

Supplementary Materials

Frontline experiences of newly arrived refugees in Norway and Denmark

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1. Sample, interview method and background characteristics

1.1: Gross samples, net samples and response rates

	Gross sample	Net sample	Response rate
Syrian refugees (NO)	8495	1138	13,4%
Ukrainian refugees (NO)	10000	2742	27,4%
Total (NO)	18495	3880	21,0%
Syrian refugees (DK)	5127	1659	32,4%
Ukrainian refugees (DK)	3075	1012	32,9%
Total (DK)	8202	2671	32,6%
Total (NO + DK)	26697	6551	24,5%

Note: Net samples only include fully completed interviews.

1.2: Interview method

	Syrian refugees		Ukrainian refugees	
	NO	DK	NO	DK
CAWI	620	1405	1994	899
	54%	85%	73%	89%
CATI	518	254	748	113
	46%	15%	27%	11%
Total	1138	1659	2742	1012
	100%	100%	100%	100%

1.3: Sample size per country

	Freq.	Percent
Danish survey	2671	40,8%
Norwegian survey	3880	59,2%
Total	6551	100.00

1.4: Sample size per subgroup

	Freq.	Percent
Syrian refugees (NO)	1138	17,4%
Syrian refugees (DK)	1659	25,3%
Ukrainian refugees (NO)	2742	41,9%
Ukrainian refugees (DK)	1012	15,4%
Total	7623	100.00

1.5: Background characteristics

	Syrian refugees				Ukrainian refugees			
	Norway		Denmark		Norway		Denmark	
	N	Pct.	N	Pct.	N	Pct.	N	Pct.
Children's primary occupation								
Children in nursery	726	18,6	1,234	24,4	1,326	9,9	502	8,6
Children in kindergarten	726	33,3	1,234	35,7	1,326	22,9	502	27,7
Children in primary and/or lower secondary education	726	59,9	1,234	66,1	1,326	76,3	502	78,1
Children in upper secondary education	726	43,5	1,234	25,9	1,326	9,9	502	5,6
Children in home care and/or home schooling	726	1,4	1,234	0,7	1,326	2,4	502	3,4
Gender								
Male	1,154	58,8	1,664	49,5	2,799	36,5	1,013	24,9
Female	1,154	41,2	1,664	50,5	2,799	63,5	1,013	75,1
Age								
18-25	1,170	22,6	1,686	5,2	2,815	14,5	1,021	9,7
26-35	1,170	31,0	1,686	38,5	2,815	24,2	1,021	27,5
36-45	1,170	29,8	1,686	36,3	2,815	33,8	1,021	30,7
46-55	1,170	11,7	1,686	15,2	2,815	15,3	1,021	15,0
56-65	1,170	3,3	1,686	4,3	2,815	8,5	1,021	10,6
66+	1,170	1,4	1,686	0,5	2,815	3,8	1,021	6,6
Parenting children under 19 in host country								
Yes	1,143	64,2	1,654	75,0	2,798	47,4	1,015	50,0
No	1,143	35,8	1,654	25,0	2,798	52,6	1,015	50,0
Number of children								
No children	734	2,7	1,240	0,2	1,326	0,5	508	1,0
1	734	18,3	1,240	23,1	1,326	56,3	508	53,0
2	734	25,7	1,240	35,6	1,326	30,1	508	34,0
3	734	24,4	1,240	25,8	1,326	10,4	508	09,6
4	734	19,2	1,240	10,5	1,326	2,2	508	2,0
5	734	7,1	1,240	3,3	1,326	0,2	508	0
More than five	734	2,6	1,240	1,5	1,326	0,4	508	0,4
Educational attainment								
Primary and lower secondary education	1,101	36,8	1,455	24,7	2,776	6,8	1,014	4,1
Vocational education and training	1,101	7,5	1,455	8,5	2,776	24,0	1,014	22,3
General upper secondary education	1,101	32,2	1,455	34,8	2,776	7,8	1,014	21,6
Higher education	1,101	23,5	1,455	32,0	2,776	61,4	1,014	52,0
Primary occupation								
Employed, full time	1,352	14,3	1,942	39,1	3,013	12,7	1,076	37,3
Employed, part time	1,352	7,2	1,942	7,8	3,013	7,5	1,076	17,7
Self-employed	1,352	1,3	1,942	4,5	3,013	0,9	1,076	1,9
In education	1,352	52,7	1,942	22,4	3,013	21,6	1,076	5,5
Activation or training position	1,352	7,3	1,942	4,1	3,013	28,0	1,076	9,8
Permanently ill or disabled	1,352	5,1	1,942	7,6	3,013	1,7	1,076	4,8

