

Topic:

Access to services of Reykjavikurborg among immigrants

Plan:

1. language barriers in e-Reykjavik system
2. survey among immigrants in Reykjavik

Language barriers in e-Reykjavik system in the eyes of immigrants

The screenshot shows the Rafræn Reykjavík website. At the top left is the logo and the text "Mínar síður Rafræn Reykjavík". To the right is a phone number "4 11 11 11" and a language selector. Below the header is a navigation bar with "Forsíða", "Hjálp", and "Umsóknir". The main content area is divided into three columns: "HJÁLP" (Help) with a list of common questions, "UMSÓKNIR" (Applications) with a list of services, and "SKOLI OG FRISTUNDIR" (School and Free Time) with a list of school-related services. Below that are "LEIKSKÓLAR" (Kindergartens), "ATVINNA HJÁ REYKJAVÍKURBORG" (Employment in Reykjavik), and "FRAMKVÆMDIR" (Further Education).

Mínar síður Rafræn Reykjavík

4 11 11 11
Netgjafi við þjónustutritrus

Forsíða Hjálp Umsóknir

HJÁLP

- Hvernig skrái ég mig inn á mínar síður (Rafræna Reykjavík)?
- Síðan mín
- Hvað eru skilaboð?
- Hvað eru erindítmál?
- Hvernig fylgist ég með umsóknum?
- Getur barn fengið aðgang að mínum síðum (Rafrænni Reykjavík)?
- Hvað er Mentor?
- Týnt lykilorð
- Ég sé ekki barnið mitt inn á mínum síðum.
- Rangt lykilorð

UMSÓKNIR

- Umsókn send rafrænt og hægt er að fylgjast með afgreiðslu málsins í Rafrænni Reykjavík.
- Umsókn send rafrænt en ekki er hægt að fylgjast með afgreiðslu málsins í Rafrænni Reykjavík.
- Umsóknareyðublað á PDF formi til útprentunar (sæja Adobe Acrobat Reader)

SKOLI OG FRISTUNDIR

- Umsókn um grunnskóla
- Umsókn um fristundaheimili
- Skráning í lengda viðveru í fristundaheimilivristundaklúb
- Pöntun á skólamáttíðum
- Skráning í sumarmámskeið Reykjavíkurborgar
- Umsókn um fristundastarf fyrir föttuð börn og unglinga
- Breyta vísunartíma á fristundaheimilivristundaklúb
- Uppsögn á fristundaheimilivristundaklúb
- Skráning í tómstundir
- Umsókn um skólahljómsveit
- Umsókn um skólaskipti
- Umsókn um tónlistarskóla
- Nám í grunnskóla í sveitarfélagi utan lögheimilis

LEIKSKÓLAR

- Umsókn um flutning á milli leikskóla í Reykjavík
- Umsókn um leikskóla
- Umsókn um afskipt af leikskólagjöldum
- Umsókn um breytingu á dvalartíma

ATVINNA HJÁ REYKJAVÍKURBORG

- Skráning í Vinnuskóla Reykjavíkur
- Vinnukort - Upplýsingar um mætingu
- Umsógn úr Vinnuskóla Reykjavíkur

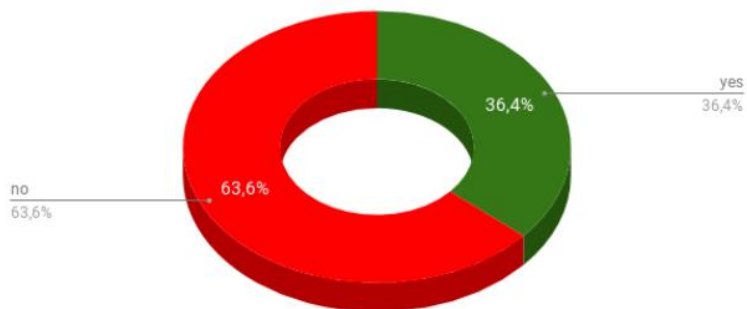
FRAMKVÆMDIR

- Umsókn um atvinnuhúsalóð
- Umsókn um iððarleigusamning
- Umsókn um endurnýjun á iððarleigusamningi
- Umsókn um iððahúsalóðir

All the applications which are accessible via e-Reykjavik have been looked into. 4 questions to evaluate whether the process of applying is imposing barriers to people not able to speak Icelandic.

