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# Access to information about Norwegian labour law among Polish migrants - a design approach

Master's thesis in Interaction Design

Supervisor: Mari Bjerck

Co-supervisor: Gunika Rishi

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Norwegian University of Science and Technology  
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## Abstract

Polish people are the largest migrant population in Norway. All workers in Norway are protected by the law and should have equal chances of a safe life in Norway. However, Polish workers are more likely to suffer from work-related injuries, social dumping and labour crime than Norwegian workers. One of the things that makes Polish migrants vulnerable on the labour market is their low knowledge about laws and rights in Norway and the ways of asserting their rights. The goal of this thesis was to facilitate access to information about Norwegian labour law among Polish migrants to help them stand for their rights on the Norwegian labour market. This in result would contribute to a more secure and well-ordered labour market in Norway. To achieve this objective service design principles and information design theory were applied. Study highlighted the barriers in accessing information about Norwegian labour law among Polish migrants. One of the biggest obstacles is lack of English and Norwegian competences among certain groups of migrants as well as low motivation to seek information unless urgent need arises. To facilitate access to information among those groups a digital information service was designed. Conducted tests showed the potential of the service in reaching Polish migrants with information about Norwegian labour law.

Keywords: *Polish migrants, access to information, service design, information design.*



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## **Abbreviations and Acronyms**

EU – European Union

NOU – Norges offentlige utredninger

EEA – European Economic Area

GUS – Główny Urząd Statystyczny

SSB – Statistisk sentralbyrå

NTAES - Nasjonalt tverretatlig analyse- og etterretningscenter

TØI – Transportøkonomisk institutt

UDI - Utlendingsdirektoratet

NAV - Arbeids- og velferdsforvaltningen

SUA – Servicesenter for utenlandske arbeidstakere

EURES - European Employment Services

# 1 Introduction and background

Migration is referred to as a movement of people from place to place for either residence or employment (Huzdik, 2014). International migration is now a global phenomenon and its effects and intricacy are widely observed (UN 2016b). One of the primary characteristics of globalisation is the interdependence of economies of different countries. This includes the interdependence of the labour force. Oil, agriculture, and construction are labour-intensive industries that rely on foreign workers to reduce labour deficit (Guzi et al., 2014). Labour migrants contribute to maintaining the economic growth of their host countries.

Polish people are the largest migrant group in Norway. Polish people are considered as work migrants, as they move to Norway voluntarily and mostly their motivation is economic driven. Unlike refugees and asylum seekers, Polish people and other EU migrants are not offered any introduction programme or language course after coming to Norway (NOU 2022: 18). They are expected to navigate their life in Norway without any additional measures from the Norwegian government. All work migrants in Norway are equal by the law no matter nationality (St.meld. 18 (2007-2008), 2008). In addition, having a contract in this country allows migrants access to many social benefits (*Jobbe i Norge Og Folketrygden*, 2023).

Being a worker in Norway should provide migrants all the necessary goods to have a safe life in Norway. However as it is reviewed further in the report, it is not always the case. Polish workers often become victims of labour crime, social dumping and have higher risk of work related injuries. One of the reasons that makes work migrants vulnerable on the work market is their lack of knowledge about laws and rights in Norway and the ways of claiming their rights. It is crucial to reach Polish migrants with information about their rights as workers in Norway to maintain a safe and healthy work environment. Polish migrants are spread all over the country and they contribute to maintain economic and societal growth in Norway, especially in the districts (NOU 2022: 18). Bad working conditions can be a factor pushing Polish

people out of Norway. Labour crime and social dumping are practices that are a threat to the Norwegian work market and welfare model (NOU 2022: 18).

Equality is an essential requirement of democracy. However, as it is mentioned in a Fafo report for some groups (especially work immigrants) facilitation is necessary to be able to ascertain equality (Fafo 2022: 14). Through service and information design Polish workers can have easier access to information about Norwegian work law. This can contribute to a better and safer work environment for them and for other workers. Consequently it will help protect the Norwegian work market and maintain the Norwegian welfare model. Finding out how to reach Polish people with information and designing the right service for them is the main task of this master project.

## **1.2 Problem delimitation and research questions**

Polish migrants are the biggest migrant group in Norway (NOU 2022: 18). Polish migration to Norway has been constant in recent years and is expected to continue. This movement is back and forth, meaning that many Polish people are migrating back to their country, while others are arriving in Norway. This means that the stream of newcomers is continuous. It is not difficult to imagine that newcomers in Norway are less experienced and more vulnerable in a meeting with Norwegian work life due to lack of language and little knowledge on how the Norwegian system works. The challenges Polish people face could vary from those experienced by their fellow countrymen, who have lived in Norway for a longer period. Limited or no knowledge about laws and rules can make life in Norway stressful and unsafe for Polish migrants. This is why I decided to limit my research to adult Polish migrants with a maximum 5 years of stay in Norway.

Problem statement of the project is:

*How can service design contribute to making information about Norwegian labour law easily accessible to Polish migrants?*

To be able to answer this problem statement I was working with following research questions:

1. *What factors contribute to the difficulty experienced by Polish migrants in accessing and understanding information about Norwegian labour law?*
2. *What are the needs and motivations of Polish migrants when accessing information about Norwegian labour law?*
3. *How to design a service that would help Polish migrants fulfil those needs?*

### **1.3 Goal of the project**

The project's objective was to make it easier for Polish migrants to learn about Norwegian labour law and help them stand for their rights on the Norwegian labour market. This would contribute to a secure and healthy labour market in Norway. The foundation of the Norwegian welfare state is a well-organized labour market, and phenomena like social dumping and labour crime pose a threat to it. Facilitating equality on the Norwegian labour market benefits both the migrants and the Norwegian society. The Norwegian economy is dependent on migrant employees and discrimination, unfair working conditions, and social dumping are problems that may drive out foreign labour from Norway.

### **1.4 Structure of the report**

The thesis is divided into following chapters:

**Chapter 1** is an introductory chapter, where the topic of the thesis is presented, as well as research questions and a goal of the project.

**Chapter 2** is a background chapter, explaining the context of the problem statement of this thesis. Literature review on the topic is presented.

**Chapter 3** explains the theoretical background of the thesis, design approach during this study as well as information design theory applied in a last phase of the study.

**Chapter 4** presents the design process and methods used in this project as well as ethical considerations and bias.

**Chapter 5** presents result from the activities conducted in discover, define, develop and deliver phases of this project.

**Chapter 6** includes a discussion of the results presented in the chapter 5.

**Chapter 7** summarises the project as well as presents methodological reflections and recommendations for future study.

## **2 Context outline and literature review**

### **2.1 Polish immigration to Norway**

Since the 1970s exploitation of oil deposits in the North Sea allowed Norway to grow economically. In the second half of the 1990s Norway became the wealthiest country in Europe (Schramm Nielsen et al., 2004). Despite not being a member of the European Union, Norway has been part of the European Economic Area (EEA) since 1994. Citizens of countries belonging to this area have a right to freely cross the borders of all the member countries (Schramm Nielsen et al., 2004). High economic status of Norway and possibility of legal stay in the country are very attractive factors that are drawing in immigrants from all over Europe. What is important to point out is that labour immigration is driven as well by the demand of labour in the destination country (NOU 2022: 18).

After the Second World War until 1989 Poland was dependent politically and economically on the Soviet Union. Although being the first of the East European countries to re-establish its independence, it took a long time to rebuild its economy. In 2004, the year Poland became a member of the European Union, the income gap of Polish citizens and citizens of West European countries was still comparatively high (Kolodziejczyk, 2016). In the search for a better life Poles massively emigrated from their country. By the year of 2016, over two and a half million Polish citizens were reported to be abroad for over three months (GUS, 2017).



Norway was one of their destinations and between 2004 and 2020 around 100 000 Poles have immigrated to Norway. This makes up for 34 percent of all work immigrants that moved to Norway in that time span. It constitutes of the biggest immigrant group as well (NOU 2022: 18). Friberg (2015) describes them as men, living alone, taking low paid jobs and sending almost all their earnings to Poland to supply for their family (Friberg, 2015). Thanks to the open workmarket, internet development that allowed for easy and cheap communication as well as relatively cheap flight tickets it was possible for them to live a life between Norway and Poland. This lifestyle is called transnational migration (Faist et al., 2013). Gradually this situation was changing and more and more families were joining and settling down for good in Norway. Those circumstances contribute to more even gender distribution between Polish men and women in Norway (Friberg&Golden, 2014).

However, Polish immigration to Norway did not start in 2004. There was already a small group of Poles that came to Norway in the 1980s as refugees. Besides that from the early 1990s have Polish migrants worked in Norwegian agriculture (NOU 2022: 18).

In the beginning of the year 2022 there were 121 406 Polish immigrants in Norway. 62 percent of them are men and 38 percent are women.

	Immigrants and Norwegian-born to immigrant parents	
	2022	
	Poland	
Males		74 881
Females		46 525

Figure 1. SSB, 05183: Immigrants from Poland.

According to SSB's survey from 2016 75 percent of Poles have work as an immigration reason - a big majority of men - 91 percent and 42 percent of women. Only 23 percent of respondents had family as immigration reason and as much as 2 percent had education (Wiggen, 2017). Polish immigrants are spread in the municipalities all over the country (Kommuneprofilen, 2023). As stated in the NOU

report ‘Mellom mobilitet og migrasjon’ labour immigrants constitute the biggest share of immigrants in the least central municipalities. Low population, economic development and high need of a working force makes labour immigration important factor, helping to maintain economic and societal growth in Norway (NOU 2022: 18).

This study focuses on the Polish migrants to up to 5 years of residence in Norway. According to SSB statistics by 1 January 2022 there were 27 959 Polish registered citizens within that period of stay (SSB, 2023).

	Persons
	2022
	Poland
Under one year of residence	7 027
1 year of residence	3 468
2 years of residence	4 465
3 years of residence	4 277
4 years of residence	4 244
5 years of residence	4 478

Figure 2. SSB, 10598: Immigrants by years of residence, contents, year and country background.

## 2.2 Integration of Poles in Norway

Research shows that immigrants who moved to Norway in the 1980s are much better integrated with Norwegian society compared to the ones who entered Norway after 2004 (Jakobsen, 2015). The last group lives in a ‘polish’ way, surrounded by polish media, food and friends. The NOU’s report describes labour immigrants from East and Central Europe (among them Polish) as a group that encounters significant integration challenges in Norway. They are connected to low language skills, little participation in volunteering work and politics. They also have a low sense of belonging to Norwegian society. High percentage of labour immigrants from that part of Europe is concentrated in the low paying, high risk and low levels of trade union organisation jobs. What is more, they have lower chances to elevate their socio-economic situation (NOU 2022: 18).

According to a survey conducted in 2020 34 percent of Poles estimated their Norwegian language skill as good, 27 percent as quite good and 30 percent as rather weak. 8 percent reported that they do not speak Norwegian at all (Ødegård&Andersen, 2020). If we calculate the number of people who speak little Norwegian and do not speak it at all, we end up with quite a high number, which may be disturbing. However researchers from Fafo mean that competences in Norwegian language among Polish immigrants grew substantially compared to the results of another survey conducted 10 years before in an Oslo area (NOU 2022: 18). It indicated that at that time over 30 percent of Polish immigrants could not speak Norwegian at all (Friberg & Eldring, 2011).

What may be the reasons for such scores and what may be the consequences? Labour immigration was for a long time considered as a temporary phenomenon by the Norwegian government (Lynnebakke et al., 2012). Because of that labour immigrants were not included in the Introduction Law in 2003, nor in the new Integration law in 2021 (Integreringsloven, 2021). Labour immigrants from the EEA area are expected to navigate their life in Norway on their own, without any right or obligation of free language course, introduction programme or any other public measures (Ødegård&Andersen, 2021).

As it is described in a Master project of Arvin Farahmand og Emil Myklebostad Brevik, some labour immigrants often believe themselves that the character of their stay in Norway is temporary (Farahmand & Myklebostad, 2021). This belief has a strong influence on their motivation to invest energy, time and in most cases money into language courses, as well as building relations with Norwegians and learning about their country. The goal of being in Norway in their case is motivated by working and earning the most money possible. This results in long working days and little energy and time left for other things (Farahmand & Myklebostad, 2021). Low quality of life lived in Norway can be compensated later by the investment in their home country (Rishi, 2021). Belief that the stay in Norway is only temporary influences one's motivation to learn and respond to different measures directed to immigrants (Farahmand & Myklebostad, 2021).

The perception of the impermanence of stay in Norway by some labour immigrants and by the Norwegian government contrasts with the fact that 67% of immigrants who came to Norway between 2005 and 2009 were still Norwegian residents at the end of 2015 (Østby, 2016).

### **2.3 Work situation of labour migrants, labour crime**

One of the most common forms of labour crime is exploitation of work immigrants (NTAES, 2020). According to the definition presented in a government document 'Strategi mot arbeidslivskriminalitet (2021-)' labour crime involves various forms of profit-motivated crime in working life, which comes at the expense of employees' working conditions and rights, the tax base and the welfare system. This may involve undeclared work, corruption, social security fraud, gross fraud, breaches of the Emissions Act, use of illegal labour and gross breaches of the Working Environment Act and the Public Access Act. Forced labour and human trafficking also occur (Arbeids og Sosialdepartementet, 2021).

Polish migrants coming to Norway have diverse educational and professional backgrounds. Unfortunately, they usually get hired in low paid, low skilled industries in Norway: cleaning services, gastronomy and construction (Friberg et al. 2011). It happens that according to the Norwegian police those branches are the ones with high labour criminality (Politiet, 2023). Furthermore, labour migrants earn the lowest hourly rates allowed for the type of job they are doing (Friberg & Eldring, 2011). According to a study of Przybyszewska, work migrants are by 12 percent more likely to be overqualified for their job positions than native-born persons (Przybyszewska, 2020).

Migrants have a higher risk of being victims of work related accidents (TØI 2013: 1255, Arbeids og Inkluderingsdepartementet, 2023). The risk of fatal work accidents is as much as three times higher for the migrants from Central and Eastern Europe compared to the Norwegian workers (NOU 2022: 18). Factors that make labour migrants more prone to dangerous situations at work are that they are concentrated

in more risky industries like for example construction, they work more often overtime and experience more pressure to work fast. Insufficient language competences, causing communication issues and lack of training are other risk elements contributing to frequency of accidents at work (TØI 2013: 1255; Arbeids og Inkluderingsdepartementet, 2023).

Besides higher risk of work-related accidents, Central and East European migrants are also more likely to be victims of social dumping (NOU 2022: 18).

Social dumping means in particular that immigrant workers who work in Norway receive considerably lower wages and worse working conditions than Norwegian workers. These may be cases of violation of health, environmental and safety rules, including rules on working hours and requirements for housing standards. Another example could be when wages and other benefits are unacceptably low compared to what Norwegian employees normally earn, or are not in line with general regulations where such apply (St.meld. nr. 2 (2005–2006)).

The employer is the main and most important source of information about conditions of employment for labour migrants (Fafo 2021: 14). This is mostly visible among younger migrants (Fafo 2021: 14). Lack of knowledge about Norwegian system, rules and rights; low Norwegian language and professional skills as well as short stay in the country makes for the most important factors that make labour migrants prone to be taken advantage of (NTAES, 2020). Labour migrants can accept unworthy or illegal terms of employment without being aware of their unfairness. It is difficult to discover such situations without migrant's initiative. In addition it can be challenging for them to report unfair employers without knowing Norwegian language or without knowing who to report to (Farahmand & Myklebostad, 2021).

There are more reasons why oftentimes violations of labour law stay undiscovered. Labour migrants often come from countries with lower hourly wages and worse employment terms than in Norway. It puts them in an inferior negotiation position and makes them more willing to accept lower, exploitative work conditions. They compare their situation to the one they encountered in their home country, rather than to their Norwegian colleagues (NOU 2022: 18). In addition to that, having a

legal job in Norway often gives them access to the welfare benefits (Bratsberg, 2021). In some cases unwillingness to report labour law violation can be fear of losing the job or fear of uncovering uncomfortable facts about the worker himself. Work without paying taxes in Norway is sanctioned, regardless of whether the worker knew about the tax being paid by his employer or not (Fafø, 2022: 14).

Staying in illegal, exploitative employment is to the big disadvantage of the worker. Mateus Schweyher in his article 'Precarity, work exploitation and inferior social rights: EU citizenship of Polish labour migrants in Norway' explores how 'precarious working conditions, including unstable employment, and work exploitation, such as wage theft, tax evasion and other breaches of Norwegian labour laws, function as barriers to successful benefit claims' (Schweyher, 2021).

Labour crime is harmful not only to the worker being taken advantage of. It is a dangerous occurrence for the whole labour market and a threat to the Norwegian welfare state (Fafø 2022: 14; NOU 2022: 18). Employers paying low unworthy wages to their employees can offer lower prices for carrying out projects and win tenders. This is for the disadvantage of serious, following the law employers, who miss job opportunities. Wages in industries with big concentrations of immigrants tend to go up slower compared to the other economy sectors (NOU 2022: 18), which is also an unfavourable effect.

## **2.4 Existing information infrastructures**

Many studies point to the lack of knowledge about Norwegian work law as one of the most important factors exposing labour migrants to social dumping, labour crime and work-related accidents (NOU, Schweyher, Fafø, Farahmand & Myklebostad, TØI, NTAES).

Numerous actions and strategies have been taken to prevent and decrease likelihoods and effects of those negative phenomena. Due to the limitation of this study I will focus only on the strategies connected to reaching labour migrants with information. Websites of Skatteetaten, Politiet, UDI, NAV and Arbeidstilsynet all

include information directed to labour migrants in Norwegian and in English. In addition Arbeidstilsynet's website has information translated to Polish. Another example is website [workinnorway.no](http://workinnorway.no), which is driven by those authorities as well (information in Norwegian and English) and SUA's website (information in Norwegian, English and Polish) (NOU 2022: 18). Jusshjelpa develops informational brochures in Polish for example 'Minimum rights for immigrant workers' (Engebrigtsen et al., 2017). Polish Dialog is a new established organisation offering guidance for Polish immigrants in Polish (Polsk Dialog, 2023). Other organisations offering counseling are EURES (Engebrigtsen et al., 2017), Caritas and Kirkenes Bymisjon. They can give information in Polish depending on the available polish speaking consultants, however the websites of Caritas and Kirkenes Bymisjon are available only in Norwegian.

It is worth mentioning Arbeidstilsynet's campaign 'Know Your Rights', which was successful in reaching labour migrants. Factors that contributed to this well tailored campaign was cooperation with authorities from migrants' countries of origin, use of native languages, pictures and videos as well as taking advantage of social media (Eggen et al., 2021).

I would like to highlight the work of 'Arbeidsinnvandrertutvalget'. In 2021 The immigrant labour committee was appointed by royal decree to inspect and review the current situation of immigrant workers in Norway. The goal was to come up with recommendations for the further development of integration policy directed to immigrant workers (NOU 2022: 18). Committee means that the most important action supporting the integration of labour migrants in Norway is facilitating a well-functioning work environment. It involves fighting social dumping and work crime. Besides other suggestions, emphasising actions on reaching migrants with information, especially in the beginning of their stay in Norway will be important to maintain a good working environment and limiting the risk of injuries and accidents in the workplace (NOU 2022: 18). Committee underlines the role of digital information, which is in line with government recommendations for fighting social dumping and work crime (Regjeringen, 2022). They both support further development of the existing bases of online information directed to migrants. What

is more, the committee proposes creation of a 'welcome-app' with an additional web based portal (NOU 2022: 18). Committee stresses that correct translation of laws and rules to native languages of immigrants is crucial. Committee means as well that information about Norwegian work law should be available to immigrants in the places where they are obliged to show up and register their stay in Norway. Involving immigrants in the process of creating the information system is seen as essential in order to reach them in an effective way (NOU 2022: 18).

Despite all of those efforts, results from the study among immigrants from countries outside EEU presented by Fafo indicate that many immigrants perceive information about work and residency rules in Norway as fragmented and unclear (Ødegård, 2022). A report about recent experiences of Ukrainian refugees in Norway shows that many of them meet challenges with understanding areas of responsibilities of different governmental institutions and express a need for digital space with all that information gathered and explained (Hernes et al., 2022). The Corona pandemic exposed big challenges of Norwegian authorities with reaching out with information to the immigrant population in Norway (Kunnskapsdepartementet, 2020).

Review of the sources concerning the work situation of Polish migrants in Norway indicates an unsatisfactory level of their knowledge about current work laws and rules.

