

Integration & Diversity Monitor

Vienna 2020
Key Results





Foreword

Vienna is a growing metropolis – especially due to its international immigration. This growth and the diversity of its population shape the dynamics of large cities and entail opportunities and challenges for politics and administration.

Since 2007, the City of Vienna has used integration and diversity monitoring to put a spotlight on the changes within Vienna's immigrant society. The facts and figures collected in this process provide an important foundation for decision-making in politics and administration. As the City Councillor responsible for integration, I consider it essential to recognise and actively address challenges and develop fact-based solutions. In this context, integration and diversity monitoring serves as an important basis for evidence-based policy-making and helps to bring public debate on migration and integration to a more objective level.

The 5th Vienna Integration and Diversity Monitor, for example, offers major insights into eight themes and areas related to integration and diversity. In addition to the level of integration of foreign residents in Vienna, the Monitor also outlines the level of diversity management at more than 50 municipal departments and institutions of the City of Vienna. A future-oriented integration and diversity policy, which I would like to pursue in Vienna in the next few years, draws on an inclusive strategy that builds on equal opportunities and social participation of all citizens in Vienna. This includes a clear commitment to fact and evidence-based policies as well as reflecting social diversity in administrative services.

With its Integration and Diversity Monitor, the City of Vienna more than a decade ago introduced an instrument which has gained a lot of international attention and which still serves as a kind of compass for evidence-based integration policy.

Christoph Wiederkehr

Vice Mayor & Executive City Councillor for Education, Youth, Integration and Transparency

Introduction

Vienna is a growing city with an increasingly diverse population in terms of languages spoken, countries of origin, religions, and socio-cultural backgrounds – just like many other large European cities. At the beginning of 2020 more than 1.9 million people were living in Vienna, 63.3% of which were born in Austria and 36.7% abroad. In 2019, the average of Vienna's population with a migrant background was 45.9%, while the share of residents where both parents were born in Austria was 54.1%. This shows that Vienna is an immigration city within the European Union.

The migration movements of the last few decades have created a wide variety of opportunities and challenges for politics and administration in the City. Since 2007, the City of Vienna's integration and diversity monitoring process has therefore highlighted the changes in Vienna's immigrant society and has measured the level of integration and diversity in Vienna following a rights-based and inclusive approach. Integration and diversity monitoring provides an important foundation for politics and administration in the City of Vienna as it allows evidence-based decision-making supported by facts and figures. At the same time, the monitoring is intended to bring public debate on migration and integration to a more objective level.

From the perspective of the City of Vienna, the term integration refers to the establishment of equal opportunities and equal treatment as well as equal possibilities of social participation for all population groups. All Viennese – according to the definition of the Vienna monitoring this includes everyone who lives in Vienna and has his/her main residency in Vienna – should have equal access to high-quality education, good jobs, a sufficient income to make a living and affordable housing. For this reason, integration monitoring addresses the question whether their own immigration, their parents' migration history or the country where they have obtained their highest educational qualifications make any difference with regard to a person's position in society. Simultaneously, the Diversity Monitor investigates how the Vienna City Administration handles the increased diversity of its population: Have the City's services, products and measures been adapted and customised to address the diverse needs of its residents? In what manner has diversity management been implemented in the departments of the City Administration and to what extent does the composition of the City Administration's staff reflect the diversity of Vienna's population?

All publications forming part of Vienna's integration and diversity monitoring are available for download as PDF files on the website of the City of Vienna and all available printed copies can be ordered for free via the City of Vienna's ordering service:

<https://www.wien.gv.at/menschen/integration/daten-fakten/monitoring.html>

<https://www.wien.gv.at/gogv/19bestellungidm>

Method & implementation

Integration Monitor

Monitoring refers to the systematic observation and accompanying illustration of processes of change. The City of Vienna's integration monitoring uses statistical time series and indicators to observe changes in Vienna's migrant society and obtain an up-to-date and reliable picture of the life conditions of Vienna's population. The comparison of results over a longer period of time allows to assess legal, social and economic developments in society.

Integration monitoring measures the level of equal opportunities and equal rights of Vienna's migrant society and the level of social participation of different population groups. It empirically addresses the question whether their own immigration, their parents' migration history or the country where they obtained their highest educational qualifications make a difference to their social position, income, educational participation, occupational mobility, risk of unemployment, health, housing choices or social and political participation.

The results of Vienna's integration monitoring are presented in several thematic sections which are closely related with each other and whose indicators are important elements to measure integration and diversity. An overall framework is provided by a chapter on the demographic composition of Vienna's population and the legal basis for immigration to Vienna.

Diversity Monitor

The Diversity Monitor 2019 is the fifth comprehensive analysis of the diversity management of the City of Vienna. 53 departments and institutions of the City participated in the current monitoring process – the number of institutions has successively risen since 2009 (2009: 30, 2011: 38, 2013: 42, 2016: 43). At the time of the survey the number of employees at the 53 departments and institutions was 65,698. 66.1% of which were women, 33.9% men. 2.1% were colleagues with disabilities.

The diversity monitoring process is based on an online survey of all participating departments and institutions. The results of the survey provide the foundation for depicting the level of implementation achieved in the area of diversity management. As in previous Monitors, this is based on a set of "diversity scorecards" which illustrate to what extent services, personnel policies and organisational structures have been adapted to a socio-culturally diverse City. The assessment method uses 11 pre-defined diversity benchmarks and 24 detailed benchmarks, which allows a direct comparison with previous results and a valid evaluation of development paths of individual institutions and development dynamics in Vienna's administration as a whole.

The implementation level of diversity management is captured with regard to the spectrum of services & customers, personnel development (human resources & skills) and the general significance of diversity issues in organisational development (organisation & strategy). Using these three analytical dimensions allows the consideration of all organisational aspects and a differentiated presentation of results which clearly highlights successes as well as required actions. The Diversity Monitor depicts the different degrees of development with the help of a score system from 0 to 4 in four development stages which include 1) the sensitisation stage, 2) the planning and establishment stage, 3) the test and implementation stage, and 4) the further development and professionalisation stage. The diversity scorecard (chart) consolidates the individual assessment elements and presents an overall picture of the level of development achieved.

