



Alberta Settlement Outcomes Survey

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EXECUTIVE SUMMARY

This report describes the results of a telephone survey conducted in 2012 of recent immigrants to Alberta concerning their experiences with settlement services in the province, their information needs, and their economic and social integration outcomes. The goal was to provide an evidence-base to guide decisions about the scope and character of future settlement services in Alberta.

The respondents were 1006 immigrants in Alberta, 18 years of age and over, who had lived in the province 3-60 months. The sample size provided a margin of error of +/-3% and a confidence level of 95%. Potential participants were identified and contacted using a data file provided by Citizenship and Immigrant Canada of all landings in the previous five years who had indicated that they intended to reside in Alberta at the time of landing. A random sample of these potential participants was then contacted. Highlights of the findings are as follows:

Experiences with Settlement Services

- ❖ Close to half of immigrants have used one or more settlement service, with employment services and English language assessment and instruction most likely to be used
- ❖ Immigrants with moderate English language ability are most likely to use services
- ❖ Principal applicant and dependent provincial nominees generally have low levels of service utilization compared to principal applicant and dependent federal skilled workers, particularly in the area of employment services, though principal applicant provincial nominees tend to have high usage of English language assessment and instruction
- ❖ It is generally the case that immigrants to Alberta don't start using settlement services until they have been in the province for 5-6 months
- ❖ The chief providers of services are immigrant-serving agencies, but mainstream agencies are also likely to be used for health and wellness services (i.e., hospitals and clinics) and language training (i.e., colleges and universities), and ethnocultural and religious organizations are also used for community connections and family assistance
- ❖ Overall, service users report relatively high levels of satisfaction with the services they have used, and perceive them to be highly effective, though employment services are seen as less effective than the other services
- ❖ Individuals in smaller northern communities find the services to be particularly helpful
- ❖ The most frequently reported difficulties with using services and reasons for not using any services (other than not needing them) are not knowing who to go to in order to get help, lack of information or awareness of services, and language difficulties
- ❖ In terms of the types of services that would have been helpful to receive pre-arrival, employment-related services are most strongly endorsed, followed by services providing orientation to Canadian culture and way of life

Information Needs and Access

- ❖ About 50% of immigrants obtain information about settling in Alberta from government websites (the other major source of information is family and friends)
- ❖ There is a strong preference for receiving information about settling in Alberta from the government via internet websites

- ❖ Immigrants find it quite easy to use the internet before and after coming to Alberta (refugees and family class immigrants somewhat less so, particularly before arriving in Alberta)
- ❖ Principal applicant provincial nominees are the most likely of all immigration categories to consider it important to initially receive information in their native language, and are most interested in information on language classes and programs in Alberta
- ❖ In terms of the types of information that would have been helpful to receive pre-arrival in Alberta, most strongly endorsed are important documents that would be needed, important things to do before and when arriving in Alberta, and where to find settlement information

Economic Integration and Outcomes

- ❖ Overall, immigrants in Alberta enjoy relatively favorable economic outcomes, with these outcomes improving over time in the province and a noticeable jump at the 2-3 year mark
- ❖ Almost 70% of immigrants are working full- or part-time, with a further 4% self-employed or owning their own business
- ❖ The majority of these individuals report relatively high levels of job satisfaction
- ❖ The most commonly held jobs are in sales and service occupations, and in jobs that do not require university degrees (despite the fact that 57% of employed immigrants have completed a university degree)
- ❖ There are large differences among immigrants in their ability to find jobs that make use of their qualifications
- ❖ Those who do have difficulties attribute these difficulties to the fact that they lack Canadian experience, that employers don't accept their qualifications as equal, and that they don't have connections that would help them obtain jobs
- ❖ Individuals in smaller northern communities have the highest earnings and report less difficulty finding a job that matches their qualifications
- ❖ Individuals with university degrees have higher earnings than other immigrants and work at higher job skill levels, but have more difficulty obtaining a job that matches their qualifications and report less job satisfaction

Social Integration and Outcomes

- ❖ Overall, immigrants to Alberta experience a strong sense of belonging to their local community, to Alberta, and to Canada, with these outcomes showing a slight dip in the second to third year in the province and then rising
- ❖ Though fewer than half of immigrants have participated in sports, recreation, or cultural activities in their community in the past year, the tendency to participate shows a relatively steady increase over time in the province
- ❖ The majority of immigrants are not planning to leave the province in the next five years, but those who might indicate that it is primarily because of better job prospects elsewhere
- ❖ Overall, immigrants to Alberta consider it very important to learn and practice the values and traditions of Canada and to vote in Canadian elections

- ❖ Immigrants who have received community connection services in Alberta are especially likely to participate in sports, recreation, and cultural activities in their local community, to feel a sense of belonging to Canada, and to consider it important to vote in elections
- ❖ Immigrants with university degrees are especially likely to participate in local activities and to consider it important to vote in Canadian elections

Overall, then, immigrants to Alberta are faring well, with very favorable perceptions of the services available to them, and favorable economic and social outcomes that improve over time. In terms of areas for improvement, one of the key observations to emerge from the study is that improving information about services in Alberta - specifically, information about what services are available and how they can be accessed - is at least as important as improving the services themselves. Relatedly, many immigrants have a strong preference for using the internet to obtain information about government services, and indicate that access to the internet is not a significant problem, either pre-arrival or immediately following arrival. A high percentage of respondents (across all immigration categories) also indicate that they would have liked to receive more information prior to arrival in Canada. Thus, the Government of Alberta would do well to build on immigrants' preference for receiving information from the internet by developing strategies to make it even more useful, targeting both domestic and overseas users. It is also the case that some services are less likely to be utilized than others, and among those that are utilized, some are perceived less favourably. Similarly, there are differences in use and perception of services and in outcomes as a function of location in Alberta and immigrant characteristics. These results point to areas that can fruitfully be targeted in decisions about the scope and character of future settlement services in Alberta.

OBJECTIVES AND OVERVIEW

The Province of Alberta requires immigrants in order to ensure that it has a sufficiently large workforce to support a growing economy. It is expected that in the next ten years, the province may experience a shortfall of more than 77,000 workers; thus, the successful attraction and retention of immigrants will be essential for ensuring continued prosperity (Government of Alberta, 2011). In line with this need for new immigrants, evidence suggests that immigration to Alberta is steadily increasing, with 24,201 arrivals in 2008 and 35,764 in 2012 (Citizenship and Immigration Canada, 2013).

The provincial government works with its federal counterparts to develop and deliver settlement services that are aimed at reducing or removing barriers that prevent newcomers from fully participating in Albertan society, as well as impeding their ability to contribute to Alberta's prosperity. The federal and provincial governments jointly deliver settlement services under the Canada-Alberta Integrated Service Program (ISP). This is a partnership between Citizenship and Immigration Canada and the Government of Alberta to support community-based programs and services that assist newcomers to settle and integrate in Alberta.

To date, there have been only limited qualitative and quantitative data to assess the settlement experiences and outcomes of immigrants who have arrived in Alberta. This report fills this gap by reporting on a telephone survey conducted with a representative sample of 1006 immigrants to Alberta in 2012 who were 18 years of age and older, and had been living in the province for 3 to 60 months.

The survey focused on assessing the settlement and integration experiences and outcomes of immigrants to Alberta in terms of their social and economic participation, as well as their economic, social, physical, and psychological well-being. It also collected information on newcomers' perceptions of the settlement services that are available to them, information needs and use, and attachment to Alberta and to Canada.

The information reported here will assist in developing an evidence base to guide decisions about the scope and character of future settlement services in Alberta. Specifically, the results will help in:

- Better understanding the settlement needs of immigrants to Alberta
- Providing information on what aspects of settling in Alberta need to be improved
- Identifying gaps in services
- Improving current services and modes of service delivery
- Designing new settlement resources and services for immigrants
- Identifying potential pre-arrival services and information for immigrants that will improve their settlement and integration outcomes
- Providing broad strategic intelligence to inform attraction, marketing and retention initiatives
- Developing effective marketing initiatives and campaigns for recruiting new immigrants and informing them of the services available to them

METHODOLOGY

This research included the design, implementation, and analysis of a survey of recent newcomers to Alberta probing their experiences with settlement services in the province, their information needs, and their integration outcomes. The sample included 1,006 immigrants to Alberta, 18 years of age and over, who had been living in the province for a period ranging from 3 to 60 months. The sample size was determined to provide a margin of error of +/-3%, and a confidence level of 95%.

In order to identify potential survey participants and access their most recent contact information, we utilized an encrypted data file provided by Citizenship and Immigration Canada. The file contained contact information for all landings between January 1, 2007 and December 31, 2011 of individuals 18 years of age and older who indicated that they intended to reside in Alberta at the time of landing. A random sample of these potential participants was then contacted. The response rate for eligible individuals was 36.4%.

The survey was administered in April and May of 2012 using computer-assisted telephone interviewing (CATI), optimizing our ability to engage individuals with potentially limited literacy or language fluency. The final survey instrument was professionally edited by the Centre for Canadian Language Benchmarks to conform to Canadian Language Benchmark 5 (CLB5). Although the primary language of the survey was English, participants had the option of completing the survey in one of the top three additional mother tongues of newcomers to Alberta: Spanish, Mandarin, and Punjabi. Overall, the interviews lasted an average of 34.5 minutes.

The survey included blocks assessing:

- a) Characteristics of respondents
- b) Experiences with settlement services in Alberta
- c) Information needs and access
- d) Economic integration and outcomes
- e) Social integration and outcomes

Comparisons between the final sample and the immigrant population of interest (i.e., the population included in the sampling frame) were conducted on several demographic characteristics in order to confirm the representativeness of the sample. Results indicated that the survey sample, randomly selected from the sampling frame, showed similar demographic properties to the survey population, supporting the representativeness of the sample.

CHARACTERISTICS OF THE RESPONDENTS

Demographic Characteristics

The sample contained a relatively even balance of women and men, with slightly more women than men (55.0% versus 45.0%). The age distribution indicated that many respondents in the survey were of prime working age, with over 70% between 25 and 44 years old. Respondents were born in a variety of world regions, with a majority from regions of Asia, followed by Africa and Latin America. In terms of specific countries of birth, the highest number of respondents came from the Philippines (19.4%), India (17.5%), China (7.8%), and Pakistan (5.5%). Just over 50% of respondents were Christian, with 14.1% Muslim and 12.7% reporting no religion.

Education and English Language Ability and Use

Respondents tended to be quite highly educated, with over half having completed a university undergraduate degree or higher. A further 22.3% had completed college or vocational training. A small proportion (14.2%) of respondents had completed some of their education in Canada. This was particularly the case for those in the 18-24 age group, and became less common as respondents increased in age.

In response to the question about what language(s) they spoke at home, 45.3% of respondents responded that they spoke either English only or English and another language. Common other languages reported, whether with English or not, included Tagalog (18.0%), Punjabi (10.9%), Spanish (8.4%), and Chinese (7.6%). Respondents were also asked to rate their English language ability in terms of speaking, understanding, reading, and writing. Two thirds of respondents rated their English language ability as good or excellent. Not surprisingly, analyses indicated a significant relation between English language ability and whether English was spoken at home, with those who spoke English at home far more likely to report that their English language ability was excellent and far less likely to report that it was poor or moderate.

Immigration Profile and Residence in Alberta

As shown in Figure 1, the immigration categories in which survey respondents entered Canada matched actual intake fairly well, with principal applicants and dependents in the skilled worker or professional category making up a sizeable percentage of the respondents, and family class immigrants also common.

As shown in Figure 2, respondents had lived in Alberta an average of 37.0 months. Most came directly to Alberta (92.0%), with the remainder having generally first gone to Ontario (4.2%), Quebec (1.2%) or British Columbia (1.0%). In terms of current location, 82.9% of respondents lived in Calgary and Edmonton, with the remainder evenly divided between smaller northern and southern communities.

Figure 1: Immigration Category

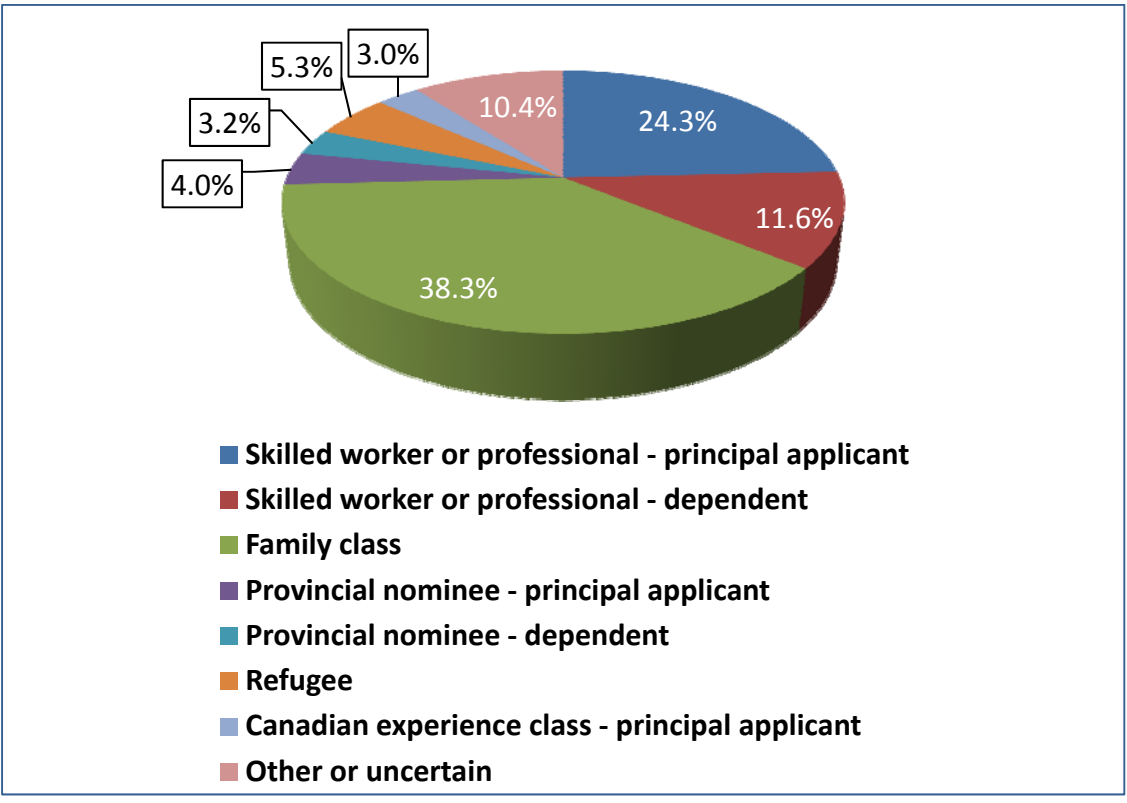
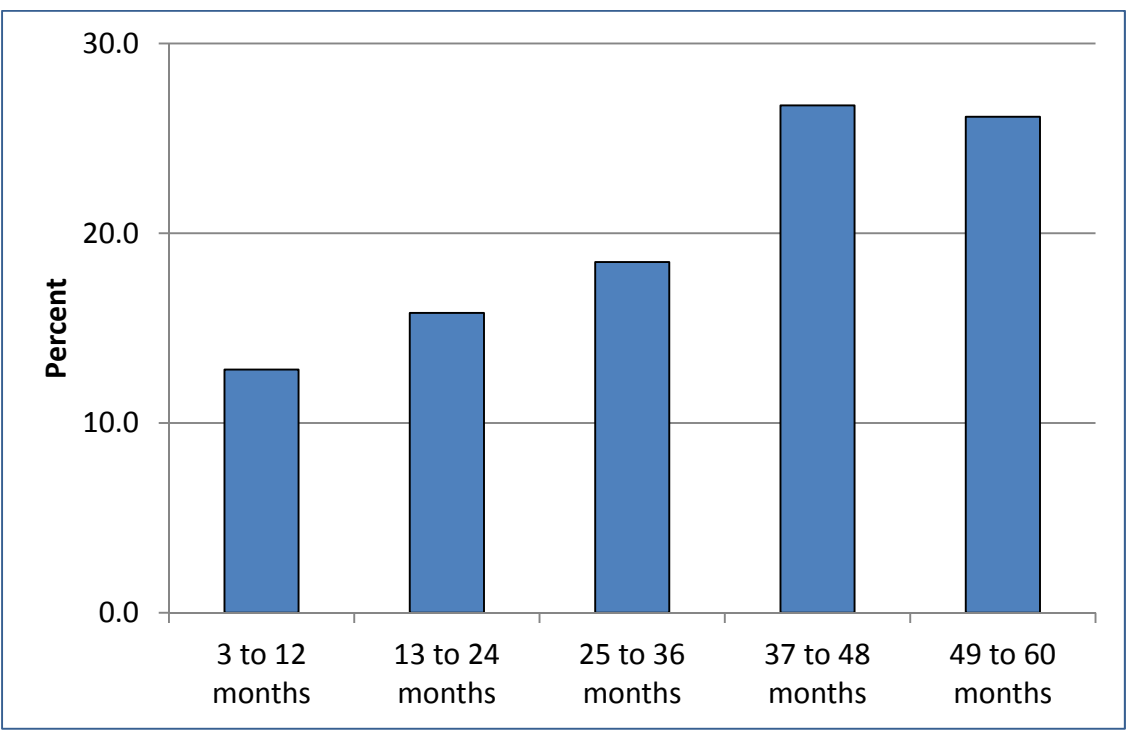


Figure 2: Length of Time in Alberta



EXPERIENCE WITH SETTLEMENT SERVICES IN ALBERTA

This section is organized into several subsections. In the first subsection, we answer the question of who are the users and non-users of settlement services. We also describe the specific types of services most likely to be used by immigrants to Alberta, and who is most likely to use them. The second subsection presents the findings on when and how specific services are utilized. The third subsection describes how the services are perceived by users. The fourth subsection presents the difficulties that users have experienced in utilizing services, and the reasons that non-users give for not using services. The final subsection describes the types of services that respondents report would have been helpful to have received prior to arriving in Canada.