However, one can argue if knowledge of Norwegian work law alone would be enough to prevent and protect Polish migrants from unfortunate situations. First it is important to mention that migrant workers have the same rights and obligations as native Norwegian workers (St.meld. 18 (2007-2008), 2008). However, equal rights for everyone, do not mean that each individual has the same prerequisite to make use of them (Djuve et al., 2011). As it is mentioned in a Fafo report for some groups (especially labour migrants) facilitation is necessary to be able to ascertain equality (Fafo 2022: 14). Language is one of the requirements to be able to claim, demand one's rights as well as report and follow up one's case at Norwegian authorities (Fafo 2022: 14, Johnsen, 1987). Other barriers in making use of rights one is entitled to



listed in a report are: trust and fear, documentation and control, legal aid and poverty and health issues (Fafo 2022: 14).

## **3 Theoretical background**

### **3.1 Design approach**

#### **3.1.1 Service design and human centred design**

There are several definitions to service design but it is common to see it as a design process, which focuses on solving the right problem and building meaningful user experiences (Stickdorn et al., 2018). According to Miller (2015): ‘Service design is rooted in design thinking, and brings a creative, human-centred process to service improvement and designing new services’ (Miller, 2015). Service design can be also described through its principles which are: human-centered, collaborative, iterative, sequential, real and holistic (Stickdorn et al., 2018). Applying service design principles to this project allowed me to see the problem of access to information about Norwegian labour law among Polish migrants from different perspectives. I focused not only on Polish migrants, but also on the organisations assisting them with accessing information about Norwegian labour law. Their voices were included throughout the whole design process. Through literature review and by following current debate I investigated how access to information about Norwegian labour law influences the Norwegian labour market and welfare system, which gave me a holistic view on this problem. Service design gave me tools and methods needed to deliver a solution to the problems of my target group.

#### **3.1.2 Approaching vulnerable population**

The group I decided to target with my service is characterised by low English and Norwegian skills, low social capital and low motivation to seek information. In the article ‘Enabling and Constraining Conditions for Co-production with Vulnerable Users: A Case Study of Refugee Services’ authors point that people in early stages of settlement can be called ‘vulnerable users’, because ‘they lack language proficiency

and are often not familiar with cultural codes and with how public services work in a welfare state system' (Bjerck&Røhnebæk, 2021). However the term 'vulnerable' should be used carefully, as it can devalue the strengths of this group of citizens. It may also apply in varying degrees to different individuals within the same group. In addition, the term 'vulnerable' has some patronising undertones which may influence negatively attitude towards 'vulnerable group' and set mental constraints on co-production with that group of people (Bjerck&Røhnebæk, 2021). Authors of the article propose that: 'vulnerability in a public service context can be understood as related to a state of powerlessness in interactions with the public service system' (Bjerck&Røhnebæk, 2021), which frees vulnerable populations from the negative stigma. In the article 'Libraries reaching out with health information to vulnerable populations: guidance from research on information seeking and use' authors point that: 'whenever users are not experts and must relate to experts, they become vulnerable' (Dervin & Huber, 2005).

Low English and Norwegian skills, low social capital and low motivation to seek information of my target users made me search if there are any strategies on how to get through to such audiences. In the article by Vicki S. Freimuth and Wendy Mettger focusing on the health information campaigns authors point that people coming from ethnic minorities, with low socioeconomic status can be tagged as 'hard-to-reach'. However, this pejorative label can make these audiences seem isolated, apathetic and powerless (Freimuth & Mettger, 1990), which again is a negative effect for those target groups. Dervin and Huber add that: 'there is no one right way to disseminate information, and there is no one right message strategy' (Dervin & Huber, 2005).

It is important to be sensitive when approaching a vulnerable population, which I targeted. At the same time one should not undermine its strengths and capabilities. With that as a background I decided to include my target population in the design process.

## 3.2 Information design

Information design makes complex information clear with the needs of users in mind. It may use words or pictures, it may deliver that information on paper, digital devices, or public information displays such as directional signs. Information designers transform and present an intended message to suit the purposes, skills, experience, preferences, and circumstances of the intended users.

(Black et al., 2017)

Information design is a broad field containing rich and resourceful theories for designing and delivering right information to the targeted group. After the decision to create an online information platform I looked into chosen information design theories presented below, which guided me through the design process of the final solution.

### 3.2.1 Presenting legal information online

Rob Waller in his article ‘Layout for legislation’ notices the gap between the typical length and complexity of the text and the eagerness of people to read it (Waller, 2015). In addition, there is a difference in the way people read online versus in print (Moran, 2020). Many studies summarised by Kate Moran, show that people are more likely to scan the text instead of reading it word for word (Moran, 2020). What implications does it have for design? Moran presents four measures, helping people find right information without having to go through the ‘wall of text’:

- using headings and subheadings to structure information and break up the content
- using bulleted lists and bold text formatting to highlight most important information
- placing the clue of the information up-front, so people do not have to read the whole section to understand the problem
- using plain language for concise and understandable content (Moran, 2020).

Jakob Nielsen in his article on writing style for Web notices that: 'Web content must be brief and get to the point quickly, because users are likely to be on a specific mission' (Nielsen, 2008). He recommends creating 'actionable content', which means content tailored to the user's immediate needs (Nielsen, 2008).

I would like to refer to the article 'When Design Met Law: Design Patterns for Information Transparency' in which authors highlight recurring problems in presenting legal information online and propose solutions to them. Some of the design patterns that support information understandability listed there are:

- illustrative examples - help make vague terms more clear and tangible
- summaries - gather most relevant information from each section
- order and labels - help organise content hierarchically, thematically and visually
- table of content - provides overview over content, if navigable provides shortcut to the section of interest
- layered information - allows for presenting most relevant information on the first layer, while leaving more descriptive information accessible on demand on the second layer
- FAQs - provides answers to most common questions
- companion icons - help distinguish different sections of the document, make it more visually pleasing
- timelines - explain processes in a visual and logical manner (Rossi et al., 2019)

All the examples presented above try to break the 'wall of text' and let people understand online information more effectively. However, it is not a new trend. Waller (2017) invokes the history of paper documents as the example on 'an increasingly rich range of ways to overcome the linearity of language and to make written information accessible: word spacing, punctuation, the codex, headings, page numbers, typographic structures, indexes, and multimodal layouts' (Waller, 2017). All those measures support different strategies of extracting information like skimming, searching and note-taking (Waller, 2017). He stresses the way different

multimodal elements are juxtaposed with each other, meaning that their spatial relationship can be as important for information transition as the sequence of words in the sentence (Waller, 2017). Multimodality refers to the dynamics between different representational modes, for example, between images and written word (Kress & Van Leeuwen, 2001).

### **3.2.2 Plain language**

There are several definitions of plain language, but mostly it is interpreted as language and design tactics that make texts simpler to understand and use for target audiences (Garwood, 2014). The International Plain Language Federation means that: 'A communication is in plain language if its wording, structure, and design are so clear that the intended readers can easily find what they need, understand what they find, and use that information' (The International Plain Language Federation, 2023).

Writing in plain language requires writing for the concrete user group. To be able to do that one has to get to know the audience of the text and adjust it accordingly to the user's needs (The Plain Language Action and Information Network, 2023). This requires among others using words the audience is known to from before. The use of pronouns is advised to speak directly to the user (The Plain Language Action and Information Network, 2023). One should also find out what the reader wants to achieve after reading the text and adjust content accordingly.

Text written in plain language should be put together in a short and concise way. The most important information should be presented upfront (Center for Plain Language, 2023) and all details that are not essential for the user to read should be excluded. It is recommended to use examples to explain complex information (The Plain Language Action and Information Network, 2023).

Text written in a plain language should be structured clearly and logically. The use of headings and summaries is recommended as it allows for getting the overview over the content only by skimming (Språkrådet, 2023). Paragraphs of text should not

be too long (no more than 250 words) and maximum of 150 words in three to eight sentences per paragraph (The Plain Language Action and Information Network, 2023).

The use of jargon is not recommended and abbreviations in a form of acronyms should be used sparingly (The Plain Language Action and Information Network, 2023). Passive form and old fashioned words should be avoided as they make text feel formal and distant for the user (The Plain Language Action and Information Network, 2023). There are additional plain language guidelines specific for the Polish language. I take it into consideration that they may be not understandable for non Polish speaking readers, however I decided to list two of them to give an example. I will follow those grammar guidelines to create my design solution, which will be in Polish:

- Avoid participles that end in ‘-ąc’ or ‘-ący’, ‘-ąca’, ‘-ące’.
- Avoid gerunds. These are the ones that end in ‘-anie’, ‘-en’, ‘-cie’. They are associated with phrases: ‘in the event of (...)’, ‘because of (...)’, ‘as a result of (...)’, ‘for the purpose of (...)’, so try not to use them (Serwis Sluzby Cywilnej, n.d.).

It is also important how the text is designed visually: the right choice of typography, structure, enough white space around elements are important factors increasing readability of text. It is recommended to follow web standards (The Plain Language Action and Information Network, 2023).

To make sure that content is understood by the audience in a way it was meant to, it is recommended to test it with the representative user group. This should be done iteratively and ideally as early as possible in the design process (Center for Plain Language, 2023).

## 4 Method

### 4.1 Double diamond framework

The Double Diamond framework is frequently employed in Human Centred Design. This project model was developed in the United Kingdom by the British Design Council (2019). It requires dividing the design process into four phases: **Discover**, **Define**, **Develop** and **Deliver**. This division allows for analysing the problem widely and deeply in a Discover phase to then narrowing it down in a Define phase. Develop stage of the process allows for broad exploration of the possible problem solution, then focusing specific actions in a Deliver phase. The project adopted the Double Diamond framework to ensure that the correct problem was addressed in an appropriate manner.

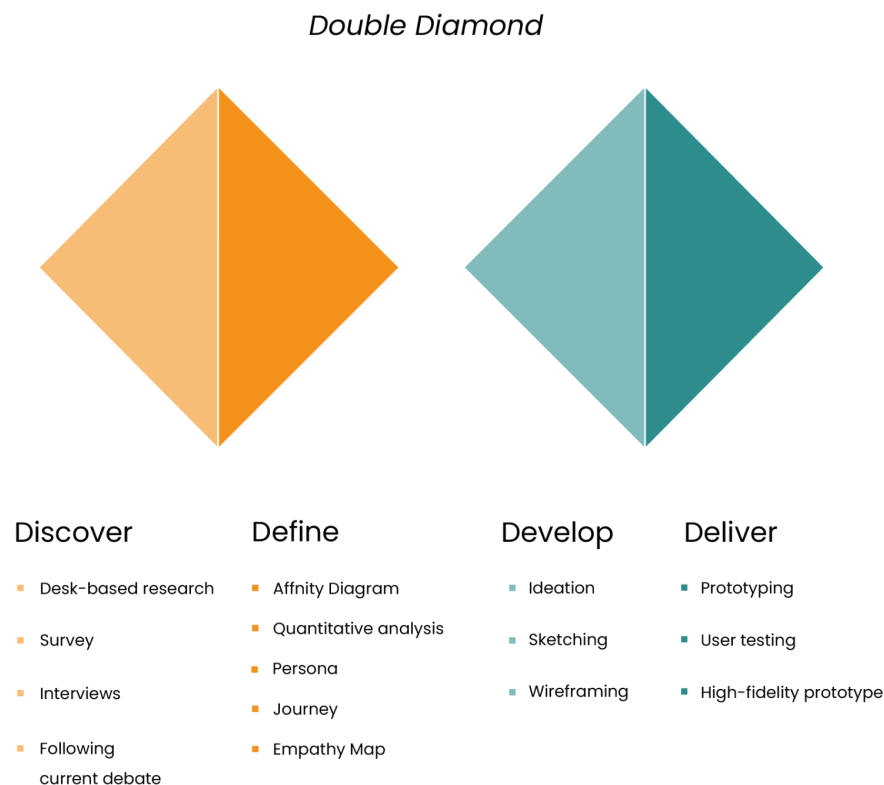


Figure 3. Double Diamond framework

## 4.2 DISCOVER

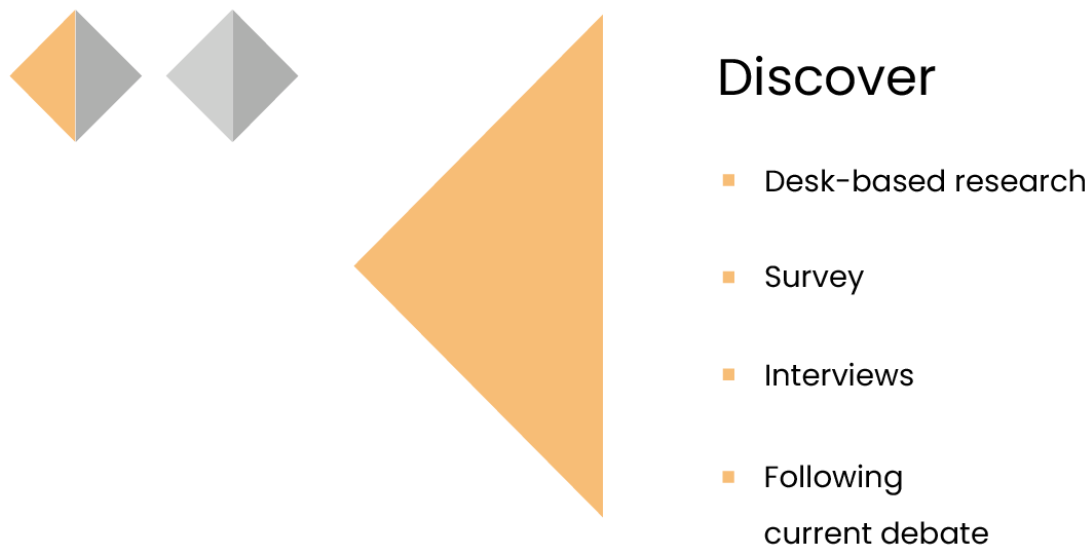


Figure 4. Discover phase

### 4.2.1 Desk-based research

In order to get the most true and objective view on the target group and the problem of my study, the literature review was conducted. ‘The literature review is intended to distil information from published sources, capturing the essence of previous research or projects as they might inform the current project’ (Hanington and Martin, 2019). Sources like national statistics and governmental reports were a mine of information about characteristics of Polish migrants in Norway. Many studies describe lifestyle and challenges encountered by Poles in Norway, also these connected to the lack of sufficient information about Norwegian labour law (NOU, Schweyher, Fafo, Farahmand & Myklebostad, TØI, NTAES). Available literature confirmed and even highlighted the urge for better informational strategies directed on work immigrants (Kunnskapsdepartementet, Ødegård, Hernes et al., NOU).

In connection with the proposed design solution, a literature search was conducted, focusing on topics related to information design. The findings from this exploration informed my final design decisions.



#### 4.2.2 Survey

To ensure data safety, anonymity, responsiveness, and universal design, a survey was created using the Nettskjema service. (Nettskjema, 2023). The survey was designed in Polish to ensure inclusivity and avoid excluding non-English speakers from participating in the study. To facilitate documentation and reporting, the survey was translated into English. It was then distributed on the Facebook platform to reach a broad and diverse audience, including established digital communities. Polish people in Norway have formed their own groups on Facebook such as 'Poles in Norway', 'Poles in Oslo', 'Poles in Bergen', and more. These groups serve multiple purposes, providing diverse content such as job offers, product sales, apartment listings, and relevant community information. Additionally, they often serve as platforms for seeking help or advice, particularly regarding work-related situations and employment laws. The distribution of the survey on the Facebook platform led to a substantial number of responses being received.

In my post I briefly introduced myself and the object of my study. In the survey, I specified that it covers immigrants who have been in Norway for a maximum of 5 years. I explained that by answering the survey, participants would help me achieve the study's goals, benefiting themselves and other Polish migrants in Norway. I assured them that answering the mandatory questions would take no more than 5 minutes and that all responses would be fully anonymous. Additionally, I encouraged participants to leave comments or contact me via email if they wanted to contribute or share their opinions on the topic.

Decision to use a survey as a research method was chosen to reach the broader population of people in a short amount of time. The characteristics of the survey tool allow exactly for that (Baxter, 2015). I wished to create a quite short (not exceeding 5 minutes to answer) form, that would not require too much cognitive effort to fill out. All obligatory questions required choosing the alternatives and all questions that asked for typing answers on one's own were voluntary, as not to require significant cognitive burden from participants. I used the branching logic as

not all the questions applied to each respondent (Baxter, 2015). Survey was pilot tested before distribution.

Information collected in the survey would hopefully give me a general idea on how Polish people search for information about Norwegian labour law and what challenges they meet when doing it, as well as some general demographics of the participants. As Baxter says in her book, survey is an effective tool to learn how participants currently achieve their tasks (Baxter, 2015). Questions used in the survey were put into the Appendix.

Analysis of the survey answers would inform the direction and form of the questions in the more in depth semi-structured interviews. The plan was to deepen explorations into some specific areas of the problem later and include some 'why' and follow-up questions that were not possible and suitable to ask in the survey. In addition to the investigation, the survey had a recruitment function. The goal was to engage people willing to be interviewed further on the same topic. Familiarising the target group with the problem area and the questions I wished to get answered, hopefully would make them more comfortable and willing to share their thoughts personally with me. In my survey I combined a QR code that allowed interested users to go to another form and register as a volunteer to be interviewed further in the study. I shared an option of direct contact by email as well for the users who prefer that form of reaching out. Using QR code allowed interested people to stay anonymous and protected from connecting their personal information and answers in the survey.

### **4.2.3 Interviews**

'An interview is a guided conversation in which one person seeks information from another' (Baxter, 2015).

The objective of interviews was getting to know the complexity of the encounter of Polish migrants with information about Norwegian labour law. I wanted to hear

how they talk about it with their own words. The goal was to discover their strategies and patterns on finding out information and possible struggles they had. The second part of the interview centred around discussing potential improvements in how information about Norwegian labour law is communicated.

Engaging with institutions and organisations helping Polish people to navigate Norwegian labour law would allow me to grasp different perspectives on the problem of labour law accessibility. People working there are very often contacted by Polish migrants to seek guidance and information connected to their work related issues. It was valuable to understand their viewpoint and opinions regarding the difficulties faced by Polish migrants in assimilating, finding, and utilising knowledge about their rights as workers in Norway. I expected some general view on this problem and broader perspective on Polish migrants as a group in contrast to a more personal approach with Polish migrants themselves. This to gain a more holistic view on the problem. Questions for the institutions were formulated differently than the ones directed to Polish migrants (Appendix).

For this stage of a study a semi-structured style of the interview was chosen. The combination of a guided and organised agenda for the conversation with the openness and willingness to follow up and deepen unexpected and unscheduled topics that emerge during the interview (Baxter, 2015) seemed like a perfect option for achieving the objective of this part of the research. All interviews varied in length (from 30 min to 1 hour) and content, as each informant presented his own personal view on the matter.

Despite efforts to recruit interview participants among survey respondents, nobody volunteered to take part in this further stage of a study. Thanks to my own connections, I managed to gather a satisfying number of informants. I started with reaching out to Polish migrants within my network, who I knew had lived in Norway not more than 5 years, as well as to other Polish migrants who might have known someone within my target group. I managed to recruit 4 study participants directly and 2 study participants were recruited and recommended by other Polish migrants.

When it comes to contacting institutions I chose to contact them directly by email. I reached out to several institutions, work unions and consulting companies helping Polish people and giving them information about Norwegian labour law. I managed to schedule interviews with a Polish Dialog representative and one work union representative. Interview with a work union representative was followed up with an additional phone conversation. Polish Dialog was a very resourceful and helpful informant in this study and I stayed in touch with them on all stages of this project.

Interviews were conducted both on-line and in person (4 in person, 4 online interviews). According to Shapka, the quality of the gathered data during the online versus face to face study stays unaffected (Shapka et al., 2016). Demographics of interview participants are presented in the *Results* section of the report.

Some participants wished to get to know the questions before deciding if to participate in an interview. Their needs were accommodated and they were sent questions beforehand. All participants were informed in advance about the purpose of the study and the way their answers would be collected and processed. All participants had to sign an online informed consent form before taking part in the study. Consent required checking out the 'I agree' box, as no signatures or other personal data were collected during the study.

To respect the preferences of study participants and avoid potential obstacles, I opted not to record their voices. Instead, their answers were manually noted. This decision was based on the belief that some valuable informants might withdraw from the study if they knew their voices would be recorded. Factors such as mistrust, discomfort, or personal reasons could have influenced their decision. Fortunately, my fiancé kindly assisted me with this task, allowing me to fully concentrate on engaging in the conversations.