The Diversity Monitor presents the overall results obtained from the analysis of the departments' and institutions' diversity management for each analytical dimension in the same eight spheres of activity as the Integration Monitor. In addition, the participating institutions also receive a detailed assessment of their own results.

Integration Monitor

Composition of Vienna's population by nationality and country of birth at the beginning of 2020

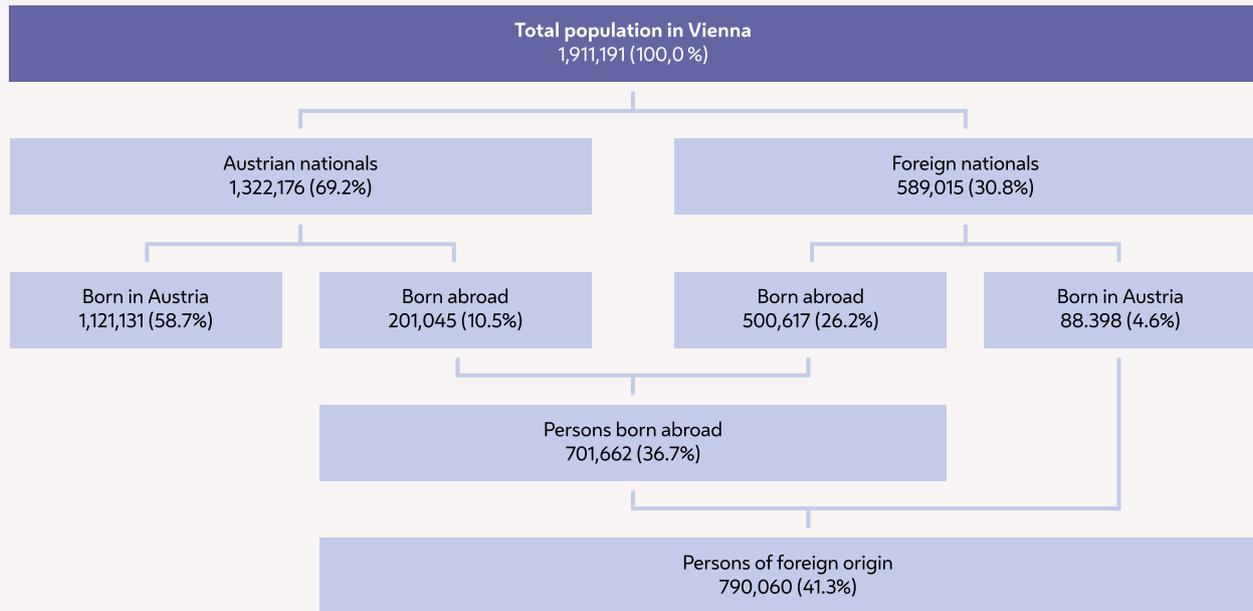


Chart & Calculations: City of Vienna – Integration and Diversity; Data: City of Vienna – Economic Affairs, Labour and Statistics
Status: 1 January 2020

VIENNA IS A EUROPEAN CITY OF IMMIGRATION

Vienna has been changed significantly by the immigration of young women and men. In the past 30 years, an aging and shrinking city has been turned into a young and growing metropolis. At the beginning of 2020, 30.8% of Vienna's residents were foreign citizens, 36.7% were born abroad, and 41.3% were of foreign origin, i.e. they either held a foreign citizenship or were Austrian nationals born abroad. In 2019, the average of Vienna's population with two foreign born parents (migrant background) was 45.9%.

The main source countries of Viennese who are of foreign origin have hardly changed over the past years: at the beginning of 2020, 101,888 people originated from Serbia, 76,281 from Turkey, 61,945 from Germany and 55,051 from Poland. In terms of citizenship, however, the order is

slightly different, since many Viennese who were born in Turkey or Bosnia and Herzegovina have already acquired Austrian citizenship. This has contributed to the fact that German nationals for the first time have been the second-largest population group without Austrian citizenship in Vienna in 2019.

Largest population groups of foreign origin or citizenship in Vienna 2020

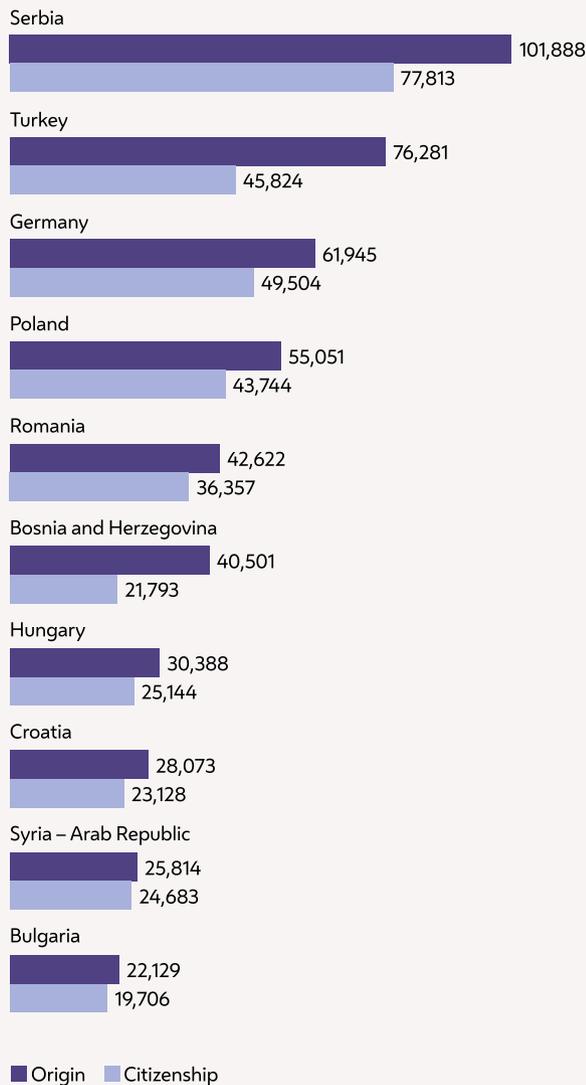


Chart: City of Vienna – Integration and Diversity
Data: City of Vienna – Economic Affairs, Labour and Statistics

In the last few years, immigration to Vienna from abroad has strongly declined. The net migration of people from countries which have been EU members since 2004 reached its peak in 2014, while that of people from third countries outside Europe peaked in 2015 and afterwards strongly decreased. Both groups have been the major groups of immigrants to Vienna from abroad in the past years. With the exception of 2015, the net number of immigrants holding an EU or EFTA citizenship has been higher than that of immigrants from third countries.

