

QualiProAIR



## 6<sup>th</sup> Day

# Working in Finland and in multi-cultural organization



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# Introduction

- **Short preview of previous day**
- **Finnish work society and culture**
- **What is social capital?**
- **Language issue**
- **Tolerance vs. suspicious**
- **Understanding each other**
- **Brainstorming**
- **Group working**
- **Summary of the day**

# **Finnish work society and culture**

- **Basically Finns are open-minded, tolerant and ready to give help.**
- **However:**
  - **According to international researches during to long-lasting recessions values get harder and intolerance will increase;**
  - **In 2015 exploding arise of asylum seekers and refugee flows combined with arise of unemployment and following budget cuts in social payments started hardened values among Finns and also enabled populist and anti-immigrant movements in Finland.**
- **Concept of social capital is one way to approach balance, skill to adapt and tolerate new and take new innovations rapidly in use within societies, organizations and individuals.**
- **Concept of social capital will be taken a little closer look in following presentations.**

# What is social capital?

- **Mostly as a concept of social capital is referred to dimension of social structures, which enable social interaction between members in networks and due that enhance prevailing of individuals' personal goals. These dimensions can be networks, norms and trust. Network, which is able to create norms and maintain them, increases social capital.**
- **So called mechanisms of social capital are communication and trust. Social capital can also be understood as support and control.**
- **There are 3 different dimension of social capital according to Colemanin: 1<sup>st</sup> is obligation of complementarity ergo trust on you'll get expected return service after done it yourself. Trust is a key issue here, because it enables resource allocations. 2<sup>nd</sup> form is information flow linking with social relations. Social capital as networks works as a cheap information channel, which strengthens ability of decision making of individuals. 3<sup>rd</sup> for is to divide norms in networks. Especially important norms are ones, which require short term renunciation of personal benefits for collective benefits; these prevent "free rider" problem. Norms are effective, if deviations from these norms can be sanctioned. Maintaining the norms requires withdrawnness of social structure; then all actors stand up of their own actions to each other. Withdrawnness network structure enables ongoing surveillance of each other, because trust between one and other, functional information channels, mutual duties, shared norms and their control strengthen social capital. (source: Jonna Stenberg , 2013, 16-17; Coleman 1988, 105–108 106).**

# What is social capital?

- Finland and Nordic Countries possess, according to studies, strong societal social capital. In contrast, South European countries have less amount of social capital, which can be dictated in slow degree of trust in political and administration institutions..
- Sense of community has strong linkages with the concept of social capital. Community can be seen as a stage, which maintains sense of belonging to community and due to that it is a requirement of social capital. (Stenberg, 2013, 18).
- In companies, social capital creates e.g. good working environment, surroundings for innovations and quick learning / adaptation of new, commitment to work, decreases sickness absences, enables flexible solutions in rough economic situations. There are also companies, which possess high level social capital (in most cases) characteristic features like low hierarchical management structures, where work and responsibilities can be shared among management and workers.
- According to Kajanojan and Simpuran (2000, 80) 3<sup>rd</sup> sector actors are in essential role producing social capital, because they have lot importance in social effect angle. 3<sup>rd</sup> sector is able to answer to need of flexibility and behaviors of people. EU has supported initiatives of 3<sup>rd</sup>, which support employment and strengthen social cohesion. (Stenberg, 2013, 16-17).
- Among subsidized workers in 3<sup>rd</sup> sector likewise people being out of labor market for a long time, amount of social capital has decreased. This shows often with hardened values and attitudes e.g. immigrants. On the other hand, when native Finnish subsidized worker gets to know immigrant during work period, attitude in most cases changes: "Mohammed turns out to be good guy."

# Social capital at individual level

- Social capital increases health of individual.
- Person possessing social capital is capable of showing empathy and due that also for showing solidarity. He/she in new social situation deals with it more trusting without suspicious.
- Friendship is crucial for identity of human being. E.g. multi-cultured based youths face discrimination because of lacking language skills, different culture heritage and physical difference. Friendship is an important thing for multi-cultural youth because it means contacts to fellow aged youths and feels of being accepted. Friends of multi-cultural youth are often multi-cultural youths even though not necessarily from same country, but they also do have friends among native Finnish youth. (Stenberg, 2013, 26-27).
- For friendship are given different kind of meanings in different cultures. E.g. in Finland it's typical to have "pals" less meaningless than friendship. Friendship is seen more deep relationship than association and due that you are ready to give more about yourself to friend than pal (Stenberg , 2013, 27).