### **4.2.3 Following current debate**

In relation to this project, I attended a panel discussion after the premiere of Igor Devold's movie 'Norwegian Dream'. Movie is about a conflict that develops at work

and life as a Polish migrant worker in Norway. Discussion took place at Odeon Cinema in Oslo and was arranged by Stiftelsen Mangfold i Arbeidslivet and Polish Dialog. Topics of the discussion were worker rights and how one can better ensure that everyone who works in Norway is made aware of their rights. Discussion participants were movie director Igor Devold, representants of work unions: NNN, Fair Play Bygg Oslo, Bygningsarbeidernes fagforening, Sjømat Norge, writer and former journalist Einar Haakaas, as well as representatives from Polish Dialog, Oslo Kommune and Arbeidstilsynet. It was a great opportunity to listen to the discussion, which was very relevant to the topic of my research. I followed the discussion carefully and took notes. Even though there was no time to ask questions to the participants I managed to gather interesting insight about the situation of migrant workers in Norway. It was especially valuable to me to catch Arbeidstilsynet's perspective on this topic, as I did not succeed in scheduling an interview with them.

### 4.3 DEFINE

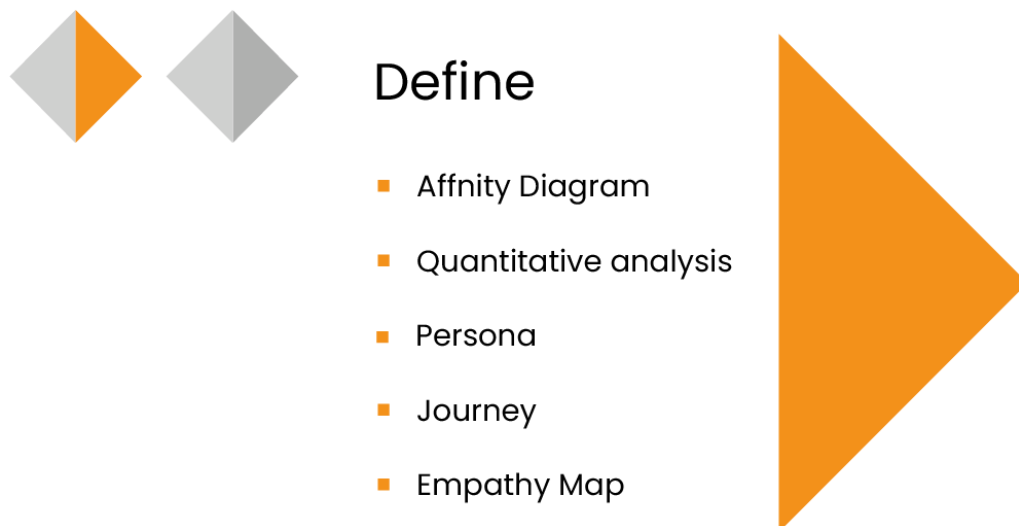


Figure 5. Define phase

### 4.3.1 Affinity Diagram

Affinity Diagram is a method often used to analyse and organise qualitative data (Preece et al., 2015). It requires assembling notes and clustering them in meaningful groups (Hanington and Martin, 2019). This allows getting a better overview over gathered data. Affinity Diagram, which was made in Miro, helped me analyse information both from the survey and interviews. I used predefined categories to sort and combine similar answers. However, additional categories emerged later from collected responses.

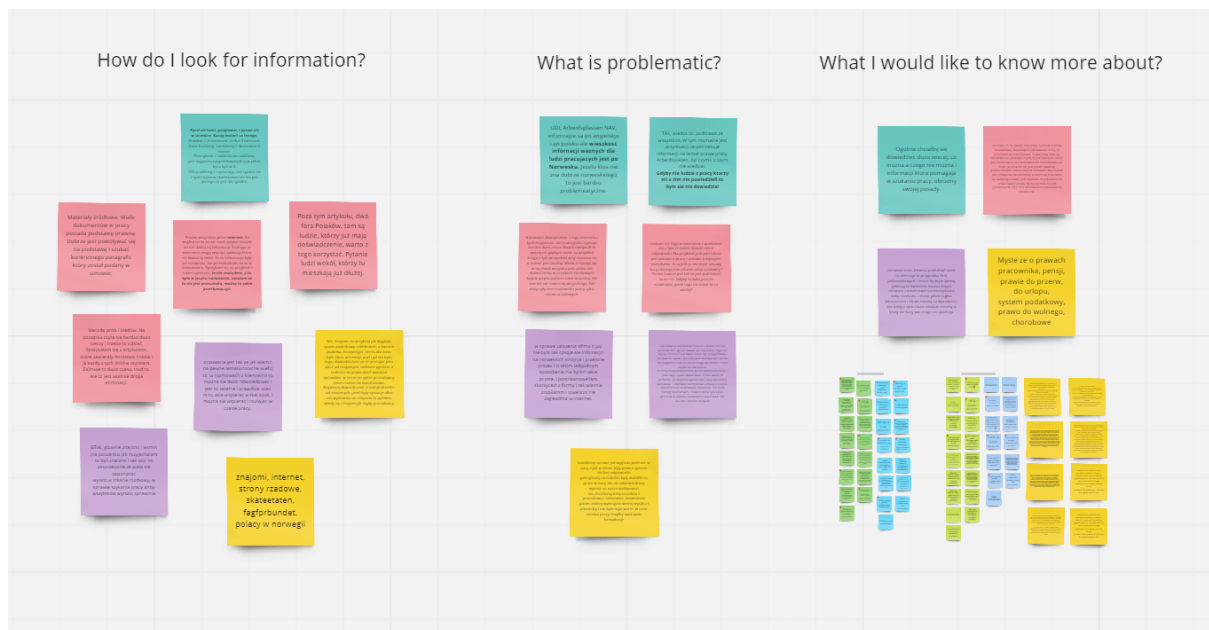


Figure 6. Affinity diagram

### 4.3.2 Quantitative analysis

Quantitative data from the survey and interviews was analysed in Excel. Excel was chosen as it enables to organize data in a clear and understandable way, perform simple calculations, compare data sets and create visualisations (Rubin & Abrams, 2015). It was used to analyse demographics of interviewees and survey participants. It was achieved by coding and comparing the data.

### 4.3.3 Persona

Persona is a fictitious individual, based on an insight gathered from several project informants (Preece et al., 2015). It reflects characteristics of the user group. It is recommended to create three to five personas (Hanington and Martin, 2019). Based on the research I divided my informants into three groups and represented them in following personas: *Advanced*, *Intermediate* and *Beginner*. Personas were created in Figma. Personas helped me understand who I should design for and were used further in the process as a reminder.

### 4.3.4 Journey

‘A journey is a visualisation of the process that a person goes through in order to accomplish a goal’ (Gibbons, 2018). I employed a journey in this project to depict the sequential process through which various personas acquire information regarding Norwegian labour law. Utilising Figma and a timeline, I illustrated each step accompanied by the thoughts and emotions of the personas. This approach generated a narrative that encompassed both the achievements and challenges encountered by the personas while striving to accomplish their objective.

### 4.3.5 Empathy map

Empathy map is a tool used to visualise knowledge about a particular type of user. It usually focuses on what a person says, thinks, does and feels (Gibbons, 2018). It helps better understand the user's point of view and empathise with him. I created an empathy map to each persona and reflected their state in the meeting with the Norwegian labour law.

## 4.4 DEVELOP



Figure 7. Develop phase

### 4.4.1 Ideation

Ideation is a creative process in which designers generate ideas (Interaction Design Foundation, nd.). I based my problem solution ideas on the insight gathered in the previous stages of the project. I included questions regarding possible problem solutions in the interviews and the survey, which allowed me to get an overview over propositions and wishes of my user group. It allowed for including their voices in the ideation process. I strived to keep an open mind while generating solution ideas and at the same time remember to focus on solving the problem defined in a previous design phase.

### 4.4.2 Sketching

After deciding on one design idea, I began to sketch it on paper. At this stage a design does not remind a final solution (Preece et al., 2015). However this stage was



important to quickly map out all the functionalities of the app. Different design concepts were evaluated and the plan for the digital wireframes was made.

#### 4.4.3 Wireframing

In this stage I created digital wireframes of my design solution in Figma. Wireframes are simple digital drawings, which show functionality, content and structure outline of the digital product (Preece et al., 2015). They served as a base for further development.

### 4.5 DELIVER

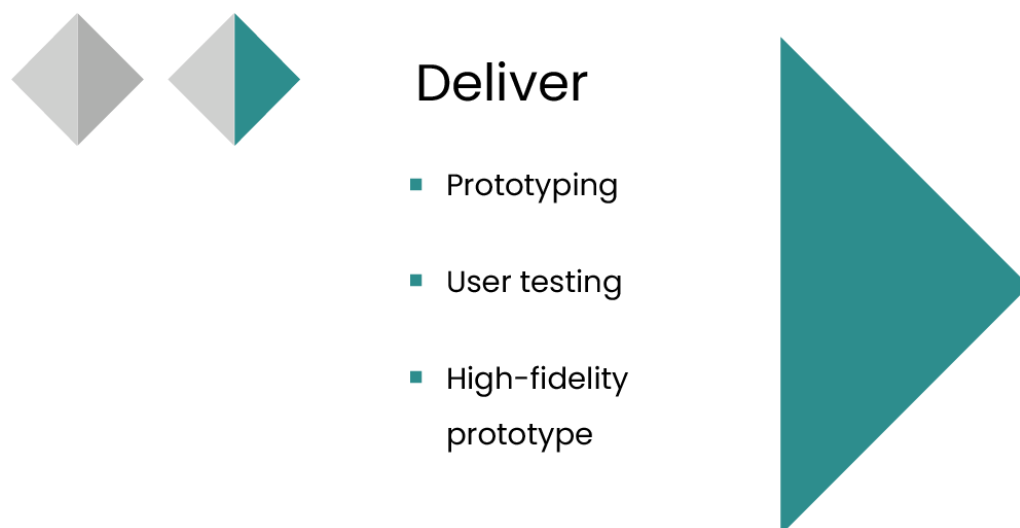


Figure 8. Deliver phase

#### 4.5.1 Prototyping

Lot of time was spent on choosing the right content for the digital information platform. It is crucial that it delivers the right information to the users. My priority was to gather the most crucial information for migrants in the beginning phase of their stay in Norway. I researched websites of UDI, Skatteetaten, Nav, Politiet, workinnorway.no, Arbeidstilsynet and SUA to gather needed information. I focused

on the first formalities new migrants have to go through to legally stay and work in Norway. Then I gathered information about labour law (due to the time limitation I focused on the work environment), social benefits and taxes. Next I translated the chosen information into Polish and rewrote it into plain language when needed. Afterwards I put it into the Figma prototype. Only then I could focus on the visual aspect of the information platform. It was very important to make content easy to read and visually attractive for the users and adhere to the laws of plain language and information design.

#### 4.5.2 User-testing

Link to the digital prototype was sent to the Polish Dialog representative, who is an expert on the content presented in the app, as well as a very close observer of my user group. It was done to validate that the content of the application is correct, as well to get an opinion on other aspects of the app like functionality and design.

Second testing of the app took place spontaneously. I was asked by a friend about the formalities her Polish friend has to complete to start working in Norway. I opened my digital prototype and gave her my best answers. This situation revealed which useful information were lacking in my digital prototype. Testing of the mobile application with a user group took place online. The link to the digital Figma prototype was sent to the users. Users were asked to freely explore the application and share their opinion on the following aspects:

What do you like about the app?

What do you not like about the app?

What would you change about the app?

What would make you use the app?

Recruitment of test participants from my target user group happened through my network. Number of online test participants was 4.

### **4.5.3 High-fidelity prototype**

High-fidelity prototype is more similar to a finished product (Sharp et al., 2015). However my prototype was not filled with as much information as I planned for, due to the time constraints, it was enough to convey my concept of the digital information service. Hi-fidelity prototype included icons and illustrations. Some of them I managed to purchase online on the Creative Market, however, it was challenging to collect the whole set of icons and illustrations representing exactly what I needed for my prototype. The rest of the icons and illustrations I designed myself in Adobe Illustrator. It was important for me that icons and illustrations combine well with the content of my application and facilitate understanding of text.

### **4.6 Bias and ethical considerations**

When distributing and analysing the data from the survey one must be aware that people willing to participate in a study and answer the survey may be systematically different from those who chose not to (Baxter, 2015). This concern was further confirmed in a study. In addition, the number of responses to the survey compared to the size of the target group was quite low. Baxter states that one should not expect more than 20% response rate from the targeted population, however 77 answers is way below that (27 959 Polish immigrants). However, data on how many immigrants within the group of interest are Facebook groups members and the number that actually have seen the post are unknown.

I was unsure about including the target population of my service solution into the design process. However, I decided to do it. I stayed sensitive when approaching my target population and did not undermine their potential. More on the topic of vulnerable populations in section 3.1.2.

Being a Polish migrant myself, may rise a question if I was not biased when conducting the study. I chose to focus on the topic of labour law information accessibility out of my own interest. I believe that facilitating access to information

about Norwegian labour law is beneficial not only to Polish migrants, but to migrants from other countries and Norwegian society. Being Polish gave me advantages in approaching my target population, in the form of language, culture and network of Polish migrants. I looked at my nationality as an advantage rather than an obstacle in conducting this study and approached the problem of my thesis with an open mind.

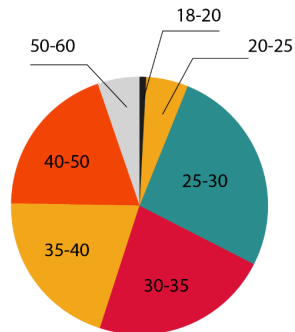
## **5 Results**

### **5.1 DISCOVER**

#### **5.1.1 Demographics**

The total number of answers collected in the survey was 77. Age distribution was quite even between the different age range groups, starting from 26 percent in the 25-30 age group and ending at 19 percent in the 40-50 age range. Answerers from 18 to 25 and 50-60 years old constituted only 12 percent of all respondents. There were 8 interview participants (6 Polish migrants and 2 institutions representatives). Institution representatives will not be included in the following statistics. Age distribution among interview participants was also quite even (one participant in age ranges 20-25, 25-30, 40-50, 50-60 and two participants in 30-35 age range).

Age distribution - survey



Age distribution - interviews

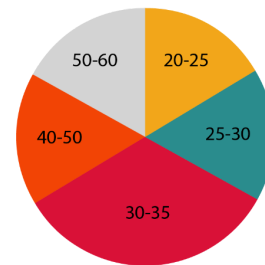
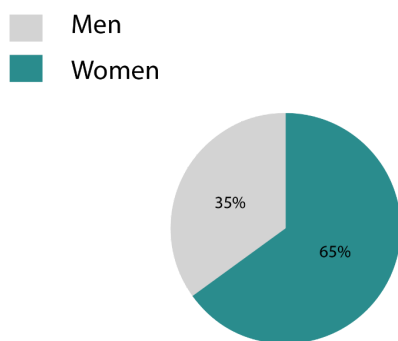


Figure 9. Age distribution

Majority (65 percent) of survey respondents were women and 35 percent were men. There were just as many men and women among interview participants.

Gender - survey



Gender - interviews

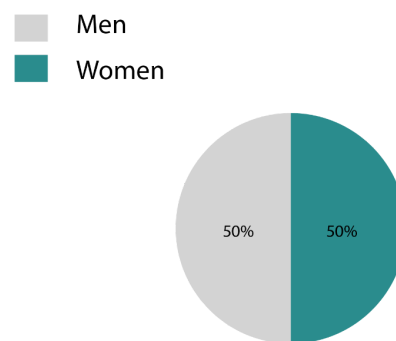


Figure 10. Gender distribution

Gender distribution in the survey is inverted compared to the general characteristics of Polish immigrants in Norway, where 62 percent are men. In the survey 71 percent of women had a university education level, while 70 percent of

men had a secondary education level, which also does not mirror the average education level of Polish immigrants in Norway. 83 percent of interviewees had higher education levels (100 percent women and 67 percent men). This confirms the concerns expressed in the method section touching on the sample bias.

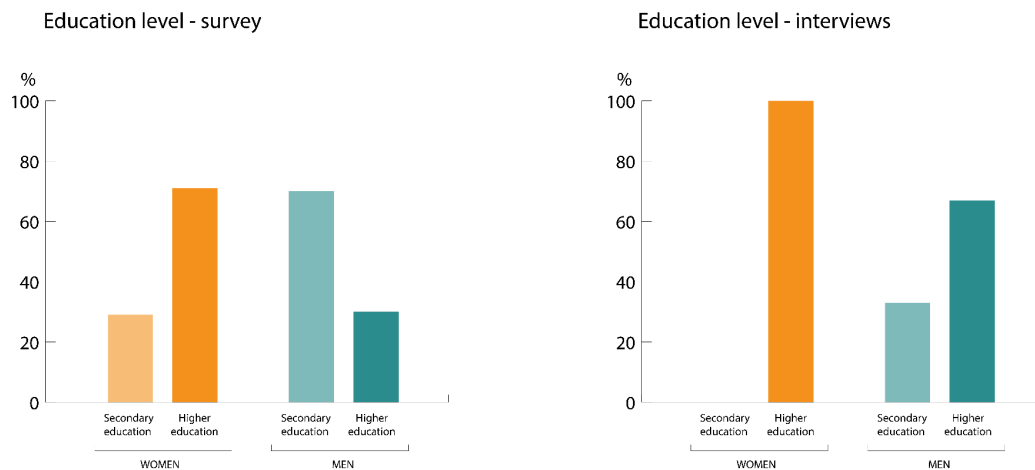


Figure 11. Education level

50 percent of survey respondents have been in Norway for almost 5 years, 20 percent up to one year and the remaining amount was evenly divided between up to 2, 3 and 4 years of stay in Norway. 17 percent of interviewees have been in Norway for up to 1 year, 66 percent for up to 2 years and 17 percent for up to 3 years in Norway.

How long have you been living in Norway - survey



How long have you been living in Norway - interviews

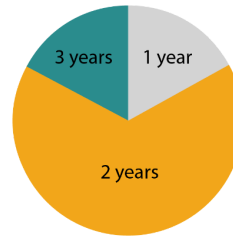
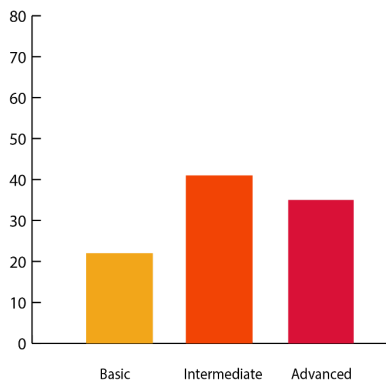


Figure 12. Length of stay in Norway

### 5.1.2 Language skills

22 percent of survey respondents estimated their English language level as basic, 42 percent as intermediate and 36 percent as advanced.

English skills - survey



English skills - interviews

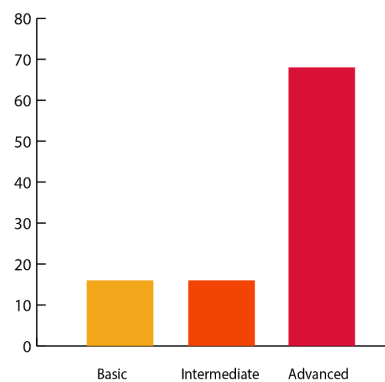


Figure 13. English skills

Reported Norwegian language level was on average lower than English with 44 percent respondents with the basic knowledge, 39 percent with an intermediate knowledge and only 17 percent with advanced language competences.