Democratic deficit: nearly every third Viennese is not allowed to vote

Share of Viennese residents above the voting age of 16 who do not hold Austrian citizenship and are therefore not allowed to vote in local, regional or national elections (in %)

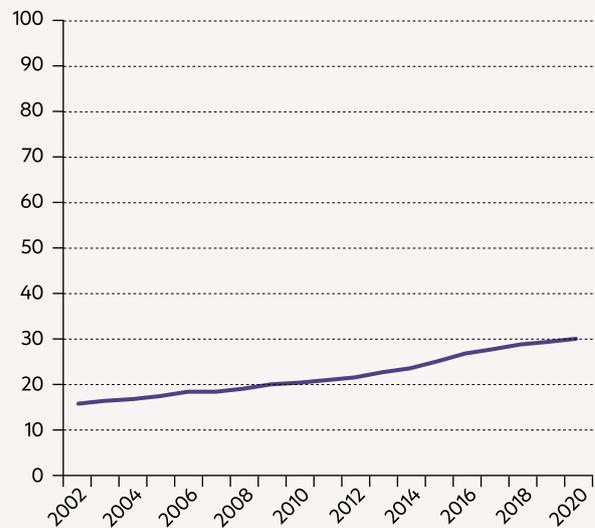


Chart: City of Vienna – Integration and Diversity
Data: City of Vienna – Economic Affairs, Labour and Statistics

IMMIGRATION AND RESTRICTIVE NATURALISATION LAW RAISE THE DEMOCRATIC DEFICIT IN VIENNA

Vienna's naturalisation rate is still very low, at 0.8%. Only eight of 1.000 foreign nationals living in Vienna at the beginning of 2019 received Austrian citizenship by the end of the year.

Austria's restrictive naturalisation law – together with the fact that voting rights are tied to citizenship – creates a massive democratic deficit in a city which is characterised by migration like Vienna: At the beginning of 2020, 30.1% of Vienna's residents of voting age were not allowed to vote in local, regional or national elections due to their foreign nationality. Thus, the democratic deficit has nearly doubled since 2002. The democratic deficit particularly affects Viennese residents between 27 and 44 years of age.

Differences among young Viennese educated in Austria have narrowed considerably

Share of young Viennese above compulsory school leaving age (between 15 and 19 years) who are undergoing or have completed education, by origin of the educational qualification and migrant background (in %)

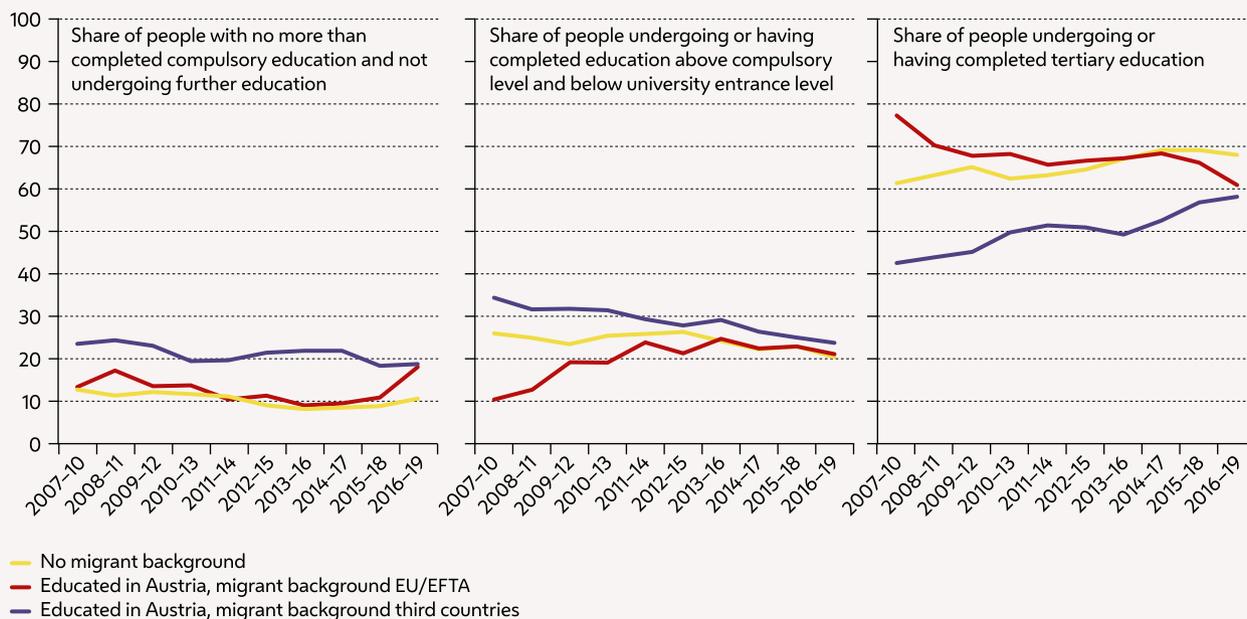


Chart: City of Vienna – Integration and Diversity; Calculations: August Gächter (Centre for Social Innovation); Data: Statistics Austria (Microcensus)

POSITIVE DEVELOPMENTS IN THE FIELD OF EDUCATION

An increasing number of Viennese have acquired at least university entrance qualifications. The still significant differences between parts of Vienna's population are slowly getting smaller. Thus, the gap between the population group with the largest share of people with university entrance qualifications or higher education and that with the smallest share has decreased significantly from 40 to 29 percentage points since the reporting period 2007–2010.

While developments regarding the educational qualifications of the whole population are only slowly becoming visible, they are more prominent in the group of young people. Today, the number of young people aged 15 to 19 who have a third country migrant background and are attending education programmes leading to university entrance qualifications is considerably higher than in the period 2013–2016. On the whole, differences in the acquisition of educational qualifications among young Viennese have recently narrowed significantly.

