



## Study on Perceptions of Social Inclusion in Thuringia

For the Anti-discrimination Office, Thuringia



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### PROJECT GROUP

Improving Local Representation: Lessons from the Global South

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### Client

Thüringer Staatskanzlei  
Antidiskriminierungsstelle (LADS)

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## Project Group Summary

As part of the project group course on ‘Improving Local Representation: Lessons from the Global South’, master’s students at the Willy Brandt School of Public Policy (WBS) were tasked with investigating, systematically analysing, and reporting on existing policies on local representation concerning marginalized groups. This included an assessment of their pros and cons and degrees of successful incorporation. The focus on the local level, which is extremely relevant yet underexplored, served as an illustration of methods for addressing representation issues that are a pertinent concern at the subnational level in the Global North. The project paid particular attention to countries with diverse organizational structures for the local authorities, varying strategies of political decentralization, and local initiatives (formal or informal) geared towards representation and participation.

Given this background, the group collaborated with the Anti-Discrimination Office at the Staatskanzlei Thüringen, also referred to below as “the client” or TAO, to design and conduct a survey on the perceptions of local inclusion and discrimination in Thuringia. The project had two primary objectives; firstly, to deliver a presentation to the client on the key findings at the end of the semester, and secondly, to produce a flyer or short report outlining the entirety of the project and offering recommendations for the office. The survey results provided valuable insights into the instances of discrimination faced by the respondents living in Thuringia, the perceived factors that contribute to discrimination, awareness levels of the Anti-Discrimination Office, and recommendations aimed at mitigating these issues and enhancing the office's effectiveness and outreach.

## About our Project

### Background

EU law prohibits discrimination on the grounds of racial or ethnic origin based on provisions of the treaties and the principles of non-discrimination and equality, set out in the EU Charter of the Fundamental Rights (Articles 20 and 21). The racial equality directive forbids direct and indirect discrimination regarding social protection, social security and healthcare; social advantages; education; and public access to and supply of goods and services, including housing.

The study conducted as a collaboration between the Willy Brandt School (WBS) students and the Anti-Discrimination Office, in Thuringia (Germany), was entirely designed and conducted by the WBS students in the form of a survey to analyze the perceptions of local inclusion and discrimination in Thuringia. The survey, which was implemented both online and face-to-face, collected data from 125 respondents from 40 countries. The resulting findings were presented to the Antidiscrimination Office, Thuringia, on the 5<sup>th</sup> of February, 2024. This report, which includes modifications and improvements from the presentation, presents evidence on instances of discrimination experienced by individuals in Thuringia to understand better potential problems of social inclusion and interaction among the locals and ways to mitigate them.

## The Project in a Nutshell

“To assess the prevalence and common forms of discrimination in Erfurt/Thuringia, and to explore strategies through which the anti-discrimination office can enhance social inclusion in the region.”

### Objectives

- To understand issues of discrimination in Erfurt/ Thuringia
- To analyze the challenges of improving social inclusion in Erfurt/ Thuringia
- To learn about the public level of awareness about the Thüringen Anti-discrimination Office
- To provide recommendations to the Anti-Discrimination Office on improving awareness, services, and capacities of their office

### Scope

- Designing and conducting primary data collection survey, both online and offline in Erfurt and Thuringia at large
- To include respondents from all the age groups, genders, religion, and origin
- Use of six international languages to conduct a designed survey for maximum reach given the diverse population in the region

### Limitations

- The actual study mostly consisted of students whose experiences may be unique to the larger population.
- Most survey respondents were limited to Erfurt
- Time constraints given that the survey was launched during the holiday season which affected availability and the participant’s interest

### Our Approach: What did we want to learn?

- Direct Insights from individuals: we capture personal experiences, perceptions, and attitudes toward discrimination
- Through quantitative data, we observed discrimination prevalence rates and its patterns
- We learned about discrimination across different population segments (age, gender, ethnicity)
- We learned about types of discrimination and specific contexts

## Methodology

### Survey

The survey, which was preceded by a comprehensive background research, consisted of key concepts and findings that were incorporated into the design. The research mainly included gathering information on instances of discrimination in Thuringia based on select experiences such as a customer, at the workplace, and when seeking healthcare, the factors contributing towards the said discrimination, reporting and coping mechanisms for the respondents, awareness of the Anti-discrimination Office and

recommendations on how the office can improve its reach and services. The target population for the survey were individuals living in Thuringia above the age of 18 years.

The survey questionnaire, included in the annexure (1) for readers consisted of different sections, namely, consent form, origin and duration of stay in Thuringia, language, accessing services, reporting the incident, awareness about the anti-discrimination office in Erfurt, Thuringia, basic demographic information and the final submission. The questionnaire was developed and later launched on KoboToolBox, an online surveying tool. The survey link was circulated with the help of a digital poster designed to encourage maximum participation.

The questionnaire was developed in six languages namely, English, German, Persian, Spanish, Turkish, and Russian to reach the maximum number of respondents, given that these are part of the main languages spoken by residents in Thuringia.

Ethical considerations were taken into account while developing and conducting the survey by seeking the participant's consent and ensuring the confidentiality and privacy of every participant. Participation was voluntary and the respondents could opt out of any question they did not feel comfortable answering.

### Implementation of Survey

The questionnaire was circulated via digital platforms like WhatsApp, Instagram and Facebook. A poster, which included a QR code and link to the survey, was designed and circulated to enhance the reach by providing a snapshot of the key information about the survey. The poster and some screenshots of the online survey are attached in annexure (2 & 3) for reference.

A mixed- method of online and face-to-face surveys via digital link was adopted. The purpose of adopting this method was to increase reach, methodological triangulation for enhanced reliability and validity, and increased response rate and engagement.

### About Our Respondents

The survey garnered 125 valid responses of which the data analysis was conducted. Some key features of the respondents are presented below:

*Country/ Place of Origin:* Participants from India, Germany, Afghanistan, Iran Pakistan, Colombia, and Mexico had relatively higher participation in this survey than other countries. A total of 40 countries are represented in this survey.

*Spoken Languages:* The survey collected data on languages spoken by the respondents. Around 86% of respondents speak English, 70% speak Deutsch (German), and 18% speak Spanish, among other languages.

*German Language Proficiency:* The survey found that only 12% of the respondents are native German speakers and 12% have an advanced level of German language knowledge. The remaining 76% of the respondents indicated that they have either no knowledge, basic knowledge, or intermediate knowledge of the language.

The German Language Proficiency categories refer to the language certification levels shown below:

- No knowledge
- Basic – A1
- Intermediate – A2
- Advanced – B1-B2
- Native – C1-C2

*Gender:* The survey observed 50% female participation, 48% male participation and the remaining 2% did not disclose their gender.

*Age and Educational Background:* Approximately 76% of the participants are aged between 23 and 36 years. A large number of respondents consisted of university students with approximately 78% of them reporting having either completed higher education or currently pursuing higher education.

*Employment status:* The results indicated that approximately 38% of respondents were employed and 49% were students.

*Instances of discrimination faced by the respondents:* A separate question intended to gather information on different situations where respondents faced discrimination was included in the survey. The list of situations included were:

1. Discrimination faced as a customer
2. Discrimination faced while looking for a job
3. Discrimination faced while accessing public services
4. Discrimination faced while looking for housing
5. Discrimination faced while seeking healthcare
6. Discrimination faced at the workplace
7. Discrimination faced at an educational institution
8. Discrimination faced in other situations.