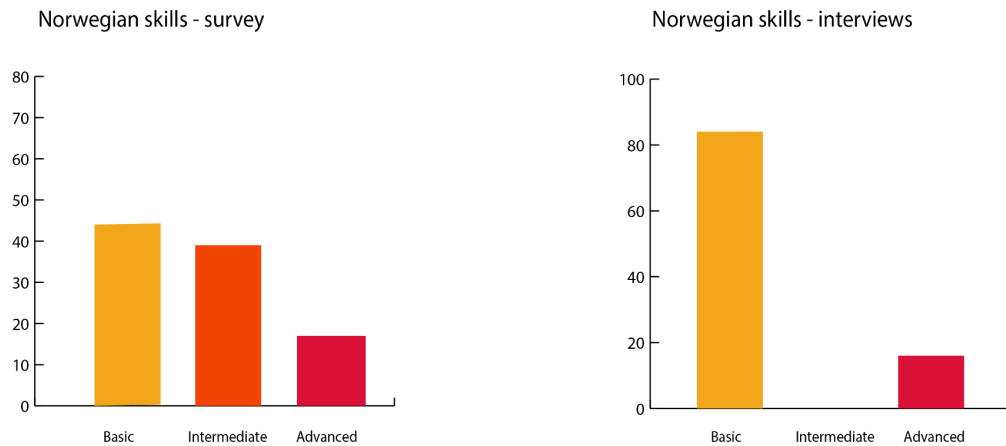


Figure 14. Norwegian skills

Interestingly only 4 percent of men estimated their Norwegian language level as advanced in comparison to 31 percent of women. Lower than English Norwegian language level is understood as usually language competences grow proportionally to the amount of time spent in a foreign country. Up to 5 years of residence in Norway may be still perceived by some as a short amount of time and the ability to acquire high language skills in that time may vary between individuals. Not without importance is the fact that Norwegian courses have to be paid by labour migrants on their own and not everyone has the money, time or enough motivation to attend them. English competences on the other hand, were most possibly acquired before coming to Norway, as the Polish education system offers mandatory English language training (Gazeta Prawna, 2008). Lower Norwegian language skills among men in comparison to women could be caused by the fact that most men (63 percent) work in industries where Norwegian language skills are not always necessary (construction, transportation, mechanical industry), while women are more spread between different professions.

### 5.1.3 Work experiences

Moving to the next part of the survey, almost 70 percent of respondents reported that they have experienced unfair treatment at work in Norway. 80 percent of them



say that they were treated unfairly by their boss and 47 percent by other coworkers. 64 percent of respondents have taken action to defend themselves.

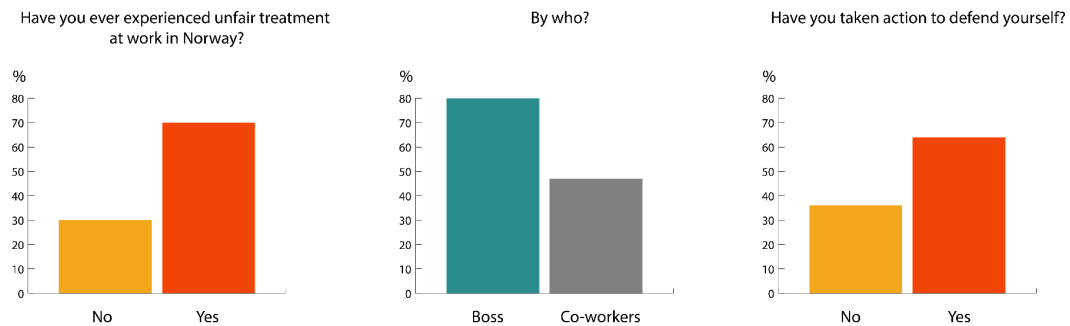


Figure 15. Unfair treatment at work

Three interviewees shared with me their negative work experiences connected to unclarity around payment of salary and working hours. One of them was a witness to a serious racist harassment of another foreign worker.

52 percent of survey respondents have worked in a company under unfair terms. Most of them (60 percent) took actions to demand their rights. Almost one fourth (23 percent of respondents) found out that they were employed on unfair terms already after employment ended. In that situation as much as 71 percent did not take any actions demanding their rights.

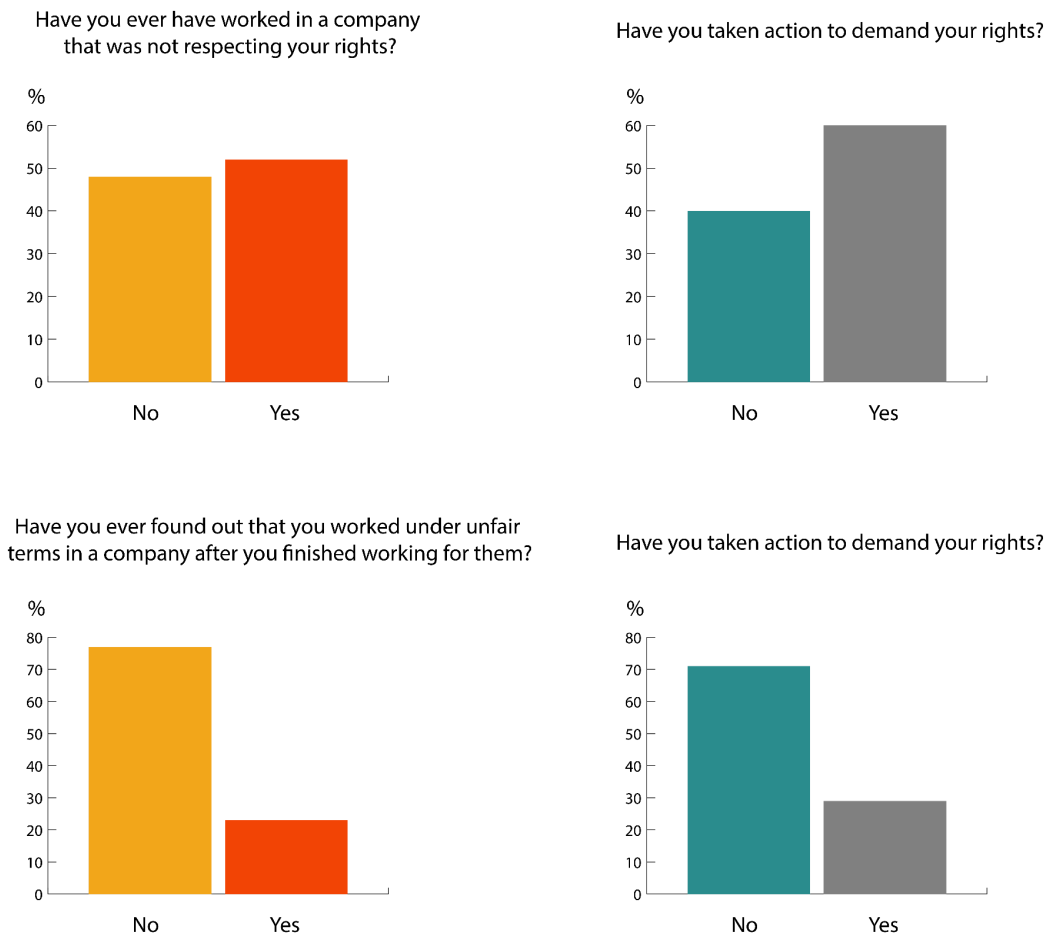


Figure 16. Respecting and demanding one's rights

There could be various reasons why that number is so high. It could be that it was too late to prove anything to the authorities or that one has moved on with his life and did not wish to use energy on old battles. Whatever the reason for that state might be, it shows that unawareness of rules and rights of healthy and legal employment in Norway works to the detriment of the worker and unfair companies have a higher chance of getting away with their actions. The earlier a labour migrant finds out about his rights the easier it is for him to defend himself.

#### 5.1.4 Access to information about Norwegian labour law

Majority (64 percent) of respondents were never informed by anyone about Norwegian labour law. The rest got information from their co-workers (54 percent), bosses (50 percent), family and friends (43 percent), a few from work unions, Arbeidstilsynet, Caritas and voluntary organisations (together 32 percent).

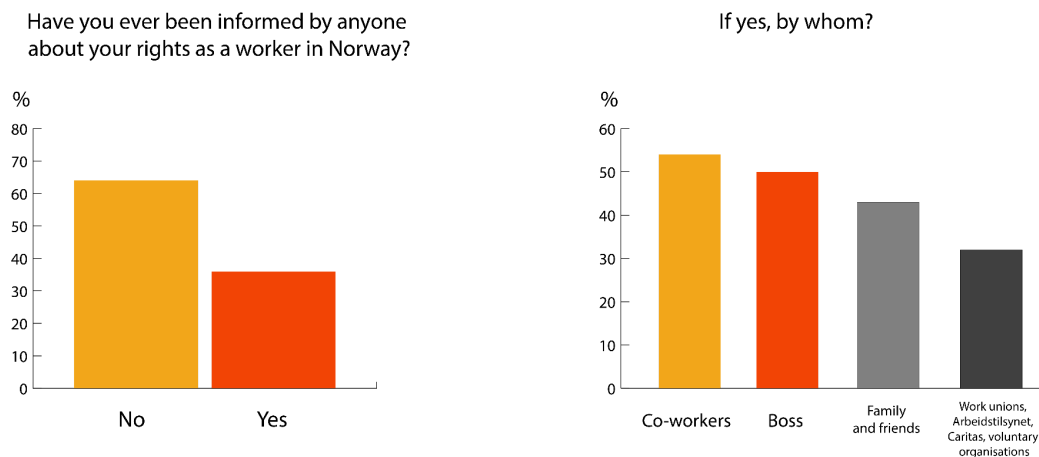


Figure 17. Sources of information about rights as a worker

71 percent of respondents did not seek information about Norwegian labour law before coming to Norway and 83 percent have sought information after coming to the country. It may indicate that migrants optimistically assume that they do not need any special preparations before coming to Norway, and they will learn everything they need on the spot.

### 5.1.5 Information in Polish

68 percent of respondents did not manage to find information about Norwegian labour law in Polish.

Have you managed to find information about your rights as a worker in Norway in Polish?

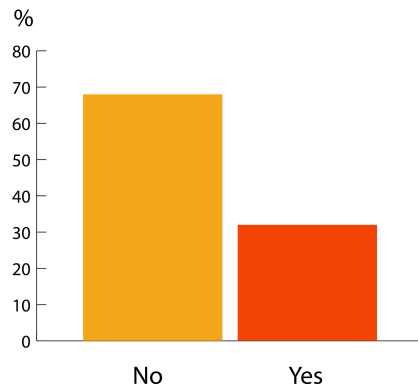


Figure 18. Information in Polish

Those who managed to do that have reached their family and friends, Facebook groups and forums or consultant companies. Some of them managed to automatically translate Norwegian websites to Polish. However, to be able to do that one should have some minimum knowledge of basic Norwegian vocabulary to know what to translate. Only 8 respondents managed to find information on the Polish version of Arbeidstilsynets's website. Such a low number may mean that in reality more people managed to navigate to this website, however it does not contain all the information about Norwegian labour law, so their questions and doubts were not answered. Many of the respondents who did not mention Arbeidstilsynet's website as their source in Polish, mentioned it as a source in Norwegian (There is considerably more information there in Norwegian).

Here it is important to point out that a lot of doubts and concerns Polish migrants have refers to the Norwegian system and the way Norwegian welfare state works. A Polish Dialog worker pointed to the fact that native Norwegians grow up in this system, so it is natural for them to understand how it works. In addition culture and a way of communication conditions the way one digests information. Information about the Norwegian social security system could be found on NAV's website, which does not have a Polish version. Legal work life is also connected to the legal stay in Norway and tax payment which is connected to other institutions - Skatteetaten,

UDI and Politiet. Their websites are not available in Polish either. Another reason for the low score for the Arbeidstilsynet's website is the fact that many Polish migrants are not aware that it is possible to find information in Polish there, as few interviews uncovered. Some interviewees admitted that they found out about this website after a considerable amount of time of stay in Norway. There are in fact more reliable sources from Norwegian's side available in Polish, but there is very little awareness of them. Only four survey respondents admitted that they know Polish Dialog and JURK organisations, who share information about Norwegian work law in Polish online. Personally I discovered a few sources only in connection with this project, and I wish I knew about them earlier.

### 5.1.6 Information in English

69 percent of respondents did not manage to find information about Norwegian work law in English.

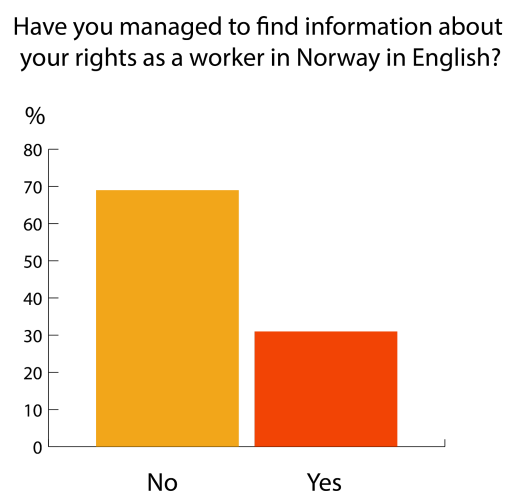


Figure 19. Information in English

It is a surprising result, as all websites of Norwegian institutions have their English versions and 78 percent of respondents estimate their English level as intermediate and higher. Even though it is an interesting result I will not pursue it further, as it is

out of the scope of my thesis. However, it would be interesting to see more research on this topic.

### 5.1.7 Information in Norwegian

At the same time 70 percent of respondents did manage to find information about Norwegian labour law in Norwegian.

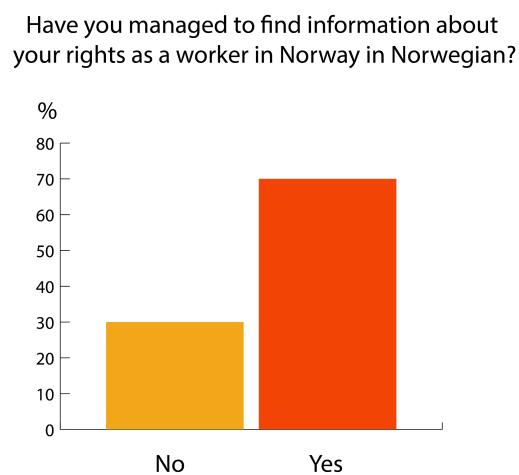


Figure 20. Information in Norwegian

With almost half of the respondents with a beginner level of Norwegian the question is how helpful those informations were, or rather if respondents were able to understand or make use of found information.

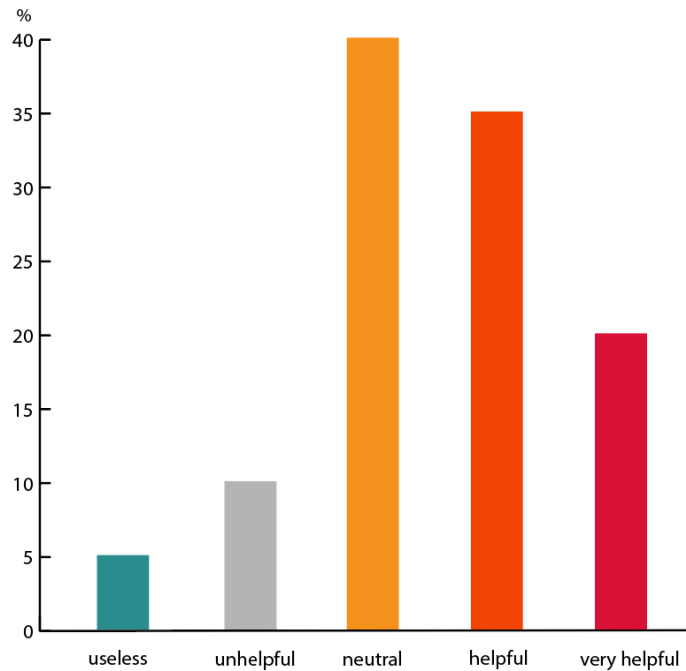


Figure 21. Usefulness of information

12 percent of respondents could not make any use of the information. 38 percent of respondents judged information as neutral, 30 percent as helpful and 20 percent as very helpful. This means that despite finding information 50 percent of respondents could not be positive about it.

### 5.1.8 Win-lose factors

It would be easy to assume that the longer an individual lives in Norway, the better he should be in navigating Norwegian laws and system. This is not always the case. One's ability to find the right information and secure good working conditions is dependent also on language skills, education, digital literacy and social capital. In the interviews with Polish migrants I found out that with basic English and Norwegian skills they were able to extract desired information directly from the governmental websites, by using automatic Google Translate tool. However this method was very time consuming as individuals had to sift a lot of content. The quality of translation was not always optimal and they could not be hundred percent sure that the things they read were actually correct. It shows as well that despite low English and Norwegian skills it is possible with some determination to find needed information

about Norwegian labour law. However it cannot be expected that everybody would be able to understand automatic translation of law referred text and that this fixes the problem of Norwegian labour law accessibility.

Three interviewees admitted to strongly rely on their better experienced close friends or family members as a source of information about laws and rules around work life in Norway. Over 50% of survey respondents answered that in case of problems or doubts they ask for help from family or friends. It shows that social connections are an important resource for Polish migrants in Norway.

What happens with a person who is new to the country, has still low social connections, does not belong to the work union (66 percent of survey respondents are not union members) and his Norwegian and English skills do not allow him to directly contact Norwegian institutions in case of problems? Here I would like to discuss Facebook groups, forums and consultant companies. In conversations with Polish Dialog, union representatives, Polish migrants as well as mentioned by some survey respondents, those sources were not always presented in a bright light. There is no doubt that it is positive to discuss and exchange experiences around Norwegian labour law with other countrymen in Norway. However when it comes to the specific case one wishes an answer to, it is common that people on Facebook groups or internet forums give very different, sometimes contradictory advice. Which one should one listen to? It can be harmful to follow wrong suggestions. Sometimes consulting companies that are supposed to help people solve their problems, can complicate them even more, by misleading and mismanaging the case. Informants suggested that this is not that uncommon that consultants are unqualified for their jobs. In addition their services can be pricey. Work union representative pointed out that in case of problems at work it is much cheaper to be a member of a union, but somehow some Polish migrants are more convinced in paying their money to consultant companies instead. I believe that many Polish migrants might have received good help both from Facebook group advisors and consultant companies. One interviewee admitted that she uses the services of a reliable accountant company that right now takes care of all the legal work around her business, with a great result. However, as experience shows those sources of information should be treated with a



certain dose of scepticism. Polish migrants should have better alternatives to turn to. Choosing to take advantage of paid consultant services or advice from strangers on the internet should be an aware choice, not necessity, coming from self insufficiency and incompetency to manage one's life in Norway.

When it comes to challenges in accessing information about Norwegian labour law, majority of respondents pointed to the language barrier (58 percent), informations are too general (50 percent), informations are too complicated (40 percent), too little information (29 percent), difficult to find (20 percent), none (13 percent) and other (1 percent).

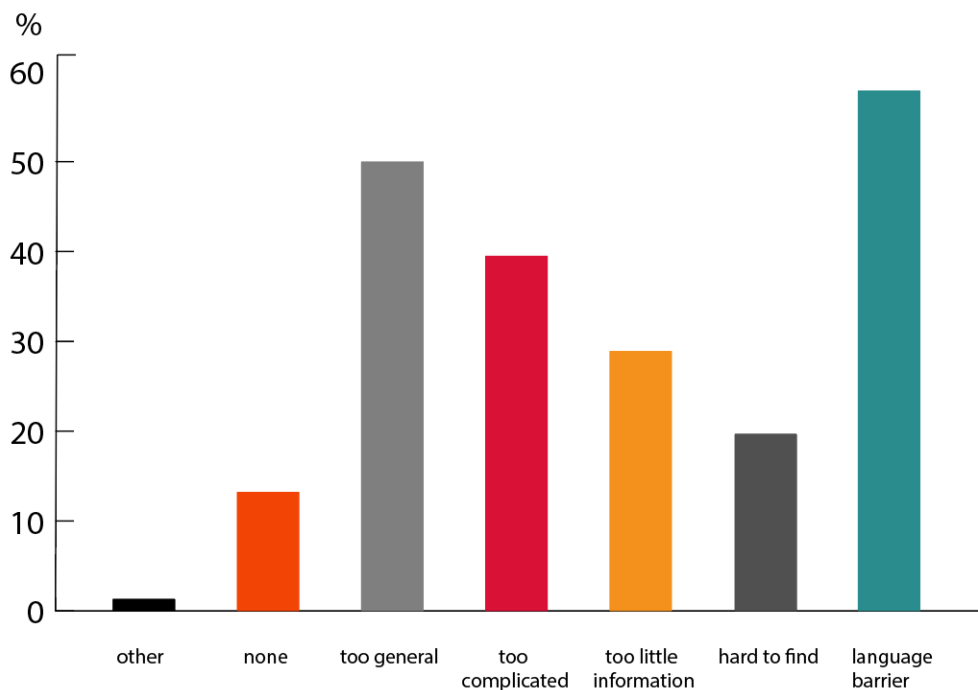


Figure 22. Challenges with accessing information about Norwegian work law

### 5.1.9 Possible solutions

Solutions to the challenges connected to accessing information about Norwegian work law proposed by respondents were:

- information in Polish (websites, possibility to talk to the consultant in Polish and ask questions, webinars, courses, translation of law to Polish)
- law explained in understandable way, gladly on specific examples
- help with interpretation of law
- clues on where to go, where to look for information

I took their ideas further into the development process.