In order to address these issues, we provided the following descriptions of settlement services to respondents [with the information in parentheses read only if a respondent requested further information]:

- 1 Employment Services
Employment services, such as getting information about jobs in Alberta and help in how to look for a job or make connections to get a job
[optional read: this includes assessing your skills and employment needs, and information on the Canadian workplace, how to search for a job, and assistance with recognition of your foreign credentials and qualifications]
- 2 Information about Living in Alberta and Referrals
Information about living in Alberta and referrals to places, people and things that will help you settle in Alberta
[optional read: this includes referrals to things like resources or programs in your community, and services to help you settle in the local community]
- 3 Interpretation and Translation
Interpretation and translation
[optional read: this includes interpretation to help you in the local community, and translation of key documents]
- 4 Supportive Counseling
Supportive counseling, including talking to a settlement worker to find out what kind of help you need and how you can get this help to settle in Alberta
- 5 English Language Assessment and Instruction
English language assessment and instruction
[optional read: this includes assessment of your English language skills, referrals to language classes and activities, and classes and activities for improving your English language skills]
- 6 Community Connections
Programs to connect you with members of the local community and to get to know your community
- 7 Family Assistance
Programs to help your children and youth become part of the local community, connecting to schools, and supporting you as a parent
- 8 Health and Wellness

Health and wellness, including getting information about health, and health workshops and health clinics for immigrants

[optional read: this includes programs focusing on the promotion of health and wellness]

Users and Non-Users of Settlement Services

Close to half of the respondents in our sample had utilized one or more settlement services since their arrival in Alberta (see Figure 3).

Those who live in Calgary and Edmonton are more likely to use services than those who live in smaller northern or southern communities (48.7% versus 39.5%). As shown in Table 1, English language ability is also related to the use of settlement services, with those who have moderate language ability most likely to consume services. One possible explanation for this finding is that newcomers with poor English language ability are unable to take advantage of services, and those with good to excellent language skills need services less. It is also the case that immigration category influences use of settlement services (see Table 2). Overall, refugees are especially likely to use settlement services. In addition, comparing those in the skilled worker or professional category with those who are provincial nominees, it is notable that skilled workers and professionals are considerably more likely to use services than are provincial nominees.

Figure 3: Percentage of Respondents Who Have Used Settlement Services Since their Arrival in Alberta

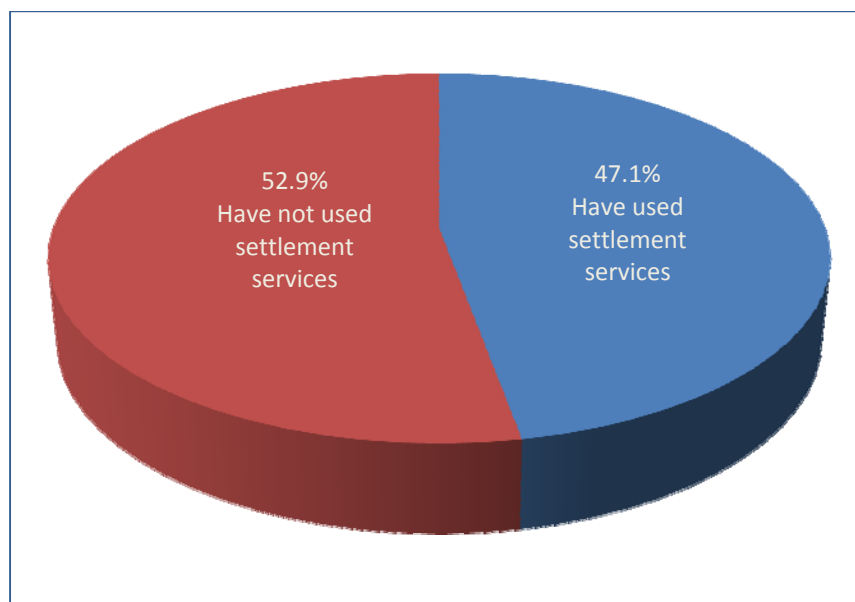


Table 1: Percentage of Respondents Who Have Used Settlement Services by English Language Ability

	Have used services
Language Ability	
Poor	44.9%
Moderate	55.8%
Good	48.0%
Excellent	30.3%

Table 2: Percentage of Respondents Who Have Used Settlement Services by Immigration Category

	Have used services
Immigration Category	
Skilled worker or professional - principal applicant	52.5%
Skilled worker or professional - dependent	57.3%
Family class	39.2%
Provincial nominee - principal applicant	40.0%
Provincial nominee - dependent	34.4%
Refugee	73.6%
Canadian experience class - principal applicant	40.0%
Other category or uncertain	47.6%

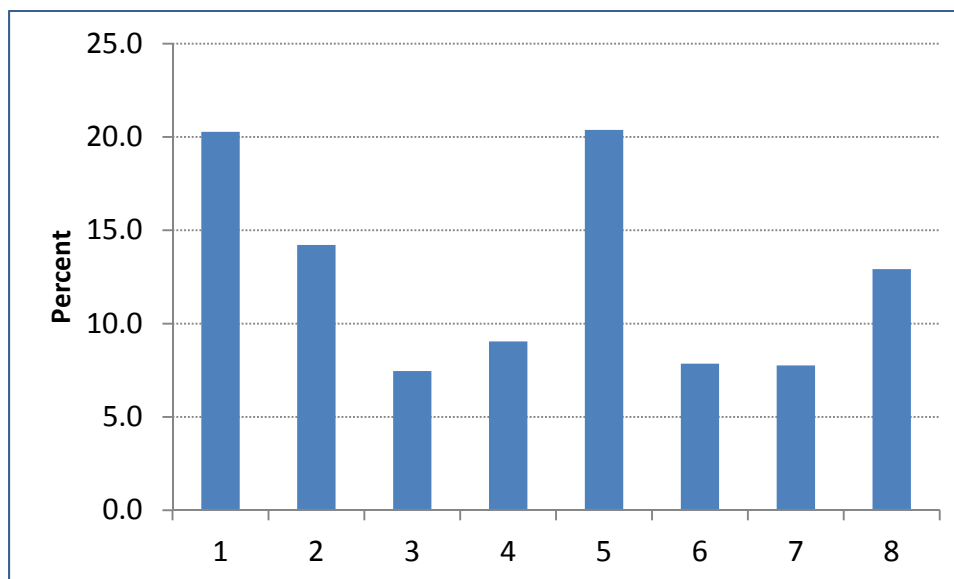
The percentage of respondents who have utilized settlement services differs considerably as a function of the specific type of service used. As shown in Figure 4, respondents are especially likely to have utilized English language assessment and instruction services and employment services.

Education and English language ability are significantly related to the use of specific services. As shown in Table 3, use of employment services, information about living in Alberta and referrals, supportive counselling, and community connections tend to increase as education level increases, whereas interpretation and translation services are most used by those who have only a high school degree or lower. In terms of English language ability, those with moderate and good English language abilities are more likely to make use of many different types of service, with the exception of interpretation and translation services, and English language assessment and instruction, which tend to be most utilized by those with poor or moderate English skills (see Table 4). This once again suggests that those with poor language ability are

perhaps unable to utilize many of the services and those with excellent language ability may have a reduced need for them.

Given the emphasis on admission categories, and on how newcomers are selected and by which level of government, it is especially interesting to examine the relationship between immigration category and use of specific services (see Table 5). Not surprisingly, refugees are more likely to utilize a good number of services, while family class immigrants have less use for information about living in Alberta and for family assistance. In terms of the economic categories, skilled worker or professional principal applicants are more likely to utilize most types of services than are provincial nominees, and this same pattern holds for their dependents, with the differences tending to be even more pronounced. The use of employment services by skilled worker or professional immigrants compared to their provincial nominee counterparts is especially pronounced. The one type of service that provincial nominee principal applicants do tend to utilize is English language assessment and instruction.

Figure 4: Percentage of Respondents Who Have Used Each Type of Service



- 1 - Employment Services**
- 2 - Information about Living in Alberta and Referrals
- 3 - Interpretation and Translation
- 4 - Supportive Counseling
- 5 - English Language Assessment and Instruction**
- 6 - Community Connections
- 7 - Family Assistance
- 8 - Health and Wellness

Table 3: Percentage of Respondents Who Have Used Each Type of Service by Education Level

Type of Service	High School or Lower	College/ Vocational	University Undergraduate Degree	University Graduate or Professional Degree
Employment Services	12.4	16.5	20.3	30.3
Information about Living in Alberta and Referrals	10.6	8.0	17.3	19.2
Interpretation and Translation	12.4	3.6	7.0	7.3
Supportive Counseling	6.9	4.9	10.3	13.0
English Language Assessment and Instruction	22.9	14.7	19.9	23.4
Community Connections	4.1	5.8	8.3	12.3
Family Assistance	7.3	7.6	7.3	8.8
Health and Wellness	12.4	10.7	15.0	13.0

Table 4: Percentage of Respondents Who Have Used Each Type of Service by English Language Ability

Type of Service	Poor	Moderate	Good	Excellent
Employment Services	6.7	24.2	22.6	14.5
Information about Living in Alberta and Referrals	7.9	19.2	14.6	8.6
Interpretation and Translation	11.2	12.7	5.9	1.3
Supportive Counseling	5.6	11.5	10.4	3.3
English Language Assessment and Instruction	27.0	32.3	17.9	3.3
Community Connections	2.2	7.7	9.3	7.2
Family Assistance	5.6	10.4	7.7	5.3
Health and Wellness	9.0	11.9	14.6	12.5

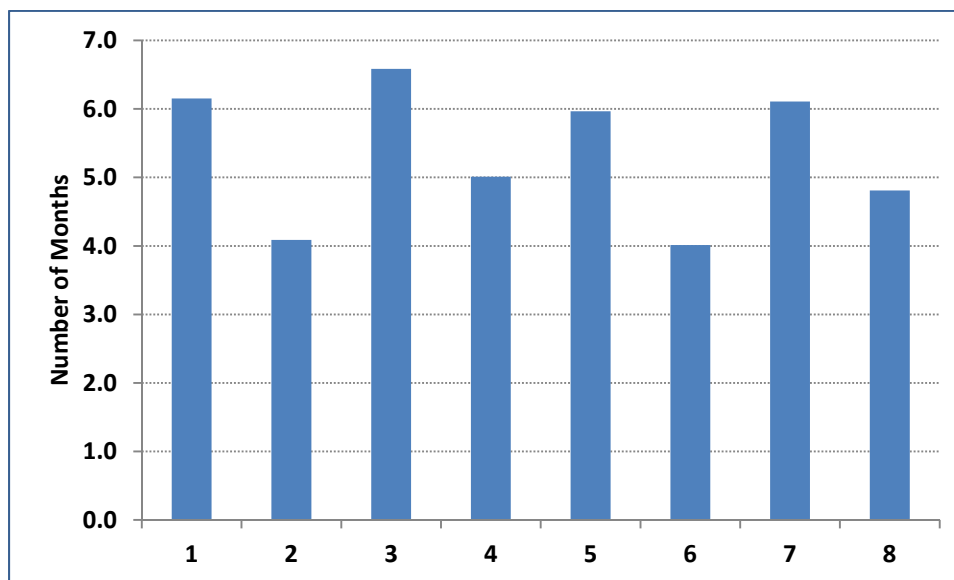
Table 5: Percentage of Respondents Who Have Used Each Type of Service by Immigration Category

Type of Service	Skilled worker or professional: principal applicant	Skilled worker or professional: dependent	Family class	Provincial nominee: principal applicant	Provincial nominee: dependent	Refugee	Canadian experience class: principal applicant	Other category or uncertain
Employment Services	26.6	24.8	16.9	7.5	9.4	30.2	16.7	17.1
Information about Living in Alberta and Referrals	18.4	17.1	7.5	12.5	18.8	37.7	3.3	16.2
Interpretation and Translation	8.6	7.7	5.2	0.0	0.0	32.1	6.7	5.7
Supportive Counseling	11.5	12.0	6.5	10.0	6.3	17.0	0.0	8.6
English Language Assessment and Instruction	19.7	20.5	19.0	25.0	6.3	41.5	10.0	21.9
Community Connections	9.8	12.8	5.5	10.0	6.3	11.3	3.3	5.7
Family Assistance	11.1	8.5	3.9	7.5	12.5	20.8	13.3	3.8
Health and Wellness	12.3	18.8	10.6	7.5	9.4	28.3	10.0	12.4

Characteristics of Service Use

Respondents who had utilized each type of service were asked how soon they started to use the service after coming to Alberta. As shown in Figure 5, community connection services and information about living in Alberta and referral services were used earlier, followed by health and wellness services and supportive counselling. All other services tend, on average, not to be used until at least 6 months after arrival.

Figure 5: Average Number of Months in Alberta Before Commencing Use of Each Type of Service



- 1 - Employment Services
- 2 - **Information about Living in Alberta and Referrals**
- 3 - Interpretation and Translation
- 4 - Supportive Counseling
- 5 - English Language Assessment and Instruction
- 6 - **Community Connections**
- 7 - Family Assistance
- 8 - Health and Wellness

Of particular interest is what types of organizations immigrants rely on for each type of service. As shown in Table 6, across all types of services, immigrant-serving agencies are most likely to be the providers. However, ethnocultural and religious organizations stand out as also providing community connections and family assistance, and mainstream organizations also provide health and wellness services to a significant percentage of users. In addition, colleges and universities are notable providers of English language assessment and instruction. Individuals who gave details on other organizations providing services were especially likely to mention government offices (e.g., Alberta Works) and private agencies (e.g., “Private ESL courses”).

