. And actually the procedures were very simple when it came to ICT because everything was taken care of by a Third party company. So Exterus and Big 5 relocation. These were the two companies who were constantly communicating with me. They were really quick with their responses when I will meet because I was in India and I couldn't have done them internationally. So whenever I mail them, they were very quick in their responses. They took, though, their dial a thing of visa. So I had to not do when they don't be dense, don't put any effort. They just mailed me with a date that you have to be available. And so I answered date and answered place and it happened so that the first appointment went bad with the visa within an embassy, because this is something which I personally feel was a lack of understanding and the extras because my joining date was the first of July. And they gave me a visa date of March 27. So when I went to the Netherlands embassy in India, they said that if I submit my passport to me, that was a 26th of March. I will get my visa. Start date does 27 March and then it continues with three months I 26 on June. So that was a time when I wouldn't have even traveled to the Netherlands. So that would have become a problem because my visa would have expired. So this was something I constantly kept from telling extras that my joining is in first July. So if you give me a date so fast, I might not be able to travel earlier. So I had to pay all the expenses to go to New Delhi from my current location. And it is all a very last moment because I suppose the visa interview was on Tuesday. Then finally on Friday. So last minute flight tickets are really

expensive. Traveling across the states and India is not as cheap like it is in Europe , it's very it's pretty costly. So that's the reason. I was a cost effective booking orders and everything. So I yeah, this is the thing that when I made them telling the problem, they booked another appointment immediately. And ICT was even ready to reimburse the amount which I spent in the past visa. And the second visa. So that was cooperative, I know. But what it took was my time because I was on resolving an all disputed in an organization of things or maybe not treating the lead time is not that good. So this is the understanding issue the extras had because they said the Netherlands embassy in India is not following the right protocol. You can go and tell them to give a start date whenever you want to start date. I think it doesn't work like that. The day you apply for me, they you'll get a visa the next day and then it whatever their duration, few months, one month, whatever. So this is something that understanding gap the embassy here and there has. I'm not applying by myself as they are taking the entire responsibility. It's very important that they know how it works exactly because of this understanding issue. They even gave me a letter telling that you can go and find embassy the official date that you want to start. But it doesn't happen later. If I'm giving my passport on that day, it's stuck. This was something which I faced.

Yeah, that's kind of difficult because here it's different compared to there. So in the guidebook, you had a lot of new information. Was it too much or too? Did you want to have more specification?

To be very frank, I didn't go to the guidebook like totally because one of the main reasons was my fiancé was already working there so I could always get that information from him. And the second reason was Exterus was already taking care. But I think the guidebook is like I just spent over through. It's pretty much good enough. But you actually don't need that much of information in the limited time because I have been here since last three months. Well, before that three months, I was into the procedure with ICT. So nothing much from the guidebook. It actually helped me because one thing is very clear. When you are already working in an organization and when you're applying for jobs and when you're getting a deal, you don't have that much time to go to make so many pages. So that is something which I feel like.

Like if you had just the specific information, like the really important parts

Yeah, just the really important parts and I personally feel there should be a point of contact who could be contacted in case of difficulties. Of course, in my case, the operational manager was taking mine who has taken my first round of interview was pretty much helpful and he did communicate well. Every time I wondered about information. So that is good. I think the specific points are required and yes, they can keep a point of contact.

So like if you had questions. How did you ask them?

I asked one of the operational managers who was taking care of the recruitment. So it was ready. He was very responsive. But when it came to Visa and my relocation, you know, like for the visa number and it is an ancient format and everything it was taken care of by big 5 relocation. So, yeah, even the they were responsive enough.

That's pretty good. If you could improve the guidebook except for it having too many pages, what would you improve?

Ok. That's difficult. Because I would have had to read that guidebook.

Like, how did you get the guidebook? Like a hard copy or digital?

Just by mail. So I personally feel it could have come as a brochure or something. And then you can and should be a bit colorful so that you can at least, you know, go and flip through the pages. Because when it comes as PDF, I feel like you generally don't go through it. So many pages.

So it looks boring?

It looks boring.

I quickly checked it out and I just saw one image, I believe.