### **5.1.10 Current debate on the topic**

During the panel discussion after ‘Norwegian Dream’ movie representatives from Arbeidstilsynet, Unions, Oslo Kommune, Mangfold i Arbeidslivet and the movie director Igor Devold were discussing the issues touched upon in the movie like labour criminality and discrimination. Participants agreed that more must be done to combat this injustice. Labour migrants are especially easy to take advantage of on the Norwegian labour market. Norwegian model is based on well organised work life. Labour crime is a threat to the Norwegian system and must be eliminated. Many complaints were directed towards the quality of work of Arbeidstilsynet. Participants brought up cases when Arbeidstilsynet did not follow up the case, despite of it being reported and supported with rich documentation. Arbeidstilsynet’s representative responded that Arbeidstilsynet has limited resources and cannot follow every reported case. He mentioned Arbeidstilsynet’s website, which is translated to Polish and very frequently visited, as a measure with a potential of reaching a high number of people.

Polish Dialog representative pointed out that there were some measures from the Arebidstilsynet that made it possible to contact them in Polish, but that was discontinued. However, the need to contact Arbeidstilsynet in Polish is still huge. Long-term and continuous measures are absolutely necessary to maintain trust and predictability and give Polish people fixed service they can turn to in case of problems.

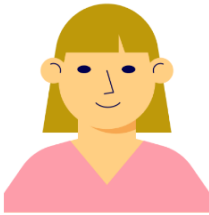
Remarks were made around the fact how unprepared Polish migrants are in a meeting with the Norwegian labour market. They approach it with trust and do not expect to become a victim of social dumping or labour crime. However similar things could be said about Norwegians. Byggningsarbeidernes Fagforening representative remarked: 'We are naive in Norway, we like to think that the Norwegian model is fixed in Norway, but that is not the case.' The reality is different, and one must be careful and ensure that the law is complied with.

## **5.2 DEFINE**

### **5.2.1 Persona, Journey and Empathy map**

Interviews and the survey showed the diversity of characteristics of Polish migrants in Norway. In the light of the conversation we had it would be difficult to summarise them as one homogenous group, having the same challenges with access to information in Norway. I decided to divide Polish migrants in three levels of information competences: beginner, intermediate and advanced, which are represented by the personas below. Their point of view is visualised further in journeys and empathy maps.

## Advanced level



**Name:** Iza  
**Age:** 35  
**Job:** Team leader  
**Time in Norway:** 5 years  
**English level:** advanced  
**Norwegian level:** advanced  
**Education:** Master in Economics

**Sources of legal information:** websites of NAV, Arbeidstilsynet, Skatteetaten or other governmental websites, Labour Law Act, personal contact with institutions

**Language of sources:** Norwegian, English

**Information seeking strategies:** Always looking for reliable sources like governmental institutions websites, in case of doubts about interpretation of the legal points, contacts directly the institution. Likes to be informed and aware of laws and rules in Norway.

**Motivation to seek information:** High

**Chances of finding right information:** High

**Challenges:** Interpretation of legal acts. How does it apply to my case?

**Get better at:** I would like to stay updated to newest changes in Norwegian labour law

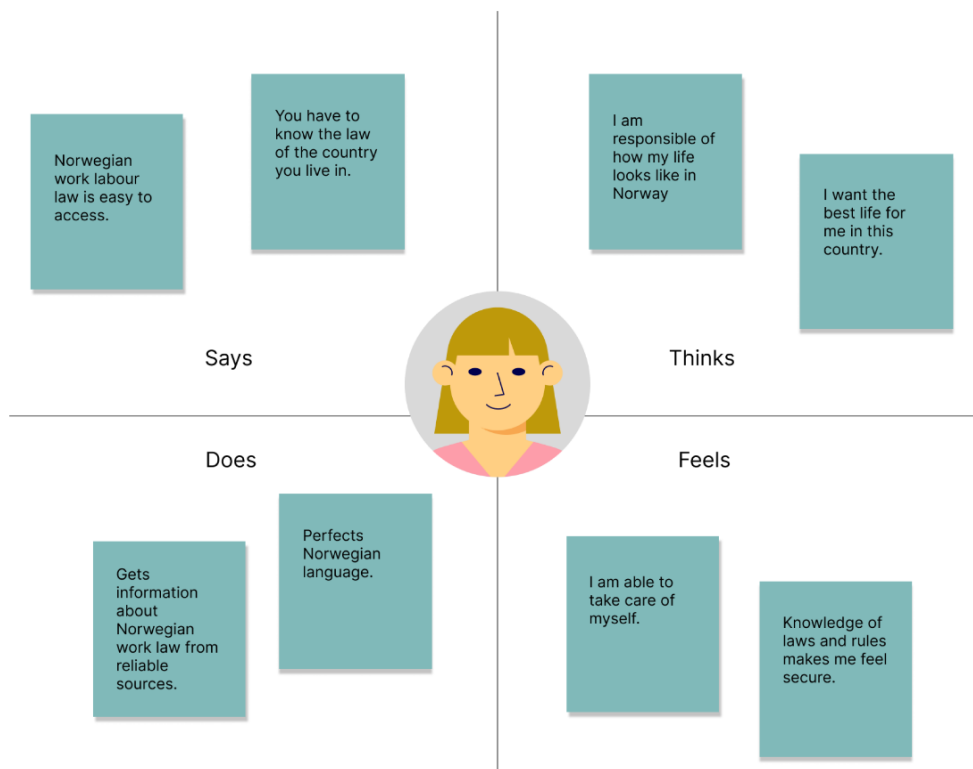
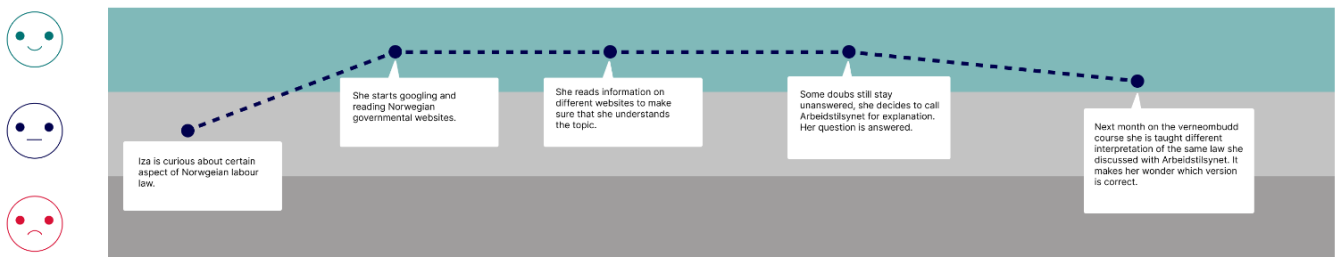


Figure 23. Persona, journey, empathy map - advanced level

## Intermediate level



**Name:** Michal  
**Age:** 25  
**Job:** warehouse worker  
**Time in Norway:** 3 years  
**English level:** intermediate  
**Norwegian level:** beginner  
**Education:** Bachelor in marketing

**Sources of legal information:** Family, friends, other workers, Polish version of Arbeidstilsynet's website, English versions of other governmental websites

**Language of sources:** Polish, English

**Information seeking strategies:** Conversations with friends, family and co-workers. Google search.

**Motivation to seek information:** Medium

**Chances of finding right information:** Medium

**Challenges:** Lot of important information about Norwegian work law is only in Norwegian. If it wasn't for my Norwegian colleagues I would never find out about some rules

**Get better at:** I would like to know much more about Norwegian work law, learn better Norwegian

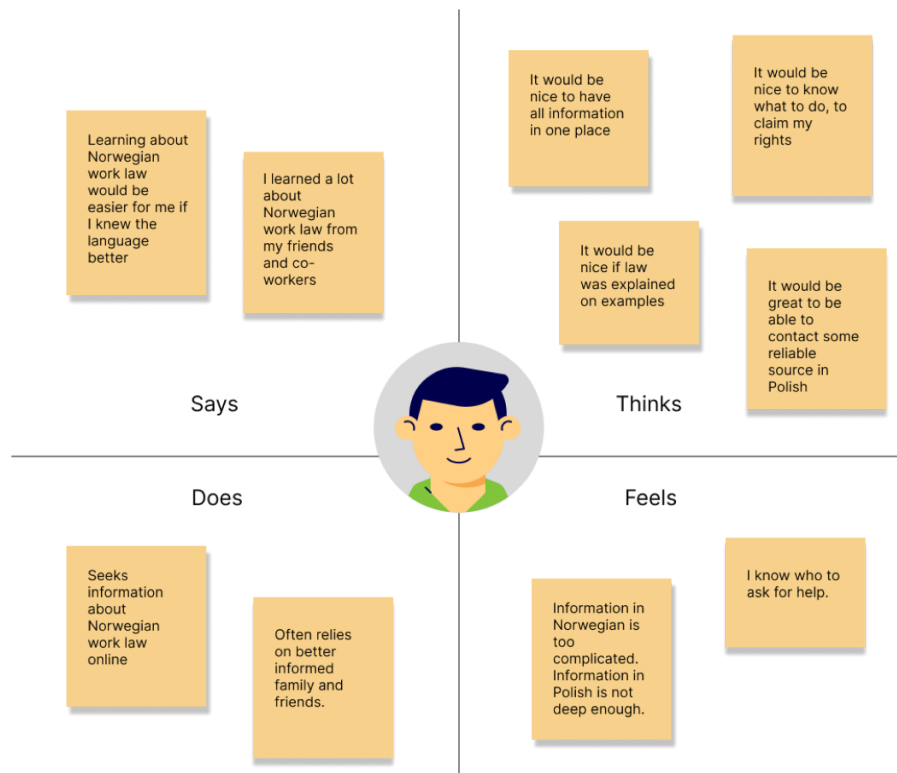
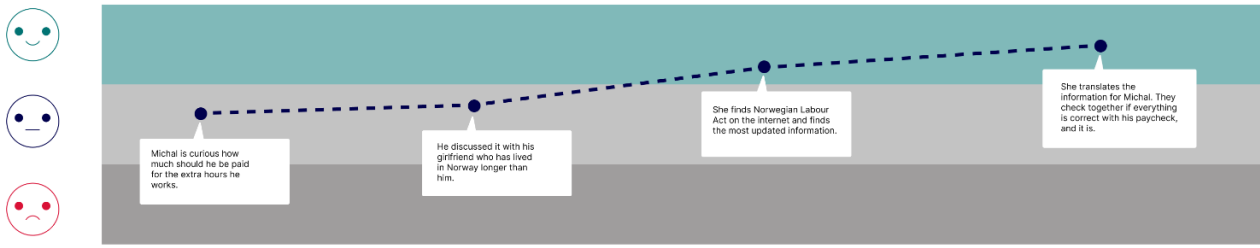


Figure 24. Persona, journey, empathy map - intermediate level

## Beginner level



**Name:** Jan  
**Age:** 40  
**Job:** construction worker  
**Time in Norway:** 3 years  
**English level:** beginner  
**Norwegian level:** beginner  
**Education:** High school

**Sources of legal information:** Family, friends, Facebook groups and forums, consultant companies

**Language of sources:** Polish

**Information seeking strategies:** Seeks for information about Norwegian work law, when challenges and problems arise. He turns to Polish speaking sources of information, which are easiest accessible option.

**Motivation to seek information:** Low

**Chances of finding right information:** Low

**Challenges:** Sources are not always reliable. It is expensive to pay consultant companies for help and even more expensive when the received guidance is wrong.

**Get better at:** Finding reliable sources and guidance. Where?

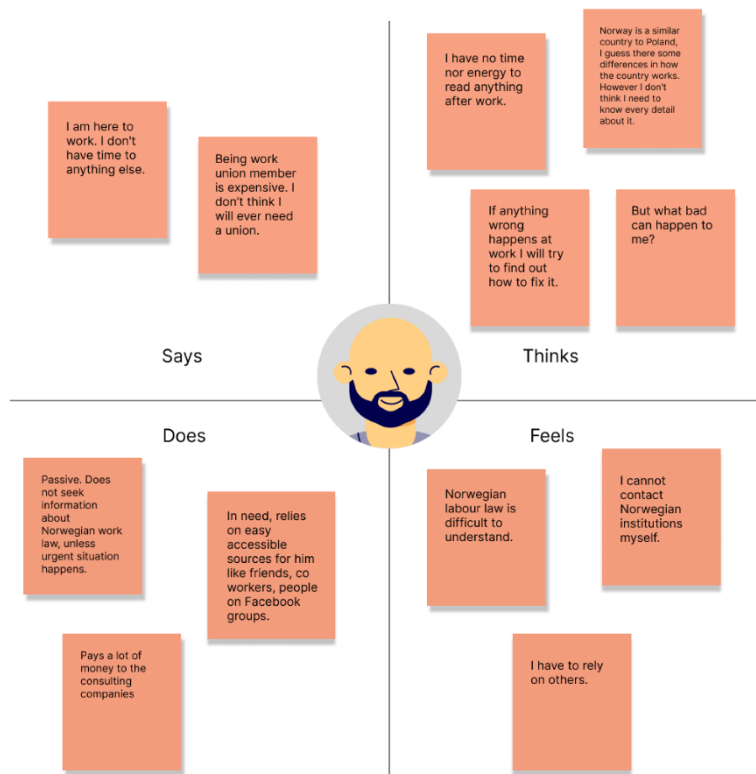
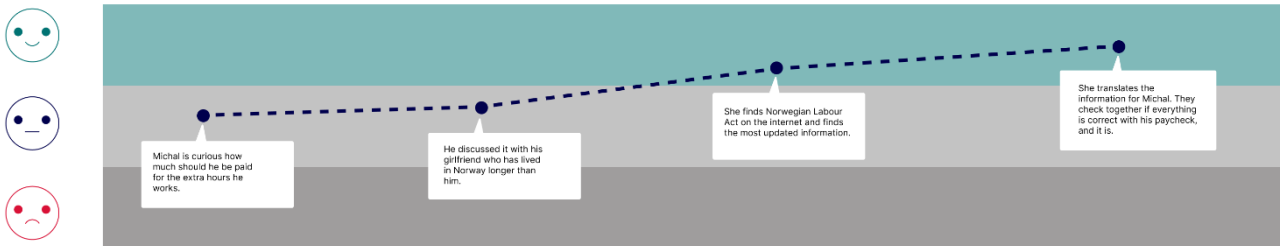


Figure 25. Persona, journey, empathy map - beginner-level

### 5.2.2 Problem focus

Conversations with Polish Dialog and Work union representatives circulated around a group of certain characteristics, namely the group that experiences the most challenges with accessing and navigating Norwegian labour law - the beginners. These are the people who reach out to organisations for help and assistance. As mentioned earlier, factors that put those people into the beginner group are not only the short period of stay in Norway and low language competencies. Those challenges can be compensated with other factors like social capital (valuable guidance from family, friends, co-workers), high digital literacy and education (ability to extract information from foreign language websites). It is different combinations of those factors that put individuals into weak, unfavourable positions. In addition, a passive attitude towards educating oneself about Norwegian labour law, unless problems arise, was a common problem mentioned by Union and Polish Dialog representatives. The level of complexity of some cases is often so high that organisations or unions are unable to help migrants alone, and the lawyer must be involved. 'No organisation has a capacity to help everybody' as the Polish Dialog representative said. During the panel discussion after 'Norwegian Dream' movie Arbeidstilsynet's representative said that Arbeidstilsynet has limited resources and cannot follow every reported case. 'There are many Poles in Norway, and the immigration does not stop, so the need for information is constantly high. Giving people access to information about Norwegian labour law is like giving them a rod instead of a fish' (Polish Dialog representative, own translation from Polish).

Knowing the variety of problems Polish migrants have to deal with in accessing information about Norwegian labour law, a decision must be made on which challenges I want to solve. Analysis of the current situation highlights how difficult it is for certain groups to access information about Norwegian labour law and how big consequences it can have on their lives. As discussed in the background section of this report it is damaging for the Norwegian work market as well. My choice was to focus on the beginner group. It is difficult to estimate how big this group is, but as long as new Polish migrants are coming to Norway there will be people falling into

this category. As discussed in a study of Farahmad & Brevik and Rishi, the motivation to invest energy in learning the language and culture and laws of foreign country will depend largely on the character of migration (Farahmad & Brevik, 2022; Rishi, 2021). I can imagine that there are more people outside my scope of study (up to 5 years of stay in Norway), who still have the beginner level of Norwegian labour law knowledge.

Since the characteristics of the beginner group make them most vulnerable on the Norwegian work market it is logical for me to target my design intervention on them. It is most pressing to take care of people who have the lowest chances of managing their lives in Norway themselves. They are my primary user group, however I believe that people on higher levels of information competency could also profit from my solution.

### 5.3 DEVELOP

#### **Digital informational platform in Polish**

At this stage I would like to revisit research questions of this study. My previous steps delivered answers to the two first questions:

1. *What factors contribute to the difficulty experienced by Polish migrants in accessing and understanding information about Norwegian labour law?*
2. *What are the needs and motivations of Polish migrants when accessing information about Norwegian labour law?*

In this part I will focus on finding answer to the last research question:

3. *How to design a service that would help Polish migrants fulfil those needs?*



After analysing data from the research phase I understood that I should extend the scope of my study. My initial thought was to focus on delivering information about Norwegian labour law (arbeidsmiljøloven), but it turned out to be too narrow. Polish people when asked about their strategies on finding information about Norwegian labour often referred to questions connected to health benefits (trygdeloven), legal stay in the country (utlendingsloven) and tax payment (skatteloven) interchangeably. It is indeed difficult to separate those issues, as they are all connected to being a work migrant in Norway. Thus, I must include information covering those fields in my solution as well.

The biggest challenge in accessing information about Norwegian labour law reported by survey respondents and interview participants was language barrier. The beginner group, which I am targeting my solution to, has low English and Norwegian skills. For that reason, it is important that information delivered to Polish migrants is in Polish.

Interviews and the survey showed that the internet is one of the most important sources of information for Polish migrants. Advantages of producing digital information platforms are many, among others:

- possibility to reach big audiences
- possibility to update information regularly
- possibility to connect digital platform to already existing digital services

The information need among Polish migrants is huge and both Polish Dialog and Arbeidstilsynet representatives advocated for solutions reaching bigger audiences. Digital information service could have a big impact in facilitating access to information about Norwegian labour law among Polish migrants, depending on effectiveness in delivering information and popularity among Polish migrants. Digital information in Polish was also requested by survey respondents and interview participants. For those reasons I decided to stick to the idea of designing a digital information platform in Polish.

Informational platform should be accessible on devices like smartphones, tablets and PCs. Building my service as a progressive web app would be a sustainable option to achieve this. In addition some content of the app could be accessible offline (Kenny, 2014). Due to the time constraints of this project I will limit myself to designing only the mobile version of the informational platform. Polish migrants access online information also and sometimes only through their mobile devices and mobile application should be a reasonable option for them. Few Polish migrants had to withdraw from the user test as they did not have a PC to conduct a test on.

My digital information service could be translated to other languages and serve migrants of different nationalities. Content like links to pages in Polish should be adjusted, however other information provided in the application is the same for all EU migrants.

### **Content for the mobile application**

As stated earlier, information mobile application will be targeted at Polish migrants at the beginner level of Norwegian labour law competencies. It should contain information about Norwegian labour law, as well as information extending this field, which are necessary to function as a worker in Norway. Those information cover topics of health benefits, legal stay in the country and tax payment.

I think it is logical to ‘start from the beginning’ and first deliver information about formalities Polish migrants have to complete to be able to legally stay and work in Norway. Those formalities include (depending if one has a job in Norway or is searching for it):

Registering with the Police

Registering with the Police as an EU-worker

Applying for a tax card

Registering move to Norway

Next section of the app should contain information covering:

Norwegian labour law

Health benefits

Taxes

Polish Dialog representative pointed out that one of the reasons why Polish migrants struggle with navigating Norwegian labour law is their lack of understanding of the Norwegian system and the areas of competences of different governmental authorities. It was also visible in the conversations with Polish migrants. Thus I decided to include explanations of responsibilities and competencies of six Norwegian institutions: Skatteetaten, NAV, Politi, UDI, Arbeidstilsynet and SUA. I consider those institutions as most crucial and useful to know for beginner Polish migrants. In addition I included information about the right to the Polish interpreter in contacts with Norwegian institutions. I believe this information can lower the fear of approaching Norwegian institutions and neutralise the language barrier.