Table 6: Percentage of Respondents Who Used Services from Each Type of Organization for Each Type of Service

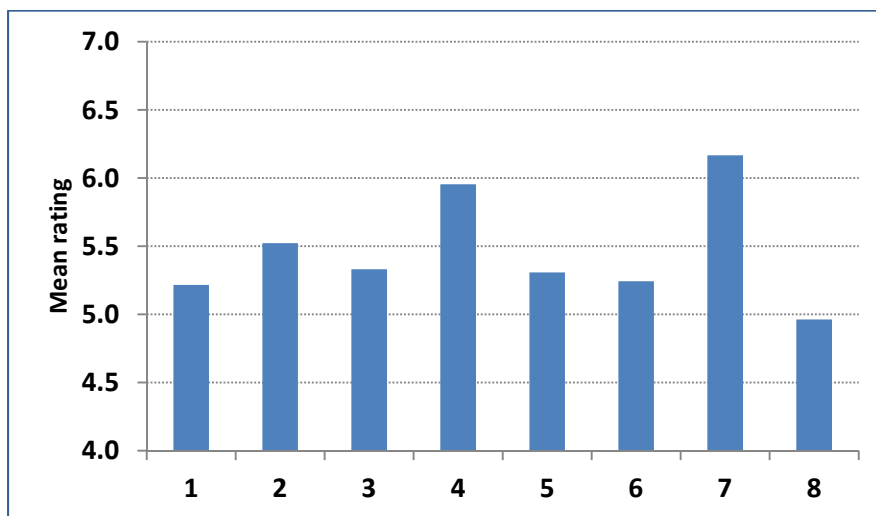
Type of Service	Immigrant-serving agency	Ethno-cultural or religious organization	Mainstream organization	College or university	Other organizations
Employment Services	56.4	8.3	7.8	6.9	20.6
Information about Living in Alberta and Referrals	62.9	9.3	5.0	3.6	19.3
Interpretation and Translation	53.4	5.5	8.2	6.8	26.0
Supportive Counseling	75.3	10.1	9.0	0.0	5.6
English Language Assessment and Instruction	48.3	11.3	2.5	20.7	17.2
Community Connections	39.7	25.6	6.4	2.6	25.6
Family Assistance	44.2	15.6	2.6	2.6	35.1
Health and Wellness	35.2	3.1	29.7	1.6	30.5

Perceptions of Services

Respondents who had used settlement services were asked to rate how easy it was for them to get the services they needed to settle in Alberta overall and how much the services they received have helped them to settle in Alberta overall (on 7-point scales running from 1= not at all to 7 = extremely). In all cases, average responses were quite positive and well above the scale midpoint. Most respondents reported that it was easy for them to get the services they needed (average = 5.3), that the services they received helped them to settle in Alberta (average = 5.2), and that they were satisfied with the services that they received (average = 5.5).

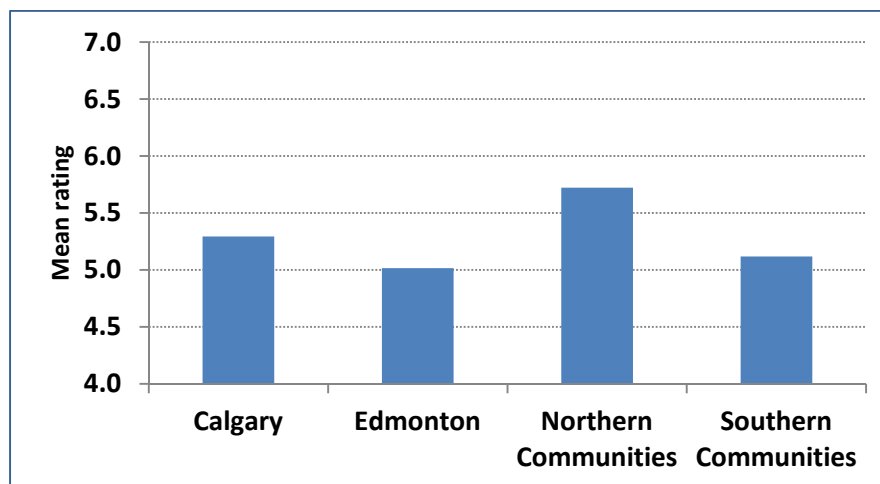
There are some evident differences among respondents in ease of obtaining needed services and helpfulness of services. In particular, principal applicants from both the Canadian experience class and provincial nominees find it easiest to obtain the services they need (see Figure 6). In terms of how much the services help immigrants to settle in Alberta overall, as shown in Figure 7, those in smaller northern communities find the services most helpful and those in Edmonton find the services least helpful.

Figure 6: Average Ease of Obtaining Needed Services by Immigration Category (1-7 scale)



- 1 - Skilled worker or professional: principal applicant
- 2 - Skilled worker or professional: dependent
- 3 - Family class
- 4 - **Provincial nominee: principal applicant**
- 5 - Provincial nominee: dependent
- 6 - Refugee
- 7 - **Canadian experience class: principal applicant**
- 8 - Other category or uncertain

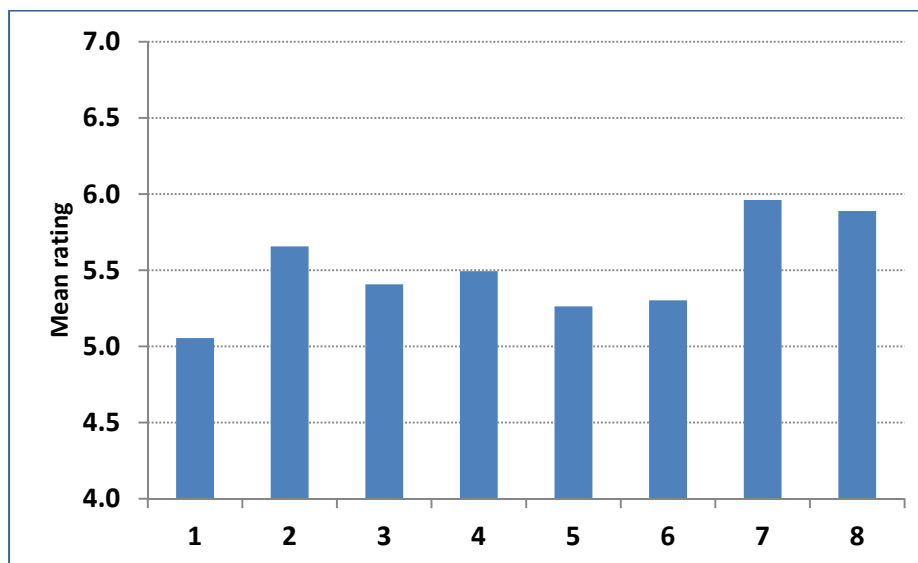
Figure 7: Average Overall Helpfulness of Services by Geographic Location (1-7 scale)



Service users were also asked to rate how easy it was to access and use each specific service, and how much the specific services helped them to settle in Alberta. In terms of ease of access and use, all services are rated well above the scale midpoint of 4, with only minor differences among the services. There is some variation in perceptions of how much various services have helped respondents to settle in Alberta (see Figure 8). Information about living in Alberta and

referrals for assistance, family assistance services, and health and wellness services are seen as most effective, and employment services are seen as least effective.

Figure 8: Average Effectiveness for Each Type of Service (1-7 scale)



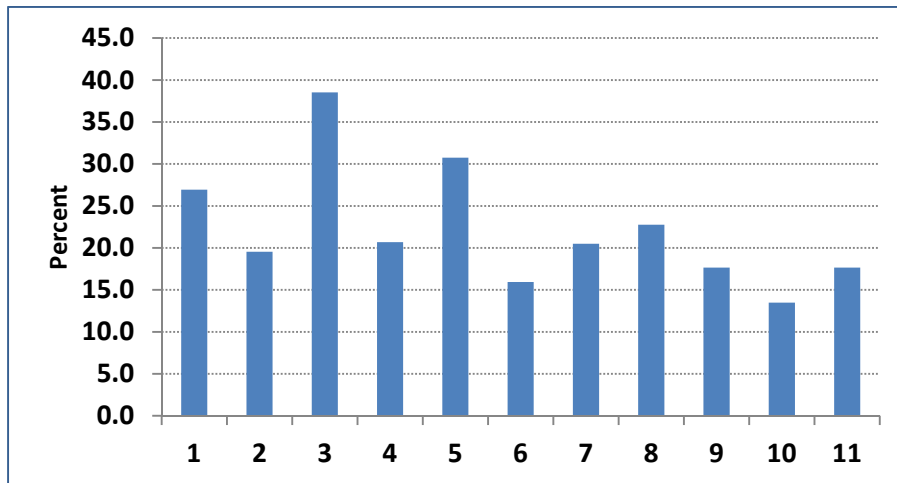
- 1 - Employment Services**
- 2 - Information about Living in Alberta and Referrals for Assistance**
- 3 - Interpretation and Translation
- 4 - Supportive Counseling
- 5 - English Language Assessment and Instruction
- 6 - Community Connections
- 7 - Family Assistance**
- 8 - Health and Wellness**

Difficulties Experienced by Settlement Service Users and Reasons for Non-Use of Settlement Services

Respondents who had used one or more services were asked whether they had experienced any difficulties in getting help to settle in Alberta. Respondents were able to select more than one response from the list of potential difficulties. As shown in Figure 9, the most frequently reported difficulties are confusion about who to go to in order to get help, language difficulties, and a lack of information or awareness of services.

Immigration category was a strong predictor of particular difficulties. As shown in Table 7, for the most part, refugees are especially likely to experience a number of the difficulties. In addition, principal applicants in the Canadian experience class are especially likely to lack information or awareness of services.

Figure 9: Percentage of Settlement Service Users Who Have Experienced Specific Difficulties in Obtaining Help to Settle in Alberta



- 1- Lack of information or awareness of services**
- 2 - Lack of services in local community
- 3 - Confusion about who to go to in order to get help**
- 4 - Not being eligible for services needed
- 5 - Language difficulties**
- 6 - Lack of childcare
- 7 - Transportation
- 8 - Financial
- 9 - Discrimination due to immigrant status
- 10 - Discrimination due to race, culture or religious background
- 11 - Hours/time of day when services are usually offered

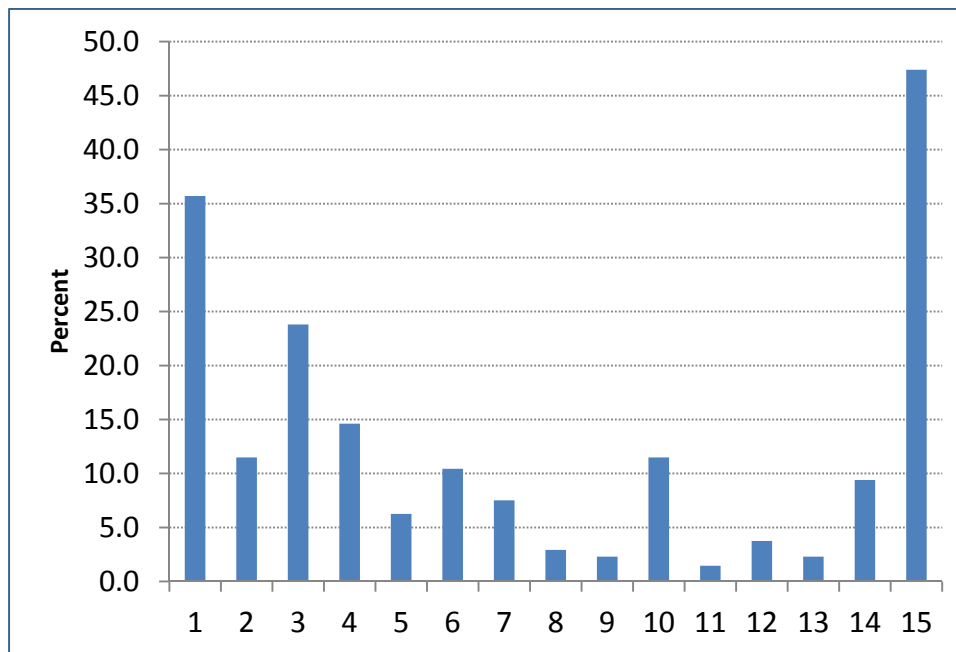
Table 7: Percentage of Settlement Service Users Who Have Experienced Specific Difficulties by Immigration Category

	Skilled worker or professional: principal applicant	Skilled worker or professional: dependent	Family class	Provincial nominee: principal applicant	Provincial nominee: dependent	Refugee	Canadian experience class: principal applicant	Other category or uncertain
Lack of information or awareness of services	17.7	29.7	29.3	13.6	7.7	43.9	46.2	32.1
Lack of services in local community	17.7	9.5	16.8	18.2	15.4	43.9	15.4	30.4
Confusion about who to go to in order to get help	35.5	33.8	41.9	22.7	30.8	56.1	15.4	42.9
Not being eligible for services needed	18.4	16.2	21.6	18.2	15.4	31.7	23.1	23.2
Language	23.4	25.7	35.3	31.8	7.7	48.8	7.7	39.3
Lack of childcare	17.7	18.9	17.4	4.5	15.4	12.2	0	14.3
Transportation	16.3	17.6	21.6	22.7	23.1	34.1	15.4	21.4
Financial	20.6	24.3	19.2	22.7	30.8	46.3	0	23.2
Discrimination due to immigrant status	17.7	13.5	15.6	13.6	23.1	26.8	15.4	23.2
Discrimination due to race, culture or religious background	12.1	14.9	11.4	4.5	23.1	19.5	0	21.4
Hours/time of day when services are usually offered	15.6	20.3	19.8	13.6	7.7	19.5	7.7	17.9

Respondents who had not used any settlement services in Alberta were asked the reasons for this. Respondents were allowed to select more than one response. As shown in Figure 10, the primary reasons for not using services include: no need for help to settle in Alberta, lack of information or awareness of services, and confusion about who to go to in order to get help. A number of respondents also indicated reasons other than those provided. Many of these respondents indicated that they obtained information themselves online (e.g., “I found all the information I needed from the internet”), received assistance from their employer (e.g., “I came in with a job so my company has set up everything for me”), or received assistance from family and friends (e.g., “I have my relatives who can help me”).

Immigration category has a significant effect on the reasons non-users give for not using services (see Table 8). Refugees and family class immigrants are more likely than other immigrants to report language difficulties that prevent them from using services. Refugees are also more likely than other categories of immigrants to indicate that financial difficulties and discrimination due to their immigration status impede their use of services.