While the absolute number of young people who are neither in employment nor in education or training (NEETs) in Vienna has increased until the period 2014–2017 – also due to the City's population growth – it has declined substantially since then. With 10.5%, the share of NEETs in all young people between 15 and 24 years has currently reached its lowest level since the beginning of Vienna's integration monitoring.

Employment rates in Vienna's population have significantly grown apart since the period 2010–2013

Employment rate of Viennese above working age excluding people younger than 25 who are undergoing education or training, by origin of the highest educational qualification and migrant background (in %)

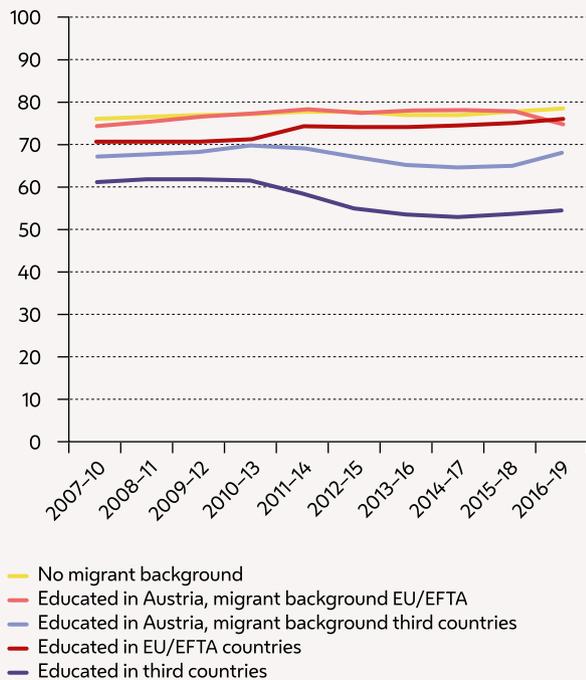


Chart: City of Vienna – Integration and Diversity
Calculations: August Gächter (Centre for Social Innovation)
Data: Statistics Austria (Microcensus)

42% of Vienna's residents from third countries with intermediate or higher qualifications are affected by occupational downgrading

Share of unskilled and semi-skilled jobs among employees with intermediate and higher qualifications, excluding under 25-year-olds in education, by origin of education and migrant background (in %)

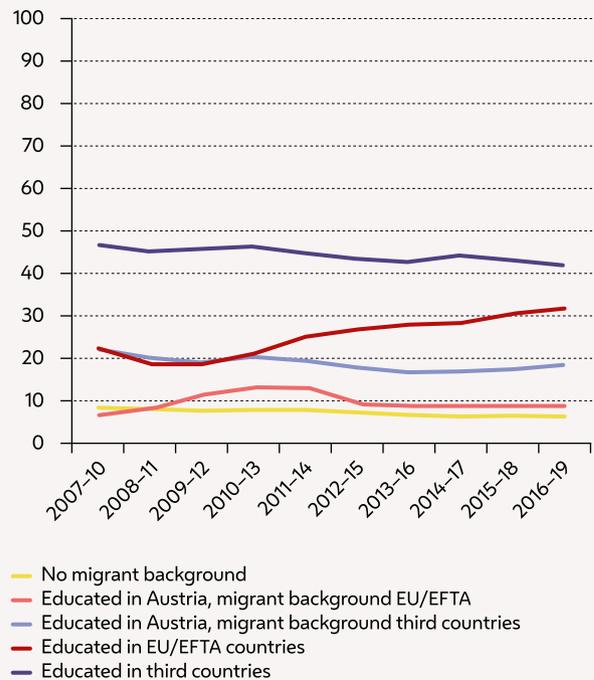


Chart: City of Vienna – Integration and Diversity
Calculations: August Gächter (Centre for Social Innovation)
Data: Statistics Austria (Microcensus)

CHALLENGES IN THE FIELDS OF EMPLOYMENT & LABOUR MARKET STILL EXIST

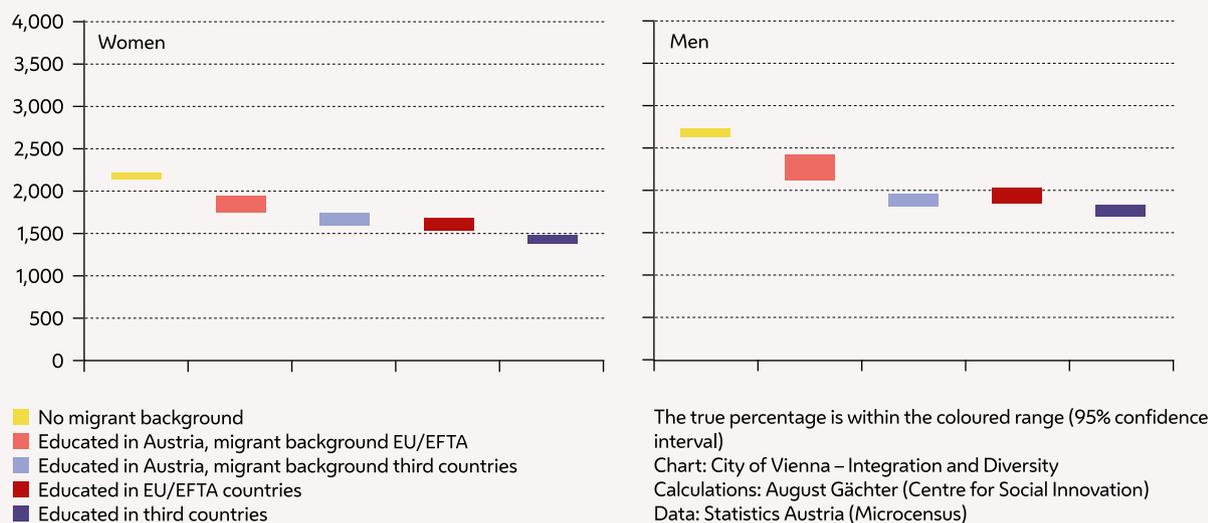
In most parts of Vienna's population, employment rates have slightly increased over the course of the integration monitoring process. However, the employment rate of Viennese with educational qualifications from third countries decreased between the periods 2009–2012 and 2014–2017. This can partly be attributed to a statistical effect which results from a higher inflow of people who have acquired their educational qualifications in third countries and whose employment rate was lower at the beginning of their stay.