Key findings on this are discussed in detail in the following sections of the report.

## **Instances of Discrimination Faced by Respondents**

The graph below indicates the different instances of discrimination faced by the survey respondents in the selected instances mentioned above. This section of the report will therefore delve to analyse the results cross-referencing them with the respondents' perceived factors that led to the discrimination and their demographic characteristics.

# Instances of Discrimination Faced by Respondents

**SURVEY QUESTION**

Have you been treated less favorably than others in any of the following situations in the last 12 months?  
(Tick as many as applicable)

\*97/125 responded to the question.

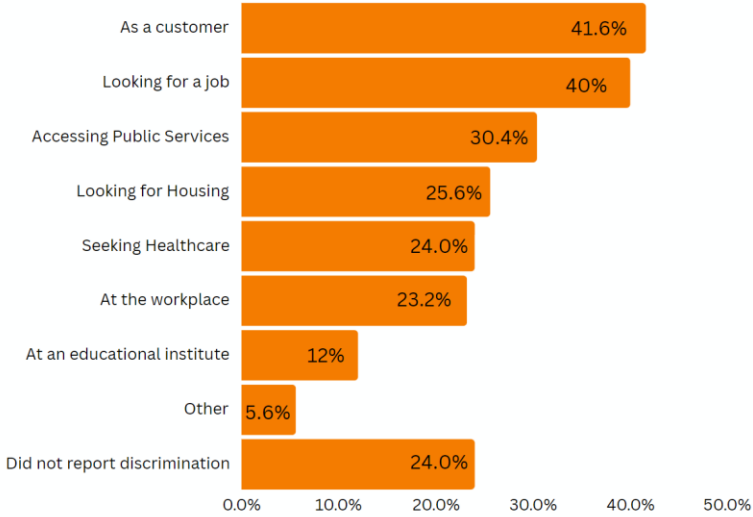


Figure 1: Instances of Discrimination Faced by Respondents



## Instances of Discrimination Faced as a Customer and while Accessing Public Service:

In the fabric of everyday life, the ability to participate in commercial activities and access public services without the shadow of discrimination is a fundamental aspect of societal inclusion and personal well-being. Discrimination in these spheres can have profound and far-reaching consequences, hindering not only individual transactions but also affecting the broader quality of life and sense of belonging within a community. For the residents of Erfurt, experiences as customers and as users of public services are indicative of broader societal dynamics. They reflect not only personal and isolated incidents but also the systemic issues that can impact the formal interactions essential to daily living. Understanding and addressing the nuances of discrimination in these contexts is not just about enhancing service experiences; it is about reinforcing the very principles of equality and respect that underpin a fair and just society. Figure 1 presents the percentages of respondents who reported experiencing discrimination in various situations. Notably, 41.6% of participants indicated they faced discrimination as customers and 30.4% experienced discrimination while accessing public services. These figures are strikingly high and necessitate prompt intervention to address them. In the subsequent sections, we will examine each instance in detail, exploring the different facets of these occurrences.

Figure 2 indicates that the most reported reason for discrimination as a customer in Erfurt is language, accounting for 36% of responses. This suggests a significant barrier for non-native speakers in commercial environments. Following closely is race/skin color at 29%, indicating that racial appearance

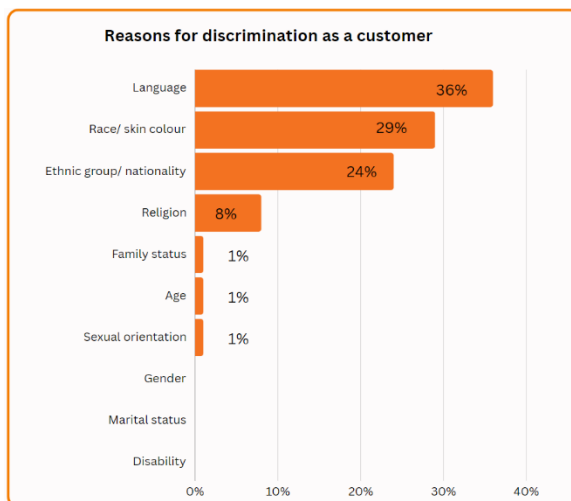


Figure 2: Reasons for discrimination as a customer

also plays a substantial role in how customers are treated. Ethnic group/nationality is the third most cited reason at 24%, which implies a challenge for individuals of different ethnic backgrounds to receive equal service. Religion, at 8%, though not as high as the other factors, still shows that religious affiliations impact consumer experiences. It is noteworthy that other factors such as family status, age, sexual orientation, gender, marital status, and disability are mentioned, but they each constitute 1% or less of the responses, which could indicate that these are not perceived as primary factors of discrimination in customer service within the city. This data highlights the areas where inclusivity in customer service needs to be addressed, with language, race, and ethnicity being the most pressing concerns among the surveyed population.

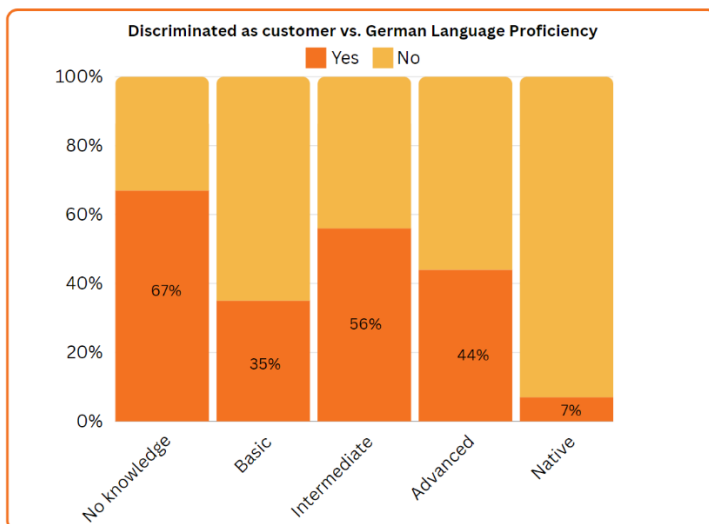


Figure 3: Discriminated as customer vs. German Language Proficiency.

This accompanying graph further elucidates the relationship between German language proficiency and the experience of discrimination as a customer. An overwhelming 67% of respondents with no knowledge of German reported discrimination, highlighting a stark barrier for those unable to communicate in the local language. As proficiency improves, experiences of discrimination tend to decrease, with 35% at a basic level, 56% at an intermediate level, and 44% with advanced proficiency reporting such experiences. Notably, even among advanced speakers, nearly half reported discrimination, suggesting that language ability alone may not fully protect against discriminatory experiences. Discrimination drops to 7% for native speakers, which starkly contrasts with the experiences of non-native speakers and indicates that fluency can significantly mitigate the risk of discrimination. This data underscores the critical role language plays in the perception and occurrence of discrimination as a customer in Erfurt, while also suggesting that factors other than language proficiency contribute to such experiences, as evidenced by the reports of discrimination among those with higher language skills. This pattern calls for a nuanced understanding of discrimination where language is a key factor, but not the sole determinant of discriminatory practices against customers.