Figure 10: Percentage of Service Non-Users Who Provided Each Reason for Not Using Services in Alberta



1 - Lack of information or awareness of services

2 - Lack of services in local community

3 - Confusion about who to go to in order to get help

4 - Language difficulties

5 - Lack of childcare

6 - Transportation difficulties

7 - Financial difficulties

8 - Discrimination due to immigrant status

9 - Discrimination due to race, culture, or religious background

10 - Hours/time of day when services are usually offered

11 - Used services in another province before coming to Alberta

12 - Used pre-arrival services in another country before coming to Canada

13 - Not being eligible to receive services needed

14 - Do not think services being offered are useful

15 - Do not need help to settle in Alberta

Table 8: Percentage of Service Non-Users Who Provided Each Reason for Not Using Services by Immigration Category

	Skilled worker or professional: principal applicant	Skilled worker or professional: dependent	Family class	Provincial nominee: principal applicant	Provincial nominee: dependent	Refugee	Canadian experience class: principal applicant	Other category or uncertain
Lack of information or awareness of services	32.0	39.5	38.5	27.8	31.6	33.3	29.4	34.7
Lack of services in local community	6.8	11.6	13.8	22.2	5.3	8.3	11.8	10.2
Confusion about who to go to in order to get help	19.4	20.9	27.1	22.2	31.6	41.7	11.8	18.4
Language difficulties	2.9	11.6	23.4	11.1	10.5	33.3	.0	6.1
Lack of childcare	6.8	7.0	6.4	5.6	10.5	8.3	.0	4.1
Transportation difficulties	8.7	7.0	14.2	5.6	5.3	16.7	.0	6.1
Financial difficulties	4.9	2.3	11.0	.0	.0	33.3	5.9	2.0
Discrimination due to immigrant status	4.9	.0	1.8	.0	.0	25.0	5.9	2.0
Discrimination due to race, culture, or religious background	1.9	2.3	2.8	5.6	.0	8.3	.0	.0
Hours/time of day when services are usually offered	11.7	11.6	12.4	16.7	10.5	16.7	5.9	6.1
Used services in another province before coming to Alberta	1.0	2.3	1.4	11.1	.0	.0	.0	.0
Used pre-arrival services in another country before coming to Canada	6.8	2.3	1.4	.0	5.3	16.7	.0	8.2
Not being eligible to receive services needed	1.0	4.7	.9	5.6	5.3	8.3	5.9	4.1
Do not think services being offered are useful	13.6	14.0	6.9	11.1	5.3	25.0	.0	8.2
Do not need help to settle in Alberta	49.5	39.5	47.7	44.4	57.9	33.3	58.8	44.9

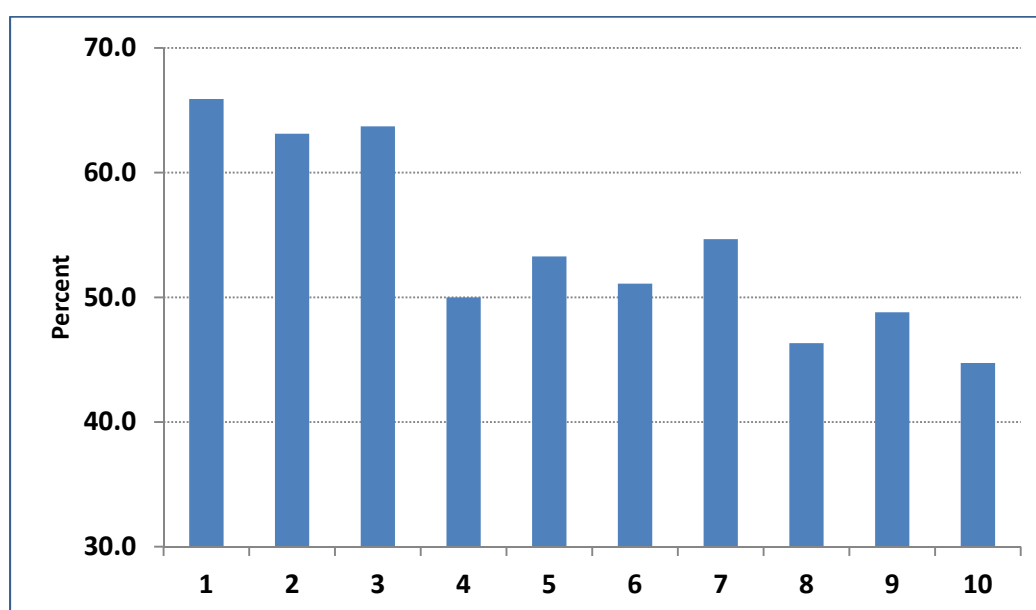
Types of Services That Would Be Helpful to Receive Prior to Arrival in Canada

All respondents were asked what types of services would have been helpful for them to have received prior to their arrival in Canada. Respondents were able to select more than one response from the list of potential services. As shown in Figure 11, more than 60% of respondents believe that it would have been useful to have had assessment of their international education and experience, skills training to help them obtain appropriate

employment in Canada, and connections with possible employers. Though employment-related services are most strongly endorsed, orientation to Canadian culture and way of life is also considered important by a sizeable percentage of respondents.

As shown in Table 9, immigration category showed significant effects for several types of services. Skilled workers and professionals are more likely than other immigrants to favour connections with professional associations for licensing prior to arrival in Canada. In comparison to the other immigration categories, refugees would have liked language assessment and training, help with obtaining housing, and translation of key documents prior to their arrival in Canada.

Figure 11: Percentage of Respondents Who Consider Each Type of Service Helpful to Receive Prior to Arrival in Canada



- 1 - Assessment of international education and experience**
- 2 - Skills training to help obtain appropriate employment in Canada**
- 3 - Connections with possible employers**
- 4 - Connections with professional associations for licensing
- 5 - Orientation to the Canadian economy**
- 6 - Language assessment and training
- 7 - Orientation to Canadian culture and way of life**
- 8 - Help with developing an action plan for pre-departure and for arriving in Canada
- 9 - Help with obtaining housing
- 10 - Translation of key documents needed in Canada**

Table 9: Percentage of Respondents Who Consider Each Type of Service Helpful to Receive Prior to Arrival in Canada by Immigration Category

	Skilled worker or professional: principal applicant	Skilled worker or professional: dependent	Family class	Provincial nominee: principal applicant	Provincial nominee: dependent	Refugee	Canadian experience class: principal applicant	Other category or uncertain
Assessment of international education and experience	68.9	71.8	62.1	67.5	65.6	62.3	70.0	66.7
Skills training to help obtain appropriate employment in Canada	58.6	65.8	64.7	55.0	59.4	75.5	56.7	64.8
Connections with possible employers	69.7	61.5	62.6	60.0	71.9	58.5	63.3	58.1
Connections with professional associations for licensing	57.4	52.1	49.9	27.5	46.9	35.8	46.7	48.6
Orientation to the Canadian economy	57.4	56.4	51.7	57.5	53.1	52.8	50.0	45.7
Language assessment and training	44.3	51.3	53.8	42.5	37.5	69.8	53.3	54.3
Orientation to Canadian culture and way of life	57.0	64.1	51.2	55.0	43.8	62.3	56.7	50.5
Help with developing an action plan for pre-departure and for arriving in Canada	50.4	58.1	40.8	40.0	37.5	47.2	60.0	44.8
Help with obtaining housing	54.9	56.4	39.2	42.5	59.4	66.0	53.3	50.5
Translation of key documents needed in Canada	38.5	43.6	47.3	35.0	28.1	67.9	50.0	46.7

INFORMATION NEEDS AND ACCESS

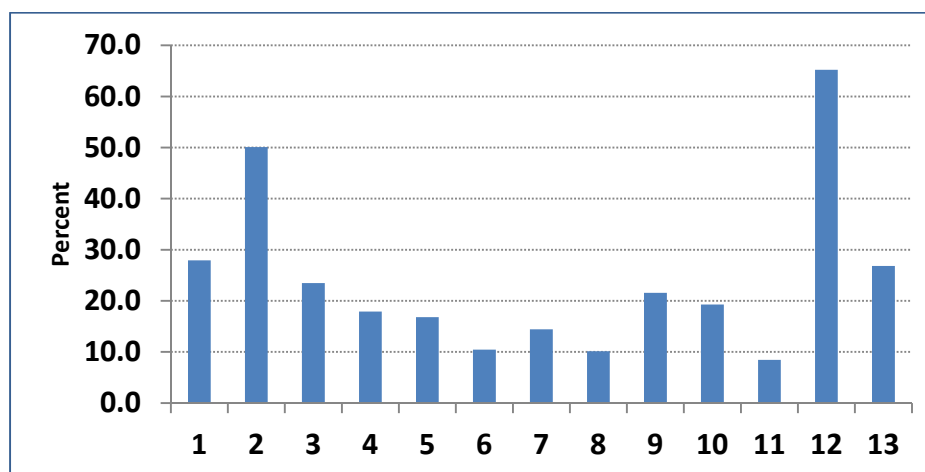
This section describes where newcomers are most likely to obtain information about settling in Alberta and how they would prefer to obtain information from the government. It also describes newcomers' access to the internet for purposes of getting information, and their preference for receiving information in their native language in their first six months in the province. It concludes by describing the types of information that newcomers would have found helpful to receive prior to and upon arrival in Alberta.

Where Do Immigrants Obtain Information?

As shown in Figure 12, immigrants are most likely to obtain information about settling in Alberta from family and friends and government websites. They also obtain information, though to a lesser extent, from immigrant-serving agencies and employers and co-workers. All other sources of information play a lesser role.

Immigration category influences sources of information (see Table 10). In particular, compared to other immigrants, refugees are more likely to obtain information from immigrant-serving agencies, and ethnic or religious organizations. Skilled worker or professionals and provincial nominees, in contrast, are more likely than others to obtain information from government websites and from immigration lawyers and consultants; and principal applicant provincial nominees are more likely to obtain information from schools, immigration lawyers and consultants, newspapers and magazines, and ethnic or religious organizations.

Figure 12: Percentage of Respondents Who Obtain Information from Each Source



1 - Immigrant serving agency
 2 - **Government websites**
 3 - Other online sources such as blogs, online discussions and other websites
 4 - Government publications
 5 - Library
 6 - Recreation centre
 7 - School

8 - Immigration lawyer/consultant
 9 - Newspapers or magazines
 10 - Television or radio
 11 - Ethnic or religious organizations
 12 - **Family and friends**
 13 - Employers and co-workers

Table 10: Percentage of Respondents Who Obtain Information from Each Source by Immigration Category

	Skilled worker or professional: principal applicant	Skilled worker or professional: dependent	Family class	Provincial nominee: principal applicant	Provincial nominee: dependent	Refugee	Canadian experience class: principal applicant	Other category or uncertain
Immigrant serving agency	32.0	34.2	21.8	25.0	21.9	52.8	10.0	29.5
Government websites	62.7	59.8	41.6	60.0	56.3	32.1	43.3	46.7
Other online sources such as blogs, online discussions and other websites	30.7	31.6	16.9	32.5	25.0	15.1	30.0	20.0
Government publications	22.1	23.1	15.6	25.0	12.5	17.0	13.3	11.4
Library	18.0	22.2	14.3	22.5	12.5	28.3	6.7	13.3
Recreation centre	15.2	15.4	6.0	12.5	9.4	17.0	3.3	8.6
School	13.1	15.4	12.2	22.5	12.5	26.4	26.7	12.4
Immigration lawyer/consultant	16.0	9.4	5.7	15.0	12.5	13.2	0.0	12.4
Newspapers or magazines	21.7	23.1	20.3	32.5	21.9	24.5	16.7	20.0
Television or radio	22.5	21.4	18.2	25.0	21.9	22.6	6.7	12.4
Ethnic or religious organizations	8.6	8.5	5.5	12.5	6.3	20.8	3.3	13.3
Family and friends	59.8	67.5	70.6	52.5	62.5	64.2	56.7	63.8
Employers and co-workers	36.1	30.8	19.2	37.5	34.4	20.8	40.0	21.9

How Do Immigrants Prefer to Receive Information from the Government About Settling in Alberta?

Respondents reported a very strong preference for receiving information about settling in Alberta from the government via internet websites. This was followed by over the phone, printed materials, and in person individual sessions (see Figure 13). All other methods for receiving information are markedly less preferred.

Immigration category also had significant effects for three of the methods of receiving information (see Table 11). In particular, internet websites are especially preferred by principal applicants and dependents in the skilled worker or professional category, as well as by principal applicants in the Canadian experience class. Principal applicant provincial nominees are especially likely to appreciate receiving information over the telephone, whereas principal applicants in the Canadian experience class are less likely than other immigrants to want to receive information over the telephone. Family class immigrants are especially likely to prefer to receive information by postal mail, compared to the other groups.

Figure 13: Percentage of Respondents Who Prefer Each Means of Receiving Settlement Information from the Government

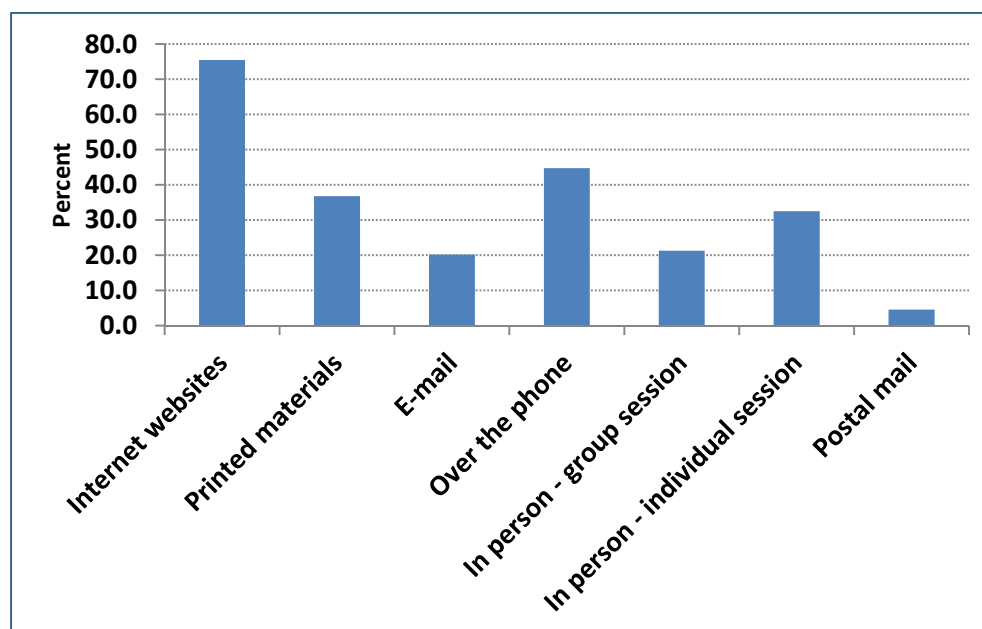


Table 11: Percentage of Respondents Who Prefer Each Means of Receiving Settlement Information from the Government by Immigration Category

	Skilled worker or professional: principal applicant	Skilled worker or professional: dependent	Family class	Provincial nominee: principal applicant	Provincial nominee: dependent	Refugee	Canadian experience class: principal applicant	Other category or uncertain
Internet websites	86.1	82.1	68.8	75.0	65.6	58.5	96.7	73.3
Printed materials	36.9	36.8	38.2	30.0	50.0	30.2	23.3	37.1
E-mail	18.0	23.1	19.7	25.0	9.4	20.8	13.3	26.7
Over the phone	49.6	48.7	41.0	60.0	43.8	49.1	26.7	40.0
In person - group session	24.2	22.2	20.3	15.0	15.6	28.3	10.0	21.0
In person - individual session	32.8	34.2	34.0	35.0	25.0	34.0	16.7	29.5
Postal mail	1.6	0.0	9.6	2.5	3.1	0.0	0.0	2.9

Internet Use and Obtaining Information in Native Language

Respondents were asked how easy it was for them to use the internet before coming to Alberta, and how easy it was for them to use the internet in their first six months in Alberta, both on 1-7 scales running from not at all easy to extremely easy. Overall, respondents found it quite easy to use the internet both before and after coming to Alberta (averages = 5.8 and 6.1).

In terms of immigration category, compared to the other groups, refugees and family class immigrants find it less easy to use the internet before coming to Alberta, though the differences are attenuated in their first six months in the province (see Figures 14 and 15).