As far as women with third-country qualifications are concerned, the integration monitoring results show a

strong impact of child-care duties on employment. Only 21% of women with third-country qualifications and at least one child younger than two years are gainfully employed. In comparison, the employment rate of women without migrant background and children younger than two years is 77%.

Educational qualifications obtained abroad are of relatively little value on the Austrian labour market: 42% of Vienna's residents from third countries with intermediate or higher qualifications and 32% of Vienna's residents from EU/EFTA countries with intermediate or higher qualifications work in unskilled or semi-skilled jobs.

Women with foreign educational qualifications or foreign-born parents are put at a double disadvantage in terms of pay
 Mean net wages of salaried employees in Vienna in their main activity by gender, origin of education and migrant background (average for 2016–2018), excluding under 25-year-olds in education (in €)



VIENNESE EDUCATED ABROAD OR WITH MIGRANT BACKGROUNDS EARN SIGNIFICANTLY LOWER WAGES

People with foreign educational qualifications or migrant background are at a considerable disadvantage in terms of pay. In addition, women earn lower wages than men. This means that women who have been educated abroad or have a migrant background are put at a double disadvantage. While adjusting wages for the different working hours of men and women will reduce gender-based differences, it does not reduce the differences due to the origin of education or family background

A significantly higher number of Viennese with a foreign background is living in low-income households than Viennese with Austrian background. About two thirds of the population from other third countries (excluding Turkey and former Yugoslavia) were living in 20% of the lowest-income households in Vienna. Among residents from Turkey and from countries which have joined the EU in and after 2004, this share was slightly less than half.

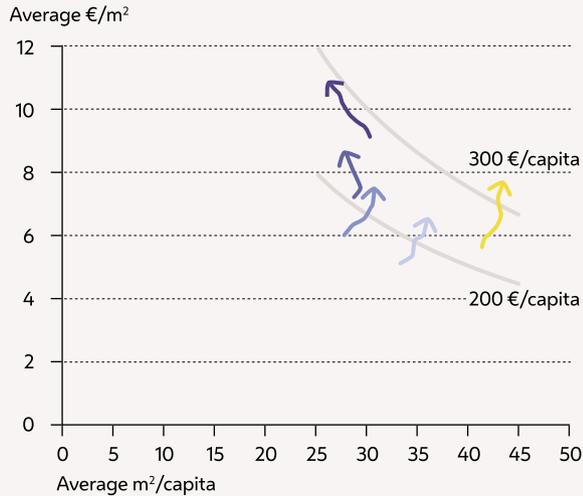
The share of recipients of Vienna Minimum Income Scheme has recently been decreasing – among Viennese with Austrian or EU/EFTA citizenship since 2016 and among Viennese with third-country citizenship since 2017.

(SUBJECTIVE) PERCEPTION OF HEALTH

Foreign-born Viennese between 45 and 64 years rate their health status lower than native Austrian residents. 24% of this age group from third countries rate their general health as poor or very poor compared to 7% of Viennese from Austria.

Viennese who immigrated to Vienna in or after 2011 and obtained their educational qualifications abroad live in the smallest housing units and pay the highest rents

Average living space (square metres per capita) and average rent (euros per square metre) of residents of rented housing in Vienna by origin of education and time of immigration from the periods 2007–2010 to 2016–2019



- Educated abroad, immigrated between 1956 and 1984
- Educated abroad, immigrated between 1985 and 1996
- Educated abroad, immigrated between 1997 and 2010
- Educated abroad, immigrated in or after 2011
- No migrant background

Chart: City of Vienna – Integration and Diversity
Calculations: August Gächter (Centre for Social Innovation)
Data: Statistics Austria (Microcensus)

Affordable housing increasingly poses a challenge to foreign-born Viennese and their children: Viennese residents without migrant background have an average living space of 43 square metres per capita and pay 7.6 euros per square metre in rent. In comparison, Viennese with educational qualifications or migrant backgrounds from third countries live in much smaller homes with 28 square metres per capita. Viennese who have completed their education abroad and immigrated to Vienna in and after 2011 recently had to pay the highest prices, at an average of 10.9 euros per square metre.

Vienna's residents rate living together in Vienna positively, particularly in their own neighbourhoods

Responses given by Vienna's residents to the question "How would you rate the quality of living together among natives and migrants in Vienna, in your district and in your neighbourhood?" in March 2020 (in %)

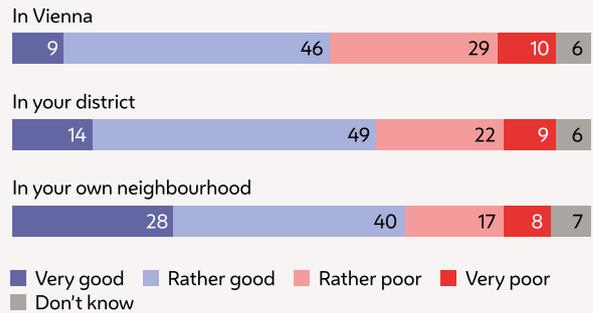


Chart: City of Vienna – Integration and Diversity; Source: Zusammenleben in Wien 2020

FOREIGN-BORN VIENNESE AND THEIR CHILDREN CONTINUE TO LIVE IN MORE EXPENSIVE AND SMALLER HOUSING

People immigrating to Vienna have only access to the private housing market at first. About two thirds of Vienna's residents with time-limited tenancies in privately owned housing and more than half of the residents with unlimited tenancies in privately owned housing have migrant backgrounds. However, people who have lived in Vienna for a longer period of time increasingly move into city-owned housing, where about half of the residents also had foreign educational qualifications or migrant backgrounds in the period 2016-2019.

THE MAJORITY OF VIENNA'S RESIDENTS RATE LIVING TOGETHER IN THE CITY POSITIVELY

Population growth has caused Viennese to move closer together. Thus, public space becomes increasingly important. This is particularly true for people who live in densely built-up areas and, because of their low incomes, depend on public space, as they lack other options or cannot easily make use of leisure activities for which they have to pay.

The way in which natives and immigrants live together is mostly rated positively in Vienna. With regard to people's immediate neighbourhoods, the rating even improves further: In this category, 68% of Vienna's residents rate living together as very good or rather good, while 25% of the respondents rate it as rather or very poor.