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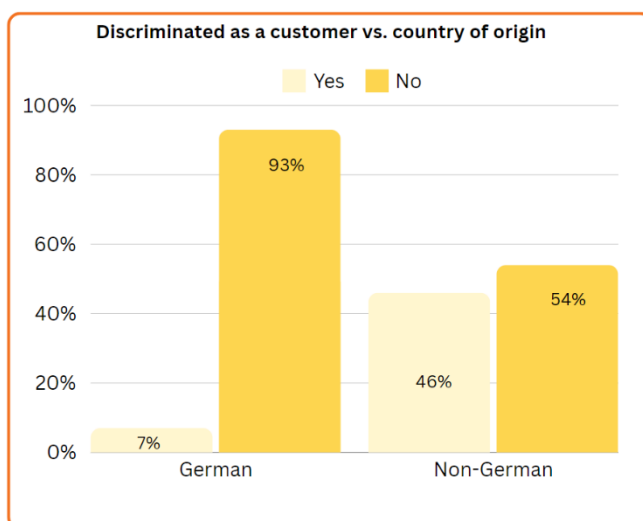


Figure 4: Discriminated as a customer vs. Country of origin.

The following graph sheds light on the perceived discrimination based on the country of origin of the customers. 46% of non-German respondents reported experiencing discrimination, which is a significant majority. This suggests that being perceived as foreign in Erfurt is a strong predictor of discriminatory encounters in customer service settings. In stark contrast, only 7% of German respondents reported discrimination, underscoring a vast discrepancy in experiences between these two groups. When this data is considered alongside the earlier findings on language proficiency, it becomes clear that non-native speakers and non-German individuals bear the brunt of discriminatory practices.

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The fact that a considerable portion of advanced German language speakers still reported discrimination ties into the high percentage of non-German individuals facing such challenges. This points to an underlying bias that transcends linguistic ability and is possibly rooted in visible or perceived cultural differences. These findings underscore a need for interventions aimed at fostering inclusivity and combating discrimination on the grounds of origin, in addition to promoting language skills. Together, these paragraphs weave a narrative of a significant association between language proficiency, country of origin, and experiences of discrimination as a customer in Erfurt.

Transitioning from being discriminated against as a customer to the situation while accessing public services, the survey data reveals that language remains a significant barrier here as well, with 32% of respondents citing it as a reason for discrimination. This figure is comparably lower than in the customer

service sector, suggesting a slightly more inclusive environment within public services. Race/skin color and ethnic group/nationality follow closely, at 24% and 22% respectively, indicating that racial and ethnic biases persist across different societal interactions. Religion accounts for 13% of the discrimination reasons in public services, a noticeable increase compared to its impact in customer discrimination. This could reflect specific issues within public service

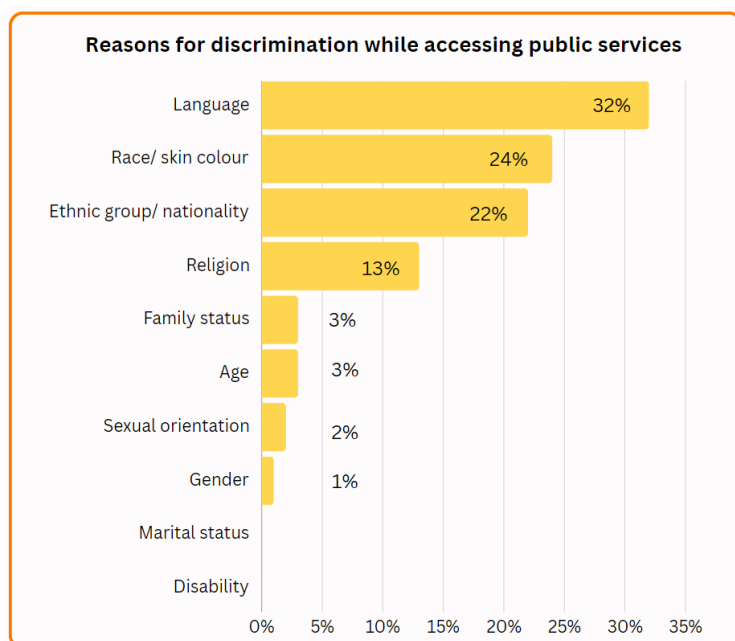


Figure 5: Reasons for discrimination while accessing public services.

sectors that are more sensitive to religious diversity. Other categories such as family status, age, and sexual orientation are also cited, but less frequently, each at 3% or below. Gender and disability are the least cited reasons for discrimination in public services, at 1% each, suggesting that while these issues exist, they may not be as prevalent or recognized by respondents within this context. These insights underline the necessity for targeted efforts to promote equality and remove barriers in public service access for all members of society, particularly focusing on language and racial/ethnic inclusivity.

The graph below presents a clear correlation between German language proficiency and experiences of discrimination in accessing public services. A majority (67%) of those with no knowledge of German report facing discrimination, which decreases significantly as language proficiency improves, with 33%

at a basic level, and around 31% for both intermediate and advanced levels reporting similar experiences. Notably, there is a substantial decline to 13% for native German speakers. This pattern mirrors the trends observed in customer service discrimination, reinforcing the pivotal role of language

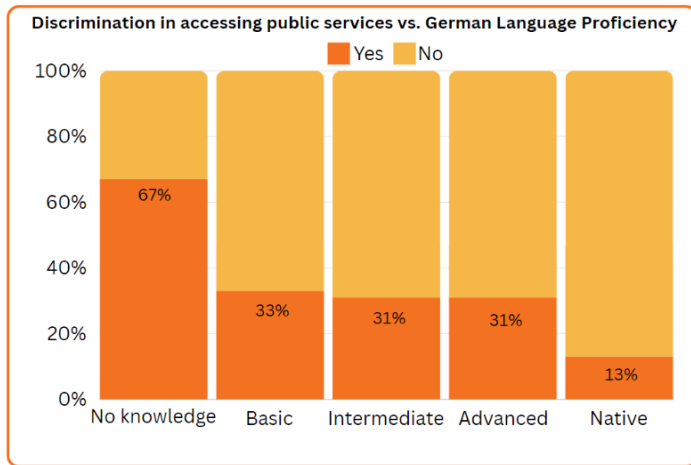


Figure 6: Discrimination while accessing public services vs. German Language Proficiency.

in the quality of service delivery and access. The fact that discrimination does not entirely dissipate even for advanced speakers indicates the presence of additional biases at play. These findings point towards the necessity for public services to not only encourage language acquisition but also actively work to eliminate prejudice and improve service accessibility for all residents, regardless of their German language proficiency.

When considering the country of origin in the context of accessing public services, the graph illustrates a pronounced disparity 33% of non-German individuals report experiencing discrimination, while only 7% of German individuals do. This vast difference not only reinforces the findings related to customer service discrimination but also suggests an even more pronounced challenge while accessing the public services for non-Germans. The high percentage of non-German individuals who have faced discrimination is indicative of systemic issues that go beyond individual interactions and point to

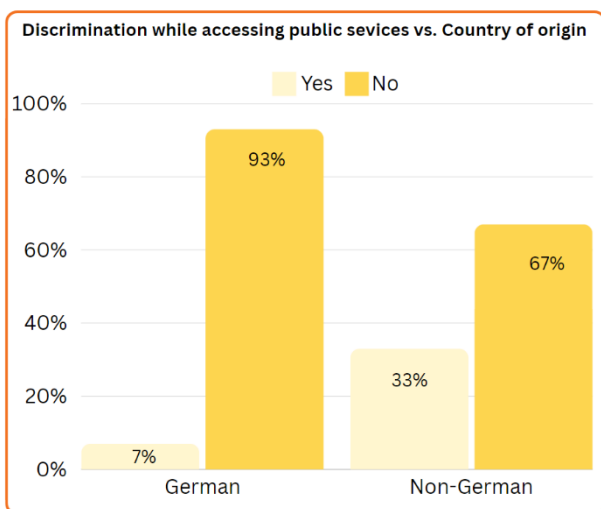


Figure 7: Discrimination while accessing public services vs. Country of origin.

potential structural biases within public services.