So it should be more interactive and it can be actually very precise and sort of being that long because they are making all these third party companies come in between and work for us. So the procedures really don't become that difficult because VISA is taken care by someone else, a bank account and everything. So everything was ready, set that was tidy, fairly liked about ICT. because I have friends who are working at other organizations, of course, you know, but like they have to be their visa, they have to view their travel post traveling to the Netherlands and they have to they have to search a room and everything. So here in my case, everything went very smoothly because everything was taken care with someone else. So I had to not bang my head for VISA, but my head for the travel and bang my head for the location. And ofcourse I had to be pay a lot of money before I wanted to book a room and get to it, but I didn't have to give a fortune searching that room. So that was pretty well. I actually liked about it. One thing is I want to see a. The rooms here like as compared to the price in India is a bit costly. So it's like almost in India and Rupee it's like 2 Laht, we lax had to be accumulated to pay the rent, to be in the deposit, to be the security amount. So I think like a company can. Let me take a bit of the burden from the employee in any shape. Because you're traveling from need to have you already have a lot of expenses inside so they can actually, you know, be in the, for most, but then they can deduct it from our salary or something like that so that we don't feel the pressure at one more because paying like three lakhs rupees at the very start and then you have to come, you get your salary after a month. So then surviving for a month or so you'll need more according to the Indian currency and the currency here. So that's too much of amount in the initial sense. Like if I believe if a person has a less of experience of it. If there person has two years of working experience, they might not even have that much of bank account and they have to lend , take , loans and then use a lot of credit cards. So that does like a lot of money gets into this. So I think they can at least pay the deposit, at least pay the half of the amount of money which we are investing in the rooms here so that we can come here and have some money on hand. In my case, I came just empty handed. I had some just 150 euros. That was like cash from whatever my dad gave me. He expected I had a lot of money in my account, but that wasn't true and I didn't say to him. So it was just like, OK, take this. You might need it and

during a journey. So that was something that worked. And it came around some 200 euros, and my fiancé was here so it wasn't that difficult.

But I personally feel like if someone comes all alone, then it becomes difficult. They don't know anyone. They cannot even ask someone like, can you give me some money as we don't get the first month's salary immediately. Because we get it after 30 days and before that also we have invested and largely because of our room. And a room is equally important because we need a residence.

Yeah, I read like you even need to bring a lot of money because the first month is really expensive.

Yeah, it's really expensive because all your rooms are fully furnished. You need a lot of things by yourself and to know the place and everything. First, all three months are really very expensive because yeah, this is what is happening. So now what we do is whatever we have lent them everything, we are doing it from outside. But I personally feel if the company bills this, in the initial month. It's not like they have to totally bill it. They can deduct it from our salary slowly. I mean, you are eventually maybe do monthly payment treatment. So that loan pressure is that much.

It's like helping...

It's like helping pay my allowance. Those starting fees. Yes.

So ICT wants to create a portal instead of the PDF guidebook. What are your thoughts about it?

Yeah, they can actually create a portal. I personally feel there should be more. There should be more of colorful majors so that it attracts and forces us basically. This is something human mentality like. That is a picture and you make them to read what is under the picture so that would make the content more readable.

Force you to read, what do you mean with it?

Maybe a step, step and then find points guiding you to every important step.

Do you think a portal is the best idea or do you think something else could be better?

Yes. I think so. But I personally feel there should also be some hard book hardcopy so that in the free time we can at least flip pages because looking into the computer like also for work and also to read something is really difficult. We tend to read story books of course from story books from the PDF. So nowadays is every PDF available? And there is no utility of buying a story from a shop that said we do it because that is more comfortable than looking into the screen.

So a portal and then a hard copy combined?

And when you are somewhere else like. Yeah. Traveling or doing something again. Take the book eventually people can read it even when they you know it's also in the form of a PDF.

So this new portal. What kind of features would you like to see on this portal? You mentioned about a point of contact, like it could be like if you have a question and could be like frequently asked questions page. Or maybe even a chat mode where you can open your question to the customer. Yeah. Like a customer service. Like you type in a question and then finds information according to your question and then send it to you. Would you like something like that?

No, I think this is very important. This frequently asks questions and a chatbot. I personally believe the points should be ready, ready present and so that we can read it easily and understand it easily.

Like really specific points?