Diversity Monitor

ONGOING DEVELOPMENT OF THE CITY OF VIENNA'S DIVERSITY MANAGEMENT SCHEME AND INCREASING PROFESSIONALISATION

By now, implementing diversity-oriented policies has become an integral part of the activities of Vienna's City Administration. **9** out of **53** participating organisations of the City of Vienna have already reached the professionalisation stage, i.e. the highest level of diversity management, in all three analytical dimensions (2016: 7). Another **8** departments have reached the professionalisation stage in two of three analytical dimensions (2016: 6), and **11** institutions have reached this stage in at least one analytical dimension (2016: 7). This underlines the overall positive development of diversity management across the institutions of the City of Vienna.

PROMOTING THE IMPLEMENTATION OF DIVERSITY MANAGEMENT AT THE STRATEGIC LEVEL

Nearly all of the participating institutions have a diversity strategy in place and implement it in the fields of personnel development (87%), public relations (85%), knowledge management (69%), complaints management (68%), quality assurance (63%) and project management (56%).

The individual institutions have defined clear competences and responsibilities for their diversity management. In most cases, department heads are responsible for diversity management measures (72%). In many cases responsibility is shared with the personnel department (54%). More than every third institution has its own diversity official. 15% even have established a special organisational unit in charge of diversity management.

8 of 10 surveyed institutions have participated in internal platforms, networks or events on diversity issues in the past three years and have thereby actively contributed to further developing the discourse on diversity within the City.

90% of the City's departments and institutions know in detail who their customers are and can therefore develop their range of services geared to their target groups' needs.

INCREASINGLY DIVERSITY-ORIENTED PERSONNEL DEVELOPMENT

About 24,200 employees have attended courses and further training programmes in the field of diversity in the past three years and have thus contributed to enhancing diversity skills within the institutions of the City of Vienna.

70% of departments and institutions have defined diversity skills as an important selection criterion in the recruitment of new staff members. Conflict management skills as well as language and intercultural skills are highly valued, since they can be used effectively in the performance of services.

The level of diversity among the City's staff has increased over the reporting period. In nearly half of the participating institutions, the share of employees who are of foreign origin has risen since 2016 – in nearly one third of the institutions also among the executive staff.

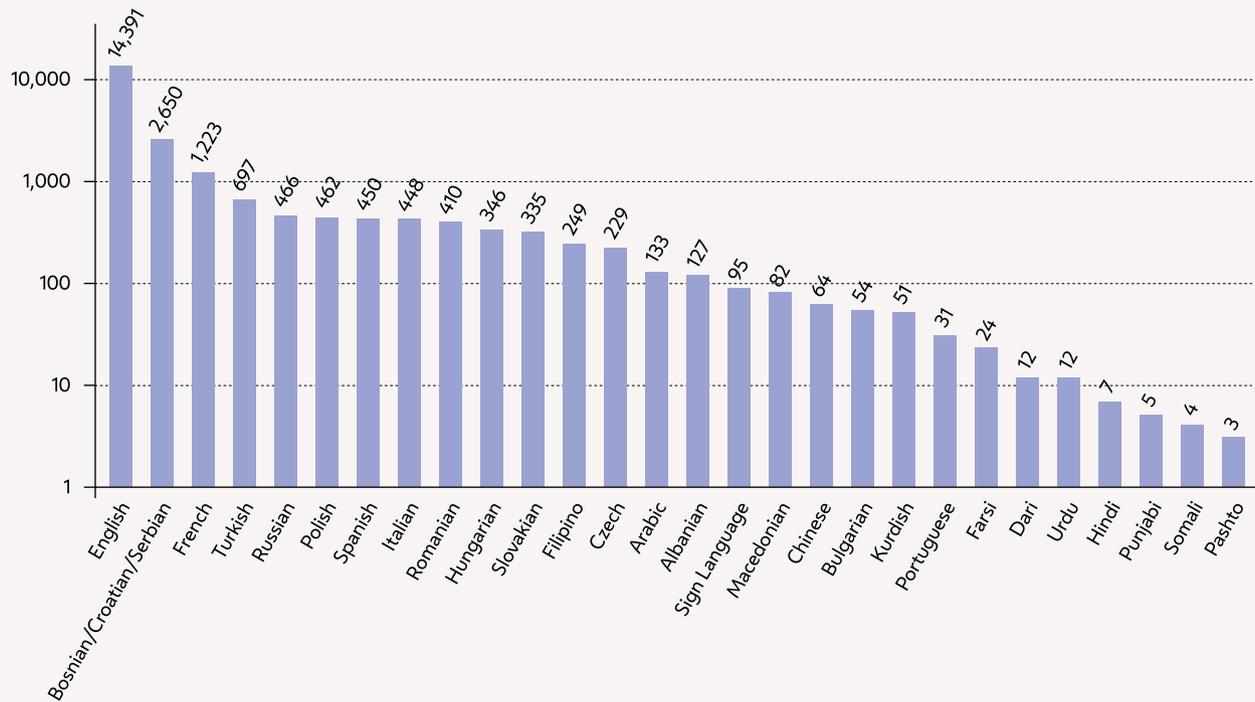
INCREASINGLY DIVERSITY-ORIENTED COMMUNICATION WITH CUSTOMERS

The fact that the City Administration's staff speak many of the main migrant languages in Vienna reflects much of the diversity of the city's society. These language skills are often used to provide information and advice to customers and help improve the City of Vienna's range of services.

92% of the participating departments and institutions of the City of Vienna are able to communicate with their customers in English – also about sometimes complex administrative issues. In more than half of all institutions staff members speak Bosnian/Croatian/Serbian and Turkish, the major native languages of migrants in Vienna.

More than a third of the City of Vienna's departments and institutions are also able to offer information and advice in Czech, Slovakian, Hungarian, Polish, Russian, Romanian, Arabic and Farsi. An equal number of institutions also provide services in sign language.

Language skills of staff members



Source: City of Vienna – Integration and Diversity: Diversity Monitoring 2019.
 Question 3.1.2: How many of your staff members speak the following languages?
 Evaluation and chart: UIV – Urban Innovation Vienna GmbH

More than a third of the participating institutions also seek to further optimise customer orientation by offering information materials in several languages. 2 of 3 institutions also reach customers with special needs via their accessible websites.