	Syrian refugees				Ukrainian refugees			
	Norway		Denmark		Norway		Denmark	
	N	Pct.	N	Pct.	N	Pct.	N	Pct.
Homemaker	1,352	3,2	1,942	5,4	3,013	5,2	1,076	8,1
Retired	1,352	1,4	1,942	2,6	3,013	5,0	1,076	6,7
Other	1,352	7,4	1,942	6,6	3,013	17,3	1,076	8,4
Country of educational attainment								
Host country	1,056	26,5	1,451	24,5	2,730	0,5	1,012	0
Another country	1,056	7,2	1,451	3,2	2,730	3,4	1,012	2,9
Country of origin	1,056	66,3	1,451	72,3	2,730	96,1	1,012	97,1
Asylum center stay								
Yes	1,206	36,2	1,724	65,7	2,823	69,7	1,014	33,1
No	1,206	63,8	1,724	34,3	2,823	30,3	1,014	66,9
Residence permit type								
Permanent	1,354	17,9	1,908	2,5				
Temporary	1,354	82,1	1,908	97,5				

2. Numeric tables of frontline experiences

2.1: Service outcome satisfaction

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	69	155	62	16	302
	6.01	9.31	2.26	1.58	4.60
Almost never	25	83	45	32	185
	2.18	4.99	1.64	3.16	2.82
Rarely	94	233	223	121	671
	8.19	14.00	8.13	11.94	10.22
Often	280	458	459	214	1411
	24.39	27.52	16.74	21.13	21.49
Almost always	209	330	637	240	1416
	18.21	19.83	23.23	23.69	21.56
Always	471	405	1316	390	2582
	41.03	24.34	47.99	38.50	39.32
Total	1148	1664	2742	1013	6567
	100.00	100.00	100.00	100.00	100.00

First row has *frequencies* and second row has *column percentages*

2.2: Psychological costs

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	570	547	1468	336	2921
	50.76	33.62	54.55	34.60	45.56
Almost never	83	186	411	169	849
	7.39	11.43	15.27	17.40	13.24
Rarely	177	370	427	238	1212
	15.76	22.74	15.87	24.51	18.90
Often	146	282	218	121	767
	13.00	17.33	8.10	12.46	11.96
Almost always	57	125	89	57	328
	5.08	7.68	3.31	5.87	5.12
Always	90	117	78	50	335
	8.01	7.19	2.90	5.15	5.22
Total	1123	1627	2691	971	6412
	100.00	100.00	100.00	100.00	100.00

First row has *frequencies* and second row has *column percentages*

2.3: Communication efficacy

	Syrian refugees		Ukrainian refugees		Total
	NO	DK	NO	DK	
Never	351	371	1056	324	2102
	30.47	22.15	38.53	32.56	32.03
Almost never	102	173	465	180	920
	8.85	10.33	16.96	18.09	14.02
Rarely	255	463	774	281	1773
	22.14	27.64	28.24	28.24	27.02
Often	289	400	324	131	1144
	25.09	23.88	11.82	13.17	17.43
Almost always	107	142	76	42	367
	9.29	8.48	2.77	4.22	5.59
Always	48	126	46	37	257
	4.17	7.52	1.68	3.72	3.92
Total	1152	1675	2741	995	6563
	100.00	100.00	100.00	100.00	100.00