I believe that my mobile information platform should not be a closed environment, but rather a guide pointing users to the right directions. One should take advantage of already existing sources of information and popularise them. Surveys and interviews uncovered the lack of knowledge among Polish migrants about some useful websites in Polish. For this reason I decided to include links to the following websites in my mobile solution: Arbeidstilsynet, Polish Dialog, Fellesforbundet, FriFagbevegelse. This list can be extended further in the future.

I mapped out all the functionalities of the app on paper and tried to plan the layout of the digital prototype. The results were very rough sketches, which were the base for the digital wireframes.

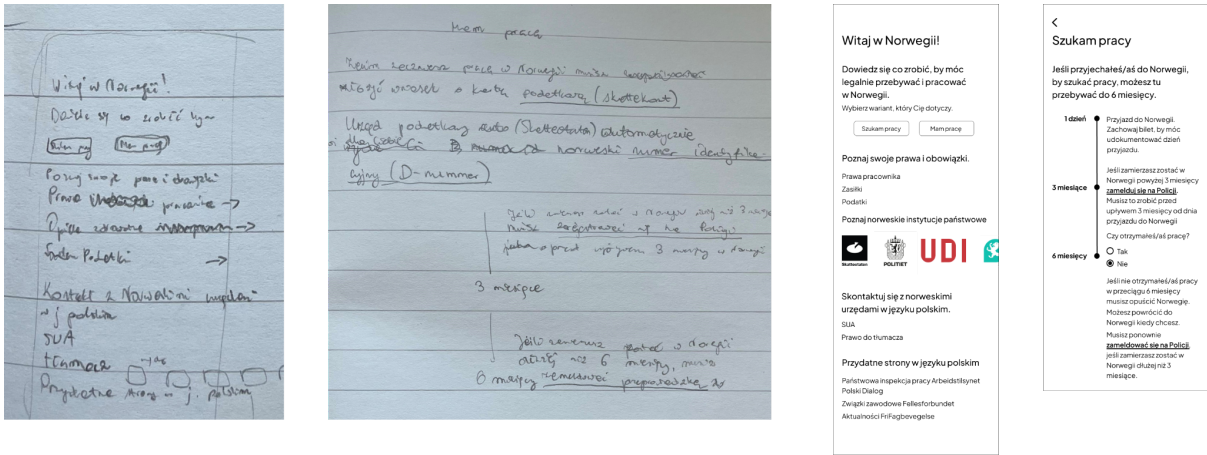


Figure 26. Sketches and wireframes

### 5.4 DELIVER

#### 5.4.1 Prototyping and high-fidelity prototype

Lot of time was spent on choosing the correct information for the mobile application. It is crucial that the app delivers the right information to the users. I conducted extensive research on the websites of UDI, Skatteetaten, Nav, Politiet, workinnorway.no, Arbeidstilsynet, and SUA in order to gather the necessary information. Subsequently, I translated the gathered data into Polish and rephrased it using clear and simple language wherever necessary. Once this was done, I proceeded to create a Figma prototype.

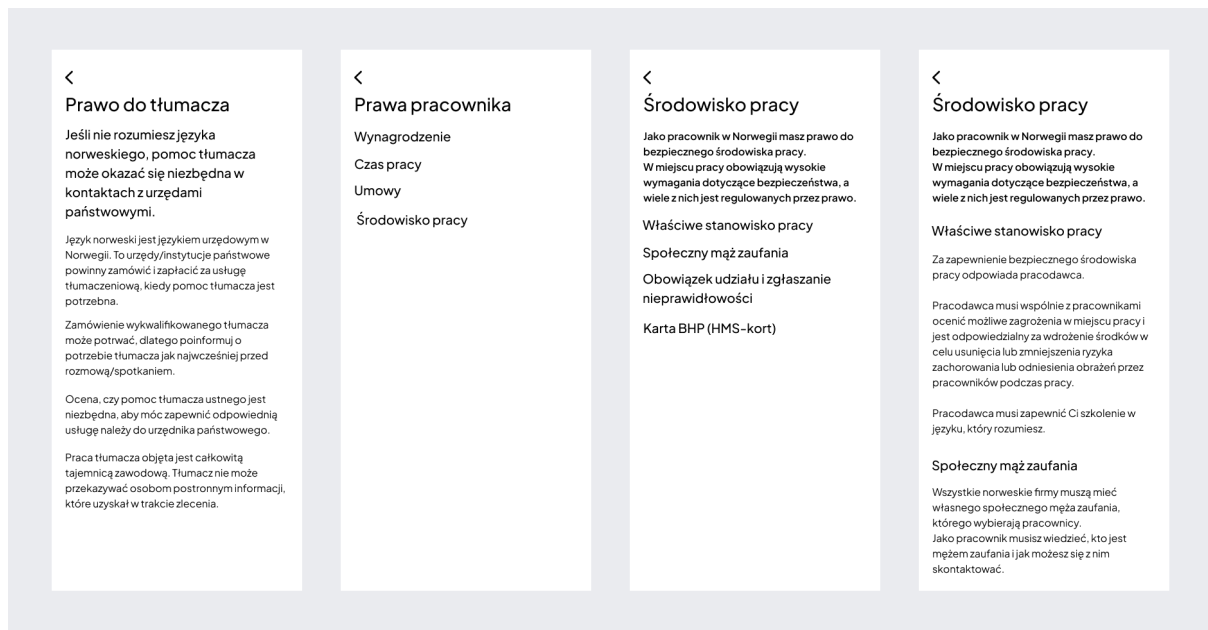


Figure 27. Figma prototype with translated information

Only after completing these steps could I focus on the visual aspects of the mobile application. It was crucial to ensure that the content was easily readable and visually appealing for the users, while also adhering to the principles of plain language and information design in accordance with relevant regulations.

The first principle of plain language and information design I decided on implementing was clear and logical structure of the content. I achieved it with various means. I divided content thematically into sections and differentiated it graphically. Each section has its own descriptive heading.

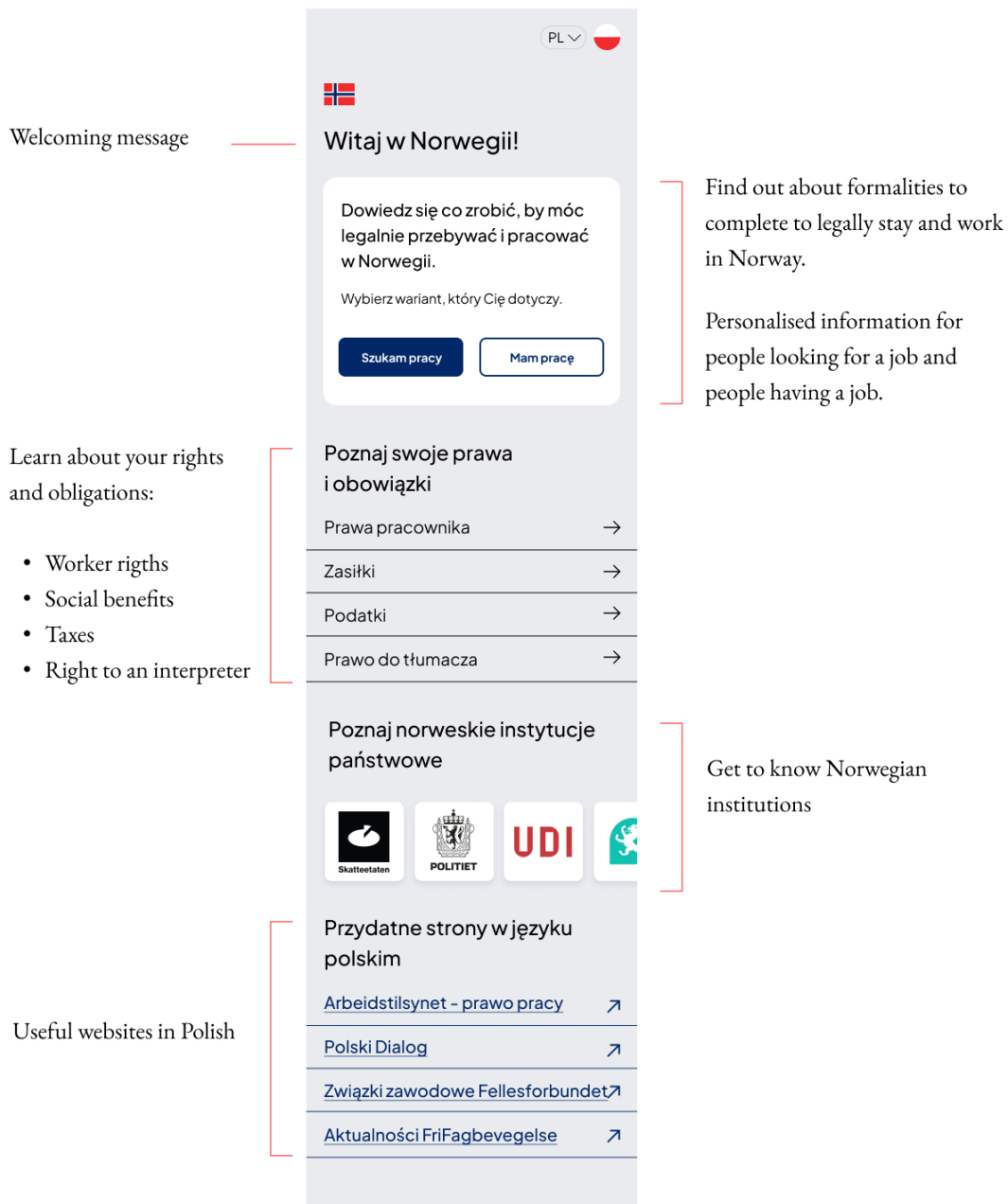


Figure 28. Home page with different thematic sections

Next method to structure information was to divide it into layered sections. The goal was to present most relevant information upfront, while leaving more descriptive information accessible on demand on the following layer. This method facilitates skimming and getting the overview over accessible content faster.

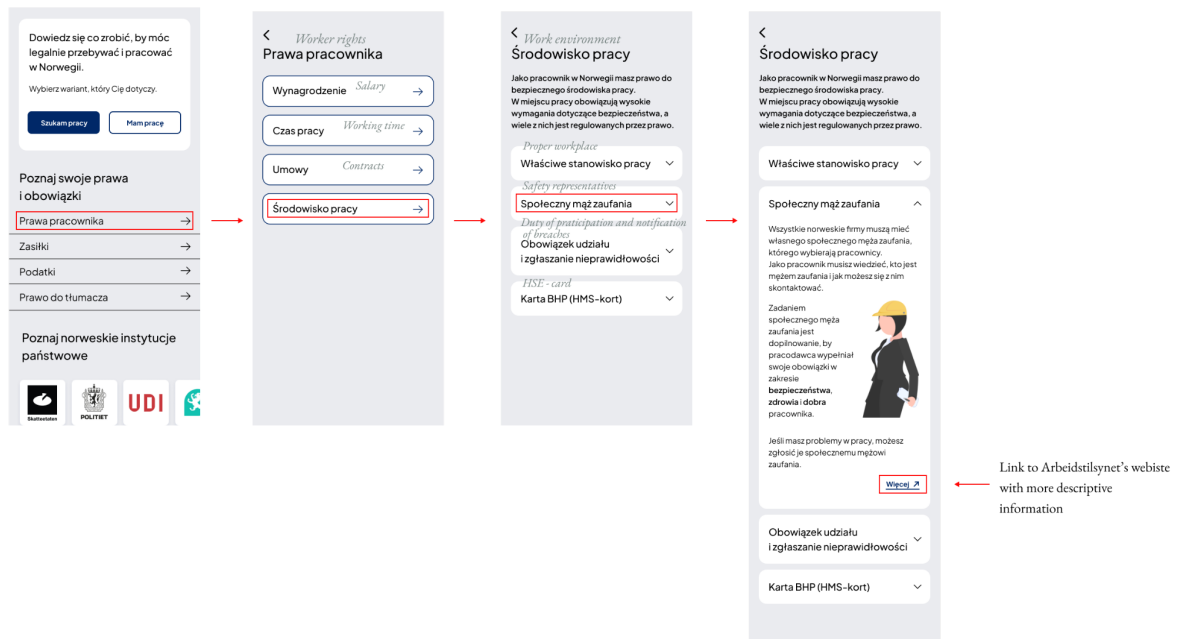


Figure 29. Layered information and information on demand

The use of timelines is recommended to visualise processes in an ordered manner (Rossi et al., 2019). I used a timeline to visualise the formal steps Polish migrants have to complete to legally live and work in Norway. Presenting information in this way makes it easier for a person to understand when he/she should complete certain formalities. No other website presents this information in such a visual way and one has to make sense of it only out of textual content.

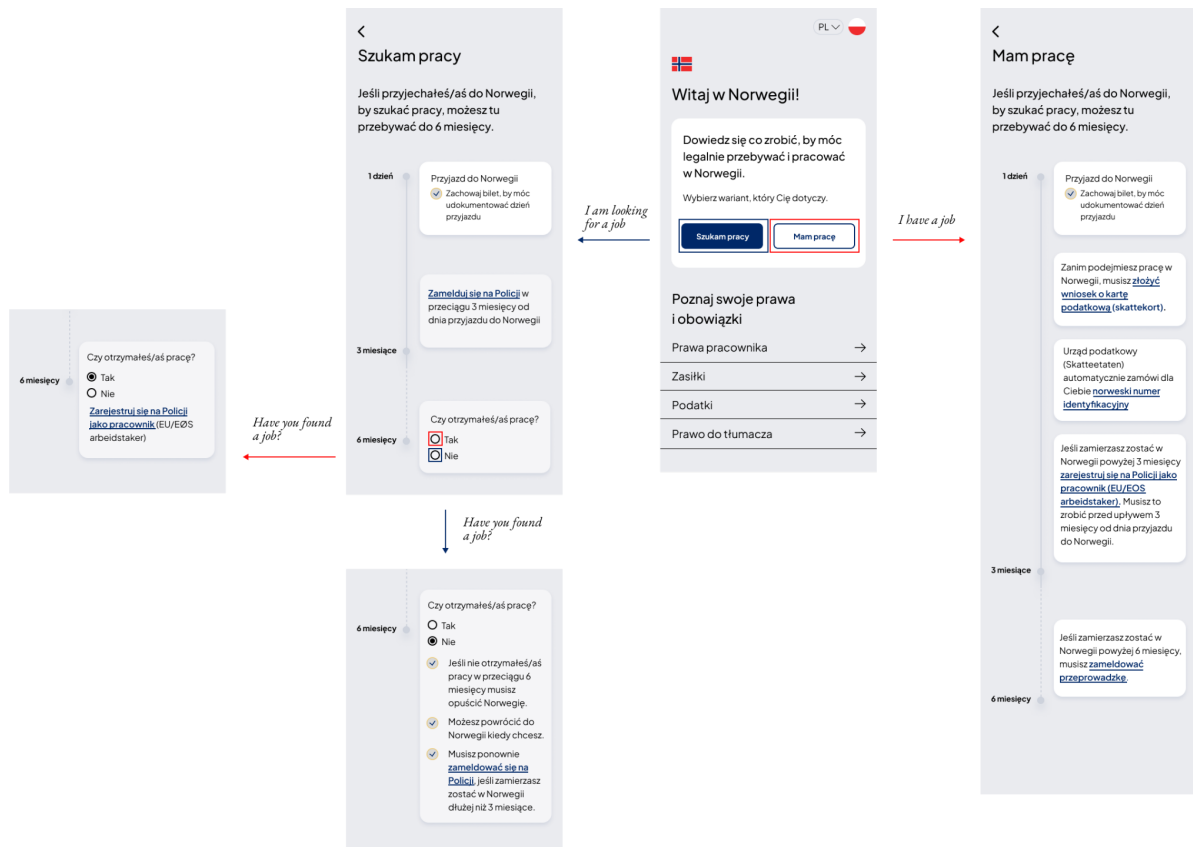


Figure 30. Formalities to complete on a timeline

To break up the ‘wall of text’ I decided on the use of illustrations, which in addition explain some aspects of text. I also used icons accompanying divided sections of content to differentiate them.



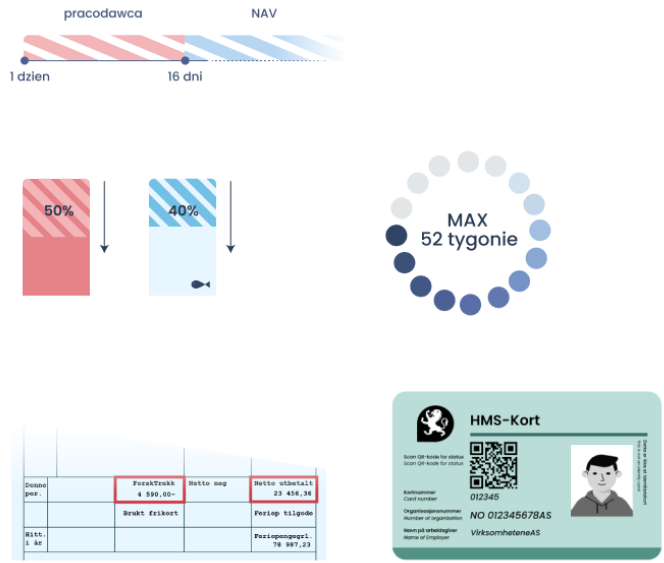


Figure 31. Own illustrations



Figure 32. Illustrations purchased online



Figure 33. Own icons



Figure 34. Icons purchased online



Figure 35. Illustrations and icons breaking the ‘wall of text’ and bringing visual interest

Font chosen for the app was Plus Jakarta Sans. Size, formatting and white space around text was adjusted for the best readability. The choice of application’s colour scheme was based on the dark blue extracted from the Norwegian flag. It was important to maintain consistency and right contrasts throughout the whole application for the best readability.



Figure 36. Font and colour scheme

Link to the high-fidelity prototype:

<https://www.figma.com/proto/k83Z6KIX7FU7WMVkfKx4BA/Information-platform?type=design&node-id=176-72&scaling=scale-down&page-id=0%3A1&starting-point-node-id=176%3A72>

#### 5.4.2 User testing

Spontaneous testing of the app with a friend, who asked for advice regarding formalities to complete after arriving to Norway, revealed that it would be worth to contain information on:

- How to open a bank account
- How to schedule a meeting with Skatteetaten and Politiet
- How to become an online user

Participants of the online user testing assessed the content of the app as ‘useful’, ‘informative’, ‘practical’ and ‘easy to read’. They liked that the application contains links to useful websites. One user pointed out that it would be worth containing some basic information about the healthcare system in Norway, which could be useful especially for newcomers. One participant would like to be able to log in to application and receive personalised information regarding his taxes or industry events in his area. Users from my target group liked the visual aspect of the information application. They called it ‘nice’ and ‘clear’.

Users repeatedly answered that quick access to information gathered in one place is something they highly appreciate and a reason that could make them use the app in the future.

## 6 Discussion

This thesis investigated the problem of access to information about Norwegian labour law among Polish migrants. Literature study revealed that labour migrants in Norway often fall victim of social dumping and labour criminality, have higher chance of work related accidents and labour migrants from Eastern and Central Europe have as much as three times higher chance of fatal work accident than Norwegian workers (TØI 2013: 1255, Arbeids og Inkluderingsdepartementet, 2023, NOU 2022: 18). Interviews and the survey confirmed that work related injustice is a very common issue Polish migrants have to face in Norway. Lack of knowledge about Norwegian system, rules and rights is one of the most important reasons making migrant workers prone to be taken advantage of (NTAES, 2020).

The goal of this project was to facilitate the access to information about Norwegian labour law among Polish migrants and in result to contribute to a safe and healthy labour market in Norway. The Norwegian welfare state is built on a well-ordered labour market and phenomenon as labour crime and social dumping are a threat to the Norwegian welfare system. In addition, unworthy working conditions, social dumping and discrimination are factors which can push foreign labour force out of Norway. The Norwegian economy is dependent on migrant workers, so facilitating equality on the Norwegian labour market is to the advantage of the migrants and the Norwegian society.

To investigate the problem and work towards a solution, service design principles were used. Problem statement of this project was following:

*How can service design contribute to making information about Norwegian labour law easily accessible to Polish migrants?*

To properly address the problem statement of the project three research questions were formulated.

The first research question asked: *What factors contribute to the difficulty experienced by Polish migrants in accessing and understanding information about Norwegian labour law?* The survey and interviews conducted with Polish migrants and institutions assisting Polish migrants, revealed several challenges connected to Norwegian labour law accessibility. Polish migrants are a big heterogeneous group and different people on different levels of information competency experience distinct challenges in accessing information about Norwegian labour law. At the Define stage of the project the focus of the study was directed onto *'the beginner'* group. In this group different challenges with accessing information about Norwegian labour law are accumulated and amplified. It is important to point out that challenges presented below do not describe each Polish migrant in Norway.