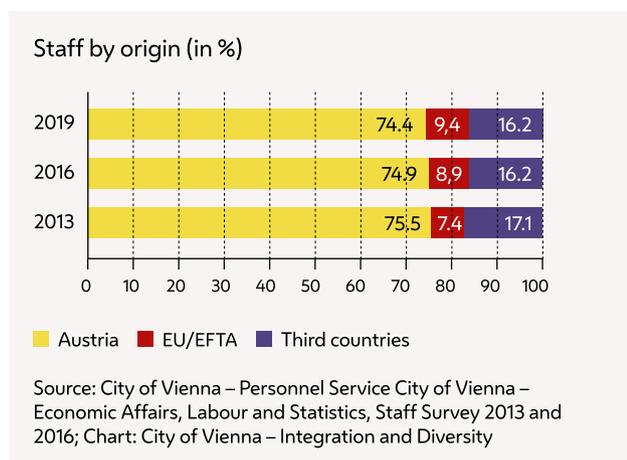
Staff diversity survey

SURVEY ON THE DIVERSITY OF CITY ADMINISTRATION STAFF AS PART OF VIENNA'S INTEGRATION AND DIVERSITY MONITORING 2016–2019

The City of Vienna is the largest employer in Vienna. The survey covers the Vienna City Administration, the Vienna Hospital Association, Housing in Vienna, Vienna Waste Water Management, enterprises such as the City of Vienna's museums and galleries, and also special bodies not subject to directions such as the Equal Opportunities Advisors or the Independent Officer for Occupational Safety and Health. The level of diversity among Vienna's City Administration staff was determined for the first time in 2013. The present survey is the third one that depicts the current situation and shows the developments measured as part of the monitoring process. In addition to an overview of the staff who live in Vienna by age, gender and origin, it also offers information on their representation across occupation groups and employment categories as well as in certain professions. This empirical analysis of administrative staff structures is another major component of the City of Vienna's diversity and equal-rights-oriented personnel policy.

IN THE VIENNA ADMINISTRATION, THE SHARE OF EMPLOYEES WITH FOREIGN ORIGIN CONTINUES TO INCREASE

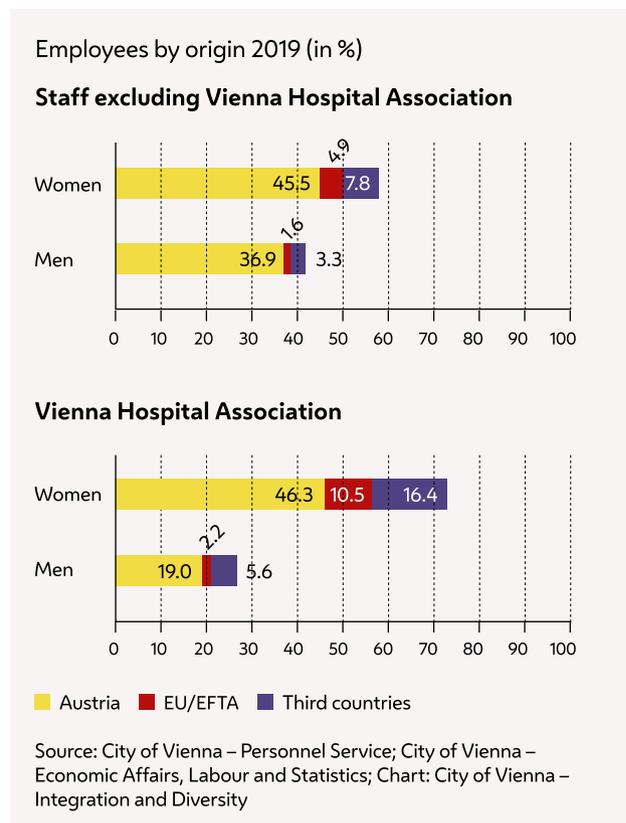
25.6% of City staff members are of foreign origin (survey date: 30/06/2019). In 2016 their share was 25.1% and in 2013 it was 24.5%. "Foreign origin" exists if a person has a foreign nationality or has an Austrian citizenship and was born abroad.



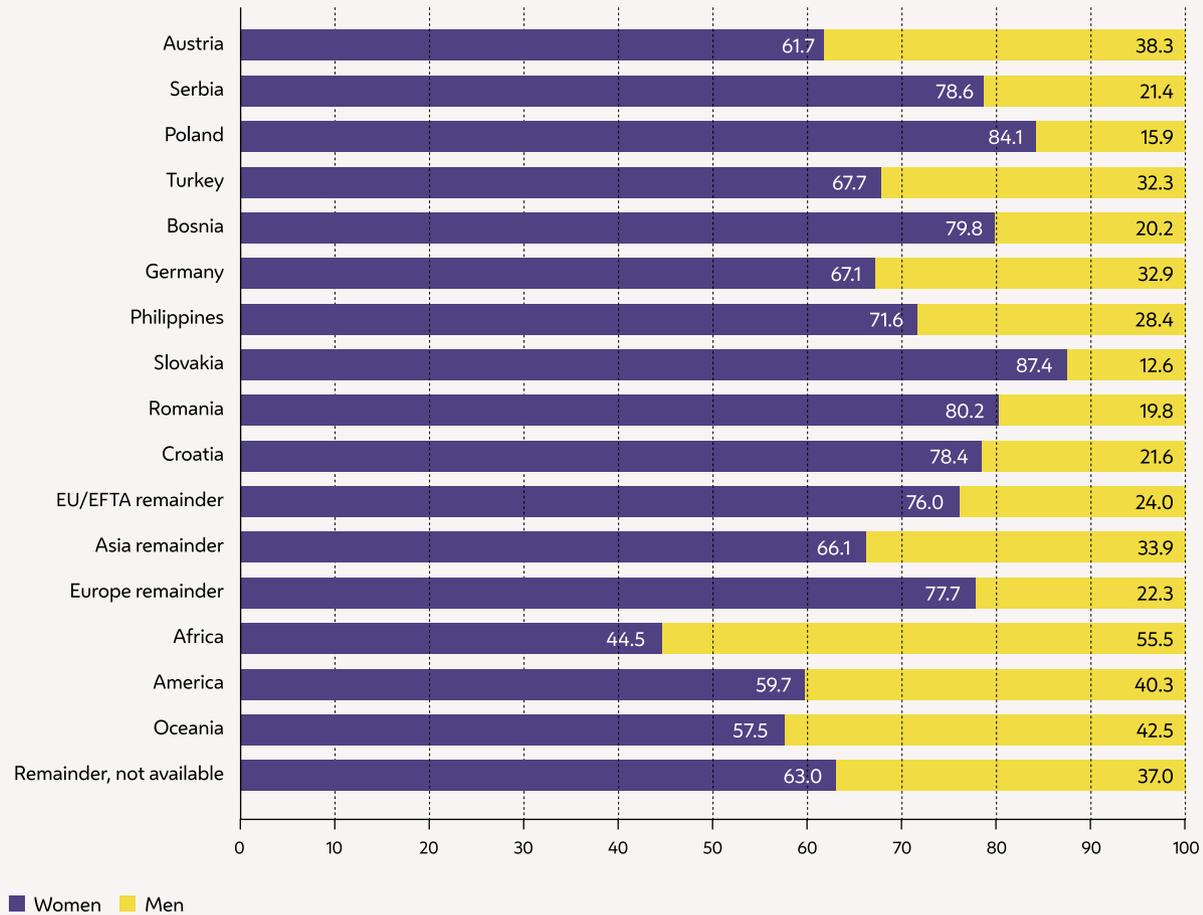
Within 3 years, the share of employees from third countries has decreased by 0.9 percentage points and has remained unchanged between 2016 and 2019. The share of staff members from EU/EFTA countries has increased by 2.0 percentage points over the survey periods from 2013 to 2019, while the share of Austrian staff members has continually declined by a total of 1.1 percentage points.