The consistency of this finding with the data on language proficiency implies that country of origin may serve as a proxy for other forms of perceived 'otherness,' regardless of one's ability to speak German. Despite advancements in language proficiency, non-German individuals still face a significant risk of discrimination, underscoring the idea that discrimination is a multi-faceted issue that cannot be fully addressed by language acquisition alone. It suggests a need for public services to engage in more profound,

systemic changes to ensure equitable access and treatment for all, particularly for those from diverse backgrounds.

## Instances of Discrimination Faced While Looking for Housing, Seeking Healthcare and in Educational Institutions

Housing, Healthcare and Education are fundamental facets in that they are essential in sustenance of individual life and well-being. Housing, as shall be explained below, is especially important given that a home address in Germany is closely tied to several essential needs such as employment, banking services and visa extensions. The importance of healthcare goes unstated while education allows for among other things the career trajectory of an individual. As the survey data and analysis below indicate, there is need to mitigate these forms of discrimination given their far reaching effects and especially as it mostly affects those with a migrant background.

### Housing

Despite being covered and prohibited under the German Equal Treatment Act (AGG), discrimination in the housing market continues to be a pertinent issue. A 2020 representative survey conducted by the Federal Anti-Discrimination Agency demonstrates this where approximately 15% of its respondents stated they faced discrimination based on race, ethnicity and origin within the last 10 years of looking for a flat in Germany. Additionally, one in three individuals with a migrant background reported this type of discrimination citing that a foreign-sounding name would not even accord them a flat viewing. In Thüringen, similar reports have been made with some landlords posting discriminatory ads on

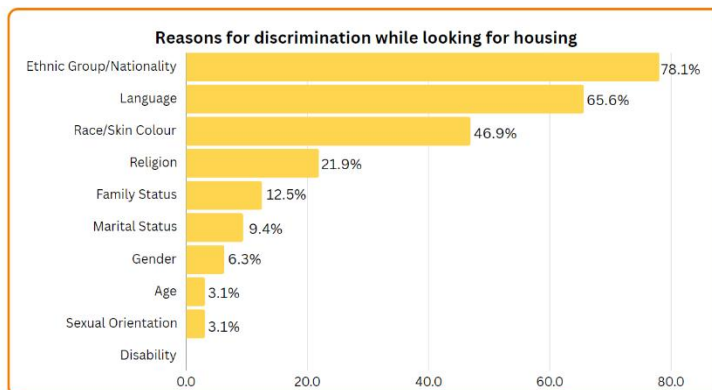


Figure 8: Discrimination while looking for Housing

the major factor followed closely by language (65.6%), race/skin colour (46.9%) and religion (21.9%).

When discrimination in housing was cross-referenced with age (Figure 9), it was identified that those aged 31-41 years faced the most challenges. Given our sample largely consisting of students, many in this age bracket were likely to be transitioning from schooling to the job market where a lack of housing may cause undue stress. Additionally, it was inferred that those in this demographic were either

married and/or have families given that these were also stated as factors for the discrimination. In such a familiar setting, housing discrimination further complicates the difficulties related to relocating to a

housing platforms by explicitly stating that they are looking to rent their apartments to ‘families without a migration background’. These statistics are further confirmed in our survey, as shown in Figure 8, where many of the respondents who reported facing housing discrimination gave their ethnicity/nationality (78.1%) as

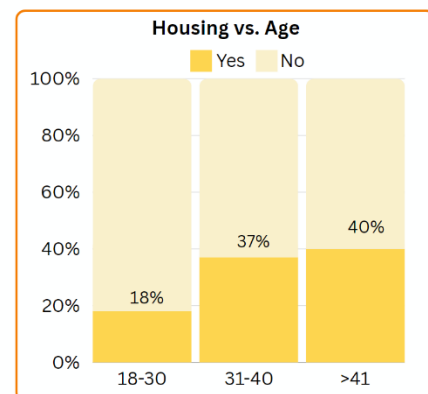


Figure 9: Discrimination in Housing vs. Age

new country given that those affected also have to deal with other challenges such as enrolling their children into schools, getting employment, etc.

These high rates of housing discrimination mostly faced by non-Germans or those with a migration background have long-lasting impacts on their integration with the local community. As mentioned earlier, a housing address is especially important as it is needed to access jobs, banking services among other linked opportunities necessary for sustaining life in Germany. Such discrimination in the housing sectors therefore makes it increasingly difficult for them to integrate.

### Seeking Healthcare

Of the reasons given by our respondents on their perceived factors for facing discrimination while seeking healthcare (Figure 10), language and in particular a language barrier was mentioned as the most prevalent factor followed closely by race, ethnicity, and religion.

Figure 11 shows a cross reference of the respondent's German Language Proficiency and their reported discrimination in healthcare indicating that those with no knowledge of the language faced the most discrimination. The

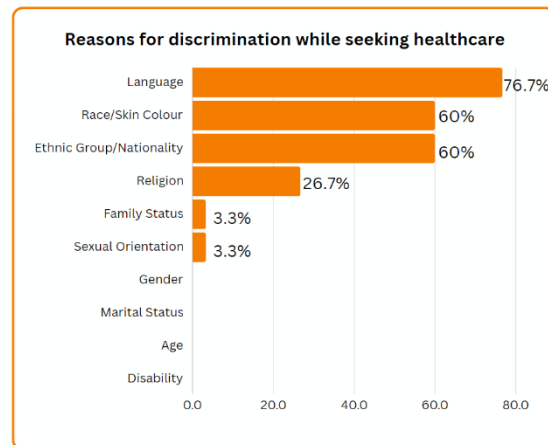


Figure 11: Reasons for discrimination in Healthcare.

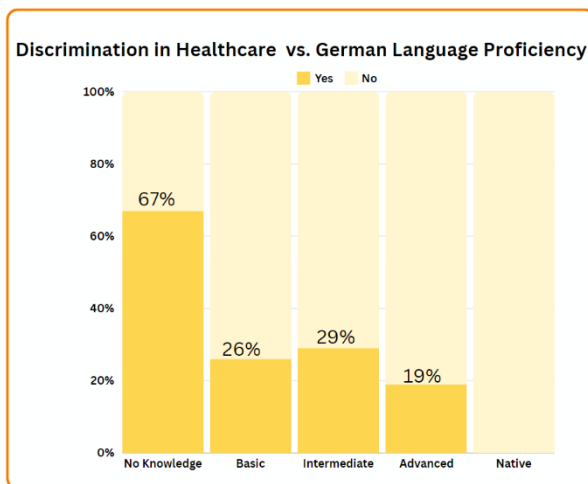


Figure 10: Discrimination in Healthcare vs. Language.

importance of this factor lies in the fact that language proficiency or lack thereof is often the first barrier in receiving healthcare services as it implies that the patient cannot properly disclose their health concerns to the healthcare worker. This can lead to among other things, misdiagnosis, and a general apathy from those affected in seeking healthcare, resulting in health complications that affect the mental, physical, social, and economic well-being of those discriminated against. Interesting to note is that

some of the respondents who had intermediate to advanced levels of German Language Proficiency (Figure 11) also reported facing healthcare discrimination, indicative of such discrimination intersecting with other factors or identities the respondents possess.