First row has *frequencies* and second row has *column percentages*

3. Regression tables

3.1: Individual level predictors of service equity

	Service outcome satisfaction	Psychological costs	Communication efficacy
Refugee group (Ukrainian, NO ref.)			
Syrian, NO	-10.07*** (1.158)	-8.738*** (1.326)	-11.67*** (1.195)
Syrian, DK	-20.20*** (1.113)	-16.61*** (1.187)	-18.20*** (1.083)
Ukrainian, DK	-4.169*** (0.951)	-10.87*** (1.134)	-4.173*** (1.031)
Gender (Male ref.)			
Female	-0.573 (0.722)	0.324 (0.812)	-2.224** (0.731)
Age (18-29 ref.)			
30-39	2.013* (0.960)	3.369** (1.083)	2.717** (0.969)
40-55	3.469*** (0.980)	4.645*** (1.122)	3.401*** (1.004)
56+	5.930*** (1.324)	9.428*** (1.485)	6.855*** (1.461)
Education level (Low ref.)			
Middle	-5.779*** (1.107)	-2.712* (1.305)	1.861 (1.197)
High	-8.105*** (1.177)	-3.119* (1.371)	2.158 (1.261)
English language proficiency			
	-1.598*** (0.280)	-0.644* (0.308)	2.470*** (0.268)
Host country language proficiency			
	1.204** (0.381)	0.415 (0.413)	2.112*** (0.378)
Constant	86.40*** (1.613)	79.96*** (1.840)	59.30*** (1.685)
Observations	5976	5853	5976
R^2	0.084	0.057	0.087
Adjusted R^2	0.083	0.055	0.085

Robust standard errors in parentheses

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

3.2: Individual level predictors of service equity per country

	Service outcome satisfaction		Psychological costs		Communication efficacy	
	Denmark	Norway	Denmark	Norway	Denmark	Norway
Refugee group (Ukrainian ref.)						
Syrian	-18.83*** (1.759)	-8.875*** (1.231)	-4.782* (1.961)	- 8.945*** (1.390)	-16.90*** (1.854)	-11.22*** (1.245)
Gender (Male ref.)						
Female	0.425 (1.274)	-0.912 (0.868)	0.841 (1.402)	0.0516 (1.001)	-1.957 (1.252)	-2.076* (0.904)
Age (18-29 ref.)						
30-39	1.821 (1.713)	2.172 (1.156)	3.604 (1.879)	3.364* (1.329)	2.735 (1.658)	2.132 (1.196)
40-55	4.382* (1.749)	2.885* (1.185)	5.599** (1.971)	4.114** (1.368)	2.419 (1.715)	3.561** (1.243)
56+	7.658*** (2.252)	4.620** (1.645)	13.23*** (2.591)	7.247*** (1.811)	5.688* (2.529)	7.003*** (1.791)
Education level (Low ref.)						
Middle	-8.200*** (1.884)	-4.267** (1.358)	-1.989 (2.137)	-3.243 (1.655)	2.684 (1.952)	0.731 (1.506)
High	-10.84*** (2.025)	-6.442*** (1.440)	-3.677 (2.335)	-2.744 (1.689)	4.173* (2.112)	0.354 (1.555)
English language proficiency	-2.043*** (0.471)	-1.260*** (0.347)	-0.274 (0.517)	-0.867* (0.382)	2.657*** (0.460)	2.282*** (0.328)
Host country language proficiency	2.673*** (0.635)	0.303 (0.476)	0.192 (0.697)	0.512 (0.514)	3.908*** (0.661)	0.938* (0.458)
Constant	81.74*** (2.834)	86.79*** (1.974)	66.97*** (3.252)	80.87*** (2.275)	49.73*** (2.857)	64.30*** (2.100)
Observations	2336	3640	2270	3583	2334	3642
R^2	0.085	0.032	0.022	0.026	0.103	0.055
Adjusted R^2	0.081	0.029	0.018	0.023	0.099	0.053