Figure 14: Average Ease of Using the Internet Prior to Arrival in Alberta by Immigration Category (1-7 scale)

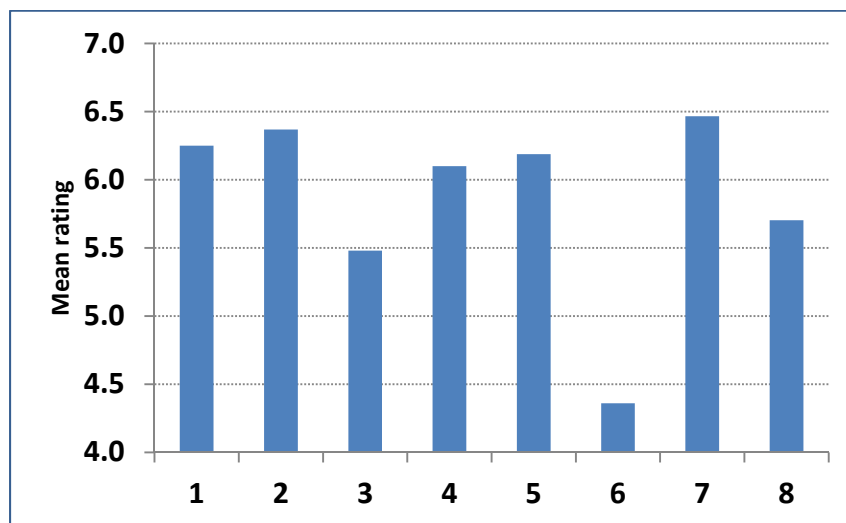
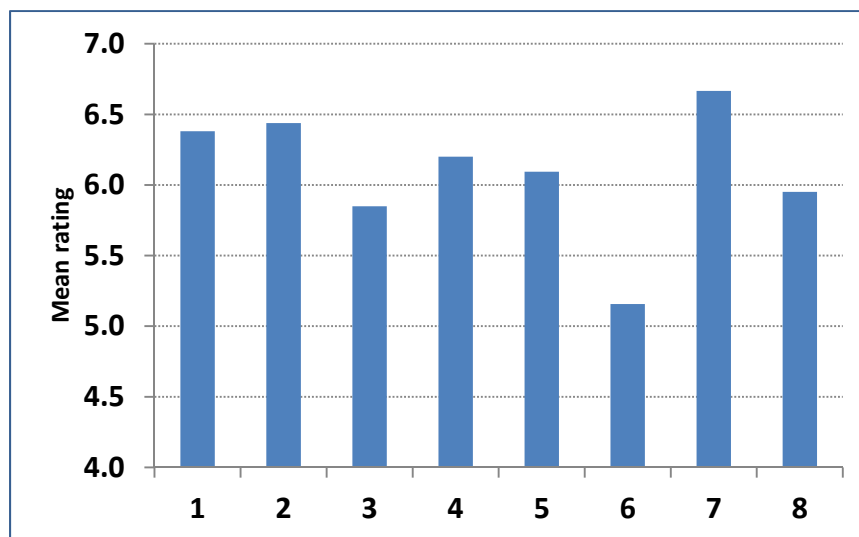


Figure 15: Average Ease of Using the Internet in First Six Months in Alberta by Immigration Category (1-7 scale)



- | |
|---|
| 1 - Skilled worker or professional: principal applicant |
| 2 - Skilled worker or professional: dependent |
| 3 - Family class |
| 4 - Provincial nominee: principal applicant |
| 5 - Provincial nominee: dependent |
| 6 - Refugee |
| 7 - Canadian experience class: principal applicant |
| 8 - Other category or uncertain |

An important issue is whether it is necessary to provide information to new immigrants in their native (first) language. Respondents who did not have English or French as their native language were asked about their preferences on this issue, and responses were quite mixed. When asked how important it is to receive information in one's native language in the first six months in Alberta (on a 1-7 scale), the overall average response was 4.6, with close to 20% indicating that it is not at all important and just over 35% indicating that it is extremely important.

Of interest, principal applicant provincial nominees are the most likely of all immigration categories to consider it important to receive information in their native language, followed by refugees (averages = 5.4 and 5.1, respectively).

When these analyses are conducted looking at the languages spoken at home, it is clear that individuals who speak Tagalog (average = 5.5) and Chinese (predominantly Mandarin; average = 5.3) are most likely to indicate that it is useful to obtain information in one's native language in the first six months in Alberta, followed by Punjabi (average = 4.9).

Types of Information That Would Be Helpful to Receive Prior to and Upon Arrival in Canada

Respondents were asked whether, once they made the decision to immigrate to Alberta, it would have been helpful to have received more information about specific topics, either pre-arrival, post-arrival, or both. As shown in Table 12, over 80% of respondents thought it would be helpful to receive more information on most of the topics, with the exception of setting up a business in Alberta and language classes. Of particular note, over 90% of respondents thought it would be helpful to receive more information on important things to do before and when you arrive in Alberta. Table 14 also indicates that perceptions of whether information should be provided before arrival or upon arrival differ by topic. Pre-arrival, it was judged especially useful to provide more information on important documents that would be needed, important things to do before and when arriving in Alberta, and where to find settlement information. Information about most other topics can be provided post-arrival.

Immigration category had only two effects. Principal applicants in the provincial nominee category and refugees are especially interested in information on language classes (88.7% and 75.7%, respectively), compared to other categories of immigrants. Family class immigrants are less interested in information on Alberta housing (76.6%).

Table 12: Percentage of Respondents Who Consider Each Type of Information Helpful to Receive Prior to Versus Upon Arrival in Canada

	Yes, before arrival	Yes, after arrival	Yes, both	No
Important documents needed	29.1	16.9	41.7	12.3
Important things to do	30.7	16.9	42.8	9.5
Where to obtain settlement information	28.6	20.3	39.5	11.6
Housing in Alberta	25.0	30.2	27.4	17.4
Health care in Alberta	21.5	37.7	30.1	10.7
Getting a job in Alberta	26.3	30.9	29.9	12.9
Setting up a business in Alberta	9.3	27.8	16.8	46.0
Education in Alberta	21.3	32.7	28.9	17.1
Money and financial issues in Alberta	20.7	31.0	30.3	17.9
Language classes or programs in Alberta	15.9	31.7	24.2	28.1
Transportation in Alberta	15.3	43.3	22.6	18.8
Canadian laws and justice	18.4	35.9	28.0	17.7

ECONOMIC INTEGRATION AND OUTCOMES

This section describes the economic integration and outcomes of immigrants to Alberta. The first subsection focuses on employment status, personal earnings, and difficulty obtaining a job commensurate with qualifications. The second subsection provides more detail about the positions of employed individuals, including skill type and level, and job satisfaction.

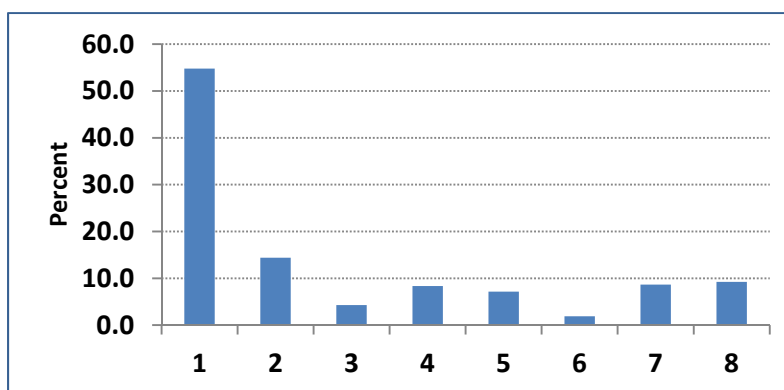
Employment Status, Personal Earnings, and Difficulty Obtaining a Job Commensurate with Qualifications

Respondents in our sample were asked to indicate their employment status. As shown in Figure 16, almost 70% of respondents are working full- or part-time, with a further 4.3% self-employed or owning their own business. Of note, 77.4% of employed individuals indicated that they are in permanent, rather than temporary or contract, positions.

Of significance, individuals who had used employment services in Alberta are significantly more likely to be employed full-time (61.8%) than those who had not (53%). The most likely explanation is that the employment services were successful in helping them to obtain full-time positions. An alternative or additional explanation, however, is that individuals who work full-time make greater use of employment services in order to improve their job prospects.

As we might expect, it is also the case that principal applicants in the skilled worker or professional category (75.8%), provincial nominee category (82.5%), and to a lesser extent in the Canadian experience class category (66.7%) are especially likely to work full-time. In addition, individuals with college or vocation training (60.3%) or with university degrees (55.7%) are more likely to be employed full-time than those with high school or less (45.9%). It is also the case that the longer an individual has lived in Alberta, the greater the likelihood that he or she is working full-time, so that over 60% of immigrants who have been in Alberta more than three years are working full-time.

Figure 16: Percentage of Respondents within Each Employment Status



1 - Employed full-time (30 hrs a week or more)	5 - Unemployed, not looking for work
2 - Employed part-time (less than 30 hrs a week)	6 - Retired
3 - Self-employed or own your own business	7 - Student
4 - Unemployed, looking for work	8 - Homemaker

All employed individuals were asked to indicate their earnings before taxes and deductions. As shown in Figure 17, slightly more employed respondents are working in jobs that pay less than \$20 an hour than in jobs that pay \$20 an hour or higher.

Immigration category influences personal earnings, with principal applicants in the skilled worker or professional category having the highest earnings, and family class, refugees, and provincial nominee dependents having the lowest (see Table 13). Level of education also significantly influences personal earnings. Individuals with a university degree - particularly a graduate or professional degree – earn the most (see Table 14). In addition, geographic location in Alberta has significant effects, with individuals in smaller northern communities having the highest earnings (see Table 15).

It is also the case that earnings tend to increase with the length of stay in Alberta, with a noticeable jump after two years in Alberta (see Table 16).

Figure 17: Distribution of Employed Individuals' Personal Earnings Before Taxes and Deductions

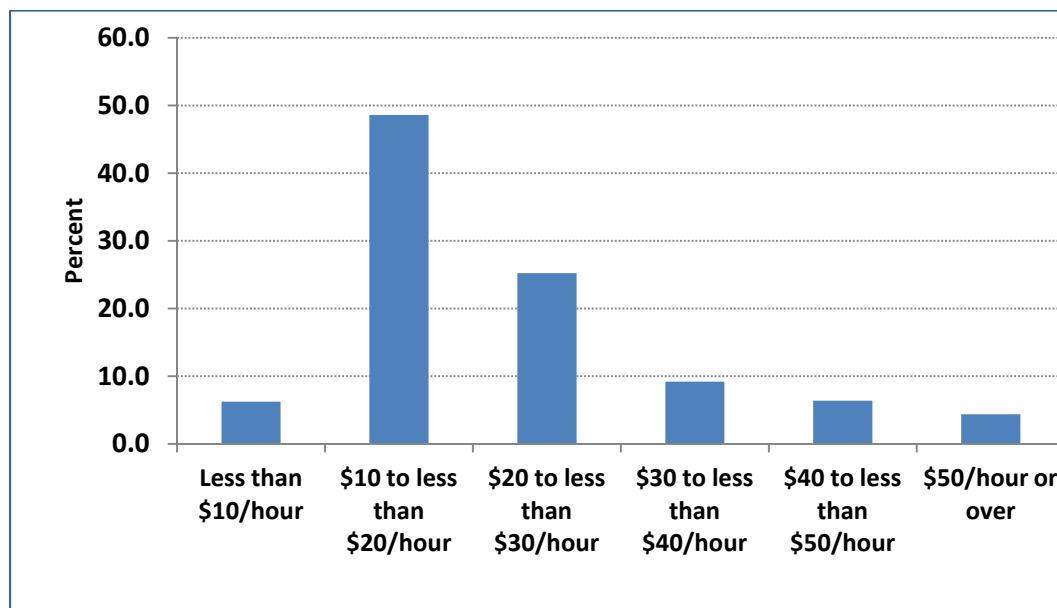


Table 13: Percentage of Employed Respondents in Each Personal Earnings Category by Immigration Category

	Skilled worker or professional: principal applicant	Skilled worker or professional: dependent	Family class	Provincial nominee: principal applicant	Provincial nominee: dependent	Refugee	Canadian experience class: principal applicant	Other category or uncertain
Less than \$20/hour	26.3	56.7	71.2	48.5	69.2	77.4	50.0	72.7
\$20 to less than \$40/hour	48.9	34.3	25.4	36.4	30.8	22.6	41.7	24.2
\$40/hour or over	24.7	9.0	3.4	15.2	0.0	0.0	8.3	3.0

Table 14: Percentage of Employed Respondents in Each Personal Earnings Category by Education Level

	High School or lower	College/ Vocational	University: Undergraduate Degree	University: Graduate or Professional Degree
Less than \$20/hour	71.8	63.0	48.3	42.1
\$20 to less than \$40/hour	25.8	29.9	41.5	36.5
\$40/hour or over	2.4	7.1	10.2	21.4

Table 15: Percentage of Employed Respondents in Each Personal Earnings Category by Geographic Location

	Calgary	Edmonton	Northern Communities	Southern Communities
Less than \$20/hour	54.7	55.9	38.2	65.6
\$20 to less than \$40/hour	34.5	35.6	43.6	21.3
\$40/hour or over	10.8	8.5	18.2	13.1

Table 16: Percentage of Employed Respondents in Each Personal Earnings Category by Length of Time in Alberta

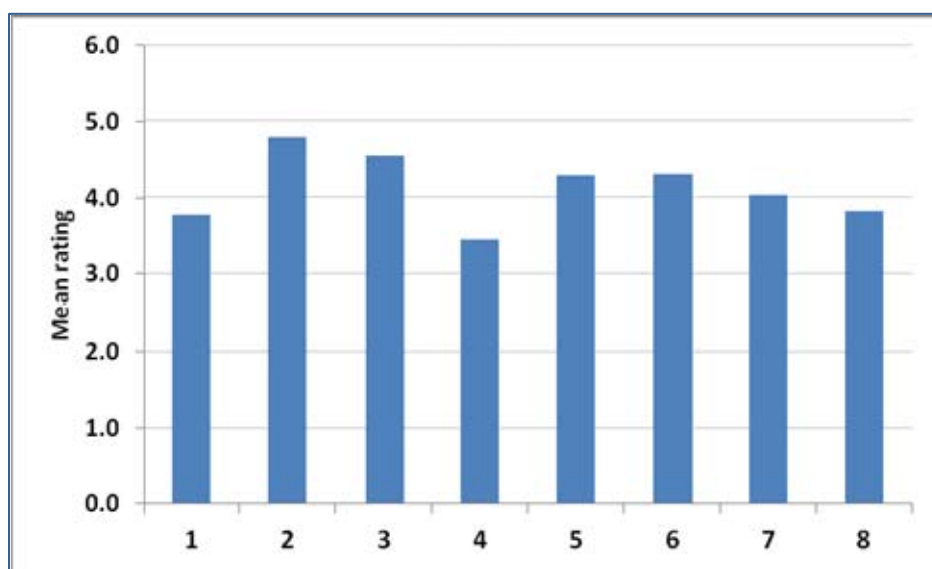
	Months of Stay in Alberta				
	3 - 12	13 - 24	25 - 36	37 - 48	49 - 60
Less than \$20/hour	75.7	72.8	59.5	48.0	40.8
\$20 to less than \$40/hour	17.1	21.7	30.2	39.4	45.8
\$40/hour or over	7.1	5.4	10.3	12.6	13.4

All respondents were asked whether they found it difficult to obtain a job in Alberta that makes use of their qualifications (on a 1-7 scale). There was a relatively wide distribution of responses, suggesting large differences among individuals.

As shown in Figure 18, principal applicants in the provincial nominee and skilled worker categories report less difficulty than other groups in having their qualifications recognized. Not surprisingly, individuals with higher levels of education are more likely to experience difficulty in obtaining a job that matches their qualifications (see Figure 19). In addition, individuals in smaller northern Alberta communities are less likely to have this difficulty (average = 3.7), while individuals in Calgary and Edmonton are more likely to experience difficulty in having their qualifications recognized (averages = 4.4 and 4.2, respectively).

One optimistic finding is that persons who have been in Alberta for over three years seem to have less difficulty in finding a job that matches their qualifications (see Figure 20). This may mean that as time goes on, immigrants have more success in obtaining jobs that match their qualifications, but it is also possible that after three years, those who have not found a suitable job no longer reside in the province.