### Educational Institutions

Discrimination at educational institutions as reported by the respondents demonstrated the recurring theme of race, language, ethnicity, and religion as the main reasons while also mostly affecting non-German students. Some of the respondents cited an inability to fully participate in class discussions and

exclusion from extra-curricular activities as a result. Equality of Opportunity, which refers to the principle that all individuals have the same chance to succeed and pursue their goals regardless of factors such as their gender or race, is seen to be lacking at these institutions. Students who are discriminated against are unable to fully immerse themselves into the learning process and instead deal with both systemic and artificial barriers to their education. Other studies on this type of discrimination support our findings as they have also indicated that students with a migrant background are more likely to perform poorly based on this discrimination.

### Instances of Discrimination Faced While Job Searching and at the Workplace

“Work is important, and can indeed be essential, to psychological health,” says Blustein in a paper on work and psychological health (Blustein 2008). Through employment, people gain a sense of pride in their ability to support themselves and pride in the labour they produce. In contrast, people who receive welfare often “feel shame”, humiliation, and embarrassment. “Unemployment and dependence on social benefits had a significant negative impact on well-being,” according to a 2018 Finnish study (Yijälä, 2018). Work is also a way for immigrants to integrate into their new society and culture. The same 2018 study from Finland showed that immigrants who were able to enter the workforce quickly learned the Finnish language and Finnish workplace culture faster. It extended the immigrant's social

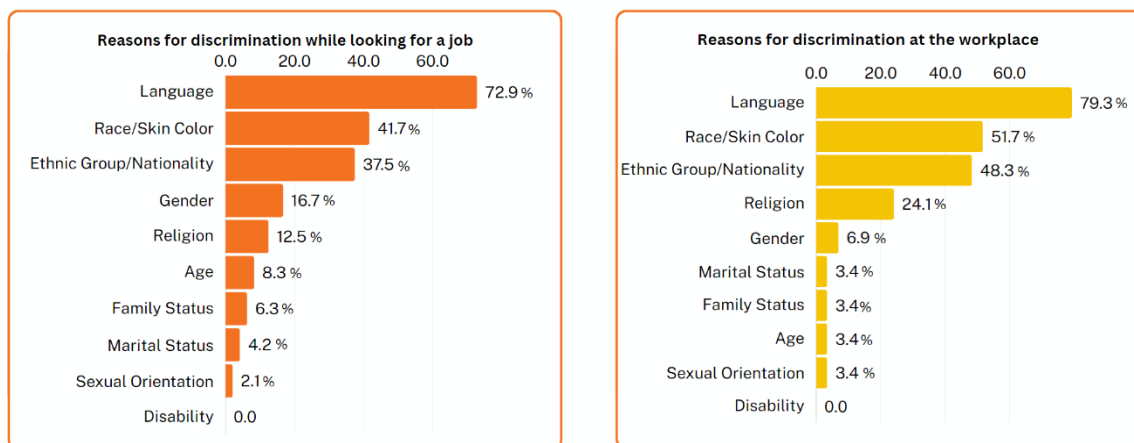


Figure 12: Reasons for discrimination in Job search and workplace.

networks and improved their psychological well-being. Even a lower paying job provided psychological benefits because it made immigrants feel like they had maintained their professional and personal identity through the difficulties of immigration or seeking asylum. Integration into a new society closely correlates with mental health; to be an accepted member of one's community is important for well-being.



However, discrimination in the workplace can erase any positive well-being someone would receive from laboring. While Germany has anti-discrimination laws, 40% of people with an immigration background reported experiencing discrimination at work or on the job search (Frey, 2021). This aligns with our data, which showed 38% of our respondents had experienced discrimination in the job search, and 16.5% had experienced discrimination at work. It is important to note, however, that our sample is over-representative of students, and under-representative of those working full-time, or those seeking

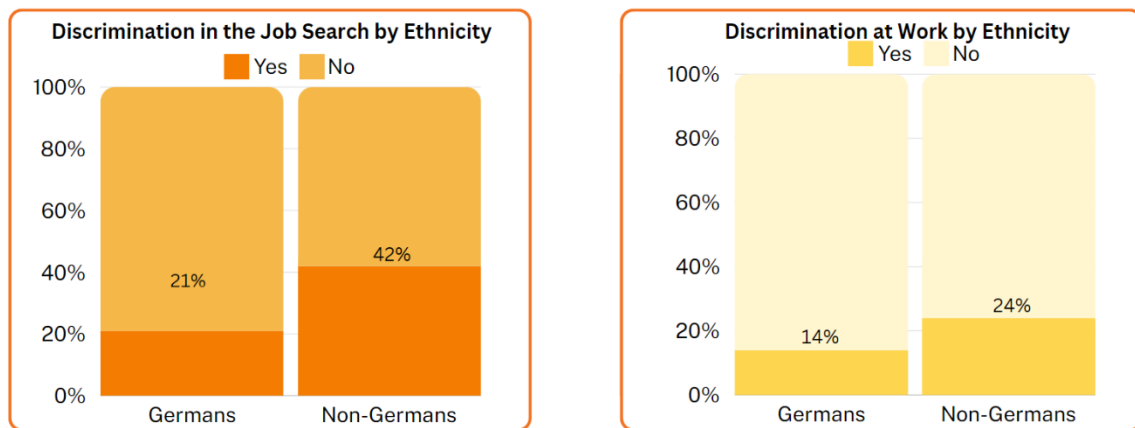


Figure 13: Discrimination in job search and work by Ethnicity.

employment. Of those, the majority reported discrimination based on language, ethnicity, and race, as visualized in the charts (with 42% of non-German respondents facing discrimination in the job search, and 24% of non-Germans reporting discrimination at work). When cross referenced against ethnicity and German proficiency, it shows that the discrimination is particularly felt by people with no or only basic German language skills, and people whose ethnic backgrounds are from Africa and the Middle East.

Another dimension of discrimination is gender. Of the German participants that were surveyed, 21% reported experiencing discrimination in the job search. This discrimination was mostly felt by women on the basis of their gender. Germany ranked 11th out of all countries in the European Union in terms of gender equality, and in several metrics is either stagnating or losing progress as other countries gain ground, according to the European Institute for Gender Equality. Women face discrimination while searching for a job, and also are paid 41 cents less per working hour than their male counterparts, according to the same study from the European Institute for Gender Equality. Once again, our data sample contained mostly non-Germans, so a more representative survey might yield better and more accurate results on the status of women seeking employment in Thuringia.