Majority of respondents have never been informed by anyone about Norwegian labour law. 70 percent of survey respondents have not searched for information about Norwegian labour law before coming to Norway. This, along with voices of Polish Dialog and Union representatives points to the fact, how unprepared Polish migrants are in a meeting with the Norwegian labour market. Migrants coming to Norway do not expect to encounter negative situations at work. Not looking for information in time makes them unequipped and vulnerable. First barrier in accessing information is not understanding the need for information. Migrants from the group described as *'the beginners'*, look for information only in urgent situations. Another very important barrier in accessing information about Norwegian labour law is the lack of English and Norwegian skills. It is a big obstacle to overcome, as Norwegian websites include information in Norwegian and English. There are reliable sources about Norwegian labour law in Polish, however, they do not include all information, as well there is lack of knowledge among Polish migrants about those sources. Confused migrants often turn to unreliable sources of information like Facebook groups or consulting companies. Another factor that lowers one's chances of finding and understanding the right information is the short period of stay in Norway. Understanding the Norwegian laws and rules is connected to understanding how the Norwegian system works, so the shorter the stay in the country, the lower the chance to learn about it.

The second research question asked: *What are the needs and motivations of Polish migrants when accessing information about Norwegian labour law?* Needs and motivations vary from individual to individual. People on the ‘advanced’ information level seek information beforehand, they want to learn about their rights to feel safe and be able to stand for themselves. They want to learn about the topic in depth and gain understanding on how the Norwegian system works. On the other hand, migrants from the ‘beginner’ group seek information in special situations, their need is usually urgent and is connected to discovered abnormalities in their employment relationships. The level of complexity of their cases is often high and sometimes the lawyer has to be involved to solve their case. The primary motivation of both groups is to find the right information to be able to demand their rights.

The third question asked: *How to design a service that would help Polish migrants fulfil those needs?* This research question turned out to be very broad and it was not possible to answer it fully in this master thesis. However, the needs of the ‘beginner’ migrant group were addressed in a digital information service, presented in a Deliver section of this project. I proposed a digital information service targeted to Polish migrants on the beginner level of their information journey in Norway. Service should be accessible on different devices like PC, tablets and smartphones and contain all the necessary information a new worker in Norway should know about. The prototype of the service was designed in a mobile version. Mobile application prototype was designed following information design rules, to convey right information in the best way to the target group. The emphasis was put onto simplicity, structure and visualizations. Information was divided into layers to let the users decide how much information they want to see at a time and to not overwhelm them with a wall of text. Links to the more descriptive websites were provided, for the users with higher motivation to learn about certain aspects of Norwegian labour law. Digital prototype was tested with a target group. Application was met with mostly positive reactions. Principles of information design contributed to making the content of the app clear and easy to read. However, one test iteration is too little to be able to evaluate its chances of fulfilling information needs of my target group. Application should be developed further, filled with more content and tested iteratively. It would be interesting to see if the concept of my design solution would

be useful for the people with more complicated questions regarding Norwegian labour law. Maybe in their case my application would serve as a guidance pointing to the right websites and institutions to ask for help. From the test conducted on this stage it seems like the proposed application could work as a guide and introduction into the Norwegian labour law and other aspects of Norwegian system connected to working in Norway.

Digital information service proposed in this thesis could be an effective measure in facilitating access to information about Norwegian labour law among Polish migrants, depending on the popularity of the service among them. As discovered in interviews and the survey, many existing sources in Polish are not known to all Polish migrants in Norway. Measures must be applied in the future to popularise and promote the use of my information platform. Polish migrants should be encouraged to learn about Norwegian labour law, before they begin to work in Norway. The earlier migrants learn about their rights, the better chance they will be able to stand for them. As the survey revealed, 70 percent of respondents chose to not demand their rights when they found out that they worked under unfair terms after finishing working for the specific company. It shows that unawareness of rules and rights of well-ordered employment in Norway works to the disadvantage of workers and unfair companies have a higher chance of getting away with their doings. Effectiveness of my information platform in helping migrants with cases with a high complexity level should be tested in the future, however, the main thought while creating my application was to reach Polish migrants with it as soon as possible and prevent the emergence of difficult situations at work.

It is arguable if learning and understanding Norwegian labour law alone would be sufficient to shield Polish migrants from unfavorable situations at work. It takes a resourceful person to be able to stand for oneself in a difficult case. Barriers in making use of rights one is entitled to listed in a Fafo report are: health issues, trust and fear, documentation and poverty (Fafo 2022: 14). Another requirement for being able to assert one's rights, demand them, report and follow through on one's case with Norwegian authorities is language knowledge (Fafo 2022: 14, Johnsen, 1987). What is more, during the panel discussion with representatives of work

unions and Arbeidstilsynet among others, situations were brought up where Arbeidstilsynet failed to investigate a case despite it being reported and well-documented. Knowing of one's rights in work life in Norway may be not enough in every situation and there must be more will and support from the Norwegian authorities to combat work life injustice. However, reaching Polish migrants with information is one important step in achieving this goal.

## **7 Conclusion**

### **7.1 Summary**

This thesis approached answering the problem on *How can service design contribute to making information about Norwegian labour law easily accessible to Polish migrants?* By applying service design principles and following the Double Diamond framework, I investigated the problem of access to information about Norwegian labour law among Polish migrants. Lack of knowledge about laws and rules of a well-ordered work environment is a danger to the health and life of labour migrants, raises the risk of labour criminality and social dumping. In result it threatens the well functioning of the Norwegian welfare state, which is built on a well-organised work environment. Reaching Polish migrants with information about Norwegian labour law can be one of a means to combat for order and equality on the Norwegian work market. Digital information platform proposition presented in this study is a result of cooperation with Polish migrants and organisations facilitating access to information among Polish migrants in Norway. The goal of designing this information service was to guide and teach Polish migrants about Norwegian labour law as well as other laws and rules connected to legal work and stay in Norway. The final service prototype was tested and received many positive reviews. However, more design and test iterations should be conducted to develop this information service.

### **7.2 Reflections around the design process**



Applying service design principles in this project allowed me to look holistically at the problem of access to information about Norwegian labour law among Polish migrants. Through literature analysis and by following current debate I researched how access to information about Norwegian labour law affects the Norwegian labour market and welfare system, which offered me a comprehensive perspective on this issue. By involving different stakeholders (included vulnerable population) in my design process I gathered data that allowed me to tailor my design solution to the needs of my target group. They were heard throughout the entire design process.

Information design is a vast field with many insightful theories for creating and presenting the appropriate information to the intended audience. Information design theory informed my digital information service design process. The abilities and needs of the intended users were taken into account while adjusting a service for them. Rules of presenting legal information online and plain language were applied to make sure information was conveyed in the most effective way.

The overall planning of the project was good, however I wish I made more time for at least one more test iteration. I would like to fill the prototype with more information and test it on different cases and use scenarios.

### **7.3 Recommendations for future study**

More research on accessibility of information about Norwegian labour law should be conducted to fully understand this topic. This thesis approached meeting information needs of Polish migrants in Norway, however Polish migrants in Norway are a big and heterogeneous group and it is challenging to fulfill all their needs in one project. Intriguing result, that was not investigated further in this study and is worth looking was that almost 70 percent of the survey respondents did not manage to find information about Norwegian work law in English, despite of the fact that all websites of Norwegian institutions have their English versions and almost 80 percent of the survey respondents estimate their English level as intermediate and higher. It would be interesting to see more research on the topic of Norwegian labour law information accessibility among other migrant groups in Norway as well.

For further development of the proposed information service more content should be added to the prototype and more tests should be conducted to evaluate its performance.

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# Appendix

## Appendix A. Survey questions

### Background:

How old are you?

- 16-20
- 20-25
- 25-30
- 30-35
- 35-40
- 40-50
- 50-60
- 60-70

What is your gender? Male/Female/Don't want to answer

What is your education? Primary, gymnasium, high school, higher bachelor, higher master

How long have you been living in Norway?

- under 1 year
- 1 year
- 2 years
- 3 years
- 4 years
- 5 years

Do you work on contracts and travel often between Norway and Poland?

What is your English language level?

What is your Norwegian language level?

Do you have Norwegian citizenship? Yes/No

Work:

What kind of job do you have in Norway?

Are you organised in a union? Yes/No

Have you ever been treated unfairly at work? (refers to all the jobs in Norway, not only the current) Yes/No

Have you taken any actions to defend yourself? Yes/No

Have you ever worked in a company which did not respect your rights as a worker?  
Yes/No

Have you taken any actions to demand your rights? Yes/No

Have you ever found out that you worked under unfair rules in a company after you finished working for them?

Have you taken any actions to demand your rights? Yes/No

Information about Norwegian work law:

Have you ever been informed by anyone about your rights as a worker in Norway?

If yes, by who?

- Boss
- Co-workers
- Friends
- Others .... who?

Have you ever seeked information about your rights as a worker in Norway yourself before moving to Norway? Yes/No

Have you ever sought information about your rights as a worker in Norway yourself after moving to Norway? Yes/No

Have you managed to find information about your rights as a worker in Norway in Polish language?

Where did you find it? (If online please give the name of the website)

How helpful for you was the information you found?

Have you managed to find information about your rights as a worker in Norway in English language?

Where did you find it? (If online please give the name of the website)

How helpful for you was the information you found?

Have you managed to find information about your rights as a worker in Norway in Norwegian language?

Where did you find it? (If online please give the name of the website)

How helpful for you was the information you found?

Have you ever reached to others for help with problems/questions connected to your work?

Who have you reached to? Can be more answers.

- Own network
- Facebook group
- Online forums
- consulting company
- Lawyer
- Arbeidstilsynet
- NAV
- Skateetaten
- Caritas

- Frelsesarmeen
- Red Cross
- Others/Who

How satisfied were you with the received help? Scale

How would you recognise yourself in the following statements (5 point scale from strongly disagree to strongly agree):

I actively seek information about Norwegian law beforehand to be able to protect myself and stand for my rights.

I seek information about Norwegian law when I feel that I am being taken advantage of.

I find out about important rules and laws by accident.

I don't seek information about Norwegian work law.

I would like to learn more about Norwegian work law.

My knowledge of Norwegian work law is on a good level.

Check the organisations you are known to:

- Caritas
- Frelsesarmeen
- Red Cross
- Frivillingsentralen
- Gratisrettshjelp.no
- Fagforbundet
- SEIF Selvhjelp for Innvandrere og Flyktninger
- Norske Kvinners Sanitetsforening
- Oslo Sanitetsforening
- Kirkens Bymisjon
- Fellesforbudnet

### Challenges and opportunities:

Rate on a scale:

Information about Norwegian work law is easy to access.

Information about Norwegian work law is easy to understand.

What are the challenges you meet with accessing information about Norwegian work law?

- Language barrier
- Hard to find
- Too little information
- Too complex
- Too general
- None
- Other:

What could help solve those challenges? (open question)

What could help you get to know Norwegian work law better? (open question)

### **Appendix B. Interview guide Polish immigrants**

What is your gender?

What is your age range?

How long have you been living in Norway?

What is your education level?

What is your English language level?

What is your Norwegian language level?

Have you ever got informed by anyone about Norwegian work law? By who? How?  
In what circumstances?

Have you ever looked for information about Norwegian work law yourself?

What made you look/don't look for the information about Norwegian work law?

How did you approach looking for information about Norwegian work law? Who  
have you asked, where did you look?

In what language was the information you found?

How helpful for you was the information you found?

How long did it take you to find the information?

How difficult/easy was it to find it?

What was easy/difficult about it?

Would you like to know more about Norwegian work law?

If you can specify what areas you wished to know more about?

What could help you get better access to information about Norwegian work law?

Can you tell me one positive story from your experience working in Norway?

Can you tell me one negative story from your experience working in Norway?

Do you think knowing the Norwegian work law is enough to be protected in your  
work life in Norway?

### **Appendix C. Interview guide - institutions**

Can you tell me a little bit about yourself and your job?

Is there any specific group of Polish immigrants that, according to your observations, is particularly uninformed or especially seeking information on Norwegian work law?

According to your observations, what causes problems for Polish immigrants in obtaining information on Norwegian work law? Do they make any mistakes?

Is there anything that comes easily to Polish immigrants it comes to accessing information about Norwegian work law?

What can you as an organization do to familiarize Polish immigrants with information about Norwegian work law? What has already been done?

To what extent are you able to meet their information needs? Is what you can do enough to meet their needs?

To your knowledge, what is the Norwegian government or other organizations doing to facilitate access to information on Norwegian work law for Polish immigrants?

Is there anything the Norwegian state or other organizations should do or do better to make it easier for Polish immigrants to access information about Norwegian work law?

## **Appendix D. Informed consent form content**

Consent to participate in the study

The subject of this study is the availability of Norwegian labor law among Polish immigrants in Norway who have been staying in the country for no longer than 5 years. The project is carried out in connection with the Master's thesis in Interaction Design at NTNU in Gjøvik. The author of the project is Magdalena Miazga [magdalm@stud.ntnu.no](mailto:magdalm@stud.ntnu.no), and the supervisor of the project is Mari Bjerck [mari.bjerck@ntnu.no](mailto:mari.bjerck@ntnu.no).

Participation in the study is voluntary. Your answers will be stored until the end of the project. You can withdraw from the interview at any time without giving any



reason. You can contact me at any time during the project to withdraw your answers. The answers will be anonymized and presented under a fictitious name in the project.

- I have read and I agree to participate in a study
- I have read and I do not agree to participate in a study

# Appendix E. Low-fidelity prototype

### Witaj w Norwegii!


Dowiedz się co zrobić, by móc legalnie przebywać i pracować w Norwegii.

Wybierz wariant, który Cię dotyczy.

Poznaj swoje prawa i obowiązki.

Prawa pracownika  
Zasiłki  
Podatki

Poznaj norweskie instytucje państwowe



Skontaktuj się z norweskimi urzędami w języku polskim.

SUA  
Prawo do tłumacza

Przydatne strony w języku polskim

Państwowa inspekcja pracy Arbeidstilsynet  
Polski Dialog  
Związki zawodowe Fellesforbundet  
Aktualności Frifagbevegelse

### Szukam pracy

Jeśli przyjechałeś/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień • Przyjazd do Norwegii  
Zachowaj bilet, by móc udokumentować dzień przyjazdu

3 miesiące • **Zamelduj się na Policji** w przeciągu 3 miesięcy od dnia przyjazdu do Norwegii

6 miesięcy • Czy otrzymałeś/aś pracę?  
 Tak  
 Nie

### Szukam pracy

Jeśli przyjechałeś/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień • Przyjazd do Norwegii  
Zachowaj bilet, by móc udokumentować dzień przyjazdu

3 miesiące • **Zamelduj się na Policji** w przeciągu 3 miesięcy od dnia przyjazdu do Norwegii

6 miesięcy • Czy otrzymałeś/aś pracę?  
 Tak  
 Nie

**Zarejestruj się na Policji jako pracownik (EU/EØS arbeidstaker)**

### Norweski numer identyfikacyjny

Norweski numer identyfikacyjny W Norwegii używamy numerów identyfikacyjnych do identyfikacji mieszkańców.

Istnieją dwa różne rodzaje numerów identyfikacyjnych:

- Krajowy numer identyfikacyjny (fødselsnummer) – składa się z 11 cyfr, z których pierwsze sześć wskazuje datę urodzenia danej osoby.
- D-numer (D-nummer) – również składa się z 11 cyfr, ale jest tymczasowe

### Szukam pracy

Jeśli przyjechałeś/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień • Przyjazd do Norwegii.  
Zachowaj bilet, by móc udokumentować dzień przyjazdu.

3 miesiące • Jeśli zamierzasz zostać w Norwegii powyżej 3 miesięcy **zamelduj się na Policji**. Musisz to zrobić przed upływem 3 miesięcy od dnia przyjazdu do Norwegii

6 miesięcy • Czy otrzymałeś/aś pracę?  
 Tak  
 Nie

Jeśli nie otrzymałeś/aś pracy w przeciągu 6 miesięcy musisz opuścić Norwegię. Możesz powrócić do Norwegii kiedy chcesz. Musisz ponownie **zameldować się na Policji**, jeśli zamierzasz zostać w Norwegii dłużej niż 3 miesiące.

### Mam pracę

Jeśli przyjechałeś/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień • Przyjazd do Norwegii  
Zachowaj bilet, by móc udokumentować dzień przyjazdu

Zanim podejmiesz pracę w Norwegii, musisz złożyć wniosek o kartę podatkową (skattekort).

Urząd podatkowy (Skatteetaten) automatycznie zamówi dla Ciebie **norweski numer identyfikacyjny**

Jeśli zamierzasz zostać w Norwegii powyżej 3 miesięcy **zarejestruj się na Policji jako pracownik (EU/EØS arbeidstaker)**. Musisz to zrobić przed upływem 3 miesięcy od dnia przyjazdu do Norwegii.

3 miesiące • Jeśli zamierzasz zostać w Norwegii powyżej 6 miesięcy, musisz **zameldować przeprowadzkę**.

6 miesięcy

### Karta podatkowa (Skattekort)

Karta podatkowa to elektroniczny dokument, który pokazuje, ile podatku pracodawca powinien odliczyć od Twojej pensji, zanim zostanie ona wypłacona Tobie. Urząd Podatkowy (Skatteetaten) wyda Ci D-numer (D-nummer), gdy będziesz ubiegać się o kartę podatkową.

Jak złożyć wniosek o kartę podatkową

Umów spotkanie z Urzędem Podatkowym (Skatteetaten)

Wypełnij formularz RF-1209 Wniosek o kartę podatkową

Przyjdź na spotkanie w Urzędzie podatkowym z formularzem i potrzebnymi dokumentami

- paszport lub dowód osobisty
- umowa o pracę lub pisemna oferta zatrudnienia

### Zamelduj się na Policji (Politiet)

Aby zameldować się na Policji:

Umów spotkanie na Policji (Politiet)

Wypełnij [wniosek online](#)

Przyjdź na spotkanie na Policji z wnioskiem i potrzebnymi dokumentami

- paszport lub dowód osobisty

### Zarejestruj się na Policji (Politiet)

Aby zarejestrować się na Policji jako pracownik (EU/EØS arbeidstaker):

Umów spotkanie na Policji (Politiet)

Wypełnij [wniosek online](#)

Przyjdź na spotkanie na Policji z wnioskiem i potrzebnymi dokumentami

- paszport lub dowód osobisty
- umowa o pracę lub pisemna oferta zatrudnienia



## Podatki

### System podatkowy

Podatek płacony przez obywateli jest przeznaczony między innymi do finansowania publicznej służby zdrowia, szkolnictwa czy transportu. Oprócz pokrywania wspólnych wydatków, podatek ma przyczynić się do wyrównywania różnic finansowych między obywatelami.

### Karta podatkowa

**Wszystkie osoby pracujące w Norwegii muszą posiadać kartę podatkową (skattekort).** Karta podatkowa wskazuje, ile podatku powinien odprowadzić pracodawca zanim wypłaci Ci pensję. Dowiedz się jak złożyć **podanie o skattekort**.

Urząd Podatkowy (Skattestaten) wydaje elektroniczne karty podatkowe. Po złożeniu wniosku o wydanie karty podatkowej otrzymasz powiadomienie o tym, jaką kartę podatkową otrzymałeś/aś.

Pracodawca pobierze kartę podatkową elektronicznie z urzędu podatkowego.

Pracodawca będzie pobierał zaliczki na rzecz podatku z Twojego wynagrodzenia, na podstawie informacji zawartych w Twojej karcie podatkowej.

### Odcinek wypłaty (lønsslipp)

Odcinek wypłaty (lønsslipp) powinien/aś otrzymać od Twojego pracodawcy w chwili otrzymania wynagrodzenia.

Odcinek wypłaty powinien zawierać informacje o wysokości Twojego wynagrodzenia i wysokości odprowadzonego podatku.

Odcinek wypłaty jest Twoim pokwitowaniem zapłacenia podatku. Zachowaj go.



## Związki zawodowe

### Rozważ członkostwo w związkach zawodowych.

Jeśli będziesz miał/a problemy w miejscu pracy, mąż/zaufania (tillitsvalgt) ze związków zawodowych będzie mógł Ci pomóc.

Przykładem problemów może być konflikt z pracodawcą, brak wypłacenia należnego wynagrodzenia lub świadczeń urlopowych, bezpodstawnie zwolnienie lub choroba związana z wypadkiem w pracy.

Jako członek związków zawodowych zobowiązany/a jesteś do płacenia określonej rocznej składki członkowskiej (kontyngent).