Figure 18: Average Difficulty in Finding a Job that Makes Use of Qualifications by Immigration Category (1-7 scale)



- 1 - Skilled worker or professional: principal applicant**
- 2 - Skilled worker or professional: dependent
- 3 - Family class
- 4 - Provincial nominee: principal applicant**
- 5 - Provincial nominee: dependent
- 6 - Refugee
- 7 - Canadian experience class: principal applicant
- 8 - Other category or uncertain

Figure 19: Average Difficulty in Finding a Job that Makes Use of Qualifications by Education Level (1-7 scale)

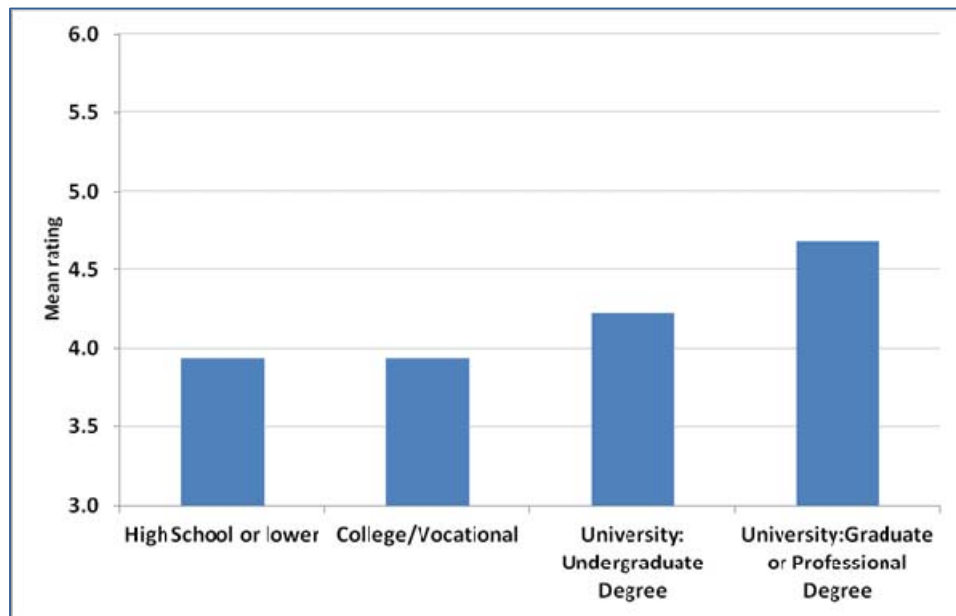
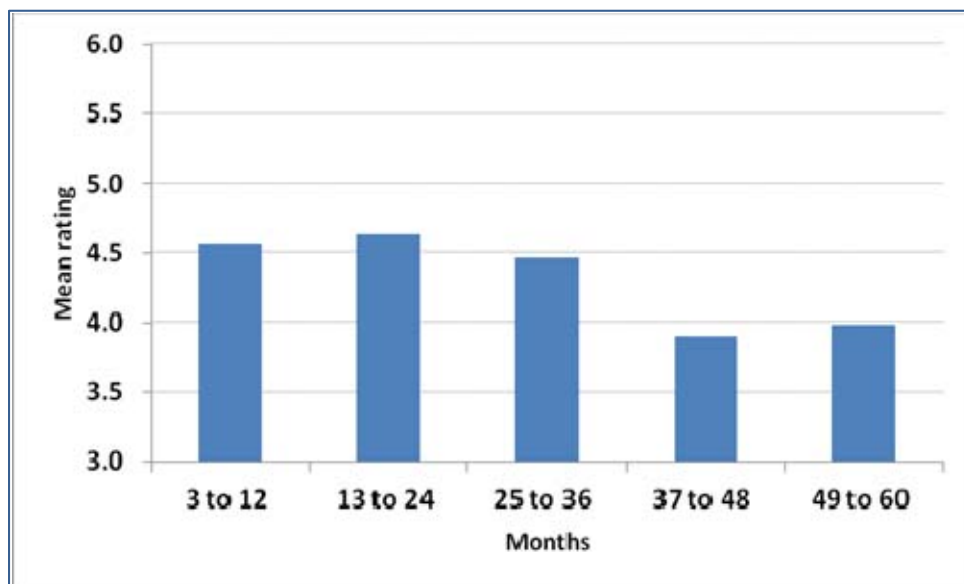


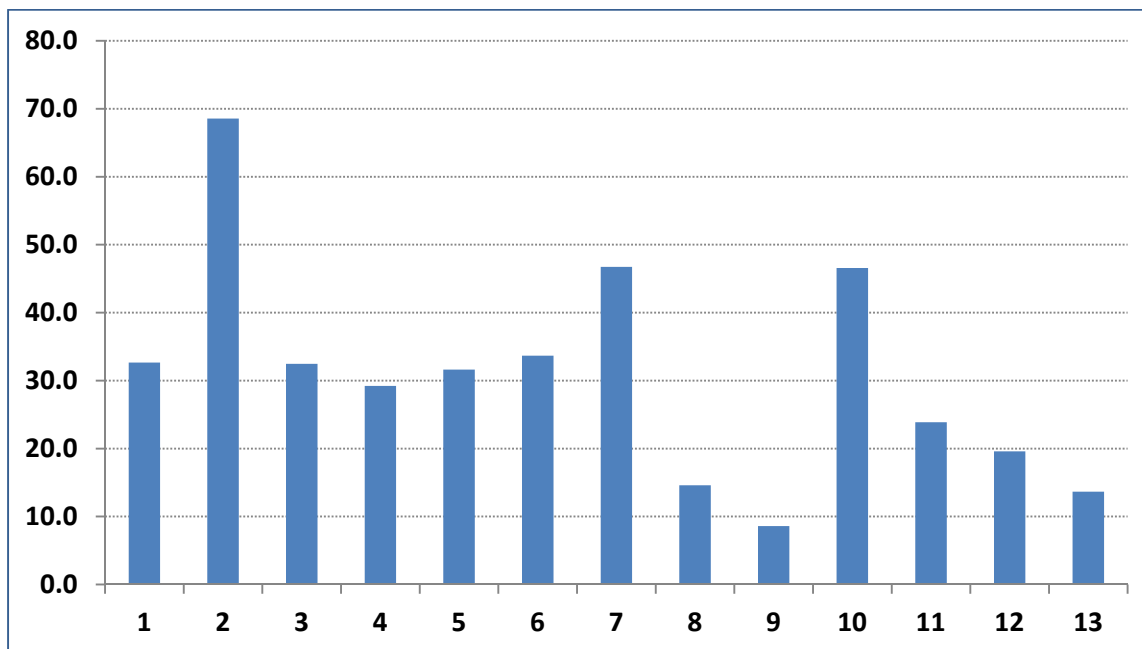
Figure 20: Average Difficulty in Finding a Job that Makes Use of Qualifications by Length of Time in Alberta (1-7 scale)



Individuals who reported difficulty in finding a job that makes use of their qualifications were asked to indicate the reasons why this was so. Respondents were able to provide more than one response. As seen in Figure 21, the primary reasons that immigrants give for not obtaining jobs that match their qualifications are that they lack Canadian experience, that employers do

not accept their qualifications as equal to Canadian qualifications, and that they do not have connections that would help them obtain a job.

Figure 21: Percentage of Respondents Who Endorse Each Reason for Not Obtaining a Job that Makes Use of Qualifications



- 1 - Not a lot of jobs available that match qualifications
- 2 - **Do not have Canadian experience**
- 3 - Not fluent in English
- 4 - Don't have good career information or guidance
- 5 - Wish to work in regulated trade or profession but not able to register, receive a license, practise trade or profession in Alberta
- 6 - Skills required in Canada for chosen profession are different from the ones you have
- 7 - **Employers don't accept qualifications as equal**
- 8 - Employers discriminate against immigrants
- 9 - Employers discriminate against individuals of race, culture or religious background
- 10 - **Don't have connections that would help obtain a job**
- 11 - Do not know enough about how to find job in Canada
- 12 - Do not know enough about city or town where they live
- 13 - Other specified

Characteristics of Employment

To gain additional insight into immigrants' employment situation in Alberta, we asked respondents who were employed (full-time, part-time, or self-employed) to describe their current job in as much detail as possible. Responses were coded for skill type and skill level using the 2011 National Occupational Classification (NOC).

As shown in Table 17, of the 697 employed respondents, the largest percentage work in sales and service occupations. This is followed by individuals who work in natural and applied sciences and related occupations; business, finance, and administration occupations; and trades, transport and equipment operators and related occupations.

Table 17: Percentage of Employed Respondents Working in Each Job Skill Type

Job Skill Type	Percent
Management Occupations	5.3
Business, finance, and administration occupations	12.6
Natural and applied sciences and related occupations	13.6
Health occupations	7.3
Occupations in education, law and social, community and government services	6.7
Occupations in art, culture, recreation and sport	1.6
Sales and service occupations	34.1
Trades, transport and equipment operators and related occupations	11.2
Natural resources, agriculture and related production occupations	0.4
Occupations in manufacturing and utilities	7.0

Job skill level represents the amount and type of education and training generally required to obtain and perform the duties of a specific job. Management occupations are often not assigned a skill level in the NOC because they can be acquired through formal education or occupational experience. Thus, the skill level data do not include individuals in management positions. Figure 22 displays the breakdown of skill level for the 660 employed individuals for whom a skill level was assigned. In general, skill level A positions require completion of a university degree (bachelor's, master's, or doctorate), skill level B positions require a few years of postsecondary education at a college or technical institute, skill level C positions require completion of secondary school and some short duration courses or training, and skill level D positions may require some on-the-job training but have no formal educational requirements. As is evident, respondents were somewhat more likely to be in skill level B and C positions than in skill level A and D positions. Thus, many of the respondents were working in positions requiring some education, though only 20.3% were working in occupations requiring completion of a university degree. This despite the fact that 57.0% of employed individuals had completed a university degree.

Immigration category is significantly related to job skill level. Principal applicants in the skilled worker or professional and in the Canadian experience class are especially likely to be working in Skill Level A and B positions requiring some post-secondary education (78.7% and 72.7%, respectively). Refugees, on the other hand, are especially likely to be working in Skill Level D positions that require no formal education (60.6%). Not surprisingly, individuals with university graduate or professional degrees are especially likely to be working in Skill Level A positions requiring university degrees (43.9%).

Length of residence in Alberta is an important factor that influences the skill level of respondents' positions. After two years, the percentage of individuals in Skill Level A positions, requiring a university degree, increases. After three years, the tendency to be in Skill Level D positions, which require no formal education, decreases (see Table 18).

Figure 22: Percentage of Employed Respondents Working in Jobs Requiring Each Skill Level

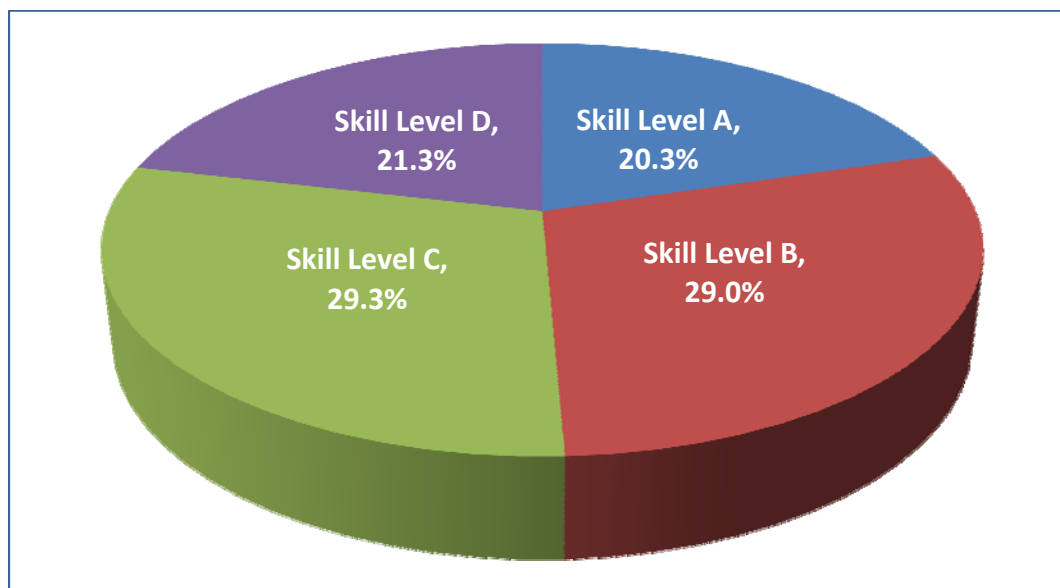


Table 18: Percentage of Employed Respondents Working in Jobs Requiring Each Skill Level by Length of Time in Alberta

	Months of Stay in Alberta				
	3 - 12	13 - 24	25 - 36	37 - 48	49 - 60
Skill Level A	14.1	11.6	20.6	22.6	24.6
Skill Level B	18.3	27.4	19.8	36.0	33.3
Skill Level C	36.6	37.9	33.3	24.7	24.0
Skill Level D	31.0	23.2	26.2	16.7	18.0

Skill Level A – University degree (bachelor's, master's, or doctorate)

Skill Level B – Two to three years of postsecondary education at community college, institute of technology, or CÉGEP

Skill Level C – Completion of secondary school and some short duration courses or training specific to the occupation

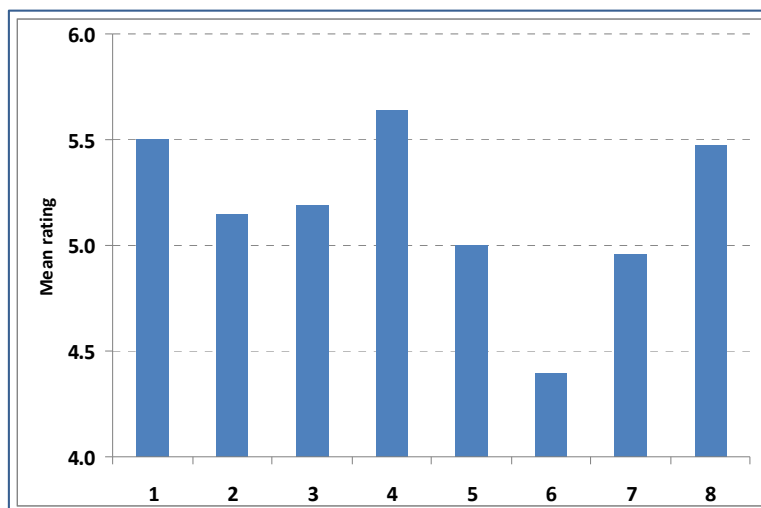
Skill Level D – No formal educational requirements

Job satisfaction can be considered an important variable in terms of immigrant retention, both at the level of a particular job and in terms of staying in Alberta. In response to the question asking employed individuals to rate their current job satisfaction (on a 1-7 scale), the majority of respondents provide ratings above the scale midpoint of 4.

There is a significant effect of immigration category, with principal applicants in the provincial nominee category and skilled worker or professional category most satisfied, and refugees least satisfied (see Figure 23). As shown in Figure 24, individuals who have completed college or vocational training seem to be most satisfied with their current jobs, and those with university degrees seem to be least satisfied.

Once again, length of time in Alberta shows effects consistent with those demonstrated on a variety of economic indicators, with a noticeable jump in job satisfaction after the three year mark (see Figure 25).