Very specific points, which are actually important because that is there is one more thing that happens and I said is no international day or something like that, where that to talk about the Dutch culture. There are places in and around Netherlands and the history of Netherlands and everything. So that is something is that is something that is arranged for each and every one who comes in the beginning. So for me, it is, arranged, around no level. But I personally feel like in sort of keeping all the points in the guidebook, they can actually arrange us meeting along with the induction. So that are important for one week become to do everything. And then we start on the project sort of keeping the meeting somewhat on our performance or requirements then like we already know the culture. So like we have to do is induction when we join in so they can keep one morning for us about Dutch culture and places in and around Netherlands and everything. So that I personally feel that is more helpful because it happened at the start of your stay in the Netherlands and then slowly tried to get used to it.

Would you like to have some information on the portal about Dutch culture and stuff like that?

Yeah. It can be more like on more like someone coming and actually giving their heads up already a possible be, you know, giving us this information. So I can I feel we can give it the right and the first three days of. Yeah. Because in the first three days and the first week we don't have any work on assignment projects. So I personally feel these can keep people busy at least in the first one week. It's like if you implement this part, what they do is when there are a lot, people across not across the globe joining in. Not found though, like my van age old. Everyone was from Netherland. I was only Indian there. So what they do, I feel that's when a lot of people from Egypt or other countries, they join in, they accumulate them. And then. Yeah, but I think that it's only way too late for me. It's already three months

If you had this information on party you could like read it at home beforehand.

Yeah.

Do you think it's better to have a gamification or like a reward system, like for reading everything on the portal?

Yeah. That is also really interesting. It could be even even a short game, like maybe a pub quiz after every step to see if you understood everything, then you get some reward.

Conclusie

De combinatie van informatie in de guidebook met de externe partijen zorgden voor een fijne emigratieproces. De geïnterviewde vind de guidebook eentonig en heeft weinig interactie waardoor het niet aantrekkelijk is. Een product met een mooiere visuele vormgeving met meerdere afbeeldingen ziet ze liever. Functies die het product moet hebben volgens haar zijn functies die ervoor zorgen dat de gebruiker snel antwoorden kunnen vinden op hun vragen. Dit kan in de vorm zijn van een FAQ en of chatbot. Ook zou ze het fijn vinden om meer informatie te krijgen over de Nederlandse cultuur en gewoontes.

24.09.2019 Interview Muhammed

Can you give me a short introduction about yourself?

Let's see. My name is Muhammed Peerukannu, but you can just call me Muhammed. I was born in India and used to work for Bosch as an Automotive product architect. I'm married and moved to the Netherlands together with my wife.

What was your motivation to work in the Netherlands?

My wife wanted to see other parts of the world and I wanted to have work experience on an international level. Europe is a very nice place to visit different countries because the countries are generally smaller.

How is your experience so far in the Netherlands?

So far it's really nice. I really like the weather because it isn't as warm as in India. The people are nice and it was easy to get used to everything here. I do want to learn the Dutch language so I can blend in with the locals more easily.

Was it hard to leave your friends and family behind in India?

It wasn't that hard because most of my friends already moved to Europe before me. They however are living in France and Germany. But I can still visit them once in a while, or they visit me here in the Netherlands.

What was your first impression, your first opinion when you received the guidebook?

I think the guidebook had a lot of information. And I can understand when someone is in the process of moving to another country, they don't really have the motivation to read every single page of the guidebook. The things that are described are very clear though. It's just that the amount of information was very overwhelming. But the guidebook with the combination of the third party companies helping us with the relocation made it easier.

Were there things that weren't clear for you?

Yeah, for example, I really had no idea how much the apartments were worth here compared to India. So it was harder for me to calculate which apartments were too pricey for the amount of space you get.

Alright, so when you had questions, how did you ask them?

When I had questions, I just mailed the recruiter. I didn't have to wait very long for their answer so that was nice.

But you still had to wait right?

Yeah, getting an instant answer would be better haha.

What kind of questions did you have?

The housing part wasn't that clear for me because I wasn't sure about the valuta and the worth of the apartments. What I told you before. And I had some questions about going to the doctor. Because I read something about a company doctor and I wasn't sure how the procedure would go if I got sick.