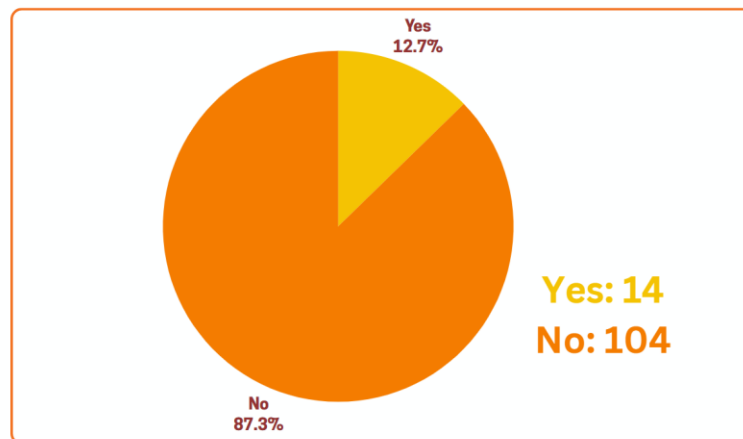


## Reporting an Incident

Following the descriptions of instances of discrimination, this section analyses the extent to which the instances described are reported to respective authorities for the necessary actions to be taken. Subsequent sub-sections will also demonstrate the awareness of the Thuringian anti-discrimination office by the public and the recommendations that came out our survey for enhancing the work of the Thuringia Anti-Discrimination Office for improved local level representation.



### Reporting Instances of Discrimination



**Survey Question: Have you ever tried to report on any instance of discrimination that you have faced?**

Figure 14: Reporting Instances of Discrimination

## Reporting instances of discrimination

For all the instances of discrimination the survey focused on, it is important to determine whether victims have tried to report them to either the police, workplace/school authorities, families and friends or the Anti-discrimination Office. The results indicated that out of 118 respondents who have faced instances of discrimination, 14 of them (representing 12.7%) reported their experiences while 104 people (representing 87.3%) did not report. The overwhelming number of respondents who did not report what they face considered some key factors as hindrances to reporting. First, 46.3% of the respondents perceived that they would not be taken seriously when they report. It was also assumed that despite discrimination existing in different forms, society perceives certain categories as not serious enough to warrant attention. As such, people who face such forms of 'normal' exclusion find it quite difficult to report what they go through to authorities. Secondly, 38.8% of victims did not know where exactly to report their experiences. Although most of the survey's respondents were students who have lived in Erfurt and Thuringia for less than three years, awareness of where to seek support in events of discrimination was low, making it challenging to report their experiences.

The language barrier (representing 31.3%) was revealed as another prime reason why victims do not report instances of discrimination. The inability to articulate themselves in German, the Thuringia's

language of instruction, inadvertently forces the victims to keep their experiences to themselves. 26.9% of the survey respondents assumed that the offenders would not face any consequences once reported tying closely to that fact that, as earlier indicated, some forms of exclusion are classified as ‘normal’ and would not warrant any form of action. Finally, 14.9% of the respondents declared that the process of lodging a complaint to authorities is time consuming with 4.5% stating that they were afraid to report because the offenders were from a local authority.

## Why don't people report?

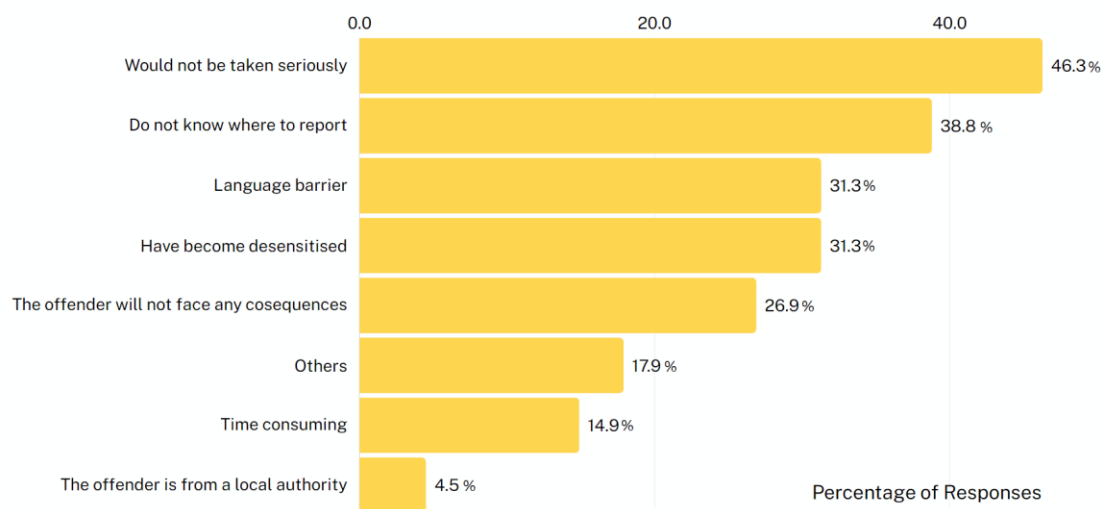


Figure 15: Reasons for not reporting.

### Awareness of Thuringian Anti-discrimination Office

The legal and constitutional mandate of the Thuringian Anti-discrimination Office to protect all residents (citizens and migrants) from any form of exclusion. Essentially, the body’s mandate is to instil confidence in the general population by enforcing anti-discrimination laws and policies, developing policies and advisory services, researching, advocating, and engaging with the grass root minority groups in social inclusion efforts. As part of the study, it was critical to consider the extent to which respondents know of the office and its mandate. The results revealed that 14 respondents (11.2%) are aware of the office and what it does while a significant percentage of 88.8% of respondents are not aware of its existence. According to officials at the TAO, the office was created three years ago and it can partly be the reason why it is not popularly known by most residents of the region. Again, the majority of the students, who form a large number of the survey’s respondents, have been in the region for less than three years and are not much aware of the office. Perhaps if other categories of residents are explored (such as workers, people who have lived in the region for more years, etc.) the figures could slightly change. Among the few who know of the office 37.5% got to know through family and

friends, 25% through social media, 25% through workplace and school and 12.5% through the TAO website and colleagues (figure 16).

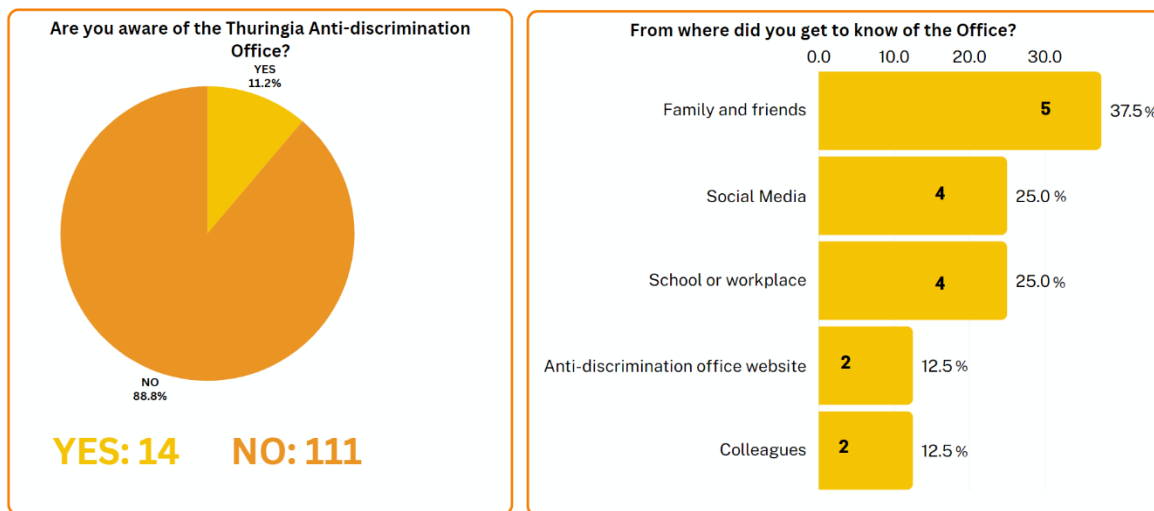


Figure 16: Anti-discrimination office awareness and sources of awareness.