PERSONNEL EXCLUDING THE VIENNA HEALTH ASSOCIATION AND STAFF IN THE VIENNA HEALTH ASSOCIATION (WIGEV)

The staff survey 2013 for the first time captured and showed the shares of staff of foreign origin. The results obtained for the Vienna Hospital Association and for the category "staff excluding the Vienna Hospital Association" revealed significant differences: 34.8% of Vienna Hospital Association staff were of foreign origin compared to 15.1% of "staff excluding the Vienna Hospital Association". In 2016, the ratio was 34.4% to 16.8%. **2019: 34.7% to 17.6%.**



Staff by (countries of) origin and gender (in %)



Source: City of Vienna – Personnel Service
 City of Vienna – Economic Affairs, Labour and Statistics
 Chart: City of Vienna – Integration and Diversity

MORE WOMEN THAN MEN WORK AT VIENNA'S CITY ADMINISTRATION

This is shown very clearly by the percentages of women and men among the employees of the City of Vienna: **65.2% women and 34.8% men.**

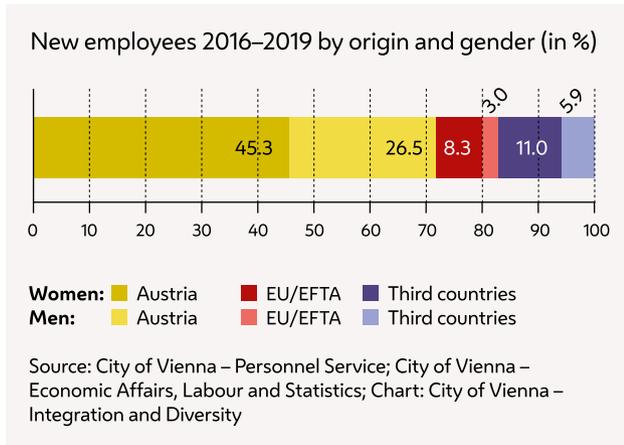
Analysing staff by (countries of) foreign origin and gender reveals some differences in this context.

Among employees from Austria, the shares of women and men have nearly remained unchanged compared to the previous years: 61.7% women (2016: 62.0%, 2013: 61.8%) and 38.3% men.

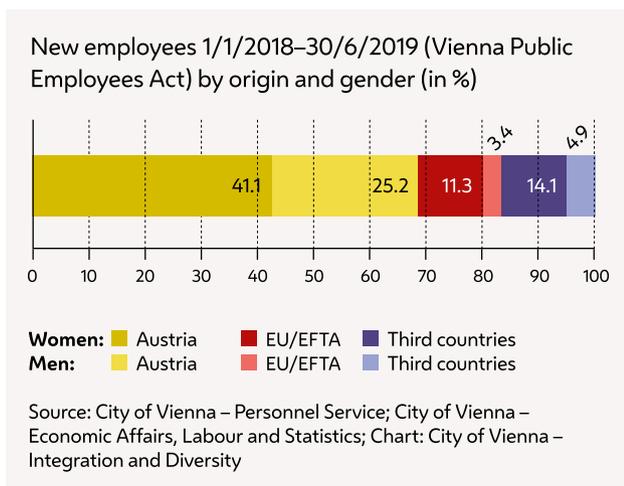
A striking detail is that among nearly all foreign origin groups the share of women is even larger. Among employees from Slovakia it is as large as 87.4%.

ALL NEW EMPLOYEES 2016–2019 AND NEW EMPLOYEES 1/1/2018–30/6/2019

Changes in the composition of the City Administration staff can also be attributed to the recruitment of new employees. For this reason, all new employees and all employees who have left their job between 2016 and 2019 have been analysed to find possible trends. All new employees were hired in accordance with the City of Vienna's current recruitment regime and with the recruitment procedures of the City's individual organisations which can recruit staff on their own.



For all new employees hired between 2016 and 2019, the share of employees who are of foreign origin was 28.2% and was thus higher than the total share of employees of foreign origin with 25.6%.



For new employees hired in accordance with the new Vienna Public Employees Act in the last one and a half years of the reporting period, the share of new employees of foreign origin was 33.7%.

VIENNA CITY ADMINISTRATION STAFF WERE BORN IN 117 COUNTRIES

The survey 2019 revealed that 75.0% of all staff members were born in Austria and 25% in 116 other countries. The employees at the Vienna Hospital Association were born in 109 different countries, while the City Administration's "staff excluding the Vienna Hospital Association" have a total of 102 different countries of birth.

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