- is the title of the application translated into English / Polish?
- is the application itself translated into English / Polish?

Title translated into English?





HELP

- How do I login to Rafræn Reykjavík
- My Page
- What are messages?
- What is case?
- How can I follow my applications?
- Can a child get access to eReykjavík.
- What is Mentor?
- Lost password
- My child doesn't display in eReykjavík.
- Wrong password

APPLICATIONS

- Application sent electronically, and possible to monitor handling at Electronic Reykjavík
- Application sent electronically, but unable to monitor handling at Electronic Reykjavík
- Application in PDF format for print-out (fetch Adobe Acrobat Reader)

SCHOOL AND LEISURE

- School Application
- After School Activities
- After School Activities when school is closed
- School Meals Reservation
- Skráning í sumarmáskéið Reykjavíkurborgar
- After School Activities for Disabled Children Application
- After School Activities editing
- Upplögn á frístundaheimli/frístundaklúbbi
- After School Activities leisure time
- School Band Application
- School Change Application
- Music School Application
- Nám í grunnskóla í sveitarfélagi utan tögheimilis

PRE-SCHOOL

- Umsókn um flutning á milli leikskóla í Reykjavík
- Pre-School Application
- Umsókn um afstátt af leikskólagjöfum
- Umsókn um breytingu á dvalartíma

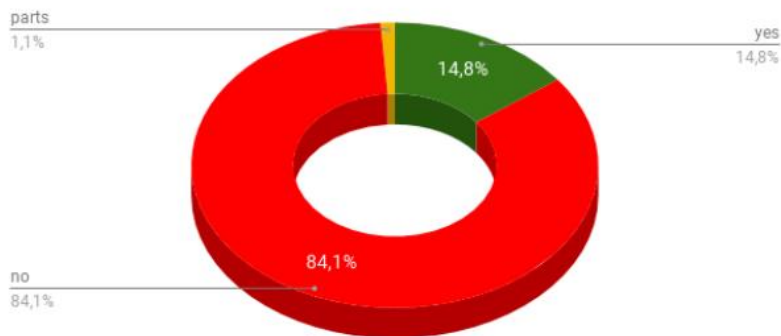
EMPLOYMENT

- Skráning í Vinnuskóla Reykjavíkur
- Vinnukort - Upplýsingar um mætingu
- Umsógn úr Vinnuskóla Reykjavíkur

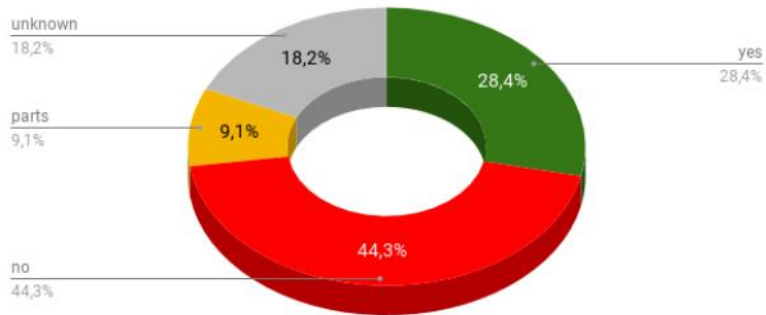
CONSTRUCTION

- Umsókn um atvinnuhúsalöð
- Application for rental contract
- Application for renewal of rental contract
- Umsókn um íbúðahúsalöð

Title translated into Polish?



Application itself translated into English?



Empty Page



Select the period:

School year:*

Please select a period for the application.



Select school:

Main choice:*

Please select the school you wish to attend. First choice is required and second choice is optional.