### Recommendations:

The findings from the survey have presented key challenges that hinder social inclusion and local representation in Thuringia. Although the study had some limitations in terms of the scope, numbers and status (mostly students) of the respondents, the German language, confidence in local authorities and awareness of the TAO are cross-cutting issues that, if addressed, can create an obvious impact. Primarily, the findings suggest the absolute need for extensive awareness creation, campaigns, sensitization and capacity building on causes, effects and challenges of discrimination and the existence of the office as well. The following recommendations are therefore designed to enhance the effectiveness of the office and contribute to reducing social exclusion:

#### Scale-up research on social inclusion in Thuringia

Discrimination exists in different ways and to get a very clear picture of events, a wider sample of the population must be explored. While this study discovered very crucial outcomes relating to exclusion in all forms, we recommend that the TAO prioritizes research with a longer time frame, mixed research methodologies and a larger and representative sample size. This would help reveal extensive and interesting findings that this research could not capture. Through continuous research, different dimensions and emerging issues of inclusion will be revealed and it can create a platform to educate many people on the existence of the TAO and other collaborators of implementers.

#### Strengthen engagement with communities and sub-groups

It is recommended that awareness creation, sensitization and capacity building should take diverse forms and be continuous since social situations keep changing. Priority should be given to the development and maintenance of trust with diverse communities by engaging in persistent and open

dialogue with sub-groups and demonstrating a strong commitment to address their concerns. For this, targeted outreach programs could be implemented, monitored, and evaluated to raise awareness about discrimination, the office's existence, and that of other civil societies working with the office to promote local representation. This will install a great deal of confidence in the population, especially minority groups, and help develop policy directions that are more inclusive.

#### Enhance accessibility to services

Accessibility encompasses the ease of reaching out to the office in terms of channels and means of expression. It is vital for the office to consider using multiple channels of reporting experiences of social exclusion, for example, through the provision of online, phone, in-person and anonymous options to accommodate different preferences and needs of the entire population. Related, there should be language and accessibility support. Since German language hinders reporting, the channels for reporting should be available in different languages. In addition, the office could ensure that services are accessible to non-native speakers of German through the recruitment of language support professionals based on the widely spoken languages in the region.

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## Annexure- I

### The Survey

Title: Improving Local Representation" Project Group, Willy Brandt School, University of Erfurt

#### *A] Consent Form*

Dear Sir/Madam,

You are being asked to participate in a research study. This research involves a survey of public opinion on behalf of the Project Course "Improving Local Representation: Lessons from the Global South" at the University of Erfurt.

The goal of the study is for us to learn the opinions and experiences of individuals currently living in Thuringia to better understand potential problems of social inclusion and interaction among the locals.

Please, note that you will not be paid for your participation and it will not cause you to incur any expenses. Although we cannot offer you any specific benefit, we will share our findings to the relevant offices of the Thuringia government.

This survey is completely voluntary and will take approximately 8 minutes to complete.

We will never disclose your individual opinion. Your answers and individual opinions will be kept confidential. You can leave any questions unanswered, and you may stop the survey at any time.

If you have any questions, please do not hesitate to contact Professor Mariana Llanos at [mariana.llanos@uni-erfurt.de](mailto:mariana.llanos@uni-erfurt.de)

Do you wish to participate?

**RESPONSE: [Mandatory]**

Type: Select one

- i) Yes
- ii) No

-----X-----X-----X-----

#### *B] Origin and Length of Stay*

1. How long have you lived in Erfurt/Thuringia?

**RESPONSE:**

Type: Select one

- i) I do not live here \*\*\*ends survey\*\*\*
- ii) 0 - 3 years
- iii) 4 - 7 years
- iv) More than 7 years

2. What is your Place/Country of Origin

**RESPONSE:**

Type: Open Text \_\_\_\_\_



*C] Language*

1. What languages do you speak? (Tick as many as applicable)

**RESPONSE**

Type: Select Multiple

- i) English
- ii) German
- iii) Arabic
- iv) Russian
- v) French
- vi) Spanish
- vii) Others (Please specify)

*\*Upon selecting "Others (Please specify)", a new open text will appear where the respondent can specify other languages spoken.*

2. What is your German language proficiency level?

**RESPONSE:**

Type: Select One

- i) No knowledge
- ii) Basic
- iii) Intermediate
- iv) Advanced
- v) Native

3. How often do you feel that your level of German language proficiency has impacted your social interactions or inclusion in social groups?

**RESPONSE**

Type: Select One

- i) Never
- ii) Rarely
- iii) Sometimes
- iv) Often
- v) Always



*D] Accessing Services*

1. How often have you experienced difficulties in accessing services or information in the last 12 months (e.g., administrative processes, healthcare, banking)

**RESPONSE**

Type: Select One

- i) Never
- ii) Rarely
- iii) Sometimes
- iv) Often
- v) Always

2. Have you been treated less favourably than others in any of the following situations in the last 12 months? (Tick as many as applicable)

**RESPONSE**

Type: Select Multiple

- i) Seeking healthcare
- ii) Looking for housing or accommodation
- iii) Looking for a job
- iv) At your workplace
- v) At your educational institute
- vi) Accessing public services (e.g., Transportation, Foreign Office/Ausländerbehörde, etc.)
- vii) As a customer (e.g., in banks or financial institutions, stores, supermarkets, etc.)
- viii) Other (Please specify):

*\*Upon selecting "Other (Please specify)", a new open text will appear where the respondent can specify other situations where they might have been treated less favourably.*

*\*\*THREE additional questions (listed below and denoted by "#") will appear for each category the respondent selects:*

3. #Why do you think you were discriminated against – was it because of your (Tick as many as applicable)

**RESPONSE**

Type: Select Multiple

- i) Gender
- ii) Marital status
- iii) Family status (e.g., pregnant or with children or other dependants)
- iv) Age
- v) Disability
- vi) Race/ skin colour
- vii) Ethnic group/ nationality
- viii) Sexual orientation
- ix) Religious belief
- x) Language

4. #How often were you treated less favourably than others in [each SELECTED option value from Section D Question No. 2 (e.g., Seeking Healthcare)] the last 12 months?

**RESPONSE**

Type: Select One

- i) Rarely
- ii) Sometimes



- iii) Often
- iv) Always

5. #Did you report the incidence of discrimination that you have faced in XYZ situation [each SELECTED option value from Section D Question No. 2 (e.g., Seeking Healthcare)]?