Robust standard errors in parentheses

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

3.3: Differences in frontline experiences across integration regimes

	Service outcome satisfaction	Psychological costs	Communication efficacy
Integration regime (Denmark ref)			
Norway	9.803*** (0.727)	11.33*** (0.814)	8.301*** (0.745)
Gender (Male ref.)			
Female	1.178 (0.714)	1.305 (0.797)	-0.508 (0.730)
Age (18-29 ref.)			
30-39	1.383 (0.948)	3.158** (1.060)	2.187* (0.970)
40-55	3.267*** (0.985)	4.777*** (1.102)	3.344*** (1.009)
56+	6.666*** (1.401)	9.896*** (1.568)	7.603*** (1.439)
Education level (Low ref.)			
Middle	-2.192* (1.067)	-0.359 (1.190)	5.609*** (1.088)
High	-3.109** (1.118)	0.297 (1.245)	7.404*** (1.142)
English language proficiency	-1.003*** (0.274)	-0.377 (0.306)	3.017*** (0.281)
Host country language proficiency	-1.472*** (0.303)	-0.903** (0.339)	-0.411 (0.310)
Constant	75.15*** (1.705)	66.07*** (1.900)	48.57*** (1.740)
Observations	5976	5853	5976
R^2	0.056	0.048	0.061
Adjusted R^2	0.055	0.047	0.060

Robust standard errors in parentheses

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

4: Regression tables including interaction terms

4.1: Communication efficacy

	Model 1	Model 2	Model 3
Norway	14.28*** (2.626)	12.67*** (1.605)	11.54*** (1.949)
Norway # Education level	-2.688* (1.063)		
Norway # English language proficiency		-1.615*** (0.475)	
Norway # Host country language proficiency			-1.150 (0.598)
Education level	5.015*** (0.895)	3.269*** (0.567)	3.286*** (0.567)
2. Female	-0.542 (0.728)	-0.506 (0.728)	-0.434 (0.735)
2. 30-39	1.970* (0.968)	1.816 (0.969)	1.801 (0.971)
3. 40-55	3.193** (1.010)	2.994** (1.010)	2.977** (1.013)
4. 56+	7.504*** (1.471)	7.414*** (1.471)	7.335*** (1.475)
English language proficiency	2.964*** (0.266)	3.961*** (0.405)	3.026*** (0.267)
Host country language proficiency	-0.397 (0.313)	-0.415 (0.313)	0.158 (0.444)
Constant	43.01*** (2.458)	44.21*** (2.035)	45.07*** (2.097)
Observations	5976	5976	5976
R^2	0.061	0.062	0.061
Adjusted R^2	0.060	0.061	0.059

Robust standard errors in parentheses

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

4.2: Service outcome satisfaction

	Model 1	Model 2	Model 3
Norway	7.651** (2.423)	7.884*** (1.552)	6.464*** (1.894)
Norway # Education level	0.964 (0.998)		
Norway # English language proficiency		0.705 (0.494)	
Norway # Host country language proficiency			1.148 (0.600)
Education level	-2.030* (0.852)	-1.403** (0.523)	-1.396** (0.522)
2. Female	1.186 (0.723)	1.169 (0.724)	1.064 (0.726)
2. 30-39	1.454 (0.966)	1.517 (0.967)	1.614 (0.968)
3. 40-55	3.321*** (0.985)	3.401*** (0.986)	3.497*** (0.988)
4. 56+	6.703*** (1.343)	6.736*** (1.342)	6.846*** (1.341)
English language proficiency	-0.985*** (0.280)	-1.416*** (0.426)	-1.024*** (0.281)
Host country language proficiency	-1.476*** (0.319)	-1.470*** (0.319)	-2.039*** (0.441)
Constant	77.40*** (2.390)	77.18*** (1.998)	77.78*** (2.041)
Observations	5976	5976	5976
R^2	0.056	0.057	0.057
Adjusted R^2	0.055	0.055	0.055