Another choice

Select an instrument:

Instrument:*

- Alveg sama - Það sem er laust
- Bariton
- Básúna
- Fagott
- Horn
- Klarinetta
- Kornett
- Rafmagnsbassi
- Saxófónn
- Slagverk
- Slagverkshljóðfæri (trommur)
- Þverflauta
- Túba

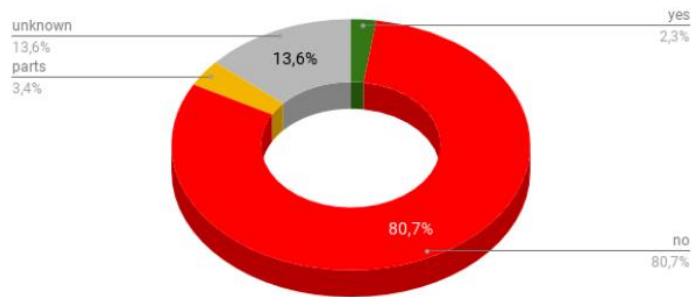
Please select an instrument from the drop-down menu. Please note that you must use a mouse-click instead of scroll buttons when you select from drop-down menus. Scroll buttons can change the selection when you scroll up and down the page using the mouse scroll feature.



Substitution instrument:

Instrument:

Application itself translated into Polish?



Comments:

- barriers are thicker when it comes to Polish-speakers than to English-speakers
- PDF applications are always only in Icelandic (42% of all the applications). In contrary to a webpage application, PDF one cannot be translated by Google in two clicks.
- temporary solution: translate everything with the help of Google Translate, focus on smart phone users

**SURVEY AMONG IMMIGRANTS IN
REGARD TO SERVICES PROVIDED BY
REYKJAVIKURBORG**

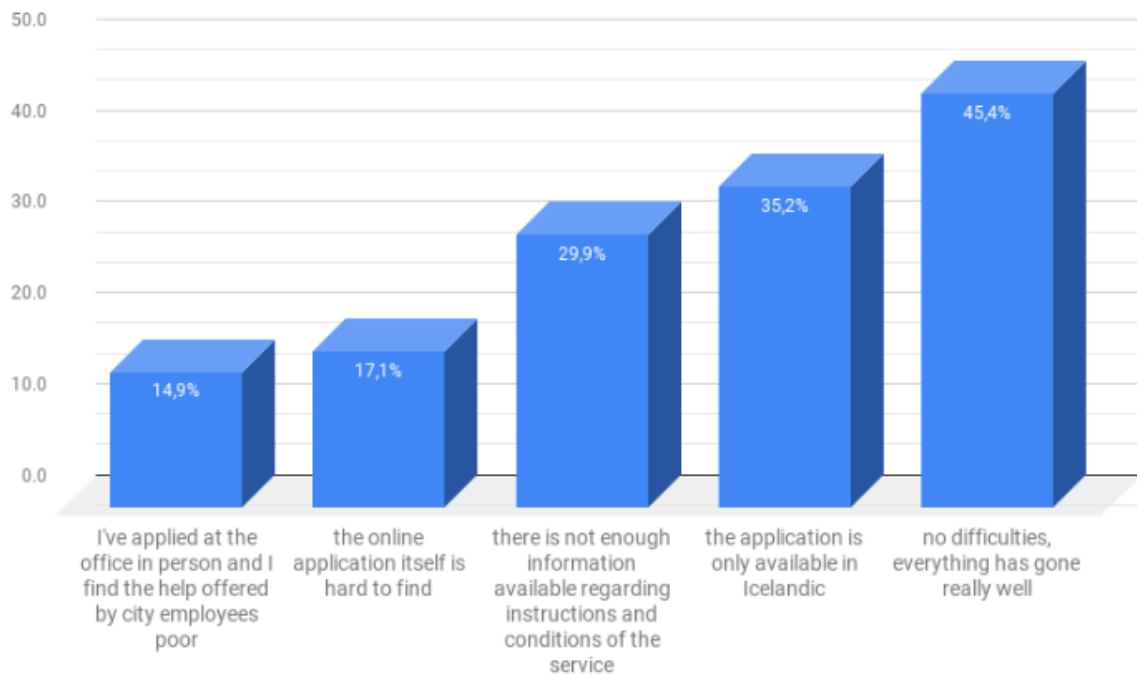
General questions:

1. What are the obstacles in making use of a city service when being an immigrant?
2. What could Reykjavikurborg do better in terms of its offer for immigrants?