Figure 23: Average Level of Job Satisfaction by Immigration Category (1-7 scale)



- 1 - Skilled worker or professional: principal applicant**
- 2 - Skilled worker or professional: dependent**
- 3 - Family class**
- 4 - Provincial nominee: principal applicant**
- 5 - Provincial nominee: dependent**
- 6 - Refugee**
- 7 - Canadian experience class: principal applicant**
- 8 - Other category or uncertain**

Figure 24: Average Level of Job Satisfaction by Level of Education (1-7 scale)

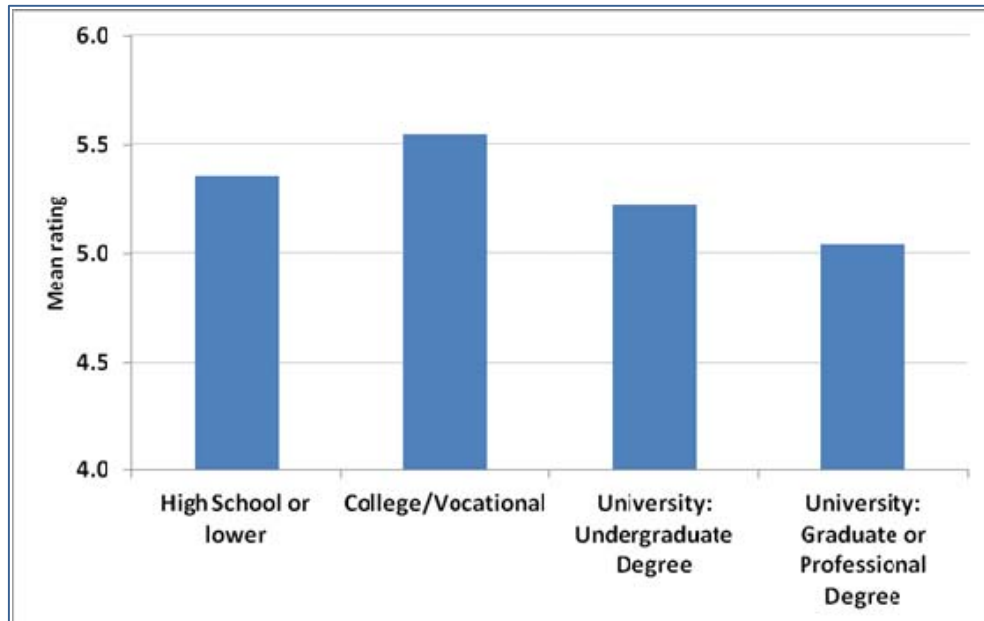
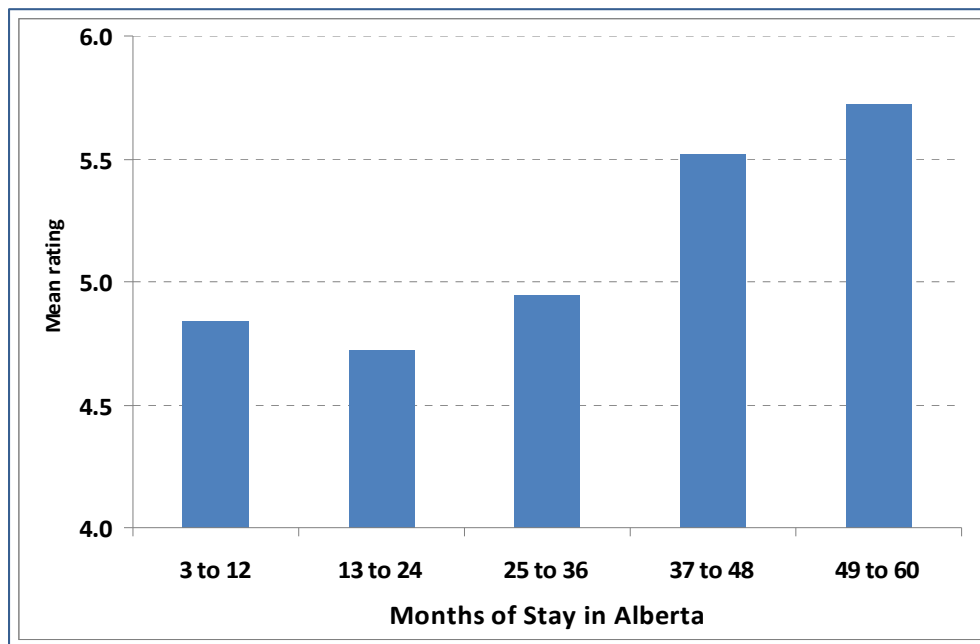


Figure 25: Average Level of Job Satisfaction by Length of Time in Alberta (1-7 scale)



SOCIAL INTEGRATION AND OUTCOMES

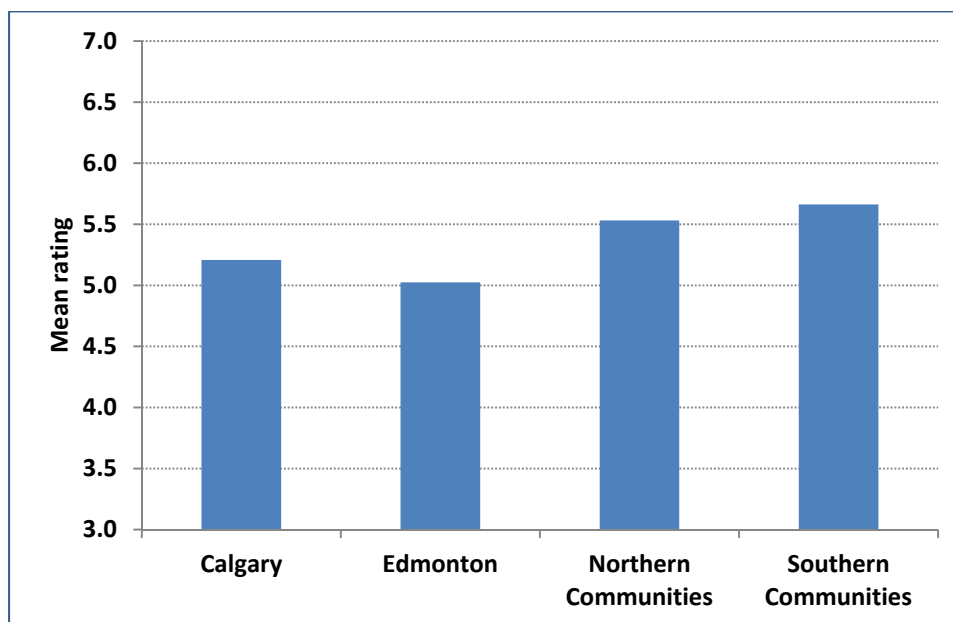
This section describes the social integration and outcomes of immigrants to Alberta. The first subsection focuses on immigrants' sense of belonging to the local community and participation in sports, recreation, and cultural activities in the local community. The second subsection focuses on immigrants' sense of belonging to Alberta and possible reasons why they might leave the province. The third subsection focuses on immigrants' sense of belonging to Canada, and their perceptions of the importance of learning and practicing the values and customs of Canada and of voting in Canadian elections.

Sense of Belonging and Participation in Local Community

In order to gauge immigrants' overall attachment to the communities in which they live, they were first asked to rate their sense of belonging to their local community (on a 1-7 scale), where local community was defined for them as the city, town, or neighbourhood in which they live. Overall, immigrants to Alberta feel a relatively strong sense of belonging to their local community, with just over 73% providing responses above the scale midpoint of 4.

In terms of geographic location in Alberta, those who live outside of Calgary and Edmonton have a higher sense of belonging to their local community (see Figure 26). Interestingly, immigrants who reside in smaller northern communities – which are sometimes associated with transitory labour movements – indicate these high levels of belonging to their local community.

Figure 26: Mean Sense of Belonging to Local Community by Geographic Location in Alberta (1-7 scale)



As an indication of social engagement, respondents were asked if they had participated in the activities of any organization that involved sports, recreation or cultural activities in their local community within the last 12 months. Approximately 40% of respondents had done so.

Of interest, individuals who have received community connection services in Alberta are especially likely to participate in sports, recreation, or cultural activities in their local community (63.3%; see Figure 27). This suggests the success of community connection programs in promoting local engagement. Alternatively, it may be the case that immigrants who seek out community connection programs also look for other engagement opportunities in their community.

In terms of immigration category, as shown in Figure 28, principal applicants in the Canadian experience class and entrants in the skilled worker or professional category are most likely to participate in local activities. Education level also has significant effects. As shown in Figure 29, participation in local activities tends to increase with rising education. Participation in local activities also differs as a function of geographic location in Alberta. Immigrants outside of Calgary and Edmonton, particularly those in northern communities, are especially likely to participate in local activities (see Figure 30). It is also the case that participation in local activities increases with length of time in Alberta, with a relatively steady increase over time (see Figure 31).

Figure 27: Percentage of Respondents Participating in Sports, Recreation, or Cultural Activities in their Local Community by Use of Community Connection Services in Alberta

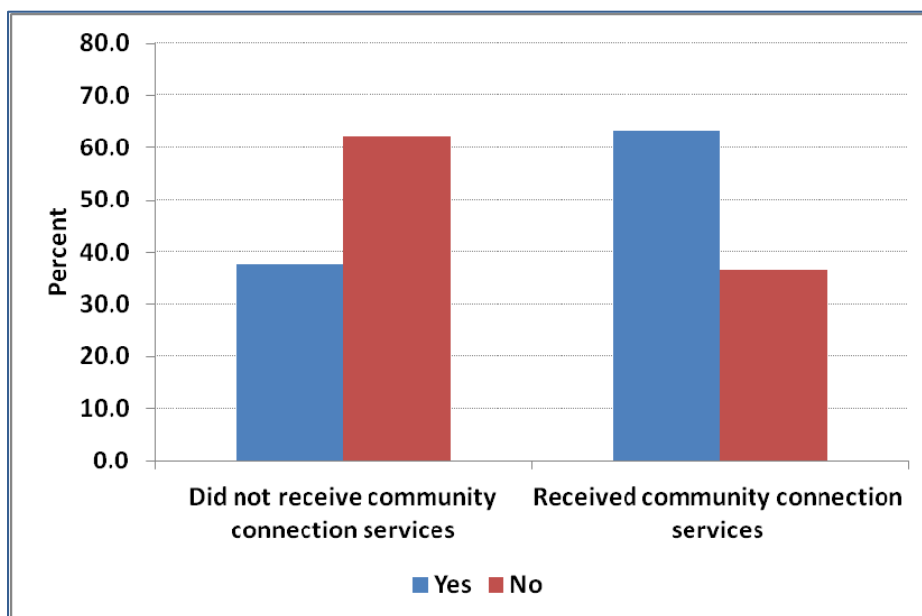
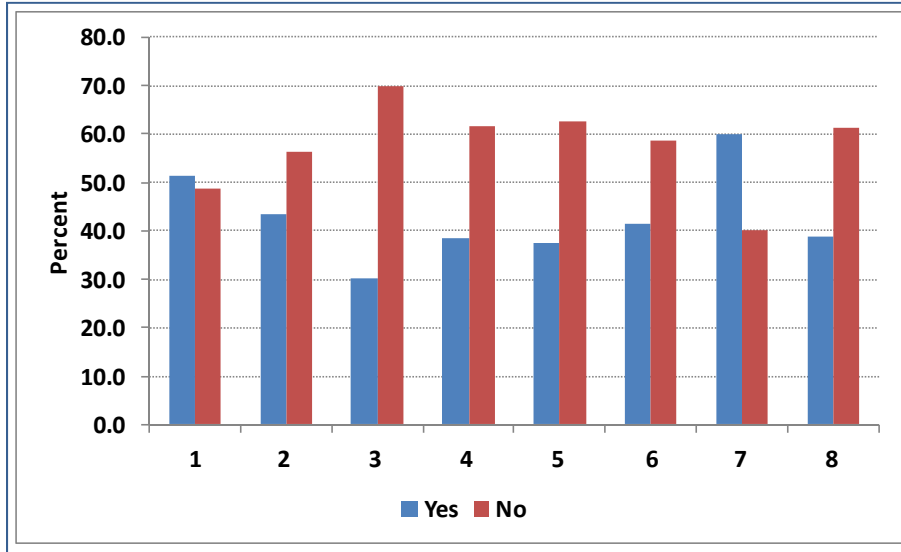


Figure 28: Percentage of Respondents Participating in Sports, Recreation, or Cultural Activities in their Local Community by Immigration Category



- 1 - Skilled worker or professional: principal applicant
- 2 - Skilled worker or professional: dependent
- 3 - Family class
- 4 - Provincial nominee: principal applicant
- 5 - Provincial nominee: dependent
- 6 - Refugee
- 7 - Canadian experience class: principal applicant
- 8 - Other category or uncertain

Figure 29: Percentage of Respondents Participating in Sports, Recreation, or Cultural Activities in their Local Community by Education Level

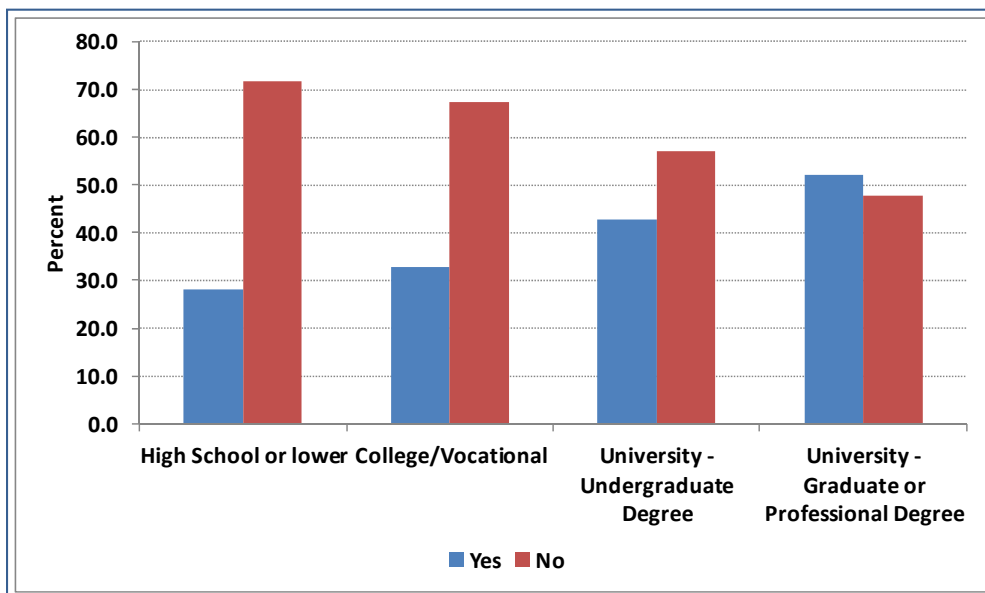


Figure 30: Percentage of Respondents Participating in Sports, Recreation, or Cultural Activities in their Local Community by Geographic Location in Alberta

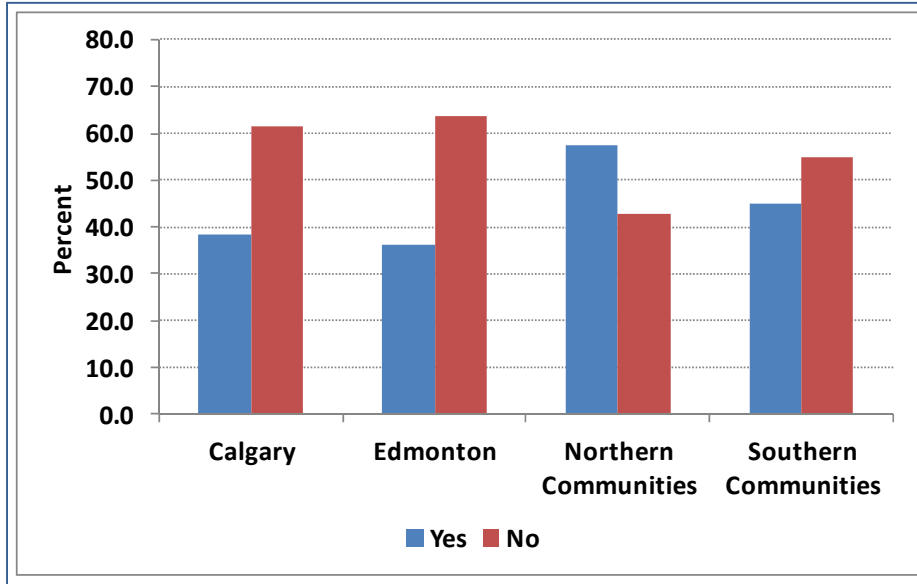
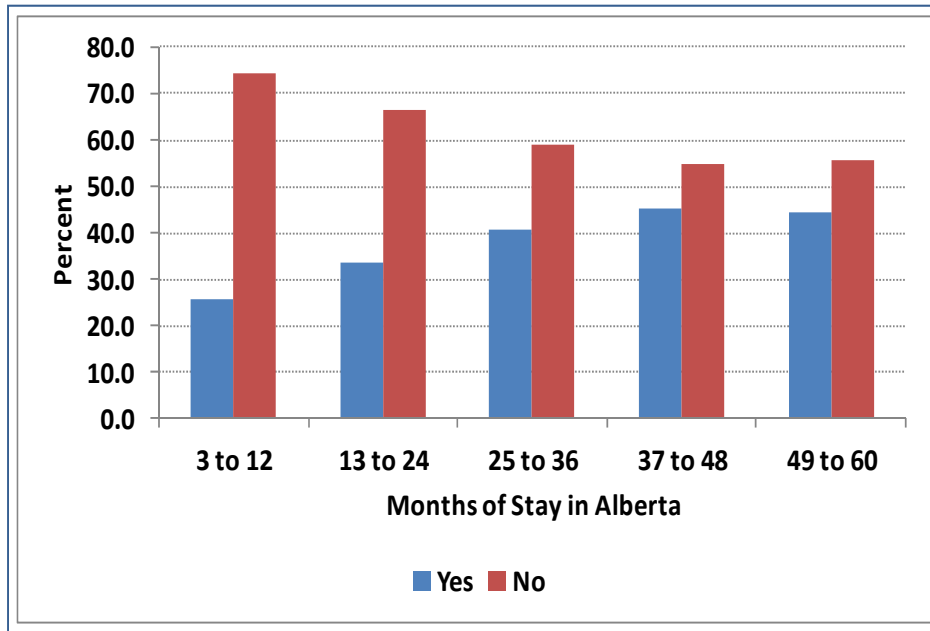