If you could replace the guidebook PDF with something else, what would you replace it with?

Something that makes it very easy to find the important information which really matter at the moment you need it.

What do you think of a portal?

A portal sounds really good, if it has the option to search for information because I think that would be the most important feature of this portal.

Alright, what kind of features are looking forward to seeing on the portal?

Apart from the option to search feature, maybe a place where you can read the most asked questions from other people?

Like a Frequently Asked Question page or a chatbot?

That sounds good as well. I think I like the chatbot more because there is more interaction with a chatbot. And if the chatbot is working well, then it could be really helpful.

Conclusie

De geïnterviewde vindt dat de informatie die in de guidebook staat duidelijk is, maar wel erg veel is. Hij begrijpt dat als mensen bezig zijn met hun emigratieproces dan ook geen zin hebben om het aandachtig door te lezen. Als hij een vraag had, stuurde hij zijn vraag via e-mail. Hij zou het fijner vinden als hij meteen antwoord kon krijgen. Een FAQ of een chatbot vindt hij daarom erg interessant. Een chatbot heeft hierbij de voorkeur omdat hier meer interactie in zit.

27.09.2019 Interview Diana

Could you give me a short introduction about yourself?

Okay. What do you like to know?

Hobbes, location before you moved to the Netherlands?

Yeah, I was. I went to a university back home in Romania. To do computer science. And then I was working there for nine years at Continental, Software Developer. I moved here to the Netherlands through Brunel. That was the contractor's company and I was working for the first time in the Netherlands. And after that, they moved to ICT.

So what was your motivation to work in the Netherlands?

I like the culture.

The culture? Well, you're the first one telling me this.

So it fits me very well.

How is your experience so far in the Netherlands.

Like it was really good. At Brunel, I had amazing colleagues. Probably I also had very low expectations because when you when you move to a new country, you don't know what you're gonna find, how the people will be know how open they will be to you. But yeah, they were really amazing and very welcoming. That made it a bit hard when I had to leave.

Yeah, understandable. Was it like, hard to move here like you, I'm sure you had friends and you had to leave your friends and family maybe.

I know most of my friends and family, they are already living all over Europe, so they left before me.

Okay.

And with my boyfriend, we just took the decision that we are going to move. We were looking initially for Germany because that's where most of the automotive jobs are. I have somebody from Brunel found our resumés online and they said it's OK. Just come here. Just take it into consideration. Have a look around the city, you see if you like it.

Oh, nice.

Yeah. They actually paid a plane to get downtown and everything. Go to the interview and see if you like it. And it was like love at first sight.

So they paid for you for your flight, for the interview. They give you like extra time to spend here.

Yeah. It was like a long weekend. They really needed somebody just very fast.

So how was the relocation process for you?

Well, first my boyfriend moved here, so they helped him with all the paperwork. The people from Brunel if and when he went yeah they took a hotel for him for a few weeks and also supported him in finding and place an apartment to rent. Even they went with him at the apartment proceeded to discuss the conditions. Yeah. That experience was very nice. And when I moved here, they already had the apartment and they were also in the same time looking for a job for me.

But I'm sure they give you information beforehand, right? Like they do help you with housing and stuff. But do they give you like general information beforehand, like for insurance? Stuff like VISA.

Yeah, yeah.

How did they give you this information?

Yeah, it was mainly via email or spoken because, you know, we had a meeting and they told us you're gonna need done health insurance. It's around that. They also helped us fill in the health insurance thing. They also want us to go to city hall to do the registration here.

That was immediately after you moved here?

Yeah

So if you have questions before moving, you ask him with e-mail or?

Depends on the question. Like, if I if it's a small question, I will ask it by e-mail. If it really long question, I don't want to write half an hour. So I would just call them.

Do you recall the questions you were having before moving? What kind of questions you had?

We asked mainly about how we can rent an apartment, how big it can be. If we are both allowed to live in the same apartment. Yeah, that's also something. But they actually I think already had the experience because they gave us the information before we asked for it.

Okay. So basically they already knew all the things you needed and gave it to you.

Yeah. The person that was our contact, she was specialized for international recruitment. So they already knew. Okay. You're coming from there. Then you do not need a visa. We have to prepare those papers for you.