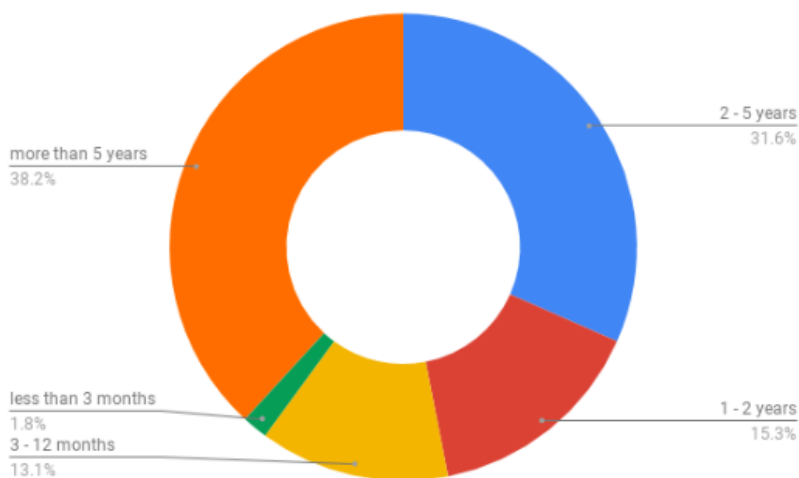
Question 1

What are the obstacles in making use of a city service when being an immigrant?

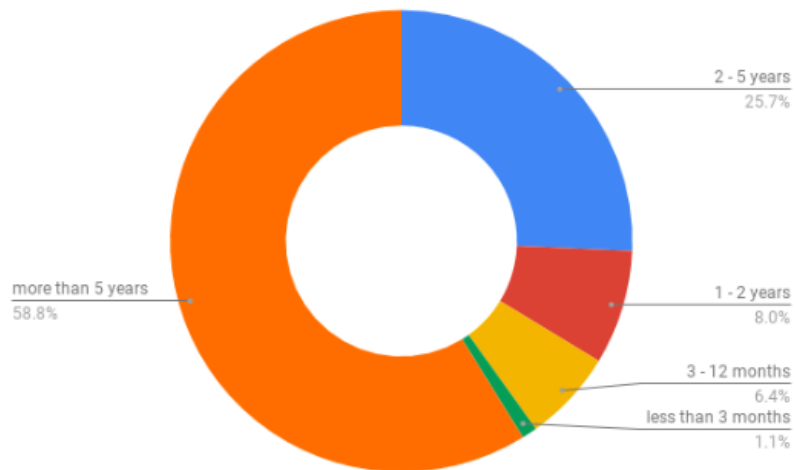
Have you experienced the following difficulties during the process of applying?



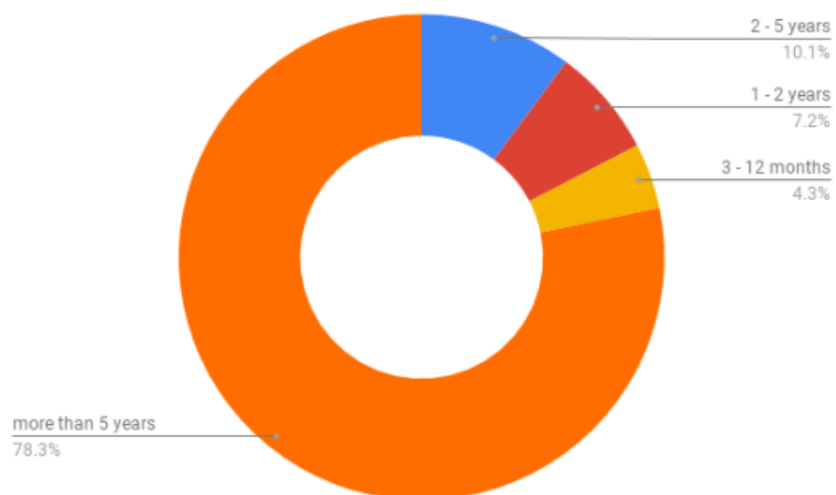
How long have you lived in Reykjavik? - all who participated in the survey