 *Discussion about social capital!*

# Language issue

- According studies at least having reasonable Finnish language skill is key issue finding a job in Finland for immigrants.
- Unemployment rate is knowingly higher than native Finns. Immigrants are not, however, a homogenous group. Unemployment has a lot to do depending on, which country immigrant has come. There are also other dimensions effecting on unemployment rate:
  1. Sex – Female immigrants are more unemployed than men.
  2. Education – Well educated immigrants employed better than low educated. Also country, in which education has been completed, matters. Received job in Finland very often doesn't match for education.
  3. Years spent in Finland – Unemployment is most likely improbable if you have been longer in Finland.
  4. **Language** – Learning Finnish or Swedish increase employment chances. In certain businesses can be managed with English. If immigration knows only so called exotic language (native tongue) employment is more improbable.
  5. Labor market situation of arrival to Finland – Those, who are coming to Finland with straight employment purpose, are most likely employed after longer time perspective .
  6. Age of immigration – As younger age you move to Finland, more likely you'll find a job.
- Status of employer links to language issue: a) operating in international markets; b) value added degree of product / service; c) operating only locally or broader sense of geographically; d) sole trader vs. part of international corporation; e) share of R&D and due that contacts to international science society; this kind of companies have a lot English base activity and its formal working language may be English, not Finnish.
- Lower skills requiring tasks like cleaning, storing, in which immigrants theoretically could employ themselves easier, are unfortunately those ones, in which Finnish language is required; especially if tasks demand face-to-face customer service situation.



***Discussion about a meaning of so called language barrier based on your own experiences!***

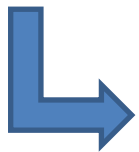
# Tolerance vs. suspicious

- **the Finnish integration policy has been multiculturalist in the sense that immigrants have been granted the right to maintain their language and culture while finding their way in Finnish society.**
- **High level of social capital among Finnish gives a good start to begin structures of tolerance society. There are however, strong signs in argumentations of certain political and societal movements creating of suspicious climate towards immigration, refugees and asylum seekers. This very negative and worrying phenomenon in Finnish society.**



# Understanding of each other

- Culture of understanding of other, especially of different color, religion or “other reason” differing, starts already from home, kindergartens, comprehensive schools and e.g. army.
- Tolerance and understanding of each other in broader sense should trans illuminate whole Finnish public administration (according to studies this is very important in police work) and also actors in private and 3<sup>rd</sup> sectors. Tolerance should be written into value definition of organizations.



*Discussion based on own experiences. Foreword concerning next Brainstorming exercise.*

# Brainstorming

- Each one of you have yellow post-it notes in front of you.
- Each one of you crates 3-5 statements to increase tolerance in work community and/or in society in way that on one post-it note you'll write only one statement.
- Time you'll have 15 minutes.
- You can you use as a background information your own experiences (education / work) or ideas / discussion received from today.
- After time ended post-it notes will be shuffled and notes will be set on separate table.
- After shuffling notes will be arranged in way that 2-4 statements close / tangential enough to each other are being found and grouped in individual themes.
- Themes will be used as frameworks in group works on next agenda.

# Group working

- **We're gathering themes and forming into a groups of 2-3 persons in each group.**
- **Themes that are given to each group are raffled. No group won't know in beforehand, which theme (s) the are up to handle.**
- **An aim is to get 3-5 concrete development ideas under each theme, how to further prevent goals of specific theme.**
- **Each group has 30 minutes time. After time, ideas will be collected by the teacher.**
- **Trainer makes a summary of the ideas and they will be handled together on last training day.**

# Conclusion / final discussion

- **Did you have aims, contents and structure clear?**
- **What sub-areas presented today you'd like to be emphasized in further days?**
- **What would you like to brought up more (e.g. group works, discussions, exercises)?**