So basically it wasn't hard at all for you?

Not at all, it was so easy. When I came here just for the interview, they picked me from the airport in the morning, drove me where my boyfriend lived, then picked me up from there after two hours to go to the interview. So, yeah, it's like a mother doing all the stuff for you.

So I don't know how to say it.

Like you were being guided to the process.

Yes it was very easy. They were saying. Okay. Watch out. In a few months, you will need to do that.

How about making friends here? Was it hard?

No. No, not really. It was pretty easy. I think around here it's pretty easy because most people can speak English.

So what do you think of a portal that could help the internationals with answering the questions beforehand? Sort of like, yeah, imagine you have a question and there's a portal where you can find your answer instead of asking someone else to think it would be easier?

Yes, I think it would be easier. It's gonna be a hard job to do it. Definitely.

What kind of features would you like to see? What kind of features would you think would be good for internationals?

Oh, definitely. Some information about the housing because that's the most important. When you move here, you don't know too much about the cost of it or how it is done or. Yeah. A surprise for us. But luckily, we had people from the Brunel talking to us all the time. It was that most of the apartments are rented unfurnished and even without the flooring. Yeah. That's weird. From our culture. Oh, that's so. Maybe something like a cultural difference. So more information about the culture? Yes, I think that that is actually missing everywhere. And I've seen a lot of internationals that are like a bit surprised in their first months when they first interact with Dutch people. Because they are so open and straightforward. And in some cultures, you're not really like that. That's something that nobody tells you, but you will experience it. Some companies day at least Brunel we had some kind of a training. Like working in the Netherlands. They called it like that. And they mainly we were from different countries, different cultures, and between our. He was somehow presenting us with different situations and how a Dutch person would react. And we also noticed the difference of our reactions. Yeah, same situation. And I think that helped a lot in dealing with. Office related situation issues, the car.

Yeah, that's a good thing.

And that's what some. Something that nobody told you about. About mobility. Also, I think it's interesting. I also have. I did not had the expectation of transport to be so good on buses.

The public transportation?

Yeah. I did not expect that. So when I came here, I was like, okay, how do I get to work? How far away should be the apartment. Yeah. From my work. And at least from my culture, when I moved here, I was thinking, yeah, I need a car, I need a car. But in a few months I realized I don't really need a car.

ICT wants this portal to kind of replace the guidebook, and the guidebook has stuff like what kind of assurance do you need? What kind of bank do we need? Like you told before, the previous company, like guided you through everything.

Yes, if it happens to same on a portal, that would be nice.

Do you think it would be better or easier or more motivating to do than just PDF with a lot of text?

Yeah, I think so. But I also think that having a person somewhere that you can ask when you have questions. But it could be. You don't find the answer to your question on the portal.

Yeah, if you like, can find your answer on the portal. It should redirect you to the record of somebody else. Yeah. Because right now the issue kind of is when people actually don't read the guidelines and they do have questions about it. And then they ask the recruiters. But the answer is still in the guidelines. They will still answer it. But it's like double kind of work.

Oh and those taxes. The fact that you need to do taxes every year. And yeah, that you need to ask for a DigiD. That's not written anywhere. I mean, I haven't seen it yet.

That's actually really important because a lot of services requires you to have this DigiD. It is.

So the part of guide on the portal could be like you're in the Netherlands now. You have to fix this I.D. and then like insurance and stuff like guiding you through the process of living here. Yeah. I was also thinking, of course, some other people told me. Yeah. It's kind of hard to. Meet someone from the same country. Like in the Netherlands. So maybe it could be like a calendar with maybe events, international events added. Hey, there, you can go and meet them.

That's a nice idea.

Did you have any more questions or like things that were not super clear for you?

No, not really. Then moving to ICT, it was very straightforward.

Conclusie

De geïnterviewde kwam via een ander bedrijf naar Nederland en is daarna pas bij ICT gaan werken toen ze al in Nederland woonde. Ze had graag meer informatie gekregen over de woningen. Iemand die net hierheen komt weet niet goed hoeveel een appartement of huis

waard is. Een stappenplan als product is ze enthousiast over. Meer informatie over de Nederlandse gewoontes en cultuur is ook gewenst.