How long have you lived in Reykjavik?
- those who have applied for a city service
at least once



How long have you lived in Reykjavik?
- those who are satisfied with applying for
a city service



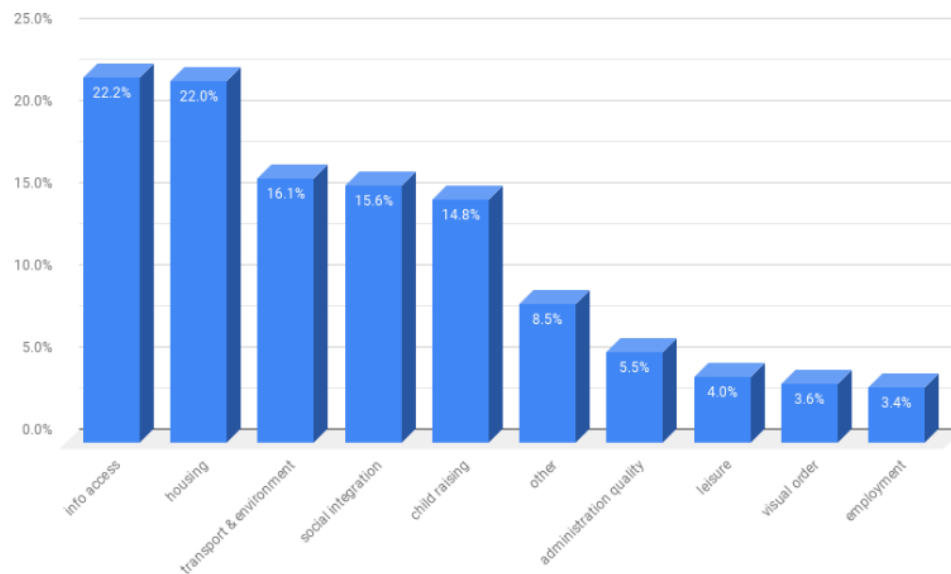
Conclusions

- the most experienced immigrants are the most satisfied with the current system
- the most experienced immigrants are the ones who use the system most often
- the above conclusion might be a result of different things (better Icelandic skills, better social integration, etc.)
- it is mostly the less experienced who do not use the system
- while improving the system, one has to bear in mind the less experienced immigrants (weak Icelandic skills, weak social network)

Question 2

What could Reykjavikurborg do better in terms of its offer for immigrants?

Common topics found in improvement ideas



**Break-down of
category:
'info access'**

Subcategory: 'info point / counselling'

- regular welcome meetings for immigrants
- one office dedicated to all the needs of immigrants
- legal counselling and help with translating official documents

One place for all information, for example for people from Croatia

Bring back the Immigrant Counselling service.

Also, I was thinking there could be maybe a website with all possible information in English for immigrants. I mean all-in-one. And send this website name to every person whose nationality is not Icelandic. This can be done by e-mail, sms messages or post mails. If you are interested about this, send me an e-mail armantri@live.com I will be glad to participate in new projects.

Subcategory: 'translations'

- make more content translated to English (possibly more languages)
- improve the existing translations

Improving the amount of information that are available in English. Too often I have to find someone speaking perfectly Icelandic or use google translate to find the right information

Make government websites more accessible to non-Icelandic speakers or people who only have a basic grasp of Icelandic. Even if they have an English description, they are usually confusing or much shorter than in Icelandic.

Subcategory: 'information spreading'

- informing better about services already in place
- possibly creating city newsletter dedicated to immigrants
- cooperating with immigrant community leaders to establish an organic information flow (word of mouth)

You could advertise your services better. This is the first time i'm hearing of many of the services listed on the 4th page.

Making people aware of their rights and where they can go for them

Clear rules regarding welfare and education services.

research limitations

- limited amount of participants:
 1. Question 1 (227 participants)
 2. Question 2 (809 participants)
- limited representation:
 1. likely under-represented: elderly + socially excluded
 2. likely over-represented: young
 3. likely over-represented: parents

**Thank you for your
attention!**