Robust standard errors in parentheses

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

4.3: Psychological costs

	Model 1	Model 2	Model 3
Norway	7.573** (2.803)	10.98*** (1.735)	10.61*** (2.089)
Norway # Education level	1.657 (1.142)		
Norway # English language proficiency		0.138 (0.531)	
Norway # Host country language proficiency			0.257 (0.653)
Education level	-0.796 (0.963)	0.258 (0.605)	0.261 (0.605)
2. Female	1.307 (0.806)	1.314 (0.807)	1.290 (0.812)
2. 30-39	3.211** (1.082)	3.229** (1.083)	3.251** (1.085)
3. 40-55	4.798*** (1.123)	4.842*** (1.123)	4.865*** (1.123)
4. 56+	9.905*** (1.490)	9.935*** (1.490)	9.958*** (1.489)
English language proficiency	-0.353 (0.305)	-0.455 (0.453)	-0.380 (0.305)
Host country language proficiency	-0.909** (0.348)	-0.902** (0.348)	-1.030* (0.484)
Constant	67.74*** (2.655)	65.62*** (2.238)	65.79*** (2.293)
Observations	5853	5853	5853
R^2	0.049	0.048	0.048
Adjusted R^2	0.047	0.047	0.047

Robust standard errors in parentheses

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

4.4: Numeric slope coefficients across integration regimes

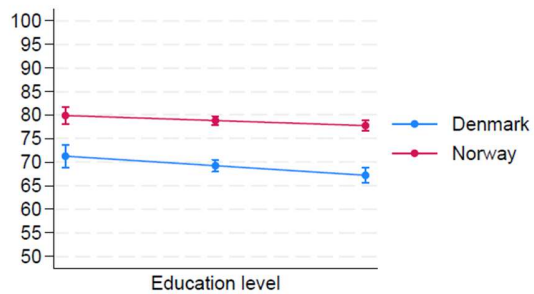
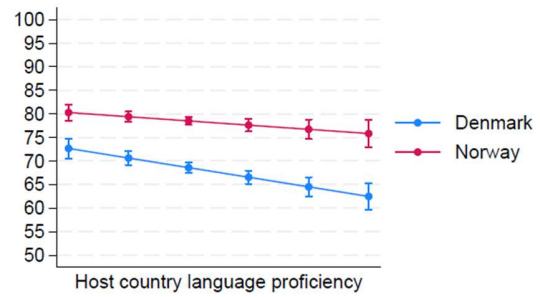
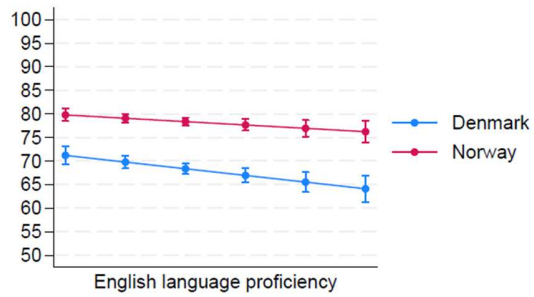
	Service outcome satisfaction			Psychological costs			Communication efficacy		
	Education level	English language proficiency	Host country language proficiency	Education level	English language proficiency	Host country language proficiency	Education level	English language proficiency	Host country language proficiency
Denmark	-2.030* (0.852)	-1.416*** (0.426)	-2.039*** (0.441)	-0.796 (0.963)	-0.455 (0.453)	-1.030* (0.484)	5.015*** (0.895)	3.961*** (0.405)	0.158 (0.444)
Norway	-1.066 (0.613)	-0.711* (0.327)	-0.890* (0.436)	0.861 (0.720)	-0.318 (0.361)	-0.774 (0.471)	2.327*** (0.677)	2.346*** (0.314)	-0.992* (0.420)
Observations	5,976	5,976	5,976	5,853	5,853	5,853	5,976	5,976	5,976