Możesz zostać członkiem związków zawodowych niezależnie od tego, jakiej jesteś narodowości i gdzie zarejestrowane jest przedsiębiorstwo, w którym pracujesz.



## Zasiłki

### Zasiłek dla bezrobotnych

### Zasiłek postojowy (permittering)

### Zasiłek chorobowy



## Zasiłki

### Zasiłek dla bezrobotnych

Jeżeli Twoje godziny pracy ulegną redukcji o co najmniej 50% możesz być uprawniony/a do zasiłku dla bezrobotnych.

Aby otrzymać zasiłek dla bezrobotnych musisz najpierw zarejestrować się jako poszukujący pracy na stronie [www.nav.no](http://www.nav.no) lub w urzędzie NAV w miejscu zamieszkania. Po zarejestrowaniu się należy wypełnić formularz o zasiłek dla bezrobotnych.

### Zasiłek postojowy (permittering)

Jeśli jesteś na urlopie postojowym (permittering) to możesz być uprawniony/a do zasiłku dla bezrobotnych.

Aby otrzymać zasiłek Twój czas pracy musi zostać zredukowany o minimum 50%. W przypadku osób pracujących w przemyśle rybnym redukcja czasu pracy musi wynieść minimum 40%.

### Zasiłek chorobowy

Jeżeli w wyniku choroby utracisz wynagrodzenie, może Ci przysługiwać zasiłek chorobowy. Warunkiem otrzymania zasiłku jest przynajmniej 4 tygodniowy okres zatrudnienia poprzedzający zwolnienie z powodu niezdolności do pracy.

Zasiłek chorobowy może być przyznany na maksymalnie 52 tygodnie. Choroba musi być udokumentowana oświadczeniem własnym lub zwolnieniem lekarskim.

Zasiłek chorobowy jest wypłacany od 1 dnia nieobecności w pracy z powodu choroby. Przez pierwsze 16 dni zasiłek chorobowy wypłaca Twój pracodawca, następnie wypłaty przejmuje norweski system ubezpieczeń społecznych NAV.



## Prawo do tłumacza

Jeśli nie rozumiesz języka norweskiego, pomoc tłumacza może okazać się niezbędna w kontaktach z urzędami państwowymi.

Język norweski jest językiem urzędowym w Norwegii. To urzędy/instrukcje państwowe powinny zamówić i zapłacić za usługę tłumaczeniową, kiedy pomoc tłumacza jest potrzebna.

Zamówienie wykwalifikowanego tłumacza może potrwać, dlatego poinformuj o potrzebie tłumacza jak najwcześniej przed rozmową/spotkaniem.

Ocena, czy pomoc tłumacza ustnego jest niezbędna, aby móc zapewnić odpowiednią usługę należy do urzędnika państwowego.

Praca tłumacza objęta jest całkowitą tajemnicą zawodową. Tłumacz nie może przekazywać osobom postronnym informacji, które uzyskał w trakcie deczania.



## Prawa pracownika

### Wynagrodzenie

### Czas pracy

### Umowy

### Środowisko pracy



## Środowisko pracy

Jako pracownik w Norwegii masz prawo do bezpiecznego środowiska pracy.

W miejscu pracy obowiązują wysokie wymagania dotyczące bezpieczeństwa, a wiele z nich jest regulowanych przez prawo.

### Właściwe stanowisko pracy

### Społeczny mąż zaufania

### Obowiązek udziału i zgłaszanie nieprawidłowości

### Karta BHP (HMS-kort)



## Środowisko pracy

Jako pracownik w Norwegii masz prawo do bezpiecznego środowiska pracy.

W miejscu pracy obowiązują wysokie wymagania dotyczące bezpieczeństwa, a wiele z nich jest regulowanych przez prawo.

### Właściwe stanowisko pracy

Za zapewnienie bezpiecznego środowiska pracy odpowiada pracodawca.

Pracodawca musi wspólnie z pracownikami ocenić możliwe zagrożenia w miejscu pracy i jest odpowiedzialny za wdrożenie środków w celu usunięcia lub zmniejszenia ryzyka zachorowania lub odniesienia obrażeń przez pracowników podczas pracy.

Pracodawca musi zapewnić Ci szkolenie w języku, który rozumiesz.

### Społeczny mąż zaufania

Wszystkie norweskie firmy muszą mieć wianego społecznego męża zaufania, którego wybierają pracownicy. Jako pracownik musisz wiedzieć, kto jest mężem zaufania i jak możesz się z nim skontaktować.

Zadaniem społecznego męża zaufania jest dopilnowanie, by pracodawca wypełniał swoje obowiązki w zakresie bezpieczeństwa, zdrowia i dobra pracownika.

Jeśli masz problemy w pracy, możesz zgłosić je społecznemu mężowi zaufania.

[Więcej informacji na temat społecznego męża zaufania](#)

W branży budowlanej, hotelarskiej, gastronomicznej i usług porządkowych funkcjonuje system regionalnych społecznych mężów zaufania, którzy pomagają pracodawcom i pracownikom w działaniach na rzecz zapewnienia odpowiedniego środowiska pracy.

[Więcej informacji o systemie regionalnych społecznych mężów zaufania](#)


### Obowiązek udziału i zgłaszanie nieprawidłowości

Jako pracownik masz również obowiązek przyczynić się do tego, aby miejsce pracy zapewniało bezpieczne i zdrowe warunki pracy.

Posteoui zaodnie z wvtvczvnmi frmv. užvřvř

# Appendix F. High-fidelity prototype

PL

 Witaj w Norwegii!

Dowiedz się co zrobić, by móc legalnie przebywać i pracować w Norwegii.

Wybierz wariant, który Cię dotyczy.

[Szukam pracy](#) [Mam pracę](#)

Poznaj swoje prawa i obowiązki





Prawa pracownika →

Zasłki →

Podatki →

Prawo do tłumacza →

Poznaj norweskie instytucje państwowe

Przydatne strony w języku polskim

[Arbeidstilsynet - prawo pracy](#) ↗

[Polski Dialog](#) ↗

[Związki zawodowe Fellesforbundet](#) ↗

[Aktualności FriFagbevegelse](#) ↗

**Szukam pracy**

Jeśli przyjechasz/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień: Przyjazd do Norwegii  
 Zachowaj bilet, by móc udokumentować dzień przyjazdu

3 miesiące: Zmelduj się na Policji w przeciągu 3 miesięcy od dnia przyjazdu do Norwegii

6 miesięcy: Czy otrzymałeś/aś pracę?  
 Tak  
 Nie

**Szukam pracy**

Jeśli przyjechasz/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień: Przyjazd do Norwegii  
 Zachowaj bilet, by móc udokumentować dzień przyjazdu

3 miesiące: Zmelduj się na Policji w przeciągu 3 miesięcy od dnia przyjazdu do Norwegii

6 miesięcy: Czy otrzymałeś/aś pracę?  
 Tak  
 Nie

Jeśli nie otrzymałeś/aś pracy w przeciągu 6 miesięcy musisz opuścić Norwegię.

Możesz powrócić do Norwegii kiedy chcesz.

Musisz ponownie zameldować się na Policji, jeśli zamierzasz zostać w Norwegii dłużej niż 3 miesiące.

**Szukam pracy**

Jeśli przyjechasz/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień: Przyjazd do Norwegii  
 Zachowaj bilet, by móc udokumentować dzień przyjazdu

3 miesiące: Zmelduj się na Policji w przeciągu 3 miesięcy od dnia przyjazdu do Norwegii

6 miesięcy: Czy otrzymałeś/aś pracę?  
 Tak  
 Nie

Jeśli nie otrzymałeś/aś pracy w przeciągu 6 miesięcy musisz opuścić Norwegię.

Możesz powrócić do Norwegii kiedy chcesz.

Musisz ponownie zameldować się na Policji, jeśli zamierzasz zostać w Norwegii dłużej niż 3 miesiące.

**Mam pracę**

Jeśli przyjechasz/aś do Norwegii, by szukać pracy, możesz tu przebywać do 6 miesięcy.

1 dzień: Przyjazd do Norwegii  
 Zachowaj bilet, by móc udokumentować dzień przyjazdu

3 miesiące: Zanim podejmiesz pracę w Norwegii, musisz złożyć wniosek o kartę podatkową (skattekort).

Uzrędy podatkowy (Skatteetaten) automatycznie zamówi dla Ciebie norweski numer identyfikacyjny

Jeśli zamierzasz zostać w Norwegii powyżej 3 miesięcy zarejestruj się na Policji jako pracownik (EU/EOS arbeidstaker). Musisz to zrobić przed upływem 3 miesięcy od dnia przyjazdu do Norwegii.

6 miesięcy: Jeśli zamierzasz zostać w Norwegii powyżej 6 miesięcy, musisz zameldować przeprowadzkę.

**Zamelduj się na Policji (Politiet)**

Aby zameldować się na Policji:

- Umów spotkanie na Policji (Politiet)
- Wypełnij [wniosek online](#)
- Przyjdź na spotkanie na Policji z wnioskiem i potrzebnymi dokumentami

Potrzebne dokumenty

**Zarejestruj się na Policji (Politiet)**

Aby zarejestrować się na Policji jako pracownik (EU/EOS arbeidstaker):

- Umów spotkanie na Policji (Politiet)
- Wypełnij [wniosek online](#)
- Przyjdź na spotkanie na Policji z wnioskiem i potrzebnymi dokumentami

Potrzebne dokumenty

**Karta podatkowa (Skattekort)**

Karta podatkowa to elektroniczny dokument, który pokazuje, ile podatku pracodawca powinien odliczyć od Twojej pensji, zanim zostanie ona wypłacona Tobie. Urząd Podatkowy (Skatteetaten) wyda CID-numer (D-nummer), gdy będziesz ubiegać się o kartę podatkową.

Jak złożyć wniosek o kartę podatkową

- Umów spotkanie z Urzędem Podatkowym (Skatteetaten)
- Wypełnij formularz RF-1209 Wniosek o kartę podatkową
- Przyjdź na spotkanie w Urzędzie podatkowym z formularzem i potrzebnymi dokumentami

Potrzebne dokumenty

**Norweski numer identyfikacyjny**

Norweski numer identyfikacyjny W Norwegii używamy numerów identyfikacyjnych do identyfikacji mieszkańców.

Istnieją dwa różne rodzaje numerów identyfikacyjnych:

- Krajowy numer identyfikacyjny (fødselsnummer) - składa się z 11 cyfr, z których pierwsze sześć wskazuje datę urodzenia danej osoby.
- D-numer (D-nummer) - również składa się z 11 cyfr, ale jest tymczasowe

**Skatteetaten**

Urząd podatkowy (Skatteetaten) jest odpowiedzialny za aktualny rejestr ludności oraz zaletnie naliczanie i uiszczanie podatków.

Tel: 800 80 000 [www.skatteetaten.no](http://www.skatteetaten.no)

**Politiet**

Policja (Politiet) jest odpowiedzialna za walkę z przestępczością i zapewnienie porządku w życiu codziennym.

Tel: 02 800 [www.politi.no](http://www.politi.no)  
 Nr. alarmowy: 112

**UDI Utlendingsdirektoratet**

Urząd ds. Cudzoziemców (UDI/ Utlendingsdirektoratet) jest odpowiedzialny za sprawy dotyczące imigrantów i uchodźców na terenie Norwegii.

Głównym zadaniem UDI jest rozpatrywanie podań o różnego typu zezwolenia na pobyt na terenie Norwegii. UDI współpracuje z Policją i placówkami dyplomatycznymi za granicą.

Tel: 23 35 15 00 [www.udi.no](http://www.udi.no)

**Arbeidstilsynet**

Państwowa Inspekcja Pracy (Arbeidstilsynet) jest odpowiedzialny za nadzór nad tym czy przedsiębiorstwa przestrzegają norweskiego Kodeksu Pracy (arbeidsmiljøloven).

Państwowa Inspekcja Pracy ma prawo i obowiązek kontroli warunków pracy i płacy pracowników zagranicznych.

E-mail: [svartjenesten@arbeidstilsynet.no](mailto:svartjenesten@arbeidstilsynet.no)  
 Tel: 73 19 97 00 [www.arbeidstilsynet.no](http://www.arbeidstilsynet.no)

**SUA - Centrum Obsługi Pracowników Zagranicznych**

Policja, Urząd ds. Cudzoziemców, Urząd Podatkowy i Inspekcja Pracy utworzyły wspólne centra dla pracowników zagranicznych w Norwegii. Tutaj możesz uzyskać poradę, tutaj zostanie rozpatrzone podanie o pobyt i rejestracja przeprowadzki do Norwegii.

[www.sua.no](http://www.sua.no)

Oslø: Schweigaards gate 17  
 Stavanger: Lagårdsvien 46  
 Bergen: Nornesetergaten 4  
 Trondheim: Prinsensgate 1  
 Kikenes: Rådhusvingen 1 (Policja)  
 Pasvikveien 2 (Urząd Podatkowy)

**Zasiłki**

- Zasiłek dla bezrobotnych
- Zasiłek postojowy
- Zasiłek chorobowy

**Podatki**

- System podatkowy
- Karta podatkowa
- Odcinek wypłaty (lønsslipp)

**Prawa pracownika**

- Wynagrodzenie
- Czas pracy
- Umowy
- Środowisko pracy

**Środowisko pracy**

Jako pracownik w Norwegii masz prawo do bezpiecznego środowiska pracy. W miejscu pracy obowiązują wysokie wymagania dotyczące bezpieczeństwa, a wiele z nich jest regulowanych przez prawo.

**Właściwe stanowisko pracy**

- Za zapewnienie bezpiecznego środowiska pracy odpowiada pracodawca.
- Pracodawca musi wspólnie z pracownikami ocenić możliwe zagrożenia w miejscu pracy.
- Pracodawca jest odpowiedzialny za wdrożenie środków w celu usunięcia lub zmniejszenia ryzyka zachorowania lub odniesienia obrażeń przez pracowników podczas pracy.
- Pracodawca musi zapewnić Ci szkolenie w języku, który rozumiesz.

[Więcej](#)

**Prawo do tłumacza**

Jeśli nie rozumiesz języka norweskiego, pomoc tłumacza może okazać się niezbędna w kontaktach z urzędami państwowymi.

- Język norweski jest językiem urzędowym w Norwegii. To urzędy i instytucje państwowe powinny zamówić i zapłacić za usługę tłumaczeniową, kiedy pomoc tłumacza jest potrzebna.
- Zamówienie wykwalifikowanego tłumacza może pochwać, dlatego poinformuj o potrzebie tłumacza jak najwcześniej przed rozmową/spotkaniem.
- Oceń, czy pomoc tłumacza usznego jest niezbędna, aby móc zapewnić odpowiednią usługę należy do urzędnika państwowego.
- Praca tłumacza objęta jest całkowitą tajemnicą zawodową. Tłumacz nie może przekazywać osobom postronnym informacji, które uzyskał w trakcie zlecenia.

**Zasiłki**

**Zasiłek dla bezrobotnych**

Jeżeli Twoje godziny pracy ulegną redukcji o co najmniej 50% możesz być uprawniony/a do zasiłku dla bezrobotnych.

Abym otrzymać zasiłek dla bezrobotnych musisz najpierw zarejestrować się jako poszukujący pracy na stronie [www.nav.no](http://www.nav.no) lub w urzędzie NAV w miejscu zamieszkania. Po zarejestrowaniu się należy wypełnić formularz o zasiłek dla bezrobotnych.

[Więcej](#)

**Zasiłek postojowy**

Jeśli jesteś na urlopie postojowym (permitting) to możesz być uprawniony/a do zasiłku dla bezrobotnych.

Abym otrzymać zasiłek Twój czas pracy musi zostać zredukowany o minimum 50%. W przypadku osób pracujących w przemyśle rybnym redukcja czasu pracy musi wynieść minimum 40%.

[Więcej](#)

**Podatki**

**System podatkowy**

Podatek płacony przez obywateli jest przeznaczony między innymi do finansowania publicznej służby zdrowia, szkolnictwa czy transportu. Oprócz pokrywania wspólnych wydatków, podatek ma przyczynić się do wydobywania różnic finansowych między obywatelami.

**Karta podatkowa**

Wszystkie osoby pracujące w Norwegii muszą posiadać kartę podatkową (skattekort). Karta podatkowa wskazuje, ile podatku powinien odprowadzić pracodawca zanim wypłaci Ci pensję.

Dowiedz się jak złożyć [podanie o skattekort](#).

Urząd Podatkowy (Skatteetaten) wydaje elektroniczne karty podatkowe. Po złożeniu wniosku o wydanie karty podatkowej otrzymasz powiadomienie o tym, jaką kartę podatkową otrzymałeś/aś.

- Pracodawca pobierze kartę podatkową elektronicznie z urzędu podatkowego.
- Pracodawca będzie pobierać zaliczki na rzecz podatku z Twojego wynagrodzenia, na podstawie informacji zawartych w Twojej karcie podatkowej.

[Więcej](#)

**Środowisko pracy**

Jako pracownik w Norwegii masz prawo do bezpiecznego środowiska pracy. W miejscu pracy obowiązują wysokie wymagania dotyczące bezpieczeństwa, a wiele z nich jest regulowanych przez prawo.

- Właściwe stanowisko pracy
- Spoleczny mąż zaufania
- Obowiązek udziału i zgłaszanie nieprawidłowości
- Karta BHP (HMS-kort)

**Spoleczny mąż zaufania**

Wszystkie norweskie firmy muszą mieć własnego społecznego męża zaufania, którego wybierają pracownicy. Jako pracownik musisz wiedzieć, kto jest mężem zaufania i jak możesz się z nim skontaktować.

Zadaniem społecznego męża zaufania jest dopinanie, by pracodawca wypełniał swoje obowiązki w zakresie bezpieczeństwa, zdrowia i dobra pracownika.

Jeśli masz problemy w pracy, możesz zgłosić je społecznemu mężowi zaufania.

[Więcej](#)

**Zasiłek chorobowy**

Jeżeli w wyniku choroby utracisz wynagrodzenie, może Ci przysługiwać zasiłek chorobowy. Warunkiem otrzymania zasiłku jest przynajmniej 4 tygodniowy okres zatrudnienia poprzedzający zwolnienie z powodu niezdolności do pracy.

Zasiłek chorobowy może być przyznany na maksymalnie 52 tygodnie. Choroba musi być udokumentowana oświadczeniem własnym lub zwolnieniem lekarskim.

MAX 52 tygodnie

Zasiłek chorobowy jest wypłacany od 1 dnia nieobecności w pracy z powodu choroby. Przez pierwsze 16 dni zasiłek chorobowy wypłaca Twój pracodawca, następnie wypłatę przejmuje norweski system ubezpieczeń społecznych NAV.

[Więcej](#)

**Odcinek wypłaty (lønsslipp)**

Odcinek wypłaty (lønsslipp) powinien/aś otrzymać od Twojego pracodawcy w chwili otrzymania wynagrodzenia.

Odcinek wypłaty powinien zawierać informacje o wysokości Twojego wynagrodzenia i wysokości odrowadzonego podatku.

Odcinek wypłaty jest Twoim pokwitowaniem zapłacenia podatku. Zachowaj go.

[Więcej](#)

**Obowiązek udziału i zgłaszanie nieprawidłowości**

Jako pracownik masz również obowiązek przyczynić się do tego, aby miejsce pracy było bezpieczne i zdrowe warunki pracy.

Postępuj zgodnie z wytycznymi firmy, używaj wymaganego sprzętu ochronnego i pomagaj uniknąć wypadków i obrażeń.

Informuj pracodawcę i społecznego męża zaufania o niebezpiecznych warunkach pracy.

[Więcej](#)

**Karta BHP (HMS-kort)**

Karta BHP (HMS-kort) to obowiązkowy identyfikator, który wszyscy pracownicy budowlani, sprzętarscy i pracownicy zajmujący się ręczną pielęgnacją samochodu oraz wymianą i pracochwyaniem kół muszą w sposób widoczny nosić w miejscu pracy.

Dotyczy to wszystkich firm, które wykonują pracę w Norwegii i norweskich zagranicznych, przedsiębiorstw jednoosobowych i agencji pracy tymczasowej, a także zleceń długo- lub krótkoterminowych.

- Za zamówienie Twojej karty BHP odpowiada pracodawca.
- Karta jest imienna i ważna przez okres zatrudnienia oraz musi zostać odnowiona po dwóch latach.
- Jeśli nie otrzymałeś karty BHP, zgłoś się do pracodawcy.

[Więcej](#)





 **NTNU**

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Science and Technology