Figure 31: Percentage of Respondents Participating in Sports, Recreation, or Cultural Activities in their Local Community by Length of Time in Alberta

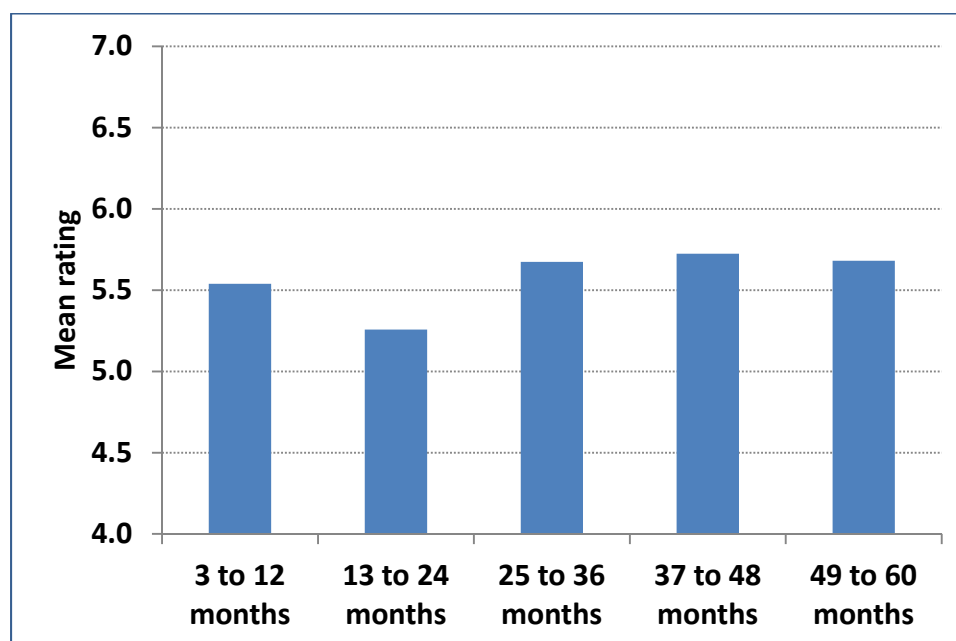


Sense of Belonging to Alberta and Reasons Why May Leave the Province

Of importance, respondents were asked about their sense of belonging to Alberta. The majority of respondents provided responses above the scale midpoint, with 57.1% providing responses of 6 or 7 on the 7-point scale. This suggests a very high sense of belonging to Alberta among immigrants to the province.

Sense of belonging also differs as a function of length of stay in Alberta, with a dip in the second year, followed by higher levels of belonging as time goes on (see Figure 32).

Figure 32: Mean Sense of Belonging to Alberta by Length of Time in Alberta (1-7 scale)

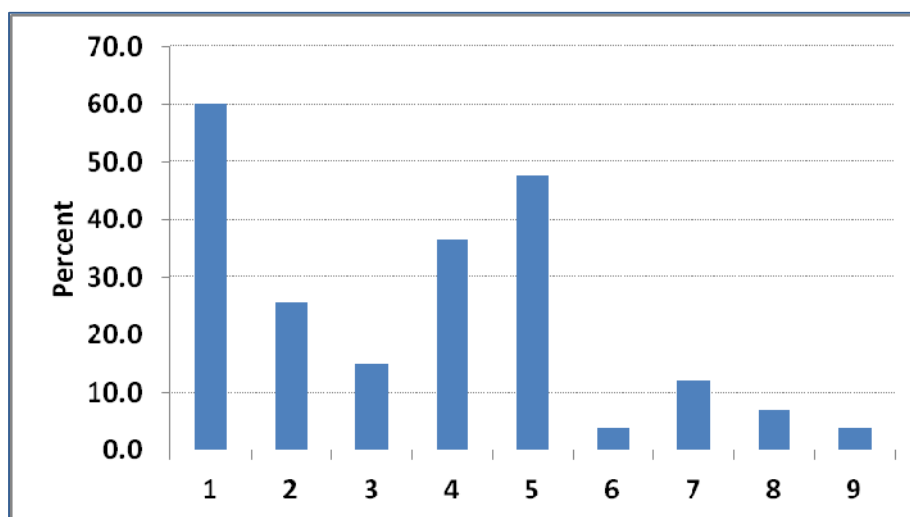


Respondents were also asked how likely it is that they will leave Alberta to live somewhere else within the next five years. Approximately 70% of respondents indicated low scores below the scale midpoint on the likelihood that they will leave Alberta to live elsewhere within the next five years.

Following up on this question, those who provided responses at the scale midpoint or higher on the likelihood of leaving Alberta within the next five years were asked what reasons they might have for moving away. More than one response was allowed. As shown in Figure 33, the primary reasons for leaving Alberta would be because of better job opportunities elsewhere, followed by better weather elsewhere, and to live closer to family or friends or to people of the same ethnic or religious background.

The top reason for leaving Alberta was analyzed further to determine whether its endorsement differs by relevant factors. Immigration category effects were evident (see Table 19). Principal applicants in the provincial nominee category are especially likely to leave Alberta for better job opportunities, followed by principal applicants from the Canadian experience class, and skilled workers and professionals and their dependents. It is interesting that level of education also plays a significant role, with the tendency to leave Alberta for a better job elsewhere increasing with rising level of education (see Table 20).

Figure 33: Percentage of Respondents Who Endorse Each Reason for Leaving Alberta



- 1 - There are Better Job Opportunities Elsewhere**
2 - There are Better Educational Opportunities Elsewhere
3 - There are More or Better Services for Immigrants Elsewhere
4 - Want to Live Closer to Family or Friends or to People of the Same Ethnic or Religious Background
5 - The Weather is Better Elsewhere
6 - Do Not Feel Welcome in Alberta
7 - Feel Isolated or Lonely in Alberta
8 - Have Experienced Discrimination in Alberta
9 - Other
10 - No Response

Table 19: Percentage of Respondents Who Might Leave Alberta Who Would Do So for Job Opportunities by Immigration Category

	Skilled worker or professional - principal applicant	Skilled worker or professional - dependent	Family class	Provincial nominee - principal applicant	Provincial nominee - dependent	Refugee	Canadian experience class - principal applicant	Other category or uncertain
There are Better Job Opportunities Elsewhere	73.9	74.4	52.2	90.0	45.5	38.9	83.3	43.6

Table 20: Percentage of Respondents Who Might Leave Alberta Who Would Do So for Job Opportunities by Level of Education

	High School or Lower	College/Vocational	University - Undergraduate Degree	University - Graduate or Professional Degree
There are Better Job Opportunities Elsewhere	46.6	51.4	60.5	78.2

Sense of Belonging to Canada and Importance of Participation in Canadian Society

In order to examine the attachment to Canada felt by immigrants to Alberta, we asked respondents to rate their sense of belonging to Canada (on a 1-7 scale). Over 80% of respondents provided responses above the scale midpoint of 4, with 33.8% indicating the strongest level of belonging to Canada. This demonstrates that immigrants to Alberta strongly identify as Canadians.

Of interest, individuals who have received community connection services in Alberta feel an especially strong sense of belonging to Canada (see Figure 34). This suggests that the community connection programs are successful in promoting attachment to Canada, though it is not, on its own, sufficient to prove the existence of a causal connection. In addition, as with sense of belonging to Alberta, sense of belonging to Canada takes a slight dip in the second year and then increases markedly (see Figure 35).

Figure 34: Mean Sense of Belonging to Canada by Use of Community Connection Services in Alberta (1-7 scale)

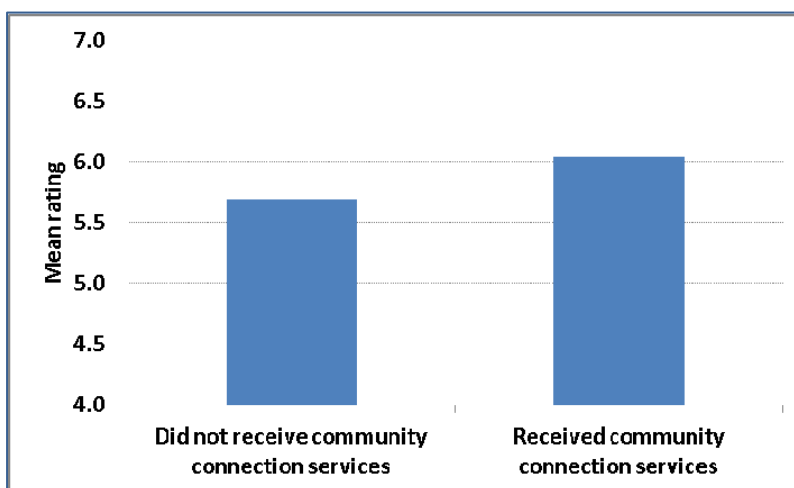
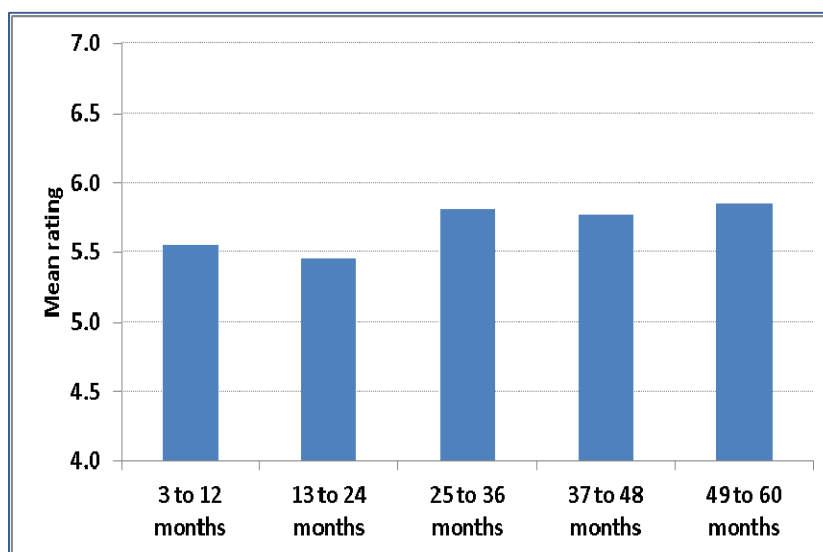


Figure 35: Mean Sense of Belonging to Canada by Length of Time in Alberta (1-7 scale)



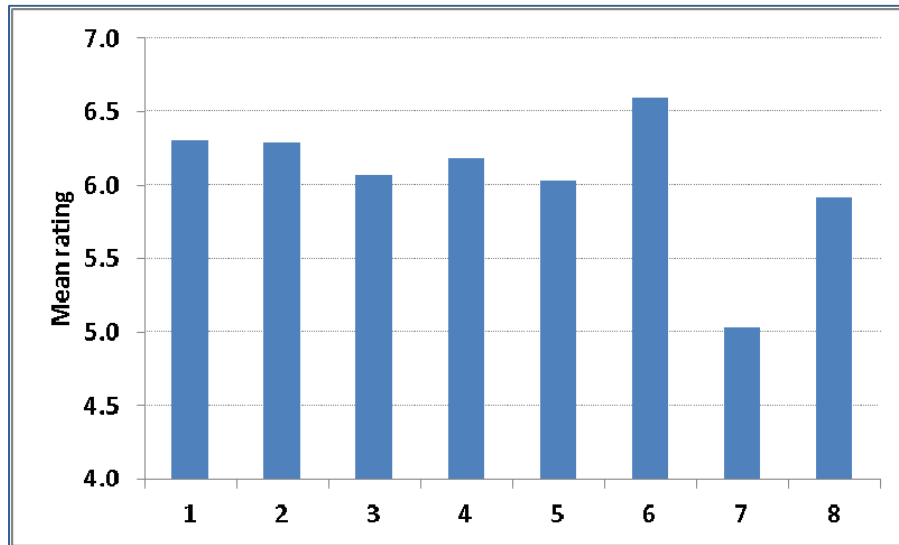
In order to gauge participation in Canadian society, respondents were asked two questions. First, they were asked how important it was to them to learn and practice the values and traditions of Canada (on a 1-7 scale). The vast majority of respondents consider it important, with 90% providing responses above the scale midpoint of 4, and close to 50% providing the highest rating possible.

Respondents were also asked, if eligible, how important it would be for them to vote in a federal, provincial, or municipal election (on a 1-7 scale). The vast majority of respondents also consider it very important to vote, with close to 90% providing responses above the scale midpoint of 4, and 62.4% providing the highest importance rating.

Of interest is the fact that individuals who have received community connection services in Alberta consider voting to be especially important compared to those who have not received community connection services (6.5 versus 6.1). Thus, in addition to potentially promoting a sense of belonging to Canada, it seems that community connection programs may promote civic engagement.

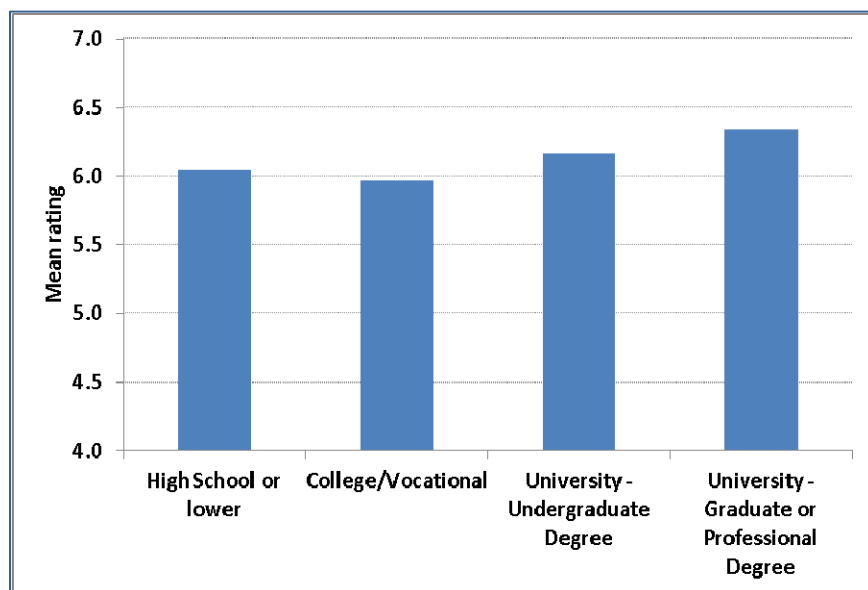
It is also the case that immigration category has a significant effect, with refugees most likely to consider voting important and principal applicants in the Canadian experience class least likely to consider voting important (see Figure 36). Finally, there is a significant effect of level of education, with individuals with university degrees especially likely to consider it important to vote (see Figure 37).

Figure 36: Mean Importance of Voting in an Election by Immigration Category (1-7 scale)



- 1 - Skilled worker or professional: principal applicant
- 2 - Skilled worker or professional: dependent
- 3 - Family class
- 4 - Provincial nominee: principal applicant
- 5 - Provincial nominee: dependent
- 6 - Refugee
- 7 - Canadian experience class: principal applicant
- 8 - Other category or uncertain

Figure 37: Mean Importance of Voting in an Election by Level of Education (1-7 scale)



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