**RESPONSE**

Type: Select One

- i) Yes
- ii) No



*E. Reporting the Incident*

1. Have you ever tried to report on any instance of discrimination that you have faced?

**RESPONSE**

Type: Select One

- i) Yes
- ii) No

2. To which authority/ entity did you make the report? (Tick as many as applicable) [The question will appear only if the respondent answers "yes" to Q1 in section E]

**RESPONSE**

Type: Select Multiple

- i) Police
- ii) Anti-discrimination office
- iii) School administration
- iv) Workplace administration
- v) Local authority
- vi) Leader of a social group
- vii) Other (Please specify)

*\*Upon selecting "Other (Please specify)", a new open text will appear where the respondent can specify other authority/ entity.*

3. Please indicate your level of satisfaction with the services of the authority/ entity that you reported to? [The question will appear only if the respondent answers "yes" to Q1 in section E]

**RESPONSE**

Type: Select Multiple

- i) Highly satisfied
- ii) Satisfied

- iii) Neutral
- iv) Dissatisfied
- v) Highly dissatisfied

4. Why did you not report? *[The question will appear only if the respondent answers “no” to Q1 in section E]*

**RESPONSE**

Type: Select Multiple

- I believed I would not be taken seriously
- I believed the offender would not face consequences
- I have become desensitized to such instances
- The offender was from a local authority
- Existence of a language barrier
- The process was time-consuming
- I did not know where to report the incident
- Other (Please specify)

*\*Upon selecting “Other (Please specify)”, a new open text will appear where the respondent can specify other reason/ beliefs.*

-----X-----X-----X-----

*F. Awareness about the Anti-discrimination Office in Erfurt, Thuringia*

1. Are you aware of the Thüringen Anti-Discrimination Office and its services?

**RESPONSE**

Type: Select One

- i) Yes
- ii) No

2. If yes, how did you hear about it? *[This question will appear only if the respondent answers “yes” to previous question]*

**RESPONSE**

Type: Select Multiple

- i) Social media
- ii) Anti-discrimination office website
- iii) Colleagues
- iv) Family and Friend
- v) School or workplace
- vi) Other (Please specify)

*\*Upon selecting "Other (Please specify)", a new open text will appear where the respondent can specify other source of this information.*

-----X-----X-----X-----

#### G. Basic Demographic Information

To conclude the survey, we would like to collect some basic non-identifiable demographic information about the respondents.

1. Please indicate your gender identity:

#### RESPONSE

Type: Select One

- i) Female
- ii) Male
- iii) Non-binary
- iv) Prefer not to disclose

2. Please indicate your age:

#### RESPONSE

Type: Open Text \_\_\_\_\_

3. What is your employment status?

#### RESPONSE

Type: Select One

- i) Full-time employee
- ii) Part-time employee
- iii) Self-employed
- iv) Student
- v) Unemployed
- vi) Homemaker

4. What is your highest level of education?

#### RESPONSE

Type: Select One

- i) Primary School
- ii) Secondary School/ Highschool
- iii) Technical School
- iv) Bachelor's degree
- v) Master's degree
- vi) Doctorate

-----X-----X-----X-----

#### H. Final Submission

1. How would you like the anti-discrimination office to go about making Erfurt/ Thuringia more socially inclusive?

#### RESPONSE

Type: Open Text \_\_\_\_\_

2. Thank you for participating in the survey. Do you wish to submit your responses to us?

#### RESPONSE

Type: Select One

- i) Yes
- ii) No

3. Please indicate surveyor's name from the below list: *[This question will be a part of face-to-face questionnaire and it will be made MANDATORY]*

#### RESPONSE

Type: Select One

- i) Justice
- ii) Lizzie
- iii) Maisam
- iv) Mohammad
- v) Priyanka
- vi) Tracy

[Submit](#)

## Annexure- II Survey Poster

**"Improving Local Representation: Lessons from the Global South"**

**UNIVERSITÄT ERFURT**  
Willy Brandt School  
of Public Policy

**Wohnen Sie in Erfurt/Thüringen?  
Studenten benötigen Ihre  
Unterstützung  
Bitte füllen Sie diese Umfrage zur  
sozialen Inklusion in  
Erfurt/Thüringen aus.**

**آیا در ارفورت/تورینگن زندگی می کنید؟  
دانشجویان به حمایت شما نیاز دارند  
لطفاً این نظر سنجی در مورد ادغام  
اجتماعی در ارفورت/تورینگن را پر کنید.**

**Do you live in Erfurt/  
Thuringia?  
Students need your support  
Please fill out this survey about  
social inclusion in Erfurt/  
Thuringia**

**¿Vive en Erfurt/Turingia?  
Estudiantes necesitan su apoyo  
Por favor, complete esta encuesta  
sobre inclusión social en  
Erfurt/Turingia**

**Erfurt/Türingiya'da mı yaşıyorsunuz?  
Öğrenciler sizin desteğinize ihtiyaç  
duyar  
Lütfen Erfurt/Türingiya'da sosyal  
dahil etme ile ilgili bu anketi  
doldurun.**

**Вы живете в Эрфурте/Тюрингии?  
Студентам нужна ваша поддержка"  
Пожалуйста, заполните этот опрос о  
социальном включении в Эрфурте/  
Тюрингии.**

**Scan me  
Escáname  
Scannen Sie mich  
Beni Tara  
Сканируйте меня  
مرا اسکن کنید**

**This study is carried out by a project group at Willy Brandt School of Public Policy at the University of Erfurt  
Diese Studie wird von einer Projektgruppe an der Willy Brandt School of Public Policy an der Universität Erfurt durchgeführt.**



## Annexure- III

### Sample Survey Screenshots

18:23 28%

KoboToolbox

English

**Choose Language Above /  
Sprache oben wählen /  
Выберите язык выше / Elija  
idioma arriba / Yukarıdaki  
dili seçin / زبان بالا را انتخاب کنید**

**A] Consent Form**

\*  
Dear Sir/Madam,

You are being asked to participate in a research study. This research involves a survey of public opinion on behalf of the Project Course "Improving Local Representation: Lessons from the Global South" at the University of Erfurt.

The goal of the study is for us to learn the opinions and experiences of individuals currently living in Thuringia to better understand potential problems of social inclusion and interaction among the locals.

Please, note that you will not be paid for your participation and it will not cause you to incur any expenses. Although we cannot offer you any specific benefit, we will share our findings to the relevant offices of the Thuringia government.

This survey is completely voluntary and will take approximately 8 minutes to complete.

18:23 28%

**B] Origin and Length of Stay**

1. How long have you lived in Erfurt/Thuringia?

I do not live here

0 - 3 years

4 - 7 years

More than 7 years

2. What is your Place/Country of Origin?

**C] Language**

1. What languages do you speak? (Tick as many as applicable)

English

Deutsch

Arabic

Russian

French

Spanish

Others (Please specify)

2. What is your German language proficiency level?

18:23 28%

**D] Accessing Services**

1. Have you been treated less favourably than others in any of the following situations in the last 12 months? (Tick as many as applicable)

Seeking healthcare

Looking for housing or accommodation

Looking for a job

At your workplace

At your educational institute

Accessing public services (e.g., Transportation, Foreign Office/Ausländerbehörde, etc.)

As a customer (e.g., in banks or financial institutions, stores, supermarkets, etc.)

Other (Please specify):

**E] Reporting the Incident**

1. Have you ever tried to report on any instance of discrimination that you have faced?

Yes

No

**F] Awareness about the Anti-discrimination Office in Erfurt, Thuringia**

18:23 29%

Secondary School/ Highschool

Technical School

Bachelor's degree

Master's degree

Doctorate

**H] Final Submission**

1. How would you like the anti-discrimination office to go about making Erfurt/ Thuringia more socially inclusive?

\*2. Thank you for participating in the survey. Do you wish to submit your responses to us?

Yes

No

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