Robust standard errors in parentheses

* $p < 0.05$, ** $p < 0.01$, *** $p < 0.001$

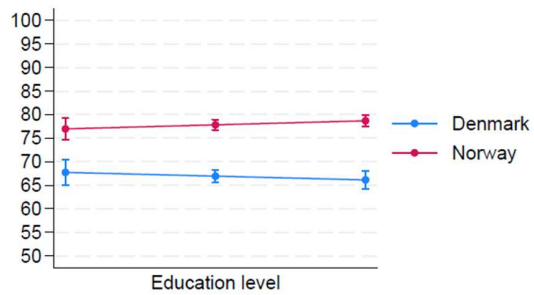
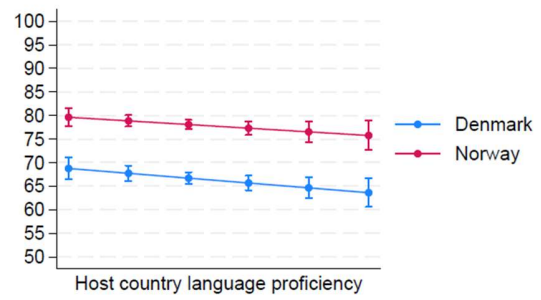
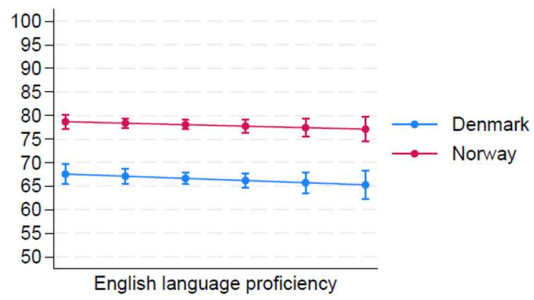
5. Visual representations of interaction terms

5.1: Service outcome satisfaction



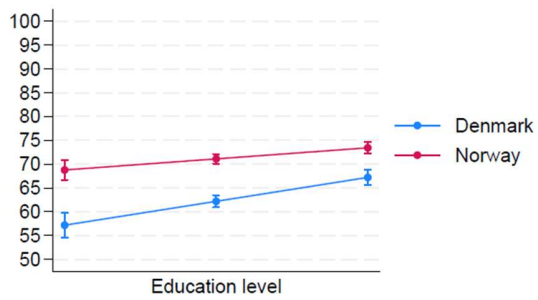
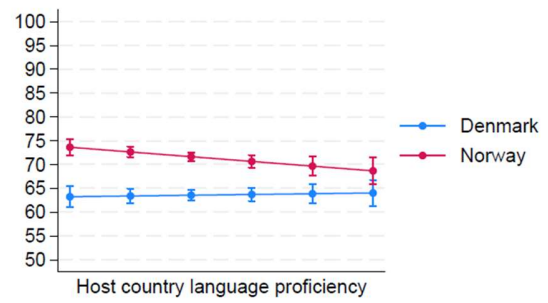
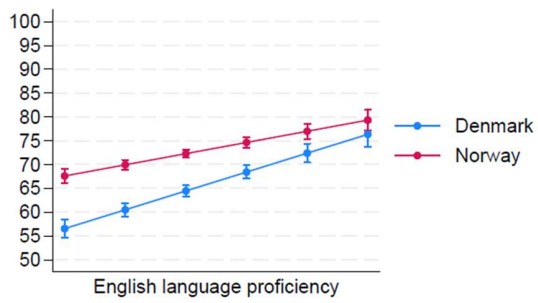
Note: Predictive margins with 95% confidence intervals.

5.2: Psychological costs



Note: Predictive margins with 95% confidence intervals.

5.3: Communication efficacy



Note: Predictive margins with 95% confidence intervals.